Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
September 4, 2009
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes *(August 7, 2009)*
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report**)
  --Reviewer: Linda Villegas Bremer
- Employee Suggestion Non-Adopts *(Blue report*)*
  --Reviewer: George Masten
- 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
August 7, 2009

WELCOME & INTRODUCTIONS

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

ATTENDANCE

Board Members present: Linda Villegas Bremer, Kathleen Brockman, George Masten and Wanda Riley

Board Members absent: Sam Reed, Brian Sonntag, Mike Kerschbaum, Roselyn Marcus, Terry Teale and Scott Turner

Staff present: Shad Bell, Philip Kerrigan, and Tracy Workman

Guests present: Debi Besser, Sandy Brown, Cheryl Foster, Janet Harrell, Meagan Renick, Bradley Rinke and Marcy Wilsie Liquor Control Board

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the June 5, 2009 minutes as written.

MONTHLY UPDATE

Tracy Workman reported the Office of the Secretary of State marketing has begun with only three suggestions being submitted. Since it's a low number a contest will be run September that will hopefully bring numbers up.

Staff has been working on a citizen suggestion program, which has been something discussed since Ralph Munro was in office. Since the Governor has a similar program, where the public can submit suggestions to make government more efficient and effective, Secretary Reed will be meeting with her to discuss this. The program is still in the planning stages and there is a lot to take into account.

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT
Liquor Control Board, Purchasing Team – Supplier Directory Project

Kathleen Brockman and Linda Villegas Bremer reviewed and concurred with agency and staff recommendations.
It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*
Total savings: $2,092.45 ***Total Team Award: $523.08***

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT
Liquor Control Board, Customer Comment Card Team

Kathleen Brockman and Linda Villegas Bremer reviewed and concurred with agency and staff recommendations.
It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*
Total savings: $9,562.32 ***Total Team Award: $2,477.94***

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT
Liquor Control Board, Shooting Stars (Combined License Interview Process Team)

Kathleen Brockman and Linda Villegas Bremer reviewed and concurred with agency and staff recommendations.
It was moved, seconded and *the board voted unanimously to accept the team's award recommendation and final report.*
Total savings: $37,493.00 ***Total Team Award: $9,372.00***

EMPLOYEE SUGGESTION ADOPTS

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

EMPLOYEE SUGGESTION NON-ADOPTS

Linda Villegas Bremer 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 September 4, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

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

ADJOURNMENT

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

Respectfully submitted,

TRACY WORKMAN
Special Programs Manager
TW/ds 08/18/09

Washington State Productivity Board

ADOPT REPORT

September, 2009

Department of Corrections

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Martha Miller Lopez	Yacolt	$50.00
200900234			
Apr2009			

Savings/Desc

Suggestion: The Department of Corrections should make or purchase reusable fabric carry bags that can be used by the inmates to transport the store items that they purchase from the inmate store to their living units instead of using the paper bags.

Evaluation: DOC recommends adopting this idea for all facilities where store purchases are picked up and delivered to offenders by using an appropriate size nylon mesh laundry bag, marked with the offender laundry number, and to replace the paper bags currently used. Although savings will not be realized for 2 to 3 years, we very much appreciate the suggester's idea. A recognition award is granted.

Department of Corrections

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Troy Free	Shelton	Recognition
200900300			
Jun2009			

Savings/Desc $22,275.00

Suggestion: The Department of Corrections (DOC) should use hooks located in wall lockers, inmate housing cells, closets and halls for hanging towels and other types of laundry that could be used for a second day to cut down on laundering/drying costs.

Evaluation: DOC supports this idea, and in consultation with Department of Health, believes the issuance of towels three times weekly will be sufficient. Clean linen replacement will be maintained for the medical area, food workers, and for offenders with certain illnesses. Projected first year savings from this suggestion is estimated to be $22,274.78. Since this falls within the job duties of the suggester, recognition for the suggestion is recommended.

