



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
March 7, 2008
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*February 1, 2008*)
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report**)
--Reviewer: Linda Villegas Bremer
- Multiple Agency Suggestions (*Yellow report**)
--Reviewer: Linda Villegas Bremer
- Employee Suggestion Non-Adopts (*Blue report**)
--Reviewer: Brian Sonntag
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212 or for TIP, contact Linnaea Jablonski at 360.704.5259.*



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Productivity Board Meeting Minutes
February 1, 2008

WELCOME & INTRODUCTIONS

Brian Sonntag called the meeting to order at 10:06 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Brian Sonntag, Linda Villegas Bremer, Mike Kerschbaum, Roselyn Marcus, George Masten and Scott Turner

Board Members absent: Sam Reed, Kathleen Brockman, Wanda Riley, and Terry Teale

Staff present: Shad Bell, Linnaea Jablonski, Dawn Sanquist and Tracy Workman

Guests present: Brad Avey, House of Representatives and Lynn Hicks, Department of Transportation

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the January 4, 2008 minutes as written.

MONTHLY UPDATE

Tracy Workman reported that the Leadership Award Nomination form was released and 11 nominations have been received so far. The deadline for Extra Mile nominations is March 7th and April 4th for Leadership nominations.

The Innovations in State Government Awards ceremony is scheduled for Wednesday, February 13th from 11:30 am to 1:00 pm in the Capitol Rotunda. The Productivity Board received word that the Governor cannot attend so Secretary Reed will make opening remarks.

Shad Bell is working closely with the group coordinating Vancouver's Public Service Recognition Week (PSRW) event and has changed the location this year. The event will now be held at Esther Short Park in downtown Vancouver. The reason behind this is to get local government involved as well as more state agencies and higher education.

Linnaea Jablonski is working with the Spokane PSRW group who was also be having their event at a new location; the new Fish and Wildlife building in Spokane Valley.

Shad is working hard marketing the programs to individual agencies and met with Parks and Recreation, Administrator for the Courts, Fish and Wildlife. He and Linnaea met with the State Board

for Community and Technical Colleges and arranged for Sam to talk about the programs at their all staff event last week.

The Department of Transportation deployed their plan to market the Productivity Board with an email to all employees from Paula Hammond and a spot on their intranet where employee suggestions/TIP teams are featured each month. The agency wants every employee to receive a candy bar and brochure so Shad and Dawn Sanquist delivered over 1,500 candy bars to Headquarters and are now working on the regions. After every employee has received a candy bar, DOT will run an incentive contest hoping to increase participation.

APPEAL – SUGGESTION #200600074

Office of the Code Reviser

Sam Reed and Scott Turner reviewed the suggestion and after an overview from Shad Bell, a presentation by the suggester, Brad Avy, and hearing a letter from the Code Reviser's Office (CRO), the board determined to pull the appeal until the June meeting. The board would like someone from the CRO to attend and thought this would the office plenty of time to prepare after session is over.

EMPLOYEE SUGGESTION ADOPTS

Scott Turner 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.*

MULITPLE AGENCY SUGGESTIONS

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

EMPLOYEE SUGGESTION NON-ADOPTS

Shad Bell reviewed in Secretary Reed's absence and reported that he concurred with the agency evaluations and recommended approval: with the exception of suggestions #200700121 and #200700202, which were pulled for further review. It was moved, seconded, and *the Board voted unanimously to accept agency and staff recommendations.*

- | | | |
|--------|-----------|--|
| Page 2 | 200700121 | Board PULL: The agency needs to clarify why they believe the cost outweighs the customer service benefit. |
| Page 3 | 200700202 | Board PULL: The agency needs to clarify if they can stamp one "Proof of Citizenship" why can't they stamp the other "Not Proof of Citizenship". |

NEXT BOARD MEETING

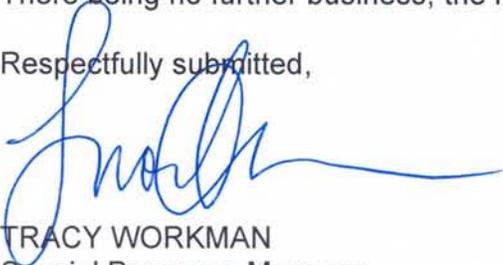
The next Board meeting is scheduled for March 7, 2008 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

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

ADJOURNMENT

There being no further business, the meeting was adjourned at 11:02 a.m.

Respectfully submitted,



TRACY WORKMAN
Special Programs Manager
TW/ds 02/19/08

Washington State
Productivity Board

ADOPT REPORT

11/1/2008

Liquor Control Board

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200800008 Jan 2008	Victoria Wiley	Olympia	
	John Farley	Olympia	

Savings/Desc

Total Award Recognition

Suggestion: The Liquor Control Board (LIQ) should offer the Alternate Work Schedule Request (flex-time) form in a format that can be filled out electronically. The form should also provide room for more than one week's schedule for alternate schedules that span multiple weeks.

