Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
Employee Suggestion Program • Teamwork Incentive Program
6880 Capitol Boulevard • PO Box 40244
Olympia, WA 98504-0244
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
February 5, 2010
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes *(January 8, 2010)*
- Monthly Staff Update --Tracy Workman
- Teamwork Incentive Program Applications – Final *(Ivory Report*)*
  --Reviewers: Scott Turner and Wanda Riley
- Employee Suggestion Adopts
  --Reviewer: Scott Turner
- Employee Suggestion Non-Adopts
  --Reviewer: Wanda Riley
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212 or for TIP, contact Philip Kerrigan at 360.704.5259.*

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Productivity Board Meeting Minutes
January 8, 2010

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:04 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Brian Sonntag, Mike Kerschbaum, George Masten, Wanda Riley, Rich Tomsinski and Scott Turner

Board Members absent: Linda Villegas Bremer and Roselyn Marcus,

Staff present: Shad Bell, Philip Kerrigan, Dawn Sanquist and Tracy Workman

Guests present: Lynn Hicks, Department of Transportation and Art Mead, FTE Magazine

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the December 4, 2009 minutes as written.

MONTHLY UPDATE

Tracy Workman reported the Innovations in State Government Awards Ceremony is scheduled for February 17, 2010 at 11:30 AM. The script is being drafted and board members will be asked to be presenters. Tracy will also be sending out a general agenda shortly. A light lunch will be provided after the ceremony since it will be held during the lunch hour.

The Extra Mile Nomination has been released and one nomination has been received so far. The Leadership Award Nomination will be released at the end of the month.

Public Service Recognition Week (PSRW) events will be held in the same locations this year, Vancouver, Olympia, Spokane, Seattle and Tri-Cities. There has also been some interest in starting up a new/old location – Yakima. Hopefully in the next year or two, watch for Yakima to be added to the list of PSRW locations.

Philip Kerrigan and Shad Bell have been talking to the Department of General Administratoin and the Department of Licensing about marketing efforts and once the Legislative Session is over, will be moving forward with them.

EMPLOYEE SUGGESTION ADOPTS

George Masten reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

George Masten reported that he concurred with the agency evaluations and recommended approval: with the exception of suggestion #200900281, which was pulled for further review. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

Page 7	200900281	**Board PULL:** The board would like to have the suggestion evaluated further.

NEXT BOARD MEETING

The next Board meeting is scheduled for February 5, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- ***Reminder:*** The reviewers for February are Wanda Riley and Scott Turner. *Reviewers will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:31 a.m.

Respectfully submitted,

TRACY WORKMAN
Special Programs Manager
TW/ds 01/08/10

Washington State
Productivity Board

Teamwork Incentive Program – Final Report

February 2010

AGENCY: **Washington State Liquor Control Board**

TEAM: Print & Shipping Reduction Plan

PROJECT PERIOD: August 1, 2008 – July 30, 2009

OVERVIEW: The Liquor Control Board sends out various monthly publications having to do with retail pricing, as well as other monthly reports to different stores around the state. The Print & Shipping Reduction Plan Team set out to reduce the costs involved in this process using two different courses of action. First, the team compiled a list of stores that wished to continue receiving monthly mailings. They then converted all of their publications into electronic files that could be placed on their website, and created an online option that allowed each store to discontinue receiving paper copies. Finally, the team also began eliminating fulfillment storage fees with the Department of Printing by working with the Office Depot, making print and shipping jobs more effective and quicker for stores that place orders with the agency.

TEAM ACHIEVEMENTS: Through implementation of this project, the team has been able to help the Liquor Control Board save money by reducing printing prices and eliminating storage fees. Their efforts reduced their monthly costs by 38.5%, saving the agency $113,524.88 in the first year.

ACTUAL NET REVENUE:
$ 113,524.88

AWARD APPROVED BY AGENCY:
$21,352.48

Employee	Award $
Stacii McKeon	$10,000.00
Chuck O'Donnell	$4,257.18
Tia Livingood	$4,257.18
Casey Walker	$1,419.06
Kelly Higbee	$1,419.06

* Reviewers: Scott Turner and Wanda Riley

Secretary of State
SAM REED

WASHINGTON STATE PRODUCTIVITY BOARD
TEAMWORK INCENTIVE PROGRAM

Complete this form **AFTER** the project has been implemented.

This report serves as the application for teams that apply to the Productivity Board after their team project has been implemented. Teams must meet the following criteria:

1. Submit the completed application form to the Productivity Board within one year of full implementation of the team project.
2. The report must be submitted to the Productivity Board by the agency, with the agency head's approval.
3. Teams should demonstrate plans to operate at a lower cost or with an increase in revenue with no decrease in the level of services rendered.
4. Provide a list of all team members and the percentage of savings the team members will share. Note: The percentage of savings/revenue is up to 25%, with a maximum of $10,000 per person. Also, include the percentage of the share each team member shall receive.
5. The completed team application should include the Team Member Authorization Form and the Agency Authorization Form.

APPLICATION FORM

TEAM NAME Print & Shipping reduction plan

AGENCY Washington State Liquor Control Board (WSLCB)

PROJECT PERIOD 8/1/08 – 7/30/09

TEAM OVERVIEW
Provide a brief summary of the project. Please include attachments if needed.

The WSLCB sends out various monthly publications having to do with retail pricing, as well as various monthly reports. I decided it was time to look into reducing the amounts we print and mail, and provide subscribers a way to access publications electronically. Ironically, most of the information was already available on the WSLCB web site.

Print/Ship

Because most of the publications were printed for our stores, I began by getting an idea of how many publications they required, by speaking with Chuck O'Donnell. I then began contacting a handful of our stores, sharing my print and shipping reduction plan with them, asking how many copies they needed each month. They were all on board. In fact, many of them wondered why they were receiving so many publications in the first place. As the months passed, I continued to reduce and eliminate (see detail below).

Month	Reductions are based off of the previous month	Monthly cost	Monthly savings from Baseline
August	Baseline	$23,383.80	0
September	Reduced one publication by over 51%	$19,628.96	$3,754.84
October	Reduced two publications by 5% each	$17,299.55	$6,084.25
November	Eliminated one publication	$19,168.98	$4,214.82
December	Minimal reductions made	$16,551.37	$6,832.43
January	Reduced one publication by over 70%, reduced a second by over 34%, reduced another by over 37%, reduced another by over 74%, and made small reductions on all others	$15,699.34	$7,684.46
February	Reduced one publication by over 4%, reduced another by over 2%, and made small reductions on others	$9,328.40	$14,055.40
March	Reduced one publication by 3%, reduced another by 9%, reduced another by over 3%, and made small reductions on others	$11,944.41	$11,439.39
April	Reduced one publication by over 2%, eliminated one publication, and made small reductions on others	$9,806.18	$13,577.62
May	Reduced one publication by over 2%, eliminated three publications, reduced another by over 4%, and made small reductions on others	$11,459.98	$11,923.82
June	Minimal reductions made	$9,474.16	$13,909.64
July	Reduced one publication by over 2%	$10,405.92	$12,977.88
	Totals (12 mo.)	**$174,151.05**	**$106,454.55**

The results were impressive. With Chuck's support and buy in, we were able to reduce the numbers of publication copies we print each month from a baseline of 20,550 copies every month to a current monthly amount of 3,396 copies every month, resulting in a 12 month savings of $106,454.55 for print and ship.

Additionally, I have worked with our paying subscribers to move them toward electronic copies. Again, the response was extremely positive. This not only saves money, but is more efficient and timely for our subscribers and saves LCB staff time.

Fulfillment/Storage

The WSLCB was moving to "greener" work practices, so as stock was depleted in the Department of Printings fulfillment center, we began a "Print as Needed" model, moving forms to the WSLCB Intranet. This not only saved in storage and handling fees but ensured WSLCB staff was using the most up to date online versions. In the past, we printed thousands of copies and stored them. Many times a form or document would be updated, requiring us to recycle hundreds or thousands of pre-printed copies. WSLCB staff are now able to access the most current, up to date versions of forms and documents very quickly with no waste, and no storage fees. The savings derived so far (9/1/08 to 8/30/09) is $7,070.33. Before we moved to the "Print as Needed" model, our monthly storage and handling fees were $2685 per month.

Month		Monthly cost	Monthly savings
September	Baseline	$2,685.15	0
October		$2,573.64	$111.51
November		$1,965.65	$719.50
December		$2,961.16	-$276.01
January		$2,047.94	$637.21
February		$7,723.96	-$5,038.81
March		$3,197.89	-$512.74
April		$631.13	$2,054.02
May		$404.87	$2,280.28
June		$272.67	$2,412.48
July		$440.25	$2,244.90
August		$247.16	$2,437.99
	Totals (12 mo.)	**$25,151.47**	**$7,070.33**

Note: As we did force outs in fulfillment, charges went up for pick and ship. In the end, however, it resulted in lower storage fees the following month.

Looking Ahead

If we would have continued using fulfillment at the rate we began with, the picture would be very different for the upcoming 12 month period (9/1/09 – 8/30/10)

	Old Way	New Way
Time period 9/1/09 – 8/30/10	$2685 per month totaling $32,220	Less than $247 per month totaling $2964

ACHIEVEMENTS

Provide an overview of what the team achieved during the project period.

Essentially, the project resulted in educating our subscribers (both internal and external) of the fact that most of our Monthly publications are available online, or can be emailed. It reduced the amount of paper and mail, and provided a savings for our agency in print and shipping costs. Additionally, it provided a one stop shop for supplies and print for our stores.

Side Note

In the last few years, we have reduced the number of documents that we print and store dramatically. We have moved many dozens of forms from printed versions stored in our supply room, to electronic versions located on our Intranet forms page. This has reduced staffing and storage, as well as printing and postage costs. To help illustrate the impact, I have included a table showing print and mail costs then vs. now.

	FY 2007	FY 2009	FY 2011 to date (Oct. 1, 2009)	FY 2011 end (estimate)
Printing and Reproduction for Biennium	433,891.64	676,370.24	12,040.54	96,320 est.
Postage for Biennium:	75,914.84	36,661.42	1,019.71	8,157.68 est.
Totals	**$ 509,806.48**	**$ 713,031.66**		**$ 104,478 est.**

The above totals include charges for Capital Business Machines and Sharp Electronics for our in office copy machines, as well as Department of Printing charges. This is not a case where the printing was just moved somewhere else – it was truly reduced. As an agency we should be proud of how much we have accomplished in print reduction.

PERFORMANCE MEASURES

The team will need to show how the improvement will be measured, as the process currently exists, and with the anticipated improvements. Please describe and provide the following:

1. Flow chart showing origins, handling, and destination of the process before and after project.
2. List specific team tasks and the associated costs of doing business. Before and after.
3. Process used to track the team's progress.

Performance measures used:

Tasks completed: Achieved subscriber/store buy in on print reduction by showing how the information may be easily accessed electronically. Forwarded the new, lower print numbers to the Department of Printing. Set up Office Depot file cabinet system and upload forms to the site. Conducted Office Depot training to DMs and gave them 30 days to train their store managers. I coordinated a Department of Printing fulfillment force out, to deplete our forms supply, which we pay for each month. I continue to force out until our supply is depleted.

