Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
Employee Suggestion Program • Teamwork Incentive Program
6880 Capitol Boulevard • PO Box 40244
Olympia, WA 98504-0244
Tel: 360.704.5203
Fax: 360.704.7830
TTY: 360.664.0515
www.secstate.wa.gov

AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
June 24, 2011
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes *(May 6, 2011)*
- Monthly Staff Update --Shad Bell
- Teamwork Incentive Program Applications – Final
  --Reviewers: Scott Turner and Mike Kerschbaum
- Employee Suggestion Adopts
  --Reviewer: Scott Turner
- Employee Suggestion Non-Adopts
  --Reviewer: Mike Kerschbaum
- Adjournment

**If you have questions regarding the Employee Suggestions and TIP please contact Shad Bell at 360.704.5212.*

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Productivity Board Meeting Minutes
May 6, 2011

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:00 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Martin Casey, Mike Kerschbaum, Wendy Korthuis-Smith, Geoge Masten, Wanda Riley, and Rich Tomsinski

Board Members absent: Brian Sonntag, Kathy Goebel and Scott Turner

Staff present: Shad Bell, Linnaea Jablonski, Stephanie Horn and Dawn Sanquist

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the April 1, 2011 minutes as written.

MONTHLY UPDATE

Shad Bell reported that Tracy Wokman's last day was April 29th, 2011.

Public Service Recognition Week (PSRW) events were held this week.

- The Olympia event was held on Wednesday at the South Plaza Lawn with approximately 2000 in attendance.
- The Seattle event was held on Thursday at the Liquor Control Board's distribution center and was the best Seattle event to date with over 200 in attendance.
- The tri-Cities event was held on Thursday evening at Highlands Grange Park in Kennewick with about 250 in attendance.
- The Spokane event was helon on Thursday at the Department of Transportation complex in Spokane where they were planning for around 300 to attend.

Shad also passed out flyers with the event dates for State Employee Days with the Mariners, Rainiers and Sounders FC.

Washington State
Productivity Board

Teamwork Incentive Program – Final Report

June 2011

AGENCY: Office of the Secretary of State

TEAM: SOS Custodial Services

PROJECT PERIOD: December 2009 to December 2010

OVERVIEW:
Provide an in-house custodial staff to provide cleaning for the Corporations, Elections, State Library, Administration and Imaging Division buildings.

TEAM ACHIEVEMENTS:
The SOS Custodial Service team cut costs of custodial staffing and supplies while providing an in house staff member that provided added care and is on call for any Quick response if needed.

ACTUAL NET SAVINGS:
$200,000.00

AWARD APPROVED BY AGENCY:
$20,000.00

TEAM MEMBERS:
Maurice Dick
Michael Huntley
Paul Gullekson
Pam Floyd

* Reviewers: Mike Kerschbaum and Scott Turner

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:

_____wage and benefits package of in-house vs cost of contract via General Administration. Along with added benefit of having personnel to provide manpower for office furniture moving re-configurations and other labor intense projects with out added cost to the SOSO Division.

Track hours for office furniture moves done by in-house staff vs. hourly cost of private vendors.

TOTAL ACTUAL NET SAVINGS AND/OR REVENUE
Please provide documentation showing how the savings was derived.

we need to show cost increase of GA's proposed increase for 2010 2011 vs our cost of service.
$ Estimated savings of **$200,000.00**

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:

10 %

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

$20,000.00

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: Maurice Dick

JOB TITLE custodial supervisor

Phone # 742-4922 **E-mail Address Maurice.dick@sos.wa.gov.**

AWARD RATIO 25%

X _____
Signature

Date1 29 2010

TEAM MEMBER NAME: Michael Huntley

JOB TITLE Network Manger

Phone #475-0290 **E-mail Address Michael.huntley@sos.wa.gov**

AWARD RATIO 25%

X _____
Signature

Date

TEAM MEMBER NAME: Paul Gullekson

JOB TITLE: Facilities Manager

Phone # 704-5238 **E-mail Address Paul.gullekson@sos.wa.gov**

AWARD RATIO 25%

X _____
Signature

Date

TEAM MEMBER NAME: Pam Floyd

JOB TITLE: Director Corporations Div SOS

Phone # 725-0310 **E-mail AddressPam.floyd@sos.wa.gov**

AWARD RATIO 25%

X _____

AGENCY AUTHORIZATION FORM

AGENCY _____

UNIT/DIVISION _____

TEAM NAME _____

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

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

Allen Langest — 6-1-2011

AGENCY PRODUCTIVITY BOARD COORDINATOR — Date

_____

AGENCY HEAD — Date

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

Deputy Secretary of State 1 June 2011

UNIT SUPERVISOR — Title/Date

Deputy Secretary of State 1 June 2011

AGENCY FISCAL OFFICE — Title/Date

INTERAGENCY AGREEMENT
BETWEEN
STATE OF WASHINGTON
DEPARTMENT OF GENERAL ADMINISTRATION
AND
OFFICE OF THE SECRETARY OF STATE

THIS AGREEMENT is made and entered into by and between the Department of General Administration, Facilities Division, Buildings and Grounds, hereinafter referred to as "GA" and the Office of Secretary of State, hereinafter referred to as "SEC" pursuant to the authority granted by Chapter 39.34 RCW.

IT IS THE PURPOSE OF THIS AGREEMENT to provide Custodial and Refuse/Recycle services for SEC at 6330 Capitol Blvd, 6350 Capital Blvd, 6880 Capitol Blvd and 520 Union Ave Olympia, WA.

NOW, THEREFORE, in consideration of the terms and conditions contained herein, or attached and incorporated by reference and made a part hereof, the above named parties mutually agree as follows:

1. STATEMENT OF WORK

GA shall furnish the necessary personnel, equipment, materials and/or services and otherwise do all things necessary for or incidental to the performance of the work set forth in this Agreement.

A. GA will provide the following Custodial services at the following SEC locations:

1. July 2009 through October 31, 2009

A. 6880 Capitol Blvd

1. Custodial services	Five days a week
2. Carpet cleaning	Once a year
3. Hard floor cleaning	Twice a year

B. 6330/6350 Capitol Blvd

1. Custodial services	Five days a week
2. Carpet cleaning	Once a year
3. Hard floor cleaning	Twice a year
4. Light tube replacement	Per customer request

C. Custodial supplies for 6880 Capitol Blvd.

2. July 1, 2009 through November 15, 2009

A. 520 Union Avenue

1. Custodial services	Five days a week
2. Carpet cleaning	Once a year
3. Hard floor cleaning	Twice a year

B. GA will provide the following Refuse/Recycling services at the following SEC locations:

1. July 1, 2009 through June 30, 2011

A. 6880 Capitol Blvd

1. Empty refuse dumpster — Five days a week
2. Pick-up cardboard recycle — Two days a week
3. Pick-up paper recycle — One day a week
4. Pick-up comingle recycle — One day a week

B. **6330/6350 Capitol Blvd**
1. Pick-up paper recycle — One day a week

C. **520 Union Avenue**
1. Pick-up paper recycle — One day a week
2. Pick-up comingle recycle — One day a week

2. TERMS AND CONDITIONS

All rights and obligations of the parties to this Agreement shall be subject to and governed by the terms and conditions contained in the text of this Agreement.

3. PERIOD OF PERFORMANCE

Subject to its other provisions, the period of performance of this Agreement shall commence on **July 1, 2009** and be completed on **June 30, 2011**, unless terminated sooner or extended, as provided herein.

4. CONSIDERATION

SEC shall pay GA an amount not to exceed **$62,385.80** for the performance of all things necessary or incidental to, the work set forth in the Statement of Work of this Agreement. Total costs shall not be increased except by an Amendment to this Agreement.

