



News Release

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Gov. Dayton honors Department of Revenue for \$636,500 in mail handling savings

St. Paul, Minn. – The Minnesota Department of Revenue’s streamlined system of handling its mail—an improvement that saves the state \$636,500 per year—has won the department a 2013 Governor’s Continuous Improvement Award for contributing to a more efficient and effective state government.

The savings resulted from a conscious effort by the department to downsize and consolidate its mail handling. Last year alone, the department sent out 1.1 million letters.

“We took a cumbersome, decentralized process and cut it down to size,” said Revenue Commissioner Myron Frans. “We also implemented a uniform way to handle the mail that avoids duplication and unnecessary tasks. This is part of our ongoing effort to trim the fat off of government and better serve our Minnesota taxpayers.”

The department reduced the number of mail handling steps by 31 percent and the number of times a letter goes from one mail handler to another by 80 percent.

Among the steps the department took to achieve those results were:

- Consolidating its printing from numerous sites scattered throughout the department into three high-capacity printers in one location
- Reducing the number of paper types from 3 to 1
- Reducing the number of envelopes types from 15 to 3
- Creating an electronic solution with the post office to get accurate addresses.

“The Governor’s Continuous Improvement Award is a high honor for the department and validates our commitment to customer service and making Minnesota government more efficient and more effective,” said Commissioner Frans.

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Caption: Award recipients with Gov. Mark Dayton.

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