



# 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 holidays 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

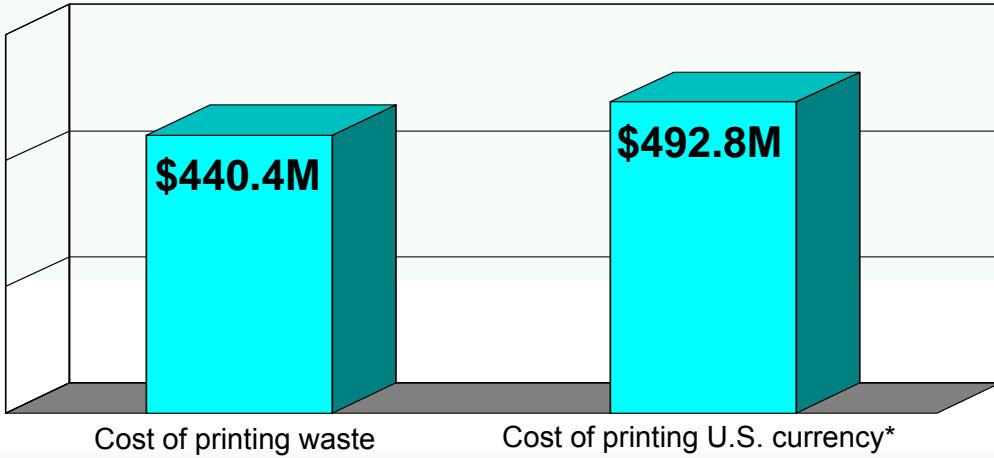


# Federal Printing Costs



- 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*

## Putting it in Perspective...



**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%**

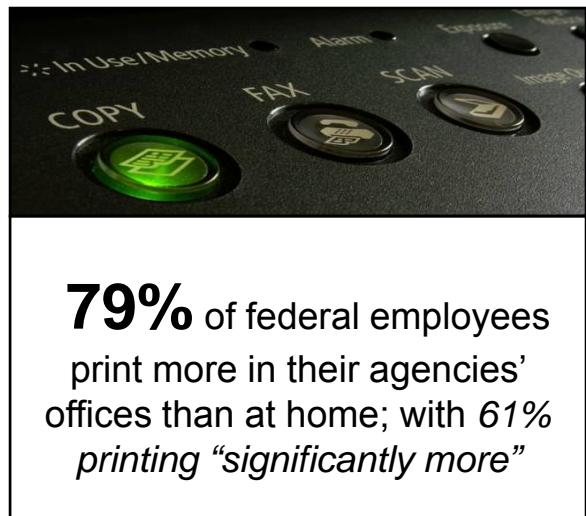
of federal employees believe their agencies  
**“rely strongly on paper trails”**

# Federal Printing Habits

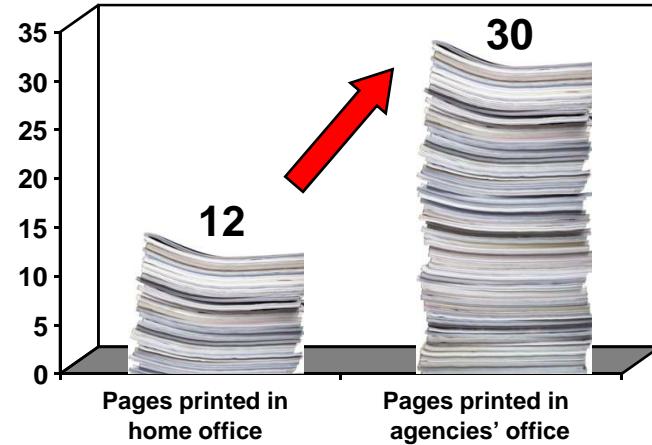


When in their agencies' offices, federal employees print **without restraint**

- 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



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



# 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*	<b>52%</b>	<b>62%</b>
My agency relies strongly on a paper trail*	<b>37%</b>	<b>50%</b>
Unnecessary materials printed each day	<b>36%</b>	<b>35%</b>

