

# 2016 Consolidated Print Management Strategy Status Report

June 2017



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## Purpose

The purpose of this report is to demonstrate agency compliance with requirements of [WAC 200-380](#).

[RCW 43.19.742](#) requires the Department of Enterprise Services to put in place rules and guidelines to improve the efficiency and minimize the costs of agency-based printing. The requirements and definitions contained within [WAC 200-380](#) are used by agencies in conjunction with the Department of Enterprise Services guidelines for managing print operations to:

1. Improve efficiencies and minimize the costs of agency-based printing;
2. Manage their printing operations, including both agency-based printing and those jobs that require services of a print shop; and
3. Implement managed print strategies

In order to fully implement the requirements of this chapter agencies must:

1. Adopt agency-wide policies, standards, and procedures governing the management of their print operations
2. Determine baseline print costs using life cycle cost analysis as defined by [RCW 39.26.010\(14\)](#).
3. Submit annually an agency print management strategy report to Enterprise Services

## Reporting Agencies

This document consolidates the print management strategy reports submitted by 76 Washington state agencies, boards, commissions, and institutions of higher education describing their respective print management practices as of June 30, 2016. The breakdown of respondents included 31 state agencies, 15 boards and commissions, and 30 institutions of higher education. Eighteen of the 76 entities report having more than 1,000 full time equivalents (FTEs). This means that the managed print requirement applies to them as per [RCW 43.19.733\(3\)](#).

The number of respondents in 2016 represents just greater than one third of the total required. Nearly all institutions of higher education engaged. All state agencies with more than 1,000 FTEs responded. Entities with less than 25 FTEs make up the majority of those that did not submit a print management strategy report. Enterprise Services will continue to collaborate with agencies in our effort to achieve 100 percent reporting by all agencies.

## Collaboration Efforts

To further statewide collaboration of staff responsible for the print needs of their organization, Enterprise Services convened a Print Management Strategies Team that

includes representatives from state agencies, boards, commissions, and institutions of higher education. Team members meet quarterly to collaborate on print management strategies, identify best practices, and develop a community of practice.

Clarification of definitions such as in-plant print operations, internal use print, and defining the appropriate components for reporting spending patterns and costs are topics covered at the team meetings. Enterprise Services is also conducting targeted outreach to broaden participation statewide in several ways including newsletters, committee presentations, and agency specific site visits. Additional print management resources are also available on the Enterprise Services [website](#).

## **Observations**

The 2016 consolidated print management strategy status report provides valuable insight to print management strategies. Each year the reports will serve as a shared resource to participants seeking to maximize the effectiveness and efficiency of their organization's print procurement and internal print operations.

Submitting entities reviewed and approved their individual print management strategy report for this publication. Contact information for each organization is included within individual reports. However, for most entities, there is no single program or individual that leads the coordination of the procurement of all print services, equipment, internal use printing, or In-plant print operations.

Large agencies with multiple districts or regional office locations conveyed to Enterprise Services that print management coordination efforts are complicated. In contrast, small entities with less than 10 FTEs may only have one shared printer or multi-function device.

Key points from the 2016 responses:

- The mission for each entity guides many of their specific print needs.
- All agencies with rule making authority and or property management duties are required to print and distribute documents.
- Thirty-one entities reported that there are state or federal laws or rules requiring the printing and distribution of information as part of their respective unique agency missions.
- In addition, 38 entities also indicated that they have both internal policies or executive orders, and state or federal requirements to print and distribute documents.
- Most agencies do not yet have an adopted written print management policy.
- Many agencies have existing operational practices in place.
- Several entities utilize managed print services contracts.
- A handful of agencies have a formal internal team that guides print procurement and management of internal use print equipment, e.g. multi-function devices and plotters.
- Several entities reported that they operate internal printing services for staff and students.

## 2016 Reports

The remainder of this report includes the individual 2016 annual print management strategy status reports submitted by agencies to Enterprise Services as required by [WAC 200-380-030](#). Please refer to the following appendices:

Appendix A - [State Agencies](#)

Appendix B - [Boards and Commissions](#)

Appendix C - [Institutions of Higher Education](#)

## **2016 Consolidated Reports Washington State Agencies**

Attorney General's Office\*

Auditor's Office

Department of Agriculture

Department of Commerce

Department of Corrections\*

Department of Early Learning

Department of Ecology\*

Department of Enterprise Services

Department of Financial Institutions

Department of Fish and Wildlife\*

Department of Health\*

Department of Labor and Industries\*

Department of Licensing\*

Department of Natural Resources\*

Department of Revenue\*

Department of Social and Health Services\*

Department of Transportation\*

Employment Security Department\*

Health Care Authority\*

Historical Society

Liquor and Cannabis Board

Lottery

Office of Financial Management

Office of the Insurance Commissioner

Office of Minority and Women's Business Enterprises

Office of Superintendent of Public Instruction

Puget Sound Partnership

Parks & Recreation Commission

Recreation and Conservation Office

School for the Blind

State Patrol\*

\*Agency has 1,000 or more FTEs

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General Services Director  
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**Q4: Please copy and paste your agency's mission.** The Office of the Attorney General will provide excellent, independent, and ethical legal services to the State of Washington and protect the rights of its people.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A - various court rules require filing of paper documents. Additionally, correspondence to public requires paper at times when the public does not have access to the Internet.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 1226

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** A managed print strategy was implemented in 2004 as directed by executive level management. A Managed Print Service Team was formed to implement the directive. An RFP was issued and a vendor was selected. All copiers and printers were consolidated with a new print contract.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** We use the data to right-size our equipment, reduce overall printing and maintenance cost, and to ensure the business needs of staff are being met.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A - Implemented in 2004.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. - Other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** We have multiple locations across WA with dedicated General Services staff that provide a multitude of support services which includes "copy-center" style services performed with various high-speed multi-function devices and scanners. Olympia Seattle Spokane Tacoma Tumwater

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? Please provide link if available:** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)**

- Secure print to prevent erroneous prints
- Preview plotter print jobs
- Disable banner
- Default to double sided
- Default to black and white
- Centralized print locations

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** 06/01/2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**

We work with DES (Printing and Imaging) where and when applicable.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies.**

**Best Practices:** A well represented Managed Print Services Team that analyzes use data and recommends appropriate equipment based on business need.

**Successes:** Reduced printers on employee desks; increased print, copy and scan speed; standardized types of MFDs; implemented high-speed scanners; and reduced costs.

**Q26: Describe your agency's goals or targets related to print management:**

- Increased employee efficiencies
- Reduce costs where appropriate
- Reduce wasted paper by implementing hold print (follow you print)

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies, number of pages, cost per page
- Volume of scanning
- Types and volumes of print procurement
- Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does?**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures, pamphlets
- Forms
- Legal documents such as Supreme Court Briefs

**Q31: Which of the following metrics do you incur and report on:**

- MFD lease costs
- MFD usage costs
- Paper costs
- Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:**

We track by location; building, division, floor, type of device, etc.

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**Q4: Please copy and paste your agency's mission.** The State Auditor's Office holds state and local governments accountable for the use of public resources.  
<http://www.sao.wa.gov/about/Pages/Mission.aspx#.V5-LUvPn-mQ>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 375

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: Yes, 1/2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. The SAO distributes reports and BARS manuals electronically (the largest two areas of printing for the office) so the SAO has very little need to procure printing services. The SAO uses DES master contracts to lease copiers as well as to procure print jobs.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management: N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Training manuals

Brochures

Pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** Number of colored copies/printed materials vs black and white.

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**Q4: Please copy and paste your agency's mission.** Through service, regulation, and advocacy, the Washington State Department of Agriculture (WSDA) supports the viability and vitality of agriculture while protecting consumers, public health, and the environment. <http://agr.wa.gov/AboutWSDA/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**

Rulemaking Requirement to mail a copy of a notice of proposed rule (CR 102) "...to each person, city, and county that has made a request to the agency for a mailed copy of such notices."

RCW 34.05.320 1. Adjudicative Proceedings

WAC 16-08-002, Service in WSDA adjudicative proceedings. 2. Commodity Inspection

RCW 15.49.101

WAC 16-301-125

WAC 16-301-205 3. Pesticide Management

RCW 15.58.065

RCW 15.58.465

RCW 90.48.120

RCW 43.21B.300 4. Animal Services

RCW 16.24.130

RCW 16.57.310 5. Plant Protection

RCW 17.24.061

RCW 17.24.091

RCW 20.01.484

WAC 16-623-050

There are other situations in the agency where we are not required to use mail, but it is necessary because we have many stakeholders who do not provide email addresses to the agency. For example, when we do rulemaking surveys in Animal Services, we send the survey out by mail/post card because we do not have email addresses to reach them.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?**

750 full time, growing to 900 with seasonal employees

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** January 2018

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**

For standard agency print jobs, we go through DES first. If the job has non-standard

Report specifications, or DES is unable to respond in the necessary timeframe when the printed item is needed, we also consult other print companies. We get three quotes and use Washington based companies when possible. At this point we go with the best estimate based on ability to complete the work and the timeline for completion.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Our goal is to have a print management policy per WAC 200-380 that will provide guidance to staff on in agency printing (network copiers and printers and desktop printers) as well as placing orders for printing by an outside entity. Our target for completion of the policy is January 2018.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally.** None of the above

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals, field manuals
- Brochures, pamphlets, Forms
- Promotional materials (items handed out at shows or meetings, like pens, usb drives or clips).

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD usage costs
- MFD lease costs
- Paper costs

We incur all these costs but we do not report on them internally at this time.

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** None

[Back to State Agency Listings](#)

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**Q4: Please copy and paste your agency's mission.** Grow and improve jobs in Washington State by championing thriving communities, a prosperous economy, and sustainable infrastructure. <http://www.commerce.wa.gov/Pages/default.aspx>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 320

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes. 2/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We use the state contract whenever possible and use DES print services and Office Depot printing.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** We have implemented double-sided printing, smaller font size and a standard font for in-house printing, this is the default setting for all of our copiers.

**Q26: Describe your agency's goals or targets related to print management:** We plan to have a policy in place to help ensure we meet our agency and state goals related to print management.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at the current time, thanks.

**Q29: Please check every metric your agency reports internally:** N/A

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)



Training manuals  
Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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**Q4: Please copy and paste your agency's mission.** To improve public safety, working together for safe communities. <http://www.doc.wa.gov/default.asp>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 8344

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** In 2009, DOC began conducting agency wide print assessments. This was used to determine where best practices and saving might be achievable. Many individual copy, scanner, fax and printer devices were replaced by multi-function machines (MFD). Double sided printing was set as default on all machines at set up to reduce consumption of paper and supplies. The DOC has only one MFD vendor in place who leases equipment and provides statewide maintenance support with good responsiveness. The MFD vendor has provided DOC with reporting software that allows the agency to capture and report usage data to better streamline printing best practices. The DOC also maintains an in house print facility that is mandated to be utilized for most other external print jobs.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** The DOC looks at the data collected in determining machine needs and replacement criteria including up or downgrading machine size to better fit the actual need and locate inefficiencies.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** The DOC is currently managing its print needs, while looking at opportunities.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes. We do not operate "in-plant" printing or copying where jobs are printed or copied FOR staff by press or copier operators. We do have plotters, mfd's in the agency but they are self-serve only.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** DOC Correctional Industries Print Shop. This provides Stationery (letterhead), business cards and larger print jobs that cannot be handled by the MFD's.  
<http://www.washingtonci.com/products-services/printing.html>

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify.** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes. TBD

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. The DOC uses its equipment, print facilities and outside vendors in accordance with this RCW currently and consults DES.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Our best practices include ongoing print assessments and the use of E-Commerce Industries (ECI) fm audit® which is a data collection software to determine actual and real-time meter readings, supplies and service needs for networked multifunction devices. Additionally, we will be gathering best practices from other agencies and DES to ensure we incorporate good ideas into our policy and updated strategy that will be submitted next year.

**Q26: Describe your agency's goals or targets related to print management:** Our next goals are to increase the agency's ability to see and manage total print costs, track usage and deploy the proper equipment tailoring it to meet the needs of each work area, further standardizing the fleet of managed devices and reduce paper and supply consumption. The DOC recognizes that as more data is gathered additional improvements can be made to our print management strategies and we are forming an internal print management team that will begin the work to achieve these goals.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Yes

**Q28: Are there other ways we can assist you?** Sharing the best practices from the questionnaire so that we can benefit from this effort would be appreciated. If DES has a Print Management knowledge expert that they would be willing to participate on our team next year, that assistance would be welcomed.

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page

Volume of scanning

Types and volumes of print procurement

Funds spent on printing contracts

The agency has data related to all of these metrics and will include their review and actions in the updated print management strategies.

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures, pamphlets

Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

Paper costs

Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** All have been listed

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**Q4: Please copy and paste your agency's mission.** At the Department of Early Learning (DEL), we work to help children in Washington prepare for success in school and life.

DEL vision: Children in Washington start kindergarten healthy, capable, and confident in their ability to learn and succeed.

DEL mission: DEL offers voluntary, comprehensive, high-quality early learning programs and support to families and early learning professionals.

<https://www.del.wa.gov/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 311

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy (check all that apply, if other please specify): N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? June 30, 2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. N/A**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management:** We currently have a partial managed print implementation. Full setup on print management has been dependent on network upgrades and sufficient helpdesk staff, which we hope to have fully taken care of by the end of the fiscal year.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page

Volume of scanning

Types and volumes of print procurement

Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply): N/A**

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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**Q4: Please copy and paste your agency's mission.** To protect, preserve and enhance Washington's environment for current and future generations.

<http://www.ecy.wa.gov/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?** Yes

**Q8: How many full time equivalent employees does your agency employ?** 1,600

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733: 4/29/2002 - Ecology was one of the first State agency's to enter into an MFP printing contract.**

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** By minimizing the total number of printing devices, and using recycled paper products.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** Already have implemented

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Lacey HQ's Basement - Copier N/W



**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: Please provide link if available: No**

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? If other please specify. N/A**

**Q20: Does your print management policy (check all that apply):N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: Yes. 1/17**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:**  
By using our copy center in the basement which is operated by Copier N/W and My Print PNI

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** By minimizing the total number of printing devices, and using recycled paper products.

**Q26: Describe your agency's goals or targets related to print management:**  
Already Implemented

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? Not at this time.**

**Q29: Please check every metric your agency reports internally:**  
Volume of print/copies, number of pages, cost per page  
Volume of scanning  
Types and volumes of print procurement  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**  
Stationery (business cards, letterhead, envelopes)  
Large format printing (posters, wall displays)

Training manuals  
Field manuals  
Brochures, pamphlets  
Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs  
MFD usage costs  
Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** Print Service Request's via InfoCentre  
3rd party vendor.

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**Q4: Please copy and paste your agency's mission. [www.des.wa.gov](http://www.des.wa.gov)**

We deliver innovative, responsive, cost effective and integrated solutions and services to meet the diverse needs of our customers.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Yes**

**Q6: Please provide a hyperlink(s) to those requirements.**

<http://app.leg.wa.gov/RCW/default.aspx?cite=43.19>

DES has rule making authority and is required to print and distribute documents as a part of that public process. DES is currently reviewing state and federal laws, rules, and regulations as well as internal policies and executive orders that require the printing and distribution of documents. This list may be expanded following this review.

**RCW 43.19.742 - Agency management of print operations—Department rules and guidelines.**

To improve the efficiency and minimize the costs of agency-based printing, the department shall establish rules and guidelines for all agencies to use in managing their printing operations, including both agency-based printing and those jobs that require the services of a print shop, as based on the successes of implementation of existing print management programs

**RCW 43.19.014 - Notification requirements.**

Actions under this chapter are subject to the notification requirements of RCW 43.17.400.

**RCW 43.17.400(2) - Disposition of state-owned land—Definitions—Notice.**

(2) State agencies proposing disposition of state-owned land must provide written notice of the proposed disposition to the legislative authorities of the counties, cities, and towns in which the land is located at least sixty days before entering into the disposition agreement.

**RCW 43.19.736 - Print shop services—Bid solicitations—Confidential information.**

(1) State agencies, boards, commissions, and institutions of higher education requiring the services of a print shop may use public printing services provided by the department. If a print job is put out for bid, the department must be included in the bid solicitation. All solicitations must be posted on the state's common vendor registration

and bid notification system and results provided to the department. All bid specifications must encourage the use of recycled paper and biodegradable ink must be used if feasible for the print job.

(2)(a) Except as provided in (b) of this subsection, the department shall print all agency materials that contain sensitive or personally identifiable information not publicly available.

(b) If it is more economically feasible to contract with a private vendor for the printing of agency materials that contain sensitive or personally identifiable information, the department shall require the vendor to enter into a confidentiality agreement with the department to protect the information that is provided as part of the print job.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**

DES has rule making authority and is required to print and distribute documents as a part of that public process. DES is currently reviewing state and federal laws, rules, and regulations as well as internal policies and executive orders that require the printing and distribution of documents. This list may be expanded following this review.

**Q8: How many full time equivalent employees does your agency employ? 650+**

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** DES has fewer than 1000 FTEs but has still implemented a managed print strategy. DES was established in 2011 and is currently using a managed print program which started in early 2014. DES has a policy for managed print under review internally. DES has incorporated centralized print rooms and uses specific guidelines to monitor internal copier and plotter use. DES does not allow desktop printer procurement. All print drivers are set to default 2 sided printing and banner pages have been disabled. For plotter use, .pdf viewing is required before selecting the print button. In the centralized print rooms, we have visual signage to help employees know when it's more cost effective to use our Tumwater print plant for their project.

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** Internal print data is reviewed and used to shape the internal managed print policies and implementation strategies. For example, this data is used to right size the equipment deployed on the various floors and divisions of DES. Each of the divisions within DES carefully consider their print investment by consulting DES print and imaging for the most cost effective solution to their project.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** 12/31/2016

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

DES Print and Mail services 7580 new Market Street, Tumwater WA. 98501

<http://des.wa.gov/services/PrintingMail/Pages/default.aspx>

<http://des.wa.gov/services/PrintingMail/printing/PrintServices/Pages/default.aspx>

DES print shop in the Ecology Building 300 Desmond drive, Lacey, WA 98503

<http://des.wa.gov/services/PrintingMail/printing/PrintServices/CopyCenters/Pages/cc-loc.aspx>

DES also has an online ordering system known as MyPrint.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** No

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** July 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Similar to our approach to managed print, DES divisions consult with the DES Print and Mail services for their printing needs.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** Defaulting to black and white images and disabling banner pages have saved the agency several prints per week. Migrating to a fax server

environment will not only save erroneous fax prints but also brings the agency up to record retention compliance. The value of the DES Print and Mail services provides both internal and other agencies with nearly 400 prequalified private sector vendors in addition to in plant production. This consultation service frees up valuable agency time for print experts to conduct bid solicitation on behalf of the various agencies to allow them to focus on their core business missions and responsibility. This allows DES print experts to do what they do best so agencies can stay focused on what they do best.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.**

To comply with the legislative mandate to reduce printing cost to all agencies, DES will pursue a print strategy for the replacement of the multi-function printer fleet throughout all DES locations. The following changes to the current internal print environment will help reduce the cost and gain additional efficiencies for DES.

