



2009 Government Printing Report –

A Closer Look at Costs, Habits, Policies, and Opportunities for Savings

May 12, 2009



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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

*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

**Annual Report on the Federal Work Force, Fiscal Year 2007. United States Equal Employment Opportunity Commission, Office Of Federal Operations. <http://www.eeoc.gov/federal/fsp2007/fsp2007.pdf>

***260 weekdays a year, less 10 federal holiday s and two weeks of vacation

Federal Printing Stats



- 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

7,200

Printed pages per year

2,520

Unnecessary printed pages per year



Total Federal Workforce

18,778,838,400

Printed pages per year

6,572,593,440

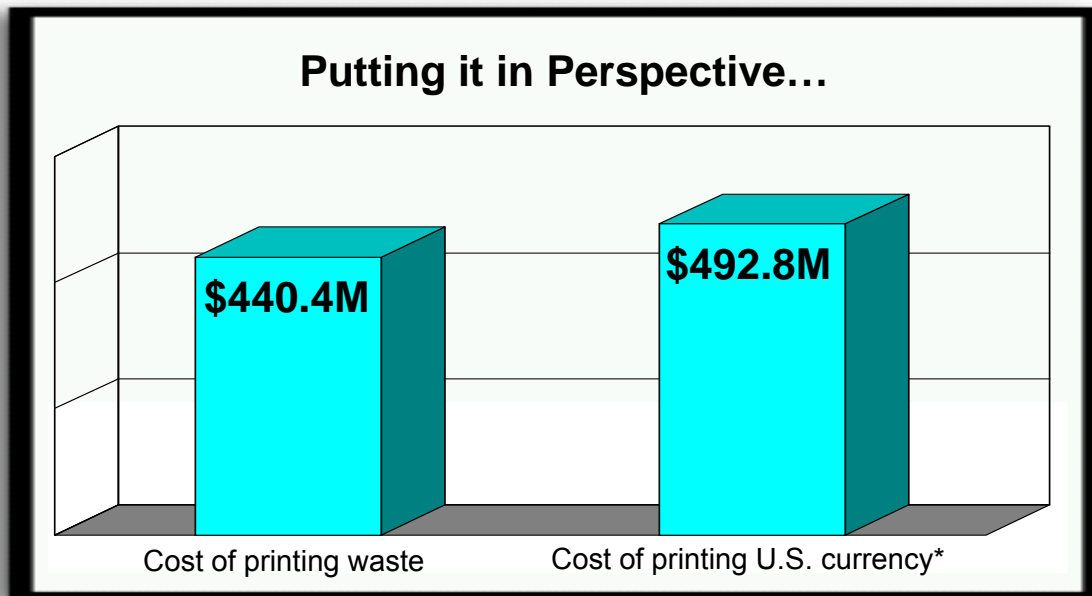
Unnecessary printed pages per year



Federal Printing Costs



- 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*



54%
of federal employees
admit to being unaware
of **cost considerations**
when printing

Federal Printing Practices



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



0% 10% 20% 30% 40% 50% 60%

69%

of federal employees believe their agencies **“rely strongly on paper trails”**

Federal Printing Habits



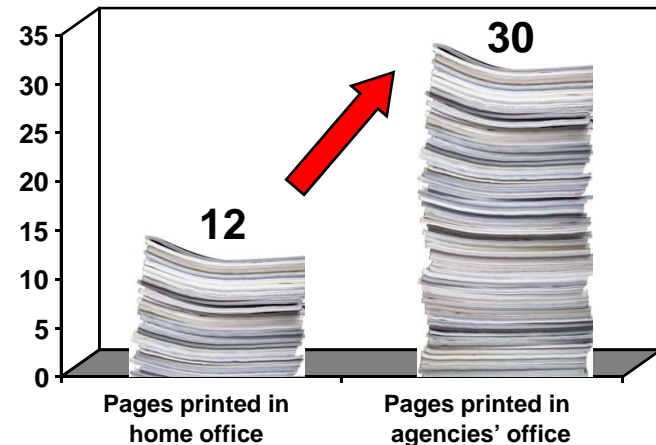
When in their agencies' offices, federal employees print **without restraint**

- 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 Printing by Agency



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

	Department of Defense	Federal Civilian
I make a conscious effort to print only when necessary*	52%	62%
My agency relies strongly on a paper trail*	37%	50%
Unnecessary materials printed each day	36%	35%

