



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
Employee Suggestion Program • Teamwork Incentive Program
6880 Capitol Boulevard • PO Box 40244
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
June 4, 2010
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience

- Approval or Correction of Minutes (*May 7, 2010*)

- Monthly Staff Update --Tracy Workman

- Teamwork Incentive Program Applications – Final
--Reviewers: Wanda Riley and Kathy Goebel

- Employee Suggestion Adopts
--Reviewer: Wanda Riley

- Employee Suggestion Non-Adopts
--Reviewer: Kathy Goebel

- 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 7, 2010

WELCOME & INTRODUCTIONS

George Masten called the meeting to order at 10:03 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Martin Casey, Kathy Goebel, Mike Kerschbaum, George Masten and Wanda Riley

Board Members absent: Sam Reed, Brian Sonntag, Rich Tomsinski and Scott Turner

Staff present: Tracy Workman

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the April 2, 2010 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that the Olympia, Seattle and Tri-Cities Public Service Recognition Week events were a success. Shad Bell and Dawn Sanquist were heading to Spokane to attend their event. Events were all well attended, especially Olympia's even though it was in a new location.

State Employees Day with the Mariners is scheduled for Saturday, May 22, 2010 with Brian Sonntag throwing out the first pitch.

EMPLOYEE SUGGESTION ADOPTS

Tracy Workman reported for reviewer Brian Sonntag 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

Wanda Riley reported that she concurred with the agency evaluations and recommended approval: It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

NEXT BOARD MEETING

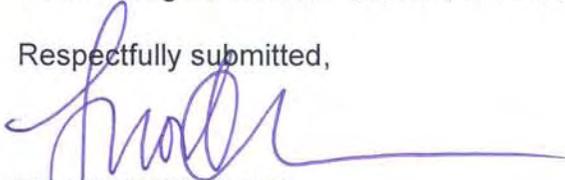
The next Board meeting is scheduled for June 4, 2010 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for June are Kathy Goebel and Wanda Riley. Reviewers 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 05/12/10

Washington State
Productivity Board

Teamwork Incentive Program – Final Report

June 2010

AGENCY: Department of Transportation (DOT)

TEAM: Office of Communications

PROJECT PERIOD: August 1, 2008 – July 31, 2009

OVERVIEW:

During the training of Department of Transportation staff, the Web Training Team discovered that the software it used continually created a perpetual waiting list of over 100 students, required a four-hour block of time that made training rooms difficult to schedule, and a lack of availability of equipment necessary for the training. In addition, training sessions required travel to Department of Transportation sites around the state.

In a response to these concerns, the Office of Communications team created a new training tool that would be available to users online via streaming video.

TEAM ACHIEVEMENTS:

With implementation of this new system, WSDOT employees are now able to train at their own pace and convenience. The new system also eliminated the need for scheduling courses, stopped requiring employees to sit through training sessions to re-learn skills and minimized assistance calls to Web Help. These changes, along with the elimination of the need for travel to various locations for on-site training, helped the agency realize \$28,004 during the first year alone.

ACTUAL NET SAVINGS:

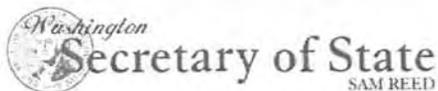
\$ 28,004

AWARD APPROVED BY AGENCY:

\$7,001

Employee	Award \$
Martha Dickens	\$5,250.75
Jeremy Bertrand	\$350.05
Wayne Dyck	\$350.05
Jim Culp	\$350.05
Bruce Ikenberry	\$350.05
Sharla Schuller	\$350.05

* Reviewers: Wanda Riley and Scott Turner



WASHINGTON STATE PRODUCTIVITY BOARD TEAMWORK INCENTIVE PROGRAM

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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 Office of Communications

AGENCY WSDOT

PROJECT PERIOD August 1, 2008 – July 31, 2009

TEAM OVERVIEW

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

Office of Communications, manages the WSDOT Web site, which trains staff to use the agency's Content Management Server (CMS). The software tool allows WSDOT employees to edit their own web pages. The communications staff – in this case specifically the Web Training Team -- provided this training, and discovered:

- a perpetual waiting list of over 100 students;
- a required four-hour block of time made training rooms difficult to schedule; and
- a lack of availability of equipment necessary for the training.

In addition, training sessions required travel to WSDOT office locations around the state. Employees who signed up for training were sometimes no-shows (approximately 5%) and would then reschedule. Some employees took the training as many as three times because they did not use the tool frequently enough to become proficient and to update their skills.

This also resulted in frequent calls to the communication office's Web helpline to work through and resolve questions concerning the use of the CMS software.

In a response to these concerns, the Web Training Team created CMS training that would be available to users online via streaming video. This allows WSDOT staff statewide to take CMS training at their own pace and convenience. In addition, it allows users to go back to specific CMS training tasks and review or refresh their skills without:

- having to be scheduled for a course,
- sit through an entire training session to re-learn a few skills, and
- to minimize assistance calls to Web help.

The Web Training Team used existing agency multimedia tools to create a number of training videos that address all areas of basic CMS training. The videos are structured so WSDOT staff could view them in sequence to provide training equivalent to the classroom experience, or individual sections for those requiring a refresher on a specific task or function. This also eliminated the need for travel and the associated expenses, and scheduling issues and costs.