1. Deploy a card reader based print server to allow “follow me printing” or “pull printing” to any device on the DES network. The use of this system will reduce costs 3 ways.
  - A. Uses a secure or hold print feature to prevent un-necessary prints from piling up in the print rooms, reducing the waste of forgotten prints. Additionally, any prints not released within a specified period of time will self-delete once again to prevent forgotten files from being printed and tossed out. Savings based on up to 200 un-needed prints discarded daily at 1500 Jefferson.
  - B. When a device is under repair or a larger job is printing when a user needs machine time, the “follow me print” feature will allow a user to go to any printer on the network, swipe their ID badge and have the work downloaded to that device for printing. Savings based on employee wait time.
  - C. Cost accounting will be allocated down to the unit level. Instead of cost allocation based on FTE count for each division, the card reading system will track all printing costs to the units using the printer. Savings based on both the time accounting re-allocates the overall costs back to all units per FTE, and by the individual units who use internal print services less than the charge back equates to per FTE.
2. Right sizing the printers offered to each print room location based on unit and volume needs for that floor or location. Savings based on costs for equipment too large for a given location or too small to handle volume causing down\wait time.
- 3.

Fax server to handle faxing volume related to the 1500 Jefferson building. Fax servers offer various advantages over traditional fax systems:

- Users can send and receive faxes without leaving their desks.
- Any printable computer file can be faxed, without having to first print the document on paper.
- Most of the problems on a fax server can be diagnosed and solved from remote locations.
- The number of fax lines in an organization can be reduced, as the server can queue the large numbers of faxes and send each when any of a number of lines are free.
- Faxing capability can be added easily to computer programs, allowing automatic generation of faxes.

- Transmitted faxes are more legible and professional-looking.
- There is less clutter of office equipment; incoming faxes can be printed on a standard computer printer.
- Printer jams on malfunctioning fax printers may be reprinted without being re-faxed.
- Faxing may be monitored and/or recorded, so that users may be allocated quotas or charged fees, or to ensure compliance with data-retention and financial laws.

- Fax servers can be located centrally in an organization’s data centers providing resilience and disaster recovery facilities to a traditionally desktop technology.
-

Incoming junk faxes are not as much of a problem; the server may maintain a blacklist of numbers it will not accept faxes from (or a white list listing all the numbers it will accept calls from), and those that do get through do not waste paper. •

Incoming faxes can be handled electronically as part of a paperless office scheme, reducing or eliminating paper use. Savings based on reducing the cost of phone lines necessary to connect to all active printers and less printed output. Additional savings for staff not having to go to the print room to send or receive faxes.

4. Move to an LDAP process for the scan to e-mail address book feature. Once all e-mail servers are consolidated to a single server, we can deploy the LDAP feature resident in the printers to make the address book updates linked to the outlook global address book. Savings based on several hours of re-programming address books individually per machine on a daily/weekly basis. 5. All billing will be on a first of month to end of month cycle regardless of installation date. Savings based on time spend on count verification on overlapping month cycles and aligns costing to our monthly reporting structure. Policy is approved by Administrative Council, as needed. As part of our committee to environmental and financial sustainability include double sided printing, color ink is reserved for posters, brochures, fliers, or other documents. When feasible all college print jobs requiring more than 25 copies must be submitted to the Print Shop for processing.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Yes**

**Q28: Are there other ways we can assist you?** Continue internal collaborations to complete and implement print management and managed print policies. Continue external collaborations with the print management team and share best practices internally.

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages

Cost per page

Types and volumes of print procurement

Funds spent on printing with DES Printing & Imaging, Office Depot, the master contract or with other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures

Pamphlets

Forms

Window clings, promotional items

We print this work for both internal and external customers.

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

MFD lease costs

MFD usage costs

Paper costs

Incidental repair costs produced by your in-plant print shop, DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** Our in plant functions, AKA Print and Mail services, track a variety of data points linked to our business plan.

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360-902-8822

**Q4: Please copy and paste your agency's mission.** <http://www.dfi.wa.gov/about-dfi>

DFI regulates financial services to protect and educate the public and promote economic vitality.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**  
<http://apps.leg.wa.gov/RCW/default.aspx?cite=34.05>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 200

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If yes, when due:** 6/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. All DFI print jobs are sent to DES printing to determine most cost effective way to produce documents. Outreach program brochures are created and stored at DES printing fulfillment to save on printing and storage.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** N/A

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time

**Q29: Please check every metric your agency reports internally:** N/A

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)  
Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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**Q4: Please copy and paste your agency's mission.** <http://wdfw.wa.gov>

To preserve, protect and perpetuate fish, wildlife and ecosystems while providing sustainable fish and wildlife recreational and commercial opportunities.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.** Working on this list

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** ~ 1600

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** All printer defaults are set to print in black and white and two-sided, all departments share printers, mass printing is handled by DES, we are revising vendor contracts.

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?**  
We are looking at consolidating some of the contracts and negotiating costs.

**Q12: Is there one central contact for managed print in your agency?** No

**Q13: If your agency is planning to implement managed print, what is the timeframe?** It should be formalized by the end of 2017.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**  
DES My Print- <https://prtonline.myprintdesk.net/DSF/storefront>

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** Dec 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Most print jobs go to DES unless there is a time crunch. I thought we were required to use DES for large print jobs and binding.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Trying to move towards more electronic and less paper versions.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** N/A

**Q28: Are there other ways we can assist you?** I don't know yet.

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages, cost per page

Volume of scanning

Types and volumes of print procurement

Funds spent on printing with DES Printing & Imaging, Office Depot, and master contract or with other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Brochures
- Pamphlets
- Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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**Q4: Please copy and paste your agency's mission.** We work to protect and improve the health of people in Washington State. <http://www.doh.wa.gov/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**

- EPH - Office of the Environmental Health and Safety
  - <http://apps.leg.wa.gov/rcw/default.aspx?cite=69.30>
  - <http://app.leg.wa.gov/wac/default.aspx?cite=246-282&full=true>
  - <http://apps.leg.wa.gov/WAC/default.aspx?cite=246-217&full=true>
  - <http://www.doh.wa.gov/Portals/1/Documents/Pubs/332-033.pdf>

NCQAC "RCW 18.130.090 – discusses “service” of statement of charges  
WAC 246-11-080 – Rule requiring mailing for service “serve a copy of the paper”  
“Service shall be made by personal service; first class, registered, or certified mail.”

MQAC HSQA policy 1-4-21, regarding lists and labels, they are required to respond to these requests in writing. There are WACs that require them to mail closure letters (WAC 246-10-109, 246-11-080) and RCWs where they must serve printed documents to respondents (34.05.461).

1. The Center for Health Statistics issues certified birth, death, marriage and divorce certificates. They have policies and procedures that require printed information to be sent to customers.
2. Newborn Screening: The newborn screening section of WAC mentions two different materials needing printing: the filter paper collection form and the parent informational pamphlet:
  - a. WAC: The “newborn screening specimen/information form” is mentioned in the definitions section, [WAC 246-650-010 \(13\)](#). It is an FDA-registered medical device with a filter paper attached to the demographic information form. There are two vendors in the USA who regularly respond to our

- requests for bids. The newborn screening form is also mentioned in WAC 246-650-040 (1b). Storage and security of the collection form is outlined in WAC 246-650-050. WAC 246-650-050 requires the distribution of the newborn screening informational pamphlet. This is usually printed by the manufacturers of the specimen/information form and bundled with a return-addressed envelope
- b. Internal Policies: Our standard operating procedures are to mail results to the submitter. Two web documents state this: Washington State Newborn Screening: Screening Tests, Results Classification and Corresponding Follow-up Actions and the Health Care Provider Manual
  - c. We send quarterly reports to all submitters for compliance and quality reporting.

Access, Systems and Coordination section of Prevention and Community Health / Office of Healthy Communities.

- o PCH/OHC/ASC/Screening & Genetics Unit:

**HB2403 / SB6613 Concerning Down Syndrome Resources, passed, effective June 2016**

Requires the department of health to develop the following resources regarding Down syndrome: (1) Up-to-date, evidence-based, written information about Down syndrome and people born with Down syndrome that has been reviewed by medical experts and national Down syndrome organizations; and

(2) Contact information regarding support services, including information hotlines specific to Down syndrome, resource centers or clearinghouses, national and local Down syndrome organizations, and other education and support programs.

Requires the following, who provide a parent with a positive prenatal or postnatal diagnosis of Down syndrome, to provide the parent with the information prepared by the department of health: (1) A midwife;

- (2) An osteopathic physician and surgeon;
- (3) An osteopathic physician's assistant;
- (4) A physician;
- (5) A physician assistant;
- (6) A nurse;
- (7) A genetic counselor;
- (8) A hospital; and
- (9) A birthing center.

From WIC CFR:

- Written information about the Medicaid Program.
- A statement of the rights and obligations under the Program.



- A minimum of 10 days advance written notice of the time and place of any hearing with an explanation of the hearing procedure
- Resources and educational materials for use in local agencies, including breastfeeding promotion and instruction materials, including materials in languages other than English as appropriate
- Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 1700

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** No

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** No

**Q13: If your agency is planning to implement managed print, what is the timeframe?** We are starting on managed print policies and organizational changed management, gathering business requirements for print management. There is not an estimated implementation date.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** DES

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** Unknown

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Working with DES

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** Under development

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Under development

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Additional funding for FTE to do the work

**Q29: Please check every metric your agency reports internally.** N/A

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)** These items are not printed at DOH, we send these printing needs to DES

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

MFD lease costs

MFD usage costs

Paper costs

Incidental repair costs produced by in-plant print shop

DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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**Q4: Please copy and paste your agency's mission.** Keep Washington Safe and Working <http://www.lni.wa.gov/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**  
<http://app.leg.wa.gov/WAC/default.aspx?cite=200-380-030>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 2,920

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** L&I utilizes the DES master contract in regard to managed print since March 2014.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** We use Lexmark data collection software.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** Since 3/14

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Plotters, copiers only. No offset press

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** There are no copy centers within the agency.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Currently being developed.

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply): If other please specify.** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If yes, when due:** TBD

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. L&I uses the DES contract which provides economic and efficient options to reduce costs.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** L&I supports reductions in print/mail as demonstrated by successes in 2009 and 2011 Legislative sessions successfully modifying laws to increase flexibility and reduce associated volume/cost. L&I realizes the urgency of updating guiding laws and requirements and the connection to improving effectiveness, stewardship, and customer service.

- HB1426 – allows electronic Return Receipts to be used in place of traditional hard copies for Certified Mail.
- ESHB1725 – allows opt in proviso for electronic distribution for specified customers and correspondences in lieu of traditional outgoing mail volumes.
- SSB5067 – allows use of methods, including electronic, by which the mailing can be tracked or the delivery can be confirmed in lieu of traditional Certified and or Registered mail
- launched in 2013, “E-filing” has resulted in a >90% drop of traditional mailed reports
- began offering debit cards and direct deposit to benefit recipients receiving ongoing payments in lieu of mailed paper warrants.
- Consolidated individual printers and multi-functional devices to optimize equipment use.

**Q26: Describe your agency's goals or targets related to print management:** None identified at this time

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Yes, do not renew MPS contract. DES create their own- no more NASPO. Eliminates using small business.

**Q29: Please check every metric your agency reports internally:**  
While data is collected on these topics, it is not reported internally

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures, pamphlets
- Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):** MFD rental costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** While data is collected on these topics, it is not reported internally

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**Q4: Please copy and paste your agency's mission.** With a strong commitment to great service, we advance public safety and consumer protection through licensing, regulation and education, and we collect revenue that supports our state's transportation system.

<http://inside.dol.wa.gov/about-dol/who-we-are/mission-vision-values-culture-goals/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

<http://app.leg.wa.gov/rcw/default.aspx?cite=46.12.550>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 1,254

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** The Department of Licensing developed a Managed Print Services charter in July of 2014, developed agency specific criteria and posted a solicitation on December 19, 2014. Proposals were evaluated, print assessments conducted and a contract was signed the first week of July 2015. By the end of the same month the contractor started providing services. The core sites were the first to be evaluated and optimized, the field sites (Subagents and LSOs) are under current evaluation and will be further optimized in late summer 2016. Most recently DOL integrated a software solution called FollowMe Print which allows the agency to track printing expenditures at a very granular level as well as associate individuals with master index codes for accounting and budgeting purposes.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** 1) Identify areas we need to provide additional training for staff who are not using best printing practices. 2) Be aware of areas where process improvements can be made to reduce costs and increase efficiencies. 3) Better calculate the administrative costs for services for a specific program. 4) Clearly identify what printing is being done and linking business need with which jobs should be printed.

**Q12: Is there one central contact for managed print in your agency? Yes**

**Q13: If your agency is planning to implement managed print, what is the timeframe? N/A**

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify): Yes**

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available): N/A**

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? Yes**

**Q17: Please provide link if available:**

<http://inside.dol.wa.gov/forms-policies/policies/it-policies/>

**Q18: If yes, when was this policy adopted? 11/30/2015**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. No**

**Q20: Does your print management policy (check all that apply):**

- Secure print to prevent erroneous prints
- Default to double sided
- Default to black and white
- Centralized print locations

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? Every 3 years**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: No**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. DOL follows the RCW.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** In less than one year DOL has been able to clearly identify the total cost of printing throughout the agency, reduced our printing fleet by 44% (333 devices to 186), and has standardized the user interface by reducing the fleet



from 66 to 19 different models. Even with the 19 models, most have the same interface so employees can use most devices, regardless of location. Also, with Follow Me Print, print jobs are secure, down time is reduced, and less paper is wasted.

**Q26: Describe your agency's goals or targets related to print management:** Our next steps are to provide continuous improvement based on analysis of data provided by reports for our Olympia and Tumwater locations. Also, with the initial implementation of devices and consolidation at DOL core sites complete, DOL and our managed print vendor will now assess and then optimize the printing environment in our Licensing Service and Vehicle Field Offices across the state.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page

Volume of scanning

Types and volumes of print procurement

Funds spent on printing contracts

While data is collected on these topics, it is not reported internally

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Brochures, pamphlets

Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD usage costs

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** None at this time.

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**Q4: Please copy and paste your agency's mission.** In partnership with citizens and governments, the Washington State DNR provides innovative leadership and expertise to ensure environmental protection, public safety, perpetual funding for schools and communities, and a rich quality of life.

<http://www.dnr.wa.gov/about-washington-department-natural-resources>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N Yes**

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

WAC 197-11-455. NOTE: we have more WACs/RCW's-  
Supplemental information:

From the **Forest Practices Division** which is a regulatory section of our agency they said,

“Please see the list of statutes and rules, which are responsive to the question about requirements to print and mail materials. We [also] included several RCWs and WACs that are not explicit, but for practical purposes, may at times require printing and mailing. “

\*\*non-specified RCWs\*\*

**Administrative Procedures Act**

**RCW 34.05.320, RCW 34.05.324, RCW 34.5.353** – the statutes requires agencies to provide copies or decisions/actions to individuals, but does not specify the method of delivery.

**RCWs 76.09.050, 76.09.140,**

**Rules establishing classes of forest practices—Applications for classes of forest practices—Approval or disapproval—Notifications—Procedures—Appeals—Waiver.**

Requires the department to provide notice of approved or disapproved applications, but does not specific the method of delivery

\*\* print & mail \*\*

**RCW 76.09.080**

**Stop work orders—Grounds—Contents—Procedure—Appeals.**

..., the department shall have the authority to serve a stop work order ..., shall immediately file a copy of such

order with the appeals board and mail a copy thereof...,

### **RCW 76.09.090**

**Notice of failure to comply—  
Contents—Procedures—Appeals—  
Hearing—Final order—Limitations on  
actions.**

Authorizes the department to serve notice ..., and, The department shall mail a copy ...,

### **RCW 76.09.170**

**Violations—Conversion to non-  
timber operation—Penalties—  
Remission or mitigation—Appeals—  
Lien.**

States that penalties shall be imposed in writing, either by certified mail or by personal service,

\*\*non-specified WACs\*\*

### **Forest Practices Rules**

**WAC 222-08-100** – Board staff will send the petitioner acknowledgment of receipt of petition, but does not specify how.

**WAC 222-16-100, WAC 222-16-105** – The department shall circulate plan(s) and agreements to agencies and landowners, but does not specify how.

**WAC 222-20-110** – Requires the department to maintain a register of incorporated cities and towns and provide copies of same, but does not specify how.

**WAC 222-22-040** – The department . . . shall provide reasonable notice, including notice by mail to forest

landowners and to affected Indian tribes.

**WACs 222-20-030, 222-20-100, 222-46-030, 222-46-040, 222-46-050, 222-50-030, 222-46-070**

Requires the department to provide notifications, but does not specify the method of delivery

\*\* print & mail \*\*

### **WAC 222-46-060**

Requires penalties to be imposed in writing and delivered either by certified mail or by personal service,

From our **SEPA (State Environmental Policy Act)** section:

“**WAC 197-11-455** says who we must send copies of a Draft EIS to, but does not specify in print, so this could potentially be covered by sending documents on CD.

**WAC 197-11-460** says that a Final EIS shall be sent to DOE, all agencies with jurisdiction, all agencies who commented and anyone requesting a copy. Fees may be charged, and again it does not specify in print.

Also **RCW 43.21C.030 (2)(d)** says that copies of the draft EIS shall be made available to the governor, the department of ecology, the ecological commission and the public.

Some of these entities that we send to specifically request hard copies of the documents including Dept. of Ecology, some of the tribes, environmental groups, industry representatives and law firms.”

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 1400

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** Our IT Division had an assessment done of our MFDs, desktop printers and plotters. They eliminated most desktop printers and made sure MFDs were placed in strategic locations, in Nat. Res. Bldg. and region offices. We contracted with Xerox to help implement Managed Print in September of 2013.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** IT Asst Division Manager for IT Operations and Support reviews the up and down time for our various machines to determine what support we need from Xerox. Also looks at the volume of each machine to see if those machines are being over- or under-utilized. This can help determine if the machines need to be repositioned and if they need any upgrades.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** September, 2017

**Q14: Does your agency operate "in-plant" printing operations: In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify)** We do not operate "in-plant" printing or copying where jobs are printed or copied FOR staff by press or copier operators. We do have plotters, MFDs in the agency but they are self-serve only.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply): If other, please specify.** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** 9/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Communications & Outreach graphic designers and procurement specialist in Finance consult with DES P&I routinely on print jobs. We send approx. 85% of our print jobs through DES P&I to obtain estimates and to have jobs bid out when needed. We send less than 1% of our print jobs to Office Depot through the state master contract. We look forward to exploring this more with region offices as we implement our print management policy. The services DES P&I provides are very valuable to us.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** With regard to "managed print", DNR has successfully implemented a managed print contract with Xerox for all multi-function copier/printer devices, stand-alone printers, and plotters. We utilize a helpdesk system with Xerox to maintain the equipment and ensure all DNR printing and copying needs are met at a business level. This does not include publishing.

**Q26: Describe your agency's goals or targets related to print management:** Inform and educate staff statewide on new policy and on process.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Yes

**Q28: Are there other ways we can assist you?** We would like to see DES P&I adapt the MyPrint system so that agencies can gather data for their annual PM reports from it. MyPrint currently has most printing data for each order customers submit (it is like a job ticket). Invoicing information and shipping breakdown for multiple delivery locations could be added so that all job details are accessible from ONE system--MyPrint. Also, regarding BASELINE costs, we respectfully ask DES to create or designate a tool to help agencies compile the data that should be measured and included in the annual Print Management Report.

