



Iowa Department of Administrative Services

Customer Council Archives

Council: General Services

For Calendar Year: 2004

Meeting Dates: January 16
March 12
April 16
May 14
June 10
June 24
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August 5
August 23
September 16
October 12
November 16
December 14

Any meeting hand-outs or attachments not included in this electronic file may be obtained by contacting the Department of Administrative Services – Customer Council Support at 515-242-5038.

Agenda

GSE Customer Council Meeting

Friday, January 16, 2004

7:30 – 9:30 a.m.

EMD Conference Room

Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-DGS; Debbie O’Leary-DGS; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-
IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-
Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public;
Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30 – 7:35	Call To Order	John Bradford
7:35 – 7:45	Opening Comments	Patrick Deluhery & John Bradford
7:45 -	Approve Minutes of 12/15/2003 Meeting (Action Requested)	John Bradford
	Rates Package – Update	Mollie Anderson & Denise Sturm
	CCM – Rate Revision (Action Requested)	Tim Ryburn
	Risk Coverage and Rates (Action Requested)	Dale Schroeder
	2004 GSE Meeting Schedule (Revised)	John Bradford
	Open Discussion	John Bradford
9:30	Adjournment	John Bradford

GSE CUSTOMER COUNCIL MEETING JANUARY 16, 2004

Members Present:

John Bradford, Chairperson; John Baldwin, Vice Chairperson; Capt. Bob Alles, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Lawyer, IDED; Roger Johnson, Cultural; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Bob Straker, AFSCME.

Members Not Present:

Peggy Sullivan, Judicial.

Others Present:

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Scott Bertness, GSE; Tim Ryburn, GSE; Tera Harrington, GSE; Denise Sturm, DAS; Julie Sterk, DAS; Randy Howard, GSE; Bonita Lane, GSE; Mark Willemsen, Legislature; Jon Neiderbach.

Call to Order:

Chairperson John Bradford called the meeting to order at 7:30 a.m.

Opening Comments:

Pat Deluhery advised members the rate package in its final form is not available yet. DAS has been working toward having a standard package across the whole DAS enterprise. There will be a thirty-day comment period after the information has been distributed.

Things have emerged after the first six months with regard to General Services Printing and we are working on various strategies to make Printing more self-sufficient financially. It is possible that the Customer Council may be asked to come back into session, so that we can discuss ideas about making some part of Printing a Utility.

Approval of Minutes of December 15, 2004:

Jennifer St. John moved to approve the minutes. Greg Anliker seconded the motion. Motion passed.

Rates Package:

Discussed in opening comments.

CCM – Rate Revision:

Revised Association Budget for CCM was discussed in detail at the December 15, 2004 meeting and discussed again at this meeting.

Greg Anliker moved to approve the CCM rate revision package. Capt. Bob Alles seconded the motion. Charlie Smithson voted NO. Motion passed.

Risk Coverage and Rates:

Dale Schroeder presented the "Annual Review of Self-Insurance Fund with Recommendations for Fiscal 2005".

The self-insurance fund was created in 1985 to manage liability claims arising from state vehicle accidents. In 1991 collision coverage was added to that set of benefits paid for through the fund. The fund has stabilized for the last five or six years at a collision coverage rate with a \$500.00

deductible, of paying the next \$5,000 of vehicle damage for the state vehicle. In damage in excess of that \$5,000 is covered thru billing back to the agency. The fund itself just covers \$5,000 and that niche between \$500 and \$5,500. The fund is primarily there to cover liability claims for state accidents where private citizens will sue the State of Iowa. Where the State is not at fault, we go after restitution to 3rd parties who are involved in the accident with the State.

Page one of the presentation shows the expenses, the income received into the fund and the ending balance for the last four years. At the end of FY03 it is \$1,495,325.32. The growth has been as a result of fewer claims paid out. It has been the goal of Risk Management to keep the fund balance not higher than \$1.1 or \$1.2 million dollars.

Two options presented to the Council:

Option 1: Expand vehicle coverage to full NADA wholesale book value and reduce monthly vehicle premium from \$24.75 to \$23.25.

Option 2: Reduce the monthly vehicle premium from \$24.75 to \$19.84

Greg Anliker moved to approve Option 1. Bob Straker seconded the motion. John Baldwin voted No. Motion carried.

2004 GSE Meeting Schedule:

Next meeting February 13 @ 7:30a.m.

Mary Lawyer advised she believed her term was up June 30, 2003. Process for replacement of members discussed.

Meeting dates to be discussed at next meeting – everyone to check their personal calendars.

Open Discussion:

Pat Deluhery advised that between now and February 13, 2004, there is a possibility we may ask you to reconvene to discuss the rate package.

Events – charging for outside groups discussed briefly.

Adjournment:

Meeting adjourned at 9:00a.m.

Respectfully submitted,

Nancy Williams, GSE

Agenda

GSE Customer Council Meeting

Friday, March 12, 2004

7:30 – 9:30 a.m.

EMD Conference Room

Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-DGS; Debbie O’Leary-DGS; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30 – 7:35	Call To Order	John Bradford
7:35 – 7:45	Opening Comments	Patrick Deluhery & John Bradford
7:45 -	Approve Minutes of 1-16-2004 Meeting (Action Requested)	John Bradford
	Rate Package	John Bradford
	Printing - Update	Pat Deluhery
	Financial Statements – Update	
	Business Plans	
	2004 GSE Meeting Schedule (Revised) (April meeting date of 4/9/04 is Good Friday – Easter weekend – can you attend this meeting?)	John Bradford
	Open Discussion	John Bradford
9:30	Adjournment	John Bradford

GSE CUSTOMER COUNCIL MEETING
March 12, 2004

Members Present:

John Bradford, Chairperson; John Baldwin, Vice Chairperson; Capt. Bob Alles, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Lawyer, IDED; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Peggy Sullivan, Judicial.

Members Not Present:

Roger Johnson, Cultural Affairs; Bob Straker, AFSCME.

Others Present:

Patrick Deluhery, GSE; Debbie O’Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Ken Paulsen, GSE/Purchasing; Julie Sterk, DAS/Accounting; Mark Willemsen, Legislature; Marianne Mickelson, DAS/ITE; Jim Chrisinger, DOM.

Call to Order:

Chairperson John Bradford called the meeting to order at 7:30 a.m.

Opening Comments:

Pat Deluhery welcomed everyone to the meeting. We have rolled out our rates and are in the 30-day period.

Approval of Minutes of January 16, 2004 Meeting:

Greg Anliker moved to approve the minutes with one correction (Change the word make to may – in the opening comments). Marcia Spangler seconded the motion. Motion passed.

Rate Package:

John Baldwin attended the “roll-out” meeting on the rate package. John Baldwin stated it went about as well as you would expect. John Baldwin expressed that the rates have to be ready to go much earlier, i.e. Department of Corrections budget preparation begin in August and September and are finalized by October 1.

Peggy Sullivan thanked GSE for keeping the costs down, John Bradford expressed his appreciation for all of the work GSE has done for the Customer Council members.

Printing – Update:

Pat Deluhery advised GSE terminated six printing department staff as well as Administrator Scott Bertness. A meeting was held with all Printing employees advising that the Printing Division will be combined with the Fleet and Mail Division for efficiencies. Dale Schroeder will become Administrator over the combined department. Lise Melton will continue to be Supervisor of the Printing Division.

Pat Deluhery stated GSE is confident the Printing Division can be viable. Please encourage your department to “take another look” at using the Print Department instead of sending work out.