We tracked the costs of each monthly publication, before and after reducing the number we print, via spreadsheet. We continue to update this data as costs come in.

Essentially, our performance measures are cost, and streamlining processes. Obviously, the cost reduction is great. Allowing stores to gain access to forms from the Office Depot site, when they are already there for supplies, has made for a "one stop shop" for stores and was another great benefit of this project. This also saves LCB staff time. Each order placed through the Department of printing was taking to 3 – 5 minutes to complete.

TOTAL ACTUAL NET SAVINGS AND/OR REVENUE

Please provide documentation showing how the savings was derived.

Total savings for 12 months: $113,524.88

$106,454.55 saved in print and ship
$7,070.33 saved in fulfillment storage, pick, and ship

Note: Awards are paid by the agency in which the team is located and/or from the benefitting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period.

PERCENTAGE OF SAVINGS AND/OR REVENUE THE TEAM IS ENTITLED TO FOR AN AWARD:

25 %

Note: The percent of savings or revenue (up to 25%, with a maximum of $10,000 per person) the team is entitled to for an award, shall be agreed upon by the agency and team, prior to submitting this report to the Productivity Board.

TOTAL TEAM AWARD

$ 28,381.22 (25% of $113,524.88)

TEAM AUTHORIZATION FORM

As certified by my signature below, I approve the application as submitted and agree with the information provided in the report.

TEAM MEMBER NAME (type or print) **Stacii McKeon**

JOB TITLE Forms & Records Supervisor

Phone # 360-664-1693 **E-mail Address** skm@liq.wa.gov **AWARD RATIO** 65%

X _____ 10-1-09
Signature Date

TEAM MEMBER NAME (type or print) **Chuck O'Donnell**

JOB TITLE Acting Director, DC

Phone # 360-664-4544 **E-mail Address** cod@liq.wa.gov **AWARD RATIO** 15%

X SEE NEXT PAGE _____
Signature Date

TEAM MEMBER NAME (type or print) **Tia Livingood**

JOB TITLE Management Analyst

Phone # 664-4517 **E-mail Address** tlliv@liq.wa.gov **AWARD RATIO** 15%

X Tia Livingood 10/1/09
Signature Date

TEAM MEMBER NAME (type or print) **Casey Walker**

JOB TITLE Special Order Buyer

Phone # 664-1669 **E-mail Address** cjw@liq.wa.gov **AWARD RATIO** 5%

X _____ 10-1-09
Signature Date

TEAM MEMBER NAME (type or print) **Kelly Higbee**

JOB TITLE Administrative Assistant

Phone # 664-1659 **E-mail Address** ksh@liq.wa.gov **AWARD RATIO** 5%

X Kelly S. Higbee 10/1/09
Signature Date

X _____ _____
Signature Date

TEAM MEMBER NAME (type or print) Chuck O'Donnell

JOB TITLE Acting Director, DC

Phone # 360-664-4544 E-mail Address cod@liq.wa.gov AWARD RATIO 15%

X Charles O'Donnell 9/29/09
Signature Date

TEAM MEMBER NAME (type or print) Tia Livingood

JOB TITLE Management Analyst

Phone # 664-4517 E-mail Address tlliv@liq.wa.gov AWARD RATIO 10%

X _____ _____
Signature Date

TEAM MEMBER NAME (type or print) Debi Besser

JOB TITLE Director of Purchasing

Phone # 360-664-1668 E-mail Address djbes@liq.wa.gov AWARD RATIO 5%

X _____ _____
Signature Date

TEAM MEMBER NAME (type or print) Casey Walker

JOB TITLE Special Order Buyer

Phone # 664-1669 E-mail Address cjw@liq.wa.gov AWARD RATIO 5%

X _____ _____
Signature Date

TEAM MEMBER NAME (type or print) Kelly Higbee

JOB TITLE Administrative Assistant

Phone # 664-1659 E-mail Address ksh@liq.wa.gov AWARD RATIO 5%

X _____ _____
Signature Date

AGENCY AUTHORIZATION FORM

AGENCY Washington State Liquor Control Board

UNIT/DIVISION Multi

TEAM NAME _____

As certified by my signature below, I approve the above named unit/division to participate and receive the agreed upon award in the Teamwork Incentive Program. Awards up to 25 percent of net savings or revenue gains resulting from improvements made during the project period will be distributed according to the agreements made by the agency and team. The Agency Head may determine whether to waive the requirement of signatures from the unit supervisor, and/or fiscal/budget officer. The Agency Head must sign the report if he/she agrees with the team becoming an official Teamwork Incentive Program team.

As certified by my signature below, I have reviewed and agree with the information provided in the team report, and support the team receiving the award recommended in the report.

DBT 10/15/09

AGENCY PRODUCTIVITY BOARD COORDINATOR — Date

Pat Sutton 11/9/09

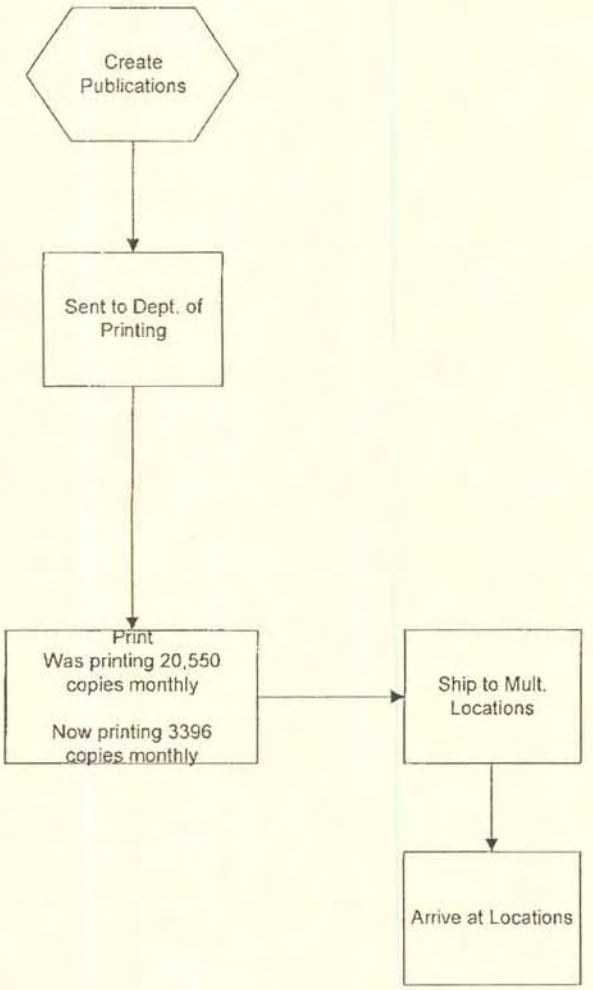
AGENCY HEAD — Date

Note: The agency head has the authority to waive the following signatures:

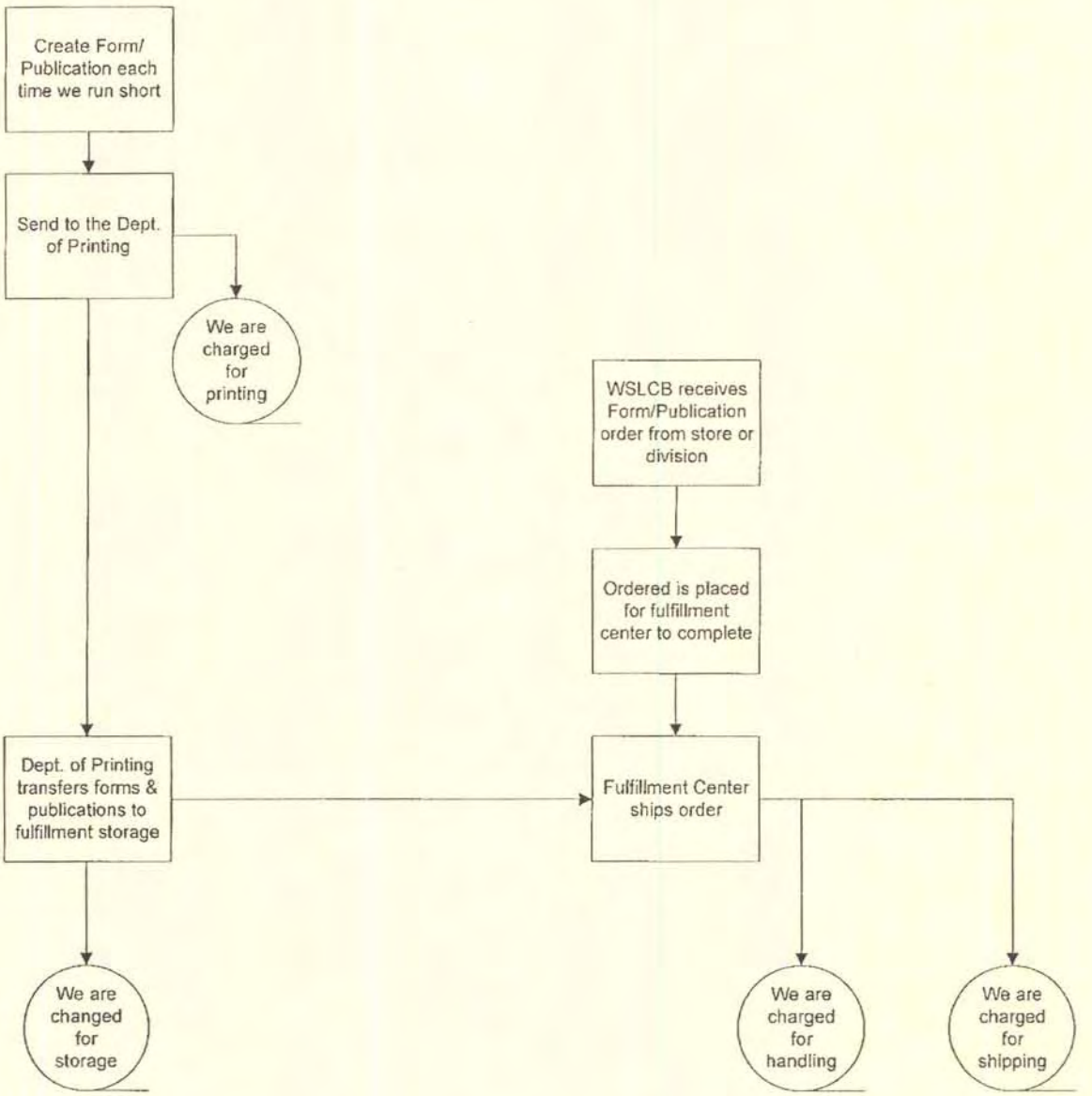
UNIT SUPERVISOR — Title/Date

AGENCY FISCAL OFFICE — Title/Date

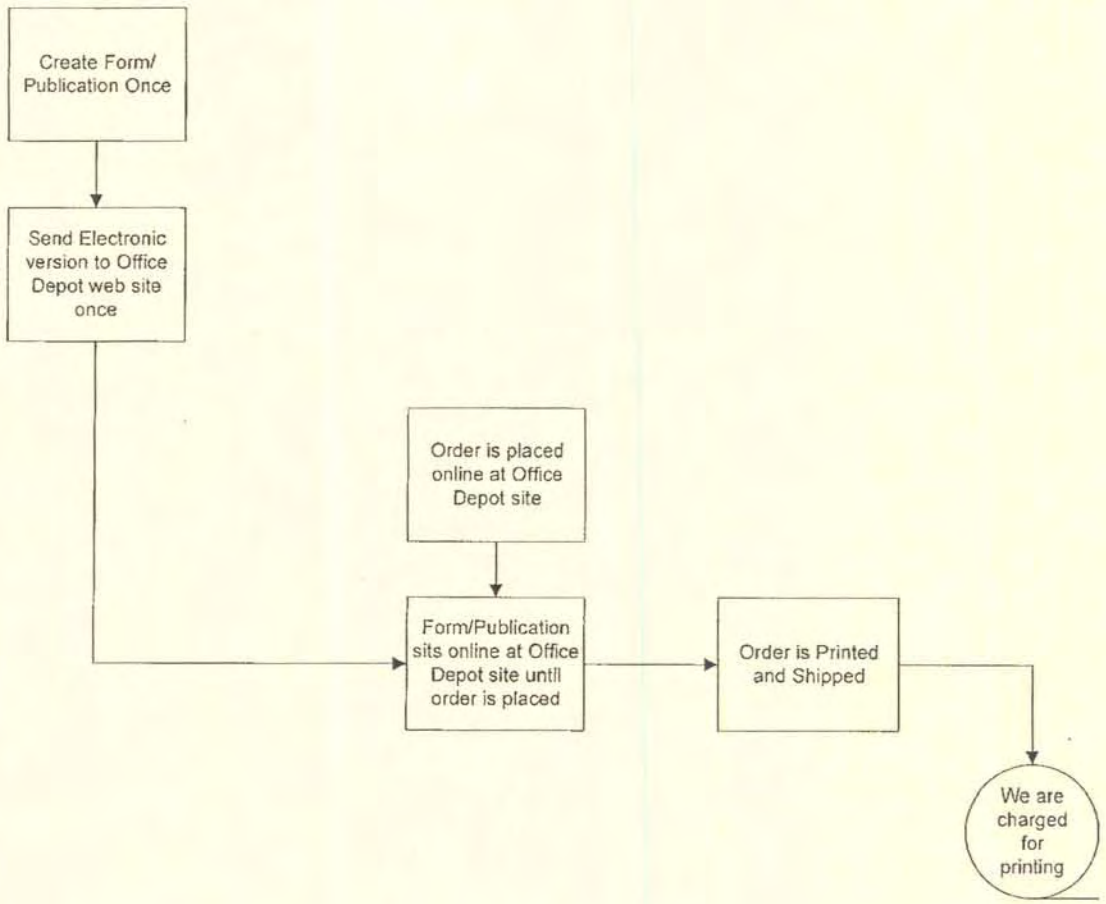
Print & Shipping Reductions Flow Chart (Before and After)



Department of Printing Fulfillment Storage Fees – Old Process



Department of Printing Fulfillment Storage Fees/Office Depot – New Process



Washington State
Productivity Board

Teamwork Incentive Program – Final Report

February 2010

AGENCY: Department of Transportation (DOT)

TEAM: Eastern Region Technology in the Field Team

PROJECT PERIOD: October 2008 – October 2009

OVERVIEW:
The Department of Transportation had been using an outside management and reporting system from Primavera Contract Manager that was lacking in cost, convenience and connectivity. The Technology in the Field Team created and implemented an entirely new electronic review and processing system that was made available for use by all field inspectors and could operate remotely on laptop computers. After piloting the system in the Eastern Region, and after presenting the results to DOT executives, the new reporting program was implemented statewide.

TEAM ACHIEVEMENTS:
With implementation of this new system, the team was able to eliminate consulting fees associated with the old software. They were able to save a substantial amount of travel time by preventing Field Inspectors from having to visit each site manager for a report. Since the system was created and implemented by the team, the use of an outside vendor for training and consultation are no longer necessary, eliminating the cost associated with outside assistance from the software's contractor. Overall, the agency will realize $422,480 in first-year savings.

ACTUAL NET SAVINGS:
$ 422,480

AWARD APPROVED BY AGENCY:
$40,000

Employee	Award $
Gregg Storey	$10,000.00
Robert Blegen	$10,000.00
Darrel McCallum	$10,000.00
Jon Hansen	$10,000.00

* Reviewers: Wanda Riley and Scott Turner

Washington Secretary of State
SAM REED

WASHINGTON STATE PRODUCTIVITY BOARD
TEAMWORK INCENTIVE PROGRAM

Complete this form **AFTER** the project has been implemented.

This report serves as the application for teams that apply to the Productivity Board after their team project has been implemented. Teams must meet the following criteria:

1. Submit the completed application form to the Productivity Board within one year of full implementation of the team project.
2. The report must be submitted to the Productivity Board by the agency, with the agency head's approval.
3. Teams should demonstrate plans to operate at a lower cost or with an increase in revenue with no decrease in the level of services rendered.
4. Provide a list of all team members and the percentage of savings the team members will share. Note: The percentage of savings/revenue is up to 25%, with a maximum of $10,000 per person. Also, include the percentage of the share each team member shall receive.
5. The completed team application should include the Team Member Authorization Form and the Agency Authorization Form.

APPLICATION FORM

TEAM NAME Eastern Region Technology in the Field Team

AGENCY Washington Department of Transportation

PROJECT PERIOD January 2009 – January 2010

TEAM OVERVIEW
Provide a brief summary of the project. Please include attachments if needed.

The team was originally formed to help the Department of Transportation reshape its Management and Reporting System toward a future electronic platform for the inspection of WSDOT construction projects.

The Technology in the Field Team developed an electronic Inspectors Daily Report (IDR) and Field Note Report (FNR) that: 1) would be approved by HQ Construction for use by field inspectors, 2) could operate remotely on laptop computers, 3) would route in a paperless fashion within the Project Engineer Office (PEO) for review and processing, and 4) that could be implemented with existing software and no development budget.

ACHIEVEMENTS

Provide an overview of what the team achieved during the project period.

With implementation of this system, Project Engineers, Region and HQ Documentation Engineers, Project Managers and others are saving substantial amounts of travel time. HQ Construction now accesses IDR's and FNR's from their desk when performing documentation reviews, reducing the frequency and duration of their travel.

The creation of this new system also resulted in significant employee time savings, as training, consultation, system setup, and deployment are all now able to be handled from within the agency, rather than contracted out to various consultants.

PERFORMANCE MEASURES

The team will need to show how the improvement will be measured, as the process currently exists, and with the anticipated improvements. Please describe and provide the following:

1. Flow chart showing origins, handling, and destination of the process before and after project.
2. List specific team tasks and the associated costs of doing business. Before and after.
3. Process used to track the team's progress.

Performance measures used:

See Attached

TOTAL ACTUAL NET SAVINGS AND/OR REVENUE

Please provide documentation showing how the savings was derived.

$ 422,480

Note: Awards are paid by the agency in which the team is located and/or from the benefitting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period.

PERCENTAGE OF SAVINGS AND/OR REVENUE THE TEAM IS ENTITLED TO FOR AN AWARD:

25 %

Note: The percent of savings or revenue (up to 25%, with a maximum of $10,000 per person) the team is entitled to for an award, shall be agreed upon by the agency and team, prior to submitting this report to the Productivity Board.

TOTAL TEAM AWARD

$ 40,000

Note: Awards are paid by the agency in which the team is located and/or from the benefiting fund. Awards are based on the total actual net savings or revenue generated by the team during the project period. The percent of savings or revenue (up to 25%, with a maximum of $10,000 per person) the team is entitled to for an award, shall be agreed upon by the agency and team, prior to submitting this report to the Productivity Board.

TEAM AUTHORIZATION FORM

As certified by my signature below, I approve the application as submitted and agree with the information provided in the report.

TEAM MEMBER NAME (type or print) Gregg Storey

JOB TITLE Transportation Engineer 2

Phone # 509-323-8421 **E-mail Address** storeyg@wsdot.wa.gov **AWARD RATIO** 35%

X _____ 10/27/08
Signature Date

TEAM MEMBER NAME (type or print) Robert Blegen P.E.

JOB TITLE Assistant Project Engineer

Phone # 509-323-8411 **E-mail Address** blegenr@wsdot.wa.gov **AWARD RATIO** 30%

X _____ 10/27/08
Signature Date

TEAM MEMBER NAME (type or print) Darrel McCallum P.E.

JOB TITLE Project Engineer

Phone # 509-323-8410 **E-mail Address** mccalld@wsdot.wa.gov **AWARD RATIO** 25%

X _____ 10/27/08
Signature Date

TEAM MEMBER NAME (type or print) Jon Hansen

JOB TITLE Eastern Region IT – IT Spec 4

Phone # 509-324-6044 **E-mail Address** hansenj@wsdot.wa.gov **AWARD RATIO** 10%

X _____ 10/27/08
Signature Date

TIP Award Calculations, Technology in the Field
January 12, 2009

Lynn Hicks
360-705-7433

Net savings from spreadsheet "Costs for Primavera Contract Manager Daily Report..." $422,480

Team Award:

Net Savings	Award %	Team Award
$422,480	25%	$105,620

Individual Awards at 25% Team Award:

Team Member	25% Team Award	Award Ratio	$ Amount of Ratio	Individual Award
Gregg Storey	$105,620	35%	$36,967	$10,000
Robert Blegen	$105,620	30%	$31,686	$10,000
Darrel McCallum	$105,620	25%	$26,405	$10,000
Jon Hansen	$105,620	10%	$10,562	$10,000
	Totals	100%	$105,620	$40,000

Costs for Primavera Contract Manager Daily Report (IDR) & Field Note Record (F

Development and Configuration of Contract Manager (3 modules - Daily Reports, Payment Requisitions and Materials)		Total Hrs	Rate	Total Amount
Requirements	Estimated Consultant (Larry Mattson, Mike Mellin & Ben Ferris)	600.0 $	168	$100,500
	Estimated WSDOT (Sue)	120.0 $	56	$6,768
System Setup	Estimated Consultant (Larry Mattson, Mike Mellin, Ben Ferris & OIT)	800.0 $	168	$134,000
	Estimated WSDOT (Sue)	120.0 $	56	$6,768
LiveLink Interface (Liquid Office)	Estimated Consultant (Rawul Talwar, Mike Mellin, Ben Ferris & OIT)	640.0 $	168	$107,200
	Estimated WSDOT (Sue)	40.0 $	56	$2,256
Documentation	Estimated Consultant (Larry Mattson & Ben Ferris)	60.0 $	168	$10,050
	Estimated WSDOT (Sue)	60.0 $	56	$3,384
Training				
Materials	Estimated Consultant	120.0 $	150	$18,000
	Estimated WSDOT (Sue)	40.0 $	56	$2,256
Performing and set up of training	Estimated Consultant	248.0 $	150	$37,200
	Estimated WSDOT (Sue)	208.0 $	56	$11,731
	Consultant and WSDOT Travel	2.0 $	4,800	$9,600
Deployment	Estimated Consultant/OIT	80.0 $	150	$12,000
	Estimated WSDOT	80.0 $	56	$4,512
Totals		3218.0		$466,225

Total Savings

Definitions

Requirements: These are the requirements developed that tell IT how to setup and configure the system along with a included the interface to the Materials Tracking Program (MTP) and CCIS. The requirements by ER i practices. Hours represented by Consultant staff includes Larry Mattson / Stenstrom Group and Ben gaining needed knowledge of WSDOT business practices.

