



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 5, 2008
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*August 1, 2008*)
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report**)
--Reviewer: Mike Kerschbaum
- Employee Suggestion Non-Adopts (*Blue report**)
--Reviewer: Linda Villegas Bremer
- 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 1, 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, Brian Sonntag, Linda Villegas Bremer, George Masten, Roselyn Marcus and Wanda Riley

Board Members absent: Kathleen Brockman, Mike Kerschbaum, Terry Teale and Scott Turner

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

Guests present: Rich Tomsinski, Employment Security Department; DiAnna Bohart, John Farley, Tia Livingood, Randy Simmons, Keri Smith, Victoria Wiley and Krista Wisner, Liquor Control Board

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the June 6, 2008 minutes as written.

MONTHLY UPDATE

Tracy Workman introduced new Productivity Board staff member, Philip Kerrigan. Philip will coordinate the Teamwork Incentive Program and prepare all articles, press releases and flyers.

Productivity Board staff is working with the Department of Corrections (DOC) to kick off their "Bright Idea" marketing campaign where every DOC employee will receive an energy efficient light bulb containing information on Employee Suggestion and Teamwork Incentive Programs.

Shad Bell and Philip have been busy meeting with: the Administrator for the Courts, Arts Commission, Auditor's Office, Community Trade & Economic Development, County Road Administrative Board, Fish and Wildlife, General Administration, Hispanic Affairs Commission, Labor and Industries, Liquor Control Board, Puget Sound Action Team, Department of Revenue and Workforce Training and Education Board.

TEAMWORK INCENTIVE PROGRAM – FINAL REPORT

Financial/Support Services

Liquor Control Board

Wanda Riley and Terry Teale 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: \$50,141.68

Total Team Award: \$12,535.42

EMPLOYEE SUGGESTION ADOPTS

Shad Bell reviewed in Terry Teale's absence 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.*

MULTIPLE AGENCY SUGGESTIONS

Shad Bell reviewed in Terry Teale's absence and reported that she concurred with agency evaluations, and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

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

NEXT BOARD MEETING

The next Board meeting is scheduled for September 5, 2008 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

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

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:34 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 08/04/08

Washington State
Productivity Board

ADOPT REPORT

September, 2008

Community, Trade & Economic Development

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
199719378 Jun 1997	Diana Stone	Olympia	

<i>Savings/Desc</i>	<i>Total Award</i>	<i>Recognition</i>
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Suggestion: CTED should use their desktop publishing in Word to create the Household Income Home Energy Assistance Program to record intake information. Currently, the intake information is done by Dept. of Printing. Would be easier to update annually.

Evaluation: Using the form created by the suggester resulted in a first year savings of \$400. We now print this form in both English and Spanish.

199920600 Mar 1999	Patti Thorn	Olympia	\$200.00
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<i>Savings/Desc</i>	<i>Total Award</i>	<i>Recognition</i>
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Suggestion: When the Office of Crime Victims Advocacy (OCVA) Legislative Report is mailed, it should include the form requesting to stay on the mailing list the suggester created. Will save money on postage.

Evaluation: Modified adopted. The distribution list is now part of a database and all copies are now sent out via the internet. Individuals simply notify the agency by email if they wish to be removed. Based on this employee suggestion, CTED saved \$17,000 in first year savings. Since this falls within the suggester's job duties a \$200 recognition award will be given.

Department of Ecology

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800237 Jun 2008	Guy Barrett	Olympia	
	Ivy Anderson	Olympia	

Savings/Desc \$116,285.63

Total Award Recognition

Suggestion: The Department of Ecology should amend the fiscal cost recovery process to add the step of sending the invoice to the registered agent if the normal procedures have failed as another way to help recover past due costs.

Evaluation: As a result of this suggestion, \$116,285.63 in contaminated site clean up cost has been recovered. We now have adopted this process as a policy. Since this falls within the suggester's job duties, an internal recognition award is granted.

Employment Security Department

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200700122 Jul 2007	Jim Little	Seattle	\$200.00

Savings/Desc

Total Award Recognition

Suggestion: The Employment Security Department (ESD) should have the Information Technology (IT) Department create a micro software program that would open and update all programs needed to serve a claimant's case in one process.

