



Washington  
Secretary of State  
SAM REED

PRODUCTIVITY BOARD  
Employee Suggestion Program • Teamwork Incentive Program  
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## AGENDA

### WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State  
Legislative Building  
March 6, 2009  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*February 6, 2009*)
- Monthly Staff Update --Tracy Workman
- Teamwork Incentive Program Applications – Final (*Ivory Report\**)  
--Reviewers: Roselyn Marcus and Scott Turner
- Adopts (*Pink report\**)  
--Reviewer: Scott Turner
- Employee Suggestion Non-Adopts (*Blue report\**)  
--Reviewer: Roselyn Marcus
- 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.*



**Productivity Board Meeting Minutes**  
February 6, 2009

**WELCOME & INTRODUCTIONS**

Brian Sonntag called the meeting to order at 10:05 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

**ATTENDANCE**

**Board Members present:** Brian Sonntag, Linda Villegas Bremer, Mike Kerschbaum and Roselyn Marcus

**Board Members absent:** Sam Reed, Kathleen Brockman, George Masten, Wanda Riley, Terry Teale and Scott Turner

**Staff present:** Shad Bell, Philip Kerrigan and Dawn Sanquist

**Staff absent:** Tracy Workman

**Guests present:** Elizabeth Lasley, Nancy Lasley, Heidi Loveall, and Lorna Lasley, Department of Corrections; Art Mead, FTE Magazine

**APPROVAL OF MINUTES**

The Board reviewed, moved, seconded, and voted unanimously to approve the December 5, 2008 minutes as written.

**MONTHLY UPDATE**

Shad Bell reported the Innovations in State Government Awards Ceremony is scheduled for February 24<sup>th</sup>, 2009 at 11:30. Tracy Workman is working on the script and will be asking for board members to be presenters. Tracy will also be sending out a general agenda shortly. This year a light lunch will be provided following the ceremony.

Both the Extra Mile and Leadership Award Nomination forms have been released. So far nine Extra Mile Nominations and five Leadership Nominations have been received.

Public Service Recognition Week (PSRW) events are scheduled in Vancouver, Olympia, Spokane, Seattle and Tri-Cities.

The Department of Veterans Affairs has begun deploying their plan to market the Productivity Board with an email to all employees from John Lee. Philip Kerrigan created a pin attached to a card with information on the employee suggestion and Teamwork Incentive Program. Each employee will receive this.

Once Veterans Affairs is wrapped up, staff will be looking for another agency to partner with.

### EMPLOYEE SUGGESTION ADOPTS

Shad Bell reviewed in Sam Reed's absence and reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

### MULTIPLE AGENCY SUGGESTIONS

Shad Bell reviewed in Sam Reed's absence and reported that he concurred with agency evaluations, and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

### EMPLOYEE SUGGESTION NON-ADOPTS

Mike Kerschbaum reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

### TEAMWORK INCENTIVE PROGRAM – FINAL REPORT

Department of Corrections, Offender Work Related Injury Claim Process & Improvement Team

Sam Reed and Mike Kerschbaum reviewed and concurred with agency and staff recommendations. It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*

**Total savings: \$106,000**

**Total Team Award: \$2,120**

### NEXT BOARD MEETING

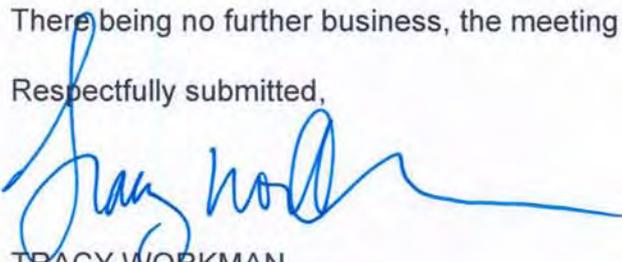
The next Board meeting is scheduled for March 6, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for March are Roselyn Marcus and Scott Turner. *Both will also review any Appeals and Teamwork Incentive Program applications presented.*

### ADJOURNMENT

There being no further business, the meeting was adjourned at 10:25 a.m.

Respectfully submitted,



TRACY WORKMAN  
Special Programs Manager  
TW/ds 02/09/09

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Washington State  
Productivity Board

Teamwork Incentive Program – Final Report

August 2008

**AGENCY:** Department of Information Services  
**TEAM:** CSD Project Support – COM Replacement Project  
**PROJECT PERIOD:** February 2008 – January 2009

**OVERVIEW:** DIS has long provided its customers with an alternative solution to printed output from the IBM mainframe, in the form of Computer Output Microfilm (COM), which is outdated and no longer manufactured. The team was originally assigned to replace the agency's COM, instead, they eliminated the need to purchase COM equipment by exploring an existing service, Enterprise Output Solutions (EOS). They met with COM customers, demonstrated the EOS product, and explained how this product would save them money.

**TEAM ACHIEVEMENTS:** During the project period, the team was able to identify existing COM processes, and assist 12 customers to convert to EOS equipment. As a result, DIS was able to purchase a large block of EOS licenses at a reduced rate saving their customers money.

**ACTUAL NET SAVINGS:**  
\$ 199,973.45

**AWARD APPROVED BY AGENCY:**  
\$800.00

Employee	Award \$
Gordon Bowman	\$200.00
Marnel Groebner	\$200.00
Steve Fowler	\$200.00
Carolee Rogers	\$200.00

\* Reviewers: Roselyn Marcus and Scott Turner



# 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**            CSD Project Support – COM Replacement Project

**AGENCY**                Department of Information Services – Computer Services Division

**PROJECT PERIOD**    2/1/08 – 1/31/09

**TEAM OVERVIEW**

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

This team was assigned the task of replacing the Computer Output Microfilm (COM) machine with a new one. By 'thinking outside the box', they came up with a solution that eliminated the need for a new COM machine. They decided to explore the migrating COM customers to an existing service, Enterprise Output Solutions (EOS). They met with COM customers, demonstrated the EOS product, explained how this product would save them money, be easier and faster to use and they could access their reports from any PC via a web browser. They eliminated the need to purchase new COM equipment and leveraged existing technology which provides increased functionality at a drastically reduced cost to the customers.

**ACHIEVEMENTS**

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

During the 6 month project period, the project team identified existing COM processes, assisted customers with their conversion efforts and provided training to each of the customers. DIS purchased a large block of EOS licenses and was able to provide customers with licenses at a reduced rate.

**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:

1. See attached.
2. The entire team helped to identify COM processes and assisted customers in their conversion to EOS efforts. There was a total of 28 gb of data converted to the EOS solution.
3. Microsoft Project was used to track to progress of the project.

**TOTAL ACTUAL NET SAVINGS AND/OR REVENUE**

Please provide documentation showing how the savings was derived.