System Setup: Setting up the system per the requirements, including customization of reports. Contract Manager (CM inspectors are accustomed to working with. Since the CM version had the TurboTax appearance, the was issues with CM connectivity since not all regions have internet access in the field. The capability be downloaded from LiveLink, completed in the field and interfaced at the end of the inspector's day additional CM license. Using a downloaded form from LiveLink would also have required an additiona full capabilities without the license issue or additional development costs.

Documentation: Documenting the configuration of the system and user requirements

's. Info Path / SharePoint IDR &

lopment and Configuration InfoPath Forms and Workflow in SharePoint	Total Hrs	Total Amount
uirements ER WSDOT	99.0	$ 5,213
em Setup ER WSDOT	140.5	$ 7,233
umentation) ER WSDOT	39.0	$ 2,140
ng		
erials) ER WSDOT	83.0	$ 4,318
orming and up of training	314.0	$ 16,947
) ER WSDOT		
diem) ER WSDOT		$ 5,000
yment) ER WSDOT	55.0	$ 2,893
	730.5	$ 43,745

$422,480

ditonal programming needed. This would have ed on prior understanding of WSDOT business / IBS in addition to WSDOT (Sue) is based on

. a TurboTax feel which is not the format s would have had to buy into the new form. There need to include a Liquid Office form that could g the process in CM would have required an ise. The InfoPath / SharePoint option provided

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JAN 11 2009
Engineering Publications

This Info

	Nov hrs	Nov $
Robert Blegen	9.0	$ 542.79
Jon Hansen	9.0	$ 474.39
Gregg Storey	15.5	$ 772.33
Printing Svcs		

ɔrmation was optained from the Datamart

Dec hrs	Dec $	Jan hrs	Jan $	Feb hrs	Feb $	Total Hrs	Total Amount	Rate
		129.0	$ 7,785.15	54.0	$ 3,259.44	192.0	$ 11,587.38	$ 60.3
		88.0	$ 4,642.01	40.0	$ 2,110.40	137.0	$ 7,226.80	$ 52.7
79.0	$3,899	197.0	$ 9,861.21	107.0	$ 5,268.75	398.5	$ 19,801.42	$ 49.6
		3.0	$ 129.78			3.0	$ 129.78	$ 43.2

730.5 $ 38,745.38

/e Rate	Training & setup		Materials		System Setup		Requirements	
	98	$ 5,914.30	20	$ 1,207.00	15	$ 905.25	25	$ 1,508.75
	98	$ 5,169.50	0	$ -	30	$ 1,582.50	9	$ 474.75
	118	$ 5,863.42	60	$ 2,981.40	95.5	$ 4,745.40	65	$ 3,229.85
		$ -	3	$ 129.78		$ -		$ -
51.51	314.0	$ 16,947.22	83.0	$ 4,318.18	140.5	$ 7,233.15	99.0	$ 5,213.35
53.04								

AGENCY AUTHORIZATION FORM

AGENCY Department of Transportation

UNIT/DIVISION McCallum Project Engineer Office

TEAM NAME Eastern Region Technology in the Field Team

As certified by my signature below, I approve the above named unit/division to participate and receive the agreed upon award in the Teamwork Incentive Program. Awards up to 25 percent of net savings or revenue gains resulting from improvements made during the project period will be distributed according to the agreements made by the agency and team. The Agency Head may determine whether to waive the requirement of signatures from the unit supervisor, and/or fiscal/budget officer. The Agency Head must sign the report if he/she agrees with the team becoming an official Teamwork Incentive Program team.

As certified by my signature below, I have reviewed and agree with the information provided in the team report, and support the team receiving the award recommended in the report.

J. C. Young

Assistant Secretary for Engineering and Regional Operations — Date

Jan. 15, 2010

Director, Budget and Financial Analysis — Date

Bill Ford 1-15-10

Assistant Secretary for Administrative Operations — Date

My signature indicates that the reviews and approvals of this TIP team application were conducted according to agency procedures, and the application is ready for a vote by the Productivity Board:

Lynn Hicks Jan 20, 2010

Productivity Board Program Coordinator — Date

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JAN 21 2010

Productivity Board

Executive Summary

The Technology in the Field Team goals as stated in our original Teamwork Incentive Program (TIP) application have not changed. Re-stated: ***"The Technology in the Field Team (TIFT) goal was to develop an electronic Inspectors Daily Report (IDR) and Field Note Record (FNR) that: 1) would be approved by HQ Construction for use by field inspectors, 2) could operate remotely on laptop computers, 3) would route in a paperless fashion within the Project Engineer Office (PEO) for review and processing, and 4) that could be implemented with existing software and no development budget."***

As of this FINAL report date, all of our original goals have been accomplished in each WSDOT Region; some Regions are in full utilization and others are well on the way. As of the date of this final report, 30 of 35 Construction PEO's are using all or some components of the system. Five Performance Measures were to be tracked by the team; the performance measure and interim results are listed below:

- Cost Savings for Software Licenses to WSDOT - **$910,000** as of 10/12/09. This includes PEO usage only. With the addition of HQ use of the system to audit projects cost savings are very close to the $1M we anticipated in our May Interim Report.
- Cost Savings for Training to WSDOT - **$250,000**. Stenstrom Group's cost was $300,000. The TIFT has completed the training for $50,000.
- Additional Configuration Requirements eliminated by use of system - **$300,000**
- Time Savings to WSDOT – See below
- Travel Savings to WSDOT – See below

The usage data shown above in the first bullet is a positive affirmation for the TIFT Team and is the indicator of the usefulness of the system. System use was not mandated, and to have PE's and PEO personnel receive the training and make the decision that this system adds value and to adopt it statewide is compelling. The training dollars saved is also compelling; not only was the training conducted at $1/6^{th}$ the cost of the consultant training, but we repeatedly heard from class members that it was more effective. Specifically, the majority opinion was that having PEO personnel train other PEO personnel on processes for PEO use was a positive thing; having experienced construction personnel who understand the real issues in an operating PEO office conducting contract administration was a noticeable benefit and a welcomed situation for the class attendees.

Time Savings - this training provided within the context of "how we do business" is a real time saver for PEO's to get the system up and running. To make sure the system was properly supported, the TIFT served as the "help desk" for construction season 2009 allowing WSDOT staff to gain general knowledge and better "self support" these applications. We have seen this learning curve occur, and just like Word, Excel, or

Although not part of our job description in the agency, we have been proud to demonstrate that WSDOT employees who feel strongly that a new tool is needed can work from the ground up to organize and orchestrate an enterprise level software solution for the State. We have also witnessed this pride in the classes we taught, as PEO employees learn that senior leadership has adopted this major process developed in a PEO office at the "ground level", and is now empowering that PEO team (TIFT) to go share it statewide. We believe this system, and how it was supported and promoted, is a measurable process that not only fits the intent of Executive Orders E 1032.01 & E 1042.00, but assists our agency's current situation as we all strive to do more with less without sacrificing quality.

Award – This summary documents the vision of the team, the effort undertaken to fulfill the vision, and the measurable results of the system that has been implemented. We are proud of the over $1.4M of savings that have resulted to date and look forward to these recognition of the savings through the Teamwork Incentive Program. Every effort has been made with the initial application, the interim report and now the Final Report to follow the rules and procedures of the Productivity Board and Team Work Incentive Rules (RCW 41.60, WAC 383-06, WAC 383-07). As a result, the team respectfully requests this Final Report be forwarded with the attached Agency Authorization Form to the Productivity Board with a recommendation to award the team up to 25% of the identifiable results, not to exceed $10,000 per team member.

http://www.secstate.wa.gov/productivityboard/

Performance Measures - Measure Cost Savings

Direct Cost Savings Estimate *As of FINAL Report 10/12/09*	InfoPath Inspectors Daily Report (IDR) and Field Note Record (FNR) SharePoint form flow processes vs. Contract Manager

Primavera Contract Manager		Info Path/SharePoint	
Cost of Software License to WSDOT (Approx $2,000/license 455 users would have needed a license to date to have a daily IDR function)	$910,000	**Cost of Software License to WSDOT** (InfoPath/Sharepoint already owned)	$0
Cost of Training to WSDOT (Stenstrom Group - Approx)	$300,000	**Cost of Training to WSDOT** ~~Approx. HQ, PMRS and ER Labor and travel~~ **NOW ACTUAL COST Training Complete**	$50,000
Additional Configuration for use OIT Interface into Contract Manager (approx)	$300,000	**Additional Configuration for use**	$0
Total Costs	$1,510,000	**Total Costs**	$50,000