Currently, DNR's Procurement section of the Office of Finance, Budget, and Economics (OFBE) can pull an expenditure report from our "EF" sub object section of the state

AFRS block that will give us very basic answers regarding costs. Our IT section can pull reports on the Managed Print portion of Print management.

While DNR can pull a total cost from the EF Sub Object code by region or division to generate the expenditure report, that does not provide details about the print job, i.e. color or black and white, page count, quantity, type of job, any special binding, finishing or mailing details etc.

This is why a tool from MyPrint which already collects this type of data would be so helpful to us and probably the other agencies as well.

**Q29: Please check every metric your agency reports internally:**

Funds spent on printing contracts

DNR will consider reporting on these as part of our print management policy.

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals, field manuals

Brochures, pamphlets, forms

Lamination, displays, stickers, signage etc.

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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**Q4: Please copy and paste your agency's mission.** To fairly and efficiently collect revenues and administer programs to fund public services and advocate sound tax policy. <http://dor.wa.gov/content/AboutUs/default.aspx>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

RCW 4.28.080

RCW 6.15

RCW 34.05

RCW 82.14.050

RCW 82.32.110

RCW 82.32.135(4)

RCW 82.32.210

RCW 82.32.235(2)

RCW 82.32.245(2)

RCW 82.32.360

WAC 458-20-100

WAC 458-20-10001(2)(a) and (5)(a)

Superior Court Criminal Rule 2.2

Superior Court Civil Rule 4

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?** Yes

**Q8: How many full time equivalent employees does your agency employ?** 1150

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** The Department of Revenue (DOR) took the following steps to implement Managed Print Services, per RCW 43.17.733, Managed Print:

1. Established a Managed Print Services Governance Group.
2. Standardized on Lexmark print devices.
3. DOR Administrative Policy 4.6.2, Managing Print Devices, was approved October 27, 2014.
4. Deployed Lexmark multifunction devices in all DOR offices.
5. DOR and Lexmark representatives visited all offices with Lexmark devices to:
  - a. Gather customer feedback from staff in each office, and
  - b. Provide additional user training on Lexmark print devices. Managed Print was implemented August 2013, when the Lexmark contract was signed.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?**

DOR utilizes data provided by the vendor to reshape our approach to managed print and prioritize our investments in print by:

- Consulting with vendor to complete print assessments prior to new printer purchases to determine features and placement.
- Consulting with vendor to complete print assessments prior to any facility moves.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply): If other (please specify):** N/A

**Q21: How frequently is your print management policy updated?** N/A



**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If yes, when due: 2/2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. DOR consults with the Department of Enterprise Services' Printing and Imaging (P&I) division on each type of printing and binding job ordered. P&I assists DOR in determining the most economic and efficient option to reduce costs, as well as deliver a professional product. At times, P&I will determine a need to send a job out for bid to external vendors. This occurs if it would be more cost effective and/or special resources are required to complete the job.

At such times, P&I will:

- Select the appropriate vendor to print and deliver the product to the appropriate location.
- Be the main point of contact for DOR and any outside vendors.
- Oversee each job from start to finish while keeping DOR informed.

The information above supports the requirements of RCW 43.19.739, Reducing costs - Agencies to consult with department.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Per DOR Administrative Policy 4.6.2, Managing Print Devices, the agency's business needs, including the following managed print best practices, are considered when determining device capability and placement:

- Device to employee ratio.
- Device availability.
- Support for agency print volume needs.
- Support for agency key business functions and applications.
- Physical office layout.
- Proximity to users.
- Work environment.
- Total cost of ownership.

In addition, the following DOR Administrative Policy and Procedure support managed print best practices regarding forms management:

- Policy 5.1.8, Forms Management
- Procedure 5.1.8.1, Forms Management – Design, Revisions, and Ordering

We continue to look for opportunities to expand the use of e-Notification to communicate with taxpayers and eliminate the printing and mailing of paper.

**Q26: Describe your agency's goals or targets related to print management:**

DOR's goals or targets related to additional steps for print management implementation include:

- Create an agency policy for print management.

- Cost savings (efficiency)
- Sustainability (electricity, paper usage)
- Productivity (achieving agency objectives)
- Quality of service (contracted staff will service printer issues)
- Completion of print assessments prior to new purchases and facility moves

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Provide DOR examples of policy statements and best practices.

**Q29: Please check every metric your agency reports internally:**

The data is available and reported on an as-needed basis

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Brochures, pamphlets

Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

The data is available and reported on an as-needed basis

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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**Q4: Please copy and paste your agency's mission.** <https://www.dshs.wa.gov>

As a Department we are tied together by a single mission: to transform lives. Each administration within DSHS has a refined focus on this mission.

Individually we have the following missions:

Aging and Long-term Support Administration – to transform lives by promoting choice, independence and safety through innovative services.

Behavioral Health Administration – to transform lives by supporting sustainable recovery, independence and wellness.

Children's Administration – to transform lives by protecting children and promoting healthier families through strong practice and strong partnerships with the community and tribes.

Developmental Disabilities Administration – to transform lives by creating partnerships that empower people.

Economic Services Administration – to transform lives by empowering individuals and families to thrive.

Rehabilitation Administration –to transform lives by creating pathways for self-sufficiency through meaningful partnerships, employment, new opportunities and effective rehabilitation.

Financial Services Administration – to transform lives by promoting sound management of Department resources

Services and Enterprise Support Administration – to transform lives by helping those who serve succeed.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** Unable to provide all links

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 18,478

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:**

- Developed requirements October – December 2013
- Sent out RFQ January 2014 to WSCA MPS Vendors
- Selected Apparent Successful vendor February 2014
- Signed contract with vendor May 2014
- Started MPS implementations June 2014
- June 2014 to current implementations continuing

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** DSHS receive monthly and quarterly reports from the vendor on print volumes from each device. With that information the MPS team reviews which sites are meeting their print volumes. If a device is over or underutilized, the team works with the vendor to do a reassessment of that site. Recommendations are then made for different equipment to better fit the business need.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** Currently 76% implemented Managed print devices. Current target date for completion May 2017

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Western State Hospital, Human Services Building

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes. 6/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. DSHS CPU Print Services States: RCW 43.19.739 requires that state agencies consult with DES for every printing job and binding job ordered by a state agency. DSHS shall consult with DES on how to choose the most economic and efficient option to reduce costs.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:**

<http://one.dshs.wa.lcl/fs/oss/cpu/purchasing/pages/printingServices.aspx>

- Normal Office printers are set as default to:
- Duplex Printing at all MDF
- Black and White DSHS is working with facility planners to centralize print areas to reduce the amount of equipment in DSHS offices
- All MFD's have the ability to scan to email
- Programs within DSHS are required to consult with DES on large print jobs
- Utilizes Online ordering for in plant services

**Q26: Describe your agency's goals or targets related to print management:**

- Decrease the number of devices installed.
- Increase our overall "user to device" ratio (goal of 12:1).
- Decrease our overall print output services operational costs.
- Network all devices, and support personal printers only where there is a documented business case.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Print Policy for a large Agency with multiple program areas

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies  
Number of pages

Cost per page  
Volume of scanning  
Types and volumes of print procurement  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures, pamphlets

Forms

DSHS requires all of the above items to do the daily business of the agency.

These items are printed or procured throughout the agency when needed

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

Incidental repair costs

Managed Print Services does not have lease amount but we track the costs of these devices

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:**

- MPS costs by region
- Service details
- Usage vs. Committed
- Device ratio (staff to device)
- Satisfaction results

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**Q4: Please copy and paste your agency's mission. (Please include a URL to your agency's website):** The Washington State Department of Transportation provides and supports safe, reliable and cost-effective transportation options to improve livable communities and economic vitality for people and businesses. [www.wsdot.wa.gov](http://www.wsdot.wa.gov)

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes, multiple

### Aviation

**RCW 47.68.320** Service of orders – Hearings-Review requires “Orders issues by the department under this chapter shall be served upon the persons affected either by certified mail or in person.”

**RCW 47.68.330** Exchange of data, reports of violations, etc. authorizes Aviation to send and receive reports.

### Toll

**RCW 47.56.795** - Tolls—Electronic toll collection and photo toll systems—Administrative fees— Violation—In-vehicle device availability.

(4) Tolls may be collected and paid by the following methods:

(b) A customer may pay a photo toll either through a customer-initiated payment or in response to a toll bill; or

**WAC 468-305-100** - What toll payment methods are available on WSDOT toll facilities? The following toll payment methods are available on WSDOT toll facilities:

(2) Photo toll payments: This payment method uses a photograph of a license plate to assess the toll. The photo toll may be paid by toll account; a Short Term Account; by individual payment online, mail, fax, over the phone or in person at a customer service center; or in response to a Pay By Mail toll bill. This payment method is not available on the SR 167 HOT lanes.

**WAC 468-305-131** - What happens when I use a toll facility but do not have an account or I have insufficient funds in my account?

(1) If a vehicle uses a toll facility without an account, or there are insufficient funds in the account, a Pay By Mail toll charge will be assessed and a toll bill issued.

(2) A toll bill may contain one or more toll charges.

(3) Toll bills will be sent to the address where the vehicle is registered. It is the registered owner's responsibility to update their registration address with the department of licensing.

**WAC 468-305-133** - What should I do once I receive a toll bill in the mail?

Toll charges must be paid or disputed within eighty days of using the toll facility. A first toll bill will be mailed to the registered owner. Toll charges not paid by the due date of the toll bill will receive a second toll bill and will be assessed a five dollar reprocessing fee (one fee per toll bill). If a reprocessing fee is assessed, this fee must also be paid

within eighty days of using the toll facility. Toll charges can be paid online, by mail, in person at a customer service center, or by telephone.

- RCW outlining mailing NOCPs

**RCW 46.63.160** - Photo toll systems—Civil penalties for nonpayment of tolls, mitigating circumstances—System requirements—Rules—Definitions.

(3) A notice of civil penalty may be issued by the department of transportation when a toll is assessed through use of a photo toll system and the toll is not paid by the toll payment due date, which is eighty days from the date the vehicle uses the toll facility and incurs the toll charge.

(6) The use of a photo toll system is subject to the following requirements:

(b) A notice of civil penalty must include with it a certificate or facsimile thereof, based upon inspection of photographs, microphotographs, videotape, or other recorded images produced by a photo toll system, stating the facts supporting the notice of civil penalty. This certificate or facsimile is prima facie evidence of the facts contained in it and is admissible in a proceeding established under subsection (5) of this section. The photographs, digital photographs, microphotographs, videotape, or other recorded images evidencing the toll nonpayment civil penalty must be available for inspection and admission into evidence in a proceeding to adjudicate the liability for the civil penalty.

(g) The envelope containing a toll charge bill or related notice issued pursuant to **RCW 47.46.105** or **47.56.795**, or a notice of civil penalty issued under this section, must prominently indicate that the contents are time sensitive and related to a toll violation.

(10) If the registered owner of the vehicle is a rental car business, the department of transportation shall, before a toll bill is issued, provide a written notice to the rental car business that a toll bill may be issued to the rental car business if the rental car business does not, within thirty days of the mailing of the written notice, provide to the issuing agency by return mail:

- RCWs pertaining to the launch of new facilities, where we are directed to educate the public. When the Legislature authorizes new tolled facilities, they also often direct WSDOT to conduct extensive outreach to the public which typically requires printing of educational materials. An example of this was for the launch of the I-405 express toll lanes:

## RES

**RCW 47.56.886** - State route number 167 and Interstate 405 express toll lane system—Traffic and revenue analysis—Finance plan.

(5) The department shall conduct ongoing education and outreach to ensure public awareness of the express toll lane system.

## Acquisition:

**RCW 8.04.020** Notice statement for condemnation and service upon any party in interest **RCW 8.25.290 (2)(a)(i)** Notice of the planned final action shall be mailed by certified mail to each and every property owner of record as indicated on the tax rolls of the county to the address provided on such tax rolls, for each property potentially subject to condemnation, at least fifteen days before the final action.



**RCW 8.26.180 (3)** The acquiring agency shall provide the owner of real property to be acquired with a written statement of, and summary of the basis for, the amount it established as just compensation.

Note: WSDOT policy is to make the offer in person or by mail (certified)

#### **Property Management:**

**RCW 43.17.400 (RCW 47.12.055)** State agencies proposing disposition of state-owned land must provide written notice of the proposed disposition to the legislative authorities of the counties, cities, and towns in which the land is located at least sixty days before entering into the disposition agreement.

**RCW 47.12.063(3)(g)** Any abutting private owner but only after each other abutting private owner (if any), as shown in the records of the county assessor, is notified in writing of the proposed sale. If more than one abutting private owner requests in writing the right to purchase the property within fifteen days after receiving notice of the proposed sale, the property shall be sold at public auction in the manner provided in **RCW 47.12.283**;

**RCW 61.30.070** Notice of intent to forfeit – Declaration of forfeiture – Contents \*Real Estate Contracts

#### **Leases:**

**RCW 59.18.260:** If any moneys are paid to the landlord by the tenant as a deposit or as security for performance of the tenant's obligations in a lease or rental agreement, the lease or rental agreement shall be in writing and shall include the terms and conditions under which the deposit or portion thereof may be withheld by the landlord upon termination of the lease or rental agreement. ....

Landlord And Tenant: Title 59 RCW

#### **Deeds:**

**RCW 64.04.020** Every deed shall be in writing, signed by the party bound thereby, and acknowledged by the party before some person authorized by \*this act to take acknowledgments of deeds.

**WAC 468-100-005** Notices which the agency is required to provide shall be written in plain, understandable language. Persons who are unable to read and understand the notice must be provided with appropriate translation and counseling. Each notice shall indicate the name and telephone number of a person who may be contacted for answers to questions or other needed help. Notices shall be personally served or sent by registered or certified first-class mail return receipt requested and documented in the agency's files.

#### **Access**

**RCW 47.52.137**

**RCW 47.52.134**

**RCW 47.52.133**

For a Managed Access permit that WSDOT has decided to modify or revoke, the department must give written notification to the permittee, in accordance with **RCW 47.50.080**.

#### **Utilities**

**47.44.060**

**Construction** – construction plans, specifications, and addenda Ad & Award Manual

**Inadvertent / Unanticipated Discoveries During Construction**

- **WAC 173-340-300** – Release report
- **WAC 173-340-450** – Releases from Underground Storage Tanks
- **WAC 173-340-515** – Independent Remedial Actions

**Details of these regulations below:**

Notification – Site Discovery Reporting

**WAC 173-340-300**

(2) Release report.

(a) Any owner or operator who has information that a hazardous substance has been released to the environment at the owner or operator's facility and may be a threat to human health or the environment shall report such information to the department [of Ecology] within ninety days of discovery. Releases from underground storage tanks shall be reported by the owner or operator of the underground storage tank within twenty-four hours of release confirmation, in accordance with WAC 173-340-450. To the extent known, the report shall include:

- (i) The identification and location of the hazardous substance;
- (ii) Circumstances of the release and the discovery; and
- (iii) Any remedial actions planned, completed, or underway. All other persons are encouraged to report such information to the department.

**WAC 173-340-450**

(b) Unless the department requires otherwise, UST owners and UST operators regulated under chapter 90.76 RCW shall comply with the requirements in this section after confirmation of an UST release that may pose a threat to human health or the environment.

(2) Initial response. Within twenty-four hours of confirmation of an UST release, the UST owner or the UST operator shall perform the following actions:

- (a) Report the UST release to the department [of Ecology] and other authorities with jurisdiction, in accordance with rules adopted under chapter **90.76 RCW** and any other applicable law;

**WAC 173-340-515****(4) Reports to the department.**

(a) Any person who conducts an independent interim action or cleanup action for a release that is required to be reported under **WAC 173-340-300** shall submit a written report to the department [of Ecology] within ninety days of the completion of the action. For the purposes of this section, the department will consider an interim action or cleanup action complete if no remedial action other than compliance monitoring has occurred at the site for ninety days. This does not preclude earlier reporting of such actions or reporting of site investigations. See **WAC 173-340-450** for additional requirements for reporting independent remedial actions for releases from underground storage tanks....

(c) If the independent interim action or cleanup action is completed within ninety days of discovery, a single written report may be submitted on both the release and the action taken. The report shall contain the information specified in provision (b) of this subsection and shall be submitted within ninety days of completion of the remedial action.

**Section 106 of the National Historic Preservation Act** requires us to notify consulting parties in writing of Areas of Potential Effects (APEs), and determinations. WSDOT policy requires us to send the Tribal Chairs written hard copies of our consultation docs. DAHP has agreed to take most documents electronically, and many of the tribes' tech staff also take them via email—but we still mail hard copies to the chairs.

Also, **Governor's Executive order (EO) EO 05-05** requires us to consult with the tribes, so we have to notify the Chairs in writing like we do with Section 106.

**Q6: If yes, please provide a hyperlink(s) to those requirements:** [www.wsdot.wa.gov](http://www.wsdot.wa.gov)

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**

Yes, see previous answer

**Q8: How many full time equivalent employees does your agency employ?** 6,878

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** No

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** 12-24 months

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** WSDOT HQ Printing Services 310 Maple Park Ave SE. <http://www.wsdot.wa.gov/printservices/default.htm>

Primary Responsibilities: The Printing Services Branch has the primary responsibility to provide WSDOT with printing, duplicating and electronic document services. Printing services offers a variety of in-house services which meet the majority of the department's requirements, and coordinates the delivery of larger projects with the State Printer. In-house services include: High Speed Black/White Copiers - networked digital copiers up to 11 x 17, electronic job storage, on-line stapling and binding. High Speed Color Copier - networked color copier, up to 11 x 17 Offset Printing - offset presses to print up to 12 x 18, to print contract plans for construction documents and specialty stocks. Bindery Services - various finishing/binding services. Construction

project plan distribution center - coordinates printing and distribution of all WSDOT all highway, ferry, rail and facilities construction projects. Wide Format Black/White and Color Copier - networked 36" wide printers Scanning Services - black/white or color scanning up to 36" wide, 35mm slides or film negatives CD/DVD Duplication - duplicates and prints color labels directly on surface CD The Printing Services Branch also has the responsibility of printing, assembly and distribution of the contract plans, special provisions (PS&E), addenda and support documents for the weekly advertising of all of WSDOT highway, ferry, rail, and facilities construction projects. Printing Services also serves as the distribution and order tracking facility for the construction project documents. Technical Assistance Offer technical assistance and guidance for printing documents in the most expedient, professional and economic methods Provide assistance and support documents to the Regions for the assembly of construction project documents. Provide guidance to customers when they begin designing a project to meet our equipment specifications most economically. Provide assistance and instructions in sending electronic documents directly or via the internet or FTP site.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: Please provide link if available: No**

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy (check all that apply): If other please specify: N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? 12-24 months**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Will be part of the Print Management Policy (under development). Print procurement is in accordance with 39.26 RCW.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management:** Save time and money for WSDOT by becoming more efficient and standardized in utilization of print services. Comply with state law. Will be part of print management policy.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** No

**Q29: Please check every metric your agency reports internally:** These are all tracked by HQ Print Center but not agency wide

- Volume of print/copies, number of pages, cost per page-
- Volume of scanning
- Types and volumes of print procurement
- Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures, pamphlets
- Forms
- Highway Construction Program Documents

**Q31: Which of the following metrics do you incur and report on (check all that apply):** These are all tracked by HQ Print Center but not agency wide

- MFD lease costs
- MFD usage costs
- Paper costs
- Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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 360-902-9435

**Q4: Please copy and paste your agency's mission.** We partner to connect employers and job seekers - supporting transitions to new jobs and empowering careers.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

CMS job name	What federal, state or agency requirements are there to mail this information? List reference(s).	Notification method
NAPERLTR T-1 Documents included: 100% Employer Monetarily Liable 8080 Auto Notice to Employer 8080 MI5 Notice to Employer 90 Day Letter Affidavit of Wages  Advice of Rights Shell - SSN Crossmatch - English Advice of Rights Shell - SSN Crossmatch - Spanish Benefit Charge Reversal Benefit Charge Free Form Letter Work Search Directive - English Work Search Directive - Spanish	<a href="#">RCW 50.29.021</a> <a href="#">WAC 192-130-070</a> <a href="#">WAC 192-130-070</a> <a href="#">RCW 50.20.190</a> Federal UCFE Handbook, pages IV-16 & 17 <a href="#">WAC 192-120-030<sup>1</sup></a> <a href="#">WAC 192-120-030<sup>2</sup></a> <a href="#">RCW 50.29.021</a> <a href="#">RCW 50.29.021</a> <a href="#">WAC 192-180-010</a> <a href="#">WAC 192-180-010</a> <a href="#">RCW 50.20.043</a> UI Procedures Manual 5500 & 5501 <sup>3</sup> Employer Accounts Manual 104 (ref. ESD P&P 3004 for both) UI Procedures Manual 5500 UI Procedures Manual 5500 UI Procedures Manual 5500	?Mail Mail Mail  Form ES-935 to be provided Written notice Written notice ? ? In writing In writing

<sup>1</sup> Required by settlement agreement in O'Brien v. ESD

<sup>2</sup> Settlement agreement in Nava v. ESD requires department to provide notices to limited-English proficiency claimants, most of which pertain to claimants who are Spanish-speakers

<sup>3</sup> A service request was submitted years ago to eliminate cash receipts but has not been worked by IT.