Department of Social & Health Services

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Jagmohan Sachdev	Mountlake Terrace	$50.00
200900322			
Jun2009			

Savings/Desc

Suggestion: The Department of Social and Health Services (DSHS) should change the font on the online forms updated by clients so it is easier to read.

Evaluation: After consultation with Information Technology staff, it is believed this would improve the readability of the online application. The cost of programming time or date of implementation are currently unknown, but an automated work request will be completed and IT staff will complete the task. A recognition award to the suggester is granted.

Department of Social & Health Services

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Mary Garcia Fagan	Kennewick	$200.00
200900261			
May2009			

Savings/Desc $4,920.00

Suggestion: The Department of Social and Health Services (DSHS), Department of Developmental Disabilities (DDD), should stop sending out reapplication packets since this service is available online.

Evaluation: Modified adopt, Current statute states a client's eligibility expires at age 4 and/or age 10, depending on the eligibility category, for DDD services. Current policy is to send an entire eligibility packet at the 3rd/9th birthday, then again 6 months later. If the application is not returned, DDD attempts to reach the client by telephone. It is suggested DDD simplify the process and reduce excess mailings, thus it will be implemented beginning September 1, 2009 that one notice will be mailed 6 months prior to the expiration date stating to reapply the client may call or write to have a packet sent to them. If no response is received, DDD will call the family 90 days prior to the expiration date. First year cost savings are estimated to be $4,920. Since the suggestion falls within the suggester's job duties, a recognition award is granted.

Department of Social & Health Services

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Stacy Winokur	Olympia	$200.00
200800646			
Dec2008			

Savings/Desc $8,400.00

Suggestion: When sending documents out for translation, the Department of Social and Health Services (DSHS) should use the word count function that is within the spelling and grammar check/readability statistics for a more accurate count.

Evaluation: DSHS will notify contract users of the correct method of obtaining a word count for forms. This information has already been provided to all administrations within DSHS through the LEP Advisory Committee. A recalculation of 2008 translation project word counts, using the "spelling and grammar check" method, resulted in approximately 70% of projects having a lower word count or a cost reduction of approximately $700 per month. First year savings are estimated to be $8,400. Because this falls within the suggester's job duties, a recognition award is granted.

Department of Transportation

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Megan Villa	Richland	Recognition
200900013			
Jan2009			

Savings/Desc $47.00

Suggestion: The Department of Transportation should purchase the dispensers for bottled water instead of renting them.

Evaluation: Pricing comparisons were completed, and in January 2009 a Whirlpool model dispenser was purchased. First year cost savings are $46.57. A certificate of recognition was sent to the suggester.

State Board for Community and Technical Colleges

Suggestion Number	*Suggester Name:*	*City:*	*Award:*
Entry Date:	Cable Green	Olympia	Recognition
200800372			
Sep2008			

Savings/Desc $25,000.00

Suggestion: The State Board for Community and Technical Colleges (SBCTC) should use the program, Elluminate, to host online, at the desktop meetings instead of traveling

Evaluation: This suggestion will save thousands of dollars in travel via plane and car. The SBCTC has implemented the suggestion on 3 meetings and savings is projected at $25,000. Since the suggestion falls within the suggester's job duties, recognition for the suggestion is recommended.

Washington State Productivity Board

NON-ADOPT REPORT

September, 2009

Department of Corrections

Suggestion Number	*Entry Date:*
200900104	Feb2009

Suggestion: When an offender is insured by a spouse or guardian, the Department of Corrections (DOC) should have the responsible person pay the deductible for the medical and mental health evaluations.

Evaluation: While few offenders have insurance, many do not and there is no automated method to determine who has coverage. The staff time required to verify insurance as well as the billing process would greatly exceed the minimal gain the agency might realize.

Department of Corrections

Suggestion Number	*Entry Date:*
200900108	Feb2009

Suggestion: The Department of Corrections (DOC) should have OMNI either provide contact info by sorting chromos by codes, (ZH, FC, OP, etc.), which can then be reported automatically in verbose format, or provide recurring check dates for contacts based on RLC, which then can be reported automatically, in concise format.