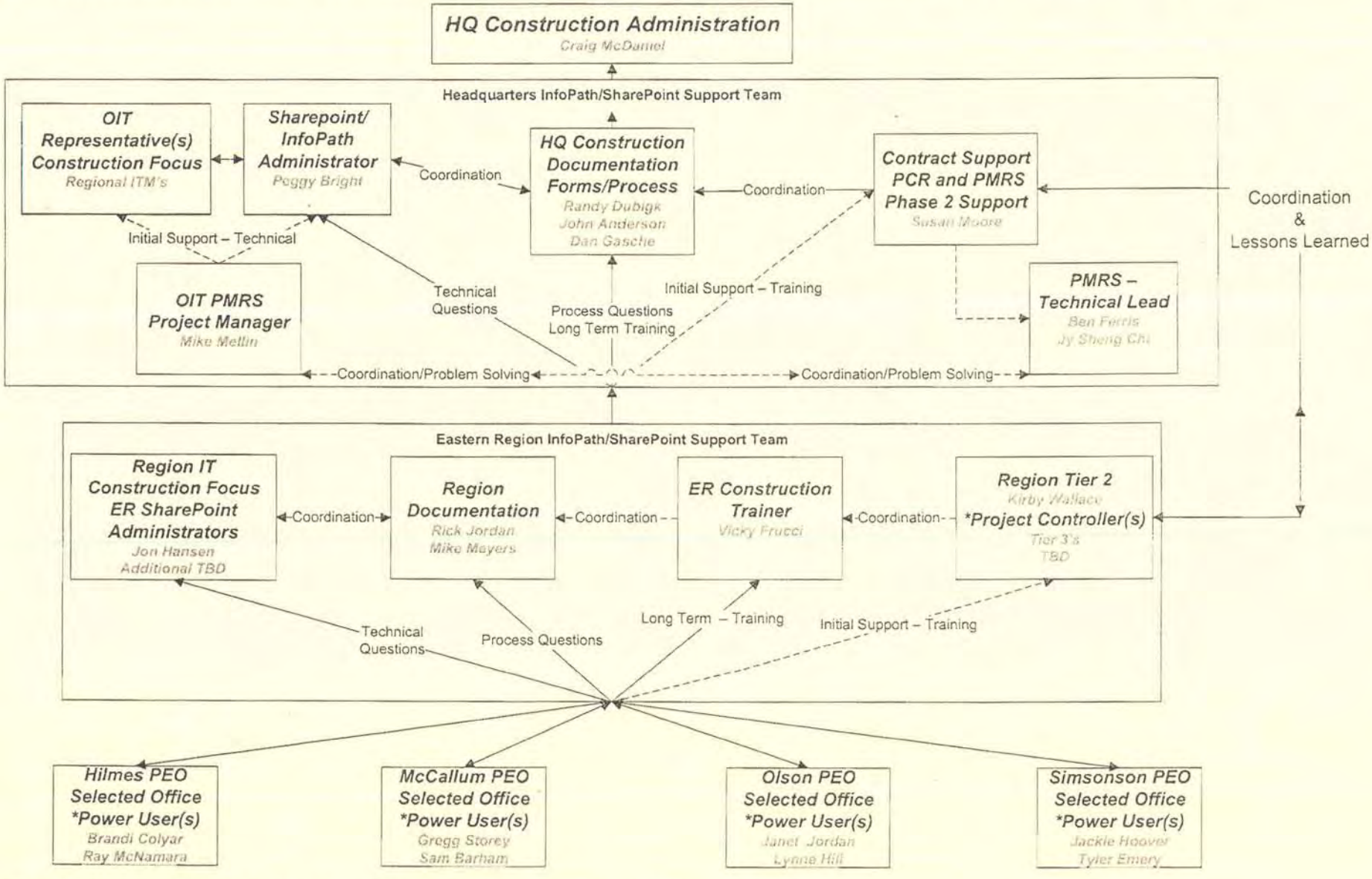
Total Direct Cost Savings Realized to Date 10/12/09	$1,460,000

Indirect Cost Savings Estimate	Other costs not as easily quantified that are realized by early deployment of the InfoPath/SharePoint Systems vs. the existing Paper IDR
Reduction in Travel Costs	HQ Construction and the Regions can immediately view all IDR's and FNR's from their desktops eliminating expensive travel. Estimated HQ construction reduction in travel frequency of 20% and length of stay by 50% if implemented Statewide. Project Engineer (PE) can view photos and information embedded in the IDR's and FNR's which eliminate some field visits. Estimated PE reduction in site visits 50%
Decision Making	Region Construction and Project Engineers(PE's) can receive IDR's the next morning from remote locations and make provide field guidance and make project decisions in a timely fashion. PE's do not have to wait until Friday or Saturday to read the paper copy IDR's when an out of town crew comes in from the field.

Total Indirect Cost Savings	$Significant

SharePoint InfoPath Final Report (October 2009) System Implementation				
Region	# of Projects Pending	# of Projects Current Using	# of Users	# of Project Offices
Eastern Region	4	25	88	4/4
South Central Region	2	17	45	3/3
North Central Region	0	7	18	2/3
Northwest Region	7	34	133	9/11
WSF	3	8	14	1/1
Olympic Region	1	19	80	6/7
Southwest Region	0	14	57	4/4
Urban Corridors	3	0	20	1/2
October 2009 Totals	**20**	**124**	**455**	**30/35**

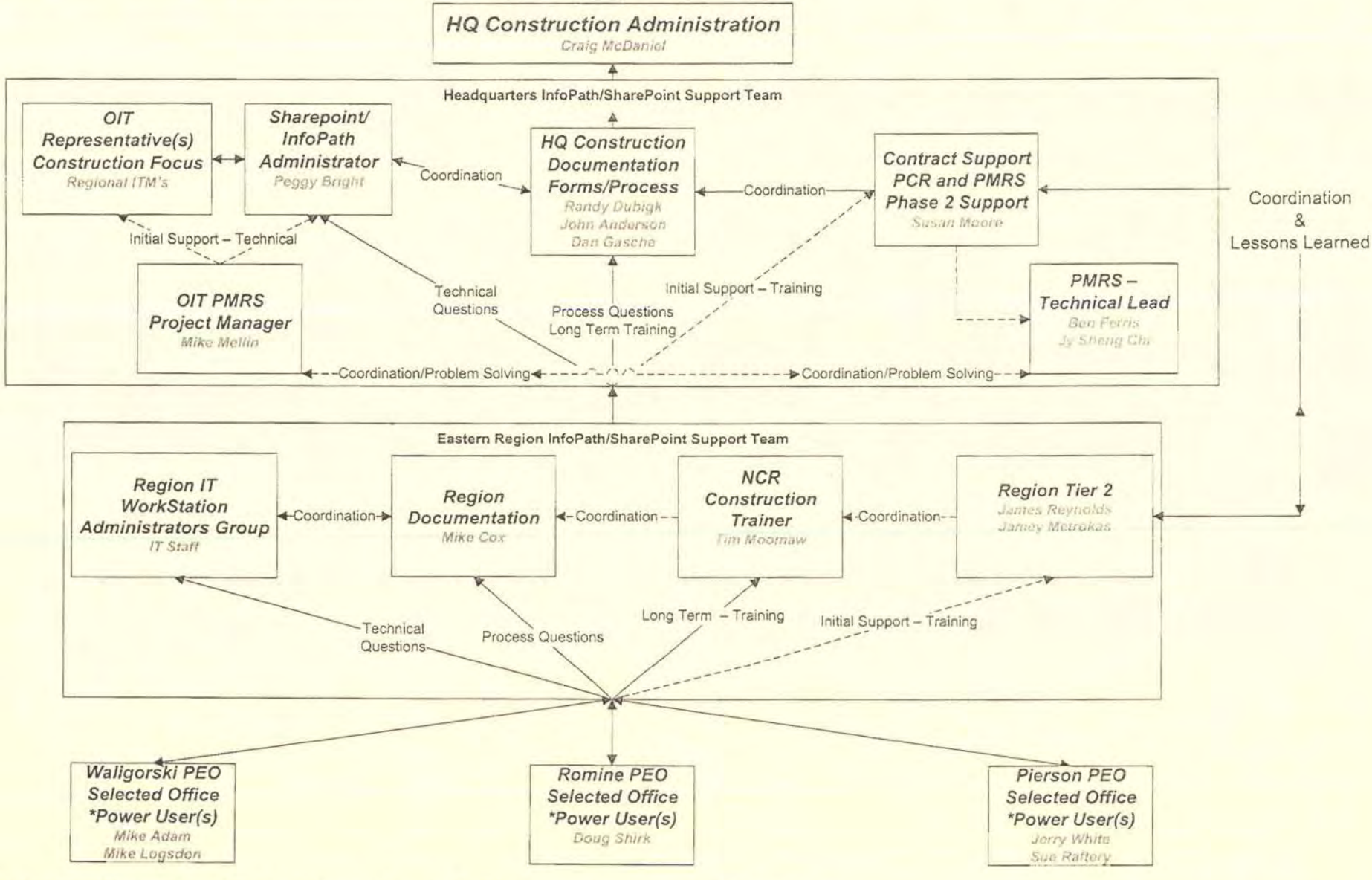
Eastern Region *Draft* InfoPath IDR/FNR SharePoint Workflow Training Concept



PEO = Project Engineer Office, PCR = Project Control and Reporting, PMRS = Project Management and Reporting System,
IT = Equals Information Technology, OIT = Office of Information Technology
* = If Region has Tier3/Project Controllers in each AEO/PEO then they would be shown at Organizational Level

R. Blegen 11/24/08

North Central Region InfoPath IDR/FNR SharePoint Workflow Training Concept



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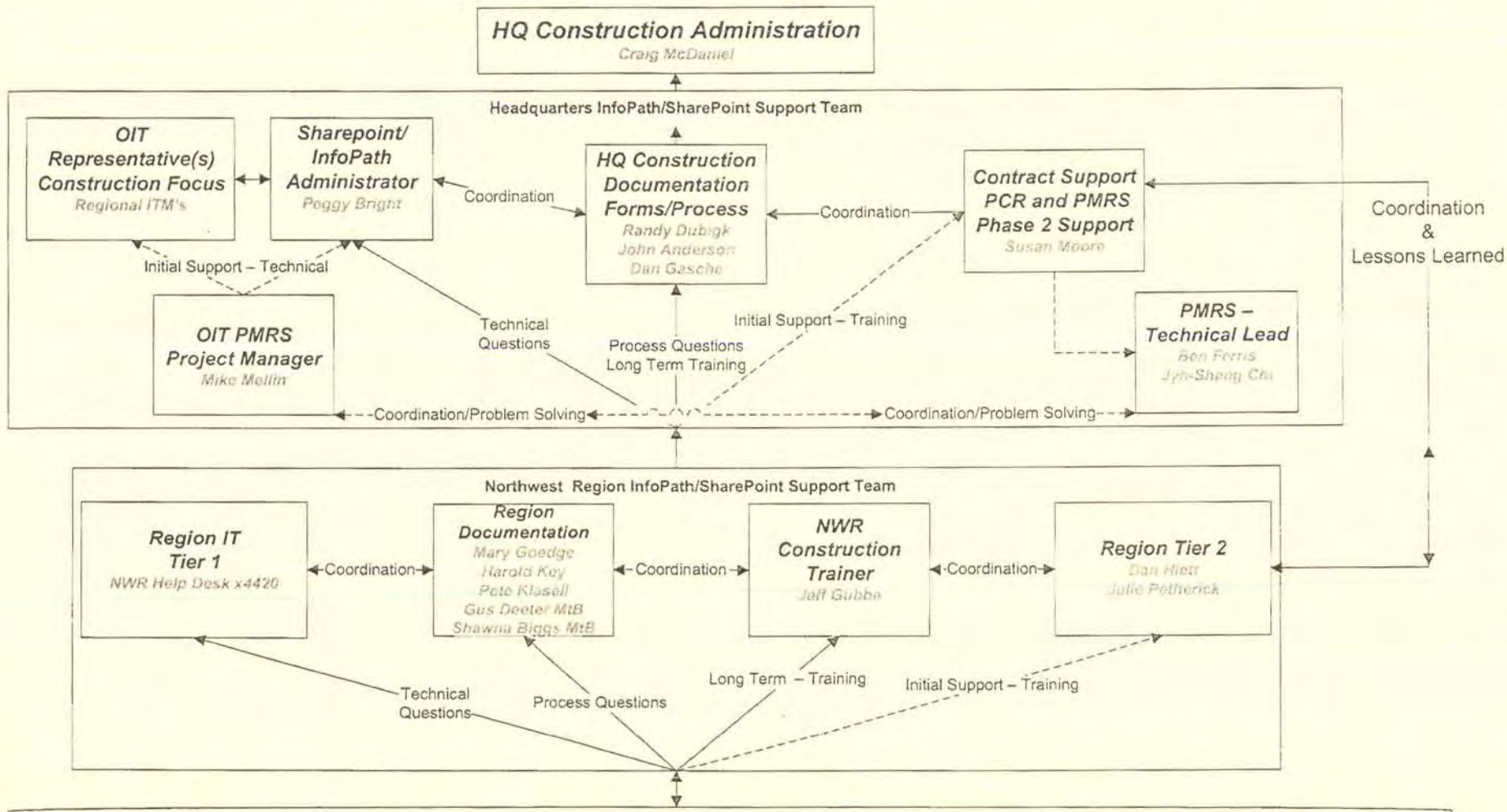
* = If Region has Tier3/Project Controllers in each AEO/PEO then they would be shown at Organizational Level

