

Suggestion List

30-Oct-09

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Agency for Work Force Innovation

3156	9/28/2009		Recurring	Y	10/8/2009
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- 1) Requiring employees to turn off the lights and computers in their office at the end of each day so they are not left on overnight.
- 2) Keeping the thermostat higher than 71 degrees in the summer. People are so cold that they are bringing in space heaters, which just wastes more electricity.

Has Merit? Y **Explanation**

Implementation Already implemented two years ago

Two years ago AWI purchased and installed motion detectors in restrooms and conference rooms. The security guard is also charged with the task of ensuring that lights in unoccupied areas of the building are turned off after normal working hours. The agency's air conditioning unit is globally set at 74 degrees.

Steps Taken same as above

Efficiency: Actual monetary savings cannot be determined because AWI implemented other energy saving measures at the same time. However, we can say that all our initiatives have created a reduction of 290,316 KW in the Caldwell building over the last 12 months in spite of the fact the building is operating seven days a week compared to last year when the building was operated only five days a week. The building functions at the same level of efficiency while at the same time using less energy which saves the State of Florida money and reduces our carbon foot print.

3201	10/7/2009			Y	10/16/2009
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It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation** Not preferred solution. Since the Agency has implemented "grayscale" settings on color network printers there has been some user confusion on this new printing process. The agency plans to send a reminder to agency staff to be aware of their printer settings and to
 verify they have selected the correct print setting prior to printing documents and not print a document twice.

Implementation No, the agency originally implemented the initial suggestion setting all color network printers to "grayscale." As stated above, the agency plans to send a reminder to agency users

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of Business and Professional

2051	4/23/2009	0	Once	Y	10/14/2009
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We waste tons of office supplies, we buy things we don't need, we surplus things that are practically brand new. There is very little storage available for surplus so things are taken to the dump regularly. Employees should be able to buy the perfectly good furniture and computers that we regularly surplus. I put unknown because I don't want to be identified since it will be obvious who made this suggestion. I've been making it loud and clear for a long time. I'm sure this kind of activity is rampant throughout every agency.

Has Merit? Y **Explanation**

Implementation We have items in surplus that our office reviews and uses.

We have items in surplus that our office reviews and uses.

Steps Taken We have items in surplus that our office reviews and uses.

Efficiency:

2439	5/13/2009			Y	10/14/2009
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Set the default setting on all state agency copiers/printers to "duplex", "greyscale". When people need single sided copies or color copies they can still select those options. This should save \$\$ in several ways - the cost of paper, the cost of ink, the cost of mailing/shipping, the cost of storing and archiving documents, the cost of rent associated with space needed to store and archive documents. It will also save trees!

Has Merit? Y **Explanation**

Implementation We have separate printers to be used for black and white versus color.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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	2851	6/30/2009			Y	10/1/2009
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INSTEAD OF TRAVELING ALL OVER THE STATE FOR MEETINGS YOU COULD SIGN UP FOR A WEBSITE THAT LETS YOU HOLD AN UNLIMITED AMOUNT OF MEETINGS ONLINE FOR A LOW MONTHLY PRICE.

I ONLY SUGGEST BECAUSE I HAVE HEARD OF WWW.GOTOMEETINGS.COM SEEMS LOGICAL AND COULD SAVE A LOT

Has Merit? Y **Explanation**

Implementation Unknown at this time. Conference calling is what is being used at this time.

Steps Taken

Efficiency:

	3205	10/7/2009	0	Once	Y	10/14/2009
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Has Merit? Y **Explanation**

Implementation

Our office has different printers for different documents.

Steps Taken Already being done.

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
	3242	10/7/2009	0	Once	Y	10/14/2009

It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation**

Implementation

Already being done.

Steps Taken

Efficiency: This is a duplicate of previous entry.