Evaluation: This suggestion will save staff time by eliminating unnecessary steps and ESD has created a work group to implement this idea. Since the savings derived from this suggestion are savings in staff time, a \$200 recognition award will be given.

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800056 Feb 2008	Joyce Taute	Olympia	

Savings/Desc

Total Award Recognition

Suggestion: The Employment Security Department (ESD) should add the statement "This form may be needed for tax purposes" when mailing cash receipts for repayment of overpayments. This would save claimants from contacting ESD during tax time for a letter stating the same information.

Evaluation: Modified adopt. ESD recently decided to abolish the receipt form because the receipt is a duplication of the information contained in the monthly billing statement. Instead, the monthly billing statement will be modified to include instructions about retaining the statement for tax purposes. Because this suggestion addresses a customer service aspect and there are no cost savings to the agency, an internal recognition will be given.

Department of Health

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800208 Jun 2008	Joel Freeman	Olympia	\$100.00
	Gary Soderberg	Olympia	\$100.00

Savings/Desc \$38,400.00

Total Award Recognition

Suggestion: The Department of Health (DOH) should have one of their employees take on the supply room stocking responsibilities instead of paying for a representative from Central Stores to do it.

Evaluation: After reviewing the cost for Central Stores representatives to maintain the office supplies in copy rooms, DOH will be moving forward with this change. A first-year cost savings of \$38,400 is anticipated. Because this falls within the suggester's job duties, a recognition award of \$200 is granted.

Liquor Control Board

<i>Suggestion Number Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800161 Apr 2008	Kimberly Ward	Olympia	\$53.25
	Peggy Lynch	Olympia	\$53.25
	Robin Hall	Olympia	\$53.25
	Cindy Doughty	Olympia	\$53.25

<i>Savings/Desc</i>	\$2,128.00	<i>Total Award</i>	\$213.00
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Suggestion: The Liquor Control Board (LCB) should create a Power Point presentation of holiday gift items available for purchase and post it on the intranet for stores to review and order from rather than mailing catalogs to each store.

Evaluation: LCB will be moving forward with this suggestion. Having the ability to post the Holiday catalog on the intranet for viewing will result in a first year cost savings of \$2,128.00

200800241 Jul 2008	Erasmus Leingang	Olympia	\$200.00
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<i>Savings/Desc</i>	\$71,740.00	<i>Total Award</i>	\$200.00
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Suggestion: 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.

Evaluation: We recommend proceeding with this suggestion. This will provide significant savings to the agency. Because this suggestion falls within the suggester's job duties, a recognition award of \$200 is granted.

Washington State Patrol

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800205 Jun 2008	Karey Reisdorph	Walla Walla	\$20.00

<i>Savings/Desc</i>	\$180.00	<i>Total Award</i>	\$20.00
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Suggestion: The Washington State Patrol (WSP) should discontinue the long distance from the current phone service and use the SCAN Plus card or department issued cell phones instead.

Evaluation: Modified adopt. WSP was able to eliminate a \$15 per month minimum charge for long distance service that guaranteed a lower per minute rate of \$.05 per minute. This will result in first year cost savings of \$180 to the agency. Though using SCAN Plus cards and department issued cell phones are the preferred methods for placing long distance calls, WSP does not find it prudent to entirely remove access to the long distance carrier service currently on the telephone system as it ensures quick and easy access in an emergency situation. Since this falls within the suggester's job duties a recognition award of \$20.00 is granted.

Washington State
Productivity Board

NON-ADOPT REPORT

September, 2008

Auditor's Office

Suggestion Number *Entry Date*

200800221 Jun 2008

Suggestion: The State Treasurer should print a short message about the citizen's hotline along with the toll free number designed by the State Auditor's office on all warrants and accompanying vendor advices to bring higher visibility to the program.

Evaluation: Because the citizen's hotline is not funded, increasing outreach would require additional expenditures where resources are not available at this time. If the program receives funding in the 2009 legislative session, additional outreach efforts can be pursued.

