



Washington  
**Secretary of State**  
SAM REED

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

### WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State  
Legislative Building  
November 7, 2008  
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
  
- Approval or Correction of Minutes (*October 3, 2008*)
  
- Monthly Staff Update --Tracy Workman
  
- Appeal presentation – (*Buff report\**)  
-- Reviewers: Scott Turner and Kathleen Brockman
  
- Adopts (*Pink report\**)  
--Reviewer: Scott Turner
  
- Employee Suggestion Non-Adopts (*Blue report\**)  
--Reviewer: Kathleen Brockman
  
- 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**  
October 3, 2008

**WELCOME & INTRODUCTIONS**

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

**ATTENDANCE**

**Board Members present:** Sam Reed, Linda Villegas Bremer, Mike Kerschbaum, Roselyn Marcus, George Masten, and Wanda Riley

**Board Members absent:** Brian Sonntag, Kathleen Brockman, Terry Teale and Scott Turner

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

**Guests present:** Alice Fiman and Greg Hansen, Department of Transportation

**APPROVAL OF MINUTES**

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

**MONTHLY UPDATE**

Tracy Workman reported that since the Department of Corrections (DOC) sent out the Bright Idea light bulbs, the Productivity Board has received over 100 suggestions from DOC employees.

Tracy met with the Deputy Director from Veterans Affairs and is currently working on a marketing plan to deploy in January. Shad Bell and Philip Kerrigan are working with the Employment Security Division (ESD) on their marketing plan and hope to have ESD executive management sign off on it shortly.

**EMPLOYEE SUGGESTION ADOPTS**

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

**EMPLOYEE SUGGESTION NON-ADOPTS**

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

**NEXT BOARD MEETING**

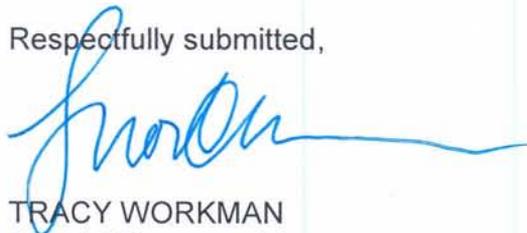
The next Board meeting is scheduled for November 7, 2008 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- ***Reminder:*** The reviewers for November are Kathleen Brockman and Scott Turner. *Both will also review any Appeals and Teamwork Incentive Program applications presented.*

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:21 a.m.

Respectfully submitted,



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

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Washington State  
Productivity Board

Employee Suggestion Appeal

November 2008

The following appeal is presented to the members of the Productivity Board for final determination. Staff has compiled information from the suggester and the evaluating agency.

**Adopt**

200800241    LQB    Erasmus Leingang

**Agency Recommends**

Award Suggester 10% of Savings

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*Reviewers: Kathleen Brockman and Scott Turner*

APPEAL  
SUMMARY OF SUGGESTION #200800241

**Suggester:** Mr. Erasmus "Skip" Leingang

**Evaluating Agency:** Liquor Control Board

**Suggestion:** Received 7/2/2008: The Liquor Control Board (LCB) should disconnect the current alarm line in State owned and operated liquor stores and plug the alarm system into the main number for the store. This would eliminate a monthly charge for the extra phone lines being used for the alarms.

**Original Evaluation:** Received 8/15/08: We recommend proceeding with the suggestion. This will provide significant savings to the agency. Since the suggestion falls within the suggester's job duties, a recognition award will be given.

**Board Action:** The Board voted on 9/5/08 to concur with the agency's adopt recommendation.

**Appeal Request:** Received 9/25/08. The suggester is contesting that the suggestion falls within his job duties, stating that the alarm lines never were and are not now a function of his position at LCB and that marking it down as so on the suggestion form was a mistake.

**Appeal Evaluation:** Received 10/16/08: We agree with the suggester, this is not part of his job duties. The savings amount is \$71,740 and we will be recognizing him with a 10% award of \$7,174

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Washington State  
Productivity Board

ADOPT REPORT

November, 2008

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## Department of Corrections

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<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
<b>200800287</b> Aug 2008	Nancy Simmons	Yacolt	

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*Savings/Desc* \$1,722.60

*Total Award* Recognition

*Suggestion:* The Department of Corrections (DOC), Larch Corrections Center, should change from using the Branch Library Services of the Washington State Library and use the community library system instead. This would eliminate the fees associated with sending books back since they will no longer have to be mailed but can be dropped off instead.