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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SUGGESTION

Department of Children and Families

3084

9/16/2009

Y

10/2/2009

Hello Ms. Sink

I have looked at your new Govt spending transparency website and found it enlightening. I respect what you are doing and I know the biggest cost to Florida are salaries- hence this email. I am currently unemployed and I live in Southwood's Twin Oaks, which is right across the street from several FL state agencies. Based on my observances and networking, I have a few suggestions on how to save Florida thousands (if not millions) of dollars, which will make your pda/blackberry crackdown look like candy from a vending machine.

1- Aside from the id card to allow access to buildings (which will not track work-time in buildings if the card is not required to exit), implement a sign-in/sign-out login book on each govt floor or dept. I have worked for federal govt. agencies, and this procedure forces employees (especially expensive contractors) to work the full 8 hour days. You can't lie on the time in or the time out since people who sign in after you will notice the time discrepancy. This will prevent long lunches or exercise breaks that allows less than an 8 hour workday. I can't tell you how many times I see people at the YMCA for 2 hours and also walk around mid-morning and mid-afternoons! Are they coming in at 7 am and leaving at 6+ pm? I doubt it since the parking lots start getting empty at 5:01 pm.

2- Institute computer monitoring software on every employee's workstation. I know personally and overhear govt. employees talk about facebook, writing their novel, or bidding on ebay at the workplace! Small cost for huge savings.

3- If there are several equally eligible applicants for the same open job position, and one of them volunteers for the position at no cost just to prove their capability, do not prevent this from transpiring due to all the red tape and govt. bureaucracy. The cost of hiring employees is a very expensive endeavor and going through an intern process can save a lot of money.

Thanks for your time

Has Merit? Y **Explanation**

Implementation Controls and policies are in place to deter using state equipment for personal reasons. The issue regarding unpaid volunteers filling vacant positions would have to addressed by DMS.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
	3243	10/7/2009			Y	10/7/2009

It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation**

Implementation This is a training issue. Staff have the option of printing in color or B/W and should know beforehand which one they need.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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	3209	10/7/2009			Y	10/30/2009
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Has Merit? Y **Explanation**

Implementation Duplicate suggestion already addressed.

Steps Taken

Efficiency:

	3246	10/7/2009		Recurring	Y	10/30/2009
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It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation**

Implementation Where print quality is not reduced to an unacceptable level, the ECONO/DRAFT/GRAYSCALE option is generally used but the observations made above have been duly noted.

Steps Taken

Efficiency:

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SUGGESTION

Department of Financial Services

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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SUGGESTION

	1688	3/20/2009	210000	Recurring	Y	10/13/2009
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As I am reading daily about deeper and deeper cuts to Agencies, I feel compelled to offer three suggestions which would save the state of Florida more money and perhaps slow the cuts that affect the necessary services that should be provided to Florida's citizens and residents:

1. Rather than recall Blackberries from state employees, make it a policy for the entire state to use the service Verizon makes available - the cell phone that does not have a charge on the monthly bill if the service is not used. In this way, the state is only paying for service, not for the automatic bill (whether minimum or not) that is generated each month.
2. Like Washington state and a couple of others have already chosen to do, close all state agencies on Friday. All state agencies would be open on Monday - Thursday from 7:00 a.m. - 7:00 p.m. In this way, residents would be able to access the agencies before they have to go to work and after they have left their work. If all the state offices were physically closed - utilities off, lunchrooms closed, etc. - I think that the immediate and long term savings to the state would be substantial.
3. Surely, someone has reviewed the cost of staffing to the state of Florida from a pre-Jeb Bush to a post-Jeb Bush perspective. I am certain that they would have found that the cost of staffing to the state has risen during and beyond those eight years; most likely, even beyond the inflation and/or COL indexes. When FTEs were cut from the state agencies, responsibilities were not removed in a matching fashion. Rather, the responsibilities and services have increased. The state workforce budget is now fattened by contract labor. In the case of OPS employees, the state is undoubtedly saving money when compared to the cost of FTEs. This is almost certainly not the case when one considers contract staff supplied by Nitelines or Tallahassee Community College. In the case of OPS staff, generally speaking, the state pays a higher wage because benefits are not provided to the employee. The state enjoys the fruits of the person's labor and is not compelled to be concerned about the spiraling upwards cost of benefits. In the case of TCC and Nitelines staff, the state still pays the higher wage but benefits are provided that mirror the state benefit package. The state of Florida should revisit the notion of contract labor and whether or not the state truly is receiving the best value as we spend the taxpayer's money.

