

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

PROPOSED RULES
CHAPTER 200-380 PRINT MANAGEMENT
PUBLIC HEARING

January 6, 2015
Olympia, Washington

DIXIE CATTELL & ASSOCIATES
COURT REPORTERS & VIDEOCONFERENCING
(360) 352-2506 ** (800) 888-9714

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

PROPOSED RULES
CHAPTER 200-380 PRINT MANAGEMENT
PUBLIC HEARING

January 6, 2015
Olympia, Washington

DIXIE CATTELL & ASSOCIATES
COURT REPORTERS & VIDEOCONFERENCING
(360) 352-2506 ** (800) 888-9714

COLLOQUY

1 BE IT REMEMBERED that on Tuesday, January 6, 2015,
2 at 2:00 p.m., at 1500 Jefferson Street, Olympia, Washington,
3 before REBECCA S. LINDAUER, Certified Court Reporter, in and
4 for the State of Washington, the following proceedings were
5 had, to wit:

6

7 MR. ZEIGLER: Good afternoon. My name is Jack
8 Zeigler, and I'm the policy and rules manager for the
9 Department of Enterprise Services. I'll be the presiding
10 officer at this hearing.

11 I call this hearing to order on January 6, 2015, at
12 2:00 p.m. This public hearing is being held pursuant to the
13 Administrative Procedure Act, Chapter 34.05 RCW; the Open
14 Public Meetings Act, Chapter 42.30 RCW; and RCW 43.19.742.

15 The purpose of this hearing is to take public comment
16 on the proposed addition to Washington Administrative Code
17 Title 200.

18 The Preproposal Statement of Inquiry, CR 101, was filed
19 on February 2, 2013, and published in the Washington State
20 Register, Issue 14-6.

21 The Department has revised the original proposed rule
22 and supporting guideline after receiving comments on them
23 and determining that substantial changes to the proposed
24 rules were needed. A Supplemental Notice was filed on
25 December 3, 2014, extending the public comment time until

COLLOQUY

1 January 9, 2015.

2 This hearing will consist of two parts. First, we'll
3 provide a brief explanation of the proposal. Second, we'll
4 receive oral testimony.

5 There are sign-in sheets.

6 Neva, where are the sign-in sheets now?

7 MS. PECKHAM: They're going around the room.

8 MR. ZEIGLER: I ask anyone who has not signed in
9 yet to do so, even if you do not wish to testify. If you do
10 wish to testify, please mark that on the sign-in sheet. I
11 will call on individuals to testify in the order in which
12 they sign in.

13 This hearing is being recorded by a court reporter, and
14 the transcript will become part of the official rulemaking
15 file and will be made available on the agency website.

16 I ask that you keep your comments to five minutes or
17 less. This hearing is intended to provide an opportunity to
18 receive your comments. It's not intended as an interactive
19 forum or a Q-and-A session. I ask that audience members not
20 applaud or make any other noise that might prevent the court
21 reporter from capturing everyone's comments clearly and
22 completely.

23 At this time, I would like to briefly summarize the
24 proposed rule. The Department of Enterprise Services has
25 developed proposed rule language for state agencies to use

COLLOQUY

1 in managing their printing operation.

2 Print operations include agency-based printing and
3 print jobs that require the services of a print shop. The
4 rules will allow agencies to implement managed print
5 strategies to track, manage, and reduce agency-based
6 printing.

7 And has everybody signed in at this point?

8 AUDIENCE MEMBER: It's coming.

9 MR. ZEIGLER: It's coming. We'll wait a few
10 minutes and give everybody a chance to sign in and then I'll
11 pick up the sign-in sheet and see who would like to provide
12 testimony.

13 And for those of you that just arrived, a sign-in sheet
14 is working its way around the room. Actually, it's right up
15 here now.

16 Thank you, Neva.

17 MS. PECKHAM: I don't know if it's appropriate to
18 explain what testifying means because I've been asked that
19 twice now.

20 MR. ZEIGLER: Okay. Basically it's an opportunity
21 for people to provide formal public oral comment on the
22 rules. The rulemaking process has a public comment period,
23 a start, and a finish date. At any time during that period,
24 we'll receive written comment on the rules. Comment is
25 everything from neutral to opposition to in support or

COLLOQUY

1 people provide specific information on, you know, those
2 topics. It becomes part of the public record.