\$ 199,973.45

**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:**

NA %

**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**

\$ 800<sup>00</sup>

**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) Gordon Bowman

JOB TITLE ITS 5

Phone # 360 902 3124 E-mail Address GordonB@DIS.WA.GOV AWARD RATIO 25%

X [Signature] Signature 01-14-2009 Date

TEAM MEMBER NAME (type or print) Marnel Groebner  
JOB TITLE ITS 5  
Phone # 360 902 3128 E-mail Address marnelg@hotmail.com AWARD RATIO 25%  
X Marnel Groebner 1-12-09  
Signature Date

TEAM MEMBER NAME (type or print) Steve Fowler  
JOB TITLE ITAS6  
Phone # \_\_\_\_\_ E-mail Address \_\_\_\_\_ AWARD RATIO 25%  
X Steve Fowler 1-12-09  
Signature Date

TEAM MEMBER NAME (type or print) Carolee Rogers  
JOB TITLE ITS 4  
Phone # 360-725-5202 E-mail Address caroleeb@dis.wa.gov AWARD RATIO 25%  
X Carolee Rogers 1-12-09  
Signature Date

TEAM MEMBER NAME (type or print) \_\_\_\_\_  
JOB TITLE \_\_\_\_\_  
Phone # \_\_\_\_\_ E-mail Address \_\_\_\_\_ AWARD RATIO \_\_\_\_\_  
X \_\_\_\_\_  
Signature Date

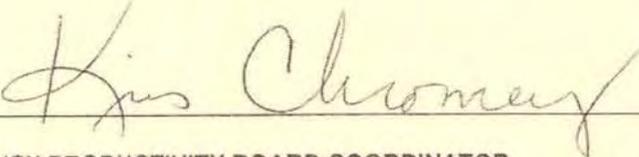
**AGENCY AUTHORIZATION FORM**

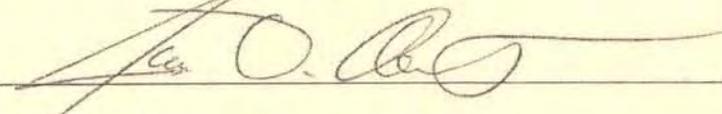
AGENCY Department of Information Services  
UNIT/DIVISION Computer Services Division  
TEAM NAME CSD Project Support - COM Replacement Project

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.

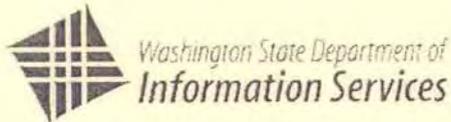
  
\_\_\_\_\_  
AGENCY PRODUCTIVITY BOARD COORDINATOR 1-28-09  
Date

  
\_\_\_\_\_  
AGENCY HEAD 1/27/2009  
Date

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

\_\_\_\_\_  
UNIT SUPERVISOR Title/Date

\_\_\_\_\_  
AGENCY FISCAL OFFICE Title/Date



## Project Description Scope

### Computer Output Microfilm Replacement

DIS has long provided its customers with an alternative solution to printed output from the IBM mainframe, in the form of Computer Output Microfilm (COM). This solution provided a much more manageable option than paper, and satisfied archival needs.

Over the years, the use of COM has waned, industry-wide. Equipment that produces COM is no longer manufactured new, and maintenance has become an issue.

Kodak, DIS' current COM equipment vendor, has recently withdrawn all their COM equipment from marketing and notified DIS that their equipment will no longer be supported after 12/31/2008. This end of service date is dependent on continued availability of parts and supplies, and has the potential to occur prior to 12/31/2008.

Currently, there are fifteen customer agencies using COM services. Each month an average of 3.75 million data pages are being written to COM.

### Business Objective

Continue to provide DIS and its customers an alternative solution to printed output from the IBM mainframe for the purpose of backup and archival of historical reports.

### Business Opportunity

Provide an alternative to both paper *and* COM, via an electronic storage solution.

### Benefits to be Gained

- > Electronically manage the archival, retrieval and distribution of IBM mainframe computer generated reports by leveraging an existing service
- > Provide an online facility for viewing, printing, emailing and exporting reports
- > Provide secure access to reports
- > Provide search capability
- > Provide a recoverable environment in the event of a disaster
- > Reduce monthly costs for customers
- > Eliminate delays in report receipt
- > Remove COM hardware and free up floor space in the data center

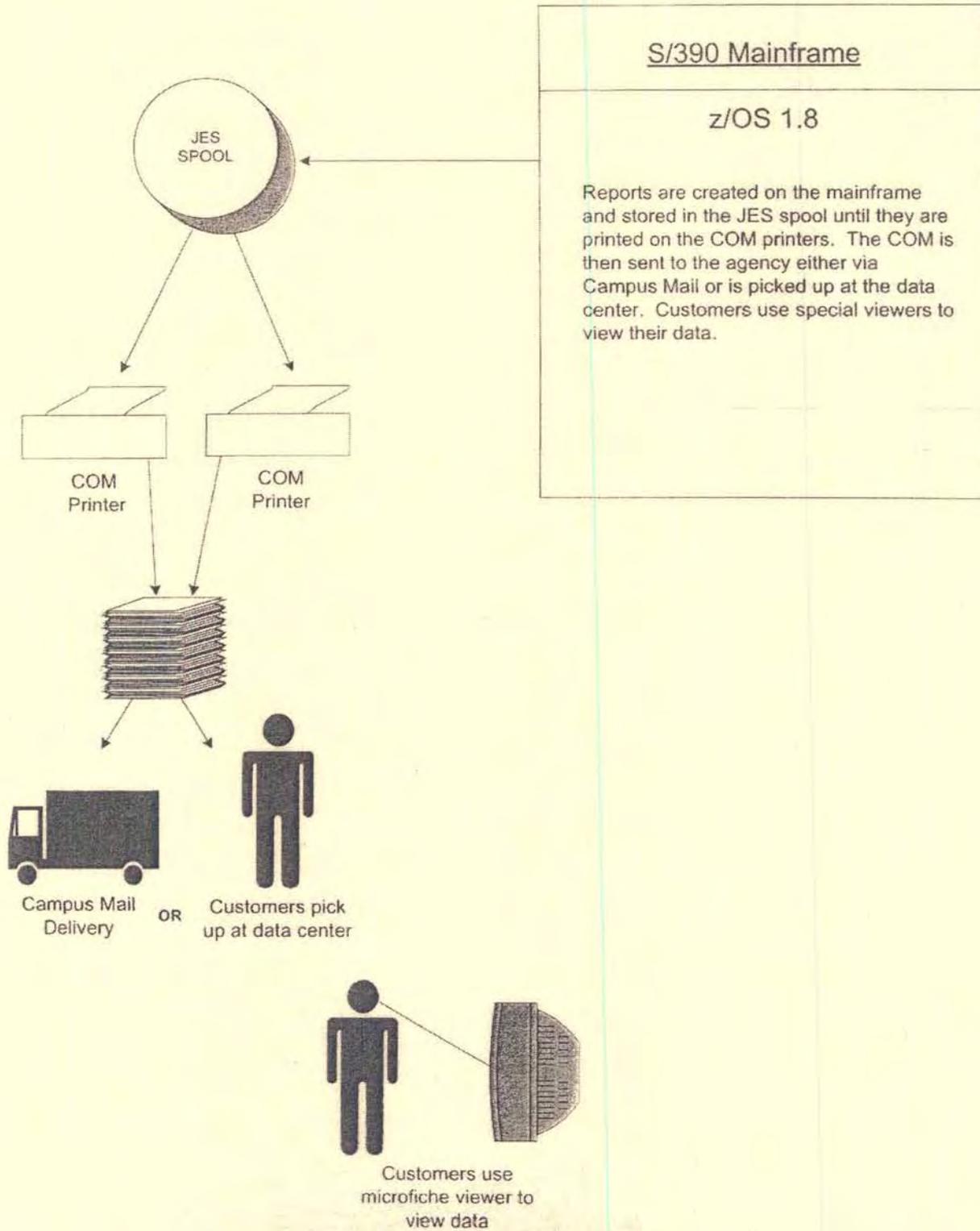
### Alternatives Considered

#### Option 1 (recommended)

Migrate COM customers to the existing Enterprise Output Solution (EOS) service. EOS (Enterprise Output Solution) is a proprietary electronic report storage solution hosted on the IBM mainframe. EOS is currently being used by DIS and DIS' customers. EOS is accessible from the IBM mainframe via TSO (Time Sharing Option), CICS or through a secure thin client interface via a web browser. Web services for the thin client are serviced by a virtual Linux server hosted on the IBM mainframe.