While I do think that this state's Congress should do more to restore revenues to the state, I also think that it is important that we, the ordinary citizens of the state, continue to try to find ways to reduce spending. Our consideration should go beyond the most obvious method of continuing to reduce the services that we are required to offer.

Has Merit? Y Explanation

- Implementation**
1. In January 2009, a team was assembled by senior leadership to develop a plan to most effectively use DFS wireless communication resources in order to satisfy communication needs and save money. Upon completion of the cost analysis, the Team concluded that a multivendor approach would be most effective to save money while continuing to meet the business needs of the Department. The approximate cost savings is \$210,000.
 2. DFS has examined the feasibility of 4-day workweeks. While some Divisions have executed a 4-day workweek for employees; cost savings however can't be realized because we share our office buildings with other agencies. In addition, the types of services delivered to the public by some divisions require a five day workweek. There are sections within DFS whose employees have the option of a 4-day work week
 3. In July 2008, DFS incorporated the following two questions in our business needs analysis to address the Contract vs. FTE issue.
 - a. Describe how the service is currently being performed if applicable and list the resources, including information technology services and personnel resources, and processes used.
 - b. How much in-house support will be required and is this support available?

In July 2009, the following question was added:

"If the requested service is contemplated to go beyond one year, has an analysis been conducted to determine if there are sufficient in-house resources available for the continuance of this service (e.g., is it more cost effective to add FTE's)?"

Wireless Communications Study complete; analysis of 4-day workweek implementation complete; modification of business needs analysis must be addressed.

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SUGGESTION

Steps Taken Wireless Communications Study complete; analysis of 4-day workweek implementation complete; modification of business needs analysis must be addressed.

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of Health

	3172	9/25/2009			Y	10/1/2009
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CFO Sink, I applaud your action regarding the blackberries. I recently retired from the State of Florida government and can assure you that my agency definitely had a "blackberry" abuse. As a budget officer, I often took the other side when it came to purchasing blackberries but with little effect. Many users didn't even know how to use the functions other than the cellphone. In addition, the blackberries, IPODS and cellphones were used most often for personal use without the employee contributing a dime. In addition, one of our divisions said it would give up its landlines if the cellphones were approved. The landlines are still in place four years later.

One other area that you should review is the amount of money the State of Florida is not recovering from Skymiles earned on state funded flights. These Skymiles have a dollar value and are being used for personal use instead of being used to purchase other State flights. CFO, I can assure you that this is a significant sum of money.

Has Merit? Y **Explanation** Partially.

Implementation Suggestion has no merit. See above.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of Highway Safety

	3092	9/16/2009	0	Once	Y	10/9/2009
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Hello Ms. Sink

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Thanks for your time

Has Merit? Y **Explanation**

Implementation

See below for implementation.

Steps Taken Members are expected to keep track of their work hours using the People First system. Supervisors are charged with the review and approval of timesheets and both the member and supervisor are held accountable for any misrepresentation that may occur. Outside contractors are held accountable to the standards outlined in their contract. They are expected to perform the job they were hired to do within the time frame agreed upon per conditions of the contract.

A tool to monitor computer use is installed on the DHSMV network. This monitoring tool tracks all internet use on department computers and provides reports to division management regarding questionable activity by members.

DHSMV's Office of Workforce Programs administers all aspects of personnel rules, regulations, policies and procedures as they relate to employees and applicants, to ensure that the Department is following laws and policies that pertain to hiring and classification.

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
SUGGESTION						

	3173	9/25/2009			Y	10/19/2009
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CFO Sink, I applaud your action regarding the blackberries. I recently retired from the State of Florida government and can assure you that my agency definitely had a "blackberry" abuse. As a budget officer, I often took the other side when it came to purchasing blackberries but with little effect. Many users didn't even know how to use the functions other than the cellphone. In addition, the blackberries, IPODS and cellphones were used most often for personal use without the employee contributing a dime. In addition, one of our divisions said it would give up its landlines if the cellphones were approved. The landlines are still in place four years later.