200800225 Jun 2008

Suggestion: The State Auditor's Office (SAO) should produce and distribute an annual report of the Citizen Hotline activities and results. SAO should also publish a condensed version of the report in newspapers and other publications to peak the public's interest in the hotline.

Evaluation: Not a new idea. Extensive outreach, marketing, and communication have already occurred and continue to occur at the state and local levels. Studies have shown this to be effective based on the more than 660 Hotline contacts since the program began. In addition to public outreach, an annual report is published as required by state law.

Community, Trade & Economic Development

Suggestion Number *Entry Date*

200200113 May 2002

Suggestion: Community Trade and Economic Development (C-TED) should schedule and purchase airline tickets on the internet.

Evaluation: Purchasing airline tickets via the internet would require many staff hours to find the optimal flights, book the reservations, and purchase the tickets. It would also require staff to deal with flight changes. Many of the lower cost flights available through the internet have severe restrictions and penalties if the reservations are cancelled or changed. Using the travel center to book flights requires the center to handle these details and adjustments. Also, the State has contracts in place with airline carriers for specific destinations.

Employment Security Department

Suggestion Number *Entry Date*

200800181 May 2008

Suggestion: The Employment Security Department (ESD) should have applicants indicate on their initial application what language they want to have communications sent in rather than ESD providing English and Spanish translations which can cause confusion.

Evaluation: Not a new idea. In June 2007, a service request was filed to begin the process of separating ESD's English and Spanish documents. Since 1995, language preference statistics have been monitored to determine the need for communications in languages in addition to the six most requested languages which are available to our clients at this time.

Department of General Administration

Suggestion Number *Entry Date*

200800213 Jun 2008

Suggestion: The Department of General Administration (GA) should provide a location in the Capitol Campus buildings for employees to dispose of/recycle the newer, high-tech light bulbs.

Evaluation: The Department of General Administration maintains the lighting systems in the buildings on Capitol Campus. As a part of that maintenance, the department recycles all of the lamps removed through a hazardous waste recycling contract. The department is unable to accept additional lamps for disposal from private citizens or employees. The public can recycle their lamps at various locations and may contact their county's solid waste department for more information.

Department of Health

Suggestion Number *Entry Date*

200800234 Jun 2008

Suggestion: The Department of Health (DOH) should have same sex employees traveling on State business share hotel rooms to save money.

Evaluation: DOH as an agency does not discourage same sex employees from sharing an overnight accommodation when traveling on State business but believes this is a choice for both travelers to make. The Office of Financial Management mandates that Washington State Agencies are to follow Federal per diem rates and as long as our employees stay within these guidelines, mandating same sex employees traveling together to stay in the same lodging room infringes on a traveler's right to choose.

Suggestion Number *Entry Date*

200800248 Jul 2008

Suggestion: The Department of Health (DOH) should adjust heating and cooling temperature gauges seasonally (ie: air temperature should be warmer in the summer before cooling systems engage and colder in the winter before heating engages) to maximize energy efficiency and cost savings.

Evaluation: Not a new idea. General Administration took this into consideration when the rules and guidelines were developed that DOH uses to operate its building heating and cooling. The settings currently used have been found to be the most cost-effective and optimal comfort temperatures for a working office environment.

Department of Labor & Industries

Suggestion Number *Entry Date*

200800124 Mar 2008

Suggestion: The Department of Labor & Industries (L&I) should create a computer program similar to the Help option in Microsoft Word where employees can type in a work policy question and get the answer.

Evaluation: L&I currently has a functional directory guide, internet and intranet web sites that provide answers to commonly asked questions. To provide another application for this purpose would be redundant.

200800139 Apr 2008

Suggestion: The Department of Labor & Industries (L&I) should convert VHS training tapes to DVD and load them in a shared file for employees to view and do online training.

Evaluation: Converting our existing library of safety videos from VHS to DVD is not cost effective to the agency. We have found that this money is better spent on purchasing new material which is in DVD format. The safety training materials purchased have licensing limitations and are unable to be copied to a shared drive as the employee suggestion has proposed.

200800185 May 2008

Suggestion: The Department of Labor and Industries (L&I), Audit Program, should scan the audit file at the field office then transport it to a shared drive where it could be accessed or moved to the Orion program.

