

Strategic Lean Project Report



Real Property Agreements (RPA) Process Improvement

Agency: Washington State Parks and Recreation Commission

Project Impact

The Washington State Parks and Recreation Commission (Parks) improved the process by which the agency issues leases, easements and permits for non-recreational use of parkland (the Real Property Agreement Process). The new approach reduces the time required to evaluate requests by decreasing the steps to complete the process, from 100 steps to 60 steps, and by increasing the transparency of the process for applicants, who will be provided with information to help them understand the steps

Project Summary

Team members from multiple divisions and the field identified gaps in the process. They discovered that information requested from applicants was not complete 90 percent of the time, creating the need for staff to make multiple phone calls and send emails to fill the information gaps. The previous process took an extra two or three weeks because information was not kept in one location so that decision makers could efficiently make a final determination

The team implemented the following improvements:

- Streamlined and standardized the process
- Review team uses a shared site to document information
- Provided applicant with a flow chart to help them follow the steps in the process
- Revised the application so that the e information needed by the review team would be provided the first time.

Project Results



Quality

Decreased the steps in the process **from 100 to 60**.



The decrease in process steps makes for a streamlined and consistent process in which roles and responsibilities are clearly defined.



Time

Decreased the time spent on the process **from 4 months to 1 month**.



More than three months' time saved per application by decreasing the steps in the process

Project Details

Date improvement project was initiated: 12/18/2017

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