

# Strategic Lean Project Report



## 2018-2022 Action Agenda for Puget Sound

**Agency:** Puget Sound Partnership

**Partners and Customers:** Hundreds of different partners involved in developing the 2018-2022 Action Agenda.

### Project Impact

The Puget Sound Partnership improved the process for soliciting and evaluating Near Term Action (NTA) proposals for the Puget Sound Action Agenda, resulting in significant time savings, greater customer satisfaction and engagement.

#### *Impact to Washingtonians:*

The 2018-2022 Action Agenda solicitation resulted in the approval of over 600 NTAs. Funded NTAs will help advance the protection and restoration of species and their habitat, ensure healthy and abundant water, and benefit the health and quality of life of the residents of Puget Sound.

### Project Summary

#### *Background/Context:*

The Partnership regularly updates the Action Agenda by helping to reassess the priorities for Puget Sound recovery and soliciting NTAs from partners across the region to address those priorities. Soliciting NTAs is an intensive process and the Partnership has received past feedback from partners that the system was overly time consuming and complex. Process improvement efforts began immediately after the publication of the 2016 Action Agenda in June 2016, as the Partnership sought to learn lessons for the next Action Agenda. An "after action" survey was sent to a wide range of partners; the results of which informed a number of changes for the 2018-2022 Action Agenda.

#### *Problem Statement:*

Improve levels of customer satisfaction and engagement with the 2018-2022 Action Agenda solicitation and review process compared to the 2016 Action Agenda, by December, 2018.

#### *Improvements made:*

As a result of an evaluation of the NTA solicitation and review process for the 2016 Action Agenda, the Partnership made several major changes for the 2018-2022 Action Agenda. Two of the process changes which had the most impact on saving time and increasing customer satisfaction and engagement are explained below:

- A new system for NTA proposers to submit their actions was developed in-house using customized Caspio online database software. This system was successful in standardizing NTA proposal submittals and was significantly easier for proposers to use.
- An "NTA Camp" was organized – an event-based approach to gathering NTA reviewers together in one place for 2 days to evaluate the proposals. This replaced the previous review process which was managed remotely over several weeks.

The result of these innovations was greater satisfaction from partners about the NTA proposal process, much faster NTA evaluation, and a timely approval of the 2018-2022 Action Agenda in December 2018 with many more NTAs than ever before.

### Project Results



**Time**

Decreased NTA evaluation period **from 5 weeks to 1 week.**



*“NTA Camp” significantly reduced the length of the evaluation process for partners.*

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## Customer Satisfaction

Increased partner engagement in the solicitation process **from** 362 NTAs in the 2016 Action Agenda **to** 631 NTAs in the 2018-2022 Action Agenda .

Increased number of different partner organizations submitting NTAs **from** 108 in the 2016 Action Agenda **to** 128 NTAs in the 2018-2022 Action Agenda.



*Process improvements resulted in higher satisfaction among NTA proposers and reviewers and led to an increased number of NTAs and partners engaged.*

## Project Details

**Date improvement project was initiated:** 6/1/2016

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