3 It is a valuable tool for us to use in determining
4 whether changes to the rules should be made. In fact, that
5 is why the hearing is being held today, because at the prior
6 public comment period, we received comment in opposition of
7 the rule. And after looking at it and reviewing it, we
8 determined that it was valid and that the rules should be
9 changed. So this is the second iteration, if you will, of
10 the formal proposed rules.

11 The rulemaking process has a series of structured
12 steps. This is the -- I guess I call it the middle step,
13 for lack of a better expression. We file a form called a
14 CR 101, which just tells the world that, hey, we're going to
15 write rules on a specific topic.

16 A period of time goes by where we develop those rules,
17 working with stakeholders. We reach a point that we think
18 that we're -- that we have a rule that we would like to
19 adopt and we file that at -- on a form called a CR 102. And
20 if that rule is not changed or challenged, it becomes
21 adopted as part of the Washington Administrative Code.

22 In this situation, we released a proposed rule. We
23 went to the public comment period, and we received
24 opposition to the rule with some very specific information
25 that helped us understand why it was being opposed and we

COLLOQUY

1 agreed with the arguments that were made. So we filed a
2 Supplemental Notice extending the public comment period to
3 January 9th and rewrote the rule and re-released the
4 proposed rule. That's the middle step, where we are today.

5 What comes after this hearing is, we'll take a look at
6 the written comments that we've received to date and that we
7 will receive through the 9th, if we receive any more. We
8 will consider the written -- I'm sorry, the oral comment
9 that anyone will be making at today's hearing and reviewing
10 that and determining if we should move forward and adopt the
11 rule as written or if substantial changes are still needed.

12 If we decide that no changes are needed, we will file a
13 form called a CR 103 with the Office of the Code Reviser.
14 We will publish that on our website. We will also put
15 together what's called a Concise Explanatory Statement,
16 which lists all the written and oral comments that we have
17 received and how we consider those comments in making a
18 determination whether to adopt or make changes.

19 And it's a very transparent -- should be a very
20 transparent document that would allow a reasonable person to
21 understand the decision that the agency makes and whether to
22 adopt or make changes or -- actually, there's a third choice
23 and that's just simply to abandon the rulemaking process. I
24 hope that made sense.

25 Thank you, Neva.

COLLOQUY

1 Now we'll open it to public testimony. The first
2 person signed up to testify is Spotswood Bowyer. I was
3 about to say "Bow," but I knew that wasn't right, so I
4 hesitated.

5 MR. BOWYER: That's not right.

6 MR. ZEIGLER: Bowyer, come on up.

7 MR. BOWYER: I'm Spotswood Bowyer from Department
8 of Labor and Industries. I just wanted to go on record in
9 support of the current rules and guidelines as this current
10 version is. I wanted to thank the committee for going back
11 and reviewing -- listening to the public comments and going
12 back and reviewing and actually listening to the comments
13 from before and taking the time to go back and read this and
14 come up with this new set of rules.

15 MR. ZEIGLER: Thank you.

16 Next we have Jim King. Mr. Jim King.

17 MR. KING: Jim King with the Independent Business
18 Association. A couple of main points I would like to make:
19 First of all, with regards to the role of the guidelines in
20 this process, we're very supportive of the different
21 approach the agency took after the last comment period. The
22 effort to sort of embody the guidelines within rule that was
23 done previously unglued the business community, as you saw
24 in the comments you received. That situation no longer
25 exists.

COLLOQUY

1 I tried to get written comment in that I don't think
2 that came in during the holidays, unfortunately, in support
3 of the new approach, but the fact that nobody else is here
4 to object and I'm here to say thank you, I think, sends a
5 message that the business community is satisfied there's not
6 a bad precedent being set that applied to the underlying
7 issue.

8 Another point I wanted to touch base on is the lack of
9 a Small Business Economic Impact Statement. We understand
10 that, you know, the rule itself is not having an impact on
11 small business. There is no need for -- we accept there's
12 no need for SBEIS given, you know, the rule itself.

13 We remain very concerned about implementation. The way
14 things had been done to implement management have had a
15 deleterious effect on small business. We are especially
16 concerned that we continue, as a state, to go through WSCA.
17 We're apparently the only state using the contracts, and
18 WSCA's even had doubts about continuing its involvement.

19 Where things were done at home, you would have more
20 ability of small business to be involved. When things are
21 taking place in other states or when small businesses are
22 even excluded by other states and only the manufacturers are
23 invited, it creates a problem for small business and remains
24 a concern that it's not a concern of the rule. It's a
25 concern of the implementation of the rule. It's an area we

COLLOQUY

1 would consider very carefully as things move forward.

