

**SUMMARY OF EMPLOYEE SUGGESTIONS RECEIVED BY BOARD
IN FISCAL YEAR 2007 (JULY 1, 2006 - JUNE 30, 2007)**

ESP Number	Name & Agency	Suggestion Description & Benefits	Board Decision
FY07-01	Mark Byrd, DNR	The nature of Customer Service and Licensing (CS&L) requires a computer at each service center's counter to assist external customers visiting the service center. Also, each customer service representative must have a working computer at their work station where they complete their daily work. CS&L does not have budget to assign 2 computers to each staff person plus the yearly maintenance fees. Use KVM console converters and Cat5 KVM extenders at the reception counter at the West Central Region La Crosse service center. This tool provides remote access which allows someone to extend his or her keyboard, monitor and mouse up to 500 feet away from a computer. This method is now being used at several front desks statewide. It is very cost-effective, saving the cost of a computer and maintenance fees. Savings: \$12,387.20 per year, or \$61,936 over 5-year period.	Certificate and Cash Award of \$371.62
FY07-02	Sandra Green, DNR	Create awards to recognize staff efforts, and present at annual statewide meeting.	Certificate
FY07-03	West Central Customer Service Team, DNR	Create a test record that DNR staff can use to test our online system, as well as walk customers through their transactions, without actually generating licenses.	Certificate
FY07-04	West Central Customer Service Team, DNR	Grant edit capability in the boat, snowmobile, and ATV processing system to all staff who are trained, regardless of their office location.	Certificate
FY07-05	Jean Berens, DNR	Instruct working bank's lockbox area to count applications (not checks) when setting up batches.	Certificate
FY07-06	Joan Rockwell, DNR	Develop a Disabled Permit Manual for staff to help provide answers to commonly-asked questions, give guidance and examples, resulting in better service to our customers.	Certificate
FY07-07	Licensing & Information Section, DNR	Require that all areas review their phone systems, menu items, voicemail recordings, and other greeting messages. These should be reviewed to make sure that they make sense to our customers and provide an "out" so the customer can speak to someone or leave a message to be called back if their option is not easily understood or provided.	Certificate

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FY07-08	Kellie Hedlund, DNR	Revise our internal (intranet) web site pertaining to disabled permits to include procedures on how to issue a permit, including qualifications needed, privileges of each permit holder, letters to use to reply to applications, and frequently asked questions and answers.	Certificate
FY07-09	Jean Berens, DNR	Change the template to better distinguish a disabled permit from a hunting/fishing license.	Certificate
FY07-10	Kellie Hedlund, DNR	On the DNR web site, notate which registration stations have buck authorization stickers so hunters can obtain this information reducing the number of contacts we receive.	Certificate
FY07-11	Licensing & Information Section, DNR	Include service center hours on our web pages and include an automated staff directory for internal staff to use to direct customer contacts.	Certificate
FY07-12	Sherry Van Haren, DNR	Establish with specific guidelines to follow for evaluating the Class B disabled permit application. Since there are specific guidelines for the other disabled permit applications, there should be specific guidelines for all disabled permit applications.	Certificate
FY07-13	Sandy Chancellor, DNR	Develop and distribute a policy on collector stamps that includes recording, tracking and remitting funds for these items.	Certificate
FY07-14	Mike Lawler, DNR	Create a searchable database for registration stations and validation stations.	Certificate
FY07-15	Amanda Prange, DNR	When mailings are sent to license agents, do not send these to the DNR Service Centers. For the DNR Service Centers use e-mail and/or inter-d mail to share these materials. Savings: \$557 per year, or \$2,785 over a 5-year period.	Certificate and Cash Award of \$50.00
FY07-16	Kellie Hedlund, DNR	Include the expiration date for disabled permits in the WOLF database for the purpose of issuing a duplicate.	Certificate
FY07-17	Mary Singsime, DNR	Change the system that issues the hunting applications so customers are not able to buy applications more than once for a given species.	Certificate
FY07-18	Deb Burgau, DNR	Revise agent literature relating to ATV trail passes so agents do not mistakenly issue these temporary passes to our residents who must register their ATVs instead.	Certificate
FY07-19	Melissa Mlsna, DOT	Do not purchase new Dictaphone equipment as the new phone system has recording capabilities and Dictaphone equipment is no longer needed. Savings: \$3,500 per year, or \$17,500 over 5 years.	Certificate and Cash Award of \$105.00
FY07-20	Nancy Watson, DOT	Update the DMV web site to explain that all documents must be original and not photocopies.	Certificate
FY07-21	Caroline Rabehl, DOT	Revise the substitute renewal notice (MV3691) to include an area for post office box.	Certificate

