

The Washington State Patrol

Strategic Advancement Forum



MISSION: The Washington State Patrol makes a difference every day by providing public safety services to everyone where they live, work, travel, and play.

Presented by: Chief Lowell Porter

We analyzed the problem



- ★ Leaders were “insulated”
- ★ No method to advance our Strategic Plan
- ★ Insufficient data to drive management decisions
- ★ No coordination of our public safety efforts
- ★ No system to hold managers accountable

We sought solutions

- ★ Reviewed best practices – **COMPSTAT Model**
- ★ Created a cross-functional team in Phase I and an implementation team for Phase II.
- ★ Developed an Accountability Driven Leadership Model called **Strategic Advancement Forum (SAF)**



We share our results

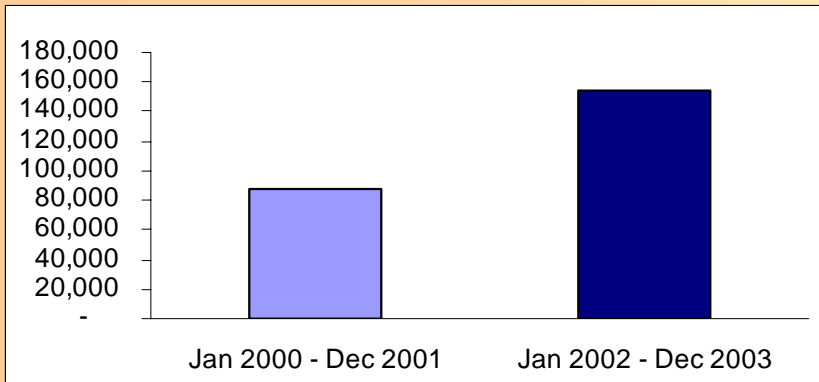


Sergeant Mike Dahl
Executive Services Section

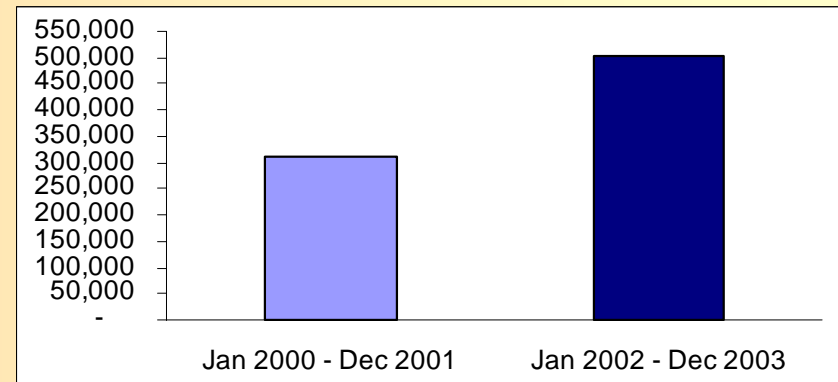
- ★ Managers provide oral and visual reports monthly
- ★ Executive Staff, fellow managers, staff and the public are invited to attend
- ★ Information shared to all staff so they can see the results on:
 - ★ Intranet
 - ★ Daily Bulletin

What gets measured gets done

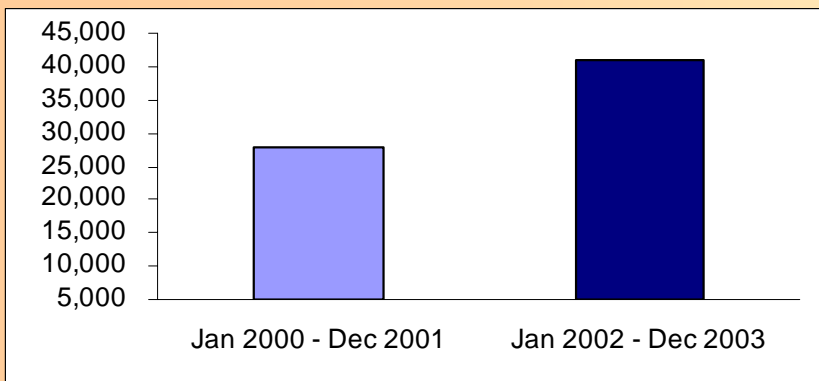
75% Increase in Seat Belt Arrests/Infractions