ACHIEVEMENTS

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

The team eliminated the need for on-site/location training and the associated cost to the agency, by offering web-based training videos. This savings is appreciated both by the communication staff providing the training and the student employees who may now get CMS training online, and refresher courses or updates as required. This saves training costs for both the trainer and students in man-hours for travel, facility and equipment required, travel associated expenses, and ongoing training support costs for providing CMS training.

Between July 2007 and July 2008 there were 19 half-day classes taught by two instructors. By making this CMS training available via web-based video, the need for on-site training has been eliminated. The cost savings based on the calculation of 19 classes per year has saved **\$28,004** in 2008-2009. The trend for number of classes per year has been 19 classes.

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: cost savings from reduced hours to deliver the training, reduced travel costs, reduced overhead and administrative costs, number of video downloads from the online video training site

Assumptions:

- One instructor per class session.
- Instructor costs are based on number of hours per class session plus travel time
- Travel costs for instructor and students based on round-trip by location: mileage (mileage chart), lodging, meals
- Student costs based on number of students per class session plus estimated round-trip travel time
- TIP innovation instructor savings based on each instance of not providing classroom instruction and travel; reduced to 4 hours per month for administration to establish CMS permissions, add students to CMS distribution list, update the training site
- TIP innovation student savings based on number of video downloads x length of each video

- TIP innovation, video production hours estimated at 20 hours (one time production cost using existing equipment)

Savings Calculation

148 students in 19 classroom sessions vs. actual hours viewing video instruction based on video length and number of downloads over a 12 month period.

Classroom Setting (Before TIP)	Labor Rate	Hours	Cost
Instructor Cost (one instructor) Instructor labor rate: \$37.43 172 hours teaching, set up, travel and administration for 19 classes Labor Rate * Hours = Cost	\$37.43	172	\$6,437.96
Student Cost (148 students) Student labor rate: \$33.52 740 hours spent in classroom participation and travel Labor Rate * Hours = Cost	\$33.52	740	\$24,804.80
Instructor travel (mileage, lodging, meals per year)			\$765.68
Cost to deliver training			\$32,008.44

Online Video Training (After TIP)	Labor Rate	Hours	Cost
Instructor Cost (one instructor) 48 hours administration (4 hours per month X 12)	\$37.43	48	\$1,796.64
Student Cost (actual time spent viewing videos) 42.56 hours spent viewing 763 video downloads Labor Rate * Hours = Cost	\$33.52	42.56	\$1,426.61
Video production costs (one time only) Web Training Team labor rate average: \$39.04 Labor Rate * Hours = Cost	\$39.04	20	\$780.80
Cost to deliver training			\$4,004.05

Savings	Labor Rate	Hours Saved	Dollars Saved
Instructor Cost Savings (one instructor)	\$37.43	124	\$4,641.32
Student Cost Savings	\$33.52	697.44	\$23,378.19
Instructor Travel Costs vs. Video Production Costs			(\$15.12)
Total Savings			\$28,004.39

TOTAL ACTUAL NET SAVINGS AND/OR REVENUE

Please provide documentation showing how the savings was derived. (see Savings Calculation and Supporting Documentation)

\$ 28,004

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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

\$ 7,001

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) Martha Dickens

JOB TITLE Communications Consultant 4

Phone # 360-705-6876

E-mail Address dickenm@wsdot.wa.gov

AWARD RATIO 75%

X Martha Dickens Signature Aug. 31, 2009 Date

TEAM MEMBER NAME (type or print) Jeremy Bertrand

JOB TITLE ITS 5

Phone # 360 705-7872

E-mail Address bertraj@wsdot.wa.gov

AWARD RATIO 5%

X [Signature] Signature Aug 28, 2009 Date

TEAM MEMBER NAME (type or print) Wayne Dyck

JOB TITLE ITS 4

Phone # 360 705-7898

E-mail Address dyckw@wsdot.wa.gov

AWARD RATIO 5%

X [Signature] Signature Aug 26/09 Date

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August 25, 2009

TEAM MEMBER NAME (type or print) Jim Culp

JOB TITLE Interactive Communications Specialist

Phone # 360 705-7081

E-mail Address culpj@wsdot.wa.gov

AWARD RATIO 5%

X

Jim Culp
Signature

8/26/2009
Date

TEAM MEMBER NAME (type or print) Bruce Ikenberry

JOB TITLE Graphic Designer Senior

Phone # 360 705-7713

E-mail Address ikenbeb@wsdot.wa.gov

AWARD RATIO 5%

X

Bruce Ikenberry
Signature

8/28/09
Date

TEAM MEMBER NAME (type or print) Sharla Schuller

JOB TITLE ITS 2

Phone # 360 705-6898

E-mail Address schulls@wsdot.wa.gov

AWARD RATIO 5%

X

Sharla Schuller
Signature

8/26/09
Date

AGENCY AUTHORIZATION FORM

AGENCY _____ WSDOT _____

UNIT/DIVISION _____ Communications _____

TEAM NAME _____ Interactive Communications (Web) _____

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.