R. Blegen 12/31/08

Northwest Region *Draft2* InfoPath IDR/FNR SharePoint Workflow Training Concept



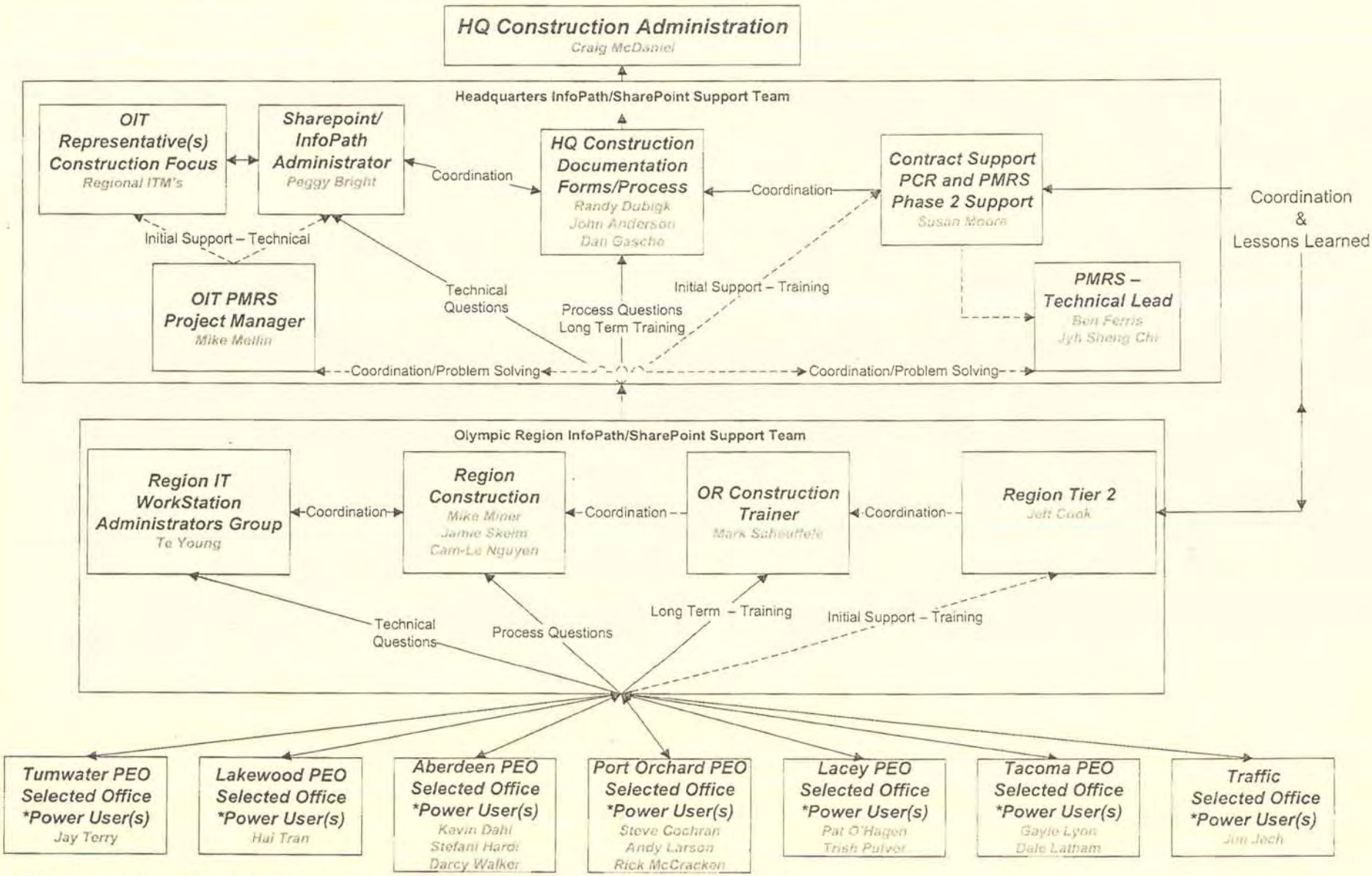
Ahmadi PEO Selected Office Power User(s)	Cotten PEO Selected Office Power User(s)	Chi PEO Selected Office Power User(s)	Crisman PEO Selected Office Power User(s)	Damitio PEO Selected Office Power User(s)	Trinh PEO Selected Office Power User(s)	Fahning PEO Selected Office Power User(s)	Lindberg PEO Selected Office Power User(s)	Askarian PEO Selected Office Power User(s)	Marlega PEO Selected Office Power User(s)
Lance Martin Jerry King	Chris Brown Julia Mizuhata	Bryan Dabbs Linda Sarpy	S. McDougle Joanne Walker	Nancy Joseph Arlane Olson	Merle Mayahara Masoud Kayanda	Earl Hulbert Janette Mallari	Sara Wilson Perry Burkholder	Sepeher Sobhani Tony Magnelli	Larry Biggs Susan Esary

For support, first contact your office Power Users listed above. The Power Users will contact NWR Support team for issues they cannot solve.

PEO = Project Engineer Office, PCR = Project Control and Reporting, PMRS = Project Management and Reporting System, IT = Information Technology, OIT = Office of Information Technology

R. Blegen 11/24/08,
modifed for NWR by D. Hiett 01/26/09

Olympic Region InfoPath IDR/FNR SharePoint Workflow Training Concept



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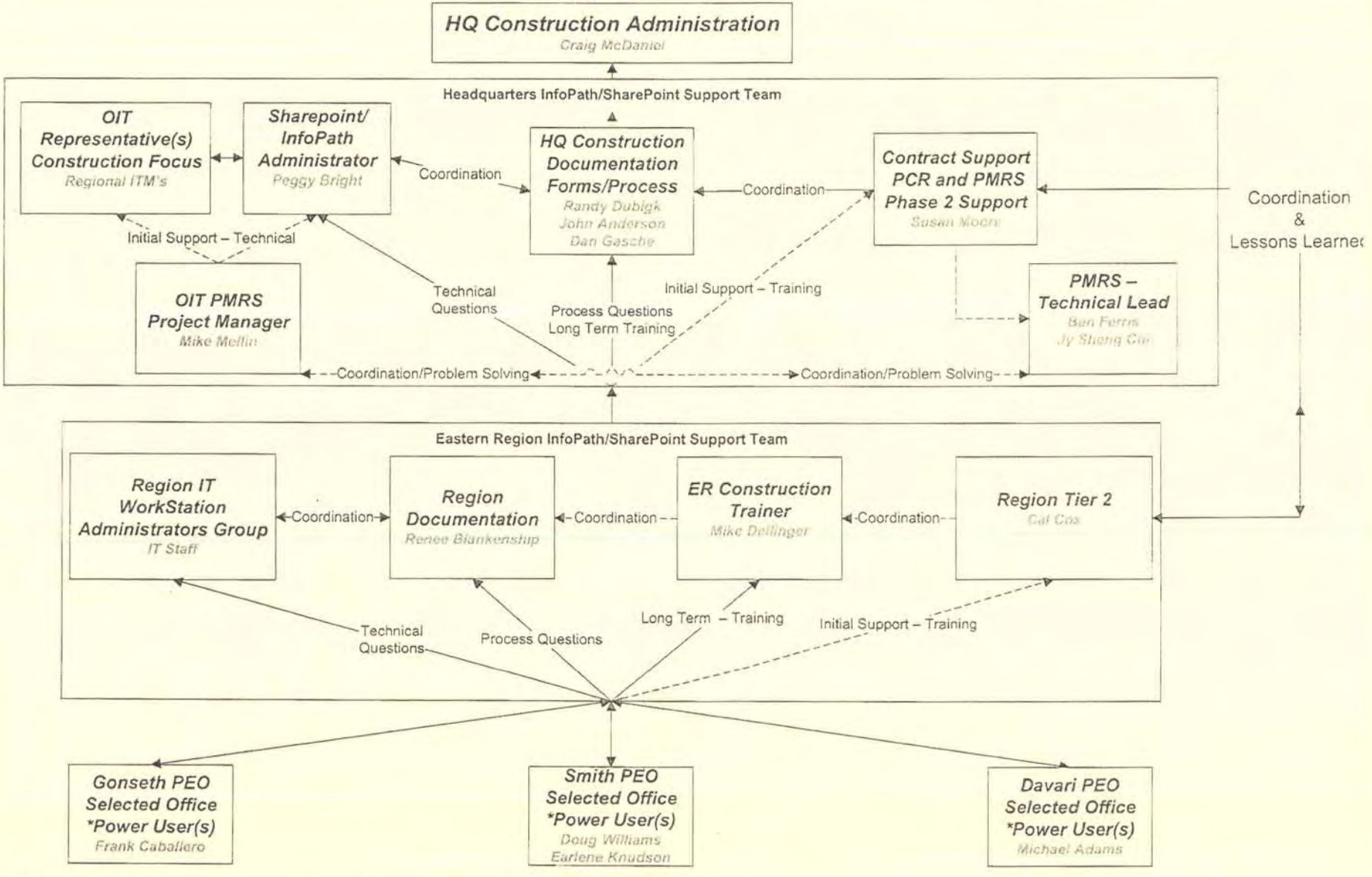
IT = Equals Information Technology, OIT = Office of Information Technology
* = If Region has Tier3/Project Controllers in each AEO/PEO then they would be shown at Organizational Level