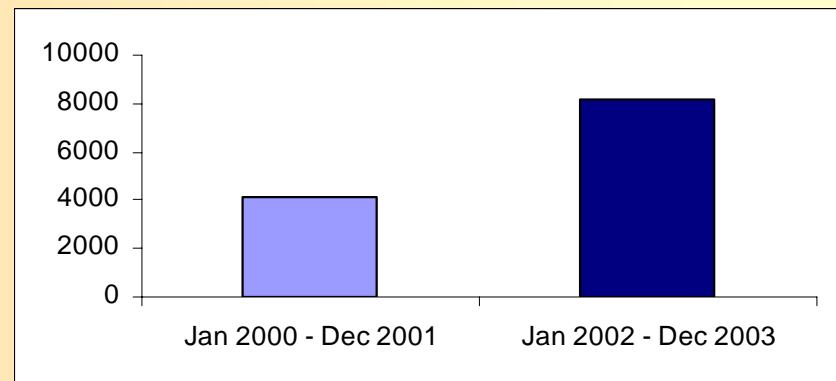
62% Increase in Speed Arrests/Infractions



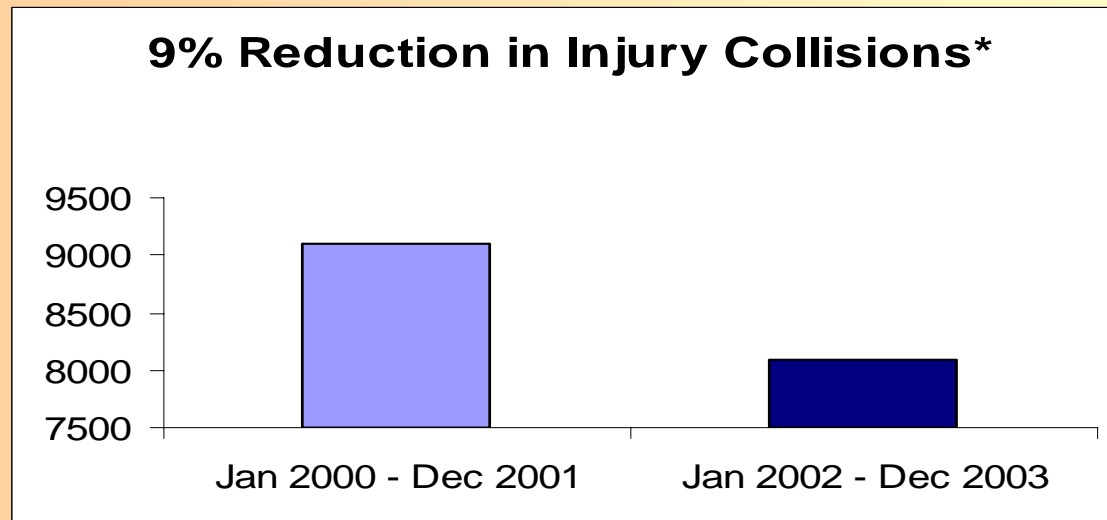
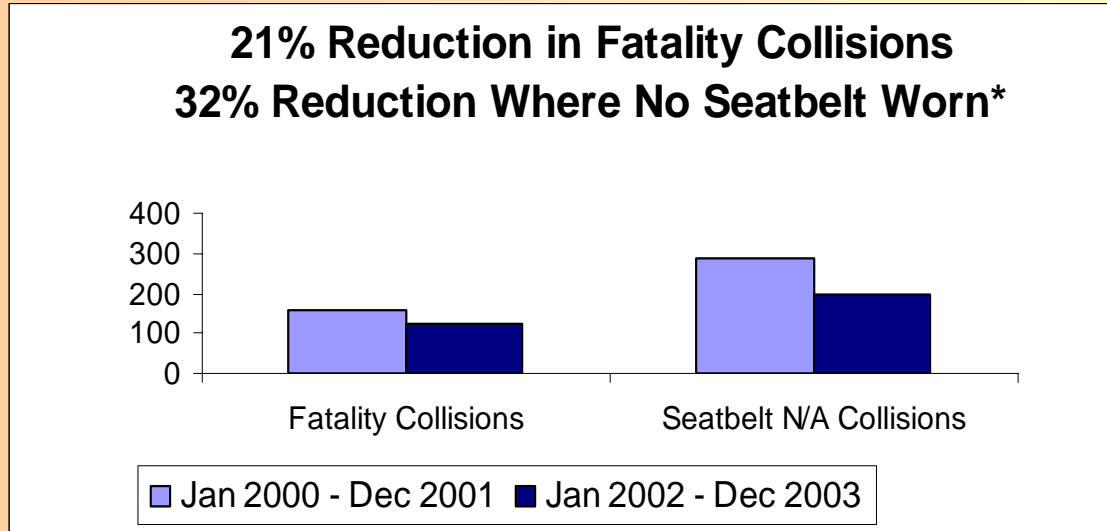
48% Increase in DUI Arrests/Infractions