Evaluation: Not a new idea. The ability to access and pull the expected offender contact standards based on the contact standards entered into the OMNI software was selected for enhancement in September, 2008. The feature will be implemented in the future.

Department of Corrections

Suggestion Number	*Entry Date:*
200900208	Apr2009

Suggestion: The Department of Corrections (DOC) should have Community Corrections Officers stop doing presentence investigations.

Evaluation: Current statute requires DOC to complete a pre-sentence report before imposing a sentence upon a defendant who has been convicted of a felony sexual offense. These cases are a priority issue to DOC as are pre-sentence investigations for any defendant defined as mentally ill.

Department of Corrections

Suggestion Number	*Entry Date:*
200900263	May2009

Suggestion: The Department of Corrections (DOC) should stop the practice of keeping slough files on offenders in prison and on community custody.

Evaluation: In theory, having all offender related documentation available electronically sounds reasonable. However, feedback from the prison counselors indicates that immediate access to file material is not always available from electronic storage and working with electronic files would slow down their caseload work. Regardless of electronic access, some documents will always be in a slough file and archiving with two year retention is still required.

Department of Corrections

Suggestion Number	*Entry Date:*
200900272	May2009

Suggestion: The Department of Corrections (DOC) should have urinalysis (UA) testing done randomly by calling the offender into the office or done in the "field" or community at a rate of one UA per every two months.

Evaluation: Not a new idea. This issue was presented to the CCD budget reduction committee in December, 2008. They are currently working on a presentation to DOC's Secretary to increase detection of illegal drug usage.

Department of Corrections

Suggestion Number	*Entry Date:*
200900321	Jun2009

Suggestion: The Department of Corrections (DOC) should reduce the amount of Indigent Mail from ten letters a week to only five letters a week. This will cut the cost of pre-franked envelopes in half.

Evaluation: DOC policy states offenders will be provided up to 10 first class pre-franked envelopes. The intent of this policy is to provide an avenue for all offenders to maintain community ties. Offenders are required to repay the postage debt incurred so elimination of indigent postage allotments would not result in a significant cost savings for the agency.

Department of General Administration

Suggestion Number	*Entry Date:*
200900365	Jul2009

Suggestion: The Department of General Administration should change the way daily parking passes are sold.

Evaluation: The Office of Parking Services has been confronted with this problem for some time now. We do not have funds in the parking account to purchase new state of the art meters. Statute requires GA must charge for parking on the Capitol Campus. Parkers can purchase as many passes as they would like for the month and additionally purchase more for the following month. It is not recommended that we issue passes to parkers with no expiration date. That would allow parkers to drive their vehicle daily without paying.

Department of General Administration

Suggestion Number	*Entry Date:*
200900212	Apr2009

Suggestion: The Department of General Administration (GA) should receive bids on television service and mandate agencies use the selected provider.

Evaluation: Cost outweighs the benefit. The Department of General Administration, after coordination with the Department of Information Services (DIS), has chosen not to create a contract for this commodity. Since this commodity is currently delegated to the field, the cost of reversing that delegation and establishing a statewide purchased services contract would be high. DIS has had some experience with the commodity and indicates contract savings were minor and that regulation limited the effect of aggregation. Given these factors, the opportunity to find savings that would exceed the cost of contract creation is very limited.

Department of Labor & Industries

Suggestion Number	*Entry Date:*
200900171	Mar2009

Suggestion: The Department of Labor & Industries (L&I) should complete a study of seriously disabled workers whose impairment has or is expected to last one year. The study should include data about what percentage have attorney representation then make available factual information to enable workers to make informed decisions about whether to file for Social Security disability.

Evaluation: Not a new idea, currently in use. When a time loss claim reaches 300 days of time loss paid, an automatic inquiry is sent to Social Security. If a "no record" response comes back from Social Security, a letter is triggered to be mailed to the injured worker.

Department of Retirement Systems

Suggestion Number	*Entry Date:*
200900278	May2009

Suggestion: The Department of Retirement Systems should consider an online form for members to request an official estimate instead of only having requests taken over the phone.