Evaluation: The scanners available for the field officers to use are not adequate or able to handle the size and volume of audits they perform. The expense of purchasing such scanners would not be cost effective. In addition, having an audit in a shared drive creates a security issue with the possibility of someone changing or altering the audit.

Department of Licensing

Suggestion Number *Entry Date*

200800249 Jul 2008

Suggestion: The Department of Licensing (DOL) should have posters in licensing offices stating "Residence verification will be required on all new applications."

Evaluation: Currently, DOL has residence requirement information available at all licensing services offices and on the DOL website.

Department of Retirement Systems

Suggestion Number *Entry Date*

200800200 May 2008

Suggestion: The Department of Retirement Systems (DRS), Deferred Compensation program, should have an option for participants to receive confirmations of account changes via email instead of a mailed hard copy.

Evaluation: Not a new idea. Currently DRS is under contract with a third-party record keeping service until June, 2010. When the contract is renegotiated, this idea will be part of our efforts for the new agreement.

Department of Social & Health Services

Suggestion Number *Entry Date*

200800147 Apr 2008

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital, should use the software program created by the suggester to track the process of discharging patients.

Evaluation: Not a new idea. This suggestion is both creative and thoughtful. The suggester is very skilled with computer databases and adds a lot to social work as a result. Unfortunately, the use of this database would not achieve the desired outcome. WSH has an existing database that better addresses the key issues mentioned in this suggestion.

Suggestion Number *Entry Date*

200800167 May 2008

Suggestion: The Department of Social and Health Services (DSHS) should eliminate hard copy production of the Transmittal Input List report that indicates the daily payments authorized through the system.

Evaluation: DSHS is required by the State Auditor's Office (SAO) to print the hard copy reports from the Transmittal Input List for reconciliation and auditing purposes. Having the hard copy provides a systemic method for DSHS to prevent errors, duplicate payments, and fraudulent activities.

200800175 Jun 2008

Suggestion: The Department of Social and Health Services (DSHS), Green Hill School, should purchase a campus-wide access system to track residents by living unit, assigned wing and room with suicide precaution information readily available.

Evaluation: Not a new idea. Our Information Technology division has created an automated client tracking system for resident information which, in the future, will be used for the purposes contained in the suggestion.

200800223 Jun 2008

Suggestion: The Department of Social and Health Services (DSHS) should set a reminder on computers to remind them to get up and move every 15 minutes to improve overall employee health.

Evaluation: Not a new idea. Since June 2005, the DSHS Enterprise Risk Management Office/Safety Claims Section has conducted work station assessments and training that instructs staff to get up at least every 30 minutes for good ergonomics and personal health.

200800258 Jul 2008

Suggestion: The Department of Social and Health Services (DSHS) should have the Information Technology (IT) staff create a set of instructions that all divisions/offices will use when installing Microsoft Office 2007.

Evaluation: Not a new idea. On May 13, 2008, a technical bulletin was released that contained instructions for installing Microsoft Office 2007 as well as an announcement of an April 13, 2009 deadline for implementation. These instructions provide the information that technical support staff needed to create the installation package for the distribution method used within their organization.

Department of Transportation

Suggestion Number *Entry Date*

200700192 Nov 2007

Suggestion: The Department of Transportation (DOT), should give employees a monthly stipend for using their own cell phone for company business.

Evaluation: We appreciate this employee's suggestion. To pay an allowance to employees for using their personal cell phones for DOT business sounds simple on the surface, but has underlying complexities beyond the control of DOT. In short summary, the following are the most compelling reasons this is not feasible to implement: IRS tax implications; electronic discovery and record retention requirements; administrative costs to regularly monitor State funded cell use.

200800202 May 2008

Suggestion: The Department of Transportation (DOT) should add a slow motor bike lane to highways to make it safe for those commuting to work by motor bikes that only go 35 to 45 mph.

Evaluation: Cost outweighs the benefits. To add a slow motor bike lane in each direction would equate to 1,795 miles of new lane construction at an estimated cost of \$18 Billion. The cost to implement this suggestion exceeds the benefits.