Compensation for services is based on the following:

6880 Capitol Blvd - Work Order W120343					
Service	**Monthly**	**7/1/09 to 10/31/09**	**Monthly**	**11/1/09 to 6/30/11**	**Total Agreement**
Custodial	7,522.70	30,090.80			30,090.80
Refuse/Recycle	208.10	832.40	208.10	4,162.00	4,994.40
Supplies (Estimate)	165.00	660.00			660.00
Sub-Total	[redacted]	**$31,583.20**	**$208.10**	**$4,162.00**	**$35,745.20**
6330/6350 Capitol Blvd - Work Order W120333					
Service	**Monthly**	**7/1/09 to 10/31/09**	**Monthly**	**11/1/09 to 6/30/11**	**Total Agreement**
Custodial	3,664.50	14,658.00			14,658.00
Refuse/Recycle	31.50	126.00	31.50	630.00	756.00
Sub-Total	[redacted]	**$14,784.00**	**$31.50**	**$630.00**	**$15,414.00**
520 Union - Work Order W120334					
Service	**Monthly**	**7/1/09 to 11/15/09**	**Monthly**	**11/16/09 to 6/30/11**	**Total Agreement**
Custodial	1,509.20	6,791.40			6,791.40
Refuse/Recycle	184.80	831.60	184.80	3,603.60	4,435.20
Sub-Total	[redacted]	**$7,623.00**	**$184.80**	**$3,603.60**	**$11,226.60**
Total Agreement	**$13,285.80**	**$53,990.20**	**$424.40**	**$8,395.60**	**$62,385.80**

152,356.80 Per Year

5. BILLING PROCEDURE

GA shall submit invoices to SEC monthly for the previous month's services and supplies. on or before the 10th of the month, under the specific Buildings and Grounds Work Order No., listed above. The invoice will indicate clearly that it is for the services rendered in performance under this Agreement and shall reflect the Agreement number.

Custodial and Refuse/Recycle services shall be invoiced as indicated on the Invoicing Schedule below.

Invoicing Schedule				
Month	**W120343**	**W120333**	**W120334**	**Total Invoice**
Jul-09	7,730.80	3,696.00	1,694.00	13,120.80
Aug-09	7,730.80	3,696.00	1,694.00	13,120.80
Sep-09	7,730.80	3,696.00	1,694.00	13,120.80
Oct-09	7,730.80	3,696.00	1,694.00	13,120.80
Nov-09	208.10	31.50	939.40	1,179.00
Dec-09	208.10	31.50	184.80	424.40
Jan-10	208.10	31.50	184.80	424.40
Feb-10	208.10	31.50	184.80	424.40
Mar-10	208.10	31.50	184.80	424.40
Apr-10	208.10	31.50	184.80	424.40
May-10	208.10	31.50	184.80	424.40
Jun-10	208.10	31.50	184.80	424.40
Total FY10	**$32,588.00**	**$15,036.00**	**$9,009.00**	**$56,633.00**
Jul-10	208.10	31.50	184.80	424.40
Aug-10	208.10	31.50	184.80	424.40
Sep-10	208.10	31.50	184.80	424.40
Oct-10	208.10	31.50	184.80	424.40
Nov-10	208.10	31.50	184.80	424.40
Dec-10	208.10	31.50	184.80	424.40
Jan-11	208.10	31.50	184.80	424.40
Feb-11	208.10	31.50	184.80	424.40
Mar-11	208.10	31.50	184.80	424.40
Apr-11	208.10	31.50	184.80	424.40
May-11	208.10	31.50	184.80	424.40
Jun-11	208.10	31.50	184.80	424.40
Total FY11	**$2,497.20**	**$378.00**	**$2,217.60**	**$5,092.80**
Total Agreement	**$35,085.20**	**$15,414.00**	**$11,226.60**	**$61,725.80**

Custodial supplies shall be invoiced monthly for the actual costs of supplies purchased during the previous month.

The invoices shall be forwarded to the following:

Office of the Secretary of State
Attn: Paul Gullekson
PO Box 40224
Olympia, WA 98504-0224

6. PAYMENT PROCEDURE

SEC will remit payment to GA within 30 days of receipt of a properly executed invoice.

7. AGREEMENT CHANGES, MODIFICATIONS AND AMENDMENTS

This Agreement may be changed, modified or amended by written agreement executed by both parties.

8. CONTRACT MANAGEMENT

The representative for each of the parties shall be responsible for and shall be the contact person for all communications and billings regarding the performance of this Agreement.

A. The GA representative on this Agreement shall be:

Cory Noffsinger
Facilities Division, Buildings and Grounds
PO Box 41019
Olympia, WA 98504-1019
(360)902-0961
cory.noffsinger@ga.wa.gov

B. The SEC representative on this Agreement shall be:

Paul Gullekson
Facilities Manager
PO Box 40224
Olympia, WA 98504-0224
(360)704-5238
pgullekson@secstate.wa.gov

9. DISPUTES

In the event that a dispute arises under this Agreement, it shall be determined by a Dispute Board in the following manner: Each party to this Agreement shall appoint one member to the Dispute Board. The members so appointed shall jointly appoint an additional member to the Dispute Board. The Dispute Board shall review the facts, agreement terms and applicable statutes and rules and make a determination of the dispute. The Dispute Board shall thereafter decide the dispute with the majority prevailing. The determination of the Dispute Board shall be final and binding on the parties hereto. As an alternative to this process, either of the parties may request intervention by the Governor, as provided by RCW 43.17.330, in which event the Governor's process will control.

10. TERMINATION

Either party may terminate this Agreement upon 30-days' prior written notification to the other party. If this Agreement is so terminated, the parties shall be liable only for performance rendered or costs incurred in accordance with the terms of this Agreement prior to the effective date of termination.

Execution

We, the undersigned, agree to the terms of the foregoing Agreement.

Department of General Administration Facilities Division	**Office of the Secretary of State**
SIGNATURE	SIGNATURE
THOMAS HENDERSON NAME	NAME
ASSISTANT DIRECTOR TITLE	TITLE
DATE	DATE

REVIEWED BY GA CFO 12/14/09

Salary Projection System
Allotment Detail Report

Position Number:	71013952	**Part Time Percent:**	100.00	**Job Class:**	Varies(2)	**Program Index:**	01110
Name:	DICK, MAURICE			**Range:**	Varies(2) **Step:** G	**Organization Index:**	
Position Start Date:	Varies(2)	**Termination Date:**	Varies(2)	**Increment Date:**	08/01/2010	**Proj/Subproj/Phase:**	
Pay Code:	S	**Retirement Plan:**	P1 PERS Plan 1	**Fund-AT:**	407-6 Secretary of State's Revolving Acc	**Budget Unit:**	
Expenditure Authority Index:	970 Salary & Expenses (407)					**Proration Percent:**	49.00

Fiscal Year 2010	July	August	September	October	November	December	January	February	March	April	May	June	Total
Staff Months	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	5.88
AA State Classified	1,083.88	1,135.33	1,245.58	1,245.58	1,245.58	1,245.58	1,245.58	1,245.58	1,245.58	1,245.58	1,245.58	1,245.58	14,675.01
Salary Total	**1,083.88**	**1,135.33**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**1,245.58**	**14,675.01**
BA OASI	67.20	70.39	77.22	77.22	77.22	77.22	77.22	77.22	77.22	77.22	77.22	77.22	909.79
BB Retirement	57.33	60.06	66.14	66.14	66.14	66.14	66.14	66.14	66.14	66.14	66.14	66.14	778.79
BC Medical	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	741.48
BD Health	365.05	365.05	365.05	365.05	365.05	365.05	365.05	365.05	365.05	365.05	365.05	365.05	4,380.60
BH Medicare	15.71	16.46	18.06	18.06	18.06	18.06	18.06	18.06	18.06	18.06	18.06	18.06	212.77
Benefits Total	**567.08**	**573.75**	**588.26**	**588.26**	**588.26**	**588.26**	**588.26**	**588.26**	**588.26**	**588.26**	**588.26**	**588.26**	**7,023.43**
Total Salary + Benefits	**1,650.96**	**1,709.08**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**1,833.84**	**21,698.44**