*Evaluation:* The proposed change will be an improvement over the current program with a first year savings of \$1,722.60. Because this falls within the suggester's job duties, an internal recognition award will be given.

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## Employment Security Department

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<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
<b>200800331</b> Aug 2008	Claire Hayes	Tumwater	

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*Savings/Desc* \$600

*Total Award* Recognition

*Suggestion:* The Employment Security Department (ESD) should re-use boxed covered trays to send folded letters out to other departments/agencies instead of purchasing new ones. This eliminates the cost of buying the boxes and the documents arrive at Consolidated Mail Services (CMS) in better condition.

*Evaluation:* Both ESD and CMS are very pleased with this change. CMS has asked us to use these boxes for all of the forms they get from us and by reusing these boxes instead of recycling them, will save us \$600 a year not purchasing new ones. Since this falls within the suggester's job duties, an internal recognition award is granted.

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### Department of Social & Health Services

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<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800295 Aug 2008	Christopher Calkins	Tacoma	\$60.00

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<i>Savings/Desc</i>	\$600.00	<i>Total Award</i>	\$60.00
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*Suggestion:* The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should create a hospital wide policy stating all employees should turn off the lights in rooms when not in use to conserve electricity.

*Evaluation:* Modified Adopt - We believe this is a good practical money saving suggestion and we will be promoting more awareness in this area. However, this will not be initiated as a hospital wide policy, as this would not be enforceable.

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### Department of Transportation

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<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800315 Aug 2008	Cheryl Dempsey	Goldendale	

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<i>Savings/Desc</i>	\$91,412.50	<i>Total Award</i>	Recognition
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*Suggestion:* To save on the cost of postage, the Department of Transportation (DOT) should use 10 X 13 envelopes instead of the currently used 15.5 X 12 envelopes, when the mail weighs less than one pound.

*Evaluation:* Because our mail system at DOT is decentralized, implementation of this idea may take some time. To make this information more readily available and increase the usage of this suggestion, we'll send an e-mail reminder, an intranet article, and update the Administrative Services Manual that goes out to all 250 mail centers around the state. With an average yearly savings of \$365.65 per mail center, we anticipate a first year savings of \$91,412.50. Since this falls within the suggester's job duties, an internal recognition award is granted.

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Washington State  
Productivity Board

NON-ADOPT REPORT

November, 2008

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## Department of Corrections

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*Suggestion Number*   *Entry Date*

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**200800296**                      Aug 2008

*Suggestion:* The Department of Corrections, Washington Corrections Center, should park the van used to transport offenders from Cedar Creek Correction Center at Cedar Creek instead of at Washington Corrections Center. This would eliminate two trips a day when the van only has one person (the Officer) in it, saving on fuel costs.

*Evaluation:* This post is a five day a week position with many other responsibilities beyond picking up and supervising the inmate work crew. Adding a 4-10 post would require a relief post as the inmate work crew is out five days a week. The cost of adding the relief position outweighs the benefit of savings in fuel consumption.

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**200800306**                      Aug 2008

*Suggestion:* The Department of Corrections (DOC) should send return receipt mail through Consolidated Mail Services when available at \$2.50 per package versus \$4.70 through the post office.

*Evaluation:* Not a new idea. Currently all DOC mail is done via Consolidated Mail Services (CMS). Mail sent receipt/certified to offenders (handled by CMS) is mailed via USPS.

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**200800313**                      Aug 2008

*Suggestion:* The Department of Corrections (DOC) should publish settlement and other grievance results from the Collective Bargaining Agreement. This would allow other managers to refer to previous decisions and implement resolutions without additional grievances being filed and save staff time in filing, processing, investigating, and hearing grievances at each level.

*Evaluation:* The Office of Financial Management's Labor Relations Office publishes arbitration decisions on its website ([www.ofm.wa.gov/labor](http://www.ofm.wa.gov/labor)) which is accessible by anyone. In addition, The State Ethics Board has issued opinions surrounding the use of state equipment and resources for Union business and publishing information on behalf of the Union would be in violation of these rules and opinions.

