



Washington  
Secretary of State  
SAM REED

PRODUCTIVITY BOARD  
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## AGENDA

### WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State  
Legislative Building  
June 5, 2009  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*May 1, 2009*)
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report\**)  
--Reviewer: Mike Kerschbaum
- Employee Suggestion Non-Adopts (*Blue report\**)  
--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**  
May 1, 2009

**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, Linda Villegas Bremer, Kathleen Brockman, Mike Kerschbaum, George Masten, Wanda Riley, Terry Teale and Scott Turner

**Board Members absent:** Brian Sonntag and Roselyn Marcus

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

**Guests present:** Art Mead, FTE Magazine

**APPROVAL OF MINUTES**

The Board reviewed, moved, seconded, and voted unanimously to approve the April 3, 2009 minutes as written.

**MONTHLY UPDATE**

Tracy Workman reported the State Employees Day with the Mariners is this Saturday, May 2<sup>nd</sup>, with Brian Sonntag throwing out the first pitch. There has been over 500 tickets purchased with one agency alone purchasing 111 of them.

Public Service Recognition Week begins next week with the first event on Tuesday in Vancouver at Esther Short Park. Wednesday is Olympia's event on the East Plaza Lawn across from the Tivoli Fountain. Thursday there are two events, Seattle at Seattle Memorial Stadium and Spokane at the Museum of Arts and Culture. The week will close with the Tri-Cities event at Chiawana Park.

### EMPLOYEE SUGGESTION ADOPTS

Wanda Riley reviewed and reported that she 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

Shad Bell reviewed in Brian Sonntag'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.*

### NEXT BOARD MEETING

The next Board meeting is scheduled for June 5, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for June are Wanda Riley and Linda Villegas Bremer. *Both will also review any Appeals and Teamwork Incentive Program applications presented.*

### ADJOURNMENT

There being no further business, the meeting was adjourned at 10:35 a.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Tracy Workman', with a long horizontal line extending to the right.

TRACY WORKMAN  
Special Programs Manager  
TW/ds 05/14/09

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**Washington State  
Productivity Board**

**ADOPT REPORT**

June, 2009

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### Department of Revenue

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900157 Mar2009	Michelle Huffman	Sheboygan	\$200.00

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*Savings/Desc* \$15,081.00

*Suggestion:* The Department of Revenue (REV) should have employees use scanners so they no longer have to pay for the fax lines dedicated to out-of-state auditors.

*Evaluation:* Out of state auditors have all-in-one printers with scan and fax capability. Scan documents via these printers do not require a dedicated line so the fax capability is unnecessary. First year savings as a result of this suggestion will be \$15,081.12.

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### Department of Transportation

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<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900114 Feb2009	Ben Shaw	Bellevue	\$1,220.00

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*Savings/Desc* \$12,200.00

*Suggestion:* The Department of Transportation (DOT) should decommission the space heat in machinery areas of movable bridges to conserve energy.

*Evaluation:* Modified adopt. Instead of turning the heaters off completely, DOT recommends reducing the thermostat settings from 69 degrees to 59 degrees. We further recommend installing rigid foam in the fan vents during the winter months to reduce heat loss. First years savings as a result of this suggestion will be \$12,200.

**Washington State  
Productivity Board**

**NON-ADOPT REPORT**

June, 2009

**Attorney General's Office**

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*Suggestion Number*                      *Entry Date:*

200900197                                      Apr2009

*Suggestion:*     The Office of the Attorney General (ATG) should put the timeline form created by the suggester in appeal cases to allow the person monitoring the case to easily see at a glance which deadlines are approaching.

*Evaluation:*     Not a new idea. Since 2000, there has been a very thorough checklist for both State and Federal appellate cases on the Agency ACE site for our Torts Division. Anyone in the agency can open and use the checklist or they may modify it for their division's own use. The Torts site also includes a calculation toll that will count days as well.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200900174                                      Mar2009

*Suggestion:*     The Department of Corrections (DOC), Eastern Washington Community Custody Violator Program (EWCCVP), should have local staff that has expertise in automotive electronics and radio systems remove and install the radios in new vehicles instead of having a private business do the installation.