Financial Statements – Update:

Debbie O’Leary presented the Purchasing Division Financial Statement, discussed various items with the members and provided a hand-out. Debbie advised the finance area of DAS has really made great strides to begin to provide financial information, balance sheets, cash flow information. Every two weeks we receive a cash flow statement from Finance.

January, 2004 vs. January, 2003, agencies purchased about \$3 million less. This trend is continuing in February. April is normally the second largest month for purchases in state government.

GSE is doing many things to curtail expenditures, including stopping many mainframe reports.

Purchasing is very staff intensive, even though GSE is having fewer purchases, the workload doesn’t go down since we still have to keep up the contracts intact.

GSE recently signed a contract with Emergency Management Division, GSE will be receiving \$60,000 for work we are doing for them. We are also entering into a contract with the Secretary of State’s office for our services on the voter registration system, they have asked for 65 days of Ken Paulsen’s time which will be about \$20,000.

John Bradford stated it would be helpful in the financial reporting, to have year-to-date expenses and resources, then compare that with the year-to-date budget. This would help determine where we are compared to where we should be. Another way, at the top, indicate where we should be percentage-wise. If we are 7 months out of 12 – what percent is that? At the top it should say – this is the % we should be at this point.

John Baldwin stated the Council should have a frank discussion on “How Charter Agencies could impact us”. Using the Oakdale expansion as an example, the Governor’s budget has this in one lump sum; however, the Legislature is proposing splitting that (1/2 in ’05 and ½ in ’06). This would present a problem for GSE, since GSE can only bid a project with money in hand. John Baldwin stated, since he would want to bid the whole project at once to save money, they are a Charter Agency, potentially they could take their business elsewhere and not use GSE. It was noted Charter Agencies are required to use the Utilities; they are not required to use Marketplace services. Debbie O’Leary advised GSE needs to have a discussion with the AG’s office regarding this.

Business Plans:

All GSE Divisions attended a course at DMAACC on how to write business plans. Debbie O’Leary briefly discussed the Purchasing Business Plan and answered questions. At the April meeting, Debbie would like to respond to any questions the Council has regarding the Purchasing Business Plan. Also at the April meeting, Tim Ryburn will present the CCM Business Plan, briefly discuss it, then ask that the Council bring any questions back to the May meeting on the CCM plan.

2004 GSE Meeting Schedule:

Since the April 9 meeting is Good Friday, the meeting will be moved to April 16, 2004.

Open Discussion:

Charlie Smithson stated he hoped GSE will get aggressive with local governments about trying to market to them. Debbie O'Leary advised GSE had conversations with the League of Cities and the Iowa Association of Counties, they buy off the State Contracts; however, the State is not receiving the 1%. Debbie advised this is the reason GSE would like to implement some kind of "subscription fee" for these types of situations.

John Baldwin advised of some items he would like to see on the agenda:

- Cost of Living adjustments for GSE and the factor in calculation of fees.
- Invite some of our customers to give us a review of how we did, give us some feedback.

Charlie Smithson stated he felt it would be useful to have someone take a look the statutory language in the Administrative Rules about the Customer Council authority. Charlie stated he thought this would be a perfect place to handle some of these issues; however, does the Council have the authority?

Adjournment:

Adjourned at 9:30a.m.

Respectfully submitted,

Nancy Williams, Secretary

Agenda

GSE Customer Council Meeting

Friday, April 16, 2004

7:30 – 9:30 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-DGS; Debbie O’Leary-DGS; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30 – 7:35	Call To Order	John Bradford
7:35 – 7:45	Opening Comments	
7:45 -	Approve Minutes of March 12, 2004 Meeting (Action Requested)	John Bradford
	Remarks from Mollie Anderson	Mollie Anderson
	<ul style="list-style-type: none">• The role of the Customer Councils• Final Rates• Budget News• Salary Adjustment money for DAS• Discussion on the setting of FY06 Rates	
	Rate Package - Update	Pat Deluhery
	Printing - Update	Pat Deluhery
	Financial Statements (Purchasing & CCM)	Debbie O’Leary & Tim Ryburn
	Business Plans	
	- Purchasing – Q & A’s	Debbie O’Leary
	- CCM	Tim Ryburn
	How Charter Agencies Could Impact GSE (Opting Out?)	John Bradford
	Association Fees (Length of Leases) (Action Requested)	Tim Ryburn
	Multiple Year Contracts (Update)	Dean Ibsen
	Member Terms – Expiration 6/30/04	Pat Deluhery
	- Cpt. Bob Alles – Dept. of Public Safety (Large Agency)	
	- Mary Lawyer – IDEA (Medium Agency)	
	- Greg Anliker – Elder Affairs (Small Agency)	
	- Ruth White – Dept. Human Rights (Small Agency)	
9:00	Invited Customers – open discussion on “How is the GSE Customer Council doing?”	John Bradford
	Open Discussion	John Bradford
9:30	Adjournment	John Bradford

GSE Customer Council Meeting
April 16, 2004

Members Present:

John Bradford, Chairperson; John Baldwin, Vice Chairperson; Marcia Spangler, DPH: Mary Lawyer, IDED; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Members Not Present:

Capt. Bob Alles, DPS; Jennifer St. John, DNR.

Representatives of Agencies Present:

Steve Morris, IWD; Terry Graham, ODCP; Dale Woolery, ODCP; Cindy Morton, Revenue; Lori Smith, IPTV; David Werning, DIA; Brenda Loy, ILOT; Ralph Rosenberg, ICRC; Steve Maslikowski, DOM; Joan Moll, DHR.

Others Present:

Mollie Anderson, DAS; Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail & Printing; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Mark Willemssen, Legislature; Marianne Mickelson, DAS/ITE; Lise Melton, GSE/Printing; Denise Sturm, DAS/Finance.

Call to Order:

Chairperson John Bradford called the meeting to order at 7:30 a.m.

Opening Comments:

No opening comments.

Approval of Minutes of March 12, 2004 Meeting:

Roger Johnson moved to approve the minutes as written. Bob Straker seconded the motion. Motion passed.

Remarks from Mollie Anderson:

Mollie Anderson thanked everyone for all the hard work that it takes to set the rates. Mollie advised this is a new enterprise, there is no textbook to tell us all of the things we are required to do in this new entrepreneur organization and the Customer Councils have really stepped up to the plate. One of the things that the Customer Council has done is to take the time to listen and to learn about our organization. The customers who you represent are also very appreciative of your willingness to listen to their concerns and questions. You are a part of a very unique initiative, this is the first time that this has been launched in an organization of this size across the country, people are anxious to know, how do these Customer Councils work and how do you represent the small, medium and large agencies.

DAS Update

- The bill creating DAS was passed on the last day of the session last year.
- We took 3 and one-half departments, with distinctly different cultures and different products and services, and created a team.
- We have put some strategic plans in place – we are looking at how this organization operates in the future. Business plans is one of the unique concepts, each of the enterprises will have business plans. There will be a strategic performance plan for the agency.

- One of the controversial things we did early on was to separate our products and services into utilities, marketplace and leadership categories. We will revisit this from year to year and the Customer Council will have input into the process. The governor and I, in terms of the statutes, have the final authority to determine what is marketplace, utilities and leadership and we have to report to the Legislature what is the result of that decision.
- Customer Councils have been formed, there are three Customer Councils, each have their own unique way of doing their business; but there are also a lot of similarities between the Customer Councils. The Council chairmen meet on a quarterly basis to try to figure out if we can create a master calendar of activities for customer councils being done at the same time, so that we can get better synergy from the core office, as well as the staff.
- A new billing system has been implemented, we are in the process of a billing re-design, we are going to full accrual accounting – that is a huge change.
- Denise Sturm is scheduling meetings with 64 different financial officers related to the specific information about the distribution of dollars and the rates that will be charged for '05. You should be receiving a contact from Denise scheduling that with the financial officer to walk through every single piece of the formula and how it was calculated for your agency.
- We have been trying to sharpen the focus on customers – to remind our staff and to build the culture of the organization that the customers are really in control – control of the dollars that we receive in the future, in control of making decisions about the services that they receive and somewhat in control of how those services are packaged.
- We are working to educate our employees about this new environment and that means everything from reading a monthly financial statement to getting used to accrual accounting, learning more about marketing, business plans, etc.