2 All in all, Jack, I especially want to extend thanks to
3 you. I think the process you went through this fall to get
4 everybody to the table and develop the consensus, I wish it
5 occurred five, six, or seven years ago. There's more
6 discussion here about what's gone into the rule and
7 guidelines than ever occurred as it went into legislation.
8 We're still trying to implement severely flawed legislation
9 that a lot of us are interested in trying to correct this
10 session and work on.

11 So I think that, you know, all in all, you, in your
12 role, have done as good of a job you can do, given the
13 boundaries set by what's in statute and what needs to be
14 corrected in statute.

15 With that, nothing further.

16 MR. ZEIGLER: Thank you, Jim.

17 Next we have Don Hartman.

18 MR. HARTMAN: Don Hartman, Capital Business
19 Machines. Small business guy here in town.

20 On November 20th my office made a request to the state
21 of New Mexico, a public disclosure request, to ask about
22 usage for the MPS contract. And I got back a response on
23 December 5th that the state of New Mexico, the records for
24 people there, that they had no record of any use of the MPS
25 contract. So I thought, well, where to go from here?

COLLOQUY

1 So I went from there. I contacted the, as much as I
2 knew, the WSCA-NASPO people that oversee all of the WSCA. I
3 contacted them and they said, We don't have that
4 information. You need to go back to the state that was
5 overseeing the contract.

6 So I'm in the process of going back to New Mexico to
7 try to get it. The issue is, though, that -- the concern is
8 that it gets so far away you don't know what's going on.
9 And when you guys are actually touching it, it is much
10 easier to communicate back and forth when it's done here
11 locally and to get that kind of information and to
12 communicate. When it starts with getting put off, it's
13 almost as if it's out of sight, out of mind. It really
14 makes it tough for the little guy because they won't even
15 let us participate on those WSCA things.

16 One other thing is, I'm going to be -- I'm going to be
17 sending this in. I have a letter from DES from April 30th
18 on the managed print service recommendation for the state,
19 but from what it looks like, it looks like the WSCA sourcing
20 team was planning on letting the MPS contract expire without
21 rebidding it. The state of Washington needed it because we
22 have a law. Maybe it's best to bring it home.

23 MR. ZEIGLER: Thank you, Don.

24 While no one else has indicated they wish to testify,
25 I'll go ahead and ask if there is anyone else that would

COLLOQUY

1 like to testify and provide oral comment.

2 Thank you for coming. If you wish to provide written
3 comments before the end of the comment period on January 9,
4 which is this Friday, by close of business, please e-mail
5 them to rules@des.wa.gov. Again, the deadline is close of
6 business on January 9, 2015.

7 MR. HARTMAN: Jack, I just have a question, a
8 clarification. When will -- if those are sent in by the
9 9th, when will they be available for the public to see?

10 MR. ZEIGLER: The written comment that we've
11 already received, I'll strive to have that posted online by
12 Monday. Okay? And we typically have a three- to five-
13 business-day turnaround on transcripts, and those will go up
14 as soon as we receive them as well.

15 MR. HARTMAN: Is there any time frame when that's
16 supposed to take place as far as the comments process?

17 MR. ZEIGLER: I'm not sure what your question is.

18 MR. HARTMAN: When do the public comments -- are
19 they supposed to be posted? When you're going through a
20 rulemaking process, is there a time when the public comments
21 are supposed to be publicized?

22 MR. ZEIGLER: There actually is no requirement for
23 that. We decided to be very transparent on this process,
24 and they're available by request, you know, through the
25 Public Records Act. Everything about the process is. We

COLLOQUY

1 find that there's a lot of value in making them available
2 without having people to ask -- force people to ask for
3 them. Sometimes they don't know who to ask or how to ask
4 it, so where we have it available, we make it available.

5 That's it. This public hearing is concluded at 2:21.

6 (Concluded at 2:21 p.m.)

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

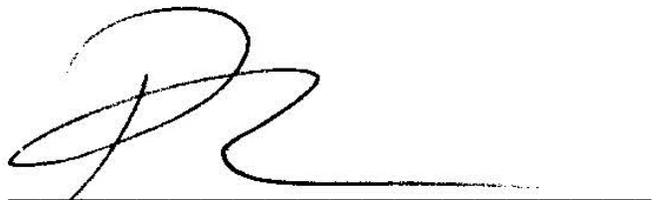
C E R T I F I C A T E

I, REBECCA S. LINDAUER, a Certified Court Reporter in and for the State of Washington, residing at Lacey, do hereby certify:

That the foregoing public hearing was taken before me and completed on the 6th day of January, 2015, and thereafter transcribed by me by means of computer-aided transcription; that the public hearing is a full, true, and complete transcript;

That I am not a relative, employee, attorney, or counsel of any party to this action or relative or employee of any such attorney or counsel, and I am not financially interested in the said action or the outcome thereof;

IN WITNESS HEREOF, I have hereunto set my hand this 8th day of January, 2015.