Evaluation: Not a new idea. Retirement system members can request benefit estimates from DRS by phone, email,and write in. Or they can access DRS' online account access system and produce their own estimates. If a request is made over the phone, employees use the opportunity to counsel the member about their retirement benefits. DRS feels this is in the best interest of its clients but the information is available electronically should one request it.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900260	May2009

Suggestion: The Department of Social and Health Services (DSHS) should use one DSHS benefit eligibility review form rather than the more than ten types currently used.

Evaluation: The same number of forms would still be printed by the state printer or by local contracted printers. There are different forms to make it more apparent to the financial worker the type of action that needs to be taken with the information provided by the customer. Customers are now being encouraged to submit their applications and reviews online, eliminating the paper altogether.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900313	Jun2009

Suggestion: The Department of Social and Health Services (DSHS), Home and Community Services (HCS), should bill Medicaid for the interpreter services when they are needed for in-person interviews.

Evaluation: All programs and operations of entities that receive federal assistance must comply with the federal Civil Rights Act and the Americans with Disabilities Act. These laws require HCS and other DSHS divisions and their contractors to provide equal access to individuals applying for or receiving DSHS services. Interpreter Services are not a client or medically related service. They are a purchased service to be charged to administrative costs by each division providing the service.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900315	Jun2009

Suggestion: Instead of mailing financial letters, the Department of Social and Health Services (DSHS), Home and Community Services (HCS), should send out an email or notice in CARE to the case manager saying they have a letter for the client.

Evaluation: The issue of the cost of mailing letters to our own social workers has already been identified and other measures are in process that will resolve it. Social Services will be folded into the Document Management System (DMS) which will solve the problem. Any changes to current systems, either CARE or ACES, which are not mandated by policy or by legislature will not be prioritized before Social Services has implemented DMS.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900255	Apr2009

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should treat the total number of hours of direct care staff per month as a performance indicator for each individual ward in the hospital.

Evaluation: Not a new idea. WSH has had a nursing acuity system in place for over 10 years. Since a study completed in 2007, the Nursing Staff Effectiveness Committee has worked to develop a staffing plan to recommend to the hospital CEO. It has been planned that the nursing acuity model will be revamped to count hours rather than number of staff on a shift per ward.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900207	Apr2009

Suggestion: The Department of Social and Health Services (DSHS) should have an agency email address where simple correspondence could be emailed from and to clients, customers and vendors.

Evaluation: DSHS already has several forms that are available online for completion or for download. There are also several programs including the Most Wanted web site, the Community Relations unit, The Passport and License suspension programs and each individual child support field office that have email boxes for correspondence with clients.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900135	Mar2009

Suggestion: The Department of Social and Health Services should utilize an automated system to send e-mail notifications to clients when documents are received, processed or letters and the type of letter are mailed.

Evaluation: Not a new idea. DSHS began review of this idea at the SDR Application Workgroup in February 2009. It will be implemented and become a part of the client benefit account.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800119	Mar2008

Suggestion: The Department of Social and Health Services (DSHS) should have a section in the Barcode program that lists whom is authorized to receive client information. This would allow DSHS employees that answer phone calls to quickly identify whether the caller is authorized to receive information or not.

Evaluation: Not a new idea. The ECR (client activity log) currently contains filter options for document types. With these filter options, workers can quickly find release of information documents for the client.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800120	Mar2008

Suggestion: The Department of Social and Health Services (DSHS) should have a section in the Barcode program to place notes when the client is contacted, when the client contacts DSHS or when someone else contacts DSHS regarding the client so there is no room for misunderstanding or misinformation.

Evaluation: Training issue, the Barcode program contains a "received calls" component. Phone calls are logged into the ECR CAL (client activity log) and can easily be searched for.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800168	May2008

Suggestion: The Department of Social and Health Services (DSHS) should have the words "Job Announcement" in the email subject line so those employees who do not wish to receive job announcements can filter out the emails.