*Evaluation:*     The installation costs incurred from vendors are minor in comparison to the potential costs of repair to both radio and vehicle if damage results from improper installation. If staff were to perform the installations, this would be in addition to their assigned duties and could cause them to incur overtime pay. In addition, public safety needs to be considered as radio failure could result in injury during an incident and could present a larger liability to the Agency than cost savings realized.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200900265                                      May2009

*Suggestion:*     The Department of Corrections (DOC) should use the license plate tags produced by Correctional Industries for unit identifiers instead of what is currently used.

*Evaluation:*     Not a new idea. The process of new unit identifiers was discussed and implemented prior to the submission of the employee suggestion.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800369                                      Sep2008

*Suggestion:*     The Department of Corrections (DOC) should combine the many smaller offices in an area into a large central office for case management, clerical and management staff to save on costs associated with having all the different offices.

*Evaluation:*     Not a new idea. The overall idea of reducing leased office space is a good one and as an agency, DOC has been moving in that direction for a number of years. This is evident by the combining of offices and programs at Community Justice Centers (CJC), located in Tacoma, Seattle, Spokane, Vancouver, Everett, and Yakima. Thurston County and Tri-Cities have already been identified for CJs in the future, and DOC will continue to pursue these opportunities as they arise.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800556                                  Nov2008

*Suggestion:*     The Department of Corrections should post a public notice of all unclaimed inmate property on the Department of Corrections website instead of mailing out certified letters.

*Evaluation:*     After researching this suggestion DOC found that it would violate the RCW that states we must contact the offender by Certified Letter or in person and give him proper notice before we dispose of or donate the offender's property.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200800659                                  Dec2008

*Suggestion:*     The Department of Corrections (DOC) should cut most vocational programs for offenders and offer basic skills and offender change programs instead.

*Evaluation:*     Cost outweighs benefit. Vocational programs for offenders have the highest rate of return on investment of any treatment provided to reduce recidivism according to the Washington State Institute of Public Policy. DOC does have a policy of not providing the programs to offenders with more than seven years to release.

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200900006                                  Jan2009

*Suggestion:*     The Department of Corrections (DOC) should change the Correctional staff hours from five days a week, eight hours a day, to three days on shift, four days off shift, four days on shift, three days off shift, working 12 hour shifts.

*Evaluation:*     Not a new idea. Although DOC believes at some point this suggestion may show a savings, 12-hour shifts have been discussed since March, 2004 and researched by agency staff for a number of years. Management attempted to pilot a program with bargaining unit members in 2008 and it was rejected. Further discussions have been held between Labor and Management but no agreements have been reached with the Teamsters. A year-long pilot of 12-hour shifts is currently being conducted with 5 non-bargaining unit members (Lieutenants) at Cedar Creek Corrections Center

**Department of Corrections**

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*Suggestion Number*                      *Entry Date:*

200900046                                  Jan2009

*Suggestion:*     The Department of Corrections, minimum level facilities, should use mouth swab test kits for drug testing instead of testing urine.

*Evaluation:*     Urine testing is the most cost effective; court recognized testing the department can use.

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**Department of General Administration**

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*Suggestion Number*                      *Entry Date:*

200900158                                      Mar2009

*Suggestion:*      The Department of General Administration (GA), Motor Pool Division (MPD), should train maintenance staff to work on hybrid vehicles instead of sending them to the dealerships for oil changes.

*Evaluation:*      Not a new idea. The GA Motor Pool has been thoroughly trained to maintain and repair hybrid vehicles in factory and community college training sessions and currently performs this work.