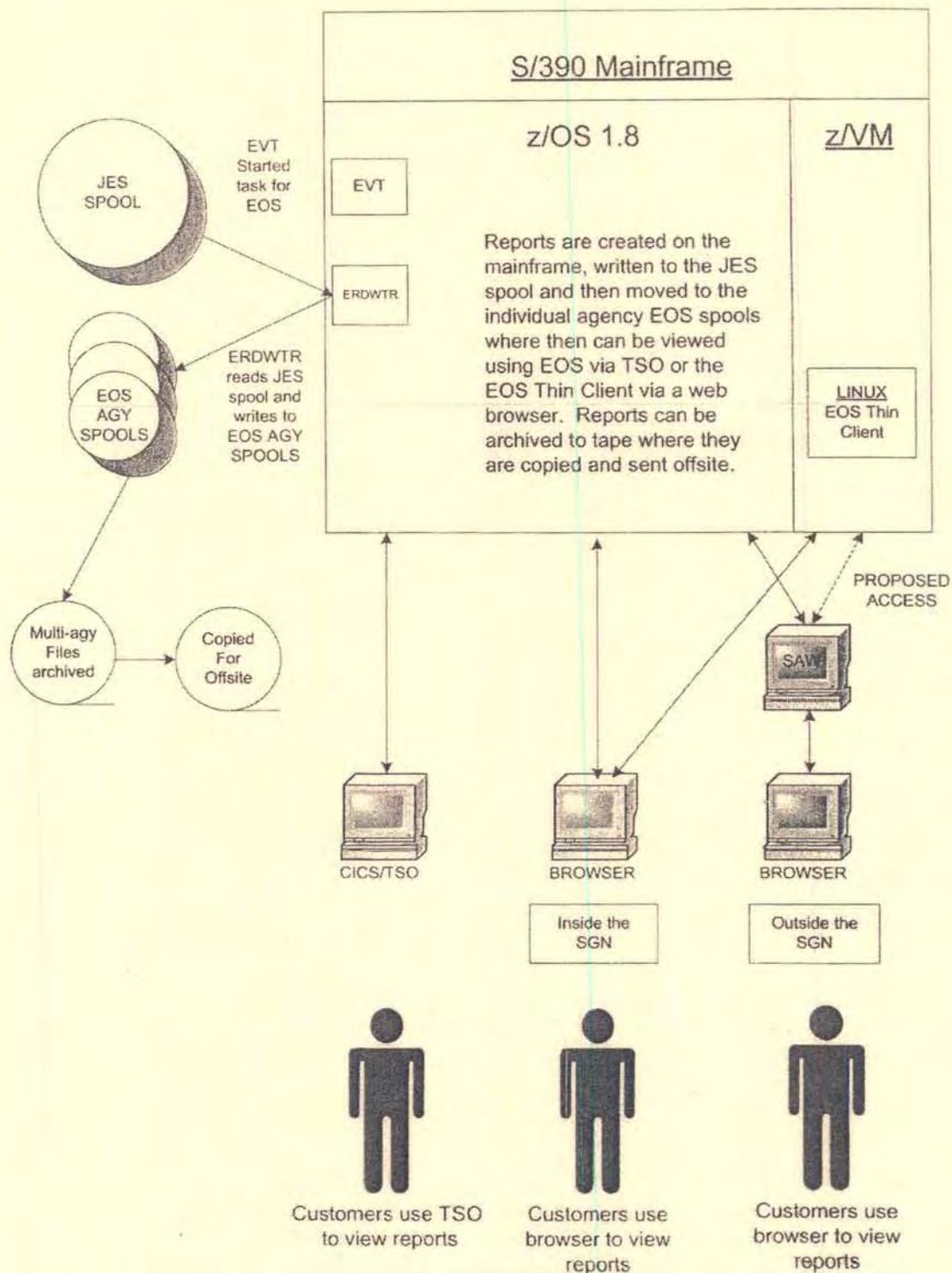
BEFORE

# S/390 COM Configuration



AFTER

# S/390 EOS Configuration (COM Replacement)



COM - Historical Costs by Agy		Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Total
155 - DIS		\$95.00	\$91.00	\$85.00	\$98.00	\$90.00	\$179.00	\$638.00
124 - DRS		\$0.00	\$14.00	\$0.00	\$0.00	\$14.00	\$2.00	\$30.00
235 - INI		\$3,443.00	\$4,004.00	\$4,674.00	\$3,822.00	\$8,145.00	\$4,541.00	\$28,709.00
105 - OFM		\$9,554.00	\$10,903.00	\$14,288.00	\$11,235.00	\$7,925.00	\$7,590.00	\$61,495.00
240 - DOL		\$16,511.00	\$17,329.00	\$14,790.00	\$19,298.00	\$13,308.00	\$18,377.00	\$99,613.00
300 - DSHS		\$1,739.00	\$1,860.00	\$1,736.00	\$1,698.00	\$1,923.00	\$1,754.00	\$10,710.00
111 - DOP		\$2,318.00	\$1,137.00	\$1,684.00	\$2,178.00	\$1,668.00	\$2,066.00	\$11,051.00
490 - DNR		\$103.00	\$210.00	\$61.00	\$67.00	\$71.00	\$73.00	\$585.00
405 - DOT		\$2,018.00	\$2,268.00	\$3,023.00	\$1,453.00	\$1,567.00	\$1,577.00	\$11,906.00
140 - DOR		\$1,287.00	\$795.00	\$1,134.00	\$936.00	\$804.00	\$2,096.00	\$7,052.00
195 - LCB		\$334.00	\$361.00	\$493.00	\$323.00	\$180.00	\$377.00	\$2,068.00
461 - EGY		\$154.00	\$156.00	\$196.00	\$218.00	\$94.00	\$107.00	\$925.00
095 - Auditor		\$26.00	\$24.00	\$26.00	\$21.00	\$24.00	\$23.00	\$144.00
090 - Treasurer		\$12.00	\$12.00	\$30.00	\$20.00	\$11.00	\$13.00	\$98.00
<b>TOTAL</b>		<b>\$37,594.00</b>	<b>\$39,244.00</b>	<b>\$42,220.00</b>	<b>\$41,367.00</b>	<b>\$35,824.00</b>	<b>\$38,775.00</b>	<b>\$235,024.00</b>