Commissioner Approved Training Notice - English	<a href="#">RCW 50.20.119</a>	?	
Commissioner Approved Training Notice - Spanish	<a href="#">RCW 50.29.021</a>		
Cash Receipt - Claimant	<a href="#">RCW 50.20.070</a>		
Cash Receipt - Employer	<a href="#">RCW 50.20.119</a>		
Cash Receipt - Returned Warrant	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Cash Receipt Out of State - English	<a href="#">WAC</a>		
Cash Receipt Out of State - Spanish	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Employer Verification Part-Time	<a href="#">WAC</a>		
Employer Separation Charge	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Fraud Reverse 26 Week Denial - English	<a href="#">WAC</a>		
Fraud Reverse 26 Week Denial - Spanish	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Full Time Work Search Advisory - English	<a href="#">WAC</a>		
Full Time Work Search Advisory - Spanish	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Job Search Review 1 - English	<a href="#">WAC</a>		
Job Search Review 1 - Spanish	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Job Search Review 2 - English	<a href="#">WAC</a>		
Job Search Review 2 - Spanish	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Job Search Review 3 - English	<a href="#">WAC</a>		
Job Search Review 3 - Spanish	<a href="#">RCW 50.20.240, Ch 192-180</a>		
Job Search Review 4 - English	<a href="#">RCW 50.20.160, RCW 50.20.180</a>		
Job Search Review 4 - Spanish	<a href="#">RCW 50.29.021(4)(b)</a>		
Job Search Review 5 - English	<a href="#">RCW 50.29.021(4)(b)</a>		
Job Search Review 5 - Spanish	<a href="#">RCW 50.29.021(4)(b)</a>		
Job Search Review 5 - English	<a href="#">RCW 50.29.021(4)(b)</a>		
Job Search Review 5 - Spanish	<a href="#">RCW 50.29.021(4)(b)</a>		
Job Search Review 5 - English	<a href="#">RCW 50.29.021, WAC 192-320-065(4)</a>		
Job Search Review 5 - Spanish	<a href="#">RCW 50.29.021</a>		
Job Search Review 5 - English	<a href="#">RCW 50.20.150</a>		
Job Search Review 5 - Spanish	<a href="#">RCW 50.20.190</a>		
Job Search Review 5 - English			
			Delivery or mailing Mailing to LKA <sup>4</sup> Same as above Same as above Same as above Same as above Same as above In writing ? In writing Mailed or personally served Notify via same methods as state OPs (mailed or personally served) ?Mailed Mailed (use e-certify)

<sup>4</sup>LKA=Last known address.

<p>Job Search Review 5 - Spanish                  Labor Dispute Questionnaire                  Military Monetary                  Redetermination Notice (UCX Denial Letters)                  Non Charge Allow                  Non Charge Deny Catastrophic                  Non Charge Deny Discharge                  Non Charge Deny Lack of Work                  Non Charge Deny On Leave                  Non Charge Deny Part Time                  Non Charge Deny Quit                  Non Charge Deny Untimely                  Non Charge Previously Granted                  Notice To UCX Employer                  Over Payment Letter</p> <p>Out of State Collection Letter - English</p> <p>Out of State Collection Letter - Spanish                  Out of State Intent Letter - English                  Out of State Intent Letter - Spanish                  100% Potential Employer Charge Letter                  Prejudgment Letter</p> <p>Part Time Work Search Advisory - English                  Part Time Work Search Advisory - Spanish                  Standby Status                  Waiver Letter - Repay, No Response to OP Info Request. Fault = Y - Spanish</p>	<p>P.L. 99-272 &amp; Interstate Reciprocal Overpayment Recovery Arrangement (IRORA)                  P.L. 99-272 &amp; IRORA                  P.L. 99-272 &amp; IRORA                  P.L. 99-272 &amp; IRORA  <a href="#">RCW 50.29.021</a>  <a href="#">RCW 50.20.190</a>    <a href="#">RCW 50.20.119</a>  <a href="#">RCW 50.20.119</a>  <a href="#">WAC 192-110-015</a>    <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">WAC 192-220-060</a>    <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a>  <a href="#">RCW 50.20.190</a></p>	<p>In writing</p>
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<p>Waiver Letter - Not Considered - Spanish                  Waiver Letter - No Fault Allowed - Spanish                  Waiver Letter - No Fault Denied - Spanish                  Waiver Letter - No Fault, No Response - Spanish                  Reimbursable Employer Waiver Letter                  Waiver Letter - Repay, No Response to OP Info Request. Fault = Y - English                  Waiver Letter - Not Considered - English                  Waiver Letter - No Fault Allowed - English                  Waiver Letter - No Fault Denied - English                  Waiver Letter - No Fault, No Response - English</p>		
<p>NAPERLTR T-2                  Nonmon Determination</p> <p>Nonmon Determination – Fraud</p> <p>Non Monetary Presumptive Denial Letter</p> <p>Waiting Period Deny - Spanish</p> <p>Waiting Period Deny</p>	<p><a href="#">RCW 50.20.160</a>, <a href="#">RCW 50.20.180</a>, <a href="#">WAC 192-130-070</a>, <a href="#">RCW 50.20.190</a>, <a href="#">WAC 192-220-010</a></p> <p><a href="#">RCW 50.20.070</a>, <a href="#">RCW 50.20.180</a>, <a href="#">WAC 192-220-040</a>, <a href="#">RCW 50.20.190</a></p> <p><a href="#">Chapter 192-140 WAC</a>, <a href="#">RCW 50.20.180</a>, <a href="#">RCW 50.20.190</a></p> <p><a href="#">RCW 50.20.020</a>, <a href="#">RCW 50.20.180</a></p> <p><a href="#">RCW 50.20.020</a>, <a href="#">RCW 50.20.180</a></p>	<p>RX-delivery or mailing                  Denials-written notice                  Employers-mail                  OPs- mailed or personally served                  Same as above</p> <p>Same as above</p> <p>Written notice                  Written notice</p>
<p>NAPERLTR T-3                  Advice of Rights Shell - English</p>	<p><a href="#">WAC 192-120-030</a> (see footnote 1)  <a href="#">WAC 192-120-030</a></p>	<p>Written notice                  Written notice</p>

Advice of Rights Shell - Spanish	<a href="#">RCW 50.20.098</a> <a href="#">RCW 50.20.098</a>	
Alien Call In Letter - English	<a href="#">RCW 50.20.098</a>	
Alien Call In Letter - Spanish	<a href="#">RCW 50.20.098</a>	
Verification Request - English	<a href="#">WAC 192-140-020</a> <a href="#">WAC 192-140-020</a>	
Verification Request - Spanish	<a href="#">RCW 50.20.095</a> <a href="#">RCW 50.20.060</a>	
Call In Notice - English	<a href="#">RCW 50.20.010</a>	
Call In Notice - Spanish	<a href="#">WAC 192-210-110</a>	
Student Eligibility Questionnaire	<a href="#">WAC 192-210-110</a>	
Discharge Questionnaire Eligibility Profile	Used to provide claimants with information or request information not covered by other letters/forms	
Full Referral Union Letter	<a href="#">RCW 50.20.010</a>	
Full Referral Union - Labor Agreement Dispatch	<a href="#">WAC 192-200-030</a>	
Free Form Letter	<a href="#">WAC 192-200-030</a> <a href="#">RCW 50.20.119</a> <a href="#">WAC 192-210-105</a>	
Medical Certification	<a href="#">RCW 50.04.100</a> (self-	
Progress Report - English	employment is	
Progress Report - Spanish	not employment under Act)	
Partial Employment		
Verification Letter		
Qualified Referral Union Letter	<a href="#">RCW 50.20.050</a>	
Self Employment Questionnaire		
(duplicate of above)		
Voluntary Quit Questionnaire		

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 1356

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** At the end of 2014, Employment Security replaced all of its multi-function printers, copiers, scanners and fax machines with new, modern machines in a project called Managed Print. The Xerox Corporation provided the machines as well as maintenance, supplies and technical support. Each office's printing needs will be monitored periodically, and printer functions will be adjusted according to need.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** It's a work in progress.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** We already have.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** 212 Maple Park Olympia WA 98501 print quickly for the agency

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes, it's part of Purchasing Rules Governing the Acquisition of Purchased Goods for the Employment Security Department (ESD) Policy number 2003-1 section C Printed Materials.

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** 6/14/2011

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** Yes

**Q20: Does your print management policy (check all that apply):**

- Default to double sided
- Default to black and white
- Centralized print locations

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?**  
We need update it

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** TBD

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We take into account the need for it, and the time to get it done.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** <http://insideesd/services/managed-print-faqs>

**Q26: Describe your agency's goals or targets related to print management:** on going

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** We come to DES when we need to and feel that we have a very good working relationship with DES.

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Large format printing (posters, wall displays)
- Training manuals
- Print to mail

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Cheryl Moore  
Communications Manager  
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360-725-0846

**Q4: Please copy and paste your agency's mission.** [www.hca.wa.gov](http://www.hca.wa.gov)

Vision: A healthier Washington. Mission: Provide high-quality health care through innovative health policies and purchasing strategies.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** Requirements are in multiple statutes for Medicaid and PEBB programs, and in federal law covering Medicaid.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 1,098

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** No

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** Year

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** Year

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** We have implemented print management strategies. We will be working with Ricoh before our current contract expires in 2018, and from there consider formalizing a managed print policy.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes. No offset, 3 copiers, 1 plotter

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Cherry Street Plaza, First Floor, 626 8th Avenue SE, Olympia. No web URL. Copy meeting materials,

PowerPoint slides, manuals, letters for mailing, other small-volume printing; posters, plotter printing. No variable data printing.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes. We have a combination of a policy (print procurement) and guidelines (print management strategies).

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** The policy covering print procurement has been in effect for many years. The most recent edition is 11-2011. Guidelines on maximums for MFDs and copy services, when HCA Communications sends print orders to DES, and how to avoid unnecessary copying, took effect 08-2014.

**Q19: Does this policy address procurement of printed materials?** Yes

**Q20: Does your print management policy (check all that apply):**

- Secure print to prevent erroneous prints
- Preview plotter print jobs
- Disable banner
- Default to double sided
- Default to black and white
- Centralized print locations

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** Administrative Policy 1-18, which encompasses print procurement, will be revised in FY17. We will be exploring options for a managed print policy before our current Ricoh contract expires in 2018.

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** We will be exploring options for a print management policy before our current Ricoh contract expires in 2018.

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Except for a few novelty printing orders placed each year by the assistants to executive leaders, all vendor-produced printing is coordinated through DES/Printing and Imaging. DES advises HCA on whether they can do they work or need to job it out.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** We have implemented all strategies under Question 17. We have guidelines on when staff use different print/copy options. The guidelines

include information to help staff reduce unnecessary copying, especially unnecessary color copying.

**Q26: Describe your agency's goals or targets related to print management:**

Reduce unnecessary printing on in-house MFD devices and act on federal changes that may allow some materials currently printed and mailed to become available only online.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you?** Continue to be great partners in assessing cost-effective options and providing quality services.

**Q29: Please check every metric your agency reports internally:**

We maintain all of the data shown in this question and make the information available internally on request. Exception: We do not have master contracts with other vendors and use of Office Depot printing services is not authorized.

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Brochures, pamphlets

Forms

Large generic and variable data mailings, self-mailers, newsletters, postcards, brochures, saddle-stitched booklets, posters, rack cards, CD replication (one project only); plus printing many of these materials in languages other than English; meeting materials, PowerPoint handouts, fact sheets, other informational handouts for targeted audiences/meetings.

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

Paper costs

Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** We maintain data on MFD lease costs, MFD usage costs, and paper costs and make the information available internally on request. Lease costs include incidental repair costs for MFD devices. Incidental repair costs for plotter, laminator, and spiral-binding machine are separate.

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Misty Dawn Reese  
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**Q4: Please copy and paste your agency's mission.** [www.washingtonhistory.org](http://www.washingtonhistory.org)

The Washington State Historical Society partners with our communities to explore how history connects us all.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 26

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A



**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? No**

**Q23: If so, what is the target date of completion? N/A**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Unfortunately we have not included RCW 43.19.739 in our approach. We follow our contract management policy when it comes to printing procurement. Also, being located in Tacoma we do our best to provide business to small local business owners in the community. This aids in the review and final approval process to printing our high-quality quarterly magazine and sporadic posters/brochures. The vendors we utilize not only print materials but combine mailing services as well.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally. N/A**

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes),
- Large format printing (posters, wall displays)
- Brochures
- Columbia Magazine (quarterly issued)

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Renee Parker  
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**Q4: Please copy and paste your agency's mission.** Promote public safety and trust through fair administration and enforcement of liquor, tobacco and marijuana laws.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 340

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs.

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** DES [www.des.wa.gov](http://www.des.wa.gov)

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply): If other (please specify):** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If yes, when due:** 3/1/2018

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** N/A

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Yes

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally:**  
Volume of print/copies, number of pages, cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**  
Stationery (business cards, letterhead, envelopes)  
Large format printing (posters, wall displays)  
Training manuals  
Field manuals  
Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**  
MFD lease costs  
MFD usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Jenna Johnson  
Procurement Specialist  
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(360) 664-4792

**Q4: Please copy and paste your agency's mission.** Washington's Lottery operates with integrity to offer games of chance that generate revenue for the benefit of the people of Washington. [www.walottery.com](http://www.walottery.com)

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 135

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: No**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. N/A**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management: N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Yes**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**  
While data is collected on these topics, it is not reported internally

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Field manuals
- Brochures, pamphlets
- Forms
- Point-of-Sale retail advertising

**Q31: Which of the following metrics do you incur and report on (check all that apply): N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Nadia Sarno  
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**Q4: Please copy and paste your agency's mission.** The Office of Financial Management provides vital information, fiscal services and policy support that the Governor, Legislature and state agencies need to serve the people of Washington State. <http://ofm.wa.gov/about/default.asp>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**

- Public Record Requests – OFM is required to make hard copies of records upon demand of the requester. RCW 42.56.070; RCW 42.56.080.
- Procurement Contracts – OFM is not set up to accept electronic signatures on all procurements/contracts. In those instances where electronic signatures are not acceptable, the primary record must be the signed hard copy which we are required to retain. RCW 40.14.060.
- Employee notices and discipline-related correspondence – these must sometimes be delivered in hard copy via regular mail. WAC 357-40-050; WAC 357-04-105; WAC 357-46-215.
- Employee FMLA notice – must sometimes be delivered in hard copy via regular mail. 29 CFR 825.300.
- Certain grant awards from the federal Department of Justice. DOJ requires hard copies to be printed and signed; these requirements seem to be contractual rather than based in statute or rule.
- Director's Review Determinations must be delivered in hard copy via regular mail. WAC 357-49-040.
- Receipt of Director's Review Appeals must be acknowledged by mail or fax. WAC 357-52-040; WAC 357-52-230.
- Notices of Director's Review appeal hearings must be mailed. WAC 357-52-050.
- Generally, all orders, notices, and other papers issued in matters of appeal by or to the Personnel Resources Board or parties before the board must be hand-delivered, mailed, or faxed. WAC 357-52-230.
- Some Collective Bargaining Agreements must be printed and distributed. The printing requirements are contractual, not based on statute or rule.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 236

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print? My agency has fewer than 1,000 FTEs**

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733. N/A**

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print? N/A**

**Q12: Is there one central contact for managed print in your agency? N/A**

**Q13: If your agency is planning to implement managed print, what is the timeframe? N/A**

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency. We print many things in-house on our MFD's and plotters. We do not have a dedicated FTE for this purpose.**

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available): None**

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? 4/1/2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**



If a job is needed that can't be done in-house, OFM Communications seeks consult from the DES print shop to see if they can do the work. If they can't provide the product, OFM utilizes DES expertise on what vendors can do the work.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** OFM has converted as much of our print materials as possible to digital distribution. Measures have been taken to optimize our MFD fleet by ensuring devices provide as many features as possible and right sizing the number of devices in each division.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** OFM's goal is to continue to eliminate unnecessary convenience printers throughout the agency by educating staff on MFD hold and secure print features.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** No

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies
- Number of pages
- Cost per page

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Brochures
- Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** N/A

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**Q4: Please copy and paste your agency's mission.** We protect consumers, the public interest and our state's economy through fair and efficient regulation of the insurance industry.

<https://www.insurance.wa.gov/about-oic/what-we-do/overview-history/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

<http://app.leg.wa.gov/RCW/default.aspx?cite=34.05.434>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 240

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs.

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** We are currently working on a plan

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** Data not provided by vendors

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** We are currently working on a policy

**Q19: Does this policy address procurement of printed materials?** The policy will address procurement of printed materials

**Q20: Does your print management policy (check all that apply): If other (please specify):**

- Preview plotter print jobs before they can be printed
- Default to double sided printing
- Default to black and white printing
- Centralized print locations

**Q21: How frequently is your print management policy updated?**

Policy is being created

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If yes, when due:** TBD

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.

All print procurement is centralized through the agency's purchasing officer.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** We want to reduce the amount of paper we use where possible to cut down on our usage.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not currently, if we think of some ways we will contact DES.