Evaluation: The email notification of job postings is simply a courtesy and need not be standardized. Employees interested in applying for jobs should regularly check the ESA job board and Department of Personnel portal.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800256	Jul2008

Suggestion: The Department of Social and Health Services (DSHS), Document Management System (DMS), should have the Records Retention Center recycle the boxes that contain documents to be destroyed instead of destroying the boxes along with the documents.

Evaluation: Cost outweighs the benefit. The cost of arranging the transport of the boxes back to 6 hubs is cost prohibitive.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800563	Nov2008

Suggestion: The Department of Social and Health Services (DSHS) should not print out, from the EJAS system, the list of available resources with every IRP to reduce the amount of paper being used.

Evaluation: After conferring with the WorkFirst Policy lead, it was found to be preferable to give WorkFirst parents information about all support services available should they chose to participate in activities other than the one they are currently in. Exempt caretakers or parents may also choose to participate with support services and would need the same information.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200800648	Dec2008

Suggestion: The Department of Social and Health Services (DSHS) should use an online vital records company to verify out of state birth certificates instead of ordering hard copies each time one is needed.

Evaluation: Cost outweighs the benefit. The online resource recommended by this suggestion for attaining vital records clearly states the information they provide is inaccurate and cannot be used for legal decisions. The second online resource recommended charges a fee for birth certificates that far exceeds the current cost to DSHS.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900332	Jul2009

Suggestion: The Department of Social and Health Services (DSHS) should replace state run, large psychiatric facilities with 16 bed local community based state run psychiatric facilities, reducing administrative over sight and receiving more Medicaid funds.

Evaluation: Resources not available. Cost outweighs the benefit. While this idea would allow the state to claim Medicaid for some patients, the costs would significantly outweigh the expected revenue. Both state hospitals are located where, for the most part, buildings are older but paid for. Each of these new facilities would require an administrator and new staffing hire. In addition, the state would not be able totally close the current hospitals. Smaller facilities would work for civil commitments but not for forensic patients. This means the state hospitals would continue to operate, only smaller and less efficiently. With the large size, the hospitals are able to take advantage of economy of scales, where fixed costs associated with these facilities are spread out over a large number of patients, resulting in lower costs to the state.

Department of Social & Health Services

Suggestion Number	*Entry Date:*
200900336	Jul2009

Suggestion: The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should be able to electronically call back or cancel payments when Temporary Assistant for Needy Families (TANF) is terminated within the last ten days of the month.

Evaluation: Federal law requires 10 days advance and adequate notice before DSHS takes any negative action.

Department of Transportation

Suggestion Number	*Entry Date:*
200800591	Nov2008

Suggestion: The Department of Transportation (DOT) should remove the requirement for the eight inch amber ball in Type 1 Ramp Meters.

Evaluation: Cost outweighs the benefit. DOT uses the yellow (amber) interval to transition from a non-metered to a metered condition to avoid rear end collisions at the start up of a metering operation. Throughout the day, the meter will be in and out of operation multiple times. Every time the operation begins, a forced free flow to a metered flow follows procedure as transition.

Department of Transportation

Suggestion Number	*Entry Date:*
200800394	Sep2008

Suggestion: When providing support for employees located in offices outside the Olympia area, the Department of Transportation (DOT), technical support, should utilize a tool that is already installed on every Windows PC that allows a person to remotely connect to another person's PC to see the screen and control the computer of the person having the issue. This would allow the problem to be fixed without having to send technical support to the office, saving on travel costs.

Evaluation: Not a new idea. DOT currently has two low-cost tools at our disposal to remotely control desktop computers and provide web-based presentations to multiple diverse locations.

Department of Transportation

Suggestion Number	*Entry Date:*
200900166	Mar2009

Suggestion: For each major manual or publication, the Department of Transportation (DOT) should apply the 80-20 rule and also provide a summary to go with it that would basically provide the 20% of the material that the staff will need to know in order to do 80% of the work they will likely encounter.

