

## Project Charter

**Project Name:** Increasing Accessibility to MFL/FCL Open Lands Information  
**Date Chartered:** 9/28/12      **Expected Completion Date:** May 2013  
**Team Leader:** James K. Warren

**Problem:** Mapped locations of open MFL/FCL lands are not readily available for public consumption

### **Team Goal/Mission:**

Develop a standard procedure for making information related to the Managed Forest Law (MFL) and Forest Crop Law (FCL) lands open for public recreation more readily available to the public through an interactive mapping application

The team will develop a procedure to implement improvements for the following:

1. Minimize DNR staff time required to provide information to the public.
2. Improve customer service by reducing the amount of time and effort it takes for the public to find MFL/FCL open lands and landowner information, on an interactive map.
3. Improved customer satisfaction.
4. Utilize, to the best extent possible, existing software and other department products.

### **Measure(s) to be used to determine success:**

How will we quantify our progress?

Short Term (October 2012 to May 2013)

- Develop standard operating procedure for DNR staff in servicing requests for MFL/FCL open acre maps.

Long-Term (May 2013 to January 2014)

- Reduce in scope customer mapping complaints by 50% (normalized by web hits)
- 10% reduction in DNR staff time in servicing customer requests concerning MFL/FCL open acres maps
- Maps available upon request

### **Team Members:**

Janel Pike – FR IT, Courtney Klaus – FR IT, Rich LaValley - DNR Field Forester, Kris Wimme – DNR Field Forester, Kristin Lambert – Forest Tax and consultant Jeff Weatherly – FR.

### **Issues to be addressed:**

What Problems or opportunities will the team solve?

1. Develop standard operational procedure for DNR staff handling customer requests for MFL/FCL open acre maps.
2. Convert over 58,000 tax Law maps and plan information in an electronic format so they are more readily available to the public and others in the department. The project will prioritize open acre maps over others.
3. Increased customer satisfaction by providing the new information over the internet.
4. Increase the use of private lands open to the public for recreational opportunities.

### **Expected Results:**

What will be in place when we are done? Short-Term – standard operating procedure. Long-Term - electronic data related to the Tax Law lands to be used in applications such as providing recreational enhanced interactive mapping application

### **Support/Resource People:**

Who will we need assistance from besides the team members? DNR – BTS, FR – Web, Krista Knight – FR IT, DOA.

**Responsibilities and Boundaries:**

What areas will the team look at and what areas will the team NOT look at?



# DNR Lean Project - Final Report

**Project Name:** Increasing Accessibility to MFL/FCL Open Lands Information

**Project Team Leader:** James K. Warren

**Project Purpose:** Develop a standard procedure for making information related to the Managed Forest Law (MFL) and Forest Crop Law (FCL) lands open for public recreation more readily available to the public through an interactive mapping application

**Project Team Members:** Janel Pike, Courtney Klaus, Rich LaValley, Kris Wimme, Kristin Lambert and Jeff Weatherly

**Summary of Improvements:** See attached Project Implementation Plan

### Project Results:

Goal	Baseline	Target	Expected After Improvements	Goal Met?
Reduce DNR staff workload.	41 to 61 min/map	10%	31 to 41 min/map	Winter
Reduce Lead (delivery time).	*			
Improve Customer Satisfaction.	31 customer complaints	Reduce by 50%	15 or less	Winter
Ensure Staff and Customer Safety.				

\*The lead time to work on producing a map for a customer ranged from instant to no more than two days. The voice of the customer did not reveal that lead time was an issue for this project thus we focused on what they were telling us.

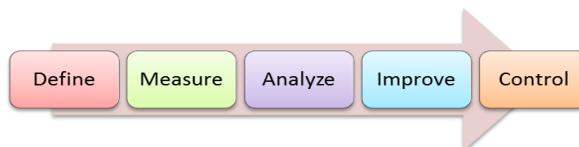
**Amount of staff time saved per year in hours:** approximately 1,500 hours

**How will that time be reinvested?:** other priority private forestry work

### Project Cost:

	Hours	Dollars
Project Team Leader	125	\$
Project Team Members	356	\$
Meeting Costs		\$1,213
Improvement Costs		\$150,000 (staff time)
Total	481	\$

**Recommendations for Future Code/Statute Changes:** None



**Lessons Learned:** Didn't plan/secure enough meeting time at the front end of project. Could have used more training on a fewer amount of tools in addition to what do the first few meetings look like. For not being what people would call a process person, I enjoyed learning LEAN Six Sigma and see application beyond this project and will utilize those concepts into future work. Plan ahead for data collection needs.



Project\_Implementati  
on\_MFL\_Open Acres\_