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page

Types and volumes of print procurement  
Funds spent on printing with DES Printing & Imaging, Office Depot, and the master contract or with other vendors

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Printing needs vary by department

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:**

We are tracking these metrics as of fiscal year 17

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**Q4: Please copy and paste your agency's mission.** <http://omwbe.wa.gov/>

We promote equity and increase participation in public contracting and procurement for small businesses owned by minorities, women and disadvantaged persons through education and certification.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 20

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** N/A

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally.** N/A

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Brochures

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Printing Stockroom Supervisor  
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**Q4: Please copy and paste your agency's mission.** To provide funding, resources, tools, data and technical assistance that enable educators to ensure students succeed in our public schools, are prepared to access post-secondary training and education, and are equipped to thrive in their careers and lives.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**  
<http://www.k12.wa.us/ProfPractices/AdminResources/CSM.aspx>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 425

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes



**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

OSPI Print Center, Old Capitol Building

2 = 1357EX B/W Copiers

1 = Pro 751 Color Copier

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? No**

**Q23: If so, what is the target date of completion? N/A**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Consult with DES Printing and Imaging for jobs we cannot do in-house**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages

Cost per page

Volume of scanning  
Funds spent on printing with DES Printing & Imaging, Office Depot, master contract or other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes),  
Large format printing (posters, wall displays)  
Training manuals  
Field manuals  
Brochures  
Pamphlets  
Forms  
Bookmarks, conference materials, etc.

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

MFD lease costs  
MFD usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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**Q4: Please copy and paste your agency's mission. (Please include a URL to your agency's website)** [http://www.parks.wa.gov/](http://www.parks.wa.gov) The Washington State Parks and Recreation Commission cares for Washington's most treasured lands, waters, and historic places. State parks connect all Washingtonians to their diverse natural and cultural heritage and provide memorable recreational and educational experiences that enhance their lives.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?** No

**Q8: How many full time equivalent employees does your agency employ?** 725 - Parks typically has 450 full time permanent staff and the rest are seasonal hires.

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** Parks has fewer than 1,000 FTEs

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** There are no current plans to enter a Managed Print contract. We will continue to assess print functions and use best practices for managing print.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters, and copiers -- within the agency.** No in-plant printing operations. A few self-service copiers located in common areas and one engineering plotter at each of our 4 region locations.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Parks is in the initial planning stages for resource allocation for print management and expects to work on policy development in the near future.

**Q23: If so, what is the target date of completion?** Within the next year.

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** State Parks utilizes the services of the printing division of DES for all offset printing or binding projects. For in-house copy/printing, State Parks will continue to use industry accepted best practices as outlined below. (See Q25)

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** Current strategies include: Default duplex

printing, default 2-sided printing, centralized print locations, secure print, & print preview & network restrictions for oversized jobs to specialized printers/plotters.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Currently conducting the initial assessment of internal agency organization of print management.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Not at this time.

**Q28: Are there other ways we can assist you?** None identified at this time.

**Q29: Please check every metric your agency reports internally.** No internal reporting

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures

Pamphlets

Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)** No internal reporting

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** None

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**Q4: Please copy and paste your agency's mission.**

Accelerate the collective effort to recover and sustain the Puget Sound.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? No**

**Q6: Please provide a hyperlink(s) to those requirements. N/A**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission? No**

**Q8: How many full time equivalent employees does your agency employ? 38**

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print? My agency has fewer than 1,000 FTEs.**

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733. N/A**

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print? N/A**

**Q12: Is there one central contact for managed print in your agency? N/A**

**Q13: If your agency is planning to implement managed print, what is the timeframe? N/A**

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. Yes**

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available): N/A**

**Q16: Does your agency have an existing print management policy per WAC 200- 380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** April 1, 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** N/A

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Please send a sample print management policy.

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)** N/A

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** N/A

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360-902-0207

**Q4: Please copy and paste your agency's mission.** As a responsible steward of public funds, RCO works with others to protect and improve the best of Washington's natural and outdoor recreational resources, enhancing the quality of life for current and future generations.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 54

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A



**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? If other please specify.** No

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** It is on the list of policies needing to be developed. 12/16

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** We rarely print large quantities of any reports or documents.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** As an agency we are trying to go paperless and are beginning to put processes in place (such as electronic signature) to achieve this goal.

**Q26: Describe your agency's goals or targets related to print management:** See above in 25 and we use our Web site and social media often to convey messages.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** As we are a small agency that does not print large quantities of documents or mailings I think we are okay at this time.

**Q29: Please check every metric your agency reports internally:** N/A

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Brochures, pamphlets

Forms

Contracts and related documents such as amendments

**Q31: Which of the following metrics do you incur and report on (check all that apply):** N/A

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** None.

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**Q4: Please copy and paste your agency's mission.** The mission of the Washington State School for the Blind is to provide specialized quality educational services to visually impaired and blind youth ages birth-21 within the state of Washington.  
[Http://www.wssb.wa.gov](http://www.wssb.wa.gov)

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 106

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):**

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: Yes. 9/16**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. If jobs are too large to be produced in-house our purchasing department contacts the DES Print shop to see what the most economical option is.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management: N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Would your agency like assistance from DES to facilitate the print management conversation? No**

**Q28: Are there other ways we can assist you? Not at this time**

**Q29: Please check every metric your agency reports internally:**  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Training manuals  
Brochures, pamphlets  
Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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360-596-4933

**Q4: Please copy and paste your agency's mission.** The Washington State Patrol makes a difference every day, enhancing the safety and security of our state by providing the best in public safety services. <http://www.wsp.wa.gov/about/mission.htm>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**  
<http://app.leg.wa.gov/RCW/default.aspx?cite=9A.44.145>

<http://app.leg.wa.gov/RCW/default.aspx?cite=10.98.100> representative only.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 2310

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** No

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** WSP is planning to implement managed print. The timeframe is yet to be determined.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** WSP does not have copy centers with dedicated staff. WSP copy output is produced by the end user, office assistant, secretary, or administrative staff in locations within their business units.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, TBD

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. The Forms and Records Analyst in the Strategic Planning and Accountability Section (SPA) is the agency liaison for services provided by the State Printer, state copy centers, and printing vendors statewide. Departmental policies regarding Copying and Printing Services and Forms and Document Management (MS Word) are included in the WSP Regulation Manual 10.01.040 and 10.06.010.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** In 2011, WSP contracted for an independent print assessment. The results have / are being used to guide WSP device acquisitions. WSP has a standard make, model, and configuration based on user requirements for copier devices. In 2012, WSP replaced 29 copiers resulting in a \$38,232 annual savings. In 2013, WSP replaced 17 copiers saving an additional \$23,304. In 2014, WSP replaced 6 copiers and added one to a new office saving \$1,560. In 2015, WSP replaced three leased copiers with purchased printers resulting in \$6,498 savings. No URL.

**Q26: Describe your agency's goals or targets related to print management:** WSP Strategic Goal 5 - Improve and sustain agency infrastructure and business processes. Priority 5.1 - Develop, improve, secure, and sustain agency use of technology with

computers, operating systems, applications, networks, phone systems, radios, and microwave communication systems. This priority includes multifunction copiers and printers to support the agency's business needs. The WSP's print management target is acquiring a managed print services contract to replace 70 expired copier contracts in a flexible and phased approach that allows an orderly progression from current equipment and processes to an optimized image production environment.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Yes

**Q28: Are there other ways we can assist you?** The extent of DES assistance to WSP is yet to be determined.

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page
- Types and volumes of print procurement
- Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures, pamphlets
- Forms
- Office signage (engraving employee name plates and other internal or external office signs)

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs
- Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** No additional WSP print data is collected.

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## **2016 Consolidated Reports Boards and Commissions**

Board of Industrial Insurance Appeals

Board of Tax Appeals

Caseload Forecast Council

Commission on Judicial Conduct

Public Disclosure Commission

Public Employment Relations Commission

State Board for Community & Technical Colleges

State Investment Board

Transportation Improvement Board

Washington Horse Racing Commission

Washington State Arts Commission

Washington State Board of Accountancy

Washington State Gambling Commission

Washington Student Achievement Council

Washington Traffic Safety Commission

\*Agency has 1,000 or more FTEs



Terry J. West  
Deputy Director  
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**Q4: Please copy and paste your agency's mission.** <http://www.arts.wa.gov>

Mission: The Arts Commission is a catalyst for the arts, advancing the role of the arts in the lives of individuals and communities throughout the state.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?**  
14 with three non-perms scheduled through 6/30/17

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** One copy machine.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** June 30, 2017.

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**

The Agency rarely has large print jobs but when we do we contact DES for assistance.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.**

Copier default set for duplex, black and white, print preview and no cover page.

Every employee has scanning account set up on copy machine.

No desk top printers.

New five year lease for Cannon Copier.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** None planned.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally.**

Funds spent on printing with DES Printing & Imaging

Office Depot, the master contract or with other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Pamphlets

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Lori Mickelson  
Chief Administration Officer  
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[lorim@cpaboard.wa.gov](mailto:lorim@cpaboard.wa.gov)

**Q4: Please copy and paste your agency's mission.** <http://cpaboard.wa.gov/about-us>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 9

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? Our target is 12/31/18**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We review the job size and determine if it is cost efficient to do the job internally or to use DES Printing and Imaging Services.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally.**

Funds spent on printing with DES Printing & Imaging  
Office Depot master contract or with other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes),  
Large format printing (posters, wall displays)  
Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

Multifunctional device (MFD) lease costs  
MFD usage costs

Paper costs

Incidental repair costs produced by in-plant printshop

DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

Bob Liston  
Deputy Director/Chief Administrative Officer  
[liston@biia.wa.gov](mailto:liston@biia.wa.gov)  
360 753-6823 ext. 1177

**Q4: Please copy and paste your agency's mission.** The mission of the Board of Industrial Insurance Appeals is to serve the public by resolving appeals in a consistent, impartial, timely, and efficient manner. <http://www.biia.wa.gov/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

<http://apps.leg.wa.gov/RCW/default.aspx?cite=42.56>

Also, our WACS and RCW's require us to mail documents to parties. Contact me if you need specifics.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 162

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** No

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure other information?** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If yes, when due:** 1/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:**  
We don't generally have any print procurements. We would handle this with consult with DES

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** We did a print assessment approximately five years ago and implemented the recommendations.

**Q26: Describe your agency's goals or targets related to print management:** Trying to reduce paper through implementation of electronic file project.

**Q27: Would your agency like assistance from DES to facilitate the print management conversation?** No

**Q28: Are there other ways we can assist you?** I don't think so.

**Q29: Please check every metric your agency reports internally:**  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**  
Stationery (business cards, letterhead, envelopes)  
Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**  
MFD usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Rikki Bland  
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**Q4: Please copy and paste your agency's mission.** <http://bta.state.wa.us>

The Board of Tax Appeals maintains public confidence in the state tax system by providing taxpayers and taxing authorities with an accessible, fair, and efficient process for resolving appeals in a timely and judicious manner through the issuance of comprehensive written decisions based upon generally accepted appraisal practices, Washington statutes and the state constitution, case law, and Board precedents.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**

<http://apps.leg.wa.gov/wac/default.aspx?cite=456>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 10

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Other (please specify)**

Our policy is to only print items which are necessary for a case. We provide printed copies of materials for taxpayers that have not elected to receive electronic communications. All printing is done in-house.

**Q23: If so, what is the target date of completion? N/A**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. N/A**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? N/A**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally. N/A**

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply) N/A**

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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**Q4: Please copy and paste your agency's mission.** <http://www.cfc.wa.gov/>  
CFC Mission Statement: To provide state government with accurate, unbiased, and transparent caseload forecasts as a foundation to the state budget process, and to provide accurate statewide adult and juvenile sentencing data as a foundation to criminal justice policies and practices.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 9

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? 12/31/2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We rarely do print procurements, but we consult with DES when the need arises.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? Not at this time.**

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies
- Number of pages
- Cost per page
- Volume of scanning
- Types and volumes of print procurement

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes)
- Routine miscellaneous printing

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

MFD lease costs

MFD usage costs

Paper costs

Incidental repair costs produced by your in-plant print shop

DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Executive Assistant  
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**Q4: Please copy and paste your agency's mission.** The Commission works to protect the integrity of the judicial process and promote public confidence in the courts. It also serves to improve and strengthen the judiciary by creating in judges a greater awareness of proper judicial behavior. <https://www.cjc.state.wa.us/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 7

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? No**

**Q23: If so, what is the target date of completion? N/A**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**

The CJC consults with DES on printing services but this does not always meet the agency's needs. The CJC has used outside vendors for printing services that provide better customer service and perform copying jobs more economically and efficiently.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.**

The CJC utilizes scanning, black and white copying, double siding, and distributing electronic copies of documents to commission members instead of providing them paper copies. This is more efficient for members and staff and has reduced paper and postage costs.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. N/A**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages

Cost per page

Funds spent on printing with DES Printing & Imaging, Office Depot, the master contract or other vendors



**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Forms

General correspondence

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Kenn Nied  
IT Operations Manager  
[knied@sbctc.edu](mailto:knied@sbctc.edu)  
(360) 704-4304

**Q4: Please copy and paste your agency's mission.**

<http://www.sbctc.edu/about/default.aspx>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 178

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? N/A**

**Q17: Please provide link if available: N/A**

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? 12/16**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** This has not occurred in the past but procedures will be developed with our print management policy.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** SBCTC is using NASPO 3091 (New Mexico) and 05214 (Washington's participating addendum) contract for a 3-Year lease pricing on our printer via Ricoh. The contract number 05214 was on one of the print management documents I was shown in the past. This lease covers all toner, parts, and maintenance on the copiers and printers everything except paper.

**Q26: Describe your agency's goals or targets related to print management:** These will be developed with our print management policy.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? No**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease and usage costs (Ricoh contract)

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Michael Kashmar  
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**Q4: Please copy and paste your agency's mission.**

Protect the Public by Ensuring That Gambling is Legal and Honest  
[www.wsgc.wa.gov/about-us.aspx](http://www.wsgc.wa.gov/about-us.aspx)

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? No**

**Q6: Please provide a hyperlink(s) to those requirements.**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes – Internal procedures

**Q8: How many full time equivalent employees does your agency employ?**  
114 budgeted FTE

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Yes –We have a plotter and copiers

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Not yet

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** July 1, 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. The agency intends to comply with this direction**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Not defined

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not that I can think of

**Q29: Please check every metric your agency reports internally.**

Funds spent on printing with DES Printing & Imaging, Office Depot, the master contract or other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Brochures

Commission meeting materials (monthly)

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Douglas Moore  
Executive Secretary  
360-459-6462  
[doug.moore@whrc.state.wa.us](mailto:doug.moore@whrc.state.wa.us)

**Q4: Please copy and paste your agency's mission.** [www.whrc.wa.gov](http://www.whrc.wa.gov)

The mission of the WHRC is to regulate pari-mutuel horse racing and support the development of the equine industry. The goals of the WHRC are (1) foster a regulatory environment that promotes the economic benefits of the equine industry, and (2) ensure that the public has confidence in the integrity of pari-mutuel horse racing.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 4

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No



**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? June 2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. N/A**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. Considering posting handouts for meetings online rather than printed copies. Agency no longer prints updated rule books for stakeholders but refers them to the website for accurate and up to date rules.**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Yes**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally. N/A**

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Training manuals

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Jana Greer  
Executive Assistant  
[officeadmin@pdc.wa.gov](mailto:officeadmin@pdc.wa.gov)  
360-753-1985

**Q4: Please copy and paste your agency's mission.** <https://www.pdc.wa.gov/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 21

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Agency copier (all employees use) SHARP MX-2600N PCL6

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** 2001

**Q19: Does this policy address procurement of printed materials? If other please specify.** No

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** Currently being updated

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 10/2016

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. The agency makes every effort to reduce cost and produce and effective product.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** The PDC is a very small agency. We continue to offer information online and via email in order to eliminate the need to print.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally:**  
Volume of print/copies, number of pages, cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):** General copies as needed

**Q31: Which of the following metrics do you incur and report on (check all that apply):**  
MFD lease costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Diane Tucker  
Administrative Services Manager  
360-570-7335  
[diane.tucker@perc.wa.gov](mailto:diane.tucker@perc.wa.gov)

**Q4: Please copy and paste your agency's mission.** [www.perc.wa.gov](http://www.perc.wa.gov)

To prevent or minimize the disruption to public services by the impartial, timely, and expert resolution of labor management disputes.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**

<http://apps.leg.wa.gov/WAC/default.aspx?cite=391>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**

Yes

**Q8: How many full time equivalent employees does your agency employ?** 29

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Yes. Xerox

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? No**

**Q23: If so, what is the target date of completion? N/A**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. PERC doesn't print large jobs**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. We have gone to paperless case files.**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. We have actively reduced printing by 2400 pages per month by not printing the email documents that have been filed in a case.**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes),

Field manuals

Training materials

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Michael Christopher  
IT Operations Manager  
360-956-4766  
[michael.christopher@sib.wa.gov](mailto:michael.christopher@sib.wa.gov)

Tricia Swanson  
Administrative Assistant, Operations  
360-956-4757  
[tricia.swanson@sib.wa.gov](mailto:tricia.swanson@sib.wa.gov)

**Q4: Please copy and paste your agency's mission.** The mission of the Washington State Investment Board (WSIB) is to make and manage investments for Washington State pension and other public trust funds with integrity, prudence, and skill to meet or exceed the financial objectives of the beneficiaries of the funds. The Board does so consistent with all applicable statutes, regulations, and Board policies.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 92

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Copiers only

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

If we ever had a need, we would use DES at [www.prtonline.myprintdesk.net](http://www.prtonline.myprintdesk.net)

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. No policy as we don't have large projects**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. We encourage online viewing of materials.**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time.

**Q29: Please check every metric your agency reports internally.** None

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)** N/A



**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. None**

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David Mitchell  
Chief Technology Officer  
[davidm@wsac.wa.gov](mailto:davidm@wsac.wa.gov)  
360-753-7892

**Q4: Please copy and paste your agency's mission.** <http://wsac.wa.gov/>

Mission-and-vision: We advance educational opportunities and attainment

in

Washington. In pursuit of our mission, the Washington Student Achievement Council:  
Leads statewide strategic planning to improve educational coordination and transitions.  
Supports Washingtonians through the administration of financial aid, a college savings plan, and support services. Advocates for the economic, social, and civic benefits of postsecondary education.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 100

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** None

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?**

**Q17: Please provide link if available:** No

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):**N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 3/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We do use DES services for our large print jobs.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** We've been working to reduce printing, by producing more electronic documents and using our ECM system Laserfiche instead of printing paper documents. We've also reduced our printer count by one third and have migrated to primarily MFD's from the state contract.

**Q26: Describe your agency's goals or targets related to print management:** We plan to continue reducing the need for printing by continuing to use electronic documents and web forms.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time.

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Brochures, pamphlets
- Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Geri Nelson  
Executive Assistant  
360 725-9898  
[gnelson@wtsc.wa.gov](mailto:gnelson@wtsc.wa.gov)

**Q4: Please copy and paste your agency's mission. [WWW.WTSC.WA.GOV](http://WWW.WTSC.WA.GOV)**

Washington's Traffic Safety Commission leads statewide efforts and builds partnerships to save lives and prevent injuries on our roadways for the health safety and benefit of our communities.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? No**

**Q6: Please provide a hyperlink(s) to those requirements. N/A**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission? No**

**Q8: How many full time equivalent employees does your agency employ? 20**

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print? My agency has fewer than 1,000 FTEs**

**Q10: Please describe when and how your agency implemented managed print services per RCW43.19.733. N/A**

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print? N/A**

**Q12: Is there one central contact for managed print in your agency? N/A**

**Q13: If your agency is planning to implement managed print, what is the timeframe? N/A**

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. No**

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available): N/A**

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?**  
We are currently reviewing our policy manual for completeness.