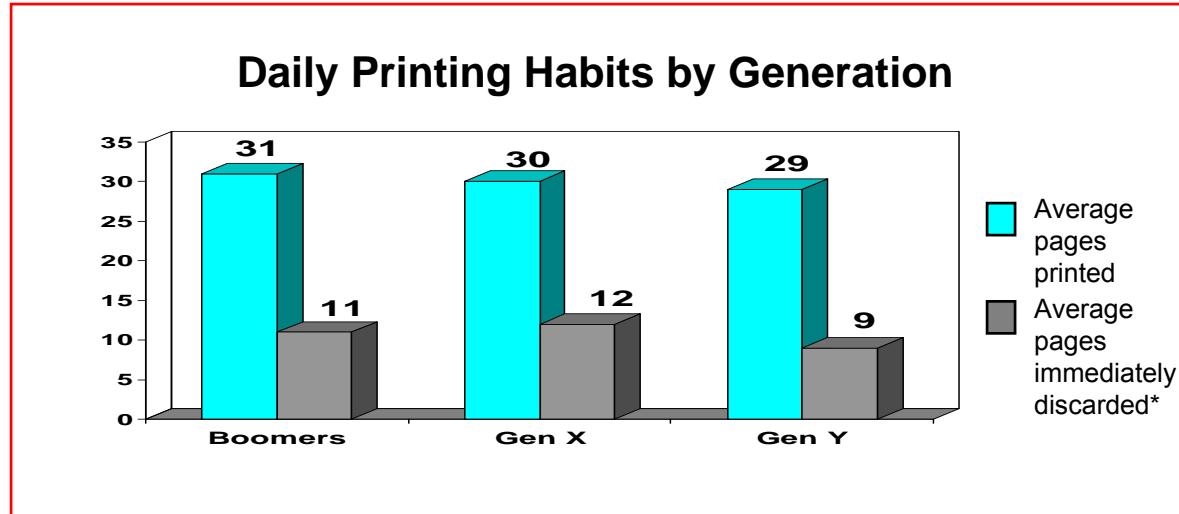
\*Percent of respondents who "strongly agree" with each statement

# 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

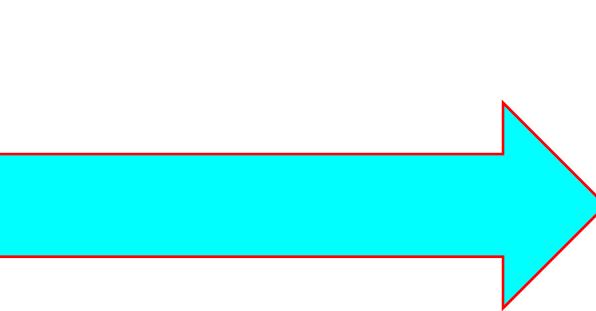
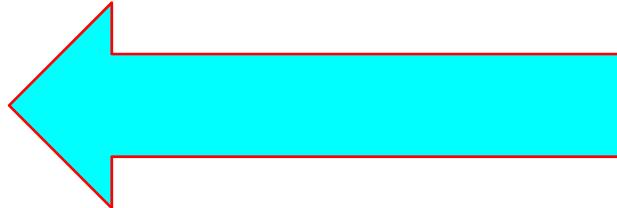


# Federal Printing Disconnect



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

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"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* –

<b>20%</b>	of agencies have restrictions on color printing		
<b>11%</b>	of agencies have policies dictating when to/not to print		
<b>9%</b>	of agencies have automatic duplex printing		
<b>5%</b>	of agencies require personal codes to print		

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

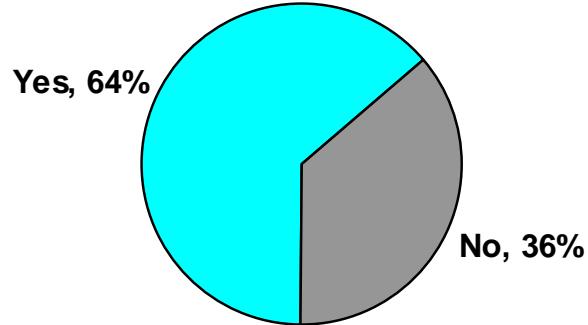
# Federal Savings Opportunities



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

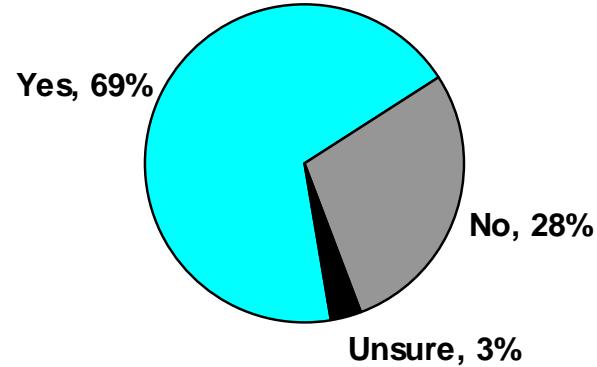
- 78% say it's easier to locate and to reference digital documents than paper documents

**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](http://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
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:** ±4.98% at a 95% confidence level

# Thank You



For more information visit:

[www.governmentprintingreport.com](http://www.governmentprintingreport.com)