EOS Costs - Actual		Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Total
155 - DIS	NIC							EOS Cost
124 - DRS	NIC							NO INCREASE IN COST
235 - INI	NIC	\$1,894.75	\$1,957.91	\$1,957.91	\$1,894.75	\$1,957.91	\$1,894.75	NO INCREASE IN COST
105 - OFM	NIC	\$283.59	\$293.04	\$293.04	\$283.59	\$293.04	\$283.59	NO INCREASE IN COST
240 - DOL	NIC	\$735.60	\$760.12	\$760.12	\$735.60	\$760.12	\$735.60	NO INCREASE IN COST
300 - DSHS	NIC							NO INCREASE IN COST
111 - DOP								N/A
490 - DNR								N/A
405 - DOT		\$421.05	\$435.09	\$435.09	\$421.05	\$435.09	\$421.05	\$2,568.42
140 - DOR		\$210.52	\$217.54	\$217.54	\$210.52	\$217.54	\$210.52	\$1,284.18
195 - LCB		\$210.52	\$217.54	\$217.54	\$210.52	\$217.54	\$210.52	\$1,284.18
461 - EGY		\$105.26	\$108.77	\$108.77	\$105.26	\$108.77	\$105.26	\$642.09
095 - Auditor		\$21.05	\$21.75	\$21.75	\$21.05	\$21.75	\$21.05	\$128.40
090 - Treasurer		\$52.01	\$53.74	\$53.74	\$52.01	\$53.74	\$52.01	\$317.25
<b>TOTAL</b>								<b>\$23,999.55</b>

NIC - Customer already had an EOS spool; conversion to EOS netted only the elimination of COM costs

(OVER)

Net Savings	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Total 6 Mo. Savings
155 - DIS	\$95.00	\$91.00	\$85.00	\$98.00	\$90.00	\$179.00	\$638.00
124 - DRS	\$0.00	\$14.00	\$0.00	\$0.00	\$14.00	\$2.00	\$30.00
235 - LNI	\$1,548.25	\$2,126.09	\$2,716.09	\$1,927.25	\$6,187.09	\$2,646.25	\$17,151.02
105 - OFM	\$9,270.41	\$10,609.96	\$13,994.96	\$10,951.41	\$7,631.96	\$7,306.41	\$59,765.11
240 - DOL	\$15,775.40	\$16,568.88	\$14,029.88	\$18,562.40	\$12,547.88	\$17,641.40	\$95,125.84
300 - DSHS	\$1,739.00	\$1,860.00	\$1,736.00	\$1,698.00	\$1,923.00	\$1,754.00	\$10,710.00
490 - DNR	\$103.00	\$210.00	\$61.00	\$67.00	\$71.00	\$73.00	\$585.00
405 - DOT	\$1,596.95	\$1,832.91	\$2,587.91	\$1,031.95	\$1,131.91	\$1,155.95	\$9,337.58
140 - DOR	\$1,076.48	\$577.46	\$916.46	\$725.48	\$586.46	\$1,885.48	\$5,767.82
195 - LCB	\$123.48	\$143.46	\$275.46	\$112.48	-\$37.54	\$166.48	\$783.82
461 - ECY	\$48.74	\$47.23	\$87.23	\$112.74	-\$14.77	\$1.74	\$282.91
095 - Auditor	\$4.95	\$2.25	\$4.25	-\$0.05	\$2.25	\$1.95	\$15.60
090 - OST*	-\$40.01	-\$41.74	-\$23.74	-\$32.01	-\$42.74	-\$39.01	-\$219.25
<b>TOTAL</b>							<b>\$199,973.45</b>

\*Note: 090 - OST In addition to COM, Office of State Treasure has converted numerous hardcopy reports to EOS.

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Washington State  
Productivity Board

Teamwork Incentive Program – Final Report

March 2009

**AGENCY:** Office of the State Actuary  
**TEAM:** Team OPEB Tools  
**PROJECT PERIOD:** February 1, 2008 – January 31, 2009

**OVERVIEW:** The team updated a study of the state-wide Law Enforcement Officers' and Fire Fighters Retirement System (LEOFF) Plan 1 medical benefits. In addition, the team created an online tool that would allow individual employers to enter summary information and provide helpful tips necessary to comply with the Governmental Accounting Standards Board. They also created a similar tool for employers who offer post-employment health care in the Public Employee Benefits Board (PEBB). Both systems were met with great success.

**TEAM ACHIEVEMENTS:** By creating these new systems, the team was able to make reporting post-employment health care reports much more user friendly, saving employers time and money. Not only did their new system gather extremely positive comments and many thanks, it also helped save the agency \$220,000.

**ACTUAL NET SAVINGS:**  
\$ 220,000

**AWARD APPROVED BY AGENCY:**  
\$55,000

Employee	Award \$
Troy Dempsey	\$9,350.00
Michael Harbour	\$9,350.00
Chris Jasperson	\$9,350.00
Christi Steele	\$9,350.00
Lisa Won	\$9,350.00
Elizabeth Hyde	\$4,950.00
Keri Wallis	\$1,650.00
Charlene Winner	\$1,650.00

\* Reviewers: Roselyn Marcus and Scott Turner



# 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.

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## APPLICATION FORM

**TEAM NAME**            Team OPEB Tools

**AGENCY**                Office of the State Actuary

**PROJECT PERIOD**    2/1/08 to 1/31/09

### TEAM OVERVIEW

The Governmental Accounting Standards Board (GASB) recently started to require governments that subsidize post-employment health care to report for it on an accrual basis. This requires an actuarial valuation, unless you have less than 100 employees – then you can calculate it yourself. However, the calculations are still quite complex.

We were asked to update a study of the state-wide Law Enforcement Officers' and Fire Fighters' Retirement System (LEOFF) Plan 1 medical benefits, in accordance with GASB. In addition, we recommended creating an online tool that would allow individual employers to enter summary information and receive the information necessary to comply with GASB. For the LEOFF 1 state-wide study and online tool, our office received \$25,000 in our 2007-09 budget to cover the cost of assumption setting (from a healthcare actuary) and an audit.

Besides the LEOFF 1 tool, we also decided to create a similar tool for employers who offer post-employment health care in the Public Employee Benefits Board (PEBB).

## ACHIEVEMENTS

accomplished all of the goals that we set at the beginning of the project:

- **Make it on time** – We finished the project on time – in advance of financial statement deadlines for the 2007 calendar year.
- **Make it user friendly** – We went through several iterations of letting users test it before we released it. There were only several minor cases where users could not understand something without our help. We were praised numerous times for making a complicated requirement be fulfilled easily.
- **Save employers time and money** – We saved at least 34 employers time and money in the first year alone. We believe this was a great use of time.
- **Gather feedback to make it better in the future** – We saved user comments and are currently creating the next version which incorporates some user wishes. Overall, the feedback was very positive with many thanks. A sample of user comments is shown below.