Evaluation: The Alternate Work Schedule request form will be updated and uploaded to the intranet site, making it more accessible to our employees.

Department of Social & Health Services

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200700123 Jul 2007	Milo Pfander	Tacoma	

Savings/Desc

Total Award Recognition

Suggestion: The Department of Social and Health Services (DSHS) should add to the Facility Management System, the date the Plan of Correction (POC) is due. Currently, only the Regional Unit Secretary keeps track of the dates in their outlook calendars. Unless access is granted to the Licensors and the Unit Field Managers, the unit secretary is the only one who knows. Adding the POC would save staff time and improve service.

Evaluation: The agency agreed with the recommendation and implemented it in August 2007. No monetary savings could be identified because each regional office was using different tracking methods and systems, therefore a recognition award will be given.

Department of Transportation

<i>Suggestion Number</i> <i>Entry Date:</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award</i>
200700106 Jul 2007	Rick Mason	Mt. Vernon	\$100.00
	Bob Hynek	Mount Vernon	\$100.00

Savings/Desc

Total Award Recognition

Suggestion: The Department of Transportation should build or buy steel construction entrances plates instead of using rock.

Evaluation: Modified Adopt - DOT believes this idea has merit if modified to be used in conjunction with a stabilized entrance. We intend to develop specifications for use of the steel plates and add the plates to the truck entrance design as an option by January 1, 2009. Since this falls within the suggester's job duties, a \$200 recognition award is granted.

Washington State
Productivity Board

MULTIPLE AGENCY REPORT

March, 2008

Suggestion: 200700113 (continued)

Entry Date: 7/16/2007

Description: To reduce waste and cost, the Office of the Secretary of State should purchase automated towel dispensers for the 8 restrooms and 1 kitchen in the State Library building.

Suggesters: Terri Nelson Olympia

150 GEN

General Administration (GA) recommends adopting and installing touchless automatic paper towel dispensers in the State Library Building. Specifically I would recommend the Georgia Pacific enMotion dispensers; however, GA does not own the building so it is the decision of the Secretary of State and/or building owner.

03/2008 Adopt

85 SEC

The Office of the Secretary of State agrees that this suggestion will save money. However, until it is approved by the library building landlord and/or the General Administration (GA), the idea can not be implemented. We have estimated GA's first year savings at about \$100.

02/2008 Adopt

Washington State
Productivity Board

NON-ADOPT REPORT

March, 2008

Department of Ecology

Suggestion Number *Entry Date*

200800002 Jan 2008

Suggestion: The Department of Ecology (ECY) should require newly purchased computers to be certified at the new 80+ power supply efficiency.

Evaluation: Not a new idea. Currently ECY purchases Dell OptiPlex 755 Mini Tower computers. Based on information provided by Dell, these computers are shipped with energy-efficient 80+ certified power supplies.

200800003 Jan 2008

Suggestion: The Department of Ecology (ECY) should only allow those employees that need a faster central processing unit or graphics card on their computer to order them. All other computers should default to the central processing unit that is most energy efficient.

Evaluation: ECY currently purchases computers based upon Department of Information Services specifications. Because the majority of ECY staff require computers with high-end computing power, the agency has standardized its PC technology. We have been able to keep overall costs low due to volume purchasing which in turn allows us to order high-end computers. ECY will soon be implementing Verdiem software. This software will provide additional energy savings to the agency.

Department of General Administration

Suggestion Number *Entry Date*

200800021 Feb 2008

Suggestion: The Department of General Administration, State Motor Pool, should provide units with "M" plates a monthly statement of all charges to their Voyageur Card so they can reconcile the charge slips. This would allow units to check for any discrepancies.

Evaluation: Not a New Idea. This information is already available through the Agency Transportation Office (ATO). Motor Pool is in the process of implementing a system that will allow the ATO to acquire this information directly via the internet.

Department of Licensing

Suggestion Number *Entry Date*

200800013 Jan 2008

Suggestion: The Department of Licensing (DOL) should develop an advertising program that will offset printing cost through the incorporation of paid advertising in the English, Spanish and Teen drivers guide.

Evaluation: Not a new idea. DOL proposed legislation in 2002 with a companion draft that would enabled the department to accept advertising or revenue from advertising. This bill died in both houses and did not pass legislature. The department feels that it cannot pursue this issue without legislation and at this time does not support re-seeking a legislative change.

Department of Social & Health Services

Suggestion Number *Entry Date*

200700051 Mar 2007

Suggestion: The Department of Social and Health Services (DSHS) should order Dell computers and laptops without the operating system and use the licensing acquired through the Microsoft Enterprise agreement.

Evaluation: Not a new idea. This was first discussed in March 2004. Customers cannot acquire full Windows operating system licenses for desktop PCs through the Microsoft Enterprise agreement.

200700064 Apr 2007

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital (WSH), should switch to LED flashlights.