Fiscal Year 2011	July	August	September	October	November	December	January	February	March	April	May	June	Total
Staff Months	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	0.49	5.88
AA State Classified	1,245.58	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	1,304.87	15,599.15
Salary Total	**1,245.58**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**1,304.87**	**15,599.15**
BA OASI	77.22	80.90	80.90	80.90	80.90	80.90	80.90	80.90	80.90	80.90	80.90	80.90	967.12
BB Retirement	66.14	69.29	69.29	69.29	69.29	69.29	69.29	69.29	69.29	69.29	69.29	69.29	828.33
BC Medical	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	61.79	741.48
BD Health	376.32	376.32	376.32	376.32	376.32	376.32	376.32	376.32	376.32	376.32	376.32	376.32	4,515.84
BH Medicare	18.06	18.92	18.92	18.92	18.92	18.92	18.92	18.92	18.92	18.92	18.92	18.92	226.18
Benefits Total	**599.53**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**607.22**	**7,278.95**
Total Salary + Benefits	**1,845.11**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**1,912.09**	**22,878.10**

Salary Projection System
Allotment Detail Report

Position Number:	NEW1	Part Time Percent:	100.00	Job Class:	678i CUSTODIAN 1	Program Index:	04440
Name:	Custodian 1	This Position is 75% TIME		Range: 26	Step: A	Organization Index:	
Position Start Date:	09/01/2009	Termination Date:		Increment Date:	03/01/2010	Proj/Subproj/Phase:	
Pay Code:	S	Retirement Plan:	P1 PERS Plan 1	Fund-AT:	001-1 General Fund	Budget Unit:	
Expenditure Authority Index:	012 Salaries & Expenses Fy09 (001)					Proration Percent:	100.00

Fiscal Year 2010	July	August	September	October	November	December	January	February	March	April	May	June	Total
Staff Months	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	10.00
AA State Classified	0.00	0.00	1,929.00	1,929.00	1,929.00	1,929.00	1,929.00	1,929.00	2,016.00	2,016.00	2,016.00	2,016.00	19,638.00
Salary Total	**0.00**	**0.00**	**1,929.00**	**1,929.00**	**1,929.00**	**1,929.00**	**1,929.00**	**1,929.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**19,638.00**
BA OASI	0.00	0.00	119.60	119.60	119.60	119.60	119.60	119.60	124.99	124.99	124.99	124.99	1,217.56
BB Retirement	0.00	0.00	102.43	102.43	102.43	102.43	102.43	102.43	107.05	107.05	107.05	107.05	1,042.78
BC Medical	0.00	0.00	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	1,261.10
BD Health	0.00	0.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	7,450.00
BH Medicare	0.00	0.00	27.97	27.97	27.97	27.97	27.97	27.97	29.23	29.23	29.23	29.23	284.74
Benefits Total	**0.00**	**0.00**	**1,121.11**	**1,121.11**	**1,121.11**	**1,121.11**	**1,121.11**	**1,121.11**	**1,132.38**	**1,132.38**	**1,132.38**	**1,132.38**	**11,256.18**
Total Salary + Benefits	**0.00**	**0.00**	**3,050.11**	**3,050.11**	**3,050.11**	**3,050.11**	**3,050.11**	**3,050.11**	**3,148.38**	**3,148.38**	**3,148.38**	**3,148.38**	**30,894.18**

Fiscal Year 2011	July	August	September	October	November	December	January	February	March	April	May	June	Total
Staff Months	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00
AA State Classified	2,016.00	2,016.00	2,016.00	2,016.00	2,016.00	2,016.00	2,016.00	2,016.00	2,113.00	2,113.00	2,113.00	2,113.00	24,580.00
Salary Total	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**24,580.00**
BA OASI	124.99	124.99	124.99	124.99	124.99	124.99	124.99	124.99	131.01	131.01	131.01	131.01	1,523.96
BB Retirement	107.05	107.05	107.05	107.05	107.05	107.05	107.05	107.05	112.20	112.20	112.20	112.20	1,305.20
BC Medical	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	1,513.32
BD Health	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	9,216.00
BH Medicare	29.23	29.23	29.23	29.23	29.23	29.23	29.23	29.23	30.64	30.64	30.64	30.64	356.40
Benefits Total	**1,155.38**	**1,155.38**	**1,155.38**	**1,155.38**	**1,155.38**	**1,155.38**	**1,155.38**	**1,155.38**	**1,167.96**	**1,167.96**	**1,167.96**	**1,167.96**	**13,914.88**
Total Salary + Benefits	**3,171.38**	**3,171.38**	**3,171.38**	**3,171.38**	**3,171.38**	**3,171.38**	**3,171.38**	**3,171.38**	**3,280.96**	**3,280.96**	**3,280.96**	**3,280.96**	**38,494.88**

Salary Projection System
Allotment Detail Report

Position Number:	NEW2	Part Time Percent:	100.00	Job Class:	678j CUSTODIAN 2	Program Index:	04440
Name:	Custodian 2			Range: 28	Step: A	Organization Index:	
Position Start Date:	09/01/2009	Termination Date:		Increment Date:	03/01/2010	Proj/Subproj/Phase:	
Pay Code:	S	Retirement Plan:	P1 PERS Plan 1	Fund-AT:	001-1 General Fund	Budget Unit:	
Expenditure Authority Index:	012 Salaries & Expenses Fy09 (001)					Proration Percent:	100.00

Fiscal Year 2010	July	August	September	October	November	December	January	February	March	April	May	June	Total
Staff Months	0.00	0.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	10.00
AA State Classified	0.00	0.00	2,016.00	2,016.00	2,016.00	2,016.00	2,016.00	2,016.00	2,113.00	2,113.00	2,113.00	2,113.00	20,548.00
Salary Total	**0.00**	**0.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,016.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**20,548.00**
BA OASI	0.00	0.00	124.99	124.99	124.99	124.99	124.99	124.99	131.01	131.01	131.01	131.01	1,273.98
BB Retirement	0.00	0.00	107.05	107.05	107.05	107.05	107.05	107.05	112.20	112.20	112.20	112.20	1,091.10
BC Medical	0.00	0.00	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	1,261.10
BD Health	0.00	0.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	745.00	7,450.00
BH Medicare	0.00	0.00	29.23	29.23	29.23	29.23	29.23	29.23	30.64	30.64	30.64	30.64	297.94
Benefits Total	**0.00**	**0.00**	**1,132.38**	**1,132.38**	**1,132.38**	**1,132.38**	**1,132.38**	**1,132.38**	**1,144.96**	**1,144.96**	**1,144.96**	**1,144.96**	**11,374.12**
Total Salary + Benefits	**0.00**	**0.00**	**3,148.38**	**3,148.38**	**3,148.38**	**3,148.38**	**3,148.38**	**3,148.38**	**3,257.96**	**3,257.96**	**3,257.96**	**3,257.96**	**31,922.12**

Fiscal Year 2011	July	August	September	October	November	December	January	February	March	April	May	June	Total
Staff Months	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	12.00
AA State Classified	2,113.00	2,113.00	2,113.00	2,113.00	2,113.00	2,113.00	2,113.00	2,113.00	2,212.00	2,212.00	2,212.00	2,212.00	25,752.00
Salary Total	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,113.00**	**2,212.00**	**2,212.00**	**2,212.00**	**2,212.00**	**25,752.00**
BA OASI	131.01	131.01	131.01	131.01	131.01	131.01	131.01	131.01	137.14	137.14	137.14	137.14	1,596.64
BB Retirement	112.20	112.20	112.20	112.20	112.20	112.20	112.20	112.20	117.46	117.46	117.46	117.46	1,367.44
BC Medical	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	126.11	1,513.32
BD Health	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	768.00	9,216.00
BH Medicare	30.64	30.64	30.64	30.64	30.64	30.64	30.64	30.64	32.07	32.07	32.07	32.07	373.40
Benefits Total	**1,167.96**	**1,167.96**	**1,167.96**	**1,167.96**	**1,167.96**	**1,167.96**	**1,167.96**	**1,167.96**	**1,180.78**	**1,180.78**	**1,180.78**	**1,180.78**	**14,066.80**
Total Salary + Benefits	**3,280.96**	**3,280.96**	**3,280.96**	**3,280.96**	**3,280.96**	**3,280.96**	**3,280.96**	**3,280.96**	**3,392.78**	**3,392.78**	**3,392.78**	**3,392.78**	**39,818.80**