Evaluation: Two documents with the same information would be challenging to maintain, a strain on resources, and present a potential risk of miscommunication. Complex work requires complex guidance; a manual should not substitute for knowledge, experience, training, and time on the job.

Department of Transportation

Suggestion Number	*Entry Date:*
200900167	Mar2009

Suggestion: When damage occurs to state property in a Department of Transportation (DOT) construction zone, DOT should hold the project engineer accountable for submitting the required billing information to financial services and risk management so that the insurer can be billed for the cost to repair the damage.

Evaluation: Not a new idea. Documented procedures are already in place to address this situation when it arises. The project manager does have some discretion to make a good business decision not to pursue reimbursement if the costs outweigh the potential benefit.

Department of Transportation

Suggestion Number	*Entry Date:*
200900112	Feb2009

Suggestion: The Department of Transportation (DOT) should have the Employee Recognition Event "potluck style" to cut down on costs.

Evaluation: After careful consideration, DOT decided to continue to research various cost-saving initiatives and may consider a potluck or brown bag celebration if funding for this event becomes unavailable or is removed from the budget entirely. For the 2009 celebration, DOT reduced its budget for this event by nearly 30%. This budget includes the cost of certificates, frames, pins, and $12 per employee located at each satellite office in the region. DOT is concerned that hosting a potluck luncheon may send the wrong message to employees about the department recognizing and valuing their hard work and dedication if they are asked to purchase and prepare food for their own recognition day.

Department of Transportation

Suggestion Number	*Entry Date:*
200900106	Feb2009

Suggestion: The Department of Transportation (DOT) should implement a private printing feature that holds print jobs at network printers until the user walks up and enters a personal identification number. This eliminates "abandoned" print jobs, cutting waste and if nobody claims the job, it can be deleted from the print queue after a certain amount of time.

Evaluation: Not a new idea, first discussed in November, 2008. Where it was decided this feature is included on almost all new multi-function printers and is in general use.

Department of Transportation

Suggestion Number	*Entry Date:*
200900256	Apr2009

Suggestion: The Department of Transportation should only have CINTAS clean floor/door mats semi-monthly instead of weekly.

Evaluation: Floor mats are the first level of defense against premature carpet wear and the potential introduction of contaminating agents as they remove and trap particles brought inside the work area such as mud, dirt, snow, water, oil, and chemicals. Mats collect minimal to significant amounts of debris depending on the facility location and weather conditions. After consulting with DOT regional facility staff, existing procedures as determined at the region level are appropriate for conditions based on facility specific needs.

Department of Transportation

Suggestion Number	*Entry Date:*
200900095	Feb2009

Suggestion: The Department of Transportation (DOT) should print intersection, interchange and R/W plans on bond paper, get signatures, and then scan these for archiving purposes. This would eliminate the need to print the plans on Mylar.

Evaluation: Cost outweighs benefit. Right of way (R/W) plans, interchange plans, and intersection plans are utilized as a project development resource by various stakeholder groups throughout the agency. As such, these plans are handled quite frequently. Paper has been tried and it doesn't hold up well with continued handling. As far as electronic storage, there is no current policy or procedure infrastructure in place to support scanning and storage in a centralized fashion.

Department of Transportation

Suggestion Number	*Entry Date:*
200900251	Apr2009

Suggestion: The Department of Transportation (DOT) should develop a policy that requires small kitchen appliances be either unplugged or otherwise disconnected from the electrical source when not in use.

Evaluation: Not a new idea. This idea was studied in depth with General Administration and a consultant in a study of phantom power in 2005. At that time it was determined that the potential savings for unplugging unused coffee pots and the like would not off-set the costs to implement and manage a phantom power reduction effort. This same issue was discussed in 2008, and it was decided minor efforts to reduce phantom power would be tried after completion of the master space plan.

Department of Transportation

Suggestion Number	*Entry Date:*
200900246	Apr2009

Suggestion: When the Department of Transportation (DOT), Real Estate Services (RES), purchases business and residences for the expansion of highway systems, the Washington State Plant Operations Consortium should be notified so they could link the surplus structure with a needy agency that could re-use the majority of the materials within and external to the structure.