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AGENCY PRODUCTIVITY BOARD COORDINATOR

Date

AGENCY HEAD

Date

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

Courne Pico

UNIT SUPERVISOR

Multimedia Manager 8/26/0

Title/Date

AGENCY FISCAL OFFICE

Title/Date

CMS Training Process Flow – Before and After

Classroom Training Process (before implementing video)

1. Receive an e-mail from a student requesting training
2. Add the student's name to the waiting list
3. Select a day and 6 hour block of time for the next class (two hours for set up and take down; four hours for training)
4. Locate and reserve a training room with computers and projection equipment
5. Enter the class information into ATMS
6. Update the training web page with the next class date and location
7. E-mail all students on the waiting list with class date, time, location, ATMS class number
8. Students sign up for the class in ATMS depending on their schedules
9. A week before the class, check the number of registered students. If there are too few, e-mail prospective students again.
10. Several days before the class, e-mail students who have signed up for the class with confirmation and directions
11. Prepare class materials: handouts, name tags, evaluations, etc.
12. Print out two copies of the class roster, one for the students to initial and one for the front office desk who will check students in and provide temporary badges

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**Agency Authorization Form Supplement
Teamwork Incentive Program**

Date: April 2, 2010
Agency: WSDOT
Benefitting Program: Web Team
Unit/Division: Communications Office
Team Name: Office of Communications

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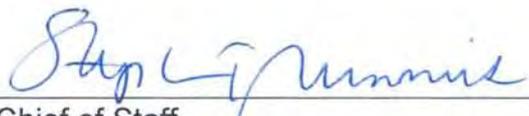
MAY 07 2010

Productivity Board

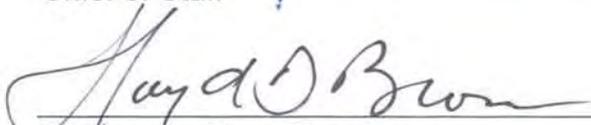
As certified by my signature below, I have reviewed and agree with the information provided in the Teamwork Incentive Program (TIP) team application with the following exception:

No savings was realized and therefore no financial incentive will be paid to the team members.

In recognition of the team's improvements to the quality and efficiency of the agency's communication effort, I support recognizing each team member with a certificate of appreciation.



Chief of Staff 4/14/10
Date

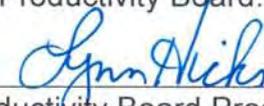


Communications Director 4/13/10
Date



Assistant Secretary for Administrative Operations 4-25-10
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.



Productivity Board Program Coordinator 5-5-2010
Date

13. Travel to the classroom and set up the computers, projector, etc.
14. Sign in the students using the class roster
15. Teach the four hour class
16. Hand out and gather class evaluations
17. Shut down the classroom computers, projector, etc.
18. Travel back to the office with the rosters and evaluations
19. Deliver the rosters and evaluations to the Staff Development Office
20. Update the waiting list with those who actually took the class
21. Update the training class web page (remove the last class info)
22. Send a follow-up e-mail to all the students from the class
23. Add the students' names to the CMS distribution list
24. Provide permissions to CMS as needed
25. Schedule another class
26. Update the training class web page with the next class date, time and location

Video Training Process (after implementing video)

1. Receive an e-mail from a student requesting training
2. E-mail the student with the links to the video training page and Web Tool Kit
3. The student watches the videos and then sends an e-mail indicating that he or she watched the videos and would like permissions to CMS
4. Add the student's name to the CMS distribution list
5. Provide permissions to CMS

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Cost of Doing Business - Before and After

Before: \$32,008.44

After: \$4,004.05

Please refer to the Savings Calculation above and the supporting documents below.

Team and Tasks:

- Martha Dickens – Administer and teach CMS training classes, write scripts, produce videos, write handouts (desk reference)
- Jeremy Bertrand – Assist with video content
- Wayne Dyck – Upload and format videos
- Jim Culp – Assist with video content
- Bruce Ikenberry – Assist with video content
- Sharla Schuller – Review, comment, and testing

Process Used to Track the Team's Progress

Once permission was given to proceed, the communications employees wrote scripts, created the videos and posted them online, working as time permitted. The team was responsible for the project's completion from beginning to end.

Over the next year, web statistics were collected including page views, number of video downloads, and number of desk reference downloads. Video downloads were used as the primary measure of progress.

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Supporting Documentation

Screen shots of ATMS system showing 19 classes taught during July 2007 – July 2008**:

SESSION1 - EXTRAI X-treme

NQB306P1 ***** W.S.D.O.T. Automated Training Management System *****
 Sep 30,08 - List of Historical Classes - 11:53 AM

COURSE: CP6 - CMS: CONTENT MANAGEMENT SERVER LEVEL 1

Class Num	Date	----ATTENDED----			-REGISTERED-		Instructor	Location
		WSDOT	Local	Other	WSDOT	Local& Other		
1175	06/12 - 06/12/07	0	1	7	0	9	GREEN, COLN	TUMWATER
1176	07/19 - 07/19/07	0	0	5	0	18	COLIN GREEN	SEATTLE
1177	07/20 - 07/20/07	0	0	7	0	31	COLIN GREEN	SEATTLE
1178	08/23 - 08/23/07	0	0	9	0	40	GREEN, COLIN	TUMWATER
1179	09/13 - 09/13/07	0	0	8	0	48	GREEN, COLIN	TUMWATER
1180	10/22 - 10/22/07	8	0	0	9	48	GREEN, COLIN	WENATCHEE
1181	10/22 - 10/22/07	0	0	8	0	57	GREEN, COLIN	WENATCHEE
1182	10/23 - 10/23/07	0	0	11	0	66	GREEN, COLIN	WENATCHEE
1183	11/01 - 11/01/07	0	0	9	0	75	GREEN, COLIN	TUMWATER
1184	11/27 - 11/27/07	0	0	4	0	80	DICKENS, MART	TUMWATER