Washington State
Productivity Board

Teamwork Incentive Program – Final Report

June 2011

AGENCY: Department of Transportation

TEAM: Snow and Ice Materials Contract Team

PROJECT PERIOD: July 2009 to June 2010

OVERVIEW:
A savings of nearly $2 million dollars was realized by the Department of Transportation (WSDOT) Iin the procurement of winter anti-icing and deicing materials through the efforts of a multi-agency team comprised of HQ staff from WSDOT and the Department of General Administration (GA). These savings are the direct result of the Team's ability to work together to assess market conditions, identify potential resources, perform outreach to potential vendors and suppliers, research and verify freight and transport options, and most importantly, to craft a contract and an invitation for Bid (IFB) which initiated renewed interest and an expanded vendor pool for the procurement of snow and ice products.

TEAM ACHIEVEMENTS:
The WSDOT/GA Snow and Ice Materials Contract Team achieved significant cost savings to the state, and a much more reliable supply chain.

ACTUAL NET SAVINGS:
$1,981,668

AWARD APPROVED BY AGENCY:
$1,000

TEAM MEMBERS:
Monty Mills
Jay Wells
Jim Andersen
Gary Smith
Robert Paulson

* Reviewers: Mike Kerschbaum and Scott Turner

Secretary of State
SAM REED

WASHINGTON STATE PRODUCTIVITY BOARD
TEAMWORK INCENTIVE PROGRAM

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MAY 18 2011

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: Snow and Ice Materials Contract Team

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Productivity Board

AGENCY: WSDOT/GA

PROJECT PERIOD: July 2009 to June 2010

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

Overview:
A savings of nearly $2 million dollars was realized by the Department of Transportation (WSDOT) in the procurement of winter anti-icing and deicing materials through the efforts of a multi-agency team comprised of HQ staff from WSDOT and the Department of General Administration (GA). These savings are the direct result of the Team's ability to work together to assess market conditions, identify potential resources, perform outreach to potential vendors and suppliers, research and verify freight and transport options, and most importantly, to craft a new contract and an Invitation for Bid (IFB) which initiated renewed interest and an expanded vendor pool for the procurement of snow and ice products.

This $2 million dollars referenced above and shown on the attached chart are only a percentage of the total savings that the Team achieved through its efforts. Over the entire course of the new contract, which includes the 2008-2009 season, the state has saved $5.8 million dollars in snow and ice material costs.

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Summary:
WSDOT has historically paid more for snow and ice control materials than any other state agency due to the relative distance of Washington from any domestic salt source. In addition, WSDOT has had difficulty procuring sufficient salt to react to winter conditions due to prolonged winter events and competition with other state DOTs for salt supplies. Staff had been forced on several past occasions to ration salt deliveries, and regional managers had been occasionally forced to supplement salt applications with sand.

The severe winter of 2007-2008 created a historical nationwide shortage of salt, and created a significant stockpile shortage going into the winter of 2008-2009. Many agencies were unable to procure adequate pre-season supplies of salt, and almost all agencies ended up paying historically high prices for salt due to the shortage. Despite this scenario and the warnings of existing WSDOT contract vendors, the Team decided to rebid rather than renew the road salt contract. This strategy was entered knowing that there was a risk of receiving higher bid pricing, and of not attracting a larger vendor pool on the Invitation for Bid (IFB).

WSDOT Maintenance staff undertook a significant outreach effort to the vendor community during which the abilities and resources of several different vendors and suppliers were explored and verified. Work was also ongoing with the General Administration (GA) Contract Specialist to apply an innovative contract clause which would provide a shared risk strategy, and which offered guaranteed purchase quantities in exchange for a guaranteed supply of product. Certain restrictive liquidated damages clauses were either eliminated or amended in order to make the contract more attractive to potential bidders, and a more attractive fuel rate adjustment was enacted which met vendor needs while not creating a financial burden to WSDOT.

Several new vendors submitted bids, and when the bids were analyzed, and capabilities verified, WSDOT had new solid salt vendors supplanting the previous vendor. The new statewide average price per ton for solid salt represented an immediate $12 per ton cost savings making Washington the only state in the nation to actually realize a cost reduction for solid salt for the 2008 – 2009 season. WSDOT also obtained a steady and reliable source of salt which had always been an issue previously.

ACHIEVEMENTS

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

The WSDOT/GA Snow and Ice Materials Contract Team achieved significant cost savings to the state, and a much more reliable supply chain. Savings of nearly $2 million during the 2009-2010 season were a percentage of the $5.8 million saved since contract award in fall 2008.

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.
   See attached flow chart.

2. List specific team tasks and the associated costs of doing business. Before and after.
   See attached Team Member Tasks document.

3. Process used to track the team's progress.
   Progress was determined by the successful completion of each stage of this process; vendor outreach, new contract development, request for bids, pre-bid meeting, emergency contract management, bid award, years one and two of the contract.

4. Performance measures used:
   Accrued cost savings.
   Quantified reliable supply of materials.
   Customer feedback.

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TOTAL ACTUAL NET SAVINGS AND/OR REVENUE
Please provide documentation showing how the savings was derived.

$ 1,981,668 Costs savings sheet is attached. Savings were calculated by applying previous contract prices to unit costs for the 2009-2010 season.

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:

See note below - %

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

The agency is recommending a total team award of $1,000, with an award payment of $200 to each of the five team members listed below.

TEAM AUTHORIZATION FORM

As certified by my signature below, I approve the application as submitted and agree with the information provided in the report. **(Hard copy team member signature pages provided separately)**

TEAM MEMBER NAME (type or print)

Monty Mills

JOB TITLE WSDOT Maintenance Operations Branch Manager

Phone # 360-705-7803 **E-mail Address millsm&wsdot.wa.gov** **AWARD RATIO** ____

X Monty Mills — Signature — 5/13/11 — Date

TEAM MEMBER NAME (type or print)

Jay Wells

JOB TITLE WSDOT Maintenance Operations Staff Assistant

Phone # 360-705-7863 **E-mail Address wellsj@wsdot.wa.gov** **AWARD RATIO** ____

X Jay Wells — Signature — 5/11/11 — Date

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TEAM MEMBER NAME (type or print)

Jim Andersen

JOB TITLE WSDOT Maintenance Operations Staff Assistant

Phone # 360-705-7852 E-mail Address andersj@wsdot.wa.gov AWARD RATIO

X Jim Andersen 5/10/11

Signature Date

TEAM MEMBER NAME (type or print)

Gary Smith

JOB TITLE WSDOT Purchasing Contract Specialist (Retired)

Phone # N/A E-mail Address N/A AWARD RATIO

X Gary S Smith 5/11/11

Signature Date

TEAM MEMBER NAME (type or print)

Robert Paulson

JOB TITLE GA Contracts Specialist

Phone # 360-902-7436 E-mail Address rpaulso@ga.wa.gov AWARD RATIO

X Robert Paulson, Jr. 5-10-11

Signature Date

AGENCY AUTHORIZATION FORM

AGENCIES	WSDOT/General Administration
UNITS/DIVISIONS	Maintenance Operations Branch/WSDOT HQ Maintenance Purchasing/WSDOT HQ Purchasing and Inventory Contracts/General Administration Office of State Procurement
TEAM NAME	Snow and Ice Materials Contract Team

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Agency Authorization Form Supplement
Teamwork Incentive Program

Date: July 2009 – June 2010

Agency: WSDOT

Benefitting Program: Maintenance Operations

Unit/Division: Snow and Ice Materials Contracts

Team Name: Snow and Ice Materials Contracts TIP Team

As certified by my signature below, I have reviewed and agree with the information provided in the Teamwork Incentive Program (TIP) team application; I support a total team award payment of $1,000 from the benefitting program, which is $200 per team member.