Role of the Customer Councils

- The idea is that there would be a core office that sets standards and rules – the DAS office – setting goals and rules based upon what the Legislative body and the Governor would really like to see in.
- There is a core office that has shared services, things that we don't think need to be in the enterprise, but they would purchase it as a cost of doing business, but they wouldn't necessarily have to have in the enterprise, i.e. Legal work, Legislative support, PIO, Accounting, writing the rules, records management, emergency management, etc.
- The enterprises were to focus on “rowing”. Meaning, they were to focus on delivering services to the customer. The Customer Council's role is about being the “steering mechanism” of utilities. Your job is to really focus on the management of the utilities that you are given to work with. In terms of the budgeting responsibilities, it's all related to the utilities that you manage.
- Customer Council members are to represent the customer's view – you can't ever forget that each year there will be some kind of election to fill a vacant position. That means you have a job of representing their interests – checking in with them on a regular basis. One of the things we talked about in the “core” was establishing a newsletter for Customer Councils as a way of making certain that you keep the customers who are not at this table, aware of your decisions.
- Once the rates are set, Customer Councils have to be somewhat of enforcement. If we have an entity that does not pay, we will be asking you to help us to make certain, because the rates are set on everybody being able to pay.
- Customer Council has the responsibility of reviewing the Business Plans.

- Customer Council has a role in resolving complaints – you are to actually approve the complaint procedure. One of the things that we will need to do is to make certain each year that we have reviewed that complaint resolution process.
- Customer Council sets the rates. This means there has to be a formal action by this body to approve the rates before they are published.
- Customer Council needs at least, on an annual basis, to be engaged in reviewing whether you think the list of utilities is the correct list of utilities.
- The Customer Council has the right to determine the packages, the level of service that agencies would be able to select from.

Final Rates:

- We have passed the 45-day review process. As far as we are concerned, the rates for '05 are set and are final unless something would dramatically change in the Legislative session.

Budget News:

- We believe that we will have adequate money to distribute to the agencies and the rates that have been set for each of the DAS Enterprises – you will receive adequate money to cover the full rate that you will be charged.
- We believe there will be a \$10.8 million dollar amount that will be distributed, this will be adequate to cover all of the rates that are in place.
- The meetings Denise will be holding with the 64 financial officers will be happening in April and May. Those meetings will be the detail of working through each of the formulas and how it works for your agency.

Salary Adjustment money for DAS

- We know the agencies did not get salary adjustment money. That has created a hardship for each of our customers.
- In the current environment, we did include salary adjustment – we estimated the full cost of salaries. We are charging the rate based upon the cost associated with the services we are delivering.
- Each year, when we go about setting rates, we will describe what the cost is and what the probable rate will be. Each year, the Customer Council will decide the level of service that will be provided. If you don't want to pay as much, you will decrease the level of service or the package in such a way that at the tail end, you will really be controlling how many staff we can afford to have or not. The rate will either cover the full expense of the service that we are providing or, if it doesn't, we'll have to figure out if there is some way to adjust our budget to live within the confines that you set.

Setting of '06 Rates

- We are beginning the process right now internally, of setting the budget for the cost associated with the core. That, will then be reflected in the beginning process in setting the '06 rates.
- We felt we needed to have the “dust settle” on the budget and know we are finished and be able to interpret everything that the Legislative body did and make certain that we know what the Governor signed and didn't sign – then, we will begin in earnest, to gather all the facts and come back with you to begin setting the '06 rates.
- We are aware that some agencies have boards they have to deal with, but we want to make sure you have good and accurate information before setting rates.

Questions & Comments:

- *Mary Lawyer* – this group is responsible for setting the rates and determining the level of service, then DAS is responsible to figure out how it happens – is that correct?
Mollie Anderson – We have to tell you what the costs are associated with the service level requested. It is sort of a negotiation. Your role is really diving into the detail of the budget and really thinking about what you afford. We are in partnership. We are always concerned about people not always getting the connection between the public employee and the services offered.
- *Roger Johnson* – we talked about after the rates are set, somehow it is the council's job to enforce the rate – what is our authority?
Mollie Anderson – I would describe it like a co-op, you are really the customers, even though they are not all at the table – you are their representative and once you set rates and base those rates upon costs and estimates of service, it is going to create real problems down the road. When a customer decides not to pay, it increases the costs for other people. You don't have any police authority – it is a matter of helping us explain to these agencies, through writing them or whatever, that we have this situation, we have communicated with you early on, they can't mid-stream, change the plan. The Governor is the ultimate authority over those agencies and we would expect that we would communicate with the Governor and the Governor would help us enforce that issue.
- *Roger Johnson* – you mentioned in terms of setting rates – you mentioned the Council has some role in determining what should or shouldn't be a utility. What is the timing on this?
Mollie Anderson – in hindsight, the decision of what is a utility, marketplace and leadership is a lot more important than we ever gave it credit. Now that the money is distributed to agencies based upon what we described as being utilities, we would have to go back to the Legislature – if you change something from a utility and leadership, we would have to convince them to make something a leadership and appropriate general fund money for an item. I don't expect that will happen very easily. At the same time, we have to remind them that this is an experiment, there might be some unique and very compelling case where we can say – it shouldn't be paid for as a utility. We'd have to back that up way before the Legislative process. Your role is, to give input, not to make the decision. The decision at the current time is by statute.
Roger Johnson – whatever is set now, will probably be that way for two years – it would take almost two years to change the cycle?
Mollie Anderson – I think that is a fair description.
- *Greg Anliker* – When and how are the \$'s to cover these fees transferred?
Denise Sturm – what we do have in the bill is two appropriations – one for the leadership and one for the distribution account. The amount in the distribution is \$10.8 million dollars. For each agency, we are calculating the portion of that \$10.8 million that will be their distribution. After we calculate what those costs are, we are subtracting those resources previously used by you to pay some of those fees (Example – Merit billing – if you were non-general fund – you paid a Merit bill - this will go away). You have already, in effect, been paying these fees, just indirectly. We will subtract resources you currently use to pay fees that are going away. The net amount will be the distribution amount that we will transfer back to your agency. It will be a one-time transfer – probably toward the end of July. It will be an inter-agency transfer, it won't be an appropriation to you – it will be an appropriation to us and we will do the inter-agency transfer. We have been talking with DOM and received positive feed-back that after it is transferred to you and we give that information to DOM it will become part of your base budget. This is a one-time transfer back; we will not get this distribution amount every year.

- *Marcia Spangler* – heating expenses – in the past, when heating costs went up, General Services went across the street and pleaded the case for all state agencies. Now, every one of us is going to have to go across the street and plead the case?
Mollie Anderson – We are in this together, it would be silly for us to ignore that there is something that affects all of our customers and not to be very vocal and to take a role in arguing those points. One of the things we have to do is to focus on is being able to describe trends and being able to give early warnings to DOM, just as we have done in the past.
Denise Sturm – the utilities haven't been distributed as part of any fee yet – heating, water and lights – they are not part of the rate that you set. It would be something you would discuss for fiscal year '06. It was not in association fees. There is no way of metering what your individual usage would be.

