Introduction

- In March 2009, Lexmark worked with O’Keeffe & Company to survey federal employees and uncover the following:
  - Federal printing costs
  - Federal printing habits
  - Federal printing policies
  - Federal printing savings opportunities

- Report reveals $440.4M federal printing savings opportunity – more than four times the amount President Obama recently called upon agency chiefs to eliminate from their administrative budgets
Key Findings

Federal Printing Costs Are Staggering:
- The federal government spends nearly $1.3 billion annually on employee printing*
- Of these costs, the federal government spends $440.4 million each year on unnecessary printing

Federal Gen Y Employees Share Printing Habits with Boomer Colleagues:
- Despite perceptions of environmental priorities, Gen Y employees print nearly the same average number of pages per day as Boomer employees – **29 pages vs. 31 pages respectively**
- Also, Gen Y and Boomers throw away or immediately recycle nearly the same daily percentages of pages printed – **31% vs. 34% respectively**

Most Agencies Don’t Attempt to Curb the Expense:
- **89%** of federal employees report that their agencies do not have formal printing policies in place

Major Budget Opportunity Exists for Improved Processes:
- **69%** of federal employees believe that their agencies’ documentation processes could realistically be converted from paper trails to digital trails
- Similarly, **64%** acknowledge it would be possible for them to print less

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*Calculation based on 2,608,172 federal Civilian employees**, 240 annual federal work days***, as well as Lexmark’s experience and proprietary data concluding that the average price per printed page is $.067 in the federal government.


***260 weekdays a year, less 10 federal holidays and two weeks of vacation**
On average, each federal employee prints 30 pages each work day, totaling **7,200 pages per employee per year**.

Federal employees estimate that they immediately discard **35%** of those pages the same day they are printed.

**Average Federal Employee**

<table>
<thead>
<tr>
<th>Pages</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,200</td>
<td>Printed per year</td>
</tr>
<tr>
<td>2,520</td>
<td>Unnecessary printed per year</td>
</tr>
</tbody>
</table>

**Total Federal Workforce**

<table>
<thead>
<tr>
<th>Pages</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>18,778,838,400</td>
<td>Printed per year</td>
</tr>
<tr>
<td>6,572,593,440</td>
<td>Unnecessary printed per year</td>
</tr>
</tbody>
</table>
The federal government spends nearly $1.3 billion annually on employee printing.

Of these costs, the federal government spends $440.4 million per year on unnecessary printing, more than $1 million per day – almost as much as it costs to print actual currency.

Federal employees cite the following reasons for printing documents:

- **57%** need to have signatures on paper documents
- **54%** need to review/share documents in meetings
- **51%** need to share hard copies of documents with others
- **41%** need to edit documents and prefer to edit hard copies
- **38%** need to file/save documents

69% of federal employees believe their agencies “rely strongly on paper trails”
Federal Printing Habits

When in their agencies’ offices, federal employees print without restraint

- When asked to compare in-office printing habits to personal printing habits, 61% of federal employees say they print “significantly more” in the office than at home

- Further, federal teleworkers* report printing more than twice as many pages in their agencies’ offices than in their home offices

79% of federal employees print more in their agencies’ offices than at home; with 61% printing “significantly more”

Teleworkers: On an average day, how many pages do you typically print?

*Federal employees who report teleworking, N=134
Federal employees share similar printing habits, regardless of agency

- DoD employees’ responses indicate lack of **awareness** of their printing habits
- Federal Civilian employees’ responses indicate a greater **reliance on paper trails**
- DoD and federal Civilian employees report printing nearly identical amounts of unnecessary pages

<table>
<thead>
<tr>
<th>Statement</th>
<th>Department of Defense</th>
<th>Federal Civilian</th>
</tr>
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<tbody>
<tr>
<td>I make a conscious effort to print only when necessary*</td>
<td>52%</td>
<td>62%</td>
</tr>
<tr>
<td>My agency relies strongly on a paper trail*</td>
<td>37%</td>
<td>50%</td>
</tr>
<tr>
<td>Unnecessary materials printed each day</td>
<td>36%</td>
<td>35%</td>
</tr>
</tbody>
</table>

*Percent of respondents who “strongly agree” with each statement
Unnecessary printing spans generations – federal Baby Boomers, Gen X, and Gen Y employees **print and discard** nearly the same

- Contrary to the perception of a more environmentally-conscious generation, Gen Y employees print and immediately discard just as often as their older colleagues

*Figures based on percentage of pages immediately discarded by each generation*
Federal employees must understand and **change** their carefree printing habits.