5/9/11

Robert E. Christopher, P.E. — Date
Director of Maintenance Operations

5/9/11

J.C. Lenzi, P.E., Chief Engineer — Date
Assistant Secretary of Engineering and Regional Operations

5/13/11

Doug Vaughn, Director, Budget and Financial Analysis — Date

5-16-11

Bill Ford, Assistant Secretary of Administrative Operations — Date

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

May 18, 2011

Productivity Board Program Coordinator — Date

Cost Saving Results For Solid Deicers From The New Contract

	2009 / 2010 Solid Deiecer Purchased and Cost (New Contract)			Previous Contract Pricing 2007/2008		Total Cost Savings Over for 2009 / 2010 Season
REGIONS	Tons	Dollars per Ton	Dollars Spent	Dollars per Ton	Equivalent Dollars	Dollars Saved
Northwest Region	3,264	$102	$334,335	$169	$550,812	$216,477
North Central Region	7,962	$114	$905,414	$137	$1,091,540	$186,126
Olympic Region	1,491	$110	$164,135	$186	$276,687	$112,552
Southwest Region	6,711	$112	$754,010	$146	$977,054	$223,044
South Central Region	22,402	$105	$2,357,961	$145	$3,244,053	$886,092
Eastern Region	14,477	$120	$1,733,237	$144	$2,090,614	$357,377
	56,307	**Avg. $111**	**$6,249,092**	**Avg. $154**	**$8,230,760**	**$1,981,668**

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Team Incentive Program
Maintenance Operations
Snow and Ice Material Cost Savings Efforts

Team Member Tasks

Team Oversight

Chris Christopher – Director of Maintenance Operations

Chris was instrumental in bringing the team together to research the salt market, contact potential suppliers, and draft an invitation to bid in order to achieve a more competitive vendor community with regards to salt and deicer purchase. Chris provided leadership and support throughout this process, recognizing the risk/reward relationship that existed within this effort. As the submitter of this application, Chris has asked to remain separate from the Team, but his efforts on behalf of this process were instrumental to successful contract rebid and award.

Snow and Ice Contract Team Members

1) **Monty Mills - WSDOT Maintenance Operations Branch Manager**

Outreach Efforts/Decision Making:
Monty, in his role as staff manager and overseer of the Statewide Snow and Ice Program, took on the initial outreach efforts to other states for information relevant to salt costs and resources. It was during this effort that the characteristics of salt production and delivery in the U.S. became understood by WSDOT staff so that regional pricing variations could be placed in context with resource locations. This information was also used to evaluate potential cost-savings opportunities in the event of a re-bid.

The decision to proceed with the rebid as opposed to renewal was ultimately his, with support from Chris Christopher. Monty worked with General Administration Contract Administrators and Management, the WSDOT Purchasing Office, and Maintenance Operations staff to develop a new contract and a rebid process. This process included analysis of the industry, outreach to vendors and suppliers, communication with other agencies, and review of the current Snow and Ice Materials Contract to identify areas for improvement over previously restrictive clauses. Monty's association with Pacific

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Team Incentive Program
Maintenance Operations
Snow and Ice Material Cost Savings Efforts

Northwest Snowfighters, the Clear Roads Pooled Fund Association, and various other winter management consortiums gave him the additional perspective necessary to encourage and approve the move to rebid rather than renew.

Directing the Process/Trouble Shooting:
Monty participated in creation of the IFB, bid analysis, bid award, and contract administration. He worked closely with awarded vendors and the field to communicate WSDOT expectations for service and delivery. When unanticipated protests held up the award to the primary salt vendor, Monty worked with GA, WSDOT Purchasing, Senior Managers, the Director of Maintenance Operations, and the vendor to procure an emergency supply of salt to fill area stockpiles before the onset of winter. He was the primary arbiter in the decision to rebuff bid protest efforts and proceed to bid award and along with the GA Contract Specialist (Bob Paulsen) was able to convince WSDOT and GA Managers that this was the right path to pursue.

2) **Jay Wells – WSDOT Maintenance Operations Staff Superintendent**

Vendor Contact/Market Assessment:
Jay became the primary vendor outreach contact before and during the decision to rebid. He worked the phone and the internet to identify potential sources and prices on domestic and international salt supplies. Jay was able to determine that the market for salt to Washington State had enormous potential beyond what our current contract vendors would have us believe. He verified supply lines and reliable salt sources. He identified challenges within certain distribution networks such as rail and truck.

Contract Structure/Bid Analysis:
Jay worked closely with the GA rep on IFB and contract language which would protect WSDOT interests while remaining attractive to potential vendors. Much of this effort was directed in removing overly restrictive penalties and damages which had previously induced a higher risk component to vendors, and related price increases.

Jay took an active role in bid analysis and communicated frequently with the awarded vendors to work through contract language and clauses which could be misinterpreted. He was instrumental in seeking resolution to the contract protest and in helping to distribute the emergency salt supply to areas of immediate need.

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Team Incentive Program
Maintenance Operations
Snow and Ice Material Cost Savings Efforts

3) Jim Andersen – WSDOT Maintenance Operations Staff Superintendent

Bid Analysis/Material Testing:
Jim played a key role in bid analysis and preparing multiple spreadsheets to indicate pricing specifics by region and area. He provided expertise on material characteristics, and worked with vendors, manufacturers, and independent labs to procure and provide samples for approval testing. Jim also provided input for testing and sampling procedures to be included in the contract.

Jim assisted in implementation and management of the emergency salt contract. He helped arrange deliveries of product and kept in steady communication with the contract vendor and the field to work through issues.

4) **Gary Smith- WSDOT Contracts Specialist 3 (Retired)**

Contract Structure/Purchasing Liaison:

Gary acted as the contract liaison between WSDOT Purchasing and OSP, as well as being the conduit to the six regional Supply Officers across the state. Gary's role was to ensure that the contract language was appropriate to WSDOT's business needs. He attended all of the business meetings and negotiations. He provided detailed feedback and participated in the non-cost scoring section of the contract award. He also solicited the regions for contract feedback.

5) **Robert Paulson Jr. State Procurement Officer – Department of General Administration**

Contract Structure/Bid Analysis/Administration:

Bob was the GA Contract Administrator. His role included providing an innovative and unique contract document which provided for concerns of all parties while working within the strictures of contract law and General Administration guidelines. Bob was also the primary point of contact on vendor/bidder issues. He developed the Invitation for Bid (IFB), organized and conducted the vendor pre-bid meeting, the pre-award

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Team Incentive Program
Maintenance Operations
Snow and Ice Material Cost Savings Efforts

meeting and ultimately the contract award meeting. He worked successfully through the bid protest issue in consultation with his Maintenance Operations counterparts. He administered the first two years of the new contract and was available for multiple meetings with contract vendors to discuss and resolve contract issues.

As an integral part of this contract Bob created a shared risk purchasing strategy which leveled the playing field and brought in additional bidders. The increased competition ultimately led to lower overall pricing for all commodities on the new contract. At the request of the vendors, Bob also modified an existing Diesel Fuel Surcharge table to a more mutually agreeable structure.