Rate Package – Update:

Pat Deluhery advised we are working on the FY '06 figures – we can't do anything until the Legislature adjourns and we see what happens with FY'05.

Printing – Update:

Pat Deluhery advised:

- GSE has streamlined printing
- It is a marketplace activity – it is not “out of the woods” financially
- GSE has made the printing operation into more of a “copy center” operation around the complex.
- Working on a new set of rates which are simplified
- Moved the “offset press” to IPI at Mitchellville
- We will send some things to IPI, we will continue to send some things to the private sector and we will be operating much more of a copy center.
- This is showing promising signs of success
- Printing will continue to coordinate where printing is done – Printing is the “point of contact” for incoming jobs.
- Communication with the departments is very important.

Financial Statements (Purchasing & CCM):

Debbie O'Leary – accounting has advised the March financials will not be available until next week – we will send them to you as soon as they are available. The financials will be in the format requested by the council.

Business Plans:

Purchasing – Q & A's:

Debbie O'Leary advised purchasing Business Plan was distributed and discussed at the March 12, 2004 meeting. Today we are looking for questions and comments.

John Bradford noted it was very thorough – excellent first shot. Updating the Business Plan – no time frame built in for scheduled updating – it's an ongoing project. John Bradford stated in private business he sees it getting updated with the annual strategic plan. Debbie stated that once GSE starts getting some statistics from the I/3 system about spending, then we can really look at areas where other agencies are spending money and try to do some more cooperative purchasing.

CCM

Tim Ryburn distributed the CCM Business Plan and discussed it at length. The CCM Business Plan will be on the agenda at the next meeting for any questions or concerns.

How Charter Agencies Could Impact GSE (Opting Out?)

Due to lack of time – item deferred to next meeting.

Association Fees (Length of Leases)

Due to lack of time – item deferred to next meeting.

Member Terms – Expiration 6/30/04

Due to lack of time – item deferred to next meeting

Invited Customers – open discussion on “How is the GSE Customer Council doing”?

John Bradford thanked everyone for coming stating that we really do want to know how we are doing.

Dale Woolery, ODCP – wanted to know when the rates would be out.

Ralph Rosenberg, ICRC – Discussed grants.

Lori Smith, IPTV - unhappy with changing purchasing procedures from a flat percentage – problem with allocation of matching funds/grant funds. What used to be very straight-forward in state government has now become maize. Concerned with indirect/direct cost, purchasing fee, grants. Per transaction basis – not an easy process. Questioned efficiencies.

Cindy Morton – When in position to set '06 budget? Distribution, when? #'s soon – actual distribution later.

John Baldwin – have to set '06 early – will argue for early rate setting.

Others came to the meeting to discuss rates and concerns about federal grants.

Mollie Anderson advised - this is an experiment – the reason the governor wanted to pursue this is to increase accountability, be customer driven, customer focused.

You have to have some confidence that the people that sit at the customer councils are representing your interests. These people argue and demand and ask questions on your behalf about are our costs, what are our capacity, how much are the individual agencies going to get charged, they have looked at various packaging mythologies, they have looked at various different methods of determining the rates.

Are rates final? In our opinion, for this year, we have got through a rate setting process which we think has been very deliberate, we've asked for comments for 45 days – the rates have been set, the legislative body has been notified these are the rates that are going to be charged and the money is going to be distributed.

The bottom line from the Legislature is you have to have accountability; you have to keep the customers in control of the decisions. Before, when you weren't charged rent, you had no incentive to make certain that you are using the space wisely. Now that it is in your budget, you are very careful about how much space you have.

We are glad you are here today. We try to communicate with you by sending out the rate package – we didn't receive that many comments back.

Open Discussion

Marcia Spangler would like to see the comments that were received regarding the rates at the next meeting. Mollie advised she would provide this information.

Adjournment:

Adjourned at 9:30 a.m.

Respectfully submitted,

Nancy Williams, Secretary

Agenda

GSE Customer Council Meeting

Friday, May 14, 2004

7:30 – 9:30 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-DGS; Debbie O’Leary-DGS; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30 – 7:35	Call To Order	John Bradford
7:35 – 7:45	Opening Comments	
7:45 -	Approve Minutes of April 16, 2004 Meeting (Action Requested)	John Bradford
	Customer Comments re: Rate Package	Pat Deluhery
	Final approval – FY’05 rates (Action Requested)	Pat Deluhery
	Financial Statements (Purchasing & CCM)	Debbie O’Leary & Tim Ryburn
	Business Plans	
	- CCM – Q & A’s	Tim Ryburn
	- D & C	Dean Ibsen
	How Charter Agencies Could Impact GSE	John Bradford
	Space Allocation Policy - (Action Requested)	Tim Ryburn
	Multiple Year Contracts (Update)	Dean Ibsen
	Schedule of Customer Council Activities	Patti Allen
	Role of the Customer Council	Pat Deluhery
	Open Discussion	John Bradford
9:30	Adjournment	John Bradford

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

May 14, 2004

Members Present:

John Bradford, Chairperson; John Baldwin, Vice Chairperson; Marcia Spangler, DPH; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Members Absent:

Mary Lawyer, IDED; Capt. Bob Alles, DPS; Ruth White, Human Rights.

Others Present:

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail & Printing; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Mark Willemsen, Legislature; Marianne Mickelson, DAS/ITE; Patti Allen, DAS; Ken Paulsen, GSE; Julie Sterk, DAS; Paula Newbrough, Fleet & Mail; Carol Stratemeyer, DAS.

Call to Order

Chairperson John Bradford called the meeting to order at 7:30 a.m.

Opening Comments

No opening comments.

Approve Minutes of April 16, 2004 Meeting

Bob Straker moved to approve the minutes as written. Marcia Spangler seconded the motion. Motion passed.

Customer Comments RE: Rate Package

Pat Deluhery advised he received the customer responses to the rate information late yesterday and did not have it ready for distribution. Charlie Smithson advised since the responses were circulated on state equipment, he wanted to see the comments in their entirety. Pat advised since these comments are public record, he will have them e-mailed to all GSE Customer Council members.

Final approval – FY'05 rates

Charlie Smithson advised he felt the GSE Customer Council had been misled, because the rates had *tentatively* been approved by the customer council, contingent upon receiving customer comments. Instead, the rates of all three divisions were published and distributed as *final* rates. John Bradford stated one of the difficulties was the coordination with the other two councils. Bob Straker noted this was the result of “the first year learning experience”; we can make changes the next time.

John Bradford noted that even though the process this time was disappointing, we have to move on to the 2006 budget. When working on the 2006 package, the GSE Customer Council must make sure everyone understands that when the Council says *approved as a tentative rate based on customer feedback*, that is what we mean.

Roger Johnson moved to approve the final rates. Bob Straker seconded the motion.

John Baldwin stated he feels the GSE Customer Council is “rubber-stamping” the rate package. John also discussed funding for cost of living adjustments and vacancies in the various departments.

Peggy Sullivan stated she feels fairly comfortable with the FY '05 rates but thinks the real challenge is coming down the road, with rates being only a small part. She questioned whether this process is in the best interest of our state government stating we are spending a lot of time “discussing how we slice up the pie instead of getting the pie taken care of”.

John Baldwin advised that the Department of Corrections deals with GSE on a variety of issues and wants to note that none of the comments should be construed as being negative toward staff, stating they work hard, do a good job and Corrections receives wonderful service from them. However, there is an equity issue that is “rearing its head” that must be dealt with aggressively in FY '06. It is a perceived equity issue that is going to cause pain in FY '05.