Direct Command:
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
 help main quit retrn bkwrđ frwrđ

40 :00.1 10/03

SESSION1 - EXTRAI X-treme

NQB306P1 ***** W.S.D.O.T. Automated Training Management System *****
 Sep 30,08 - List of Historical Classes - 11:54 AM

COURSE: CP6 - CMS: CONTENT MANAGEMENT SERVER LEVEL 1

Class Num	Date	----ATTENDED----			-REGISTERED-		Instructor	Location
		WSDOT	Local	Other	WSDOT	Local& Other		
1185	11/29 - 11/29/07	0	0	9	0	89	GREEN, COLIN	TUMWATER
1187	01/24 - 01/24/08	0	0	8	0	98	GREEN, COLIN	TUMWATER
1186	01/28 - 01/28/08	0	1	7	0	108	GREEN, COLIN	SHORELINE
1188	02/21 - 02/21/08	0	0	8	0	117	DICKENS, MART	TUMWATER
1189	02/27 - 02/27/08	0	0	8	0	126	DICKENS, MART	TUMWATER
1190	03/25 - 03/25/08	0	0	9	0	135	DICKENS, MART	TUMWATER
1191	04/03 - 04/03/08	0	3	4	0	142	HOLTER, JAMIE	SEATTLE
1192	04/09 - 04/09/08	0	0	9	0	147	DICKENS, MART	TUMWATER
1193	04/29 - 04/29/08	0	0	7	0	155	DICKENS, MART	TUMWATER
1194	06/05 - 06/05/08	0	0	6	0	160	DICKENS, MART	TUMWATER

Direct Command:
 Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
 help main quit retrn bkwrđ frwrđ

40 :00.1 21/18

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**Note: Colin Green is no longer with the agency. Jamie Holter did not teach the class in Seattle; Jamie helped with set up and administration.

Number of students (see screen shot under the "Attended" category): 148

Labor rates prepared by WSDOT's Financial Planning and Analysis Office:

Table 2, Labor Rates (FY2008)

Salary & benefits, description	Rate per Hour
Instructor, job class - Comm, Consultant 4	\$ 37.43
Web Training Team - video production (average calculated)	\$ 39.04
Student (average attendee salary/benefit rate – see table below for student rate calculation)	\$ 33.52

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Student Rate Calculation		Salary Rate 200812	1.25%	
Job Class	Job Class Description	June	Hourly Rate	With Benefits
543H	TRANSPORTATION PLANNING SPECIALIST 4	5841.00	33.57	41.96
198G	GRAPHIC DESIGNER SENIOR	3228.00	18.55	23.19
197L	COMM CONSULT 4	4912.00	28.23	35.29
198F	GRAPHIC DESIGNER	3479.00	19.99	24.99
198G	GRAPHIC DESIGNER SENIOR	3744.00	21.52	26.90
119F	HUMAN RESOURCE CONSULTANT 2	3744.00	21.52	26.90
100T	SECRETARY SENIOR	2863.00	16.45	20.57
543G	TRANSPORTATION PLANNING SPECIALIST 2	4453.00	25.59	31.99
543E	TRANSPORTATION PLANNING SPECIALIST 1	21.52	21.52	26.90
543G	TRANSPORTATION PLANNING SPECIALIST 3	4562.00	26.22	32.77
144G	CONTRACTS SPEC 2	4033.00	23.18	28.97
543G	TRANSPORTATION PLANNING SPECIALIST 3	5699.00	32.75	40.94
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
144G	CONTRACTS SPEC 2	3653.00	20.99	26.24
543H	TRANSPORTATION PLANNING SPECIALIST 4	6290.00	36.15	45.19
530N	TRANSPORTATION ENGINEER 4	6290.00	36.15	45.19
543H	TRANSPORTATION PLANNING SPECIALIST 4	5841.00	33.57	41.96
531I	BRIDGE ENGINEER 5	6943.00	39.90	49.88
530M	TRANSPORTATION ENGINEER 3	5557.00	31.94	39.92
119E	HUMAN RESOURCE CONSULTANT ASSTISTANT 2	3150.00	18.10	22.63
479J	IT SPEC 2	3841.00	22.07	27.59
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
600L	EQIP TECH 4	4237.00	24.35	30.44
543H	TRANSPORTATION PLANNING SPECIALIST 4	6290.00	36.15	45.19
119H	HUMAN RESOURCE CONSULTANT 4	4033.00	23.18	28.97
479M	IT SPEC 5	6446.00	37.05	46.31
143M	FISCAL ANALYST 5	5035.00	28.94	36.17
119H	HUMAN RESOURCE CONSULTANT 3	5289.00	30.40	38.00
143I	FISCAL ANALYST 1	3228.00	18.55	23.19
119E	HUMAN RESOURCE CONSULTANT 1	3653.00	20.99	26.24
112J	FORMS/REC AN 2	2734.00	15.71	19.64
479L	IT SPEC 4	5841.00	33.57	41.96
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
119G	HUMAN RESOURCE CONSULTANT 3	20.99	20.99	26.24
197J	COMM CONSULT 2	3560.00	20.46	25.57