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** We currently utilize Department of Printing for the majority of our large print jobs, we copy the minimum amount needed.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** We eliminated most of our stand alone printers. We have set copier to default to 2 sided copies and black and white printing.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Asked staff to only print color copies when needed for presentations or meetings and asked to only print when necessary.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Yes

**Q28: Are there other ways we can assist you?** As a small agency of 22 employees, we really do not print that much so need help with ideas to reduce printing costs

**Q29: Please check every metric your agency reports internally.** N/A

**Q29: Please check every metric your agency reports internally.** N/A

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Brochures

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. None**

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Steve Gorcester  
Director  
[steveg@tib.wa.gov](mailto:steveg@tib.wa.gov)  
(360) 586-1140

**Q4: Please copy and paste your agency's mission.** The Washington State Transportation Improvement Board (TIB) funds high priority transportation projects in communities throughout the state to enhance the movement of people, goods and services.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 10

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No



**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** No

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally:** N/A

**Q30: What are the types of routine printing your agency generally does (check all that apply):** Letters

**Q31: Which of the following metrics do you incur and report on (check all that apply):** N/A

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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## **2016 Consolidated Reports Institutions of Higher Education**

Bates Technical College

Bellevue College

Bellingham Technical College

Cascadia College

Centralia College

Clark College

Clover Park Technical College

Columbia Basin College

Community Colleges of Spokane

Eastern Washington University\*

Edmonds Community College

Everett Community College

Grays Harbor College

Green River College

Highline College

Lake Washington Institute of Technology

Lower Columbia College

Peninsula College

Pierce College

Renton Technical College

Seattle Colleges

Skagit Valley College

South Puget Sound Community College

Tacoma Community College

The Evergreen State College

Walla Walla Community College

Washington State University\*

Wenatchee Valley College

Whatcom Community College

Yakima Valley College

\*Agency has 1,000 or more FTEs

Alexander Kenesson  
General Services Manager  
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(253) 680-7150

**Q4: Please copy and paste your agency's mission.** The mission of Bates Technical College is to inspire students to explore their potential; challenge them to greater achievements; and educate them in practical skills for employment in a diverse environment. <http://bates.ctc.edu>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 286

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** Bates already has implemented Managed Print with Xerox under the DES Master Contract #02012. Current contract expires 12/16 and Bates is currently working on renewing the contract

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No. Bates terminated its in-house print services around 2011. Bates Currently uses American Reprographics for quick-print or custom printing applications under a WIPHE/GPO contract.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** No. Bates terminated its in-house print services around 2011. Bates Currently uses American Reprographics for quick-print or custom printing applications under a WIPHE/GPO contract.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy (check all that apply): If other, please specify** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** On advice from the Director of the State Board of Community and Technical Colleges, and the Senior Attorney General's Office: "Although there is some ambiguity, the best way to harmonize these authorities, is to conclude that colleges retain the independent authority to purchase print management equipment, supplies, and services. But colleges must comply with RCW 43.19.739 and .745(consultation with DES) and RCW 43.19.742 and WAC 200-380-030 (adoption of college-wide policies and annual reports to DES). These laws apply to all state agencies regardless of whether the agency has independent authority to purchase print management services and equipment." Locally, it is Bates Purchasing Departments' view that in utilizing the DES Master Contract, we leverage the buying power of the state to ensure that Pricing, Terms, and Operations are most favorable.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** No formal practices exist. Bates, particularly in re-negotiating our contract, is focused on "right sizing" our print management fleet. We have just conducted a utilization survey of all printers, and are working with Xerox under the DES Master Contract to find more efficient solutions to our current fleet; cutting

unnecessary printers, and upgrading printers that may need capacity, while striving to reduce per-imprint costs. All supplies/toner are included in this contract including hazmat disposal for expired cartridges. Finally, we have implemented a centralized paper supply source to ensure the college complies with 43.19A.022, recycled content paper for printers and copiers

**Q26: Describe your agency's goals or targets related to print management:** Bates' goals are to cut both operational and repair costs by maintaining a right-sized operational fleet. We are aiming to reduce our leasing fees by eliminating underutilized printers; while also reducing labor and "hard" costs in repairs by updating/upgrading aging or over utilized printers within the fleet.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** No

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page
- Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Brochures, pamphlets
- Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Jason Aqui  
Director Technology Support Services  
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**Q4: Please copy and paste your agency's mission.**

<http://www.bellevuecollege.edu/futurevision/mission/>

Mission: Bellevue College is a student-centered, comprehensive and innovative college, committed to teaching excellence that advances the life-long educational development of its students while strengthening the economic, social and cultural life of its diverse community. The college promotes student success by providing high-quality, flexible, accessible educational programs and services; advancing pluralism, inclusion and global awareness; and acting as a catalyst and collaborator for a vibrant region.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? No**

**Q6: Please provide a hyperlink(s) to those requirements. N/A**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission? No**

**Q8: How many full time equivalent employees does your agency employ? 1221**

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print? Yes**

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.**

i. In 2013 Bellevue College conducted an MPS discovery with 3 different vendors; Hewlett Packard, Xerox, and Sharp. In July of 2014 Hewlett Packard was selected as the Managed Print Vendor to manage all desktop and network printers across our Main and North Campuses and managed by Jason Aqui in Information Technology Services.

ii. In 2014 Bellevue College conducted a copier discovery with vendors; Konica Minolta, Ricoh, Canon, Hewlett Packard, Xerox, and Sharp. In January 2015 Pacific Office Automation was selected as the Sharp copier vendor for all copiers on Main and North Campuses

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?**

Bellevue College uses PaperCut to manage student and staff printing. We use this data to determine product placement.

**Q12: Is there one central contact for managed print in your agency? No**

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** Bellevue College Printing Services <https://www.bellevuecollege.edu/printingservices/>

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** July 1, 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.**

- a. Secure print to prevent erroneous prints.
- b. Require that for PDF file use on plotters to see thumbnails before hitting the print button.
- c. Disable Banner sheet printing
- d. Default double sided printing
- e. Default black only printing
- f. Centralized print rooms/locations

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Yes**

**Q28: Are there other ways we can assist you?**

Hp is our Print Management vendor and we have concerns because they are not on the approved vendor's list anymore.

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies
- Number of pages
- Cost per page
- Volume of scanning
- Types and volumes of print procurement

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes),
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures
- Pamphlets
- Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Curtis Perera  
IT Director  
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**Q4: Please copy and paste your agency's mission. [www.btc.edu](http://www.btc.edu)**

Bellingham Technical College provides student-centered, high-quality professional technical education for today's needs and tomorrow's opportunities.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 193

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs.

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Convenience copiers only

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** No copy centers

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify N/A**

**Q20: Does your print management policy (check all that apply): If other please specify. N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If yes, when due: Yes**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Making it part of our purchasing process**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management:**

**Q27: Would your agency like assistance from DES to facilitate the print management conversation? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page

Volume of scanning

Types and volumes of print procurement

Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Brochures, pamphlets

Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Terence Hsiao  
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**Q4: Please copy and paste your agency's mission.**

<http://www.cascadia.edu/discover/about/identity.aspx>

We strive for a place where...Every individual is supported and engaged in lifelong learning. (Our vision) We do this by...Transforming lives through integrated education in a learning-centered environment. (Our mission) We stand for...A caring community, pluralism & cultural richness, collaboration, access, success, innovation, environmental sustainability, global awareness, responsiveness, creativity (Our values). We teach students how to...Think creatively, critically, and reflectively. Learn actively. Interact in complex and diverse environments. Communicate with clarity and originality. (Our learning outcomes) We are committed to...Student access, integrated education, a learning-centered environment. The assessment of student success, Institutional sustainability (Our core themes).

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 226

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: If yes, please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** 06/29/2016

**Q19: Does this policy address procurement of printed materials?** Yes

**Q20: Does your print management policy consider and measure the impacts of strategies such as (check all that apply):**

- Secure print to prevent erroneous prints
- Disable banner
- Default to double sided
- Default to black and white

**Q21: How frequently is your print management policy updated?** Reviewed every 3 years.

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If yes, when due:** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** In addition to conforming to State procurement regulations, the College shall obtain three quotes for any printing services whose cost exceeds \$1,000.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** 1) All outsourced print costs are gathered by charging them to a single sub-object. 2) Default settings (doubled sided, B&W) on MFD's.

**Q26: Describe your agency's goals or targets related to print management:** 1) Maximize utilization of networked printers, minimize use of individual printers 2) Implement default settings to minimize prints and color prints 3) Competitive sourcing

4) Virtualize/scan 5) Implement systems that will reduce the need for printed forms 6) Make more reference materials available digitally

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time

**Q29: Please check every metric your agency reports internally:**  
Volume of print/copies, number of pages, cost per page  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**  
Stationery (business cards, letterhead, envelopes)  
Large format printing (posters, wall displays)  
Brochures, pamphlets  
Forms  
Class materials/syllabus

**Q31: Which of the following metrics do you incur and report on (check all that apply):**  
MFD lease costs  
MFD usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** None

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Bonnie Myer  
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360-736-9391 x230

**Q4: Please copy and paste your agency's mission.** Improve people's lives through lifelong learning. <http://www.centralia.edu/admin/mission.html>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 200

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** "in-plant" print shop - Central Services

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: If yes, when was this policy adopted?** Approx. 2010

**Q19: Does this policy address procurement of printed materials?** No

**Q20: Does your print management policy (check all that apply): other:** Copyright issues

**Q21: How frequently is your print management policy updated?** Reviewed every 2-3 years.

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Centralia College utilizes the services provided by DES/Printing and Imaging for letterhead paper and envelopes, plus other misc. jobs. Centralia College also exercises its independent authority for print procurement as granted to it by the state legislature in RCW 28B.10.029 (1)(a). We obtain competitive bids from multiple vendors, and invite certified Minority & Women-owned vendors to participate.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Starting about 5 years ago Centralia College converted all student use printers to a pay per print approach. Students purchase pre-paid print cards that must be utilized in order to use printers in computer labs and library locations. We have converted most of our desktop printers to automatic double-sided printing all across campus. We utilize log-in controls for faculty/staff use of printers with maximum use limits per month tied to their log-ins. We urge all faculty to post class syllabi and handouts online. All of these things have resulted in a significant reduction in printing across campus.

**Q26: Describe your agency's goals or targets related to print management:** We are working to make most resources available online. We also reduced our printed quarterly class schedule from a 48 page document down to an 8 page document starting for fall 2016. The schedule provides info on where to find needed info through our web page instead.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time



**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Brochures, pamphlets
- Forms
- Postcards, commencement programs, play programs

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD usage costs
- Paper costs
- Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Chato Hazelbaker  
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360-992-2921

**Q4: Please copy and paste your agency's mission.**

[http://www.clark.edu/clark-and-community/about/strategic\\_plan/index.php](http://www.clark.edu/clark-and-community/about/strategic_plan/index.php)

Clark College, in service to the community, guides individuals to achieve their educational and professional goals.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? No**

**Q6: If yes, please provide a hyperlink(s) to those requirements: N/A**

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission? No**

**Q8: How many full time equivalent employees does your agency employ? 816**

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print? N/A**

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733: N/A**

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print? N/A**

**Q12: Is there one central contact for managed print in your agency? N/A**

**Q13: If your agency is planning to implement managed print, what is the timeframe? N/A**

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes. Production Print Shop, located on the college's main campus in Vancouver, WA. We also utilize many copiers located throughout our campus locations.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available): N/A**

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: If yes, when was this policy adopted?** 10/2016

**Q19: Does this policy address procurement of printed materials?** No

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** N/A

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** The college no longer prints large projects such as the course schedule. In the past, we have not received responses from the agency in relations to print job requests. We would like to see a threshold established for printing locally using our in-house print services, rather than consulting with the agency for all print jobs.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** We continue to encourage/guide college employees to print using network print alternatives, copy machines and in-house print services rather than desktop printers. All copy machines have been networked to allow for secure printing directly to them. In addition, the college now offers student printing in centralized locations. For our in-house print operations, the college performs a biannual cost comparison with local vendors to ensure the college is offering competitive pricing on its printing solutions.

**Q26: Describe your agency's goals or targets related to print management:** The college would like to decrease the environmental impact of printing on campus. In order to achieve this, the college is anticipating minimizing the number of desktop printers on campus, reducing printing, and shifting existing print jobs to copy machines and in-house printing services.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page
- Volume of scanning
- Types and volumes of print procurement

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Forms
- Postcards
- Commencement programs
- Play programs

**Q31: Which of the following metrics do you incur and report on (check all that apply):** Copy machine lease costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Michael Taylor  
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253-589-6085

**Q4: Please copy and paste your agency's mission.** Educating tomorrow's workforce

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 333

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** N/A

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** No

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** N/A

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: If yes, when was this policy adopted?** No

**Q19: Does this policy address procurement of printed materials?** No

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** 12/2016

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Clover Park Technical College exercises its independent authority for print procurement as granted to it by the state legislature in RCW 28B.10.029 (1)(a).

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Right sizing the MFP fleet. Reduce color options on campus. Reduce free-standing printers.

**Q26: Describe your agency's goals or targets related to print management:**  
Reduce printing output and costs by 40%

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Brochures, pamphlets, forms

Higher Education instructional related documents

**Q31: Which of the following metrics do you incur and report on (check all that apply):** MFD lease and usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Brian Dexter  
Director for Information Services  
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509-542-4724

**Q4: Please copy and paste your agency's mission.**

[www.columbiabasin.edu/index.aspx?page=259](http://www.columbiabasin.edu/index.aspx?page=259)

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 750

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** N/A

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**  
<https://www.columbiabasin.edu/gp/index.asp>

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** July 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. CBC exercises its independent authority for print procurement as granted to it by the state legislature in RCW 28B.10.029 (1)(a)**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation. Reduce overall printing costs from procurement to production.**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time.

**Q29: Please check every metric your agency reports internally.** N/A

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Brochures

Pamphlets

Forms



**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

MFD lease costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Dr. Steve Chen  
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Jo Lynne Sherman  
Director Customer Support Services  
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**Q4: Please copy and paste your agency's mission.** <http://ccs.spokane.edu/>

*Values*

Excellence | Access | Achievement | Stewardship | Respect

*Mission*

To develop human potential through quality, relevant and affordable learning opportunities that result in improved social and economic well-being for our students and our state.

*Vision*

Community Colleges of Spokane transforms lives and uplifts humanity, inspiring students to lead communities, build the nation and enrich the world.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 1231

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** No

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** We have managed print with student printing only.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

SCC Copy Center  
SFCC Copy Center

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** For student printing; fall 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Students are limited to the number of prints their print fees cover. They have the ability to pay to add more prints as needed. We are not managing employee printing.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** N/A

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally. N/A**

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Training manuals

Field manuals

Forms

Other (please specify)

I am sure there are some brochures, posters, and pamphlets printed but the majority of that type of print job is printed by an outside print service through our PIO office.

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** Print consumables are tracked and budgeted for student printing.

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Doug Vandeenboom  
Director, Procurement and Contracts  
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[dvandenboom@ewu.edu](mailto:dvandenboom@ewu.edu)

**Q4: Please copy and paste your agency's mission.** EWU expands opportunities for personal transformation through excellence in learning.  
<https://www.ewu.edu/about/administration/president/mission>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**  
<https://access.ewu.edu/student-financial-services/1098-t-tuition-statement>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 1,000+

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** In 2014 EWU closed the internal print shop. Our MARCOM department now directs end users to DES for print solutions.

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** This is handled by our MARCOM department.

**Q12: Is there one central contact for managed print in your agency?** Yes

**Q13: If your agency is planning to implement managed print, what is the timeframe?** EWU already has a managed print process.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: If this policy is available online, please paste the URL below.**  
<https://access.ewu.edu/Documents/MarComm/PrintingInfo5-30-14.pdf>

**Q18: When was this policy adopted?** May 30, 2014

**Q19: Does this policy address procurement of printed materials?** Yes

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)**

- Secure print to prevent erroneous prints,
- Preview plotter print jobs before they can be printed
- Disable banner sheet printing,
- Default to double sided printing
- Default to black and white printing
- Centralized print locations

**Q21: How frequently is your print management policy updated?** Unknown

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** This work is facilitated by our MARCOM unit and the end user. Orders are placed with DES for fulfillment.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** EWU relies on DES for implementing and suggesting best practices for print management

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Our goals are to meet end user needs in a manner that aligns with the goals and strategies of DES print management initiatives.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** No thank you

**Q29: Please check every metric your agency reports internally.** N/A

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes),
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures
- Pamphlets
- Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** Nothing beyond what has already been listed and reported.

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Kelvin Nesvog  
Director of Auxiliary Services  
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425.640.1586

**Q4: Please copy and paste your agency's mission.** Edmonds Community College strengthens our diverse community by helping students access educational and career opportunities in a supportive environment that encourages success, innovation, service, and lifelong learning. <http://www.edcc.edu/about/mission.html>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**  
<https://www.dol.gov/ebsa/faqs/faq-consumer-cobra.html>  
<https://www.law.cornell.edu/cfr/text/26/1.6050S-1>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 788

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Print and Mail Center, Mountlake Terrace Hall, providing printing, duplicating, wide-format, bindery and finishing options, and scanning for faculty and administrative staff.



URL for our web portal is:

<https://copyservices.myprintdesk.net/DSF/storefront.aspx?6xni2of2cF08a9yXlBxQJGevO4cxxJ4eJOqKCy4/KENOCxKyWGDki0aXSIZd5QbD>

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes. We have adopted the terms and conditions of the Seattle School District Managed Print Services Contract under the provisions of an Inter-Local Agreement.

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** October 10, 2016. We previously were under Managed Print Services Contract with RICOH since September 2010.

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** No

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** Annually

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** No

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. In our in-house print shop, we offer most of our campus printing needs and encourage all departments to utilize our services for maximized cost efficiency. Occasionally, Marketing will want to outsource a print request for specific events or materials, but we try to show the savings and comparable product that can be created in our own shop whenever possible.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Our move to Managed Print Services in September 2010 was largely driven by our need to secure better toner and printer service costs through economy of scale. Until that time, individual users/departments were purchasing their own toners from a variety of sources, and printer service was being assigned to our already taxed IT department. We've also realized the additional benefit of being able to relocate several devices to more appropriate locations - placing high capacity devices where demand is the highest and removing printers that are extraneous or end-of-life.