Rebecca S. Lindauer, CSR#2402
Certified Court Reporter, in and for the
State of Washington, residing at Lacey.

<hr/> 1 <hr/>	<hr/> A <hr/>	briefly 3:23	consist 3:2
101 2:18 5:14	abandon 6:23	bring 10:22	contacted 10:1,3
102 5:19	ability 8:20	business 7:17,23 8:5, 9,11,15,20,23 9:18,19 11:4,6	continue 8:16
103 6:13	accept 8:11	business-day 11:13	continuing 8:18
14-6 2:20	Act 2:13,14 11:25	businesses 8:21	contract 9:22,25 10:5, 20
1500 2:2	addition 2:16	<hr/> C <hr/>	contracts 8:17
<hr/> 2 <hr/>	Administrative 2:13, 16 5:21	call 3:11 5:12	correct 9:9
2 2:19	adopt 5:19 6:10,18,22	called 5:13,19 6:13,15	corrected 9:14
200 2:17	adopted 5:21	Capital 9:18	couple 7:18
2013 2:19	afternoon 2:7	capturing 3:21	court 2:3 3:13,20
2014 2:25	agencies 3:25 4:4	carefully 9:1	CR 2:18 5:14,19 6:13
2015 2:1,11 3:1 11:6	agency 3:15 7:21	Certified 2:3	creates 8:23
20th 9:20	agency-based 4:2,5	challenged 5:20	current 7:9
2:00 2:2,12	agreed 6:1	chance 4:10	<hr/> D <hr/>
2:21 12:5,6	ahead 10:25	changed 5:9,20	date 4:23 6:6
<hr/> 3 <hr/>	apparently 8:17	Chapter 2:13,14	deadline 11:5
3 2:25	applaud 3:20	choice 6:22	December 2:25 9:23
30th 10:17	applied 8:6	clarification 11:8	decide 6:12
34.05 2:13	approach 7:21 8:3	close 11:4,5	decided 11:23
<hr/> 4 <hr/>	April 10:17	Code 2:16 5:21 6:13	decision 6:21
42.30 2:14	area 8:25	comment 2:15,25 4:21,22,24 5:6,23 6:2, 8 7:21 11:1,3,10	deleterious 8:15
43.19.742 2:14	arguments 6:1	comments 2:22 3:16, 18,21 6:6,16,17 7:11, 12,24 11:3,16,18,20	Department 2:9,21 3:24 7:7
<hr/> 5 <hr/>	arrived 4:13	committee 7:10	DES 10:17
5th 9:23	Association 7:18	communicate 10:10, 12	determination 6:18
<hr/> 6 <hr/>	audience 3:19 4:8	community 7:23 8:5	determined 5:8
6 2:1,11	<hr/> B <hr/>	completely 3:22	determining 2:23 5:3 6:10
<hr/> 9 <hr/>	back 7:10,12,13 9:22 10:4,6,10	concern 8:24,25 10:7	develop 5:16 9:4
9 3:1 11:3,6	bad 8:6	concerned 8:13,16	developed 3:25
9th 6:3,7 11:9	base 8:8	Concise 6:15	disclosure 9:21
	Basically 4:20	concluded 12:5,6	discussion 9:6
	boundaries 9:13	consensus 9:4	document 6:20
	Bow 7:3		Don 9:17,18 10:23
	Bowyer 7:2,5,6,7		doubts 8:18