A sample of user comments, in line with our goals:

"...a lot of appeal in using your tools and saving money on future actuarial studies and potential decreased audit procedures" – Mike

"I would like to commend the State Actuary's office for assisting local governments and preparing such a useful tool. I was very pleasantly surprised at how easy it was to use with data we had readily available." - Kammy

"I have a much clearer understanding of GASB 45 now. Thank you for clarifying what it is and is not." – Denise

"...we appreciate the tool prepared by the State Actuary." – Katie

"...found it very helpful. Thank you for providing this tool for small cities to use." – Amy

"I can't tell you how much I appreciate it." – Robin

"Without your help, I wouldn't have attempted to tackle this on my own. Thanks again. Your help is greatly appreciated." - Chun

"...the tool seems to work as advertised which is nice for those of us with so few eligible members." – Kirk

"We used the LEOFF 1 GASB 45 Tool for our financial statement preparation and it was very helpful. You really saved us a lot of work!" – Robin

"...this will work for us and we won't have to hire Milliman to do the actuary." - Linda

"Thank you so much for making this tool available to help us with assessing our OPEB liability. While our agency has more than 100 employees, it will help us and SAO determine our need to hire an actuary." – Leslie

"...very helpful for preparing 2007 financials and support." – Dave

"...so far it appears to be a Great tool!" - Sherry

We are now positioned to continue providing this valuable service with minimal updating each year.

## PERFORMANCE MEASURES

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.

1) The flow chart is attached.

2) Current Tasks:

### Savings

In the past, entities did not have to create this report. Very few governmental entities have ever kept track of their post-employment healthcare subsidies on an accrual basis. So, there used to be no cost to employers to do this. However, in the future, the cost for each entity to have an actuarial valuation performed would be approximately \$5,000 to \$10,000, which was required starting in 2008. If an employer with less than 100 employees would have chosen to do the complex calculation on their own, this tool would save them hours of research, calculations, and subsequent peer reviews.

### Cost

The additional cost of this project is the time required to complete the work by the Office of the State Actuary.

3) The main performance measure we used was how many people use our tools rather than paying a private actuary or using internal resources. Secondly, we reviewed the feedback we gathered from the users to determine our tool's effectiveness.

## TOTAL ACTUAL NET SAVINGS AND/OR REVENUE

Please provide documentation showing how the savings was derived.

\$ 220,000

### Savings

We based the savings on how many entities told us they used the tools. We made assumptions about how many of the entities would have hired an actuary and how many would have attempted to do it themselves had our tool not been there. We then made assumptions about the savings for each of those two scenarios. Finally, we subtracted off the added cost to our agency for providing the tool.

The calculation looks like:

34 entities used our online tools. We assumed 80% of them would have used an actuary and 20% would have done it themselves if our tool was not available. We assumed the cost of hiring an actuary for a valuation is \$8,000 whereas the cost of researching the subject and making the calculations themselves would cost \$2,000. The cost to our agency to make the tools was \$11,200.

Description	Number	Individual Cost	Total Cost
Number of Entities Using the Tool	34.0		
Assumed Number Using Actuary	27.2	\$8,000	\$217,600
Assumed Number Performing Own Calculation	6.8	\$2,000	\$13,600
Gross Savings			\$231,200
Indirect Cost (hours)	320	-\$35	-\$11,200
Net Savings			\$220,000
25% of Savings			\$55,000

**Assumption support:**

**Percent of employers who would have hired an actuary:** It would depend on the size of the entity. A larger entity would be more likely to hire an actuary. Since many of the users are for LEOFF 1, there are a number of large cities and counties who will be using the tool. Also, GASB 45 is required on a phased in basis. The larger entities are the only ones required to report for it in the first year that the online tool will be available.

**Cost of actuarial valuation:** We believe a reasonable range is \$5,000 to \$10,000. Thurston County paid \$10,000 for their PEBB actuarial valuation for GASB 45 in 2008.

**Cost of doing calculation themselves:** This could vary based on the employee's aptitude toward these types of calculations. However, we estimate that at least 20 hours would be spent researching the topic and asking different sources questions. I would guess the spreadsheet would take at least 40 hours to put together and at least 20 hours would be spent by someone peer reviewing it. Also, the State Auditor's Office is accepting the work from our tool as correct, so it will save the employer and the auditor at least 10 hours in auditing the results. If these employees make \$20 per hour, then the savings would be about \$2,000. This doesn't include the possibility of an employer spending hours on the calculations, not being able to figure them out, and hiring the actuary anyway.

*Note: We are keeping track of how many people use the tool based on how many employers voluntarily tell us that they used it. It is likely that a number of other employers used the tool and did not tell us.*

**Added cost:** We believe we spent around 320 hours on the project at approximately \$35 per hour.

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**

\$ 55,000

**TEAM AUTHORIZATION FORM**

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

TEAM MEMBER NAME (type or print) Troy Dempsey

JOB TITLE - Senior Actuarial Analyst

Phone # 360-786-6154 E-mail Address - Dempsey.Troy@leg.wa.gov AWARD RATIO - 17%

X Troy Dempsey Signature Date 2-16-09

TEAM MEMBER NAME (type or print) Michael Harbour

JOB TITLE - Actuarial Analyst

Phone # 360-786-6151 E-mail Address - Harbour.Michael@leg.wa.gov AWARD RATIO - 17%

X Michael Harbour Signature Date 2/16/09

TEAM MEMBER NAME (type or print) Elizabeth Hyde

JOB TITLE - Webmaster / Publications Specialist

Phone # 360-786-6146 E-mail Address - Hyde.Elizabeth@leg.wa.gov AWARD RATIO - 9%

X Elizabeth Hyde Signature Date 2-16-09

TEAM MEMBER NAME (type or print) Chris Jasperson

JOB TITLE - Associate Pension Actuary

Phone # 360-786-6153 E-mail Address - Jasperson.Chris@leg.wa.gov AWARD RATIO - 17%

X Chris Jasperson Signature Date 2/16/09

TEAM MEMBER NAME (type or print) Christi Steele

JOB TITLE - Senior Actuarial Analyst

Phone # 360-786-6149 E-mail Address - Steele.Christine@leg.wa.gov AWARD RATIO - 17%

X Christi Steele Signature Date 2/16/09

Signature

Date

-----  
TEAM MEMBER NAME (type or print) Keri Wallis

B TITLE - Administrative Assistant

Phone # 360-786-6148

E-mail Address - Wallis.Keri@leg.wa.gov

AWARD RATIO - 3%

X

Keri Wallis

Signature

2-16-09

Date

-----  
TEAM MEMBER NAME (type or print) Charlene Winner

JOB TITLE - Administrative Assistant

Phone # 360-786-6141

E-mail Address - Winner.Charlene@leg.wa.gov

AWARD RATIO - 3%

X

Charlene Winner

Signature

2-16-2009

Date

-----  
TEAM MEMBER NAME (type or print) Lisa Won

JOB TITLE - Associate Pension Actuary

Phone # 360-786-6150

E-mail Address - Won.Lisa@leg.wa.gov

AWARD RATIO - 17%

X

Lisa Won

Signature

2-16-09

Date

**AGENCY AUTHORIZATION FORM**

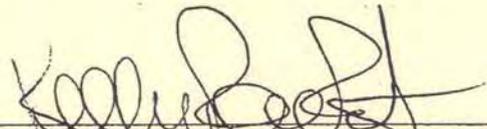
AGENCY Office of the State Actuary

UNIT/DIVISION \_\_\_\_\_

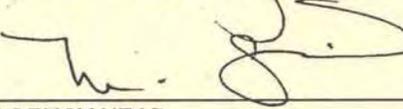
TEAM NAME Team OPEB Tools

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.