R. Biegen 12/31/08

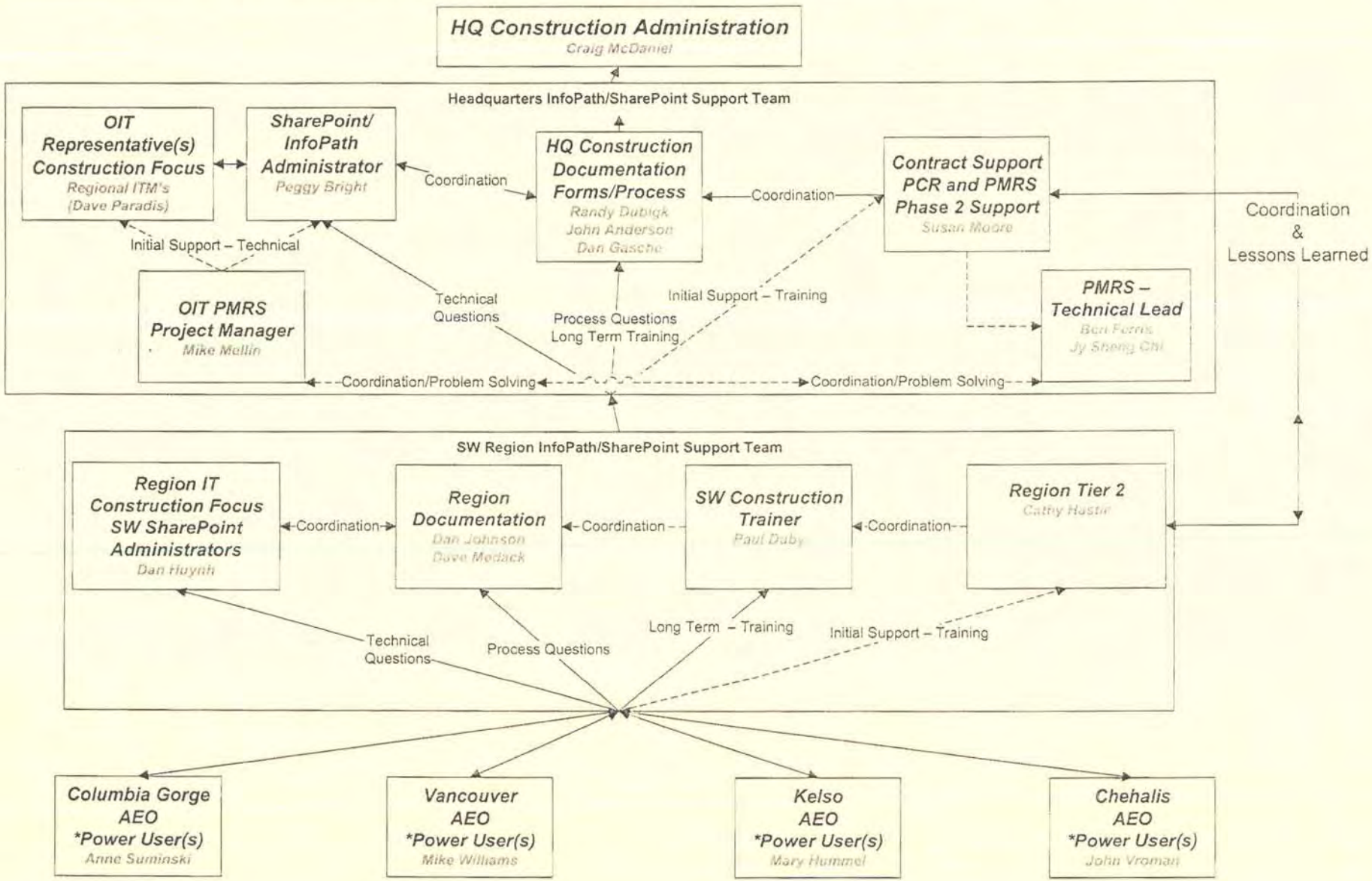
South Central Region InfoPath IDR/FNR SharePoint Workflow Training Concept



PEO = Project Engineer Office, PCR = Project Control and Reporting, PMRS = Project Management and Reporting System,
IT = Equals Information Technology, OIT = Office of Information Technology
* = If Region has Tier3/Project Controllers in each AEO/PEO then they would be shown at Organizational Level

R. Blegen 12/31/08

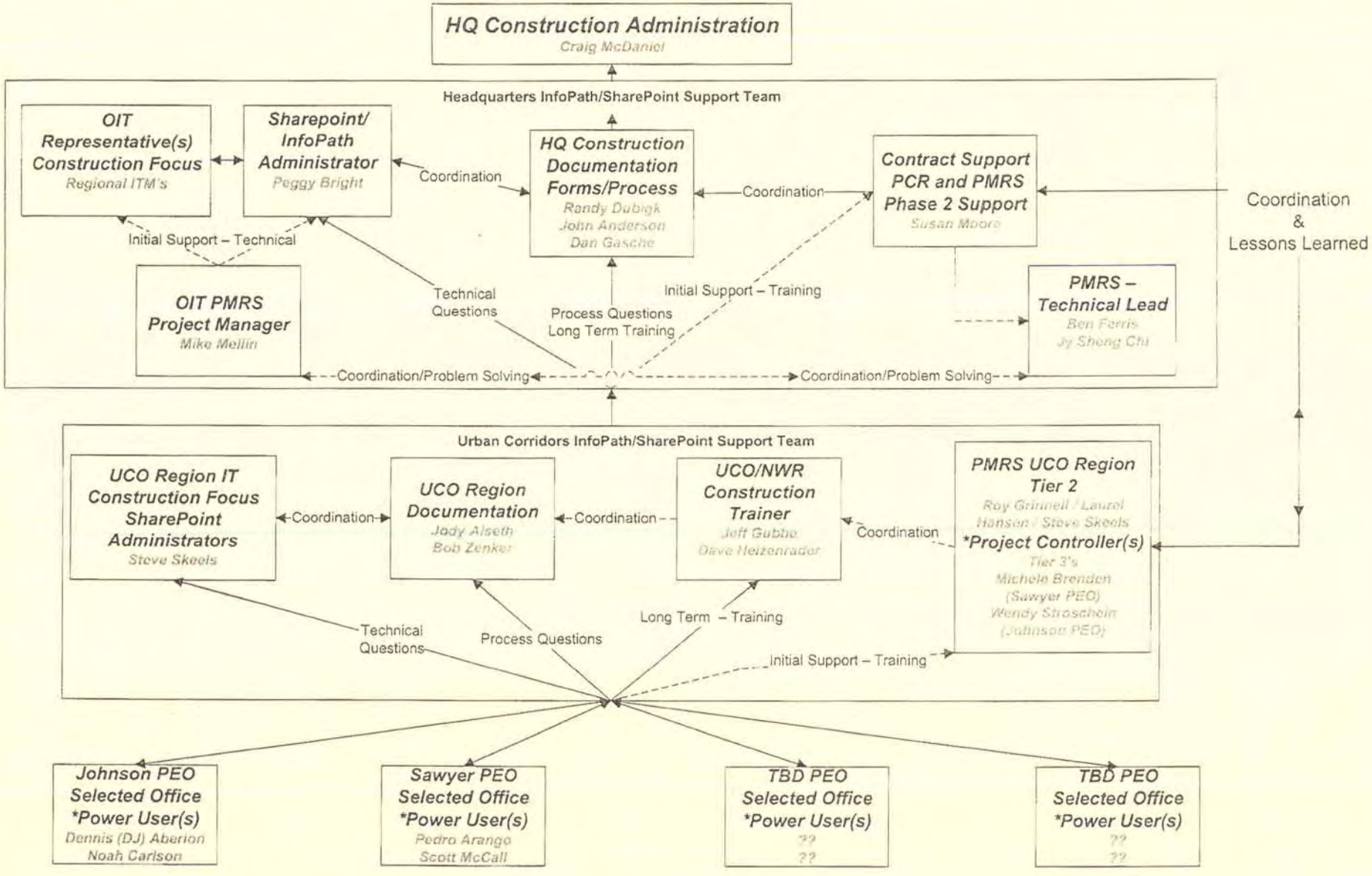
SW Region *Draft* InfoPath IDR/FNR SharePoint Workflow Training Concept



AEO = Project Engineer Office, PCR = Project Control and Reporting, PMRS = Project Management and Reporting System, IT = Information Technology, OIT = Office of Information Technology

C. Hastie 26Nov08

Urban Corridors InfoPath IDR/FNR Sharepoint Workflow Training Concept



PEO = Project Engineer Office, PCR = Project Control and Reporting, PMRS = Project Management and Reporting System,
IT = Region Information Technology, OIT = Office of Information Technology (HQ)

R.Grinnell / L. Hansen
2/13/09

Washington State Productivity Board

ADOPT REPORT

February, 2010

Attorney General's Office

Suggestion Number	Suggester Name:	City:	Award:	
Entry Date:	Terri Gottberg	Olympia	Recognition	$200.00
200900456				
Oct2009				

Savings/Desc $3,361.00

Suggestion: The Office of the Attorney General (AG) should scan and email or download onto CD format the Petitions and related submissions prepared for the Washington State Clemency and Pardons Board instead of printing hard copies.

Evaluation: It is recommended the AG adopt and implement this suggestion. The elimination of hard copies and binders, as well as the shipping of items will result in an estimated first year savings of $3,361. Because this suggestion falls within the suggester's job duties a recognition award is recommended for the suggester.

Department of Health

Suggestion Number	Suggester Name:	City:	Award:	
Entry Date:	Teresa Corrado	Olympia	Recognition	$200.00
200900497				
Nov2009				

Savings/Desc $2,533.00

Suggestion: The Department of Health (DOH), Nursing Commission, should have an electronic certificate of completion instead of the current hard copy.

Evaluation: After evaluation of this suggestion, it has been determined using an electronic method of sending the certificate of completion for the more than 60 nursing programs throughout the state will result in a first year savings of $2,533.00. Because this suggestion falls within the suggester's job duties a recognition award is recommended.

Department of Labor & Industries

Suggestion Number	Suggester Name:	City:	Award:	
Entry Date:	Dave Frazee	Olympia	Recognition	$200.00
200800597				
Nov2008				

Savings/Desc $19,000.00

Suggestion: Washington State should use offenders for landscape projects instead of paying overtime to General Administration (GA) employees.

Evaluation: Vegetation at the L&I site has become overgrown in many areas. The GA rate for grounds maintenance staff is $55 per hour. An overtime rate would be $82.50 per hour. The cost of a proposed site cleanup project was estimated to be $22,000 using GA staff and under $1,000 for using Department of Corrections staff. This results in a first year cost savings of $19,000. Since this suggestion falls within the suggester's job duties a recognition award is recommended for the suggester

Department of Labor & Industries

Suggestion Number	Suggester Name:	City:	Award:	
Entry Date:	Francis Leaman	Everett	Recognition	
200900423				
Sep2009				

Savings/Desc $15,570.00

Suggestion: The Department of Labor & Industries (L&I) should have investigators do their fraud reports in Word document to hyper link all of their exhibits/evidence. This will allow the investigator to make CDs/DVDs of the extra reports needed for the personnel that need additional copies.

Evaluation: The Investigations program will implement the suggested change in February 2010. While there will still be a need to make a few hard copies of the files, there will be significant reduction in the number of copies needing to be made. The reduction of any copying would result in tangible savings not only to the Investigations program but also to staff in the Attorney General's office that make copies for discovery purposes during litigation. First year cost savings are estimated to be $15,570. Since this suggestion falls within the suggesters job duties, recognition for the suggestion is recommended.

Industrial Insurance Appeals Board

Suggestion Number	Suggester Name:	City:	Award:	
Entry Date:	Lori McAllister	Olympia	Cost Savings	$900.00
200900507				
Nov2009				

Savings/Desc $9,000.00

Suggestion: The Board of Industrial Insurance Appeals (IND) should change the maintenance on the Microfiche equipment from monthly to quarterly.