Charlie Smithson asked to amend the motion to read, “given where we are in the process and given the hardship that would result to DAS and all of state government if we were to vote No, that the GSE Customer Council move to adopt the FY '05 rates.

Amended motion carried.

Charlie Smithson stated that he was amazed at all the work the GSE staff has done, all the presenters – how staff was able to present the information in understandable bite size chunks and all of the other things. Charlie noted his frustration is not at GSE staff but with the “disconnect” at the end, the process.

Financial Statements (Purchasing & CCM)

Debbie O’Leary distributed a financial document. Debbie advised the financials are through March and are the actual expenditures and money that has been brought in through March. In addition, we will be having a payment from Emergency Management Division in the amount of \$60,000. We are also seeing an increase in purchasing by departments. If the trend holds, the amount that will be purchased in FY '04 will be very similar to the amount that was purchased in FY '03.

CCM – the financial information we are currently receiving is not rolled up into a format that has everything that goes into the association fees. It is not in a format you can compare to where we are with the actions of the customer council. The system just isn’t designed yet to do that – we don’t have financial information for the CCM area.

Business Plans

CCM – Q & A’s

Tim Ryburn advised the CCM Business Plan was distributed and discussed at the April 16th meeting. Today, we are looking for questions and comments

John Bradford advised he thought it was a very nice job.

Tim Ryburn – The biggest thing as we move forward with how we lay out that business plan, may be how the rates are set.

Facilities need care – from a CCM perspective we will try to continue to give you more and more information about the facilities you are housed, so we can make good decisions.

John Bradford – are we really doing business plans every year or are we doing more strategic planning – I think maybe a strategic plan is more appropriate.

Pat Deluhery advised the business plan is in the Code

D & C

Dean Ibsen distributed the Design & Construction Business Plan and discussed it at length. Dean advised he thinks about this more as an Action Plan, what we are going to do on an annual basis based on the business plan. We have an action plan in Design and Construction that we have been working on.

We have several units within Design and Construction – Design & Construction Services, Leasing and Space Management, Utilities, Ceremonial Space, Services, Restoration Painting. This focuses primarily on the Design and Construction services but it makes reference also to leasing, space management and a little bit to some of the other services. At some point, we may look at pulling those out and having more specific components in the business plan.

Design and Construction works with a number of advisory groups . Specifically, the Governor's Vertical Infrastructure Advisory Committee, a group of seven citizens from around the state. We meet on a monthly basis and we talk about major maintenance projects. We also work with the Capitol Planning Commission. This group focuses specifically on the Capitol Complex, the buildings, new buildings, monuments, locations of monuments – we have a Capitol Complex Master Plan that we work with.

Right now we work on an informal basis with agencies and institutions. We are moving to developing MOU's and ultimately beginning July 1, we plan to develop Service Level Agreements that will specifically outline the work that we do.

The Design & Construction Business Plan will be on the agenda at the next meeting for any questions or concerns.

How Charter Agencies Could Impact GSE

Due to lack of time – item deferred to next meeting.

Space Allocation Policy (Action Requested)

Tim Ryburn distributed information about discussing vacancy rates.

Due to lack of time – more discussion and action on this option is deferred to next meeting.

Multiple Year Contracts (Update)

Due to lack of time – item deferred to next meeting.

Schedule of Customer Council Activities

Patti Allen spoke to the group as the Communication and Marketing person for the Department. Patti advised a number of the councils have expressed concern about how they might best keep the agencies that they represent informed about the council activities.

Effective in June, DAS will be going to a more real time Internet presence for the Customer Councils. On the DAS website there is a customer council link right now but it is primarily historical information. It will be a more active page and separated by Councils, but within each Council section on the page there will be able a link that will take you to the current agenda, the current member list, the current meeting summary and announcements.

The second thing that will be changing effective in June is that DAS will begin writing an every other month newsletter recapping council activities. It will be sent to agency directors and others identified by the Customer Councils.

Terms limits or re-election of members to the Customer Council (hand-out distributed). The current Code information calls for a two-year term; DAS is proposing a three-year term for a variety of reasons. The two prime reasons are, 1) the learning curve and 2) because of the lag time involved from the time that the rates are set until the rates actually go into force. A two-year term would mean that some people really could not be serving in a Customer Council role during the time that the rates they set were in force. From an accountability standpoint, we think that is an important thing to have happen for our customers. You set the rates and you live with the rates as Customer Council during the period when all of the customers are paying the rates.

The action DAS would like to suggest is that you consider changing your term length from two years to three years.

Cycles – There are four different activities that we are trying to cycle so that the councils could work through them in an orderly fashion and they made the most sense for the desired outcome. The rate setting process is first.

There is a new step, we have added to the process a “Mid-FY Rate Verification” step that will give us the opportunity to go back in and look up actuals for the work that you have done and see if you are high, low or right on the money.

The other thing is the schedule for the Advisory Council meetings. We tried to stage those at a time when you would be through with major steps of your work. For example, we will be reviewing the customer satisfaction surveys in October, we will be looking at rate information in January and we will be talking about Legislative results in May. Those were the three big meetings of the year that we thought would be worth getting the big groups together.

The separate category of information on this sheet is how the business plan approvals would become. According to this schedule, you would be approving utility business plans about the same time that you are doing the other rate information, so that is just an addition to the cycle.

Roger Johnson advised we can't take action at this meeting on the changes to terms since it wasn't on the agenda. We need to put this on the agenda for the next meeting and in the meantime give consideration to what we want to do.

Greg Anliker asked if there is a reason why we are waiting for March to start presenting that information? Patti replied – I think the primary concern, is that we won't be able to have information to tell us what our costs will be much earlier than that time. That is the driver for the narrowness of the window, that is one of the reasons why the mid-year verification step has been added to the process. I think that our CFO, Denise Sturm is very concerned about being put in a position to forecast costs that early in a business cycle. She is really concerned about giving people accurate projections; you are making big decisions based on those projections. She won't really even, for this cycle that you are beginning to work on, we don't really have actuals yet. We would like to get to a model where we have actuals from actual data for you to consider in the process.

Greg Anliker stated the biggest unknown at the time you made the projections was the salaries and every other year there won't be a problem, because of the two year collective bargaining agreement, you will know what the one year cost is, but won't have that every other year, you won't have any idea what the projected salaries will be. I am curious to see how we are going to handle that. This is a year that we happen to know the cost.

Role of the Customer Council

Due to lack of time – item deferred to next meeting.

Open Discussion

Meeting scheduled May 27, 2004 – cancelled

Next meeting: - June 10, 2004 7:30 a.m – 10:30 a.m.

Adjournment

Adjourned at 9:30 a.m.

Respectfully submitted,

Nancy Williams, Secretary

Agenda

GSE Customer Council Meeting

Thursday, June 10, 2004

8:00 – 9:00 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

8:00	Call To Order	John Bradford
	Opening Comments	
	Approve Minutes of May 14, 2004 (Action Requested)	John Bradford
	FY 2005 Vehicle Depreciation Rates (Action Requested)	Dale Schroeder
	Space Allocation Policy (Action Requested)	Tim Ryburn
	Open Discussion	John Bradford
9:00am	Adjournment	John Bradford

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

June 10, 2004

Members Present:

John Baldwin, DOC; Jennifer St.John, DNR; Marcia Spangler, IDED; Roger Johnson, Cultural Affairs; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Bob Straker, AFSCME.

Members Absent:

Capt. Bob Alles, DPS; Mary Lawyer, IDED; Peggy Sullivan, Judicial; John Bradford, Member of Public.

Others Present:

Pat Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS; Marianne Mickelson, DAS; Bonita Lane, GSE; Barb Bendon, GSE.

Call to Order

Meeting called to order at 8:00 a.m.