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*Suggestion Number*   *Entry Date*

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200800333      Sep 2008

**Suggestion:** The Department of Corrections (DOC) should notify employees electronically of a public disclosure request naming them specifically rather than automatically mailing hard copies.

**Evaluation:** DOC Policy and the Collective Bargaining Agreement state staff named in public disclosure requests are to be notified. The employee is able to review the request and responsive records in the format they will be released and determine if they wish to pursue injunctive action. Hard copy presentation of this notification is imperative as many employees named in such requests don't regularly check their department email, and others are former employees, volunteers, and contractors where DOC most likely does not have current email addresses to meet the requirement of delivery.

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200800335      Sep 2008

**Suggestion:** The Department of Corrections (DOC) should collect the fees for public disclosure requests before preparing the documents in the request.

**Evaluation:** Legislation allows for a 10% deposit requirement before processing a request for public disclosure records. DOC is also allowed the use of installments, in which case an initial batch of records is gathered and made available. When and if DOC receives payment for the initial request, following installments are made available. Anything beyond the 10% deposit already afforded would require legislative change.

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200800350      Sep 2008

**Suggestion:** The Department of Corrections (DOC), Spokane offices, should subsidize bus passes for employees as an incentive to take the bus rather than drive to work.

**Evaluation:** DOC has a centralized agency-wide Commute Trip Reduction program. Unfortunately, incentives such as this are not centralized so such benefits are not available at every site due to cost. The suggestion may save the employee money but would increase cost for DOC. At this time DOC does not have a funding source to make this possible.

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200800356      Sep 2008

**Suggestion:** The Department of Corrections (DOC), Correctional Industries, should email sales acknowledgements and invoices instead of mailing hard copies.

**Evaluation:** Contract terms require Correctional Industries to send acknowledgement to customer's bill-to address. To create and maintain constantly changing email addresses would require hiring additional staff, therefore the cost outweighs the benefit.

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*Suggestion Number*   *Entry Date*

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200800370      Sep 2008

**Suggestion:** The Department of Corrections (DOC) should allow correctional officers with 25 or more years of experience to opt out of defensive tactics training with the signing of a liability waiver as they gain no benefit from the training.

**Evaluation:** DOC requires an annual 12 hour in-service training for defensive tactics and ground survival. Signing a waiver would not eliminate DOC from being sued for deliberate indifference, failure to supervise and allowing cruel and unusual punishment or violating another person's 8th Amendment right by excusing them from class.

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200800384      Sep 2008

**Suggestion:** The Department of Corrections (DOC) should use online meeting software, such as [www.gotomeeting.com](http://www.gotomeeting.com), for supervisor and/or online staff meetings held monthly to save on travel costs.

**Evaluation:** Not a new idea. The DOC is a subscriber to WebEx and has been using this application for years. The above mentioned suggestion is already in use by DOC and is currently being utilized for meetings that require viewing and sharing of documents where participants are scattered statewide.

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200800389      Sep 2008

**Suggestion:** The Department of Corrections (DOC) should not renew the current nursing agency contract and hire some of the nurses as DOC employees instead.

**Evaluation:** The Department of Corrections is actively recruiting nursing staff for employment and has held recent hiring events toward that goal. Simply not renewing the contract with the nursing agency would create more mandatory overtime for current employees and risks putting patients at risk due to employee fatigue.

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200800462      Oct 2008

**Suggestion:** The Department of Corrections (DOC) should eliminate the requirement to compile and store the hard copies of IT Requests for evaluation as the document can be accessed from Service Desk Express at any time.

**Evaluation:** Not a new idea. Document retention rules already exist for IT requests as proposed in this suggestion. If the original request can be scanned into our approved electronic records management system, you can throw away the original paper copy.

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## Department of General Administration

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*Suggestion Number*   *Entry Date*

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**200800352**            Sep 2008

***Suggestion:*** The Department of General Administration (GA) should instruct employees to use hypermiling techniques while in state vehicles to save on fuel and improve gas mileage.