  
AGENCY PRODUCTIVITY BOARD COORDINATOR

2/16/09  
Date

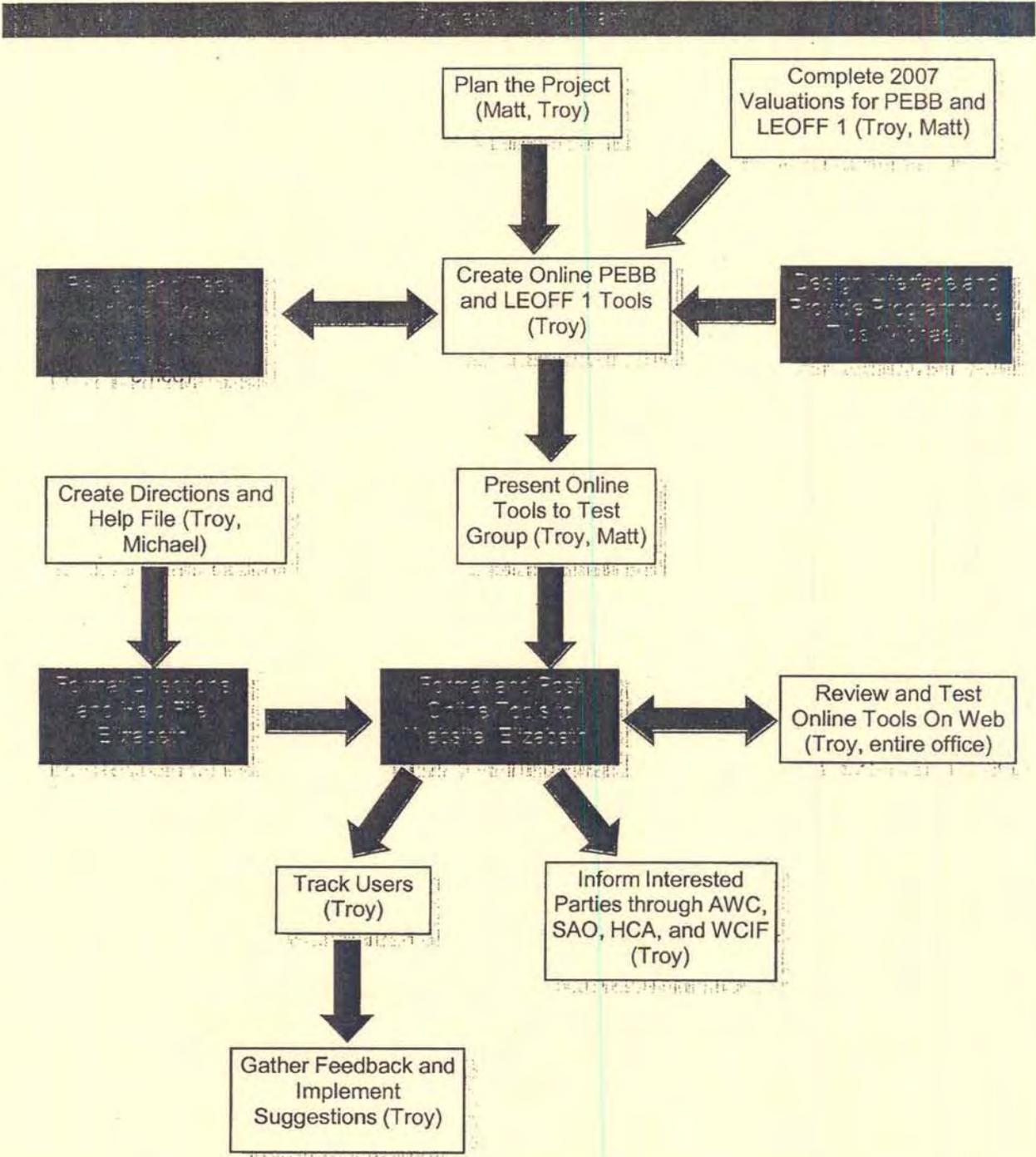
  
AGENCY HEAD

2/16/09  
Date

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

\_\_\_\_\_  
UNIT SUPERVISOR Title/Date

\_\_\_\_\_  
AGENCY FISCAL OFFICE Title/Date



**Washington State  
Productivity Board**

**ADOPT REPORT**

March, 2009

### Department of Social & Health Services

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Nick Lee	Olympia	\$50.00
200800195			
May2008			

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*Savings/Desc*

*Suggestion:* The Department of Social and Health Services (DSHS) should create a shortcut to the ACES program that will take workers directly to the Request for Information letter.

*Evaluation:* The Request for Information letters are generated by the worker whenever they have reason to request verifications or clarifications for assistance programs. The existing process requires the worker to go through eight keystrokes to access the letter. This letter was created approximately 604,000 times in the past year, thus it would save considerable time if it were accessible in fewer keystrokes. The estimated date of implementation is July 2009. DSHS recommends a recognition award for the suggester.

### Department of Social & Health Services

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	David Hess	Bremerton	\$200.00
200900027			
Jan2009			

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*Savings/Desc* \$21,692.00

*Suggestion:* The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should follow the NFPA minimum required standards for generator testing.

*Evaluation:* By following standards set by NFPA, WSH will realize estimated first year savings of \$21,692 while maintaining the requirements for generator testing. Since the suggestion falls within the suggester's job duties a recognition award will be given.

### Department of Transportation

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Gary Aust	Raymond	\$200.00
200700111			
Jul2007			

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*Savings/Desc*

*Suggestion:* The Department of Transportation (DOT) should implement an inexpensive modification to trucks with sand spreading equipment to allow it to function as a truck-mounted string trimmer to cut vegetation from around the base of guardrails and median cable rail structures.

*Evaluation:* Modified adopt. This invention was modified and tested over the past year. It has been concluded that the device works fairly well in providing a rough cut to grass in the targeted areas. It is likely this invention will continue to be used occasionally by the area where it was conceived and it is possible some other areas around the state may also develop similar modifications of sand spreading equipment for this purpose. After field testing and documentation, no significant hard dollar savings have been proven. However, a recognition award is granted to the suggester in appreciation for his efforts.

### Washington State Patrol

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Cindy Hacker	Tacoma	\$200.00
200800631			
Dec2008			

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*Savings/Desc* \$64,000.00

*Suggestion:* The Washington State Patrol (WSP) should have each district enter into a low bid contact for tow service.

*Evaluation:* WSP will realize substantial first year savings by utilizing contract tows for WSP evidentiary vehicles and pool/patrol tows. Because this suggestion falls within the suggester's job duties a recognition award will be given.

**Washington State  
Productivity Board**

**NON-ADOPT REPORT**

03/2009

**Attorney General's Office**

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*Suggestion Number*                      *Entry Date:*

200800638                                  Dec2008

*Suggestion:*     The Office of the Attorney General (AGO) should mandate all faxing be completed through email to eliminate the cost of an extra analog line.