Evaluation: Cost outweighs the benefit.While DOT prefers to recycle and put to good use materials in reusable condition, it has been researched and found to be more expensive to hire "green" companies to remove products for use in another venue. Our contractors do recycle as much as possible, and always with concrete. Additionally, the receipt of fair market value is a requirement whenever we dispose of or lease property we own. These constraints make it very difficult for DOT to "give away" assets for reuse. There are also liability issues with regard to substances that may or may not have been present in the home acquired and testing that would be required to ensure safety of materials. DOT recycles when possible to reduce waste and look for alternative to save time and money in all of these projects.

Department of Transportation

Suggestion Number	*Entry Date:*
200900247	Apr2009

Suggestion: The Department of Transportation (DOT), Adopt a Highway Program, should scan activity reports and email them instead of sending out hard copies.

Evaluation: Training issue, this is an option already utilized by DOT. An updated reminder to all the coordinators that they can indeed scan their reports and send them may be helpful. In addition, DOT is nearing the testing stage of a program that allows Adopt-A-Highway participants to enter and send in their own information. Once in place, it will also be a cost savings to all those who use it.

Department of Transportation

Suggestion Number	*Entry Date:*
200900264	May2009

Suggestion: The Department of Transportation (DOT), Ferries Division, should install photovoltaic's modules for lights in one or two sections of the boats.

Evaluation: Cost would outweigh the benefit. Existing budgets for DOT place priority on vessel maintenance and preservation. This project would be an improvement. Interior lighting is required day and night, rain or shine. Lighting powered by PV panels would require back -up from traditional sources.

Employment Security Department

Suggestion Number	*Entry Date:*
200900294	May2009

Suggestion: The Employment Security Department (ESD) should have the employer and claimant file the questionnaire regarding job separation online instead of sending out hard copies.

Evaluation: Not a new idea. This suggestion has been on ESD's technology priority list since 2006. Implementing the change would require modifications to multiple applications, and at this time Legislative technology enhancements have taken precedence over the priority list.

Employment Security Department

Suggestion Number	*Entry Date:*
200900249	Apr2009

Suggestion: The Employment Security Department (ESD) should use online web forms for all requests for information and just use paper forms at a claimant's special request or where no email address is given.

Evaluation: This idea was discussed beginning in 2002 and in 2006 was identified as one of the Division's technology priorities. This change entails modification to multiple electronic applications. Although the change is on our priority list, other enhancements have taken precedence over completion of this change.

Superintendent of Public Instruction

Suggestion Number *Entry Date:*

200900291 May2009

Suggestion: The Office of the Superintendent of Public Instruction (OSPI) should use the ACT test to conduct assessments instead of the WASL.

Evaluation: Not a new idea and requires statutory change. The WASL is being replaced with two new tests: the grades 3-8 Measurements of Student Progress and the High School Proficiency Exam. These tests will be moved online beginning in spring 2010. OSPI is currently under a 4 year assessment contract with Data Recognition Corporation and Education Testing Services. Any changes the agency makes to state testing must be made within the bounds of that contract.

Washington State Patrol

Suggestion Number *Entry Date:*

200900035 Jan2009

Suggestion: Washington State Patrol (WSP) should put regulation manuals on a CD and their intranet instead of printing hard copies.

Evaluation: Not a new idea. The Regulation Manual has been made available on the agency Intranet since 2003 and CDs provided at our supply warehouse. The trend over the past 3 years indicates the number of hard copies produced is on the decline. Commissioned officers and other employees need to have a hard copy when computer access is not available.

Wenatchee Valley Community College

Suggestion Number *Entry Date:*

200900357 Jul2009

Suggestion: Wenatchee Valley College should have leave slips in an electronic format.

Evaluation: Not a new idea. This idea has been in process at Wenatchee Valley College for the past year. We are currently working with other community colleges to create an electronic form for leave slips.