Evaluation: Statistics do not support the switch to LED flashlights. The cost of traditional flashlights and batteries over the past two years would not have supported the investment of purchasing the LED version.

200700140 Aug 2007

Suggestion: The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should change their program to automatically generate a new lien in the county that the paying party lives in or has property in once the current lien is no longer in effect.

Evaluation: Currently, property liens stay on record until released by the Division of Child Support. Liens do not expire. We consider this a training issue and it has been discussed with the suggester.

Suggestion Number Entry Date

200700141 Aug 2007

Suggestion: The Department of Social and Health Services (DSHS), Division of Child Support (DCS), should change their program to include "add type number" for a second home or property to the IA screen to generate an automatic lien filing.

Evaluation: Not a new idea. This function already exists and has been discussed as a training issue with the suggester.

200700207 Dec 2007

Suggestion: The Department of Social and Health Services (DSHS) should charge relatives of residents/inmates of Washington State institutions for the cost of medications and meals rather than the fees coming from the State's budget.

Evaluation: Not a new idea. The current State code and rule (RCW 43.20B/WA WAC 388-855) sets guidelines to recover costs of institutional care and treatment from legally obligated persons. This cost recovery includes the cost of meals and medication.

200700209 Dec 2007

Suggestion: The Department of Social and Health Services (DSHS) should add an additional status code in the Support Enforcement Management System that prevents automatic enforcement action mailings, which would eliminate duplicate copies of the payroll deductions sent to employers of non custodial parents.

Evaluation: The Support Enforcement System automatically enforces child support only on cases where the noncustodial parent is not meeting the monthly obligation. Implementing this idea would permit staff to prevent the system from automatically enforcing on appropriate cases and will diminish collection performance.

200700212 Dec 2007

Suggestion: The Department of Social and Health Services (DSHS), Western State Hospital, should use a private transport company, for new admissions, instead of ambulances to transport mentally ill patients and juveniles.

Evaluation: Regional Support Network groups such as a county hospital, group home, psychiatric hospital, etc. are responsible for the cost of transporting their patients when transferred to Western State Hospital (WSH) for admission. WSH does not pay for these types of transports.

Department of Transportation

Suggestion Number *Entry Date*

200700157 Sep 2007

Suggestion: The Department of Transportation (DOT), Washington State Ferries (WSF), should use the Excel spreadsheet submitted by the suggester for processing timecards rather than using handwritten carbonless forms.

Evaluation: Recent audit recommendations with regard to timesheet automation have included requirements to interface with Labor System Accounting. Spreadsheets such as Excel cannot provide this interface.

200700211 Dec 2007

Suggestion: The Department of Transportation (DOT) should start its own intranet encyclopedia to allow employees to find information specific to DOT.

Evaluation: Not a new idea. The DOT Library, Office of Information Technology, and the Communications Office have discussed the issue of search-ability of information on the internet and intranet in the department. The agency has also been conferring with other state DOT's and the USDOT since the deployment of our intranet to further develop the Transportation Research Thesaurus.

200800009 Jan 2008

Suggestion: The Department of Transportation (DOT) should distribute the contract plan documents used as part of the DOT PS&E Concurrent review process electronically within the region and to the HQ support groups. This would save thousands of sheets of paper that are unnecessarily printed as part of these reviews.

Evaluation: Not a new idea: DOT is currently implementing an electronic content management software package which will provide the ability to distribute and review contract plan documents using the web. Although this is the direction we are heading, DOT has regional groups that still need to review hardcopy plan sets.

200800053 Feb 2008

Suggestion: The Department of Transportation (DOT) should allow employees to complete time sheets electronically then send them electronically to their supervisor for approval. After review, the supervisor can then send the approved time sheet to payroll electronically, eliminating the need to print three copies of the time sheet.

Evaluation: The agency is aware of the timesheet issue and the deficiencies of the current Labor System and the processing of timesheets. DOT has been evaluating opportunities to identify and implement an automated time keeping solution in collaboration with the Office of Financial Management and through the legislative funding to review DOT critical applications. We appreciate and agree with Mr. Sayeed's suggestion but unfortunately it is not a new idea to the agency. We look forward to implementing changes that will bring significant efficiencies to the agency.

Washington State Patrol

Suggestion Number *Entry Date*

200700086 May 2007

Suggestion: The Washington State Patrol (WSP) should change the Citation Tracking System to a bar code system, which would expedite the process as well as make it more accurate.

Evaluation: By 2009, WSP will deploy SECTOR e-ticketing equipment, significantly reducing the need for manual entry of citations. This will also improve speed and accuracy of entering citation numbers.

200800004 Jan 2008

Suggestion: The Washington State Patrol (WSP) should recycle ammunition brass obtained from trimester qualifications and practice shooting should be collected and sold to a local scrap metal dealer.

Evaluation: Not a new idea. The agency currently sells the scrap brass to South Sound Steel and Recycling, Inc.