*Evaluation:*     Not a new idea. On May 12, 2008 the AGO's Managed Print Services Team began discussions with IKON Office Solutions regarding a product/service called RightFax. On August 7, 2008 several AGO/ISD staff members attended a presentation on this product. After review, the MPST decided due primarily to current budget issues, process changes required to implement such a service would require resources beyond those available. This will be revisited at the next MFD contract renewal process in July 2010.

**Attorney General's Office**

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*Suggestion Number*                      *Entry Date:*

200900025                                  Jan2009

*Suggestion:*     The Office of the Attorney General should have employees hand deliver mail when within walking distance to save the money on postage.

*Evaluation:*     Resources not available, cost outweighs the benefits. Without evaluating every piece of mail on a case by case basis, it is impossible to determine what, if anything, would be saved by hand delivering parcels. The cost of staff time would outweigh any potential savings in postage costs.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200900009                                  Jan2009

*Suggestion:*     The Department of Corrections (DOC) should discontinue having coffee and juice dispensers available to offenders at meals.

*Evaluation:*     Not a new idea. As of January 5, 2009, DOC made changes to the menu offered to offenders. The changes include eliminating "free run" juice in dining rooms, eliminating coffee as it is available for purchase in the offender store, serving only one carton of milk with breakfast, and serving one Correctional Industries fortified juice packet at lunch and dinner.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800639                                  Dec2008

*Suggestion:*     The Department of Corrections (DOC) should order generic business cards for temporary or short-term employees rather than place a full order (250 cards) specific to that employee's name and title.

*Evaluation:*     Not a new idea. Ordering generic business cards for temporary staff is standard practice.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800596                                      Nov2008

*Suggestion:*      The Department of Corrections (DOC) should add a group mailbox to the InfoPort kiosk for inmates to submit orders for records from the Public Disclosure Unit electronically.

*Evaluation:*      Costs outweigh the benefits. In April 2008, DOC began requiring requestors (inmate or otherwise) to submit records requests through the Public Disclosure Unit. Requests are received, logged in, and assigned to appropriate staff for response. This brings accountability to all requestors and allows DOC a reasonable means of accounting requests submitted and accountability for our response. For more than 2 years, inmates have comprised approximately 75% of records requests. Cases of misuse and abuse of the intent of the PRA have been caused by this population. Any monetary benefit gained by allowing offenders to submit requests electronically would be far outweighed by the additional workload the access would generate.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800414                                      Sep2008

*Suggestion:*      The Department of Corrections (DOC), Cedar Creek Correction Center, should purchase a FKC Screw Press dewatering and sterilizing system to eliminate the need if hauling away sewage from the treatment plant.

*Evaluation:*      Investigating the merits of this suggestion I found that the purchase, permitting, installation and operational costs outweigh the benefits. This system would also have to be approved by the Department of Ecology and they expressed concerns about this being a suitable piece of equipment for our facility.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800423                                      Sep2008

*Suggestion:*      The Department of Corrections (DOC), Monroe Correctional Complex, should stage laundry for a full truck delivery every time to reduce multiple trips of partial loads.

*Evaluation:*      Cost outweighs the benefits. The Monroe Correctional Complex is comprised of five separate prison facilities and there is a strong interest in moving dirty and sometimes contaminated laundry expeditiously as well as being able to provide clean laundry in a timely manner. There is limited storage available for dirty laundry awaiting pickup. In addition it would be costly to accumulate a sufficient supply of clean laundry to negate the need for timely return of clean laundry to the units.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800438                                      Sep2008

*Suggestion:*      The Department of Corrections should have training more localized or onsite, when possible, to cut down on travel costs.

*Evaluation:*      Resources not available, cost outweighs the benefits. The agency does not have the staffing and resources to conduct new employee orientation training to small numbers of staff at many locations. The current new employee orientation training for community correction officer's staff is 8 days long. The agency is currently in process of reducing the new employee orientation down to four 10 hour days, beginning in January 2009, to reduce travel time and per diem costs.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800500                                      Oct2008

*Suggestion:*      The Department of Corrections (DOC) should charge offenders for travel permits and out of state transfer requests.

*Evaluation:*      Not a new idea. In August 2008, DOC's Interstate Compact Office forwarded the idea of charging offenders a \$100 fee when an application for out-of-state transfer services is made to be included in the Agency Legislative recommendation packet which is under review by the Attorney General's Office. It is likely the department will pursue legal change to enable DOC to begin charging offenders for this service. It is not feasible to charge offenders for in-state travel permits as offenders are already charged for Cost of Supervision which is presumed to cover partial reimbursement.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800508                                      Oct2008

*Suggestion:*      The Department of Corrections (DOC) should have a required standard training for cadets to function as a screening method prior to attending the CORE academy. This could reduce the number of cadets not finishing the academy.

*Evaluation:*      Not a new idea. The agency already has a screening process in place for selecting new custody officers who will be attending the academy. The agency screening process involves an interview process, a background check of previous employers, a psychological test, and a drug screening test.

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**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800558                                      Nov2008

*Suggestion:*     The Department of Corrections (DOC) should allow inmates to voluntarily grow fruit and vegetables for on-site consumption.

*Evaluation:*     Not a new idea. The DOC currently has gardens producing product for offender consumption at seven facilities. The vegetables raised are used to enhance the menu and teach the offenders about the gardening process and nutrition.

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**Department of Fish and Wildlife**

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*Suggestion Number*                      *Entry Date:*

200800672                                      Dec2008

*Suggestion:*     The Department of Fish and Wildlife (DFW) should hand deliver rather than mail earning statements to employees.

*Evaluation:*     Not a new idea. The Department of Personnel has implemented a new function of the State's payroll system called Employee Self Service (ESS). State employees have the ability to view their earning statements online. A number of agencies have already stopped mailing earning statements to employees. With the realization that not all DFW employees have easy access to a computer due to the nature and/or remote location of their job, we anticipate needing to continue mailing employees their earning statements as currently required.

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**Department of Health**

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*Suggestion Number*                      *Entry Date:*

200900028                                      Jan2009

*Suggestion:*     The Department of Health (DOH), Town Center Buildings, should have walking lanes painted in the parking garage to increase safety for pedestrians and drivers.

*Evaluation:*     Not a new idea. In 2007, we consulted the architects who designed the garage. They informed us that the garage design only allows enough width or space for two-way traffic. If walkways were painted on the pavement, cars would be forced to drive in the "walkway" to avoid oncoming traffic. Considering designated walkways are supposed to be safe havens for pedestrians, people may not move aside to avoid cars which would result in accidents.

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**Department of Labor & Industries**

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*Suggestion Number*                      *Entry Date:*

200700071                                      May2007

*Suggestion:*      WAC 296-19A-340 allows Vocational Counselors to bill the Department of Labor & Industries (L&I) for phone calls made to L&I staff. The law should be changed so they cannot bill for these calls, as it may result an estimated savings of \$871,000 per year in billing from the private sector. Other states do not allow Vocational Counselors to bill for these types of calls as it is considered customer service.

*Evaluation:*      Private sector vocational counselors perform many tasks in providing services that qualify for payment per statute including phone calls. Not only would it be costly to the agency stakeholders to implement this suggestion, it may also cause more harm than good politically. In fact, it could negatively impact the outcome goal of returning injured workers to the workforce promptly and effectively. At this time the agency wishes to apply our resources to implementing recent legislative changes that will improve the outcome goal of the return to work process.

