



STATE OF CONNECTICUT
 DEPARTMENT OF ENVIRONMENTAL PROTECTION
 79 Elm Street, Hartford, CT 06106
 Commissioner Amey W. Marrella
<http://www.ct.gov/dep/lean>

Connecticut DEP LEAN Celebration 2010: Transferable Knowledge for Efficient & Effective Government

NATURAL RESOURCES / OUTDOOR RECREATION

Statewide Fish Distribution
 Lean II - December 2008, Rick Jacobson

Boating Safety Education and Certification
 Lean III - February 2009, Eleanor Mariani

State Forest Management Planning
 Lean VI - January 2010, Susan Frechette

Surplus Property Review
 Lean III - February 2009, Bob Kalizewski

PLAN AND COMMUNICATE

Collaboration across divisions is improving forest management planning, surplus property review, and statewide fish distribution processes. Sharing resources facilitated the use of electronic forest data recorders which in turn led to creation of centralized databases with integration into geographic information systems, reducing forest management plan development time by 49% and doubling the number of State Forest acres with management plans in 10 years. Discrete land management programs integrated two processes to produce a single, seamless review of surplus properties.

Communication with agency staff ('Discovery Day' of the Kaizen event) provided insight to untapped Agency resources. As a result, the boating team's vision for streamlining its education program was expanded to include the certification process, making it easier for boaters to obtain mandatory certification. Pre-Kaizen communication highlighted the customer's (boaters) desire for learning tools that are more convenient with today's lifestyle. To realize this vision, regulatory obstacles must be addressed.

Standardizing stocking operations in the eastern and western sides of the state resulted in a single statewide fish distribution process and increased communication between fisheries management and hatchery staff.

VISUAL MEASURES/TANGIBLE BENEFITS

Providing constant gentle reminders of performance through a simple excel spreadsheet developed to track DEP's surplus property review responses.

Consulting with the customer to ensure that the resulting streamlined boating certification process meets their needs.

Sharing outcomes with the public through online resources regarding integration of fish, wildlife and outdoor recreation interests into the forest management plan proved effective means of ensuring plan acceptance.

Revision of state boating regulations by next boating season will allow online boating courses to satisfy the education requirement for certification, and electronic issuance of the boating certificate.

Leveraging technology by integrating the boating certification program into DEP's Online Sportsman's Licensing System is the final step to streamline the certification process. Planning data, a database and a map of all state forest resources will be made available to all Department staff, thereby simplifying accessibility.

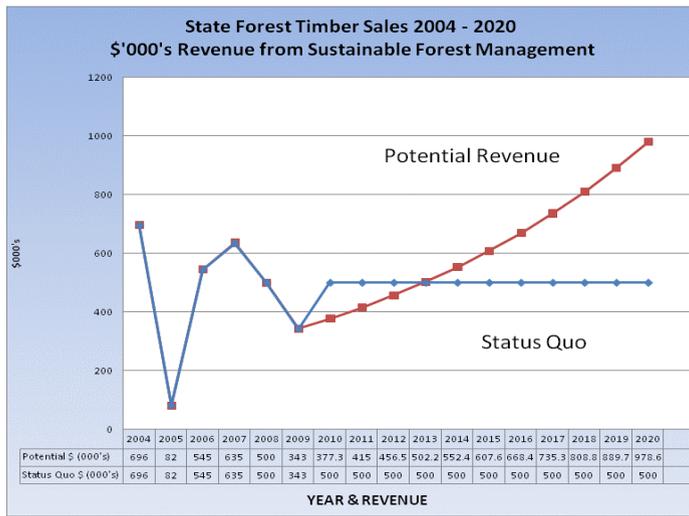
EFFICIENCY

Eliminated waste that duplicated steps and manual effort for trout stocking. Complex statutory requirements governing surplus property review were standardized.

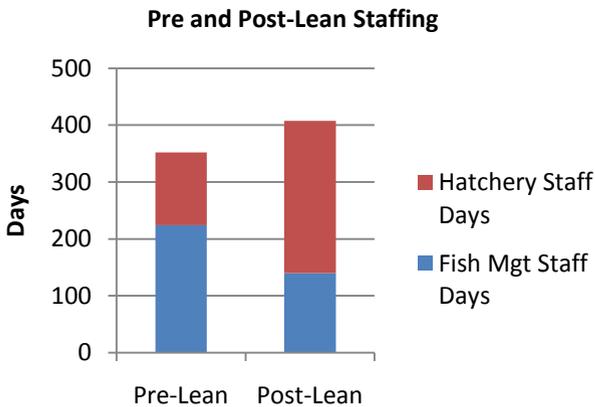
External customers will benefit from using the DEP Online Sportsman Licensing System allowing the boater to purchase the certificate on-line and print the certificate immediately, thereby eliminating a six to eight week wait time. Connecticut forest products industries will have greater access to state forest lands, thereby increasing potential sales.

Internal benefits will be realized from annual reduction of \$165,000 in boating education and certification costs, reductions in time for forest planning and surplus property review, and shifted fish stocking effort to lower cost staff.

Becoming more environmentally friendly by moving to on-line boating training and certification, maximizing 'full-load' capabilities of hatchery trucks, and integrating diverse data management, storage and retrieval processes; the Department was able to reduce production of paper forms, fuel use, vehicle emissions, making the agency a "Greener" workplace.

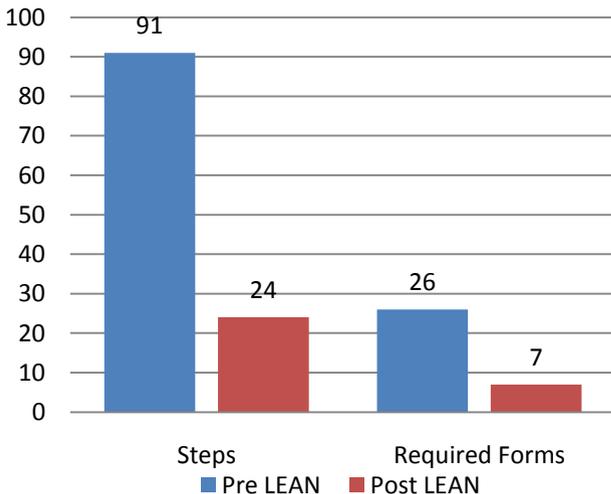


State Forest Management Planning
 Potential for expanding state forest timber sales by doubling the acreage under active management.



Statewide Fish Distribution
 Shifted from comparatively high-cost staff commitment, to comparatively low cost staff, freeing of resources to perform higher level tasks.

Boating Safety Education/Certification
 Reduced number of steps & forms needed in the boating education and certification process.



Surplus Property Review (4b-47 CGS)
 New process is more effective than the old process in facilitating compliance with the statutory requirements to review all properties for which the agency receives a notice.