One other area that you should review is the amount of money the State of Florida is not recovering from Skymiles earned on state funded flights. These Skymiles have a dollar value and are being used for personal use instead of being used to purchase other State flights. CFO, I can assure you that this is a significant sum of money.

Has Merit? Y **Explanation**

Implementation Based on a review of the Department's purchases, it appears all airline tickets were purchased using a state issued P-Card. Members are encouraged to use their P-Cards for all airline purchases.

Steps Taken

Efficiency:

	3215	10/7/2009		Recurring	Y	10/7/2009
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Has Merit? Y **Explanation**

Implementation

The Department has already encouraged all members through email, newsletter, and staff meetings to reduce printing where possible and if it is necessary to print to use black and white where appropriate. In addition, in an effort to continue seeking cost savings and operational efficiencies, an assessment of printer use will be conducted throughout the Kirkman building. A physical review of all areas of the building was conducted to collect appropriate data. The review and recommendations should be available in the coming weeks.

Steps Taken See above.

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
	3252	10/7/2009			Y	10/7/2009

It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation** Duplicate -- previously responded to on 10/7.

Implementation Duplicate customer entry - responded to on 10/7

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of Law Enforcement

3217	10/7/2009		Recurring		Y	10/30/2009
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Has Merit? Y **Explanation**

Implementation

Members are reminded to use color printers when color is required and black and white printers when color is not required.

Steps Taken members have been reminded of this by the Office of General Services via e-mail.

Efficiency: By implementing this action, it should save time, paper and toner.

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of Management Services

3176	9/25/2009	45183	Recurring	Y	10/19/2009
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CFO Sink, I applaud your action regarding the blackberries. I recently retired from the State of Florida government and can assure you that my agency definitely had a "blackberry" abuse. As a budget officer, I often took the other side when it came to purchasing blackberries but with little effect. Many users didn't even know how to use the functions other than the cellphone. In addition, the blackberries, IPODS and cellphones were used most often for personal use without the employee contributing a dime. In addition, one of our divisions said it would give up its landlines if the cellphones were approved. The landlines are still in place four years later.

One other area that you should review is the amount of money the State of Florida is not recovering from Skymiles earned on state funded flights. These Skymiles have a dollar value and are being used for personal use instead of being used to purchase other State flights. CFO, I can assure you that this is a significant sum of money.

Has Merit? Y **Explanation**

Implementation Yes to the Blackberry review.

We requested a reduction budget issue to sweep the savings from a reduction in the number of wireless devices being used by the agency.

Steps Taken We requested a reduction budget issue to sweep the savings from a reduction in the number of wireless devices being used by the agency.

Efficiency:

3255	10/7/2009		Recurring	Y	10/19/2009
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Has Merit? Y **Explanation**

Implementation We are using the suggestion where it makes sense and creates efficiencies for the agency.

We are using the suggestion where it makes sense and creates efficiencies for the agency.

Steps Taken We are using the suggestion where it makes sense and creates efficiencies for the agency.

Efficiency: We are using the suggestion where it makes sense and creates efficiencies for the agency.

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SUGGESTION

	3276	10/15/2009		Recurring	Y	10/26/2009
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Received every year printed hard copy for charities 2009-2010 booklet "Florida State Employees' Charitable Campaign booklet

Fish & Wildlife commission receives copies of Florida State Employees' Charitable Campaign which is a high -end (color) 25 pages booklet 8X11 sizes. There are 12 persons in this office receiving booklet. Most if not all throw in garbage.

DMS is the Department printing out this booklet

Caller workers for the State of Fla, has received the "Florida State Employees' Charitable Campaign" book for 2009-2010 year. Caller believes this is a misuse of monies spend

Most persons would be better served if this was thru email or an internet link.