Opening Comments

None

Approve Minutes of May 14, 2004 Meeting

Jennifer St.John moved to approve the minutes with one correction. (page two, paragraph 5, add the end quotation marks). Roger Johnson seconded the motion. Motion passed.

FY 2005 Vehicle Depreciation Rates

Dale Schroeder distributed the Vehicle Depreciation Rates for FY2005 and went over carefully with the members. Noted on page two, Compact Sedan # of Months should be 36, not 34 as listed. Dale noted the prices for vehicles has dropped significantly in FY04 affecting depreciation rates. Additionally, *Dale advised these rates are only for vehicles purchased this year*, others are locked in at the old rates.

After discussion, Greg Anliker moved to approve the Depreciation Rates as presented. Bob Straker seconded the motion. Motion passed.

Space Allocation Policy

Tim Ryburn distributed the Space Allocation documentation. GSE recommended Option # 2 as described in the handout. Option 1 would drive the rates up. Option 2, allows us to manage the space better. It allows us to interact with customers, helps them to lower the rates and helps us to manage the space more appropriately. Option 2, would need some written agreements with agencies and/or divisions. Tim noted this policy is for FY06.

Roger Johnson asked about the "big things", such as Wallace Labs, etc.? Roger noted he was more worried about the major moves, not the smaller 1,000 square foot spaces.

FY05 – There is a distribution back to agencies. FY06 – There would be a request in your budget to pay for your rent.

If you want to get out of space in FY06, you would give us notice between August 1 and January 1.

Charlie Smithson moved to approve Option # 2 – Space Allocation Policy. Roger Johnson seconded the motion. Motion passed.

Open Discussion

Dean Ibsen distributed a Draft Service Level Agreement for the Customer Council to review.

Pat Deluhery asked to discuss the FY06 Budget.

- GSE is working hard to hold the line on costs
- The following guidelines are driving the budgeting process:
 - Examine all expenditures to determine if it is necessary. (Finance provided us with a CA server report on all expenditures for FY04 and we are closely scrutinizing those expenditures)
 - Wherever possible, eliminate duplicative and unnecessary expenditures
 - Hold the line on cost increases wherever possible
 - All expenditures must provide a service to our customers
- We hope to begin discussion of rates at the next customer council meeting. We will present the budget for each utility service and look forward to the GSE Customer Council's input.

Charlie Smithson asked if we could move the July meeting – either the week before or week after.

Charlie Smithson – tentative item for next agenda – how vocational rehab has the authority or under what authority are they going to charge rates, or do they have to charge rates. Concern – who is going to be oversight on that, who is going to monitor how they are establishing their rates. Jessie Parker Building is not a building GSE controls. Charlie would like to find out about how one agency seems to control a building on the Capitol Complex and DAS controls everything else? It was noted it might be an “old deal”.

John Baldwin – item for the next agenda. John had an e-mail and follow-up phone call from a customer who was dissatisfied with one of our decisions. It is a classic case of the charge is too much, found it cheaper somewhere else, he left, he keeps the money and then the rest of us who stay are going to pay for that. List on the agenda as “Customer Complaint”. The topic was on postage.

Charlie Smithson – did we get the issue of membership in terms of office resolved. Pat Deluhery responded it has been voted on but we have to work through getting the formal approvals. There is a consensus at the level of directors of the departments. There were two issues, one was “should we count this first year as like an “internship year” so that everybody starts their one, two or three year terms on July 1” – this was approved. The second part was “should we go for three year terms with staggered memberships and that was approved. Charlie noted he believes it is very important legally we make sure we are on firm footing with the terms since he does not want any agency saying in a year or two, we are going to challenge this rate package because the body that voted on it was not properly comprised.

Next Meeting

Thursday, June 24, 2004

7:30 a.m.

Hoover – A-Level EMD Conference Room

Adjournment

Meeting adjourned about 9:00 a.m.

Respectfully submitted,
Nancy Williams, Secretary 281-7259

Agenda

GSE Customer Council Meeting

REVISED

Thursday, June 24, 2004

7:30 a.m. – 9:30 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30	Call To Order	John Bradford
	Opening Comments	
	Approve Minutes of June 10, 2004 (Action Requested)	John Bradford
	Customer Inquiry – Postage Issue & Leasing Issues – Discussion	John Baldwin
	Membership – Terms of Office	Patti Allen
	Business Plans	
	• D & C – Answer any questions/concerns from Dean’s presentation from meeting of May 14	Dean Ibsen
	• Fleet & Mail – Initial Presentation	Dale Schroeder
	Multiple Year Contracts	Dean Ibsen
	Request from private sector company for space	Debbie O’Leary
	Next Meeting Date	John Bradford
	Open Discussion	John Bradford
	Adjournment	John Bradford
	Other Issues for Future Meetings:	
	• Who controls what buildings? Why? Discussion	
	• Role of Customer Council	
	• Complaint Procedure – Document	
	• Budget/Rates	

DAS Web Site: <http://das.gse.iowa.gov>

NOTE:

- Please bring your calendars – to look at July dates for the next meeting
- The order of this agenda may be changed at the meeting

GSE CUSTOMER COUNCIL MEETING

June 24, 2004

Members Present:

John Bradford, Chairperson, Member of Public; John Baldwin, DOC; Jennifer St. John, DNR; Roger Johnson, Cultural Affairs; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights.

Members Absent:

Capt. Bob Alles, DPS; Mary Lawyer, IDED; Marcia Spangler, DPH; Peggy Sullivan, Judicial; Bob Straker, AFSCME.

Others Present:

Steve King, Lottery; Pat Deluhery, GSE; Debbie O'Leary, GSE, Dale Schroeder, GSE; Dean Ibsen, GSE; Tera Harrington, GSE, Nancy Williams, GSE, Patti Allen, DAS, Julie Sterk, DAS; Patricia Lantz, DAS; Paula Newbrough, GSE/Fleet & Mail; Bonita Lane, GSE/CCM; Shirley Walker, GSE/Fleet & Mail; Randy Howard, GSE/CCM.

Call to Order:

Meeting called to order by Chairperson John Bradford at 7:30 a.m.

Opening Comments:

Introductions were done.

Approve Minutes of June 24, 2004 Meeting:

Greg Anliker moved to approve the minutes. Roger Johnson seconded the motion. Motion passed.

Customer Inquiry – Postage Issue & Leasing Issues:

Steve King discussed the mail service for the Lottery. Stated the Lottery is no longer a State Agency, but an Authority. Steve stated Lottery has a 28A agreement with DAS. Steve also stated Lottery was not covered for postage and leasing services.

Dale Schroeder pointed out Lottery's record of 2003 was the basis for the 2005 rates. GSE deposits money every two weeks at the post office as "up front" funds which allows a discount. GSE also provides inter-office mail service to the Lottery. Use of permit mail versus metered mail – if this is separated out, it becomes a problem. Dale reminded everyone, Mail is a utility.

Steve's concern regarding Lottery paying for services he didn't feel they received, was discussed. Dale stated automation fees and Administration fees were included in the rates quoted.

Customer Council asked that this topic be brought back to the Council for further discussion.

Lottery – Leasing Services – services received from GSE discussed. It was noted that the Lottery is "self-funded" and does not receive appropriations. Dean Ibsen listed the various items included in Leasing services.

Discussion of exactly what an "Authority" is was discussed and will come back to the Customer Council for further clarification.

Membership – Terms of Office

Patti Allen discussed the desire to change the term of office for Customer Councils from two years to three years. DAS is in the process of asking for a waiver to do this. ITE Customer Council chairperson is drafting a waiver letter. Mollie Anderson, Director of DAS can approve a waiver. After discussion, Charlie Smithson moved to authorize GSE Council Chairperson John Bradford to sign the waiver. Roger Johnson seconded the motion. Motion passed.

