

Project Charter

Project Name: Act 168 Implementation

Date Chartered:

Expected Completion Date:

Team Leader: Landon Williams

Team Goal/Mission:

Develop public information and appropriate signage to inform the public about these new recreational opportunities in state parks. Expediently implement the NRB's decision regarding hunting and trapping areas within state parks. Ensure consistency in signage and public information. Create a repeatable information distribution process with dates, benchmarks and instructions to ensure consistency of information with the public and in exchanges with visitors. The process will anticipate year to year changes in workload, timing and necessary information distribution.

The team will implement improvements that accomplish the following:

1. Create a process that will reduce DNR staff time required to implement public and staff information for each year's hunting season.
2. Create a process for park managers to implement hunting seasons in 40 hours or less/year.
3. Create a process for bureau staff to prepare information, maps and instructions to property staff. Process will take in aggregate 400 hours or less per year.
4. Improve customer satisfaction and knowledge of activities.
5. Ensure all information provided is up to date, consistent and timely.
6. Public information delivery and property signage process will be completed by April.

Measure(s) to be used to determine success:

How will we quantify our progress?

1. Design a process that utilizes up to 40 hours/year/property managed and 400 hours for Bureau Staff. First year milestones will be higher due to signage requirement.
2. Process will have identified milestones and input hours for completion.
3. Property managers and Bureau staff will benefit through reduced time for information development and dissemination,
4. All staff will benefit by developing approved talking points that are property centric, consistent and on-message.
5. Customers will benefit from improved clarity and certainty of information delivered in a timely manner when planning visits.
6. Sign order process will be utilized for other system needs.

Team Members: Kimberly Currie, Scott Loomans, Joe Warren, Paul Holtan, Mike Bergum, Dawn Bishop, Jim Buchholz, Jim Carter, Will Christenson

Issues to be addressed:

What Problems or opportunities will the team solve?

1. How to effectively serve both hunters as well as non-hunters?
2. Effectively communicate with users given a dynamic process.
3. Ensure consistency in signage and communication.

Expected Results:

A streamlined, repeatable process with dates, measurable and benchmarks for determining success.

Support/Resource People:

Wildlife Management, Legal Services, N.R. Board, Customer Services and Licensing

Responsibilities and Boundaries:

Process steps from NRB Green Sheet to hunting season implementation.



DNR Lean Project - Final Report

Project Name: Implementing Hunting and Trapping Seasons in State Parks

Project Team Leader: Landon Williams

Project Purpose: Dual purpose of spearheading implementation of Act 168 as well as create a process to implement hunting and trapping seasons that is lean, repeatable, ensures compliance and exceeds customers' expectations.

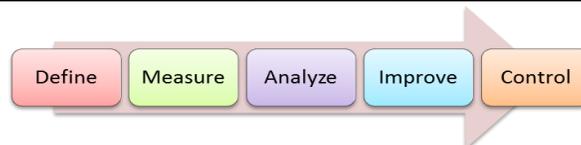
Project Team Members:

- Mike Bergum
- Jim Buchholz
- Dawn Bishop
- Jim Carter
- Will Christianson
- Kimberly Currie
- Paul Holtan
- Scott Loomans
- Joe Warren

Summary of Improvements: Achieved our dual purpose of creating a lean process as well as communication plan that clearly articulates expectations as well as information to visitors and implemented first hunting and trapping season without incident.

Project Results:

Goal	Action Taken	Program Improvements	Goal Met?
Implement April hunting and trapping season without incident	Sent memo of expectations to property managers regarding staff training, posting of property hunting maps/areas to hunt. Provided information to convey to staff and visitors and suggested responses to questions/comments. Prepared updated hunting/trapping maps for posting to web and at properties.	Managers understood expectations, customers had the information needed to recreate with full knowledge of hunting and trapping areas.	Yes
Comply with law that opens state parks to hunting and trapping	Surveyed park managers regarding compliance of signage and created a new signage standard. Utilized CI funding to	All properties will have non-compliant signs replaced at a minimum of two weeks prior to this November's hunting and trapping opener. Goal of having informational kiosks installed by	Yes



	purchase replacement signs, posts and informational kiosks to display property maps, regulations and information at key locations within heavily utilized properties.	November's hunting and trapping opener. As an added benefit, parks and forests have a new standard design for internal and external signage, reducing future program costs, improving brand and standardizing language for customers	
Improve Customer Satisfaction.	Created customer satisfaction survey which, among other goals, provides a tool for customers to provide feedback regarding activities at property and creates measurable data to take to the NRB for modifications under the law.	All properties have rolled out survey. As of 7/18: 386 surveys completed, overall 84% of respondents were either satisfied or very satisfied. As an added benefit, information gathered in survey will provide a picture of what activities customers engage in at property as well as their satisfaction with facilities and services provided. This information will help drive capital developments as well as operational resourced deployed. It will identify emerging needs, use trends and will ultimately help us improve service to customers as well as identify and rectify problems. Long term goal of survey is to reduce or eliminate the use of comment cards, which will reduce expenditures as well as provide a history of visitation and recreation at a property to gauge progress in achieving goals.	Yes
Improve Customer Satisfaction	Create a SOP which clearly articulates to staff the program's expectations for hunting and trapping seasons. <ul style="list-style-type: none"> • SOP identifies what the timeline for compliance is with each expectation. • What training supervisors need to provide to staff and what information they should convey. • Sets expectations for map creation and 	Managers know what is expected of them and when it needs to be completed. Clearly articulates roles, responsibilities and sets deadlines for completion. Provides the resources needed and framework for decision-making.	Yes

	posting. <ul style="list-style-type: none"> • Provides information to the NRB regarding timelines needed to implement changes to ensure they are implementable by the next hunting and trapping season • Creates a standing committee to develop information, generate requests for changes to established hunting/trapping areas and ensure implementation. 		

Project Cost:

	Hours	Dollars
Project Team Leader	224	
Project Team Members	200.75	
Meeting Costs		\$503
Improvement Costs		\$0*
Total	424.75	\$503

*CI capital development of \$140,000 achieved compliance with law, not counted as improvement.

Recommendations for Future Code/Statute Changes: None. Any changes would be approved by NRB.

Lessons Learned:

- Using Lean principles to create a process has great value; however, this project was not a process improvement project.
- Clearly communicating expectations and scope are paramount to project success.
- Timing of project made focusing on the end goal very difficult.