

Greenbelt LEAN Event Fact Sheet

Ohio Environmental Protection Agency

Division of Surface Water (DSW) Public Records Retrieval Process

Issue: DSW differs from other divisions in ways that it handles public records: eight managers review each request; 90 percent of requests yield no records.

Could these be opportunities to improve the speed and accuracy of the process?

Division	Changes to Process	Metrics	As a Result
Surface Water	<ul style="list-style-type: none"> Reduced steps in process from 120 to 54 (55 percent reduction). Added targeted communication with requestor when requests generate large volumes of material. Established database protocols to accurately determine total process time required. 	<ul style="list-style-type: none"> Reduced staff required to determine there are no records resulting in an average annual value of \$68,601.38 in redirected costs. Improved DSW’s process to allow for 100 percent time auditable reviews. 	<ul style="list-style-type: none"> Requestors will know more quickly if DSW does not have records. Status of individual requests will be easily determined. Total turn-around for all requests will be shortened.

Major Improvement	HOW it was Accomplished
Requestors will know faster if the division has records.	Redundancy was identified and eliminated. Instead of requests going to eight managers, a single point of contact reviews requests to determine whether DSW has records in its database.
Redirected work time for managers.	Managers process an estimated 10 percent of records requests now. These may result in an answer of “no records”, but easy requests are taken care of first.
Staff has more time to devote to primary work tasks, easing backlogs.	By eliminating 90 percent of reviews that were going through managers, supervisors and technical staff, employees have more time to devote to specified work tasks.