Business Plans:

- D & C Answer questions/concerns from presentations from meeting of May 14, 2004. No questions from the Committee. Dean commented that GSE/D & C is developing cooperative relationships with various other agencies and re-thinking about how we do business.
- Fleet & Mail – Initial Presentation
Shirley Walker presented the Fleet & Mail Business Plan. Dale Schroeder noted he sees this as a “living document” which will continually change.
Other items discussed: Wright Express card – looking at incorporating some software and use of E85 fuel for State vehicles.

Multiple Year Contracts:

Dean Ibsen advised the Council that after research, the Design & Construction area could do multiple year contracts. Contractors must understand when the money is available and put that language in contracts. Charlie Smithson noted the importance of keeping track of all savings dollars and reporting that information to the Governor’s office – we must show “concrete examples” of cost savings.

Request from Private Sector Company for Space:

Debbie O’Leary advised the Council a private outside vendor has requested space in the various buildings on Complex to hand-out literature regarding their company and the benefits it offers to State Employees. After a short discussion, Charlie Smithson stated he felt this would send the wrong message and stated he felt GSE should deny this request. John Baldwin seconded that opinion.

Next Meeting Date:

After checking Council Members availability – the next meeting will be Thursday, July 29, 2004. The meeting will begin promptly at 7:30 a.m. and end promptly at 9:15am, in the EMD Conference Room (Hoover-Level A) since there is another meeting scheduled in the room to begin at 9:30 a.m.

Open Discussion

Roger Johnson advised the new café is open in the New Historical Building and invited everyone to “give it a try” for lunch.

Concerns about budget dates expressed, a short “turn-around time” to get all of this completed.

Adjournment

Meeting adjourned at 9:30 a.m.

Respectfully submitted,
Nancy Williams, Secretary 281-7259

Agenda

GSE Customer Council Meeting

Thursday, July 29, 2004

7:30 a.m. – 9:15 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30	Call To Order	John Bradford
	Opening Comments	
	Approve Minutes of June 24, 2004 (Action Requested)	John Bradford
	What is an “Authority” and how does it affect DAS – GSE?	Pat Lantz
	Mail/Leasing Rates - Lottery - Discussion	Dale Schroeder
	SLA for Association Fees (Action Requested)	Dean Ibsen
	Rate discussion (Action Requested)	Denise Sturm & GSE staff
	Membership – Terms of Office	Patti Allen
	Who controls what buildings? Why? Discussion	Pat Deluhery
	Next Meeting Date	John Bradford
	* Do we need to schedule additional meetings?	
	Open Discussion	John Bradford
9:15 - Adjourn	Adjournment “MUST ADJOURN BY 9:15”	John Bradford

Issues for open discussion as time allows:

- Role of Customer Council
- Business Plans
- Fleet & Mail Business Plan – answer any questions/concerns from Dale’s presentation on May 14.
- Complaint Procedure – Document
- Budget/Rates
- How charter agencies could impact DAS/GSE
- Billing Group Presentation (Denise, Pat Harmeyer, etc.)

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

July 29, 2004

Members Present:

John Bradford, Chairperson, Member of Public; John Baldwin, DOC; Cpt. Bob Alles, DPS; Jennifer St.John, DNR; Marcia Spangler, IDED; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Ruth White, Human Rights; Peggy Sullivan, Judicial.

Members Absent:

Roger Johnson, Cultural Affairs; Mary Lawyer, IDED; Bob Straker, AFSCME

Others Present:

Pat Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS; Bonita Lane, GSE; Barb Bendon, GSE; Patti Allen, DAS; Tim Brand, DAS; Mark Willemsen, Legislature; Linda Plazak, DAS; Paula Newbrough, GSE/Fleet & Mail; Patricia Lantz, DAS.

Call to Order

Meeting called to order at 7:30 a.m.

Opening Comments

None

Approve Minutes of June 24, 2004 Meeting

Charlie Smithson asked that additional information be added to the Multiple Year Contracts notes – last paragraph to read “Charlie Smithson noted the importance of keeping track of all savings dollars and reporting that information to the Governor’s office – we must show “concrete examples” of cost savings to the Governor and other agencies as appropriate – we must share our success stories.” Jennifer St.John moved to approve the minutes with the change. Greg Anliker seconded the motion. Motion passed.

What is an “Authority” and how does it affect DAS – GSE? & Mail/Leasing Rates –

Lottery Discussion

Pat Lantz distributed a “hand-out”, which defines several items:

- Seat of Government – is defined by the Constitution of the State of Iowa.
- 7E.4 – Definitions and terminology for executive branch organizations – has definitions for all Executive Branch organizations and defines the word “Authority”.
- DAS – 8A.101 Definitions – our statute includes an “Authority”.
- Lottery – 99G.4 – Iowa lottery authority created – their definition is created as an authority. They are deemed to be a public authority and not a state agency.

There is certainly conflict between what DAS statute states is an “Authority” and the Lottery statute.

The two statutes were passed in the same year.

DAS statute provides for specific exceptions to DAS services – IPERS, Board of Regents and some facilities under the Department for the Blind.

The Lottery includes certain things for which they are considered a State Agency. DAS is not one of those.

GSE has provided Leasing Services to the Lottery in the past. GSE has provided support services for leases outside the City of Des Moines which include:

- ADA compliance review
- Management of the Executive Council approval process
- Technical assistance when requested

- Management of a master lease data base
- Legal review of the leases outside of seat of government if so required or necessary.

Lottery has also used GSE's bulk mail permit in the past.

DAS has also provided information for Legislative inquires such as:

- Central reporting function
Legislature seems comfortable with going to one place to get that information.
- Marketplace research on pricing.
- Having one place for a reporting system establishes accountability for state government in their leasing operations.

Chairperson John Bradford asked if Lottery "can opt out of leasing"? Pat Lantz noted a position DAS can take is that you are not specifically exempted from our Code statute. DAS Code statute says a state agency is an authority.

Charlie Smithson stated he believed it would ultimately be the Court, which would have to decide the issue.

Services Lottery is currently using from DAS:

- Local mail
- CCM Services (maintenance, etc.)

Pat Deluhery urged the Council to take a position on it in order to have the utility function hold together. If people pull out of a utility function you spread the cost over fewer, you also lose that centralized reporting function, which is very important.

Greg Anliker noted it appears that the DAS language is pretty clear and the intent was not to exempt authorities. From that basis Greg moved that we move forward with the assumption that, based on the law that rules you and this council, that we expect Lottery to be a part of it since it does specifically include authorities. Motion seconded by Cpt. Bob Alles.

Motion passed with one opposing vote by Charlie Smithson.

SLA for Association Fees (Action Requested)

Tabled to next meeting due to lack of time.

Rate Discussion (Action requested)

Patti Allen introduced and distributed a hand-out. Discussion of the schedule for the FY06 rates. We have two goals we are trying to address:

1. Have rates in customer's hands prior to the required delivery date for an early budget submission.
2. To have our rates set to be compliant with our code stipulation by September 1.

The other two councils (ITE & HRE) have FY06 rates ready to share with customers.

Schedule

- GSE to have their rates approved by sometime close to August 9, 2004
- Propose on that date (or close to that date) to have a meeting of all three Customer Councils that each of you would be free to attend. The Council chairs or vice chairs would present their rate packages to the group. This would be a public meeting, if you want to come and participate in rate discussion; we are providing a form for that.
- End the comment period around August 20. You would have, on or around August 9, approved *proposed rates* that would be sent to your peers for review.
- On or about the 20th – you would determine whether or not you need to make any modifications in your rates – then you would vote to finalize the rates.
- The “booklet” would not be published until the customer councils have had their vote at the end of August.