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**Department of Personnel**

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*Suggestion Number*                      *Entry Date:*

200800670                                      Dec2008

*Suggestion:*      The Department of Personnel (DOP) should provide W-2 forms through campus mail instead of mailing to employees' homes.

*Evaluation:*      Cost outweighs the benefits. W-2s were formerly distributed via campus mail which was cost neutral. It was determined by DIS, Consolidated Mail Services, PRT, and DOP that it is less expensive for the state as a whole to insert and mail all W-2s direction after printing instead of multiple handling, sorting, mailing overnight, and hand distribution. Currently, twelve agencies no longer print earning statements with additional agencies moving in the same direction. Employees access their earning statements through Employee Self Service.

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**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200800266                                      Jul2008

*Suggestion:*      The Department of Social and Health Services (DSHS) should assign bilingual employees to clients that are non-English speaking to reduce or eliminate translator expenses.

*Evaluation:*      Not a new idea. Since April, 2004 this practice has been an option for each field office. The person responsible for assigning cases within the office is able to match the client's Primary Language Code, identified on the screening information, to the same non-English language code available in a bilingual employee's user profile.

**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200800340                                  Sep2008

*Suggestion:*      The Department of Social and Health Services (DSHS) should create a call center support group to improve employee morale and increase productivity.

*Evaluation:*      Resources not available. DSHS participates in and supports many wellness activities statewide and encourages employees to work with local CSOA to implement or improve local wellness programs.

**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200600134                                  Jul2006

*Suggestion:*      The Department of Social and Health Services (DSHS) should install mail systems in a central location in each department to reduce staff time wasted in hand-delivering mail desk to desk.

*Evaluation:*      Not a new idea. DSHS has mail areas in their offices for general deliveries. Mail delivered to employees can contain personal and confidential information and placing items such as those in a central pick-up location would create a security issue.

**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200600208                                  Dec2006

*Suggestion:*      The Department of Social and Health Services (DSHS) should assist low-income clients apply for Federal grants and low interest loans to obtain dependable and affordable transportation.

*Evaluation:*      Not a new idea. In 1999 a non-profit employment support program, Working Wheels, was created to sell affordable used cars to low-income workers and job seekers. This program was created by Port Jobs and is operated by Fremont Public Association. WorkFirst has contributed financial support for both the creation and operation of Working Wheels. Applicants are screened to ensure they can afford the car, plus insurance and gas, and are connected with training opportunities including financial skills education and car maintenance workshops.

**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200800624                                  Dec2008

*Suggestion:*      The Department of Social and Health Services (DSHS) should document birth certificate numbers in the ACES system rather than printing and imaging it into the system.

*Evaluation:*      There is a Federal requirement to have a physical copy of the birth certificate in our case files. It is non-negotiable. DSHS would face severe financial penalties for implementing the suggestion

**Department of Social & Health Services**

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*Suggestion Number*            *Entry Date:*

200800658                      Dec2008

*Suggestion:*    The Department of Social and Health Services (DSHS) should have a link to the Productivity Board's employee suggestion program and database on their website.

*Evaluation:*    Not a new idea, training issue. Administrations have control over their website content, and DSHS provides links to the Human Resources Division which includes the Employee Suggestion information. Articles in "Inside DSHS" newsletters have appeared with all website links and information regarding the program as well as flyers created for posting as recently as December 11, 2008.

**Department of Social & Health Services**

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*Suggestion Number*            *Entry Date:*

200800663                      Dec2008

*Suggestion:*    The Department of Social and Health Services (DSHS), Juvenile Rehabilitation Administration (JRA), should restrict youth mail and long distance phone communication not treatment related.

*Evaluation:*    JRA encourages communication to develop, strengthen, and maintain family and pro-social relationships. Each youth has an assigned case manager working with them to develop an approved list of individuals the youth can correspond with by mail or telephone. Communication with non-approved individuals is not allowed and restricted by case managers.

**Department of Transportation**

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*Suggestion Number*            *Entry Date:*

200800561                      Nov2008

*Suggestion:*    The Department of Transportation (DOT), Ferries Division, should install single roll toilet paper holders in the restrooms to allow for use of unused full roll tissue removed from current "big roll" dispensers.

*Evaluation:*    Cost outweighs the benefits. Statistics provided with the suggestion would yield \$9.00 savings per month, per vessel. A single roll is 12,000 feet and costs \$5.05. A 20,000 foot portion equals approximately \$8.00. Installation would have to be performed by Repair Yard crews, and the cost of labor plus the cost of required hardware would exceed any possible savings in toilet paper that might be realized.

**Department of Transportation**

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*Suggestion Number*            *Entry Date:*

200900033                      Jan2009

*Suggestion:*    The Department of Transportation (DOT) should eliminate verification for Hot Mix Asphalt mix designs.

*Evaluation:*    Not a new idea - Since 2000, DOT and the Washington Asphalt Paving Association (WAPA) have continued to evaluate this topic. A recent January 2009 meeting with WAPA confirmed that the industry finds it to be a very necessary verification procedure.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900066                                  Feb2009

*Suggestion:*     The Department of Transportation (DOT) should work with Worksource and the Department of Social and Health Services (DSHS) to utilize their programs such as WIA, WEX, & CTED to obtain additional workers at no cost to our agency.

*Evaluation:*       Not a new idea. We have been using various employment programs including the suggested one's since the late 1990's.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900017                                  Jan2009

*Suggestion:*     The Department of Transportation (DOT) should use RustStop electronic rust protection on vehicles to keep them from rusting out from the salt applications used for snow and ice.

*Evaluation:*       Cathodic protection or electronic rust protection does not currently work for vehicle protection. However, there are products on the market claiming to provide Cathodic protection, just by injecting electrons into your vehicle's metal work – but they do not work and are on the fraudulent gadgets watch list.

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**Insurance Commissioner's Office**

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*Suggestion Number*                      *Entry Date:*

200800647                                  Dec2008

*Suggestion:*     The Office of the Insurance Commissioner (OIC) should buy basic laptops for employees that do not need or use more than simple Microsoft applications and the Internet.

*Evaluation:*       Not a new idea. Since 2002, Information Technology (IT) has purchased and made available two models of laptops for mobile OIC staff: a "high end" power processing model for financial examination staff and a lower end model with basic computing needs.

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**Secretary of State's Office**

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*Suggestion Number*                      *Entry Date:*

200800657                                  Dec2008

*Suggestion:*     The Productivity Board should add a "type" field to the online database search so it is more refined.

*Evaluation:*       Not a new idea. We are currently in the process of redesigning our database system. This is one of the options being addressed.

Washington State Patrol

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*Suggestion Number*            *Entry Date:*

200900004                      Jan2009

*Suggestion:*    Washington State Patrol (WSP) should only buy a MSDN subscription to users who will utilize and benefit from the software within the subscription. And buy separate software for those who need only single software to perform their work.

*Evaluation:*    Cost outweighs the benefit. Our current licensing agreement offers significant savings over the proposed. Based on an internal study purchasing MSDN subscriptions rather than individual licenses has saved WSP approximately \$29,000.00 to date.