<hr/> <p style="text-align: center;">E</p> <hr/> <p>e-mail 11:4 easier 10:10 Economic 8:9 effect 8:15 effort 7:22 embody 7:22 end 11:3 Enterprise 2:9 3:24 everyone's 3:21 excluded 8:22 exists 7:25 expire 10:20 explain 4:18 explanation 3:3 Explanatory 6:15 expression 5:13 extend 9:2 extending 2:25 6:2</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>fact 5:4 8:3 fall 9:3 February 2:19 file 3:15 5:13,19 6:12 filed 2:18,24 6:1 find 12:1 finish 4:23 five- 11:12 flawed 9:8 force 12:2 form 5:13,19 6:13 formal 4:21 5:10 forum 3:19 forward 6:10 9:1</p>	<p>frame 11:15 Friday 11:4</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>give 4:10 good 2:7 9:12 guess 5:12 guideline 2:22 guidelines 7:9,19,22 9:7 guy 9:19 10:14 guys 10:9</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>Hartman 9:17,18 11:7,15,18 hearing 2:10,11,12,15 3:2,13,17 6:5,9 12:5 held 2:12 5:5 helped 5:25 hesitated 7:4 hey 5:14 holidays 8:2 home 8:19 10:22 hope 6:24</p> <hr/> <p style="text-align: center;">I</p> <hr/> <p>impact 8:9,10 implement 4:4 8:14 9:8 implementation 8:13,25 include 4:2 Independent 7:17 individuals 3:11 Industries 7:8 information 5:1,24 10:4,11</p>	<p>Inquiry 2:18 intended 3:17,18 interactive 3:18 interested 9:9 invited 8:23 involved 8:20 involvement 8:18 issue 2:20 10:7 iteration 5:9</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>Jack 2:7 9:2 11:7 January 2:1,11 3:1 11:3,6 Jefferson 2:2 Jim 7:16,17 9:16 job 9:12 jobs 4:3</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>kind 10:11 King 7:16,17 knew 7:3 10:2</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>Labor 7:8 lack 5:13 8:8 language 3:25 law 10:22 legislation 9:7,8 letter 10:17 letting 10:20 LINDAUER 2:3 listening 7:11,12 lists 6:16 locally 10:11 longer 7:24</p>	<p>lot 9:9 12:1</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>Machines 9:19 made 3:15 5:4 6:1,24 9:20 main 7:18 make 3:20 6:18,22 7:18 12:4 makes 6:21 10:14 making 6:9,17 12:1 manage 4:5 managed 4:4 10:18 management 8:14 manager 2:8 managing 4:1 manufacturers 8:22 mark 3:10 means 4:18 Meetings 2:14 MEMBER 4:8 members 3:19 message 8:5 Mexico 9:21,23 10:6 middle 5:12 6:4 mind 10:13 minutes 3:16 4:10 Monday 11:12 move 6:10 9:1 MPS 9:22,24 10:20</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>needed 2:24 6:11,12 10:21 neutral 4:25 Neva 3:6 4:16 6:25 noise 3:20</p>
---	---	---	--

Notice 2:24 6:2	place 8:21 11:16		7:22 8:10,12,24,25 9:6
November 9:20	planning 10:20	R	rulemaking 3:14 4:22 5:11 6:23 11:20
<hr/> O <hr/>	point 4:7 5:17 8:8	RCW 2:13,14	rules 2:8,24 4:4,22,24 5:4,8,10,15,16 7:9,14
object 8:4	points 7:18	re-released 6:3	rules@des.wa.gov. 11:5
occurred 9:5,7	policy 2:8	reach 5:17	<hr/> S <hr/>
office 6:13 9:20	posted 11:11,19	read 7:13	satisfied 8:5
officer 2:10	precedent 8:6	reasonable 6:20	SBEIS 8:12
official 3:14	Preproposal 2:18	REBECCA 2:3	sending 10:17
Olympia 2:2	presiding 2:9	rebidding 10:21	sends 8:4
online 11:11	prevent 3:20	receive 3:4,18 4:24 6:7 11:14	sense 6:24
open 2:13 7:1	previously 7:23	received 5:6,23 6:6, 17 7:24 11:11	series 5:11
operation 4:1	print 4:2,3,4 10:18	receiving 2:22	service 10:18
operations 4:2	printing 4:1,2,6	recommendation 10:18	services 2:9 3:24 4:3
opportunity 3:17 4:20	prior 5:5	record 5:2 7:8 9:24	session 3:19 9:10
opposed 5:25	problem 8:23	recorded 3:13	set 7:14 8:6 9:13
opposition 4:25 5:6, 24	Procedure 2:13	records 9:23 11:25	severely 9:8
oral 3:4 4:21 6:8,16 11:1	proceedings 2:4	reduce 4:5	sheet 3:10 4:11,13
order 3:11	process 4:22 5:11 6:23 7:20 9:3 10:6 11:16,20,23,25	Register 2:20	sheets 3:5,6
original 2:21	proposal 3:3	released 5:22	shop 4:3
oversee 10:2	proposed 2:16,21,23 3:24,25 5:10,22 6:4	remain 8:13	sight 10:13
overseeing 10:5	provide 3:3,17 4:11, 21 11:1,2	remains 8:23	sign 3:12 4:10
<hr/> P <hr/>	public 2:12,14,15,25 4:21,22 5:2,6,23 6:2 7:1,11 9:21 11:9,18, 20,25 12:5	REMEMBERED 2:1	sign-in 3:5,6,10 4:11, 13
p.m. 2:2,12 12:6	publicized 11:21	request 9:20,21 11:24	signed 3:8 4:7 7:2
part 3:14 5:2,21	publish 6:14	require 4:3	simply 6:23
participate 10:15	published 2:19	requirement 11:22	situation 5:22 7:24
parts 3:2	purpose 2:15	response 9:22	small 8:9,11,15,20,21, 23 9:19
PECKHAM 3:7 4:17	pursuant 2:12	reviewing 5:7 6:9 7:11,12	sort 7:22
people 4:21 5:1 9:24 12:2	put 6:14 10:12	revised 2:21	sourcing 10:19
period 4:22,23 5:6,16, 23 6:2 7:21 11:3	<hr/> Q <hr/>	Reviser 6:13	specific 5:1,15,24
person 6:20 7:2	Q-and-a 3:19	rewrote 6:3	Spotswood 7:2,7
pick 4:11	question 11:7,17	role 7:19 9:12	stakeholders 5:17
		room 3:7 4:14	start 4:23
		rule 2:21 3:24,25 5:7, 18,20,22,24 6:3,4,11	