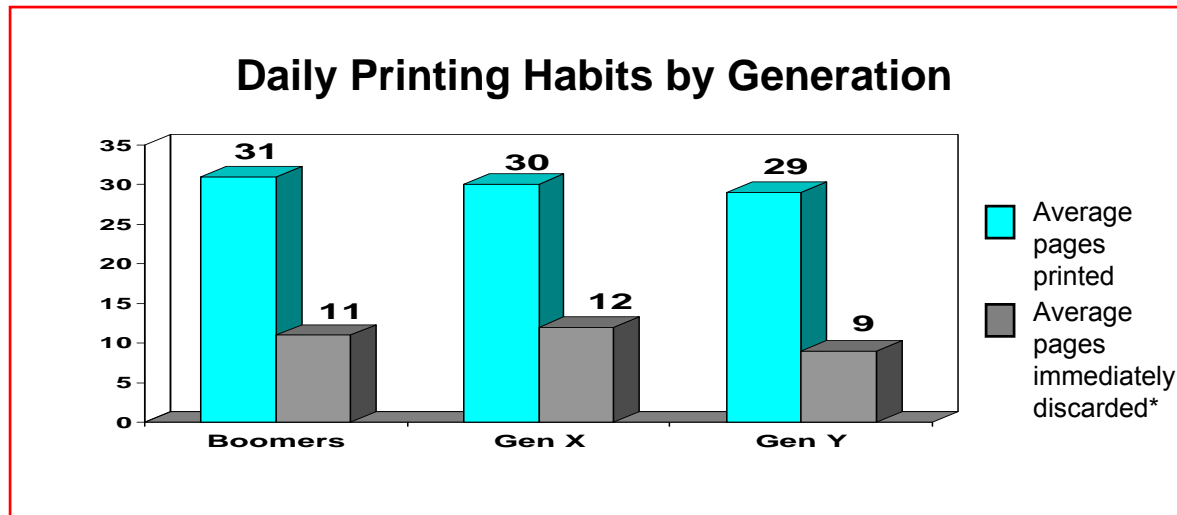
*Percent of respondents who "strongly agree" with each statement

Federal Printing by Age



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



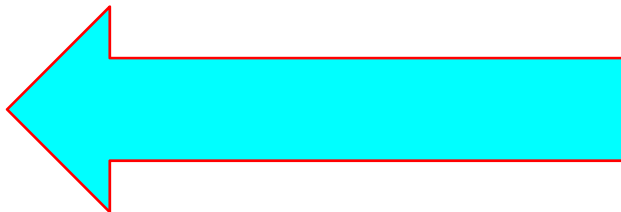
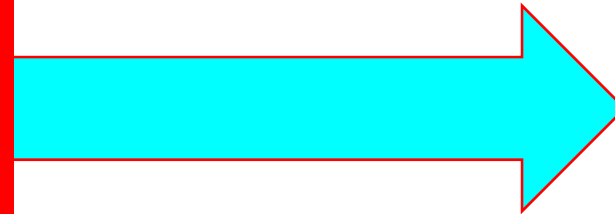
*Figures based on percentage of pages immediately discarded by each generation

Federal Printing Disconnect



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 Printing Excess



Federal agencies overlook simple opportunities to **recapture the money lost** from wasteful printing

According to federal employees, *just* –

20%	of agencies have restrictions on color printing	A photograph showing a person's head and eyes looking up from behind a very tall, narrow stack of multi-colored papers. The stack is so high it nearly reaches the top of the frame.
11%	of agencies have policies dictating when to/not to print	
9%	of agencies have automatic duplex printing	
5%	of agencies require personal codes to print	

“Printing at work is made very easy, so I tend to print without thinking about it.”

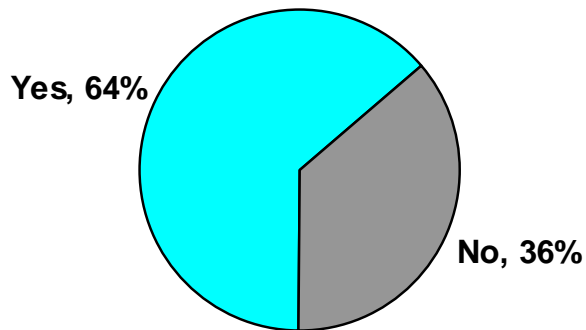
Federal Savings Opportunities



Federal employees are ready to embrace **digital documents**

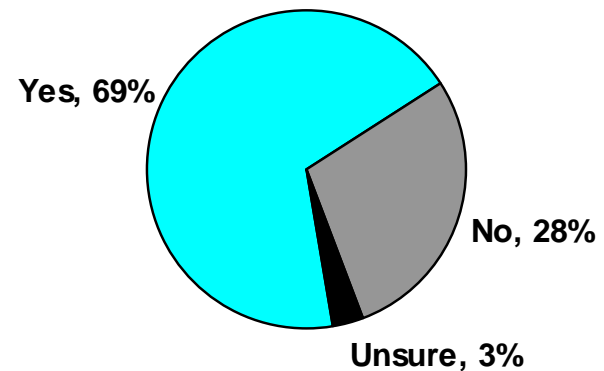
- 78% say it's easier to locate and to reference digital documents than paper documents

Could you print less?



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

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



"If we were to convert to a digital documentation system, **printing could be reduced by 70%.**"

Calls for Change



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:**

GS Level:	53%	GS-12 and under	Gender:	51%	Female
	47%	GS-13 and above		49%	Male
<hr/>					
Agency:	56%	Federal Civilian	Generation:	34%	Baby Boomers (1946-1964)
	42%	Department of Defense		33%	Generation X (1965-1976)
	2%	Intelligence		33%	Generation Y (1977-1991)

- **Margin of Error:** $\pm 4.98\%$ at a 95% confidence level

Thank You



For more information visit:

www.governmentprintingreport.com

