

Strategic Lean Project Report



For Reporting Period: July 1, 2016 through Dec. 31, 2016

I. General Information:

Lead agency name: Utilities and Transportation Commission

Partner agencies: n/a

Improvement project title: UTC – Improve Common Carrier Application

Date improvement project was initiated: 10/1/2015

Project type: New Project

Project is directly connected to:

If applicable, specify the alignment:

- Results Washington performance measure
- Agency Strategic Plan
- Other

II. Project Summary:

The Utilities and Transportation Commission improved the process for common carriers to apply for a permit to haul for hire within Washington state by simplifying and clarifying the application. We eliminated five pages from the application making it easier for the carrier to complete.

III. Project Details:

Identify the problem: Common carriers must submit an application for a permit to the UTC Licensing Services Section in order to legally haul for hire within Washington state. Many of these applications were being submitted incomplete or incorrectly completed, causing a delay in processing the applications and issuing a permit to haul.

Problem statement: In 2015, 58.5 percent of Common Carrier permit applications required cite letters delaying their ability to legally haul for hire within Washington, compared to our target of 40 percent which we want to reach by Dec. 31, 2016.

Improvement description: We reduced the number of cite letters to Common Carrier applicants resulting from incorrect/incomplete permit applications by 6.1 percent (from 58.5 percent to 52.4 percent).

Customer involvement: We have received favorable comments as a result of our customer survey about the permitting process.

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IV. Impact to Washingtonians:



V. Project Results:

Improved process as measured by: <i>(Click those that apply)</i>	Specific results achieved: <i>(Complete the narrative boxes below)</i>	Total Impact: <i>(Actuals; Current Reporting Period)</i>	Results status:
<input checked="" type="checkbox"/> Customer Satisfaction	Decreased the number of cite letters from 58.5% to 52.4% . This results in improved permit timeliness by not having to wait for needed information prior to processing the carrier's permit..	<input type="checkbox"/> N/A (or) Baseline data, 4 th quarter 2015; current reporting period, 2016	Select from dropdown.

VI. Contact information:

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