**80%** of respondents believe that *they* personally make conscious efforts to monitor their printing habits...

...However, **92%** admit they do not need all of the documents they print in a day.

"Most of my printing is distributed to colleagues who prefer to have a hard copy."
Federal agencies overlook simple opportunities to **recapture the money lost** from wasteful printing

According to federal employees, *just* –

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>20%</td>
<td>of agencies have restrictions on color printing</td>
</tr>
<tr>
<td>11%</td>
<td>of agencies have policies dictating when to/not to print</td>
</tr>
<tr>
<td>9%</td>
<td>of agencies have automatic duplex printing</td>
</tr>
<tr>
<td>5%</td>
<td>of agencies require personal codes to print</td>
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</table>

“Printing at work is made very easy, so I tend to print without thinking about it.”
Federal employees are ready to embrace **digital documents**

- 78% say it’s easier to locate and to reference digital documents than paper documents

**Could you print less?**

- Yes, 64%
- No, 36%

**Realistically, could your agencies’ paper trails be converted to digital trails?**

- Yes, 69%
- No, 28%
- Unsure, 3%

“If I stop and really think about why I am printing certain documents, I could probably do without 30-40%.”

“If we were to convert to a digital documentation system, **printing could be reduced by 70%.”**
Federal employees say it would be possible for them to print less, if a few systematic changes were made.

I could print less if...

- “I had a better system of storing documents in digital files.”
- “I could do more editing electronically, and I could depend on my electronic files more.”
- “The government implemented digital signatures that were non-replicable.”
- “We had a reliable online filing system, where access and retrieval were easier.”
- “I had broader availability of digital display equipment.”
- “I had a PDA to read documents when I'm working off-line.”
Recommendations

- **Implement Clear Printing Strategy:**
  - Communicate guidelines and enforce standardized federal printing policies within all agencies, specifying when it is appropriate to print and what (if any) jobs may use color printing
  - Deploy automatic duplex on all printers

- **Convert to Digital Trails:**
  - Consider electronic filing systems and secure digital signatures to help agencies move from paper trails to digital trails

- **Hold Employees Accountable:**
  - Use identification cards (PIV, CAC) or assign personal identification codes to all employees to monitor, track, and report employee printing

- **Identify Where You Stand:**
  - Determine your printing profile. Visit www.governmentprintingreport.com to learn how you and your agency can print less and save more at the “Government Printing Report – A Federal Perspective” Webinar on June 24, 2009
Methodology

- **Methodology:** In March 2009, Lexmark worked with O’Keeffe & Company to conduct an online survey of 380 federal government employees.

- **About the Sample:**

<table>
<thead>
<tr>
<th>GS Level</th>
<th>Gender</th>
<th>Generation</th>
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<tbody>
<tr>
<td>53% GS-12 and under</td>
<td>51% Female</td>
<td>34% Baby Boomers (1946-1964)</td>
</tr>
<tr>
<td>47% GS-13 and above</td>
<td>49% Male</td>
<td>33% Generation X (1965-1976)</td>
</tr>
<tr>
<td>Agency:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>56% Federal Civilian</td>
<td></td>
<td>33% Generation Y (1977-1991)</td>
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<tr>
<td>42% Department of Defense</td>
<td></td>
<td></td>
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<tr>
<td>2% Intelligence</td>
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- **Margin of Error:** ±4.98% at a 95% confidence level
Thank You

For more information visit:

www.governmentprintingreport.com