<p>starts 10:12</p> <p>state 2:4,19 3:25 8:16, 17 9:20,23 10:4,18,21</p> <p>Statement 2:18 6:15 8:9</p> <p>states 8:21,22</p> <p>statute 9:13,14</p> <p>step 5:12 6:4</p> <p>steps 5:12</p> <p>strategies 4:5</p> <p>Street 2:2</p> <p>strive 11:11</p> <p>structured 5:11</p> <p>substantial 2:23 6:11</p> <p>summarize 3:23</p> <p>Supplemental 2:24 6:2</p> <p>support 4:25 7:9 8:2</p> <p>supporting 2:22</p> <p>supportive 7:20</p> <p>supposed 11:16,19, 21</p> <hr/> <p style="text-align: center;">T</p> <hr/> <p>table 9:4</p> <p>taking 7:13 8:21</p> <p>team 10:20</p> <p>tells 5:14</p> <p>testify 3:9,10,11 7:2 10:24 11:1</p> <p>testifying 4:18</p> <p>testimony 3:4 4:12 7:1</p> <p>thing 10:16</p> <p>things 8:14,19,20 9:1 10:15</p> <p>thought 9:25</p> <p>three- 11:12</p> <p>time 2:25 4:23 5:16 7:13 11:15,20</p>	<p>Title 2:17</p> <p>today 5:5 6:4</p> <p>today's 6:9</p> <p>tool 5:3</p> <p>topic 5:15</p> <p>topics 5:2</p> <p>touch 8:8</p> <p>touching 10:9</p> <p>tough 10:14</p> <p>town 9:19</p> <p>track 4:5</p> <p>transcript 3:14</p> <p>transcripts 11:13</p> <p>transparent 6:19,20 11:23</p> <p>Tuesday 2:1</p> <p>turnaround 11:13</p> <p>typically 11:12</p> <hr/> <p style="text-align: center;">U</p> <hr/> <p>underlying 8:6</p> <p>understand 5:25 6:21 8:9</p> <p>unglued 7:23</p> <p>usage 9:22</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>valid 5:8</p> <p>valuable 5:3</p> <p>version 7:10</p> <hr/> <p style="text-align: center;">W</p> <hr/> <p>wait 4:9</p> <p>wanted 7:8,10 8:8</p> <p>Washington 2:2,4,16, 19 10:21</p> <p>website 3:15 6:14</p>	<p>wit 2:5</p> <p>work 9:10</p> <p>working 4:14 5:17</p> <p>world 5:14</p> <p>write 5:15</p> <p>written 4:24 6:6,8,11, 16 8:1 11:2,10</p> <p>WSCA 8:16 10:2,15, 19</p> <p>WSCA'S 8:18</p> <p>WSCA-NASPO 10:2</p> <hr/> <p style="text-align: center;">Y</p> <hr/> <p>years 9:5</p> <hr/> <p style="text-align: center;">Z</p> <hr/> <p>Zeigler 2:7, 3:8 4:9,20 7:6,15 9:16 10:23 11:10,17,22</p>
--	---	---