200800219 Jun 2008

Suggestion: The Department of Transportation (DOT), Ferries Division, should design the employee identification cards so they can be scanned for verification for ferry travel rather than having to print and complete the forms currently in use.

Evaluation: Not a new idea. This suggestion was first discussed during the deployment of the EFS operating system. At that time it was decided that travel coupons be utilized in lieu of the employee's badge to reduce the number of screen choices needing to be made for each entry. Making the employee ID a more viable solution would require a major software development modification.

200800231 Jun 2008

Suggestion: The Department of Transportation (DOT) should charge a nominal fee for WebFLOW traffic maps instead of offering the service for free.

Evaluation: The State Traffic Engineer and Webteam Managers both reviewed this suggestion and concluded that charging for this service is contrary to our agency's congestion relief efforts that encourage people to "know before you go". We also believe that current users would go to other sites that offer this information for free.

Suggestion Number *Entry Date*

200800233 Jun 2008

Suggestion: The Department of Transportation (DOT) should station a police car at the entrance of work zones.

Evaluation: Not a new idea. The suggestion is a well intended idea, but this is not a new idea. Since 1994, DOT has had a policy in place to work with law enforcement as an added safety precaution to our work zones.

200800239 Jul 2008

Suggestion: The Department of Transportation (DOT) should spray herbicides and growth retardants on the shoulder of roadways instead of mowing them.

Evaluation: The investigation of this suggestion indicates that, on a cost per mile comparison of just the equipment and materials including fuel costs, the use of plant growth regulators and herbicides is three times that of mowing. While spraying is much more efficient in terms of speed of operation, the material cost to implement this suggestion would not save DOT money.

200800242 Jul 2008

Suggestion: The Department of Transportation (DOT) should use aluminum wire instead of copper wire in some electrical applications as a preventative measure against theft.

Evaluation: Cost outweighs the benefit. DOT electrical systems are designed as sub-marine systems because they are likely to be immersed in water during electrical operation. Aluminum wiring does not have this characteristic ability. In addition, current carrying capacity of aluminum is less than copper and larger sized conductors, conduit splices, junction boxes, etc. would need to be used to compensate for the diminished capacity which would offset potential cost savings. DOT has assembled a wire theft task force which has identified courses of action for preventing copper wire theft.

200800255 Jul 2008

Suggestion: The Department of Transportation (DOT) should have a place on their intranet to post supplies in stock rooms that are unwanted or unused that can be given away or exchanged with other departments that would have a use for them.

Evaluation: Not a new idea. This idea is currently in use. DOT has had an intranet page for advertising surplus items. We are working to bring some greater visibility to the existing "surplus" page by doing an intranet article and creating a direct link to it on our intranet home page.

Suggestion Number *Entry Date*

200800257 Jul 2008

Suggestion: The Department of Transportation (DOT) should combine the hot mix asphalt/volume matrix computer workbook, SAMS program, and MATS program into one database so HMA testers only have to enter the test data into one program rather than three.

Evaluation: Not a new idea. The Headquarters Materials Laboratory has been working on integrating these computer programs since 1998. DOT has scheduled to deploy the testing portion of this new software in the field for the 2010 construction season.

200800264 Jul 2008

Suggestion: The Department of Transportation (DOT), Ferries Division, should start a lottery type drawing that would enable each entrant to win a "front of the line pass" for boarding.

Evaluation: This suggestion would require a change in legislation. Preferential loading, as it applies to this suggestion, is strictly governed by WAC 468-300-700. Changes to this WAC are subject to an administrative process requiring public hearings and input. There is also a gaming element to this suggestion which would require review by the Attorney General's office. Due to the legal restraints of this suggestion, cost outweighs the benefit.

Washington State Patrol

Suggestion Number *Entry Date*

200800235 Jun 2008

Suggestion: The Washington State Patrol (WSP), District Headquarters, should replace standard wall mount light switches with motion activated switches.

Evaluation: Not a new idea. Adding motion sensor light switches has been an on-going project to reduce energy consumption at WSP facilities since 2005. WSP has upgraded building controls at the Bellevue and Bremerton district offices that include both lighting and temperature set-backs.