Snow & Ice Contract Flow Chart

Before:		After:
High Prices based on shipping costs from distant resources.	New Contract.	Better pricing due to alternative shipping methods.
Uncertain delivery schedule due to railroad shipping.	New Contract.	Consistent and reliable shipping schedules.
Limited vendor participation.	New Contract.	Many new vendors and increased competition.
Poor performance based on over-commitment by contract vendors.	New Contract.	Excellent performance.
Multiple complaints about service and delivery.	New Contract.	Fewer complaints and excellent deliveries.
Frequent price increases and penalties for material needs more than estimated.	New Contract.	Pricing held to pre-season estimates regardless of increased need.

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Washington State
Productivity Board

Teamwork Incentive Program – Final Report

June 2011

AGENCY: Higher Education Coordinating Board,
Guaranteed Education Tuition Program (GET)

TEAM: Team GET

PROJECT PERIOD: May 27, 2010 to May 28, 2011

OVERVIEW:
The GET Team was brought together to stream line processes, save time and money by transforming the GET program in to a paperless environment.

TEAM ACHIEVEMENTS:
This year GET moved decisively to a paperless environment, and the GET team eliminated the need for 190,450 printed pieces over five separate categories, of which 99% would also have required postage. Of 73, 178 currently active GET accounts, 92% are now considered paperless. Current and potential customers are notified that they may opt for paper communications, but for the first time an assumption is made that unless otherwise requested, all customers are considered "paperless".

ACTUAL NET SAVINGS:
$99,893.67

AWARD APPROVED BY AGENCY:
$24,968.50

TEAM MEMBERS:
Ashley Davis, Betsy Hagen, Betty Lochner, Christine Goodman, Crystal Van Tine, Denise Hamilton, Diana Hurley, Jackie Ferrado, Jannelle Rafael, Katie Gross, Kim Porter, Larry Lee, Mallorie Rich, Matthey Freeby, Melissa Huster, MyLinh Nguyen, Rob Ranger, Robin LeAnna, Samina Occhino, Shakib Kamal, Susan Martensen, Terrina Gadd, Tracy Pitzel-Doty

* Reviewers: Mike Kerschbaum and Scott Turner

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Washington State Productivity Board

Teamwork Incentive Program – Final Report
May 2011

TEAM: Team GET

AGENCY: Higher Education Coordinating Board, Guaranteed Education Tuition Program (GET)

PROJECT PERIOD: May 27, 2010 – May 27, 2011

Team Overview
Summary of the project: Provide innovation in technology that offers efficiency and cost savings for customers and the GET Program (22.5 staff).

Goals and Mission
GET serves Washington families by offering a guaranteed way to save for college tuition. Since its inception in 1998, Washington families have opened over 134,000 GET accounts, currently valued at $1.7 billion. Over 53,000 new enrollments have been opened in the last three years making GET the fastest growing prepaid tuition plan in the country. Due to the reduction in staffing (26.8 to 22.5) and the state hiring freeze, GET is creatively trying to manage extensive growth while lowering administrative costs and maintaining a positive work environment.

Our cost saving plan: Streamline processes to save time and money and keep GET's administrative costs low, while still maintaining a high level of customer service and preserving a positive work environment.

Achievements
This year GET moved decisively to a paperless environment, and the GET team eliminated the need for 190,450 printed pieces over five separate categories, of which 99% would also have required postage. Of 73,178 currently active GET accounts, 92% are now considered paperless. Current and potential customers are notified that they may opt for paper communications, but for the first time an assumption is made that unless otherwise requested, all customers are considered "paperless."

To accomplish our paperless initiative, some modifications needed to be made to GET's secure portal on the Web site. It now generates an automatic "welcome email" for new customers where previously, thousands of "welcome letters" needed to be printed, stuffed and mailed. In other cases where paper communication is still required but privacy is not an issue, notifications are done via postcards, realizing a savings in labor, envelope and postage costs. The GET team combined two summer mailings to similar audiences into one. Travel costs were reduced by using phone conferencing with our actuary, and by being more selective in the statewide presentation schedule. Finally, where before we used an outside agency to organize and manage GET's fall and spring media tours, a current employee has succeeded in managing the entire process in-house.

Performance Measures Used

Our cost savings have been calculated by using the actual charges for printing and mailing the reduced number of pieces and comparing that to actual costs required for printing and mailing prior to the change. If labor costs were involved, the hourly wage x time needed was calculated. Travel costs were assumed to be equal to that charged the year prior. To calculate the savings of moving media tour management in-house, we used the actual consultant costs associated with the previous year. In all cases, any additional workload required to initiate this change has been absorbed with no increase in staff or salaries.

Current Process & Cost	**Improvements Made**	**Actual Cost Savings**
Administration		
GET Committee Binders Binders: $2.30 each (materials and staff time)	Reduce binders from 18 to 8, create a PDF of packet materials and email	$230.00
GET Committee Actuary Travel $1,071.00 for 2010 visit	Participate via teleconferencing	$1,000.00
Marketing		
Discontinue outside contract with Marketing Partners – management of two annual media tours $19,000.00	Coordination of duties – assigned to GET staff member	$19,000.00
Separate mailings: Using your Units Supercard 15,000 - $8,800.00 Payout Value Cards 14,500 - $6,800.00	Create a GET Supercard that combines information from both cards	$6,800.00
GET newsletters 09/10 - 65,000 - $3,325.00	Offer online availability Opt-in feature will be available 10,000 printed - $896.84	$2,428.16

GET enrollment kit – 09/10 Booklet/Folder, 15,125 - $14,964.62 Enrollment forms, 19,380 - $1,627.21 Program Details, 15,850 - $4,776.11	Drive customers to the web, print less Online enrollment is now at 92% (from 85%) Booklet/Folder, 9,300 - $10,815.00 Enrollment Forms, 9,500 - $1,112.00 Program Details, 9,200 - $4,189.09	$5,251.85
GET Brochures – 09/10 Tri-folded marketing document 125,000 - $9,696.00	Brochure will be a single card flyer 150,000 - $5,702.31	$3,993.89
GET Enrollment Kits – 09/10 Summer distribution 900 kits - $3,800.00 ($4.23 per kit – kit, postage, staff time)	Discontinue – allow customers to order the following year's kit	$3,800.00
Outreach		
Outreach – traveling throughout the state offering presentations about GET	Provide Webinars – reduce travel expenses We were unable to provide Webinars to customers. Cost savings was established by reducing the amount of travel by doing fewer events (90 down to 63 this year) but targeted a broader audience.	$3000.00
Records & Finance		
Statements Variable data programming, mail prep, print statements to data center, insert newsletter & statements to envelopes 91,000 - $46837.11	Offer online availability Opt-in feature will be available $896.84 - 7,500 statements $322.50 postage $258.20 envelopes $1,477.54 total	$45,359.57
Welcome letters Letterhead, envelopes, postage, staff time 13,300 - $9,004.10 (.677 each)	Send via email Opt-in feature will be available Emails sent: 14,024 ($9,494.25saved) Letters mailed: 715 ($484.05)	$9,010.20
ACTUAL NET SAVINGS:		$99,874.00 ($99,873.67)
AWARD APPROVED BY AGENCY:	**25% ACTUAL NET SAVINGS**	$24,968.50

Don Bennett 5-18-11

Agency Head **Date**

Employee Awards

Employee	FTE	% of Award
Ashley Davis	1	4.65
Betsy Hagen	1	4.65
Betty Lochner	1	4.65
Christine Goodman	1	4.65
Crystal Van Tine	.5	2.33
Denise Hamilton	1	4.65
Diana Hurley	1	4.65
Jackie Ferrado	1	4.65
Jannelle Rafael	1	4.65
Katie Gross	1	4.65
Kim Porter	1	4.65
Larry Lee	1	4.65
Mallorie Rich	1	4.65
Matthew Freeby	1	4.65
Melissa Huster	1	4.65
MyLinh Nguyen	1	4.65
Rob Ranger	1	4.65
Robin LeAnna	1	4.65
Samina Occhino	.5	2.33
Shakib Kamal	1	4.65
Susan Martensen	1	4.65
Terrina Gadd	.5	2.33
Tracy Pitzel-Doty	1	4.65
TOTAL:		100%.(99.99)

Washington State Productivity Board

ADOPT REPORT

June, 2011

Department of Corrections

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Scott Shapiro	Tacoma	$100.00
201000401			
Dec2010			

Savings/Desc $22,000.00

Suggestion: The Department of Corrections should purchase qualification targets through the Law Enforcement Target Company instead of Correctional Industries for a savings of over $22,000 a year.