This would save postage due to being mailed to this office and maybe other offices around the state. Savings in printing, postage, time and natural resources etc. would be benefit overall charitable campaign funds

This was bought to employee's boss last yr also.

Has Merit? Y **Explanation** On its face. However, certain factors account for the historical practice of publishing/distributing paper-based booklets. For example, the United Way of Florida(UWFL) is the State's fiscal agent, under contract to administer various aspects of the campaign, as well as providing the State with consultative services with respect to effective fund raising techniques. Production of the booklets is a UWFL function (which they in turn delegate to all the United Way chapters in the State), it is quite possible that the local fiscal agents are negotiating the cost of printing state-employee FSECC booklets at the same time they negotiate printing of other non-FSECC materials used for the various other community and workplace fund raising campaigns that they also administer. Consequently, their ability to produce a cost effective FSECC booklet with certain quality stock paper or color may be a byproduct of their economy of scale. In addition, it has been suggested by certain representatives of the United Way that the tactile experience of a paper booklet influence whether people give. However, regardless of whether this assertion has any merit, the major challenge is that there is no uniform statewide FSECC booklet. Rather, there are 27 distinct booklets for what is essentially 27 concurrent campaigns and posting them all on line could cause confusion if employees access the wrong booklet. Consequently, converting the campaign to a centralized model might have to be the first step.

Implementation Possibly in the future. Because the current campaign structure would necessitate coordination with 27 fiscal agent areas, for optimal effectiveness this suggestion should be implemented in conjunction with a broader effort to centralize certain campaign functions, as well as automation of the pledge form.

By law, administrative issues concerning FSECC must be presented to the FSECC State Steering Committee for review and recommendation. The FSECC Steering Committee plays a role in assisting DMS with campaign administrative issues and would have to assess the cost/benefits of automation in the context of the campaign's current overall structure; especially the fact that it currently operates 27 distinct campaigns. If there is consensus about automating these processes within the current campaign structure, DMS would then work with UWFL to coordinate the effort and UWFL would have to make adjustments to their activities. However, if part of a campaign re-structuring, legislation may be necessary.

Steps Taken

Efficiency: There will be one-time costs associated with conversion of the listing. For maximum savings/effectiveness, such conversion should be made in conjunction with

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
SUGGESTION						

other adjustments to the campaign structure. This will impact FSECC rules and the service provider contract. Until these issues are identified and addressed, the net savings are indeterminate. Whether or not there are increased efficiencies will need to be assessed by the State Steering Committee, after consulting with all the local fiscal agents. Efforts to consolidate the booklet into one master listing that can be accessed on-line has implications for how the campaign is currently structured along a decentralized model. Therefore, automation of the listings would be a more viable option if FSECC converted to either a centralized campaign model or used web tools that monitor which listings are accessed by which employees (unless the listings are simply distributed via employee email). These issues could require further legislative action to resolve, due to various stakeholders differing on whether the campaign should remain decentralized and possible start up costs of converting to a centralized model.

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of Revenue

	3220	10/7/2009			Y	10/8/2009
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It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation**

Implementation We had already taken action to prevent the potential waste the writer talks about. When we evaluated the previous Get Lean suggestion on setting copier defaults, we determined that defaulting to "grey scale" would probably not save money and might even increase costs and reduce efficiency. Documents might be less readable and less copyable, resulting in reprinting, which would increase paper costs and use staff time. Also, since our leases include unlimited ink, we would not save money.

Steps Taken

Efficiency:

	3257	10/7/2009			Y	10/8/2009
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We will include this consideration in the development of guidelines for copier use.

Steps Taken Revenue has a team working on improving the cost-effectiveness of copier use throughout the Department.

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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SUGGESTION

	3273	10/7/2009			Y	10/13/2009
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Caller worked for local sheriff office. Doors opened at 8am, filled out form put in order to be seen by counselor. The employees came in 10-30 minutes late. Seven employees leave the business go to Dunkin Donuts to get breakfast. There were 4 offices that were "dark" for 51 minutes and only two rooms being used. This was at 3501 West Vine Street, Ste 105, Kissimmee's Fla. Paperwork was passed to no less then four persons to look at. This was paperwork done by caller. Why does it take four persons to look at this?