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**Department of Retirement Systems**

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*Suggestion Number*                      *Entry Date:*

200900168                                      Mar2009

*Suggestion:*      The Department of Retirement Systems (DRS) should use the process designed by the suggester to convert information from the DRS system (MIS) into an Excel spreadsheet.

*Evaluation:*      Currently, employees use a number of existing Excel templates in routine calculations with manual calculations required only for approximately twenty cases annually. Given the existing tools already available to staff, the limited number of manual accounts affected, and design and ongoing maintenance issues, DRS believes the cost outweighs the benefit of implementation of this suggestion.

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**Department of Revenue**

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*Suggestion Number*                      *Entry Date:*

200900177                                      Mar2009

*Suggestion:*      The Department of Revenue (REV) should purchase the badge holders supplied to employees imprinted with the REV logo and ClaimYourCash.org logos on them from 4imprint.

*Evaluation:*      Not a new idea. The agency previously purchased the reels as a one-time purchase when implementing mandatory identification for all employees.

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**Department of Social & Health Services**

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*Suggestion Number*                      *Entry Date:*

200900179                                      Mar2009

*Suggestion:*      The Department of Social and Health Services (DSHS) should establish an hourly rate for the work of public disclosure requests that includes the cost of: seeking records, copying them, reading them for confidential information that cannot be released, redacting the record, and making copies of what is being given out.

*Evaluation:*      While government agencies would appreciate and support increased financial recoupment of compliance with this unfunded mandate, the media, Legislature, and elected officials find that these agency work activities to fill the obligations of the Public Records Act are part of the necessary costs of democracy and open government and efforts to change the statutes would unlikely to be successful.

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**Department of Social & Health Services**

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*Suggestion Number*            *Entry Date:*

200900203                      Apr2009

*Suggestion:*    The Department of Social and Health Services (DSHS) should emphasize the end of the certification period in the approval letter and not send an eligibility review form when it is about to end.

*Evaluation:*    DSHS is required by statute to send notification to the client when the client's benefits are ending.

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**Department of Social & Health Services**

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*Suggestion Number*            *Entry Date:*

200900252                      Apr2009

*Suggestion:*    The Department of Social and Health Services (DSHS), Residential Care Services Regional Offices (RCS), should be authorized to send double sided copies of written reports to complainants.

*Evaluation:*    Not a new idea. This idea was first discussed in December, 2008. Due to the fact that many members of the public contacting RCS for reports or documents are elderly and/or frail, they may not be familiar with state agencies or the work which RCS does. Readability for public customers is very important, and printing reports double sided may cause unnecessary confusion.

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**Department of Social & Health Services**

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*Suggestion Number*            *Entry Date:*

200600185                      Oct2006

*Suggestion:*    The Department of Social and Health Services (DSHS), Division of Child Support (DCS) should work with the Department of Revenue (DOR) to run a cross match of cases by social security number of the non-paying or partial paying clients. Currently DOR has millions of dollars of unclaimed property.

*Evaluation:*    Not a new idea. DCS has been discussing this enhancement with DOR since October, 2005. DOR plans to implement this suggestion in May 2009 for all state agencies.

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**Department of Social & Health Services**

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*Suggestion Number*            *Entry Date:*

200900142                      Mar2009

*Suggestion:*    The Department of Social and Health Services (DSHS) should negotiate with local schools offering full-day kindergarten classes for payment for that 1/2 day-rather than paying daycare centers for full daycare.

*Evaluation:*    Resources not available. After review of the Department of Early Learning's 2008 child care survey, the data shows there are programs available in Washington State providing part-time child care. Investigating how to increase the number of part-time programs including before and after school care would be beneficial, however current state budgetary restrictions will need to be lifted prior to assigning staff and other program resources to conduct such a study.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900170                                  Mar2009

*Suggestion:*     The Department of Transportation (DOT) should discontinue the testing of movable bridge electrical machinery indicated by the suggester and replace others with more effective tests.