99% Increase in Speed Infractions Commercial Vehicles



Public benefit: Roads are safer



* Interstate

Managers have information they need

- ★ **The Chief, Executive Management, and Division/District managers are the “customers” of the SAF process**
- ★ **Better information to manage**
- ★ **Ownership of the model**
 - ★ **Identify their own performance measures**
 - ★ **Determine key areas to resource**
 - ★ **Create accurate and timely data to drive management decisions and make changes**
- ★ **Transferable to others, public or private sector**

We saved money by holding staff accountable

\$481,000

Management of overtime and supplies has allowed for the purchase of:

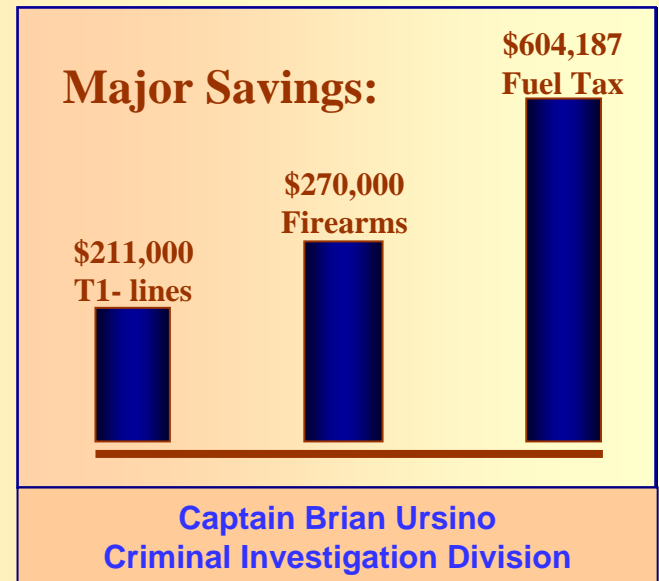
★ agency wide T1 communication lines and e-mail upgrades