Was seen by a young man that took care of the problem with a professional manner

The hour and forty-five minutes it takes to start work. The employees need to be there at 8am. Upset that employees left to get breakfast. It could be the supervisor that is not doing his/her job by having person not going for breakfast after clocking in. When to breakfast on government time. This should be done before coming to work, also three persons on a smoke break already. Back parking lot door to building is open with three persons smoking. This is not a "great neighbor"

Has Merit? Y **Explanation** yes. He does not actually make a suggestion, but his concern over a long wait time is understandable and the Department regrets the inconvenience he experienced. We are doing everything we can to minimize wait times while giving each customer the attention and assistance he or she needs.

Implementation The writer did not make a specific suggestion to be implemented, however we appreciate knowing when our customers have not received the quality and timeliness of service that they should be able to expect, so we can try to determine the causes and correct them.

Regarding his wait time, this office's workload and customer visits have increased dramatically over the past few years, and we are working to try to balance work tasks and available personnel and decrease wait times.

The perception that employees are arriving late or are not working an eight hour day may arise from the fact that our employees do not all work the same schedule. Start work times may range from 7:00 a.m. to 8:30 a.m. and the work day may end at from 4:00 p.m. to 6:00 p.m. Each full-time employee has a 40 hour work week and is required to have supervisor approval to take time away from his or her regular work hours.

We have followed up on this specific complaint with the managers in the local office. Without a date for the writer's visit, they could not determine exactly what happened that day. However, we have spoken with all managers in the office and stressed their responsibility to ensure that their staff members are present during their approved work hours, and that staff schedules and approved staff absences are managed to maintain service levels.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Department of the Lottery

3182	9/25/2009				Y	10/13/2009
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CFO Sink, I applaud your action regarding the blackberries. I recently retired from the State of Florida government and can assure you that my agency definitely had a "blackberry" abuse. As a budget officer, I often took the other side when it came to purchasing blackberries but with little effect. Many users didn't even know how to use the functions other than the cellphone. In addition, the blackberries, IPODS and cellphones were used most often for personal use without the employee contributing a dime. In addition, one of our divisions said it would give up its landlines if the cellphones were approved. The landlines are still in place four years later.

One other area that you should review is the amount of money the State of Florida is not recovering from Skymiles earned on state funded flights. These Skymiles have a dollar value and are being used for personal use instead of being used to purchase other State flights. CFO, I can assure you that this is a significant sum of money.

Has Merit? Y **Explanation**

Implementation The Lottery has gone through a recent Blackberry usage/necessity review.

The skymiles suggestion is a State of Florida policy issue.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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Office of Financial Regulation

	3228	10/7/2009			Y	10/27/2009
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Has Merit? Y **Explanation**

Implementation This suggestion needs to addressed by the Legislature and DMS.

Steps Taken

Efficiency:

	3265	10/7/2009			Y	10/27/2009
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It was recently brought to my attention that a suggestion had been made to set all printers to "greyscale" mode. While this will save toner, it also has the potential to REDUCE efficiency. Most of the offices I work with (FDOT) that need a color printer have separate color and black & white printers. So people print to the black and white unless they specifically need color. Having the default set to greyscale on the color printers will only add an extra step for whoever is printing something and waste paper by having to print a document twice.

Has Merit? Y **Explanation**

Implementation This suggestion needs to addressed by the Legislature and DMS.

Steps Taken

Efficiency:

AGENCY	SUGG #	CREATED	MONEY SAVED	MONEY SAVED FREQUENCY	CLOSED?	CLOSED DATE
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State Court System

	3192	9/25/2009	40000	Recurring	Y	10/27/2009
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Has Merit? Y **Explanation**

Implementation

Already implemented. See below.

Steps Taken The SCS has already implemented a strict cell phone/PDA policy. We have reduced the number of users, and the amount spent for usage. Users are required to reimburse the State for any personal use.

Efficiency:

Total Suggestions: 29