**Q26: Describe your agency's goals or targets related to print management:**

Establish a team to develop our Print Management Strategies for EdCC. We already have several aspects of our plan in place (for instance, standardized purchasing, master contract, in-house printing,) but need to develop comprehensive plans to address issues such as non-networked printers and printers that need retirement. We also need to establish a communication tool that will show our constituents their total cost of ownership and educate them on how they can be minimized.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Yes**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies
- Number of pages
- Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Brochures, pamphlets
- Forms
- Course packets, syllabi, class materials

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Jeffrey D. Pearce  
Director of Logistics Operations  
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425-388-9930

**Q4: Please copy and paste your agency's mission.** We educate, equip, and inspire each student to achieve personal and professional goals, contribute to our diverse communities, and thrive in a global society. <https://www.everettcc.edu/visitors/mission>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 648

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: Please provide link if available:**

<https://www.everettcc.edu/files/administration/policies/evcc-2200p-printing-procedure.pdf>

**Q18: If yes, when was this policy adopted?** 7/16

**Q19: Does this policy address procurement of printed materials?** Yes

**Q20: Does your print management policy (check all that apply):**

Secure print to prevent erroneous prints

Disable banner

Centralized print locations

**Q21: Does your print management policy consider and measure other information? If yes please specify:** Yes, all MFD default to double sided, black and white

**Q22: How frequently is your print management policy updated?** Reviewed annually

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** No

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We use our print vendor for most jobs. We call DES for jobs that go above and beyond what our print vendor can do for us.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** N/A

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

Volume of scanning

Funds spent on printing contracts

Volume by budget code for each department

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures, pamphlets
- Forms
- Class materials, including exams

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Printing statistics by individual are available for managed print services. -For MFDs, we run reports for usage, comparison periods, cost, most green, most pollutant, etc., as requested

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Jackie Blumberg  
Procurement & Supply Specialist 3  
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360.538.4037

**Q4: Please copy and paste your agency's mission.** Grays Harbor College provides meaningful education and cultural enrichment through academic transfer, workforce preparation, basic skills and service to community. <http://www.ghc.edu/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 186

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Various copiers are available for staff to use, GHC does not employ staff to manage or operate copiers. Each employee makes his/her own copies.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? If other please specify.** N/A

**Q20: Does your print management policy (check all that apply): If other please specify:** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If yes, when due:** We are in the process of hiring a new chief executive of information technology. It is absolutely necessary for the new hire to be a part of the print management policy process.

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Grays Harbor College shall consult with DES when proposals are issued for binding, stationery, and printing projects and cost is expected to be \$10,000 or more.

\*After policy is adopted.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** GHC hopes to save in printing costs by reducing the number of desktop devices, standardizing low production MFD's and printers, consulting with DES prior to issuing proposals for printing, binding, and Stationery projects, and in purchasing in-state for projects expected to be \$10,000 or more when the cost is more efficient.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time

**Q29: Please check every metric your agency reports internally:** GHC does not report on these metrics. We run copy count report/billing monthly for number of copies by budget code in order to conduct internal fund transfers.

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures, pamphlets

Forms

Instructor/classroom documents, letters, etc.

**Q31: Which of the following metrics do you incur and report on (check all that apply):** GHC does not report on these metrics. We pay monthly MFD lease payments, internally bill budgets for MFD costs and purchase paper for various devices.

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** N/A

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Allison Friedly  
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253-288-3360

**Q4: Please copy and paste your agency's mission.** Ensure student success through comprehensive educational programs and support services responsive to our diverse communities.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**

<https://www.irs.gov/pub/irs-pdf/i1099msc.pdf>  
<http://www2.ed.gov/about/offices/list/ocr/docs/nondisc.html>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 738

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** 1 Print Shop: 3 copiers (2 b&w, 1 color) Building workrooms are on each campus, and house MFDs for use. They include: Main Campus (29 buildings): 5 student MFDs, 35 employee MFDs. Enumclaw Campus: 1 student MFD, 1 employee MFD Kent Campus: 1 student MFD, 4

employee MFDs Auburn Center: 1 employee MFD (to be increased to 3 total over the next year)

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** Yes

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 6/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Previously, procurement of large scale print projects that require off-set printing that cannot be completed on campus, are sent to DES for recommendations through our Purchasing Office. In the future, these request will be sent to DES by our Marketing Manager, who oversees the print shop, prior to releasing the job to our print shop for production.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** There is no official policy, but College procedure includes a copier committee that manages, monitors, and purchases copiers for campus. All requests for copiers go through this committee. All technology procurement (copiers, printer, etc.) must be approved by the Executive Director of Information Technology. Individual printers are discouraged, unless a business need is provided. All copy projects over 12 pages must be produced through our in-house print shop, which is more cost effective than the individual printers and copiers on campus.

**Q26: Describe your agency's goals or targets related to print management:** Green River is currently working on a policy to ensure that the campus is best utilizing pooled printing resources, while producing cost savings for the College.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? Yes**

**Q28: Are there other ways we can assist you?** We would be interested in having members of DES come to campus to speak with our community regarding the benefits of Managed Print Solutions and the new laws surrounding it.

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page

Volume of scanning

Types and volumes of print procurement

Funds spent on printing contracts

Funds spend by area on Print Shop projects

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures, pamphlets

Forms

Flyers, booklets, syllabi, catalogs, etc.

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD usage costs

Paper costs

Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Dianna Thiele  
Purchasing Manager  
[dthiele@highline.edu](mailto:dthiele@highline.edu)  
206-870-4888

**Q4: Please copy and paste your agency's mission.**

<https://www.highline.edu/about-us/mission-statement/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 579

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes, but we downsized and no longer have offset presses.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes. Have draft written and target date of approval is August/September 2016

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Per 28B.10.029 Higher Ed has independent authority, however, discussions are beginning with our in-plant print shop on the consulting requirement. Our in-plant print shop was not aware of this requirement.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Highline College had two quarterly publications that were mailed to the community and the publications have been combined into one quarterly bulletin. For some time our credit class schedule and class catalog are online which eliminated the printing and mailing of both publications. Reduce paper consumption and toner by replacing desktop printers and fax machines with multi-functional devices. Set printing default to double sided copying. Installed Pharos release stations on some MFDs. This reduces paper and toner consumption. Installed Pharos release station in all labs for student use. This has reduced paper consumption significantly.

**Q26: Describe your agency's goals or targets related to print management:** Eliminate additional desktop printers. Evaluate the quarterly bulletin to see if the non-credit info. could be on Highline's website. The new ERP system for community and technical colleges will reduce paper significantly but it will take a while before all the CTC's will be on the ERP system. Evaluate manual processes to see if printing can be reduced.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Highline College may reach out to DES for assistance in print management implementation or conversation internally.

**Q29: Please check every metric your agency reports internally:**

Unsure which metrics are reported internally. However, are able to pull info. from MFD manufacturer, Pharos tracking system, and in-plant print shop records, and purchase orders/invoices.

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Brochures, pamphlets
- Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):** N/A

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** Unsure which metrics are reported internally. However, able to obtain MFD usage from manufacturer and run payment history by vendor. Also, run a report through Office Depot's website for paper purchases. Also, Highline orders most of 100% recycled 8.5 x 11 from a woman owned business and we have order history online.

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Gordy Funai  
Manager Purchasing Services  
[gordy.funai@lwtech.edu](mailto:gordy.funai@lwtech.edu)  
(425) 739 8100 Ext. 8456

**Q4: Please copy and paste your agency's mission.** To prepare students for today's careers and tomorrow's opportunities.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 260

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** No

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** 2016

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** Yes

**Q20: Does your print management policy (check all that apply):**

- Secure print to prevent erroneous prints
- Preview plotter print jobs
- Default to double sided
- Centralized print locations

**Q21: Does your print management policy consider and measure other information? If yes please specify:** cost to print displayed on Copier panel

**Q22: How frequently is your print management policy updated?** Policy was recently developed and will be reviewed on a periodic basis or as needed.

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. LWTech will comply with the RCW as required/appropriate.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** Use of DocuSign, Snap Scan, Power Point and archiving tools to reduce copy/print costs. We also recently re-financed our copier lease for considerable savings.

**Q26: Describe your agency's goals or targets related to print management:** Continue to provide high-quality reliable copy machines while managing costs. Continue to discuss copy/print costs with our Copier vendor, Copiers NW during Quarterly Business Review meetings.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** We will consult with DES as desired for print/copy management support.

**Q29: Please check every metric your agency reports internally:**

- Volume of print/copies, number of pages, cost per page
- Volume of scanning
- Types and volumes of print procurement
- Funds spent on printing contracts



**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Copies needed by Instructors, employees, etc. during normal course of business.

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Nolan Wheeler  
Vice President of Administration  
[nwheeler@lcc.ctc.edu](mailto:nwheeler@lcc.ctc.edu)  
360-442-2201

**Q4: Please copy and paste your agency's mission.** The mission of Lower Columbia College is to ensure each learner's personal and professional success, and influence lives in ways that are local, global, traditional, and innovative.

<http://lowercolumbia.edu/publications/catalog-15-16/college-information/mission.php>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 369

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** Yes

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 12/16

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** N/A

**Q26: Describe your agency's goals or targets related to print management:** Lower Columbia College's goal is to reduce its footprint through more efficient and effective use of our resources. We have already reduced our printers in many areas moving to multi-function machines located in a central area for single departments. We have also reduced the number of color printers/multi-function machines available. We will be analyzing current costs and use of copiers, multi-function machines, printers, and all of the supplies that go with them throughout the next fiscal year. We will then take that data and complete a cost benefit analysis of implementing a print management system.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** We are not at the point yet to know exactly how DES could help us, but do foresee needing assistance in the future.

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Brochures, pamphlets
- Flyers, booklets, syllabi, catalogs, etc.

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs
- Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Patty McCray-Roberts  
Director of facilities and planning operations  
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360-417-7967

**Q4: Please copy and paste your agency's mission.** Peninsula College provides educational opportunities in the areas of academic transfer, professional and technical, basic skills, and continuing education. The College also contributes to the cultural and economic enrichment of Clallam and Jefferson Counties.

<http://pencol.edu/aboutpc/mission-vision-and-guiding-principles>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 152

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes. Centralized printers/copiers.

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** 2 locations in C Building 1 location in Maier Hall 1 location in Keegan Hall 1 location in Lincoln Center 1 location in Forks 1 location in Port Townsend

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: Please provide link if available: No**

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: Yes, 6/17**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Working on our best practices. Policy completion by June 2017.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: Centralized print locations, default black only printing, default double sided printing, and track copies through copy codes on centralized printing locations.**

**Q26: Describe your agency's goals or targets related to print management: Create policy and define metrics.**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**  
Types and volumes of print procurement  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures, pamphlets
- Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** We currently track copies through copy code usage on some of our large centralized copiers. We also monitor paper consumption through procurement, and copier maintenance agreements.

Mike Stocke  
CIO  
[mstocke@pierce.ctc.edu](mailto:mstocke@pierce.ctc.edu)  
253-964-6434

**Q4: Please copy and paste your agency's mission.** Mission: Pierce College creates quality educational opportunities for a diverse community of learners to thrive in an evolving world.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 498

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data to shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Pierce College Fort Steilacoom - 9401 Farwest Dr. SW. Lakewood, WA 98498; Pierce College Puyallup - 1601 39th Ave SE. Puyallup, WA 98374; Provide black and white/color copy service to the District. Printing Services include: Laminating, folding, cutting and trimming, saddle stitch, large format plotter printer.



**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? Yes**

**Q17: Please provide link if available: N/A**

**Q18: If yes, when was this policy adopted? 2009**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** Policy addresses use of Multi-Function Devices and Utilization of Print Centers. Any items that cannot be printed in-house are procured by Pierce College Print Department using WA state contracts.

**Q20: Does your print management policy (check all that apply):**

Secure print to prevent erroneous prints

Default to double sided

Default to black and white

Centralized print locations

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? Policy implemented when print management software was purchased. Upgraded software has been procured and policy will be revamped in 2016-2017.**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Old policy will be eliminated and new policy will be reviewed, approved and implemented 2016-2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Departments consult with Print Center on content/requirements. Print Center requests bids from vendors or utilizes WA State contracts. Run envelopes through CENVEO - a state contract.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management:** Pierce has implemented Papercut MF, is reducing the printer fleet in favor of multifunction devices and purchasing large format devices to reduce procurement of print materials from Vendors.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page

Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures, pamphlets

Forms

Posters, rack info cards, course notes, syllabi, tests, examinations, directional signage

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** Papercut MF - monitor, track and manage printing, print settings and equipment settings. Use software to track and encourage use of Print-Copy Centers for large batch jobs.

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Mark Johnson  
Director of Financial Services  
[mark.johnson@rtc.edu](mailto:mark.johnson@rtc.edu)  
425-235-2352 ext 5509

**Q4: Please copy and paste your agency's mission.** Renton Technical College prepares a diverse student population for work, fulfilling the employment needs of individuals, business and industry. <http://www.rtc.edu/mission-vision-values>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** Not available; employee W-2's, 1098-T reporting, Return to Title IV fund notification letters & invoicing

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 307

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** We have one copy center with 2 multifunction copier/printers to provide printing services in support of instruction (syllabi, exams, and classroom materials).

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: Please provide link if available: N/A**

**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: Yes, TBD**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. Per RCW 28B.10.029 Higher Ed has independent purchasing authority for goods & services, including printing. A recent AG communication received by the State Board 7/22 reaffirms this, while also directing Higher Ed to consult with DES. We are still evaluating this new information to assess how "independent authority" and "consulting" with DES should be properly reconciled. The AG communication has provided no guidance in this regard.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: We implemented campuswide use of Papercut software to manage use of individual printers, requiring b/w duplex printing as the default setting for all campus printers. There has also been an ongoing emphasis on reduction of individual printers in favor of larger shared multifunctional devices for campus departments/workgroups.**

**Q26: Describe your agency's goals or targets related to print management: TBD - evaluation in progress.**

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? Not at this time.**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page  
Funds spent on printing contracts

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)  
Large format printing (posters, wall displays)  
Training manuals  
Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD usage costs  
Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Kurt Buttleman  
Vice Chancellor  
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Craig Bush  
Procurement Director  
[craig.bush@seattlecolleges.edu](mailto:craig.bush@seattlecolleges.edu)  
206-934-4139

**Q4: Please copy and paste your agency's mission.** <http://seattlecolleges.edu/>

Mission: The Seattle Colleges will provide excellent, accessible educational opportunities to prepare our students for a challenging future.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** we are currently working to compile a comprehensive list of the requirements at this time. We like most agencies and institutions are required to print and mail W2s and 1098s and other federal related documents.

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?**  
800-1,000

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** Our North Campus had Ricoh under a UW contract conduct a survey and implement a managed print system and tracking software. Our South Campus performed its own review and has internal controls for each new device request. Our Central Campus does not have a managed print system at this time. Our District Office has a similar policy to our North Campus.

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** We do not have a mechanism for tracking printing district-wide. Our current ERP and databases would make this too time-consuming. Each campus has their own tracking systems and strategies for limiting printing.

**Q12: Is there one central contact for managed print in your agency?** No

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** In-Plant/Copy Center; South Seattle Copy Center; Seattle Instructional Printing; Seattle Central Copy Center; Seattle Instructional Printing.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? If other please specify** N/A

**Q20: Does your print management policy (check all that apply): If other please specify.** N/A

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** We have a practice of utilizing print management solutions as appropriate. We do not currently have a formal policy.

**Q23: If yes, when due:** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Our past experience with the Print Office has been murky or not helpful unfortunately. In the past, Seattle Colleges has contacted the DES Print division in order to get clarification on our options for printing in the context of the new law, RCW 43.19.739. Seattle Colleges interpreted DES's response, shown below, regarding consultation by DES of print jobs. DES's response gave the impression that consultation may be sought but is not mandatory. "I talked to our Operations Manager about your question on the literary magazine. I verified that the process that is outlined

in the RCW's around print procurement says that you can send the work directly to us to see if we can do it in house or send it out to competitive bid via the WEBS procurement system. As we discussed, we can also put your work out to competitive bid for you but we do charge the small percentage (5%) for this service. We do have print procurement experts on staff who can evaluate your project and make cost saving suggestions. We have been talking with Highline and other area colleges about their printing capacity but have no definite plans around distributing print projects at this time. I also checked on the contract for class schedules and it has expired. We did not feel the amount of use for this particular contract warranted renewal. Again, we can evaluate this work to see if we can do it in house or bid out that work for you."

Since most of our print jobs DES cannot fulfill and it appears consultation is not mandatory per DES itself, such as printing of viewbooks, postcards or class schedules, which involve the vendor delivering the printed product to the post office, we do not seek consultation from DES. The college graphic designers and directors are very clear on the market they want to reach and what kind of printed material would make the most impact. However, we have sent the scope of work for various projects to DES for evaluation over the years only to not receive a reply or to receive a reply that is not helpful to the department. In those cases, we issue a solicitation and invite DES to reply, which has never resulted in a proposal from DES.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** North Seattle College replaced 16 old machines with new Ricoh machines based on the UW Management Print contract with Ricoh. The copy machines have new features, such as the ability to scan and send documents and the option to print documents in color. Some redundant equipment was removed. North College then implemented Equitrac software solution, allowing end-users to print and release documents at any of the 16 copiers. Equitrac allows for better monitoring of print use. Seattle College District Office replaced printers and copiers based on the UW Management Print contract with Ricoh. Some redundant equipment was removed. The college realized an 11.2% savings per month as a result of this implementation. South Seattle College assesses the print environment for each department with a copier and when the copier is replaced, they remove all redundant equipment. To date, over 40% of the printers have been removed from the campus. Equitrac software is implemented with each new copier, allowing the department to better monitor copy use.

**Q26: Describe your agency's goals or targets related to print management:** This continues to evolve as our resources become more and more scarce. We continue to look for efficiencies in all of our operations including printing. Once we have transitioned to PeopleSoft, we anticipate having more useable data.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No



**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally: N/A**

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Brochures, pamphlets, forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Andrew Heiser  
Director of Information Technology  
[andy.heiser@skagit.edu](mailto:andy.heiser@skagit.edu)  
360-416-7745

**Q4: Please copy and paste your agency's mission.** Skagit Valley College provides opportunities for students in pursuit of their educational and employment goals, while contributing to the economic and cultural enrichment of our communities. See our website at: [www.skagit.edu](http://www.skagit.edu)

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:**  
<http://app.leg.wa.gov/RCW/default.aspx?cite=42.56.040>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 404

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Copy center, Nelson Hall, Mount Vernon campus. Media Services, Cole Library, Mount Vernon campus

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 6/17

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** N/A

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** In response to RCW 43.19.742, Skagit Valley College distributed a memo on June 6, 2012. The memo recommended six actions: 1) a review of forms to convert the highest volume forms to online distribution; 2) encourage Deans and faculty to reduce paper usage with the use of on-line formats; 3) encourage the use of electronic distribution for shared documents; 4) implement copy codes on shared printers; 5) set two-sided printing as the default wherever possible; and 6) insure new printers are two side capable. These efforts were mostly successful.