105F	ADMINISTRATIVE ASSISTANT 2	17.26	17.26	21.58
119F	HUMAN RESOURCE CONSULTANT 2	3311.00	19.03	23.79
105F	ADMINISTRATIVE ASSISTANT 2	2611.00	15.01	18.76
479M	IT SPEC 5	6446.00	37.05	46.31
109M	MGMT ANALYST 5	4676.00	26.87	33.59
197K	COMM CONSULT 3	4237.00	24.35	30.44
EX051	CONF. SECRETARY	5027.00	28.89	36.11
119G	HUMAN RESOURCE CONSULTANT 3	3841.00	22.07	27.59
143L	FISCAL ANALYST 4	3841.00	22.07	27.59
143M	FISCAL ANALYST 5	4912.00	28.23	35.29
105F	ADMINISTRATIVE ASSISTANT 2	2935.00	16.87	21.08
WMS02	WMS BAND 2	7559.00	43.44	54.30
112M	RECORDS MANAGEMENT SUPERVISOR	4453.00	25.59	31.99
119F	HUMAN RESOURCE CONSULTANT 2	4342.00	24.95	31.19
197J	COMM CONSULT 2	3841.00	22.07	27.59
479M	IT SPEC 5	6446.00	37.05	46.31
115F	PROCUREMENT & SUPPLY SUPPORT SPEC 2	2863.00	16.45	20.57
144G	CONTRACTS SPECIALIST 1	3003.00	17.26	21.57
543H	TRANSPORTATION PLANNING SPECIALIST 4	5426.00	31.18	38.98
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
543G	TRANSPORTATION PLANNING SPECIALIST 3	4562.00	26.22	32.77
543G	TRANSPORTATION PLANNING SPECIALIST 3	5699.00	32.75	40.94
544I	TRANSPORTATION PLANNING TECHNICIAN 2	4114.00	23.64	29.55
143K	FISCAL ANALYST 3	4131.00	23.74	29.68
197J	COMM CONSULT 2	3074.00	17.67	22.08
530N	TRANSPORTATION ENGINEER 4	6134.00	35.25	44.07
102B	CUST SVS SPEC 2	2935.00	16.87	21.08
261A	LIB & ARC PROF 1	3391.00	19.49	24.36
M0226	STAFF AIDE	3230.80	18.57	23.21
530P	TRANSPORTATION TECHNICAL ENGINEER 5	6943.00	39.90	49.88
530N	TRANSPORTATION ENGINEER 4	6134.00	35.25	44.07
261D	LIB & ARC PROF 4	5163.00	29.67	37.09
530L	TRANSPORTATION ENGINEER 2	5163.00	29.67	37.09
198G	GRAPHIC DESIGNER SENIOR	3560.00	20.46	25.57
114F	PROCUREMENT AND SUPPLY SPECIALIST 2	2935.00	16.87	21.08
143J	FISCAL ANALYST 2	3744.00	21.52	26.90
100T	SECRETARY SENIOR	2611.00	15.01	18.76
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
543G	TRANSPORTATION PLANNING SPECIALIST 3	5035.00	28.94	36.17
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
143M	FISCAL ANALYST 5	4237.00	24.35	30.44
114G	PROCUREMENT AND SUPPLY SPECIALIST 3	4237.00	24.35	30.44
WMS03	WMS BAND 3	6708.00	38.55	48.19
WMS02	WMS BAND 2	6194.00	35.60	44.50
WMS02	WMS BAND 2	6775.00	38.94	48.67
530L	TRANSPORTATION ENGINEER 2	4676.00	26.87	33.59
WMS01	WMS BAND 1	5283.00	30.36	37.95
530M	TRANSPORTATION ENGINEER 3	5557.00	31.94	39.92
538T	TRANSPORTATION TECHNICIAN 3	3841.00	22.07	27.59
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
530L	TRANSPORTATION ENGINEER 2	5035.00	28.94	36.17
479L	IT SPEC 4	5841.00	33.57	41.96
530L	TRANSPORTATION ENGINEER 2	5163.00	29.67	37.09

