



Governor
Chris Gregoire

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GOVERNMENT WORKING SMARTER

2010 POLICY BRIEF

REFORMING HOW WE SERVE OUR CUSTOMERS – THE PEOPLE OF WASHINGTON

Washington state government continues to lead the nation in the use of technology and cutting-edge management tools to deliver services Washingtonians want and need — from renewing driver's licenses to paying taxes online.

Yet some of our innovation is layered on top of obsolete ways of doing business. We must dig deeper to reform state governing practices that once worked but now impede our ability to better serve Washingtonians and at lower cost.



Governor Chris Gregoire's proposals outlined here are another step in a continuous effort to fundamentally reorganize the way programs and services are delivered in Washington. Her strategy can be summed up in one phrase — “It's our job to do a better job!” and is based on three goals:

Cut bureaucracy by eliminating 95 boards, commissions and advisory committees. These boards were created with the best intentions, but have grown cumbersome and costly. Seventeen boards will be eliminated immediately by executive order and 78 will be repealed, most by June 30, 2010, through legislation.

New legislation also will make multiple organizational changes to our small state agencies. Currently, we have more than 64 small Cabinet agencies and boards. This legislation would reduce or eliminate a third of these through mergers or realignments.

Continue to consolidate similar government operations, ranging from the state's fleet of vehicles, to creating one common e-mail system, to consolidating scattered and costly printing operations. Major consolidations include the following:

- » The Department of General Administration will continue consolidating various state agency vehicle fleets to eliminate under-used vehicles, improve maintenance, reduce costs to agencies, and develop a greener fleet that consumes less fuel and produces fewer emissions.

- » Using cost models and other information developed by the State Auditor, the Department of General Administration also will consolidate leasing of offices and facilities. This will include creating one standard leasing process, as well as a statewide system that integrates, manages and evaluates lease management improvements.
- » The Department of Information Services will take the steps necessary to make sure state government uses the same information technology across agencies to eliminate costly and inefficient technological redundancies and save money.

Deliver 21st century customer service

through Governor Gregoire's recent executive order that requires agencies with fewer than 176 employees to use a centralized budget and accounting staff rather than duplicating these services in each agency.



The Department of Personnel will identify the most cost-effective way to establish a single point of entry for citizens to find state government jobs. The department will integrate other human resource systems through a self-service employment Web portal, assist small agencies with human resource support, consolidate payroll activities, provide online training options and share human resource best practices.

In her 2009 address to the Legislature, Governor Gregoire said she was determined

in her second term to reform the way state government does business. She acknowledged that change is hard, but stressed that state government cannot afford to continue in the old ways. She continues to take the steps necessary to place Washington state

government on the best possible footing to succeed in the 21st century economy.