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FY07-22	Timothy Sturtevant, DOT	Add a place on the MV3544 Class D skills test to capture plate number for all skills tests. This would help ensure that the plate number is available should it be needed in the future, and would treat all customers the same by having plate information at all and not a few, thus reducing the chance of a claim of discrimination.	Certificate
FY07-23	Carolyn Bourie, DOT	Add a spot on the dotnet home page that would be visible and easily accessible so that people who are not thinking clearly in an emergency can easily find numbers to access help for someone in trouble.	Certificate
FY07-24	Andrew Savagian, DNR	Hold an annual employee thank-you/recognition event and invite staff from the company that cleans our building.	Certificate
FY07-25	Marsha Vomastic, DNR	Create a web site to provide public notice for Notices of Intent (NOI) prior to the permit being conferred.	Certificate
FY07-26	Customer Service & Licensing Staff, DNR	Automate the folding of boat titles and registrations instead of requiring staff to hand-fold these. Cost Savings: \$1,262 average per year; \$6,310 over 5-year period.	Certificate and Cash Award of \$50.00
FY07-27	Bryan Royston, DNR	Provide an automated solution that uses server-based technology and scripts to distribute software updates to remote users without the need for local staff intervention or loss of time. Cost Savings: \$45,900 per year; \$229,500 over 5-year period.	Certificate and Cash Award of \$1,377.00
FY07-28	Customer Service, Water Management, and Law Enforcement Operating Team – DNR	Create a shared calendar utilizing Microsoft Outlook which can be accessed by all staff. Each task needed to complete a project is set up as a “meeting” so each manager can see what is planned for the coming weeks/months and also receives a meeting planning reminder to alert them that a task is due, so they can check firsthand with the staff person responsible to confirm whether the task has been completed.	Certificate
FY07-29	Erik Humlie and Barry Fosdick, Commerce	Have an inspector make up sample “thiefs” (devices) for everyone based on their specific needs, and make a few extras to keep in supply at our Madison office. We created examples to show everyone and they were asked to place their individual order through their respective supervisors. Cost Savings: \$1,350 per year [one-time].	Certificate
FY07-30	Erik Humlie, Commerce	Use Microsoft Excel or Microsoft Word programs to design an inexpensive department rendition to the API Code while tailoring it to Wisconsin’s needs. These color codes are readily available and used in petroleum industry sign catalogs and it is very common to see oil companies use these color codes in a corporate presentation.	Certificate

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FY07-31	Forestry Education Specialist Team (FEST), DNR	<p>DNR has a building (“DNR Park”) located within the Wisconsin State Fair Park. Each year during the Wisconsin State Fair, DNR staff explain to visitors the many programs DNR administers as well as selling hunting/fishing licenses, giving demonstrations and maintaining exhibits. One of the areas of focus at DNR Park is invasive plant species and their threat to natural resources. Ironically, many plants in State Fair Park (including the area around the DNR Park building) are invasive plants. The team contacted State Fair Park and requested their permission to remove the invasive plants and replace them with other plant stock. DNR staff helped with removal of the invasive species plants and planting of new plants. This will help send a message to State Fair visitors that DNR leads by example and takes the threats of invasive species seriously.</p> <p>Cost Savings: \$4,525 one-time savings. (Annual savings averaged over 5 years: \$905.)</p>	Certificate

TOTALS:

31 suggestions received from 3 agencies/campuses (DNR - 24 suggestions; DOT - 5 suggestions; Commerce - 2 suggestions)

Total savings (annual): \$65,861.20

Total savings (up to 5 years): \$323, 906.00