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539E	ARCHITECT 1	5985.00	34.40	43.00
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
530L	TRANSPORTATION ENGINEER 2	5163.00	29.67	37.09
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
479J	IT SPEC 2	4237.00	24.35	30.44
399F	SAFETY OFFICER 1	3391.00	19.49	24.36
530L	TRANSPORTATION ENGINEER 2	5163.00	29.67	37.09
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
479L	IT SPEC 4	5841.00	33.57	41.96
WMS01	WMS BAND 1	5664.00	32.55	40.69
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
543F	TRANSPORTATION PLANNING SPECIALIST 2	5035.00	28.94	36.17
530L	TRANSPORTATION ENGINEER 2	4342.00	24.95	31.19
530L	TRANSPORTATION ENGINEER 2	5035.00	28.94	36.17
530K	TRANSPORTATION ENGINEER 1	4453.00	25.59	31.99
530L	TRANSPORTATION ENGINEER 2	5163.00	29.67	37.09
119F	HUMAN RESOURCE CONSULTANT 2	4237.00	24.35	30.44
143L	FISCAL ANALYST 4	4562.00	26.22	32.77
100T	SECRETARY SENIOR	2799.00	16.09	20.11
544H	TRANSPORTATION PLANNING TECHNICIAN 1	2799.00	16.09	20.11
WMS01	WMS BAND 1	5894.00	33.87	42.34
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
197J	COMM CONSULT 2	3653.00	20.99	26.24
530M	TRANSPORTATION ENGINEER 3	5699.00	32.75	40.94
143M	FISCAL ANALYST 5	5035.00	28.94	36.17
197J	COMM CONSULT 2	3560.00	20.46	25.57
530M	TRANSPORTATION ENGINEER 3	5557.00	31.94	39.92
530L	TRANSPORTATION ENGINEER 2	5163.00	29.67	37.09
197K	COMM CONSULT 3	3935.00	22.61	28.27
105G	ADMINISTRATIVE ASSISTANT 3	3074.00	17.67	22.08
197L	COMM CONSULT 4	4912.00	28.23	35.29
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
543H	TRANSPORTATION PLANNING SPECIALIST 4	6290.00	36.15	45.19
143J	FISCAL TECHNICIAN 3	2935.00	16.87	21.08
543H	TRANSPORTATION PLANNING SPECIALIST 4	6290.00	36.15	45.19
543G	TRANSPORTATION PLANNING SPECIALIST 2	3935.00	22.61	28.27
105G	ADMINISTRATIVE ASSISTANT 3	3311.00	19.03	23.79
WMS03	WMS BAND 3	8185.00	47.04	58.80
543I	TRANSPORTATION PLANNING SPECIALIST 5	6943.00	39.90	49.88
543F	TRANSPORTATION PLANNING TECHNICIAN 2	4131.00	23.74	29.68
543H	TRANSPORTATION PLANNING SPECIALIST 4	6290.00	36.15	45.19
543G	TRANSPORTATION PLANNING SPECIALIST 3	5699.00	32.75	40.94
WMS01	WMS BAND 1	5608.00	32.23	40.29

\$
AVERAGE 33.52

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Instructor Travel Costs (to and from classroom locations) prepared by WSDOT's Financial Planning and Analysis Office:

Table 6 - Instructor Travel Mileage Cost						
Classes	Location	# Classes	# of round trips	# miles round trip	FY 08 rate	# trip x miles x rate
motor pool	Tumwater	12	12	0	0.505	-
	Seattle	4	3	120	0.505	181.80
	Wenatchee	3	1	376	0.505	189.88
		19	16	496		\$ 371.68
Table 7 - Instructor Travel Overnight Lodging Rate Cost						
Overnight lodging	Location		# instructors	# nights	FY 08 per diem	# instructors x # nights # per diem
Colin	7/19/2007	Seattle	1	1	152.00	152.00
Colin	10/22/07	Wenatchee	1	1	70.00	70.00
						\$ 222.00
Table 8 - Instructor Travel Meal Rate Cost						
Meals	Location		# instructors		FY 08 per meal	# instructor x per meal
Colin	7/19/2007	Seattle	Lunch	1	19.00	19.00
Colin	7/19/2007	Seattle	Dinner	1	29.00	29.00
Colin	7/20/2007	Seattle	Breakfast	1	16.00	16.00
Colin	7/20/2007	Seattle	Lunch	1	19.00	19.00
Colin	10/22/07	Wenatchee	Lunch	1	12.00	12.00
Colin	10/22/07	Wenatchee	Dinner	1	17.00	17.00
Colin	10/23/07	Wenatchee	Breakfast	1	10.00	10.00
Colin	10/23/07	Wenatchee	Lunch	1	12.00	12.00
Colin	1/28/08	Seattle	Lunch	1	19.00	19.00
Holter	4/3/08	Seattle	Lunch	1	19.00	19.00
						\$ 172.00
Instructor Travel Total Cost						\$ 765.68

Video viewing time calculations based on data from Omniture, WSDOT's Web Analytics service:

August 1, 2008 - July 31, 2009

Video Name	Length in minutes and seconds	Length converted to hours*	Downloads	Hours Viewing Video	Student Labor Cost
CreateSavePage	2:50	0.047	213	10.01	
EditPage	3:11	0.053	113	5.99	
FormatText	4:13	0.070	78	5.46	
LinkDocuments	3:29	0.058	62	3.60	
AnchorToTop	4:00	0.067	60	4.02	
LinkWebPages	4:40	0.078	59	4.60	
InsertImages	3:41	0.061	52	3.17	
ResourceGallery	3:20	0.056	52	2.91	
InsertTable	2:48	0.047	38	1.79	
Email	1:42	0.028	36	1.01	
			763	42.56	\$33.52
Total Cost (hours viewing video X student labor cost per hour)					\$1,426.61

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*Source for conversion calculation minutes & seconds to decimal hours:
<http://www.analyze-math.com/Calculators/4/convert-hour-min-sec-deci.html>

**Washington State
Productivity Board**

ADOPT REPORT

June, 2010

Department of General Administration

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 201000154 Apr2010	Byrd Thibodaux	Bremerton	Recognition

Savings/Desc

Suggestion: The Department of General Administration (GA) should include language in all copier agreements that hard drives in copiers will be completely wiped and destroyed (if possible) since they record copied/scanned data.