Evaluation: It is our recommendation to adopt this employee suggestion as it will provide a better quality target at a much lower price. After a thorough evaluation it was determined that this suggestion will result in a first year saving of $22,000. Since the suggestion falls within the suggester's job duties, a recognition award of $100 is recommended.

Department of Corrections

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Dean Smith	Walla Walla	$130.00
201100109			
Apr2011			

Savings/Desc $1,300.00

Suggestion: The Department of Corrections should purchase compressed gas cylinders instead of renting them.

Evaluation: I recommend this suggestion be adopted. The suggestion will offer immediate return on investment with a first year savings of $1,300. Since the suggestion is not part of the suggester's job duties, a 10% recognition award of $130 is recommended.

Department of Transportation

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Jack King	Port Orchard	$200.00
201100063	Lonnie Christiansen	Port Orchard	$200.00
Mar2011			

Savings/Desc $3,672.00

Suggestion: The Department of Transportation (DOT) should use the suggester's cable lifter tool when replacing damaged posts to cut down on repair time and injuries to employees.

Evaluation: It is clear the device named in the suggestion is a very good fit, not only for the DOT program, but for any organization that is required to repair cable guardrail. This tool increases productivity, decreases the risk of injury and allows the repair work to be done with one less FTE. The design is simple and is built strong enough to last for several years. Estimated first year cost savings are $3,672. Since this suggestion falls within the suggesters job duties, a recognition award of $200 is granted to each suggester.

Department of Transportation

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Jack King	Port Orchard	$200.00
201100070			
Mar2011			

Savings/Desc

Suggestion: The Department of Transportation (DOT) should use the bracket designed by the suggester to secure telspar sign posts in trucks to keep them from sliding off.

Evaluation: Upon evaluation of this product, it was immediately obvious this device will have a very important fit not just to DOT but to anyone who transports Telspar posts. The design is very simple and can be constructed for under $5 per unit. Additionally, it is constructed to last for years. This suggestion provides an accident prevention tool more so than a cost savings in the value of potential lives saved with the use of this device. A recognition award of $200 is granted for this suggestion.

Department of Transportation

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Drew Rankin	Seattle	$25.00
201100001			
Jan2011			

Savings/Desc $23.00

Suggestion: The Department of Transportation (DOT) should have Information Technology (IT) groups disable the ability for data cards on cell phones to receive text messages to reduce the money being spent on spam texts being received.

Evaluation: Modified adopt. DOT is not able to centrally request each mobile provider to disable the ability to receive text messaging from all broadband cards associated with DOT, but those we are able to disable will be done and will have a first year saving of $22.72. DOT appreciates this suggestion and recommends a recognition award to the suggester.

Department of Transportation

Suggestion Number	Suggester Name:	City:	Award:
Entry Date:	Jodie Stanton	Olympia	$200.00
201000063	Daren Guyant	Olympia	$200.00
Mar2010			

Savings/Desc $20,000.00

Suggestion: In the agency accounting system, the Department of Transportation (DOT) should turn off the Expense Budget Line edit and replace it with two new tables and three new edits that would provide the same level of control but require less staff time to maintain.

Evaluation: This idea will provide a greater level of edit/control over financial transactions. Implementation of this suggestion is planned to occur prior to June 30, 2011 and will result in annual savings of $20,000. Since this is within the suggester's job duties, a recognition award of $200 is granted to both suggesters' for this idea.

Washington State Productivity Board

NON-ADOPT REPORT

June, 2011

Department of Fish and Wildlife

Suggestion Number	*Entry Date:*
201100087	Mar2011

Suggestion: The Department of Fish & Wildlife (DFW) should print the poaching hotline number on the back of hunting and fishing licenses.

Evaluation: DFW's enforcement program has extensive advertisement of 411TIP and poaching hotline in all the DFW regulation manuals available at all license dealers, free of charge.

Department of Labor & Industries

Suggestion Number	*Entry Date:*
201000331	Sep2010

Suggestion: The Department of Labor & Industries should have a telephone system for claimants receiving Time Loss Benefits to report information instead of mailing out and filing hard copies of the Work Verification Form every month.

Evaluation: Resources are not available. We are unable to adopt or create such a system. Currently the IVR used within Labor is not able to accept this type of process and will need to be upgraded before any type of programming could occur. We simply do not have the resources available to make this upgrade possible. If resources do become available in a future biennium, then we will re-evaluate this as a possibility.

Department of Licensing

Suggestion Number	*Entry Date:*
201100096	Apr2011

Suggestion: The Department of Licensing (DOL) should use line numbers in computer application code as text, like a legal documents, so reference can be made to the line number when viewing and discussing the code.

Evaluation: Not a new idea. This idea is already reflected in the product DOL uses and has been available for many years.

Department of Revenue

Suggestion Number	*Entry Date:*
201100089.	Mar2011

Suggestion: The Department of Revenue should save on ink toner supply costs by changing all printers from 1200 dpi to 600 dpi or 6oo dpi to 300 dpi on letters and grayscale or draft when not sending to public.

Evaluation: Not a new idea. Currently the department is under contract for a print assessment in August through the Department of Printing. This suggestion is part of the assessment for consideration. While we are not adopting the suggestion we do appreciate the suggester's contributions and will be recognizing her with a $200 recognition award.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201100074	Mar2011

Suggestion: The Department of Social & Health Services (DSHS) should purchase log books from bookfactory.com instead of Office Depot.

Evaluation: The book suggested as comparable to DSHS log books at bookfactory.com is not the same size as what is currently used and needed. Comparing costs for the smaller sized log book between the two vendors shows the mandatory OWMBE vendor is less expensive by more than $4 per book.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201100030	Feb2011

Suggestion: The Department of Social and Health Services (DSHS), Community Services Division (CSD), should go back to having intake workers take applications and maintenance workers having assigned caseloads to increase accountability and prevent fraud.

Evaluation: Having multiple individuals responsible for different parts of the intake and case maintenance process increases accountability, reduces likelihood of fraud, and ensures more equitable client treatment. Process management and a universal caseload has built-in checks and balances by its very nature: what one worker may have missed, another can identify

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900388	Aug2009

Suggestion: The Department of Social and Health Services, Aging & Disability Services Administration (ADSA) Management Services Division, should schedule monthly trainings using GoToMeeting to train Information Technology staff on specialized programs.

Evaluation: Not a new idea. IT managers in each of the six regions are responsible to provide training to field staff that they supervise and currently meet through GoToMeeting regularly to get updates on application changes.

Department of Social & Health Services

Suggestion Number *Entry Date:*

200900391 Aug2009

Suggestion: The Department of Social and Health Services (SHS) should develop a computer forensics course and require SHS staff that might have to do a computer forensics investigation to take it.

Evaluation: Training Issue that has not been discussed with the suggester since the suggester is anonymous. Forensics collection, examination and analysis is done primarily when criminal activity is suspended and potentially when there is suspected gross misconduct that may result in an employee termination. In both situations IT staff is not expected to perform forensics. Currently staff is required to contact the appropriate forensics experts at the State Auditor's office, Washington State Patrol, or private industry vendors of computer forensic services.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000152 Apr2010

Suggestion: The Department of Social and Health Services, Western State Hospital, should have staff repair voice pagers and two way radios instead of sending them to Day Wireless for repair.