***Evaluation:*** Not a new idea. State Motor Pool drivers should follow the driver training guidelines as outlined in the Risk Management driver training program. GA Motor Pool is an advocate and uses many of these techniques. However, some hypermiling techniques like coasting to a stop and drafting semi-trucks are dangerous practices and should not be used.

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**200800365**            Sep 2008

***Suggestion:*** The General Administration (GA) should reduce janitorial service to no more than one cleaning per week instead of daily cleaning.

***Evaluation:*** Not a new idea. Small facilities with only a few employees do just receive weekly cleans. Other agencies with thousands of employees and those who are frequently exposed to communicable diseases require daily cleaning and disinfecting. Janitorial service schedules are based on occupancy and the activities of the building in question.

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**200800374**            Sep 2008

***Suggestion:*** State agencies should purchase the cheaper, natural color paper towels instead of more expensive white paper towels to save on costs.

***Evaluation:*** Not a new idea. The GA Office of State Procurement currently uses this practice for purchasing paper towels for GA owned properties on the Capitol Campus. Due to the Governor's sustainability goals for Washington State government, the "bleached" paper towels are being used in various agencies as they are made of 95% post-consumer content where the natural color version are only 40% post-consumer content.

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**200800385**            Sep 2008

***Suggestion:*** The Department of General Administration (GA) Motor Pool should use 5/20 weight motor oil in vehicles instead of the current 10/30 weight.

***Evaluation:*** Not a new idea. Since July 2006, GA Motor Pool has been using 5W-20 in their vehicles.

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## Department of Labor & Industries

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*Suggestion Number*   *Entry Date*

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**200800015**      Jan 2008

**Suggestion:** The Department of Labor & Industries (L&I) should look into various data warehouse/data sharing options and whether a new Global Unique Identifier/Person-Business ID needs to be implemented to help identify fraudulent businesses and corporations that open and close to evade various state agency taxes, citations and violations. L&I should look at various data cross matches that could be done that would flag problem Unified Business Identifier numbers, Alias names, false Social Security Numbers, etc. so that they show up in all internal systems anytime related data fields show up. This would result in savings, and large amounts of revenue that would be brought in from the endless accounts that otherwise would have gone uncollectible, audits that wouldn't have happened, etc.

**Evaluation:** Not a new idea. Since 2005, L&I has been in process to implement a better solution at a lower cost. Funds are included in a budget package this biennium to implement an identity management software solution and we are in final negotiations with the vendor selected. It will be implemented by June 2009.

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## Department of Licensing

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*Suggestion Number*   *Entry Date*

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**200800277**      Aug 2008

**Suggestion:** The Department of Licensing (DOL) should switch to plastic license plates instead of the current aluminum plates to save on material costs.

**Evaluation:** Not a new idea. In February 2000 this idea was researched and found that 3M, the manufacturer of the reflective film attached to license plates will not guarantee the reflective sheeting if it's applied to plastic. Also, plastic plate producers will not guarantee that the ink used will not fade within six months. They also state when subjected to weather conditions, the plates will crack within one year.

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**200800304**      Aug 2008

**Suggestion:** The Department of Licensing (DOL) should have the license plate/tab renewal forms printed and mailed out on a postcard size mailer instead of the full size version currently going out to save on the costs associated with paper, postage, etc.

**Evaluation:** Not a new idea. In November 2007, DOL transitioned from postcard-sized renewal notices to notices printed on standard paper. Full-sized renewal notices allow DOL the room necessary to clearly and accurately disclose fees and messages that vehicle owners are subject to when they renew their vehicles. Although the costs were higher, the customer service benefits to this change outweighed the fiscal impacts.

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## Liquor Control Board

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*Suggestion Number*   *Entry Date*

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200800324      Aug 2008

**Suggestion:** The Liquor Control Board (LCB) should transfer the Customs form portion of the Individual Importation used for liquor coming into the state of Washington from Canada to the financial office to track whether or not taxes are paid. The financial office can then adequately pursue collection efforts if the taxes are unpaid.