Evaluation: Modified Adopt. GA has been working with industry experts and the Department of Information Systems (DIS) to develop a solution. The industry experts advised GA that wiping clean copier hard drives is not a safe solution, thus the contract will be amended to include encryption, identification of machines and devices equipped with security systems and those without, and implementation of educational security forums and training sessions to educate agencies on their data risks. Though no hard dollar savings can be attributed to this suggestion, GA appreciates the suggester's idea and effort to keep sensitive data secure.

Department of Licensing

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900536 Dec2009	Paul Campbell	Seattle	Recognition

Savings/Desc

Suggestion: The Department of Licensing (DOL) should search the Federal Communications Commission (FCC) website to verify licenses of Ham Radio operators instead of mailing a request for proof.

Evaluation: DOL currently has access to a spreadsheet that provides a list of HAM/MARS plate holders who would normally be sent a renewal letter. We can use this information to verify the status of the FCC license and will only send a letter to those that have not already renewed their license. Because of the cost related to accessing the FCC website automatically, there are no hard dollar savings associated with the suggestion; recognition for the suggestion will be given.

Liquor Control Board

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
<i>Entry Date:</i> 200900236 Apr2009	Meagan Renick	Olympia	Recognition

Savings/Desc

Suggestion: The Liquor Control Board (LCB) should create an outlook calendar to manage use of the car pool at LCB.

Evaluation: The Liquor Control Board finds this suggestion to have merit and is planning to create an Outlook calendar to track and manage the use of LCB pool vehicles. While this idea does not have hard cost savings, creating a streamlined process for employees needing to use LCB vehicles will be beneficial and we appreciate the suggestion.

**Washington State
Productivity Board**

NON-ADOPT REPORT

June, 2010

Department of Health

Suggestion Number *Entry Date:*

201000083 Mar2010

Suggestion: The Department of Health (DOH) should remove the applications, case files, etc. from the folders before archiving them so the folder and prongs can be reused, thus saving space at the State Records Center due to less boxes being stored.

Evaluation: DOH cannot support this suggestion due to the huge risk of papers getting lost, misplaced, and not being retrievable. The suggestion may show a cost reduction when a file is prepared for archive, however huge costs would occur in the future to correct problems. Though we cannot support the implementation of this suggestion, we appreciate the recommendation to look at ways to reduce costs.

Department of Health

Suggestion Number *Entry Date:*

200800112 Mar2008

Suggestion: The Department of Health (DOH), Supplemental Nutrition Program for Women, Infants, and Children (WIC) should amend the contract with grocery store retailers who provide loyalty or club card discount programs to enable WIC to receive the discounted price on approved items.

Evaluation: After conducting research into the policy of 5 chain stores using customer loyalty cards, we are confident WIC is already benefitting from loyalty card discounts at the same rate as other store customers. At this time there is no compelling evidence to indicate a need to add a requirement for the use of store loyalty cards to the WIC Retailer Contract. We will continue to encourage voluntary usage of loyalty cards by WIC customers and store checkers and monitor for changes in industry practice.

Department of Licensing

Suggestion Number *Entry Date:*

201000102 Mar2010

Suggestion: The Department of Licensing (DOL) should scan re-examinations when completed and place them in the shared g-drive instead of printing and mailing multiple copies.

Evaluation: Not a new idea. In February 2010, offices in Driver Examining Districts 6 & 7 began a pilot project to reduce paper usage by scanning all completed reexamination reports and storing them on the group drive. In addition, DOL is currently researching the possibility of using electronic signatures on the completed reexamination reports with the intent to eliminate the need for printed signature and allow DOL to submit all completed reports in electronic format.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000108 Mar2010

Suggestion: The Department of Social and Health Services (DSHS) should change the Comprehensive Assessment Reporting and Evaluation program to reflect Medicaid Personal Care service hours for clients 21 and older already receiving department paid employment services.

Evaluation: Training issue. Medicaid Personal Care (MPC) hours are reduced hour for hour when a client also has Medically Intensive Program (MIP) or Private Duty Nursing (PDN) services because all three of these programs are funded by Medicaid and would be a duplication of services if authorized at the same time. This would not be the same situation with a client receiving MPC and employment services as these are two separate and distinct services. Employment services are authorized on a monthly basis, not hourly, and the services provided are intended to assist a person with obtaining and maintaining employment, not assisting someone with personal care tasks.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000090 Mar2010

Suggestion: The Department of Social and Health Services (DSHS) should, when available, email the CARE assessment details and plan to clients.

Evaluation: Training issue. DSHS staff has been able to distribute assessment documents via encrypted email since July 1, 2009.

Department of Transportation

Suggestion Number *Entry Date:*

201000121 Apr2010

Suggestion: The Department of Transportation (DOT) should stop providing shirts, pants, coveralls and commercial laundering to parts department staff, mechanics and rest area attendants.