**Q26: Describe your agency's goals or targets related to print management:** We will have a managed print contract in place by January 2017. We will have a print management policy in place by June 2017. We will use our managed print vendor to help establish baselines. These initiatives will include the two largest of our sites- the Mount Vernon and Oak Harbor campuses. The other smaller sites in our district will be included at a later time.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** Yes

**Q28: Are there other ways we can assist you?** Thanks to Judy Lorenzo for all the help so far!

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies, number of pages, cost per page  
Types and volumes of print procurement

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)  
Large format printing (posters, wall displays)  
Training manuals  
Field manuals  
Brochures, pamphlets  
Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs  
MFD usage costs  
Paper costs  
Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Mary An Schmidt  
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360.596.5372

**Q4: Please copy and paste your agency's mission.** [www.spscc.edu](http://www.spscc.edu) South Puget Sound Community College's mission is to support student success in postsecondary academic transfer and workforce education that responds to the needs of the South Sound region.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Y/N** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 339

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** Print Center - Building 16, 2100 Mottman Rd. SW, Olympia WA 98512 Centralized print services for large copy jobs, printing of booklets, pamphlets, posters, laminating, comb binding.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** No

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** No

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. South Puget Sound Community College exercises its independent authority for print procurement as granted to it by the state legislature in RCW 28B.10.029 (1)(a). SPSCC Procurement staff review requests for all new large print campaigns and reaches out to DES to discuss economic and efficient print options for those requests.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online:** SPSCC implemented a Student Printing Policy in June 2015. The purpose of the policy is to provide a certain amount of free printing to students and to promote greater efficiency and environmental stewardship by monitoring and curbing excessive printing. Policy link - <https://spscc.edu/policy/itsv508>

**Q26: Describe your agency's goals or targets related to print management:** IT Services reviews and recommends new printer purchases with a goal to reduce desktop printing by merging staff usage to MFD's or redirecting print paths to existing machines. IT services is currently in the process of selecting a vendor to streamline service of campus printers & supplies to create efficiencies and reduce costs. IT Services Department has installed a print management software on campus devices and is internally reviewing data. College leadership is currently reviewing document imaging & storage systems.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** No

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Large format printing (posters, wall displays)

Training manuals

Brochures, pamphlets

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Clay Krauss  
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253-566-6005

**Q4: Please copy and paste your agency's mission.** TCC creates meaningful and relevant learning, inspires greater equity, and celebrates success in our lives and our communities.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 781

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency. If other (please specify):** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL if available):** N/A

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** N/A



**Q18: If yes, when was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify. N/A**

**Q20: Does your print management policy (check all that apply): N/A**

**Q21: Does your print management policy consider and measure other information? If yes please specify: N/A**

**Q22: How frequently is your print management policy updated? N/A**

**Q23: Is your agency in the process of developing a print management policy? If yes, when due: Yes, 2017**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. We have in-house printing operations which handle this function.**

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online: N/A**

**Q26: Describe your agency's goals or targets related to print management:**  
Improve efficiencies and minimize the costs of agency-based printing; Provide guidelines and education for printing best-practices; Provide flexible printing options to customers.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you? N/A**

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies  
Number of pages  
Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Training manuals  
Field manuals  
Brochures, pamphlets  
Forms

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

MFD lease costs

MFD usage costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy: N/A**

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Dave Kohler  
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**Q4: Please copy and paste your agency's mission.** <http://evergreen.edu/>

As an innovative public liberal arts college, Evergreen emphasizes collaborative, interdisciplinary learning across significant differences. Our academic community engages students in defining and thinking critically about their learning. Evergreen supports and benefits from local and global commitment to social justice, diversity, environmental stewardship and service in the public interest.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 740

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 employees

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**  
[https://www.evergreen-greener-bookstore.com/site\\_copy\\_center.asp](https://www.evergreen-greener-bookstore.com/site_copy_center.asp)

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q18: When was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** Yes

**Q23: If so, what is the target date of completion?** June 30, 2017

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Evergreen has met with DES on print consultations. It was agreed that appropriate individual transactions will be discussed as well as conversations about categories of printing.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** N/A

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** By the end of June, 2017, Evergreen plans to commit to developing a meaningful print management plan.

- There are two main areas for development – policy and metrics
- Finance and Administration will lead the effort to identify appropriate metrics.
- A joint workgroup (with representatives from all campus areas heavily using printing) will make recommendations to senior management for campus-wide print policies, and recommendations and targets for annual improvement.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Not at this time

**Q29: Please check every metric your agency reports internally.** N/A

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes),
- Large format printing (posters, wall displays)
- Field manuals

- Brochures, Pamphlets
- Forms
- Other (please specify)
- Packets for faculty
- Booklets
- Scanning/for print
- Handbills
- Applications for committees
- Test for classes
- Maps
- Lab handouts
- Name badges
- Mailing labels
- Out of print books with publisher and author
- Permission for class use

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply) N/A**

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Kevin Combs  
Director Technology Services  
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[kevin.combs@wwcc.edu](mailto:kevin.combs@wwcc.edu)

**Q4: Please copy and paste your agency's mission.**

Walla Walla Community College inspires all students to discover their potential and achieve their goals by providing relevant, equitable, and innovative learning opportunities and services.

<http://www.wwcc.edu/about-wwcc/mission-and-vision/>

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers? Yes**

**Q6: Please provide a hyperlink(s) to those requirements.**

<https://ed.gov/policy/gen/guid/fpco/ferpa/index.html>

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**

No

**Q8: How many full time equivalent employees does your agency employ? 500**

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print? Yes**

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** WWCC implemented a print management system (PaperCut) about 5 years ago to help bring down expenses for the college.

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?**

We utilize the data from the PaperCut system to place more efficient printers in high use areas of the college.

**Q12: Is there one central contact for managed print in your agency? Yes**

**Q13: If your agency is planning to implement managed print, what is the timeframe? Managed print has been implemented already.**

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency. Yes**

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

We have a graphic services department that prints large scale and promotional jobs for college departments and ASB clubs. This printing falls outside the per-view of the print management system as jobs are charged for. There is also a copy center for staff only where print jobs are charged to individual departments.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? No**

**Q17: If this policy is available online, please paste the URL below. N/A**

**Q18: When was this policy adopted? N/A**

**Q19: Does this policy address procurement of printed materials? N/A**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated? N/A**

**Q22: Is your agency in the process of developing a print management policy? Yes**

**Q23: If so, what is the target date of completion? Target date of policy completion is winter 2017.**

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Self-service print jobs are sent by default to the most efficient printer a department has with the printer defaulting to duplex and low resolution to save costs. Big print jobs are sent to graphics or the print center where manual intervention by staff helps with choosing the appropriate cost choice.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online. N/A**

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Our goals are to move to 100% centralized printing using only high efficiency printers within the next 5 years.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally? No**

**Q28: Are there other ways we can assist you?** Not currently.

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies
- Number of pages
- Cost per page
- Volume of scanning

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes),
- Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- Paper costs
- Incidental repair costs produced by your in-plant print shop
- DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** N/A

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Edward Sala  
Assistant Executive Director, University Communications  
509-335-8638  
[sala@wsu.edu](mailto:sala@wsu.edu)

**Q4: Please copy and paste your agency's mission.** [www.wsu.edu](http://www.wsu.edu)

Washington State University is a public research university committed to its land-grant heritage and tradition of service to society. Our mission is threefold:

- To advance knowledge through creative research, innovation, and creativity across a wide range of academic disciplines.
- To extend knowledge through innovative educational programs in which students and emerging scholars are mentored to realize their highest potential and assume roles of leadership, responsibility, and service to society.
- To apply knowledge through local and global engagement that will improve quality of life and enhance the economy of the state, nation, and world.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: Please provide a hyperlink(s) to those requirements.**

[http://public.wsu.edu/~forms/HTML/BPPM/00\\_Intro\\_and\\_Indexes/04.01\\_Forms\\_Index.htm](http://public.wsu.edu/~forms/HTML/BPPM/00_Intro_and_Indexes/04.01_Forms_Index.htm)

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 9,809

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** Yes

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** Washington State University has several programs that together are designed to realize efficiencies and gain cost savings. The evolution of these programs has been on-going for several decades. Within the WSU Office of University Communications the university has an in-plant printing unit located in Pullman that provides digital and offset printing and mailing services to the entire state-wide system. Other programs administered through University Communications: CougarCopies provides printing and copying services to faculty, staff and students primarily in Pullman. CougPrints/Student Printing provides access to MFPs for student use. Copier/printer placement is offered to university departments system-wide.

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?**

We monitor usage and regularly review all devices to ensure optimal usage levels. In locations that are seeing low usage equipment may be replaced with lower volume machines or moved to another location to increase visibility and access. Locations with high volumes are reviewed and equipment upgrades are made to match volume levels.

**Q12: Is there one central contact for managed print in your agency? Yes**

**Q13: If your agency is planning to implement managed print, what is the timeframe?** WSU is engaged in managing print on an ongoing basis through the programs mentioned above.

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency. Yes**

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

CougarCopies [www.cougarcopies.wsu.edu](http://www.cougarcopies.wsu.edu) is located on the Pullman campus and provides printing, copying and finishing services to faculty, staff and students. Coug Prints/Student Printing [www.cougprints.wsu.edu](http://www.cougprints.wsu.edu) provides students with self-serve access to managed printing services through MFPs. Many colleges and departments across the system also have copy centers embedded within them.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines? Yes**

**Q17: If this policy is available online, please paste the URL below.**

[http://public.wsu.edu/~forms/HTML/BPPM/80\\_Services/80.05\\_Printing\\_Services.htm](http://public.wsu.edu/~forms/HTML/BPPM/80_Services/80.05_Printing_Services.htm)

**Q18: When was this policy adopted?** I believe it was adopted in 1979. It was last revised June 2016.

**Q19: Does this policy address procurement of printed materials? Yes**

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)**

- Secure print to prevent erroneous prints
- Preview plotter print jobs before they can be printed
- Disable banner sheet printing,
- Default to double sided printing
- Default to black and white printing
- Centralized print locations

**Q21: How frequently is your print management policy updated?**

Reviewed yearly and updated as needed.

**Q22: Is your agency in the process of developing a print management policy?**

Other (please specify) Our policy development and implementation is ongoing.

**Q23: If so, what is the target date of completion?** N/A**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**

Most printing and finishing projects initiated at WSU in Pullman are handled internally through the in-plant printing unit. Occasionally, procurement of printing and finishing services is needed from outside vendors: we post procurement jobs on WEBBS and we rely on in-house expertise in making decisions as to the best use of resources when choosing a vendor.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.**

Buy off the state contract. MFP placement programs for students, faculty and staff. 48 month leases to ensure we are using the best and most cost efficient technology available. We run in-house jobs on digital presses because a vast majority of our projects now require us to provide variable data printing. We encourage the use of 100% recycled paper in our departmental printer/copiers sourced through WSU Central Stores and Office Depot.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.**

Grow the Cougar Prints/Student Printing and MFP Placement programs to limit the number of personal printers on campus. Continue to focus on sustainable practices that limit waste and reliance on toxic chemicals. Make business decisions that result in flexible programs that can evolve with the university's constantly changing needs.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** N/A**Q28: Are there other ways we can assist you?**

YES! Two things:

1. At some point it would be good to brainstorm ideas with your team on ways to improve our programs. As I mentioned earlier in the survey we are focused on evolving and gaining efficiencies but I know having a new set of eyes take a look at our operation would be very beneficial.
2. Because we are a self-sustaining service center we would welcome your help in soliciting work from other agencies across the state. Learn more about what we can do here <https://ucomm.wsu.edu/print>

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies
- Number of pages
- Cost per page
- Volume of scanning
- Types and volumes of print procurement
- Funds spent on printing with DES Printing & Imaging, Office Depot, the master contract or other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals,
- Brochures
- Pamphlets
- Forms
- Books, magazines, newsletters, novelty items

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs
- Paper costs
- Incidental repair costs produced by your in-plant print shop
- DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. N/A**

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Suzie Benson  
VP Administrative Services  
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509-682-6515

**Q4: Please copy and paste your agency's mission.** Wenatchee Valley College enriches North Central Washington by serving educational and cultural needs of communities and residents throughout the service area. The college provides high-quality transfer, liberal arts, professional/ technical, basic skills and continuing education for students of diverse ethnic and economic backgrounds.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** Yes

**Q6: If yes, please provide a hyperlink(s) to those requirements:** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 287

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** N/A

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733:** N/A

**Q11: How do you utilize data shape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? Y/N or additional info:** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions:** copy center on Wenatchee campus, primary functions are volume duplicating for instruction, posters, signs, event programs

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: Please provide link if available:** No

**Q18: If yes, when was this policy adopted?** N/A

**Q19: Does this policy address procurement of printed materials? Y/N If other please specify.** N/A

**Q20: Does your print management policy (check all that apply):** N/A

**Q21: Does your print management policy consider and measure other information? If yes please specify:** N/A

**Q22: How frequently is your print management policy updated?** N/A

**Q23: Is your agency in the process of developing a print management policy? If yes, when due:** Yes, 12/16

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739:** For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs. WVC follows required processes

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies.** Implemented print management software in all student computer labs; implemented software on all Xerox printer/copiers to default to least expensive print options

**Q26: Describe your agency's goals or targets related to print management:**  
manage cost

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Publish best practices and model print management policies on web site.

**Q29: Please check every metric your agency reports internally:**

Volume of print/copies

Number of pages

Cost per page

**Q30: What are the types of routine printing your agency generally does (check all that apply):**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Brochures, pamphlets

Event programs, instructional materials - classroom/lab handouts, tests

**Q31: Which of the following metrics do you incur and report on (check all that apply):**

- MFD lease costs
- MFD usage costs
- Paper costs
- Incidental repair costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy:** print contracts

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IT Director  
360-383-3430  
[wnaf@whatcom.edu](mailto:wnaf@whatcom.edu)

Diane Cronk  
Program Support Supervisor 1  
360-383-3386  
[dcronk@whatcom.edu](mailto:dcronk@whatcom.edu)

**Q4: Please copy and paste your agency's mission.** <http://whatcom.edu/home>  
Whatcom Community College contributes to the vitality of its communities by providing quality education in academic transfer, professional-technical, and lifelong learning, preparing students for active citizenship in a global society.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
Yes

**Q8: How many full time equivalent employees does your agency employ?** 415

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations --including offset press, plotters and copiers -- within the agency.** Yes



**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

Copy Center Auxiliary Services Building, Room 102, 620 W Kellogg Rd Bellingham, WA 98226

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** No

**Q17: If this policy is available online, please paste the URL below.** N/A

**Q19: Does this policy address procurement of printed materials?** N/A

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply) N/A**

**Q21: How frequently is your print management policy updated?** N/A

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** N/A

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.**

We have an in-house copy and mail center. We outsource envelopes and letterhead by getting two local bids and awarding to the lowest bidder.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.**

For local desktop printing, we have implemented a pay for printing system for students, each student is given a \$15 credit per quarter to use for printing and copying on student machines. This is paid for out of the student technology fees. We have centralized the toner and paper purchasing for all of campus, both student and staff sides.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** We are working with department to decrease the jobs that are being outsourced.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** N/A

**Q29: Please check every metric your agency reports internally.**

Volume of print/copies

Number of pages

Cost per page

Funds spent on printing with DES Printing & Imaging, Office Depot, the master contract or with other vendors

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

Stationery (business cards, letterhead, envelopes)

Large format printing (posters, wall displays)

Training manuals

Field manuals

Brochures

Pamphlets

Forms

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

MFD lease costs

MFD usage costs

Paper costs

Incidental repair costs produced by your in-plant print shop

DES Printing & Imaging and third-party vendors

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy. We track each machine's volume**

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Brady Muggleston  
Director of Auxiliary Services  
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Debbie McBride  
Copy Center Lead A  
509 574 4685  
[dmcbride@yvcc.edu](mailto:dmcbride@yvcc.edu)

**Q4: Please copy and paste your agency's mission.**

<http://www.yvcc.edu/Pages/default.aspx>

<http://www.yvcc.edu/about/Pages/MissionStatement.aspx>

YVC enriches and enhances individuals and communities by delivering accessible, student-centered education. YVC addresses the needs of its diverse communities by providing learning opportunities in basic literacy; academic, professional, and technical education; and lifelong learning.

**Q5: Are there specific federal and state laws, rules and regulations that require you to print and mail correspondence to your customers?** No

**Q6: Please provide a hyperlink(s) to those requirements.** N/A

**Q7: Does your agency have policies, executive orders or procedures that require printed information for distribution to customers to fulfill your agency's mission?**  
No

**Q8: How many full time equivalent employees does your agency employ?** 653 full and part time

**Q9: If your agency has more than 1,000 FTEs, have you implemented managed print?** My agency has fewer than 1,000 FTEs

**Q10: Please describe when and how your agency implemented managed print services per RCW 43.19.733.** N/A

**Q11: How do you utilize the data provided by the vendors to reshape your approach to managed print and prioritizing your investments in print?** N/A

**Q12: Is there one central contact for managed print in your agency?** N/A

**Q13: If your agency is planning to implement managed print, what is the timeframe?** N/A

**Q14: Does your agency operate "in-plant" printing operations? In-plant means printing operations -- including offset press, plotters and copiers -- within the agency.** Yes

**Q15: Please list any copy centers your agency may have, their locations and primary functions (please include relevant URL, if available):**

<http://www.yvcc.edu/services/print-mail/Pages/default.aspx>

YVC Print Shop

Campus Operations

1211 W. Prasch Ave.

Yakima, WA 98902

Full-service print shop

Print for staff

Print, laminate, fold, bind, cut, number, crease, color printing.

**Q16: Does your agency have an existing print management policy per WAC 200-380 guidelines?** Yes

**Q17: If this policy is available online, please paste the URL below.**

[http://www.yvcc.edu/services/policies/\\_layouts/15/WopiFrame.aspx?sourcedoc=/services/policies/Policies%20and%20Procedures/1.07%20%20PRINTING%20and%20GRAPHICS%20CENTER.pdf&action=default](http://www.yvcc.edu/services/policies/_layouts/15/WopiFrame.aspx?sourcedoc=/services/policies/Policies%20and%20Procedures/1.07%20%20PRINTING%20and%20GRAPHICS%20CENTER.pdf&action=default)

**Q18: When was this policy adopted?** Original: 8/10/10, updated: 12/8/15

**Q19: Does this policy address procurement of printed materials?** No

**Q20: Does your print management policy consider and measure the impacts of strategies such as (choose all that apply)**

Disable banner sheet printing

Default to double sided printing

Default to black and white printing

Centralized print locations

**Q21: How frequently is your print management policy updated?** As needed.

**Q22: Is your agency in the process of developing a print management policy?** No

**Q23: If so, what is the target date of completion?** n/a

**Q24: Describe your approach to print procurement as directed by RCW 43.19.739: For every printing job and binding job ordered by a state agency, the agency shall consult with the department on how to choose more economic and efficient options to reduce costs.** Use print request job tickets. Consult with faculty and staff to meet economic and efficient standards. Review administrative printing procedure as needed.

**Q25: If applicable, please describe your agency's best practices or successes with implementing print management strategies. Please include a URL if this information is available online.** Updated administrative procedure, got it approved by Admin Council 12/8/15 to get campus buy-in and approval. Shared updates and procedure with all campus. Refer back to procedures as necessary.

**Q26: Describe your agency's goals or targets related to additional steps for print management implementation.** Print Shop Policy is approved by Administrative Council, as needed. As part of our committee to environmental and financial sustainability include double sided printing, color ink is reserved for posters, brochures, fliers, or other documents. When feasible all college print jobs requiring more than 25 copies must be submitted to the Print Shop for processing.

**Q27: The team at DES is interested in helping your agency to be successful in print management implementation. Does your agency need assistance from DES to facilitate the print management conversation internally?** No

**Q28: Are there other ways we can assist you?** Provide print management data and survey information from previous years including all data from SBCTC.

**Q29: Please check every metric your agency reports internally.**

- Volume of print/copies
- Number of pages
- Cost per page
- Volume of scanning

**Q30: What are the types of printing your agency generally does as a normal course of business? (Check all that apply)**

- Stationery (business cards, letterhead, envelopes)
- Large format printing (posters, wall displays)
- Training manuals
- Field manuals
- Brochures
- Pamphlets
- Forms
- Window clings, promotional items

**Q31: Which of the following additional expenditures/metrics do you incur and report on internally? (Check all that apply)**

- MFD lease costs
- MFD usage costs
- Paper costs

**Q32: Please list any additional data you collect that are unique to your print procurement and print management policy.** N/A

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