*Evaluation:*     Moveable bridges are considered complex bridges and are required by the Federal Highway Administration to have a comprehensive testing plan in place for inspections.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900173                                  Mar2009

*Suggestion:*     The Department of Transportation (DOT) should eliminate ordering title report updates on temporary easements since they are not needed.

*Evaluation:*     Due to risk of loss from potential claims, and the risk of construction delays, DOT does not recommend adoption of this suggestion.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900121                                  Mar2009

*Suggestion:*     The Department of Transportation (DOT) should use FedEx instead of United Parcel Service for ground shipping.

*Evaluation:*     Not a new idea. This suggestion was originally made and implemented in September, 2008. FedEx is used wherever possible in an effort to save money.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900126                                  Mar2009

*Suggestion:*     The Department of Transportation (DOT) should synchronize the blinking yellow lights that give warning to an upcoming intersection so that they start blinking within ten seconds of the signal light changing instead of 24 hours a day.

*Evaluation:*     Costs outweigh the benefits. Converting a constant flashing beacon to a "Prepare to Stop When Flashing" (PTSWF) system involves running a communication link between the flashing light and the traffic signal controller along with the potential installation of additional signing and flashing lights. The average electricity cost in Washington is 7 cents per kilowatt hour. Assuming the flashing beacon is 12 hours per day, the annual cost for the average LED beacon is approximately \$88 per year per beacon. The electricity usage of these systems is a factor but not a significant part of the decision making process when evaluating the benefit/cost of these types of systems.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900129                                      Mar2009

*Suggestion:*      When a road is built, the Department of Transportation (DOT) should add an extra two feet of width to the shoulder. As the road gets rutted, repaint the lane markers over two feet so that traffic shifts off the rutted areas and onto areas that have much less wear.

*Evaluation:*      This idea has been discussed since the 1970s. There are several critical flaws which have prevented highway agencies from using the idea including the cost to build extra pavement width, narrowing shoulders to accommodate lane shifts creating unacceptable safety risks, and the fact that the rutted pavement is still present in the driving lanes.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900213                                      Apr2009

*Suggestion:*      The Department of Transportation (DOT) should revise form 421-040A EF by combining it with other forms used for traffic control labor.

*Evaluation:*      Not a new idea. The forms suggested for combination can already be summarized and submitted as an existing consolidated, electronic form.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900223                                      Apr2009

*Suggestion:*      The Department of Transportation (DOT), headquarters building, should program elevator cars so that a car returns to the service level and first floor. This will eliminate wait time for the elevators and allow staff to be more efficient.

*Evaluation:*      Cost outweighs the benefit. The cost to reprogram passenger elevators is currently \$5,500. Given there is no proven cost benefit to DOT to make this modification, it is recommended this suggestion not be adopted.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900204                                      Apr2009

*Suggestion:*      The Department of Transportation (DOT) should have warning signs read "Please slow down...my Daddy (or my Mommy) is working here" instead of "Men at Work".

*Evaluation:*      Not a new idea. Since 2000, DOT has evaluated the use of these signs on select projects. Observations in the field indicated no specific driver reaction. A general direction was determined that if a higher level of warning or control is desired, devices other than additional signs should be considered. DOT is moving toward active devices such as photo radar and changeable message signs.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900202                                  Apr2009

*Suggestion:*     The Department of Transportation (DOT) should develop condensed Transportation Engineer and Technician refresher courses for employees instead of having them take the intro class.

*Evaluation:*     Training issue, not a new idea. DOT maintains a standing committee charged with maintaining the training matrix for transportation engineers and technicians. The Joint Apprenticeship Training Committee (JATC) is responsible for Transportation Apprenticeship training. Both programs have specific objectives and serve the purpose of complying with certification requirements.

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**Department of Transportation**

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*Suggestion Number*                      *Entry Date:*

200900186                                  Apr2009

*Suggestion:*     Instead of spraying trees alongside the highways, the Department of Transportation (DOT) should have the Department of Corrections (DOC) provide offenders to dig them up to replant where needed or sell to farmers who need them.