Evaluation: DOT requires shop and field mechanics to wear coveralls due to exposure to direct contact with a number of sensitive materials. Rest area attendants also wear coveralls, shirt and pants and in some cases, all of the above. Our employee's come in contact with hazardous fluids, biohazard materials, and garbage of the worst kind. In the interest of safety, DOT cannot have them laundering their own clothing in family laundry facilities due to contamination issues. They must be laundered by a commercial laundry to ensure they are clean and free from contaminants. While there would be a direct cost-savings, there are simply too many compelling safety reasons for not supporting this suggestion.

Department of Transportation

Suggestion Number *Entry Date:*

201000142 Apr2010

Suggestion: The Department of Transportation (DOT) should replace the half ton Chevrolet inspection vehicles with Ford transit vans to cut down on fuel costs.

Evaluation: All vehicles purchased by State agencies must be approved and listed on the mandatory vehicle contract, which is administered by the General Administration. The Ford Transit van only became available after DOT had purchased its Fiscal Year 2010 trucks. For Fiscal Year 2011, DOT has already planned to offer the Ford Transit van as one option for light trucks.

Department of Transportation

Suggestion Number *Entry Date:*

201000157 Apr2010

Suggestion: The Department of Transportation (DOT) should charge visitors for the privilege of touring (climbing the bridges). This would generate revenue for DOT for bridge maintenance and administrative operations.

Evaluation: The Department of Homeland Security will not allow climbing of bridges and has identified all of DOT's signature bridges as critical assets that must be protected from terrorist attacks. Making structural components accessible to climbers increases the bridge's vulnerability to sabotage and damage. In addition, this would be a huge liability to DOT as any accidents or injuries could lead to multiple lawsuits, costs of which would greatly outweigh the benefits of nominal revenue generated through this suggestion.

Early Learning Department

Suggestion Number *Entry Date:*

201000113 Apr2010

Suggestion: The Department of Early Learning should use the suggester's teleprompter design at a cost of \$40 instead of purchasing one.

Evaluation: DEL appreciates the employee's initiative in building a teleprompter at significant savings. However, this is not a cost savings to the agency because we would not have purchased a professional teleprompter regardless. If a teleprompter were needed, DEL would work with the Department of Information Services to obtain the equipment.

Employment Security Department

Suggestion Number *Entry Date:*

200900416 Sep2009

Suggestion: The Employment Security Department (ESD) should have employees examine their cell phone/Blackberry bills in the original electronic format then forward the email to their supervisor with a statement verifying the charges are accurate instead of printing hard copies for verification.

Evaluation: Cost outweighs the benefit. ESD policy 2009 states all cellular phone use invoices will be sent to the user and their immediate supervisor for review and signature by both employee and supervisor to ensure accuracy. Under current policy, approvals via email are insufficient to meet the requirements of a signature. Based on these requirements, utilizing a digital signature that meets the law would require significant investment in licenses and training and the cost would outweigh the benefit in paper reduction.

Employment Security Department

Suggestion Number *Entry Date:*

201000092 Mar2010

Suggestion: The Employment Security Department (ESD) should create a universal process to use white filled boxes instead of black filled boxes to cover up information to reduce the costs when printing the documents. ESD should also stop cutting barcodes off printed documents.

Evaluation: Not a new idea. The suggestion was first discussed in December 2009 and it was decided implementing the suggestion would cause problems for records disclosure. At this time, the only redaction available to the user is the black redaction. White redaction cannot be used because you cannot tell that something on the document has been covered up. As an agency, ESD is required to notify any requestor for records what is displayed beneath any redaction that we do. Barcodes are a necessary inclusion on the documents as when redaction is used on the barcode; the system often reads the barcode through the redaction and attaches the document to the wrong issue.

Gambling Commission

Suggestion Number *Entry Date:*

201000099 Mar2010

Suggestion: The State of Washington should install slot machines in bars to generate revenue.

Evaluation: Requires statutory change. Washington State law specifically prohibits slot machine gambling devices. For clarification, Tribal casinos in Washington do not offer slot machines. The Tribal Lottery Systems they operate are modeled on scratch ticket games that were specifically negotiated as part of the Tribal-State Gambling Compacts. The Gambling Commission is not in a position to propose legislation to allow slot machines as we are a gambling regulatory agency and do not promote or market gambling activities.

Office of Financial Management

Suggestion Number *Entry Date:*

201000052 Feb2010

Suggestion: The Office of Financial Management (OFM) should modify the Accounting Financial Reporting System (AFRS) to group and match accounting data during overnight processing so only a single payment is created to each vendor per day.

Evaluation: Not a new idea. OFM discussed this issue in July 2008, a plan was initially drafted in July 2009, and it was implemented with Enterprise Payment Services Project in November 2009.

Washington State Patrol

Suggestion Number *Entry Date:*

201000097 Mar2010

Suggestion: Washington State Patrol (WSP) and other agencies should check contracts on copiers/multifunction devices to see which ones are expired and/or overpriced and get new bids on those that are.

Evaluation: Not a new idea. Vendors on state contracts are not required to notify end users when contracts are about to expire, and those contracts often automatically default to a monthly lease/rental rate. In September 2009, WSP's Supply Section was asked to create an Excel spreadsheet with the end date information with the intent of notifying the end user 6 months prior to the contract expiration so they could begin the process of researching a new machine or contract. Due to staffing shortages, this has not been completed but WSP now has an estimated implementation date of August 2010.