



# Washoe County Suggestion Program

.....*There is always a better way*



## SUGGESTION FILING FORM

### Important Information:

Before completing this form, please carefully read the filing instructions and program guidelines on page 3. Appropriately completing this form and providing specific details on how your suggestion will help improve Washoe County government will help us to review and evaluate your suggestion as quickly as possible. Attach any helpful information needed to explain the suggestion such as charts, sketches, special reports, financial information, activity data, photos, etc. **Type or print clearly.** When completed send to:

**Washoe County Suggestion Program, Finance Department, 1001 E Ninth St. P.O. Box 11130, Reno NV 89520-0027**

### 1. Type of Suggestion (check if you are citizen or an employee and if you are making the suggestion as an individual or team)

#### INDIVIDUAL SUGGESTION:

Citizen \_\_\_\_\_ Employee \_\_\_\_\_

#### TEAM SUGGESTION:

Citizen \_\_\_\_\_ Employee \_\_\_\_\_

### 2. Suggester(s) Information

(employees may provide work address) (for team suggestions, list the contact person first)

Name	Address	City/Town	State	Zip	Daytime Phone	Email
1.						
2.						
3.						
4.						

### Employee(s) Information (only employees of Washoe County need to complete this section)

Job Title	Department	Division	Location
1.			
2.			
3.			
4.			

### 3. Suggestion Information

Specify which department(s) or program the suggestion applies to:

\_\_\_\_\_

Describe the current problem, issue, or concern that is addressed by the suggestion: (Describe in detail, attach additional sheets if needed.)

\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

**Describe your suggestion, how it would make an improvement, and how it could be adopted:** (State clearly, use additional paper if needed, and provide any supporting documentation.)

**4. Benefits from the Suggestion**

**What type(s) of benefit(s) will your suggestion provide** (check all you think apply and, if you have supporting, documentation please attach it.)

<u>Tangible Benefits</u>		<u>Intangible Benefits</u>					
Increase Productivity	_____	Cost Savings	_____	Improve Service	_____	Improve Quality	_____
Conserve Energy	_____	Generate Revenue	_____	Improve Safety	_____	Improve Workplace	_____
Eliminate Duplication	_____	Prevent Waste	_____				

**Estimate of Tangible Benefits 1<sup>st</sup> Year Net Savings or Revenue Gains** (If your suggestion has tangible benefits provide an estimate of the savings or revenue generated. Savings can be hard cash savings or savings from cost avoidance. Provide any supporting documentation you may have.)

Current Cost	-	New Cost	=	1 <sup>st</sup> Year Gross Savings	Gross Savings	-	Costs to adopt suggestion	=	1 <sup>st</sup> Year Net Savings
_____	-	_____	=	_____	_____	-	_____	=	_____
New Revenue total	-	prior revenue total	=	1 <sup>st</sup> Year Gross revenue gain	Gross Revenue gain	-	costs to adopt	=	1 <sup>st</sup> Year Net Revenue gain
_____	-	_____	=	_____	_____	-	_____	=	_____

**Estimate of Intangible Benefits** (If your suggestion has intangible benefits, please check applicable category the suggestion will benefit and the degree of improvement you believe it will make.)

<u>Citizen Benefit</u>	<u>Extent of Application</u>	<u>Department Benefit</u>	<u>Degree of Improvement</u>		
All County Citizens	_____	All Departments	_____	Major Improvement	_____
Many County Citizens	_____	Multiple Departments	_____	Moderate Improvement	_____
Few County Citizens	_____	One Department	_____	Minor Improvement	_____
		A single Program or Function	_____		

**Submission Information**

**PLEASE READ CAREFULLY:**

I have read, understood and agree to the instructions and guidelines set out on this form and I understand that the use by Washoe County of my suggestion shall not form the basis of a further claim of any nature upon Washoe County by me, my heirs, and assigns. (If a team suggestion, all suggesters must sign.)

**Suggester(s) Signature(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Suggester(s) Signature(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_

1. \_\_\_\_\_ 3. \_\_\_\_\_

2. \_\_\_\_\_ 4. \_\_\_\_\_

**DEPARTMENT HEAD SECTION**

(If you are employed by Washoe County and your suggestion applies to the department you work for, submit the completed suggestion form to your department head)

**To Be Completed by Department Head. Forward to the Finance Department when completed.**

Does the suggestion address an issue that the employee(s) would normally be required to do as part of a specific job assignment or duty? YES \_\_\_\_\_ NO \_\_\_\_\_

**Additional Comments on suggestion** (attach additional paper if needed)

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Filing Instructions

### General Instructions:

Complete the suggestion filing form to the best of your ability. If you cannot provide all the information requested, fill out the form as completely as possible. All suggestions will be reviewed and evaluated equally. However, the more information you can provide us about the suggestion, the better we can review and evaluate it. Remember that it is your suggestion and we may not be immediately familiar with the details. Therefore, present the suggestion clearly, avoid jargon, acronyms, and overly technical explanations, and supply supporting information as needed to explain the suggestion. Above all, give your suggestion considerable thought and research it if needed. A suggestion is more than an idea- it is a concrete proposal to make Washoe County government better and more cost effective.

