

Washington State Gambling Commission



Implemented Lean Projects and Cost Saving Ideas

Our Mission:

“Protect the Public by Ensuring that Gambling is Legal & Honest”

March 12, 2015, Commission Meeting

Presented by:

Susan Newer, Rules Coordinator & Public Information Officer
Special Agent Julie Sullivan, Licensing Operations Division



Lean Project



Reduced the number of pages on the commercial license renewal application and made the application available to submit and pay on line through My Account – Spotlighted by Results Washington

Consolidated 2 documents totaling 7 pages into 1 double-sided page.

- Saves the Public 722 hours annually
- Saves the Agency over \$70,000 annually
- One time cost implementation \$7,000





Lean Projects



9 Other Lean Projects = Saving \$3,600 in fixed costs and reduced 1,260 hours in staff time

Examples of Lean Projects

1. E-mail Class III Certification letters to Tribal Gaming Agencies instead of using U.S. Mail
2. Local jurisdictions check our website for list of new licenses issued rather than sending an e-mail or letter in the U.S. Mail
3. Gambling Activity Records Inspections consolidated into other inspections routinely conducted
4. Notifying staff of when administrative charges are issued





Cost Savings Implemented



Examples of Yearly Savings...

- 1. Paper "Focus on Gambling" Newsletter goes electronic**
Saves \$14,000 in printing & mailing costs
- 2. "Card Room Connection" Newsletter Discontinued**
Saves \$6,000 in printing & mailing costs + staff production time
- 3. Online reporting & license renewal**
Saves 1,100 staff hours
- 4. Closing Tacoma field office**
Saves \$85,000 in leasing costs
- 5. Video conferencing**
Saves staff travel time



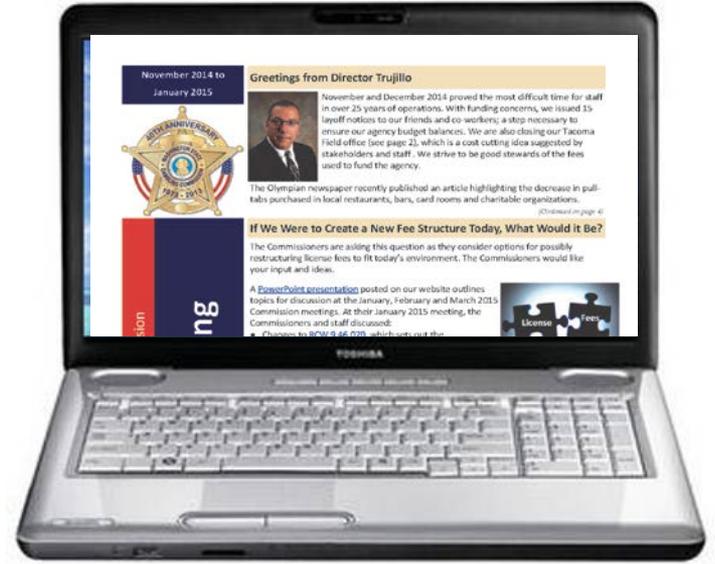
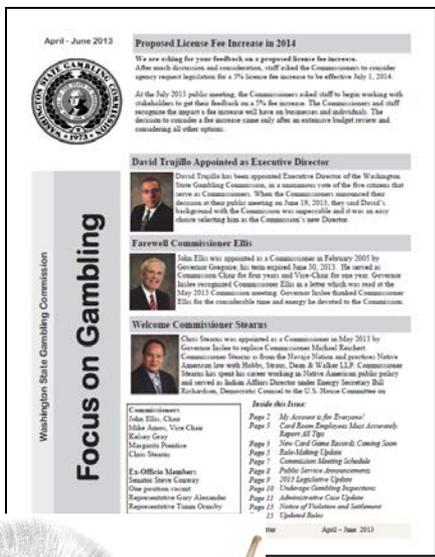


Cost Savings Implemented

Example of Yearly Savings...



Paper "Focus on Gambling" Newsletter goes electronic Saves \$14,000 in printing & mailing costs

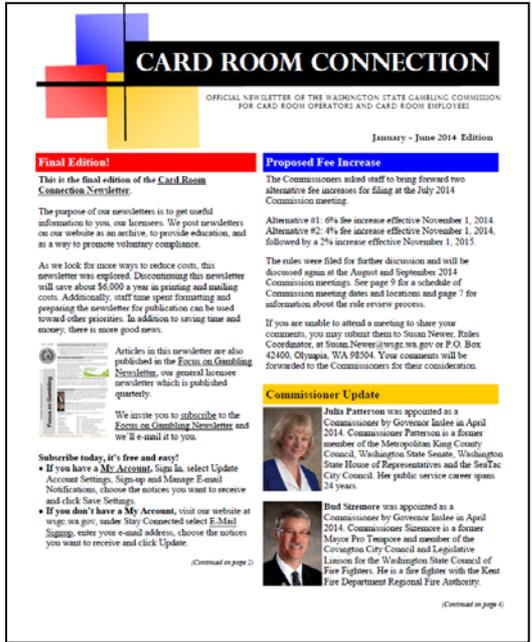




Cost Savings Implemented

Example of Yearly Savings...

“Card Room Connection” Newsletter Discontinued
 Saves \$6,000 in printing & mailing costs
 Saves staff production time



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Cost Savings Implemented

Example of Yearly Savings...

Online reporting & license renewal
Saves 1,100 hours of staff time





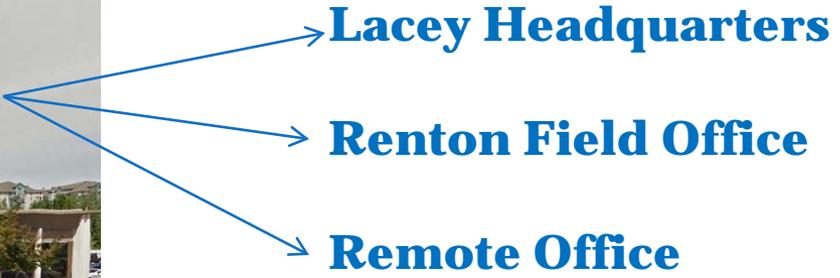
Cost Savings Implemented

Example of Yearly Savings...

Closing Tacoma field office
Saves \$85,000 in leasing costs



Tacoma Field Office





Cost Savings Implemented

Example of Yearly Savings...

Video conferencing
Saves staff travel time





Cost Savings

A Look into the Future



- Increasing digital working environment
- Consolidating applications and forms to only collect relevant & necessary information
- Making processes & services available on My Account