Evaluation: Pagers and two way radios are serviced by a private vendor. These items are sent out due to the need for specially trained licensed technicians to work on the equipment.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201000249 Aug2010

Suggestion: When relatives receive a foster care license on children that have already been receiving a TANF grant, the Department of Social and Health Services (DSHS) should either do an overpayment through TANF and recover the duplicate payment or pay the relative through the SERVICES section in FamLink for the first month for the difference between the TANF and foster care.

Evaluation: This is a training issue that has been discussed with the suggester. A system is already in place within DSHS to accomplish the stated goal in this suggestion.

Department of Social & Health Services

Suggestion Number *Entry Date:*

201100098 Apr2011

Suggestion: The Department of Social and Health Services (DSHS) should eliminate voice mail for those employees who do not require it.

Evaluation: DSHS managers already provide voicemail to only those employees who need it.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201100100	Apr2011

Suggestion: The Department of Social and Health Services should allow clients to go online and request new Provider One Medical cards with the ability to print a temporary copy until the card is received.

Evaluation: Not a new idea. During the 2004-07 ProviderOne design sessions this idea was discussed. Due to online security and verification issues it was decided not to move in this direction.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201100112	May2011

Suggestion: Once a client is approved on TANF cash benefits, the Department of Social and Health Services should start writing up retained child support overpayments at the Division of Child Support and recoup the amounts through child support collected.

Evaluation: Training Issue. This employee suggestion is already part of our policies and procedures to collect retained support. The procedures are listed in the DCS Handbook at section 21.045. We will make an effort to remind our staff of the provisions in this section.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201100113	May2011

Suggestion: The Department of Social and Health Service should fix the FAMLINK system so adoption support payments are issued correctly when the system has a pending adoption support determination that appears to be completed.

Evaluation: Not a new idea. This is a problem that we have been working on since October 2010. A data fix was implemented in October 2010. Staff has been working with our data team to develop a list of cases that that need to be manually fixed. This suggestion is part of the plan currently in progress.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
201100081	Mar2011

Suggestion: The Department of Social and Health Services, Division of Developmental Disabilities, should stop paying for records to determine a decision of eligibility and leave the responsibilities to those who apply or request services.

Evaluation: Implementation would require a statutory change that the agency does not support changing at this time. Current policy allows for reimbursement only for requested medical records from medical providers.

Department of Transportation

Suggestion Number	*Entry Date:*
201000079	Mar2010

Suggestion: The Department of Transportation (DOT) should combine standard plans sheets M-80.20-00 and M-80.30-00 and denote the grid scale on the remaining sheet to eliminate one sheet of paper in the standard plans manual.

Evaluation: Cost outweighs the benefit.
DOT recommends this suggestion not be adopted at this time but be incorporated the next time there is a need to revise Standard Plan M-80.20.00 or M-80.30.00. This suggestion alone is not a reason to revise the current plans as the technical content is current and accurate at this time and reprinting the plans for only this purpose would negate any hard cost savings.

Department of Transportation

Suggestion Number	*Entry Date:*
201000383	Nov2010

Suggestion: The Department of Transportation (DOT) should use Stanford Dosimetry for monitoring dosimetry badges. Currently DOT spends over $37,000 per year for monitoring and Stanford Dosimetry can provide the same service for $27,202.

Evaluation: Stanford Dosimetry was identified as a service provider and submitted a bid. This company does not have the capability of measuring radiation exposure of dosimetry badge and therefore has to subcontract this work out to a second vendor. For this reason, Stanford Dosimetry does not meet the service contract requirements and was not awarded the contract.

Department of Transportation

Suggestion Number	*Entry Date:*
201100076	Mar2011

Suggestion: The Department of Transportation (DOT) should allow businesses to buy signs along I-90.

Evaluation: Requires statutory change.
Businesses offering specific services (gas, food, lodging) may apply to the Motorist Information Signs (MIS) program but must meet eligibility requirements also set forth by Washington State statue. DOT is only authorized to charge reasonable fees (cost recovery) for businesses that participate in the MIS program which limits revenue allowed to be generated from this type of advertising. DOT highway signs are designed to be informational and are also governed by the Federal Highway Administration which allows no more than six logo panels per sign.

Department of Transportation

Suggestion Number	*Entry Date:*
201100079	Mar2011

Suggestion: The Department of Transportation (DOT) should remove old asphalt pavement, including the centerline rumble strip, and replace with new asphalt pavement using a notched wedge joint maker at the existing centerline. Then, in the adjacent lane, remove the old asphalt pavement to the edge of the notched wedge joint and replace with new asphalt pavement. This wil close the notched wedge joint and maintain the centerline.

Evaluation: DOT regions have managed paving projects removing lane and centerline rumble strips differently according to their specific safety concerns. Safety to the public versus the added pavement costs is not easily quantifiable and this suggestion may have higher risks for some types of motorists such as motorcycles as they travel through the work zone. The increased risk of an accident far outweighs the savings.

Department of Transportation

Suggestion Number	*Entry Date:*
201100059	Mar2011

Suggestion: The Department of Transportation (DOT) should allow DOT's information technology (IT) department to renew software licenses for existing products without submitting the purchase out for bid via RFQ.

Evaluation: While there are some items which are only available from a sole source, it must be clearly documented before the rules of competition can be waived. The process to validate a sole source purchase does not need to take an extended amount of time, but it is a requirement. Once approval to purchase is granted the process should have been able to be completed in 7 to 10 days, which is an appropriate amount of time.

Department of Transportation

Suggestion Number	*Entry Date:*
201100072	Mar2011

Suggestion: The Department of Transportation (DOT) should combine the Lacey and Tumwater Project Engineer Offices and the Real-estate Service and Olympic Region Headquarters offices to cut down on rental space fees.

Evaluation: Regardless, the two facilities identified in this suggestion would still need to be housed in either another single lease of roughly 12,000 square feet or a new building of the same size would need to be built or purchased. Currently, DOT does not have any space in our inventory that matches this requirement. Costs would likely actually increase due to relocation costs and the cost of disrupting two offices.

Department of Transportation

Suggestion Number	*Entry Date:*
201100091	Apr2011

Suggestion: The Department of Transportation (DOT), Ferries Division, should eliminate the use of the handheld pin reader and run debit cards as credit only.

Evaluation: The majority of debit transactions are processed as credit card transactions. Sales statistics support this conclusion, and removing the customer's option to use either their debit card or credit card is not something Washington State Ferries consider in our best interests at this time.

Department of Transportation

Suggestion Number	*Entry Date:*
201100093	Apr2011

Suggestion: The Department of Transportation (DOT), Ferries Division, should drill two holes (small) through formica surface in side rail of Partech cavity to allow a simple phone staple to anchor line for pin pads. This would result in fewer IT repairs, non-essential replacement of pin pads, greater collection of debit payments (state income increase), and customer satisfaction with less delays.

Evaluation: Cost outweighs the benefit.
Statistical research was completed with regard to this suggestion, and the idea of excessive repair or replacement of PIN pads or Parteks was not supported. The cost to retrofit as suggested would outweigh the benefit received.

Employment Security Department

Suggestion Number	*Entry Date:*
201100032	Feb2011

Suggestion: The Employment Security Department should use the Department of Information Services listserve to let customers sign up for announcements, such as hiring events, when they come in and sign up at Worksource.

Evaluation: Recruitment events, job fairs and hiring events are currently listed on the Job Fair Calendar on the Go2WorkSource website. Job seekers can access this online calendar at any time to learn about events in their local area. Making this part of listserve would result in many irrelevant messages being sent to job seekers for events that are not located in their local area.

Washington State Patrol

Suggestion Number	*Entry Date:*
201100108	Apr2011

Suggestion: Along with in the field training, Washington State Patrol should also provide the fire safety training program using an online meeting program, such as go2meeting.com, rather than partnering with the Washington Health Care Association.

Evaluation: Not a new idea. This was first discussed by the agency on April 22, 2010. It was decided that since there are no cost associated with sponsoring the webinar and are very happy with the results of the training that this is the best way to provide the needed training.