Evaluation: Microfiche reader and printer use has declined and monthly maintenance is no longer required. This suggestion will be implemented in January, 2010 and will result in a first year savings of $9,000 to the agency.

Washington State Productivity Board

NON-ADOPT REPORT

February, 2010

Attorney General's Office

Suggestion Number	*Entry Date:*
200900492	Nov2009

Suggestion: The Office of the Attorney General (AG) should only have one form and one meeting a year for an employee evaluation.

Evaluation: Limiting the evaluation process to one form and one meeting a year does not meet the performance management requirements outlined in statutory code nor what is expected by the Department of Personnel and the Attorney General's office.

Department of Corrections

Suggestion Number	*Entry Date:*
200800400	Sep2008

Suggestion: The Department of Corrections (DOC) should purchase the less expensive disposable orange coveralls, instead of what is currently used, for offenders since most are not returned or returned in unusable condition.

Evaluation: Washington Corrections Center (WCC) transportation services reports 99.99% of issued jumpsuits being returned to WCC. The coveralls are bagged and given back to WCC the following week or they are laundered and returned to WCC, but either way they are being reused. The coveralls being damaged or destroyed are being done within the units at WCC as offenders modify them to their liking (short sleeve, no pocket, etc.). If DOC were to change to a disposable, paper transport suit, inmates will have to be transported in t-shirts and underwear to wear with the paper garments as they are so thin. Paper garments would also not hold up well in the frequent wet weather we experience. They would also pose an increased load to our landfills which is not in line with WCC's commitment to being a sustainable, environmentally friendly facility.

Department of Corrections

Suggestion Number	*Entry Date:*
200900200	Apr2009

Suggestion: The Department of Corrections (DOC) should have entire programs (i.e. education, offender volunteer activities, SOTP, payroll, etc.) work alternate work weeks, so that at least one day a week the entire building they are located in can be shut down with the goal being to reduce energy costs in the building

Evaluation: Space for programs, offender schedules, and program provider availability determine the needs for keeping programming buildings and classrooms open. Maintaining this balance is essential to successful offender programming and re-entry preparedness. The possible energy savings from closing buildings would not justify the risk to program success and investments in program providers.

Department of Corrections

Suggestion Number	*Entry Date:*
200900426	Oct2009

Suggestion: The Department of Corrections (DOC) should make DOC forms such as kites, postage transfers, money transfers, etc., "controlled items" and have staff issuing them to offenders require them to be filled out immediately and in the presence of staff in order to reduce waste.

Evaluation: Cost outweighs the benefit. The time and money spent issuing forms and observing offenders completing them greatly outweighs the cost of offenders using the current procedures in place for these documents.

Department of Corrections

Suggestion Number	*Entry Date:*
200900463	Oct2009

Suggestion: If a Community Corrections Officer (CCO) finds employment in another law enforcement agency, the Department of Corrections (DOC) should allow that agency to purchase their fitted ballistic vest so they can take it with them.

Evaluation: The Office of General Administration does not allow the sale of used vests. The vests that are still under warranty will be reissued to officers that have expiring vests.

Department of Corrections

Suggestion Number	*Entry Date:*
200900468	Nov2009

Suggestion: The Department of Corrections (DOC) should have volunteers assigned to a related department to eliminate the need for extra FTEs.

Evaluation: Cost outweighs the benefit. There are over 600 volunteers currently working through the Washington Correction Center for Women program. They need a contact point for event coordination, visit clearance, and security purposes.DOC currently has 1 FTE for this position.

Department of Corrections

Suggestion Number	*Entry Date:*
200900538	Dec2009

Suggestion: The Department of Corrections (DOC) should move the three offices in Yakima into the Ahtanum View Correction Center once it closes to save on the cost of rent.

Evaluation: Not a new idea. The Facility Closure Committee evaluated this option in December 2009 as a possibility as well as the possibility of adding the work release and contracted services to Ahtanum View Correction Center.

Department of Corrections

Suggestion Number	*Entry Date:*
200900546	Dec2009

Suggestion: The Department of Corrections (DOC) should convert Ahtanum View Correctional Center into a violators unit instead of having to lock up violators in county jails.

Evaluation: The Facility Closure Committee evaluated this option in December 2009 and found there was not sufficient funding available for this idea.

Department of Corrections

Suggestion Number	*Entry Date:*
201000003	Jan2010

Suggestion: The Department of Corrections (DOC) should generate revenue by selling billboard spaces on their transportation buses.

Evaluation: State ethics law contains very strict prohibitions against using state resources for private gain as well as explicitly prohibits at all times the use of state resources for commercial purposes such as advertising or selling.

Department of General Administration

Suggestion Number	*Entry Date:*
200900551	Dec2009

Suggestion: The Department of General Administration (GA) should hand deliver earning statements instead of mailing them.

Evaluation: Not a new idea. Albeit a good thought, evaluation by GA management determined it to be of greater benefit to continue having CMS print the earning statements and mail them to employees. The option to turn off paper copies is an all or nothing option in the system and would not allow for exceptions. The amount of staff time required to sort, stuff, and hand deliver 572 pay stubs and warrants must also be taken into account. While we do recognize there is a slight savings, the productivity of payroll and AA staff is diminished by hand delivering and additional confidentiality measures would be required.

To move to 100% electronic delivery, the Federal standard for electronic delivery would need to be adopted. Doing so would require Legislative approval.

Department of Health

Suggestion Number	*Entry Date:*
201000016	Jan2010

Suggestion: The Department of Health (DOH) should develop an intranet link/application that allows employees to complete leave requests that get sent directly to the supervisor for approval instead of printing them out.

Evaluation: Not a new idea, first discussed in 2005. The Department of Personnel (DOP) is currently researching the addition of a leave module to the Human Resource Management System (HRMS), which is used by most agencies including Department of Health. DOP has been considering adding this module since 2005. Moving forward to automate leave reporting at the agency level may result in a duplication of work efforts between DOH and DOP.

Department of Labor & Industries

Suggestion Number	*Entry Date:*
200800149	Apr2008

Suggestion: The Department of Labor & Industries (L&I) should have one person assemble all packets for the different departments/programs to ensure consistent information is being sent out from all offices to customers.

Evaluation: Not a new idea. Since March 2008, every field office has had a list available to develop packets specific to each service location. This list was developed upon agreement between Customer Service Managers and Office Managers as to which documents and information was necessary in each packet. Having one person assemble packets for 8 hours daily in a central location would still require individual field offices to add or subtract forms needed, thus still using staff time to modify packets in addition to the FTE given that task. In addition, the cost to mail packets from a central location to all the field locations would be costly.

Department of Revenue

Suggestion Number	*Entry Date:*
200900519	Dec2009

Suggestion: Washington State should have one website where employers can file taxes for the following agencies instead of having to go to each one individually: the Department of Labor & Industries, Department of Revenue and Employment Security Department.

Evaluation: Not a new idea. In the 2005-07 biennium, a multi-agency effort took place to create such a one-stop service center site. The result was the Enterprise Business Portal (Business.wa.gov). While great progress was made, many of the desired improvements were not accomplished due to lack of resource availability. If funding becomes available in the future, the idea will again be pursued.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900526	Dec2009

Suggestion: The Department of Social and Health Services (DSHS) should use volunteers to run the Chore Program instead of eliminating it.

Evaluation: Resources not available. Over 288,293 hours of volunteer service were provided in 2009. A program of this size needs to be operated by trained staff who understands the service delivery and financial oversight of a social services program. The people that assist clients are volunteers however they must be screened, trained, scheduled and monitored. If Volunteer Chore is suspended as the Governor's budget proposes, current volunteers may continue to offer volunteer assistance to the clients they serve. Such service would be totally informal between the volunteer and the client and the volunteers would no longer have the support of an agency.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900535	Dec2009

Suggestion: The Department of Social and Health Services (DSHS) should have journey level state employees roof Lakeland Village instead of contracting it out.

Evaluation: Though DSHS requested a $380,000 roofing replacement project for Lakeland Village cottages, the project is not included in the 2009-11 DSHS Capital Budget. We will undertake no cottage roofing replacements this biennium.

Statute requires a Public Work project to be competitively bid. While the Consolidated Support Services maintenance crews are capable of this type of work, they do not have the time or staffing to undertake a project of this scope without adversely impacting their work at Eastern State Hospital and Lakeland Village.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201000001	Jan2010

Suggestion: The Department of Social and Health Services (DSHS) should revise the WEB 14-076 (X)(REV.08/2008) form to include a field to update telephone numbers.

Evaluation: Not a new idea. This was first planned on 8/15/08. When the change of circumstance was added to the online program it was part of the requirements to add everything included in the Change of Circumstance Form. The phone number is part of that form and that requirement was missed. ACES Problem Report #67388 has been written to address this missed requirement. The phone number will be added when this Problem Report is fixed.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900515	Dec2009

Suggestion: The Department of Social and Health Services (DSHS) should change the policy for Deletion of Disabled Exchange Mailboxes to require the supervisor or manager of the staff who have their email accounts deleted review the emails instead of IT staff to better determine what must be retained under State retention guidelines and schedules.

Evaluation: This suggestion was based on a Technical Bulletin explaining a technical process for deleting Exchange/Outlook mailboxes. This Technical Bulletin is not an official policy. As part of a standard best practice, it is assumed that the technical process to delete a mailbox would be coordinated with the business/management staff already. Records Retention policy applies to this and is followed.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900485	Nov2009

Suggestion: The Department of Social and Health Services (DSHS) should revise the current criteria per Division of Child Support (DCS) Policy to the following: a 25% change above or below the current support obligation; a $100 per month change above or below the current support obligation; and a $2400 change over the remaining life of the order.

Evaluation: Requires statutory change. The law and regulation governing this request is federal. Congress has determined the best interests for children lie in regular review and adjustment of child support orders. States have been authorized to determine reasonable criteria for qualifying for state initiated review, however there are limitations to this authorization beyond what has been proposed in this suggestion.

Department of Transportation

Suggestion Number	*Entry Date:*
200900491	Nov2009

Suggestion: The Department of Transportation (DOT) should use PVC expansion fittings in barrier that is not slip formed.

Evaluation: Not a new idea. This idea was first presented in November 2006. We are working on making this change to DOT standard specifications.

Department of Transportation

Suggestion Number	*Entry Date:*
200900472	Nov2009

Suggestion: The Department of Transportation (DOT), Human Resources division, should email appointment letters instead of mailing hard copies.

Evaluation: The appointment letter notifies employees of the terms and conditions of their employment, including information the agency is required to provide to the employee under statute and/or Collective Bargaining Agreement. These letters are often hand-delivered which does not incur a postage fee. In addition, DOT does not have electronic signature confirmation thus email signatures are not considered equivalent to a written signature.

Suggestion Number	*Entry Date:*
200900479	Nov2009

Suggestion: The Department of Transportation (DOT) should not pay out operator costs on rental equipment to contractors on force accounts.

Evaluation: Training issue. There are checks and balances built into the force account cost determination that may be exercised by the project engineer. Force account is performed at the project engineer's direction. If the rates or rental arrangement is unacceptable, the project engineer may direct a change. This is a training issue to be discussed with the suggester.