*Evaluation:*     DOT does transplant trees in areas throughout the state when situations for relocation present themselves. For a number of years, DOT has also maintained a roadside plant recycling nursery out of the agency's Olympic Region for the reasons mentioned in this suggestion. However, utilizing DOC prison offender crews to do this job would reduce the efforts of the Department of Ecology's litter pick-up crew which the DOC supports. In addition, there are costs associated with a larger scale transplanting program such as maintaining them in an interim nursery and the safety concerns of having people performing manual labor adjacent to the roads. State law also currently prohibits the sale of what is considered a state resource (including tree seedlings) to private parties due to concerns of unfair competition from the nursery industry.

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**Everett Community College**

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*Suggestion Number*                      *Entry Date:*

200900220                                  Apr2009

*Suggestion:*     Everett Community College (EVCC) should replace the old paper towel dispensers with newer more efficient ones.

*Evaluation:*     Cost outweighs the benefit. The multi-fold towel dispensers remaining in the EVCC facilities will not be replaced due to the high cost of modification to the walls to support the new design. The new style must be installed as an inset of the wall, meaning part of the wall has to be removed and modified to fit the style. It is very costly to implement, thus the few older style dispensers will remain in place.

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**Governor's Office**

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*Suggestion Number*                      *Entry Date:*

200900229                                      Apr2009

*Suggestion:*     The Office of the Governor (GOV) should have an electronic reader board that lists the current bill signing, and the next two bills to be signed so that no one has to yell for everyone's attention and stakeholders will know right away which bills are in process or coming soon.

*Evaluation:*     Cost outweighs the benefit. While this is a great idea, the cost to purchase such a sign plus the expense of installation and electricity to use it make it cost prohibitive. The bill schedule is posted on the door for reference.

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**Liquor Control Board**

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*Suggestion Number*                      *Entry Date:*

200800245                                      Jul2008

*Suggestion:*     The Liquor Control Board (LQB) should electronically send confirmations of special orders instead of mailing them. This would save paper, postage, envelopes, etc.

*Evaluation:*     Although this is a great idea, it is not a new one. It has been standard practice for the LQB since January 2008.

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**Office of Financial Management**

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*Suggestion Number*                      *Entry Date:*

200900153                                      Mar2009

*Suggestion:*     The Office of Financial Management (OFM) should review costs of vehicle operation to allow for more frequent adjustments due to fluctuating costs of fuel.

*Evaluation:*     Resources not available. Generally the mileage rate is modified once per year, which limits the costs associated with policy changes, training and system programming modifications. While the changes to the rate may be infrequent, the delay in increasing the rate when costs go up is offset with the delay in reducing the rates when prices drop.

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**Office of Financial Management**

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*Suggestion Number*                      *Entry Date:*

200900175                                      Mar2009

*Suggestion:*     The Office of Financial Management (OFM) should establish a policy that says any invoice over 60 days old and is for less than \$10 is written off by the receiving agency to an "irreconcilable" account or an account to that effect.

*Evaluation:*     Per current statute, agencies are to charge the full cost incurred in providing goods and services to or for another agency. Since the full costs are to be repaid, a write-off of any interagency receivable is not allowable.

Office of Financial Management

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*Suggestion Number*                      *Entry Date:*

200900209

Apr2009

*Suggestion:*      The Office of Financial Management (OFM) should not reimburse for mileage in personal vehicles, making employees having to use state owned vehicles instead.

*Evaluation:*      Requiring all state employees to use state vehicles for traveling is not the most cost effective method of travel in all cases. For short trips it is less costly to reimburse POV mileage than pay for a state car rental. There are also employees/offices located in areas of the state where state cars are not readily available for use. Increasing the size of the state fleet is costly unless there is enough demand for the vehicle use.