**Evaluation:** Not a new idea. The customs form in question was tasked to the financial office in November 2007.

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## Department of Personnel

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*Suggestion Number*   *Entry Date*

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200800341      Sep 2008

**Suggestion:** The Department of Personnel (DOP) should use the free internet-based Skype for Windows program for long distance phone calls, meetings, and conferences instead of traveling to out-of-state meetings.

**Evaluation:** The Department of Information Technology strongly recommends against the use of Skype in the government networks. Skype is more than a Voice Over IP (VOIP) system. It allows for open file sharing (known as Peer to Peer) and remote access which would allow uncontrolled and unrestricted access into our networks, bypassing border firewall and router security.

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## Department of Social & Health Services

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*Suggestion Number*   *Entry Date*

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200800113      Mar 2008

**Suggestion:** The Department of Social and Health Services (DSHS) should only make copies of the first page and the Services of Parents page of the Individual Service and Safety Plan drafts handed out at the 30 day staff meetings for Child Protective Services clients involved in a court dependency. These are the only pages reviewed in meetings.

**Evaluation:** These conference meetings are the result of legislation and as such, it is not appropriate to withhold part of the draft Individual Service and Safety Plan (ISSP). The parent and attorney are entitled to receive a full copy of the draft the Children's Administration is using to develop and recommend parental responsibilities and service requirements even if the full document is not reviewed during the conference.

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## Department of Transportation

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*Suggestion Number*   *Entry Date*

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**200800172**      May 2008

*Suggestion:* The Department of Transportation (DOT), Ferries Division, should modify the current operation speed of the Elwha Ferry's drive motors from 160/140 rpm's to 150/135 rpm's to save on fuel consumption, reduce propulsion, reduce emissions and increase vessel reliability.

*Evaluation:* Not a new idea. Since 2001, extensive work has been done on fleet vessels, studying their fuel usage at various speeds as well as operating on fewer engines while underway.

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**200800218**      Jun 2008

*Suggestion:* The Department of Transportation (DOT), Ferries Division, should start charging a fee for ferry schedules to offset the cost of printing and reduce waste.

*Evaluation:* Printed schedules and the internet are the two prime components which instruct the traveling public with regard to ferry routes, destination, and sailing times. Schedules are distributed through ferry booths, hotels and motels, and community information kiosks as travelers don't always have access to the internet.

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**200800402**      Sep 2008

*Suggestion:* The Department of Transportation should use the Text Checklist created by the suggestor when preparing a change order to cut down on time and confusion.

*Evaluation:* Not a new idea. DOT currently uses a change order check list as outlined in our construction manual that lists the required elements of a change order.

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**200800411**      Sep 2008

*Suggestion:* The Department of Transportation (DOT) should make the card readers at DOT fuel stations more user friendly, such as: entering mileage as the first data, replacing electronic displays with LCD, mount them in a more convenient height, etc.

*Evaluation:* Not a new idea. The system currently in use is no longer in production therefore reprogramming is not a possibility. System replacement is pending approval and funding.

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*Suggestion Number*   *Entry Date*

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200800487      Oct 2008

*Suggestion:* The Department of Transportation (DOT) should explore the use of high albedo (high reflectance) surfaces in roadway resurfacing projects rather than relying on black-top asphalt and chip-seal for all projects.

*Evaluation:* Not a new idea. Cost outweighs the benefits. The scope of research required to document effects of this change and the associated costs would run into the millions of dollars. In April of 2004 DOT started to track nationwide research but to date, it is inconclusive regarding the benefits, if any, and the costs which are hugely variable.

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### Washington State Patrol

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*Suggestion Number*   *Entry Date*

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200800271      Aug 2008

*Suggestion:* Washington State Patrol (WSP) should use the cost saving program Pro-Active Ride Share (PARS) created by the suggester to save money on fuel by staffing WSP patrol cars with two troopers to patrol traffic in one vehicle.

*Evaluation:* Patrol sergeants, with the approval of their lieutenants, determine patrol vehicle staffing according to local patrol needs, staffing issues, and other emergent personnel allocation restraints. Staffing one vehicle with two troopers would result in other higher costs such as increased response time to all types of imminent emergencies and significant idle time by one trooper as their partner handles a situation. There is also the consideration of additional subpoenaing of second officers for otherwise routine patrol arrests and overtime for a court call for both troopers.