

**SUMMARY OF EMPLOYEE SUGGESTIONS RECEIVED BY BOARD
IN FISCAL YEAR 2001 (JULY 1, 2000 - JUNE 30, 2001)**

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| FY01-01 | Emilia Wood (DOT/DMV) | Clarify process of paying citations and reinstating vehicle registration. Process Improvement; Customer Service; Working Environment | Certificate |
| FY01-02 | Randy Dyer, Sharon Koeller, Deb Kraemer, Karen Lawler, Nancy Liegel, Melody Marshall, Jeanette Martin, David Singer, Wendy Ziegler DOT/DMV | Improve the process of issuing occupational license applications. Process Improvement; Customer Service; Cost Savings to be determined after pilot project is completed. | Certificate; If savings are realized later, re-submit after pilot project completion for consideration by Board of cash award. |
| FY01-03 | John Collard DOT/DMV | To save printing costs, print the following on test booklets: "Please do not write or mark in this booklet." Process Improvement; Product Improvement; Customer Service; Cost Savings unknown at this time--cost comparison may be done after implementation. | Certificate; If savings are realized later, re-submit after implementation for consideration by Board of cash award. |
| FY01-04 | Nancy Wilms DOT/DMV | Issue an instruction permit first before issuing an ID card because of a "valid without photo" notation. Process Improvement; Customer Service | Certificate |
| FY01-05 | Nancy Wilms DOT/DMV | Process motorcycle license before regular license when a customer has passed the Rider Safety Course. Process Improvement; Customer Service; Cost Savings intangible. | Certificate |
| FY01-06 | James Gruel DOT/DMV | Provide a packet of scenarios to people who have been trained on FPF processing (Failure to Pay cases). Process Improvement; Product Improvement; Work Environment; Cost Savings intangible. | Certificate |
| FY01-07 | Carolyn Hackler DOT/DMV | Highlight Division Administrators and Secretary's Office staff in DOT E-Mail Bulletin. Work Environment | Certificate |
| FY01-08 | Linda Sager DOT/DMV | Revise application form MV3001 to ensure completion by applicants. Process Improvement; Customer Service | Certificate |
| FY01-09 | Leo Clark DOT/DTID | Revise Cellular 911 brochure to show it is unsafe to use a cell phone while refueling a vehicle. Safety/Health | Certificate |

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| FY01-10 | Carolyn Rabehl DOT/DMV | Revise school bus renewal notice to include number for scheduling skill tests and to give more lead time. Customer Service | Certificate |
| FY01-11 | Eileen Fitzpatrick, Sharon Koeller, Debra Kraemer, Nancy Liegel, Melody Marshall, Jeanette Martin, Reed McGinn, Robin Nicholson, David Singer DOT/DMV | Review the holding policy on occupational licenses when the customer is not yet eligible for issuance. Process Improvement; Customer Service; Cost Savings \$390 per year | Certificate |
| FY01-12 | Vicki Alling DOT/DMV | Require courts to list a driver's license number when reporting drug convictions. Process Improvement; Customer Service; Work Environment; Cost Savings--\$4,300 per year. | Certificate and Cash Award of \$100 |
| FY01-13 | James Pierce, DOT/DMV | Revise motorcycle skills test to assist hearing-impaired riders. Customer Service. | Certificate |
| FY01-14 | Marjorie Schwartz, DOT/DMV | Combine first floor public counters for R&T, Special Plates, and Traffic Violation/Registration Program. Process Improvement; Efficiency. | Certificate |
| FY01-15 | Carolyn Hackler, DOT/DMV | Develop a manual of terms for the new Violation Management System. Process Improvement; Work Environment; Monetary Savings | Certificate |
| FY01-16 | Paul Linderholm & Richard Ehlert, DOT/DMV | Create a plastic template for blind and sight-disadvantaged people who are unable to see where to sign for an identification card. Customer Service. | Certificate |
| FY01-17 | Lawrence Gellings, DOT/DMV | Revise "Wise Buys" pamphlet to include a sentence on emission testing in southeastern Wisconsin. Product Improvement; Customer Service. | Certificate |
| FY01-18 | Emilia Wood, DOT/DMV | Revise "Get Trained: Wisconsin Motorcycle Safety Program-- Ride Right" pamphlet. Process Improvement; Customer Service. | Certificate |
| FY01-19 | Carolyn Hackler, DOT/DMV | Use flowcharts along with documentation in training manuals for RNS system. Process Improvement; Work Environment. | Certificate |
| FY01-20 | Joyce Genske, DOT/DMV | Add plant identification signs to the plants on the Hill Farms terrace. Work Environment. | Certificate |