★ new firearms for every commissioned employee of the Patrol

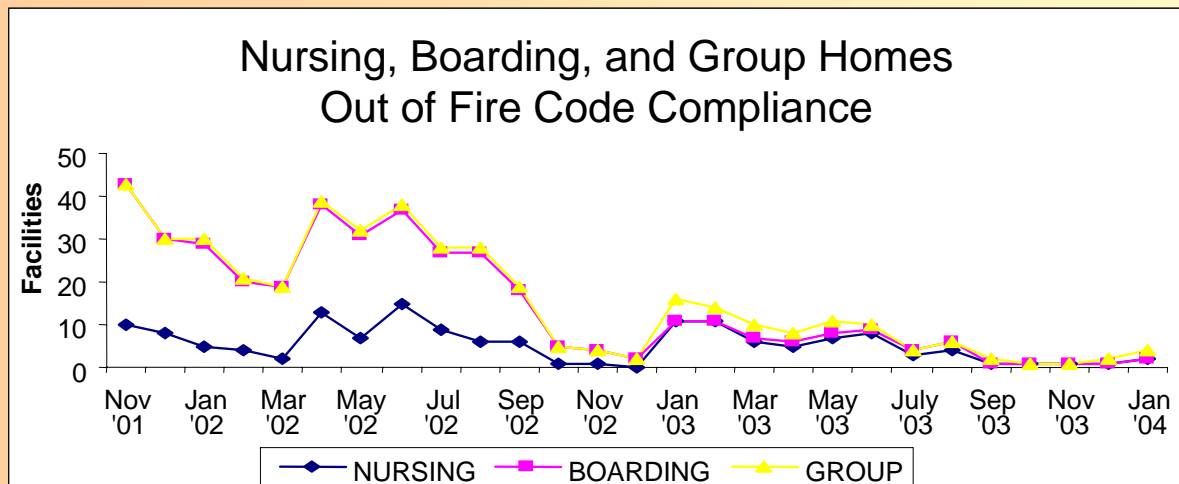
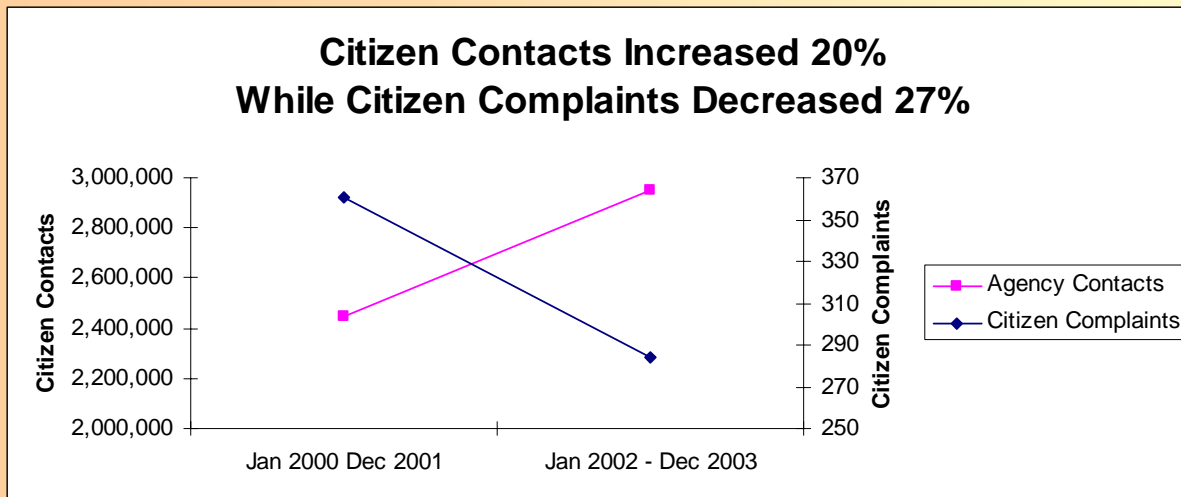
\$604,187

Fuel tax evasion and fraud assessments recovered by citations given to parties who transport red fuel illegally.

A few examples:



Our internal processes became more efficient



We learned as an organization

Improved benefits:

- ★ To the public – tickets issued and lives saved
- ★ To taxpayers – dollars saved
- ★ To managers – efficiencies
- ★ To staff – morale



- ★ Set accountability at the top
- ★ Immediate feedback drives performance
- ★ Share ideas and techniques
- ★ Raise the bar to challenge people
- ★ Fosters teamwork and collaboration
- ★ If we can measure it, we can SAF it!

We all win

The Strategic Advancement Forum helps managers and staff improve their effectiveness by increasing their efficiency.



**Captain Coral Estes
Commercial Vehicle Division**

***The Washington State Patrol*
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