### Specific Instructions:

- 1- Complete the suggestion filing form by printing clearly or typing.
- 2- Sign the form, make sure all team members sign, and make a copy for your records.
- 3- For team suggestions, it is helpful if one person is designated as the contact person for mailing purposes.
- 4- If you are an employee of Washoe County and the suggestion addresses an issue at the department where you work, provide the completed suggestion form to your department head.
- 5- Return the original suggestion form and any attachments to **Washoe County Suggestion Program, Finance Department, 1001 E Ninth Street, P.O. Box 11130, Reno, NV 89520-0027**
- 6- For further information or questions, please contact Darin Conforti, Suggestion Program Coordinator at 775-328-2093 or email [dconfort@mail.co.washoe.nv.us](mailto:dconfort@mail.co.washoe.nv.us)

## General Program Guidelines

### Who Can Submit a Suggestion?

Any Washoe County citizen including residents of Reno, Sparks, and unincorporated areas. All Washoe County employees.

### What types of suggestions can be submitted?

A suggestion that will enhance the efficiency and effectiveness of Washoe County government through reduced or eliminated expenditures, conserved energy, generation of revenues, increased productivity, better customer service, or improved quality of government operations.

### Are there any types of ineligible suggestions?

Yes, suggestions related to the following areas are not eligible:

- 1- Personal grievance or complaints;
- 2- Duplicate suggestions previously reviewed by the Committee;
- 3- Employee compensation or position classification concerns;
- 4- Suggestions proposing practices, procedures or processes that are the same as those currently in place, or that were in place in the past.
- 5- Matters requiring judicial action;
- 6- Matters which address issues under active consideration by the affected county department;
- 7- Matters that an employee would be normally required to perform as part of a specific job requirement or a specific job assignment;
- 8- Matters concerning levying taxes;
- 9- Suggestion reducing or compromising public safety or the security of county property or personnel;
- 10- Matters that are the result of assigned or contracted audits, studies, surveys, reviews, or other research projects;
- 11- Enforcement of, or compliance with existing federal state, or local rules, regulations and laws including County ordinances, policies and procedures.

### What do I get for making a suggestion?

After a review and an evaluation, if your suggestion is found to be eligible and worthy, that is, the benefits outweigh the costs, the County Suggestion Committee may award an individual up to \$100 and a team up to \$200 for making the suggestion. This is referred to as the Initial Award. For some suggestions the committee will grant a token gift bearing the insignia of Washoe County. If the suggestion is adopted, you are eligible for a Savings Award of up to 15% of the net savings realized in the first 12 months of adoption. The maximum Savings Award the Committee can grant is \$2,000 for an individual and \$4,000 for a team.

### Are the cash awards taxed?

For employees, yes. Initial awards and savings awards will be issued in the employees' paycheck and are subject to regular withholding rules.

For Citizens, no, if the award is under \$600. All citizens receiving an initial award or savings award have to complete a W-9 tax form before the award will be issued.

### What if my suggestion is not adopted by the department?

Your suggestion does not have to be adopted for you to be eligible to receive an Initial Award. However, it does have to be adopted to be eligible for a Savings Award. If within two years after making the suggestion, the suggestion is adopted, complete the Savings Award Eligibility Extension form and your suggestion will be evaluated for the savings realized in the first 12 months of adoption.

### What if my suggestion does not have identifiable savings, how will you calculate the 15% savings award?

Suggestions that have intangible benefits are eligible for a Savings Award. The amount of the Savings Award will be determined through an evaluation of the extent of impact the suggestion had and the amount of improvement it made. In other words, we will look to see if the suggestion affected the entire county, multiple departments, or a single area. We will then look at how much of an improvement was made- major, moderate, or minor. The amount of the savings award will relate to the extent of impact and the degree of improvement.

### What if the department modifies my suggestion, will I still get credit?

Yes. Modified suggestions are eligible for initial and savings awards so long as the suggestion was the source of the agency's action.

### How long does the process take?

Each suggestion will be reviewed and evaluated on a first come basis. Our goal is to complete the evaluation within 60 days of receiving the suggestion. In some situations, it may not be possible to complete the evaluation in 60 days because of the nature of suggestion. Once the suggestion is evaluated, it is presented to the County Suggestion Committee, which makes the award determinations. The committee meets monthly. You will be notified within three business days of the Committee's determination. If granted an award, we would ask that you appear before the Board of County Commissioners so that we may publicly recognize and congratulate you for your contribution. Throughout the process, we will notify you of any delays in processing your suggestion.

### Can I make an anonymous suggestion?

No, all suggestions must be signed by the suggester(s).

### What if the department is using my idea already, can I still submit it to the suggestion program and get an award?

Yes, you have up to 6 months from the time your idea was used by the agency to submit your idea to the suggestion program.