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|------------|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| FY01-21 | Cynthia Williams, DOT/DMV | <p>Post a sign in the lobby indicating the reason flags are flying at half-mast. Work Environment.</p> <p><i>This suggestion could apply to other agencies/institutions/campuses.</i></p> | Certificate |
| FY01-22 | Gary Dikkers, DOT/DMV | <p>Ban cellular telephone use by drivers of state-owned vehicles. Health/Safety</p> <p><i>Not implemented.</i></p> <p><i>If eventually accepted, this suggestion could apply to other agencies/institutions/campuses.</i></p> | Referred to DOA/Bureau of State Risk Management for evaluation and feasibility. DOA declined the suggestion. |
| FY01-23 | Jerry Young, DETF | <p>Use security (i.e. tinted) window envelopes so that Wisconsin Retirement System participant's Social Security Number is not visible. Envelopes currently in use allow Social Security Numbers and other personal identifying information to be easily read through the paper of the envelope. Customer Service; Identity Protection.</p> <p><i>This suggestion could apply to other agencies/institutions/campuses.</i></p> | Certificate |
| FY01-24 | Russ St. Clair, DETF | <p>Recommends that when DOA instructs state building maintenance staff to lower flags to half-mast, also send e-mail message to each Department Secretary (or designated contact) explaining why flags are being lowered to half-mast. This way, they can pass information to employees. This suggestion was evaluated by the Governor's office and prompted them to revise their procedures. Governor's office will send e-mail to all state agency Public Information Officers (PIOs) as to nature of flag-lowering occasion. If an agency does not have a PIO, then the message will go directly to the Agency Head. Work Environment.</p> <p><i>Since implemented, this suggestion has statewide impact and affects all agencies.</i></p> | Certificate |
| FY01-25 | Erik Humlie, Commerce | <p>Petroleum product inspectors use an instrument called a "vapor-tester" to screen combustible liquids such as a fuel oil, diesel and jet fuel, and kerosene to determine if there is gasoline contamination. Vapor-testers were carried in wooden cases that absorbed petroleum products and retained an oil smell. Commercially available vapor-testers cost approximately \$70. The suggesting employee was able to design and develop, from surplus plastic toolboxes, a carrying case for the cost of \$22. The carrying case that was</p> | Certificate. |

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| | | <p>developed cost significantly less than commercial cases, is lighter than the old wooden boxes, is attractive, and is resistant to petroleum products. Cost Savings (approximately \$1,600 one-time)</p> | |
| FY01-26 | Ted Johnson Jr. & Erik Humlie, Commerce | <p>Petroleum inspection labs use an American Petroleum Institute (API) gravity chart to record a fuel sample's density. The gravity charts were outdated, difficult to read, and hung in a wood picture frame. Wood absorbs petroleum product vapors and contributes to producing oil smell in the lab. The API gravity charts were updated, enlarged, and framed in plastic. The new API gravity charts are attractive and professional, and have removed the wooden picture frames from the labs. Improved Morale, Customer Service, Increased Productivity, Cost Savings (over \$600 one-time) <i>This suggestion could apply to other agencies/institutions/campuses.</i></p> | Certificate |
| FY01-27 | Audrey Fries, Commerce | <p>Set up collection spot or process in which agency payroll staff collect paycheck envelopes and return to Central Payroll for reuse. Except for a handful of envelopes each pay period which are used to mail checks, we could reuse up to 300 envelopes. Process Improvement; Monetary Savings (\$125) <i>This suggestion could apply to other agencies/institutions/campuses.</i></p> | Certificate |
| FY01-28 | Alan Severson, Commerce | <p>Petroleum inspectors are required to report their work time, work accomplished, miles traveled, places visited, and expenses incurred while performing their assigned duties. This resulted in employees completed five different forms that must be reconciled. An Excel program was developed that allows an employee to complete one form and have the information transferred and calculated to the other corresponding forms. As a result, the Excel program electronically formats the five forms, saving money on paper work, allowing employees to devote time to field and lab work, and improves accuracy and employee morale. Cost Savings (intangible); Improved Efficiency, Improved Morale. <i>This suggestion could apply to other agencies/institutions/campuses.</i></p> | Certificate |

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| FY01-29 | Angela Bethel, DHFS/DMT | Clearly label phone and LAN connections in conference rooms to streamline setup time so that meetings start on time, frustration is reduced, time-intensive trial/error processes are avoided, and the topic of the meeting can be focused on, instead of the technology. Improved Efficiency and Morale. <i>Not implemented.</i> <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Sent back to agency -- not implemented. |
| FY01-30 | Constance Gruen, DHFS/DMT | Install sanitary napkin disposal in women's bathrooms at 1 W. Wilson St. building for a more sanitary environment, increased respect for needs of women, and reduction in potential spread of infection. Health/Safety; Improved Morale. <i>Not implemented.</i> <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Returned to agency for referral to appropriate authority for review/evaluation -- not implemented. |
| FY01-31 | Janet Stonecipher, DHFS/DMT | Establish boxes in DHFS and other state office buildings where staff can return empty state payroll envelopes for recycling. By reusing payroll envelopes at least once, there would be an immediate reduction in the cost of acquiring new envelopes for each of the 26 annual paydays. Assuming all employees fully participate and that all envelopes are recycled only once, new envelopes would only need to be purchased for 13 paydays each year. Work Environment; Cost Savings (amount not provided) <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Certificate |
| FY01-32 | Deborah Anderson, DHFS/SWC | Purchase sodium chloride 0.9%/normal saline in bulk rather than in smaller amounts, as is customary, from the pharmacy. Cost Savings (\$7,500 per year; \$37,500 over 5-year period). <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Certificate and Cash Award of \$150.00 |
| FY01-33 | Mark Mills, DHFS/DMT | Provide a self-defense course for state employees. Health/Safety <i>Not Implemented</i> <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Returned to agency -- not implemented. |

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| FY01-34 | Mike Peters, DHFS/DSL | Equip each state office building with the immediate availability of a defibrillator and a person trained in its use to increase potential for survival of a person whose heart has stopped. Health/Safety <i>Not implemented.</i> <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Pending review/evaluation by agency -- not implemented. |
| FY01-35 | Steven Srenaski, DHFS/DHCF | A better way for the state to sell surplus property would be via a Web auction. This would be a way to generate revenue without increasing the tax burden. Efficiency <i>Not implemented.</i> <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Pending review/evaluation by agency -- not implemented. |
| FY01-36 | Rodney Korth, DOT/DMV | Add automated telephone messaging to the phone queue system. Customer Service, Working Conditions, Process Improvement, Improved Morale <i>Not implemented.</i> | Referred back to agency -- not implemented. |
| FY01-37 | Douglas Hennick, DOT/DMV | Renew license when customer comes in for a duplicate; change early renewal form from 1 to 2 years. Customer Service; Process Improvement. | Certificate |
| FY01-38 | Joyce Genske, DOT/DMV | Fasten all surge protectors to base of dividers. Health/Safety; Work Environment; Intangible Savings (prevention) | Certificate |
| FY01-39 | Marcia Solko, DOT/District 3 | To temporarily relieve district office space problems, rent a trailer that was originally purchased for a construction project. Cost Savings (\$12,000 a year; \$36,000 over 3-year period); Work Environment. | Certificate and Cash Award of \$240.00 |
| FY01-40 | Gary Dikkers, DOT/DMV | Ameritech charges \$0.95 per call when a DOT employee uses directory assistance to find telephone numbers. State employees should be encouraged to use one of the free Internet services instead, such as www.switchboard.com or www.anywho.com. Monetary Savings: \$5,000/year; \$25,000 over 5 years. <i>This suggestion could apply to other agencies/institutions/campuses.</i> | Certificate and \$100.00 cash award |

| ESP Number | Name & Agency | Suggestion Description & Benefits | Board Decision |
|---------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| FY01-41 | Nancy Liegel, Marjorie Uphoff, and Melody Marshall, DOT/DMV | When an insurance filing cancels, an "Order of Withdrawal Due to Cancellation of Insurance" is mailed to the customer, advising them that the customers' operating privilege will be withdrawn on a specific date unless they file a new SR22. This letter is frequently confusing to the customer and should not be sent in most situations. Process Improvement; Customer Satisfaction; Cost Reductions. | Certificate |
| FY01-42 | Carolyn Hackler, DOT/DMV | Place carpet runners on the first-floor hallways of the Hill Farms State Transportation Building to prevent slips and falls. Health/Safety; Customer Satisfaction; Cost Reductions. | Certificate |
| FY01-43 | Mark Gengler, UW-Oshkosh | Lower wall-mounted pay telephones to make accessible for all users. Customer Service. | Certificate |
| TOTALS | 43 suggestions from 5 agencies/campuses | Total Savings (annual): \$31,515.00 Total Savings (up to 5 years): \$124,275.00 | |