Patti Allen proposed:

- To establish a document on a web-site which she will update on a daily basis.
- Would ask that all of the questions be communicated directly with Patti Allen in writing.
- Patti will post the inquiry and work with Director Anderson to determine who should answer the question and then post the answer within five working days, if feasible.
- The questions are all going to be in one place for anyone to see.

Notification to other agencies – DAS will be notifying customers about each step of the process as well as an invitation to the public meeting, they will be given the address for the web-site and the directions about what to do if they have questions or comments that they would like to submit for public discussion.

Greg Anliker – noted he is concerned with the “tight time-frame”.

John Bradford asked “how different are these rates from the last ones?” Debbie O’Leary stated that the methodology is very similar to last time as far as the square footage, mail counts, etc. There was a learning curve last time that there won’t be this time.

John Baldwin stated he believed we are all going to have to prepare two rate packages:

- One “status quo”
- One with increases

If there is an increase proposed, we’ll have to roll into the “offer”.

Definition of “offer” discussed – John Baldwin stated Washington State has an interesting model of “buying and selling”; Iowa is trying that same model. There are “buying teams” established. Departments will offer their services to that “buying team”.

Denise Sturm joined the meeting via conference call:

Pat Deluhery summarized the following for a GSE timetable for the next three – four weeks:

- 7/29/04 Receiving some rate information
- 8/5/04 Receive the balance of the rate information
- 8/9 – 8/20 For the Customer Council to receive comments from the customer agencies.

- 8/23/04 & 8/24/04 – we would try to have a GSE Customer Council meetings to finalize the rates.

Denise reviewed information regarding FY06 GSE utility rates and would like to note the budgeted function that are applicable to all of the budget information that you see, is the rate information that will be presented both today and next week.

- Basic payroll assumptions and projections and built them into the budgets for all of the rates/information that you will see today.
- Since we don't have a contract negotiated, we did make some assumptions, they are as follows:
 - o We assumed that in FY06, there would be a cost of living increase of 2% that would be implemented 12/30/05.
 - o We assumed vacant funded positions at the mid-range with the cost of living but no merit increase.
 - o We assumed that rate increases would be one year regardless of eligibility and no increases past top of range.
 - o We did not change the IPERS percentage.
 - o We assumed that health increase would increase 15% and that the State contribution would also increase.

Other things included:

- We did add all the new utility rate costs that these enterprises would be subject to.
- We have modified this to include a new auditor's bill. With the passage of the DAS bill, the Auditor has designated the DAS audit to be billable. GSE's portion was approximately \$91,000.
- We have incorporated Attorney General costs as appropriate and realigned them to the areas that receive the most services.
- IT costs were re-aligned with real costs now that we have merged.

Debbie O'Leary presented the Purchasing Budget to the Customer Council. (Hand-out distributed)

Areas where there are increases:

- HRE rates – in FY05 GSE was provided a distribution. In FY06, we will not be receiving that distribution. It will not be going to the revolving funds.
- Attorney General fees – not reflected in FY05 rates
- Auditor's fees – not reflected in FY05 rates
- Continue the same rates as the previous year

Information not available at this time is the "purchases by departments". We will not have this information since the close-out of the fiscal year is not official until August 31. Therefore, we do not have accurate information to do a "rolling three year average by department". However, the total expenditures are about the same as last year.

Recommendation: Continue the current rates for purchasing agencies are now being charged.

Debbie O'Leary presented the Blanket Bond information to the Customer Council. (hand-out distributed)

Debbie noted this is the “embezzlement bond”, this covers all state employees in case there is embezzlement, this is the state liability policy.

- Increase in this budget of \$6,476
- Reasons - in the previous budget we did not take into account the shared services fees.

Debbie noted that there is a “Shared Services” fee and management cost for General Services of about \$ 1 million. This was divided up among all of the areas.

Dale Schroeder presented the proposal for the Fleet Management Services. (hand-out distributed)

Dale advised this is the service we provide as a utility for managing the State Fleet vehicles assigned to all state departments. At the time we printed this there were 2,587 vehicles. This does not include motor pool services nor state garage services, which are marketplace activities.

Dale noted the budget did go up significantly – from \$459,462 to \$618,331 in FY06.

Majority of those increases are in the areas of:

- Significant increases in shared services
- Increases in association fees which are not reimbursable to us in FY06
- Auditor’s assessment
- Increased Attorney General assessment

Dale noted re-alignments were made in the area of personnel, which enabled us to keep down the salary costs and avoid some of the increases that were spoken of earlier.

In FY05 – the per vehicle rate is in the \$16.00 per vehicle per month. This amount would increase to \$19.92 based on data that we have now as to the number of vehicles in the fleet. That figure changes monthly.

GSE is asking for “approving of *proposed* rates” today. John Bradford stated he would ask to ***approve for publication only without comment as to the adequacy of content***. It was noted this allows for feed-back from other agencies.

Dean Ibsen presented the proposed Design & Construction FY06 rates. (hand-out distributed)

Dean advised D & C is budgeted from several categories:

- Space Management
- Leasing
- Ceremonial Space
- Utilities (water, heat & gas)
- Vertical Infrastructure program
- Design & Construction

We are talking specifically about the Design & Construction piece, which is the project managers that work on projects throughout the state.

In looking at the total budget, we are assuming we appropriation carve out of \$375,000 from a Major Maintenance Appropriation. We have also received and hope to continue to receive \$200,000 for the Vertical Infrastructure program.

We were not successful last time in getting language that allows us to bill for projects and we will continue to do that. I believe it is most appropriate to assign our services to specific capitol projects. We would pursue this in terms of an hourly rate charged, just as if this were a professional consulting firm. We would be paid either from the specific appropriation for the project or from other funds the agencies may allocate for this work

Budget items:

- Purchasing
- Attorney General Fees
- Auditor's Office
- Shared Services

Membership – Terms of Office

Tabled to next meeting due to lack of time.

Who controls what buildings? Why? Discussion

Tabled to next meeting due to lack of time.

Next Meeting Dates

See below.

Open Discussion

Charlie Smithson expressed his thanks to the Leasing/Move Management Team for the fine job performed in his recent move back to campus. Charlie noted he is a “very satisfied customer”!

Adjournment

Meeting adjourned about 9:14 a.m.

Next Meetings Currently Scheduled

Thursday, *August* 5, 2004 – 7:30am – 9:30am – Hoover/A-Level – EMD Conference Room

Thursday, *August* 19, 2004 – **CANCELLED**

Monday, *August* 23 & Tuesday *August* 24 – Time & Location to be determined

Thursday, *September* 16 – 7:30am – 9:30 am – Hoover/A-Level – EMD Conference Room

Tuesday, *October* 12, 2004 – 1:30 – 4:30pm – Hoover/A-Level – EMD Conference Room

Tuesday, *November* 16, 2004 – 1:30 – 4:30pm – Hoover/A-Level – EMD Conference Room

Tuesday, *December* 14, 2004 – 1:30 – 4:30 pm – Hoover/A-Level – EMD Conference Room

Respectfully submitted,

Nancy Williams, Secretary 281-7259

Agenda

GSE Customer Council Meeting

Thursday, August 5, 2004

7:30 a.m. – 9:30 a.m.

EMD Conference Room – Hoover Bldg. – Level A

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Capt. Bob Alles-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Lawyer-IDED; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

7:30	Call To Order	John Bradford
	Opening Comments	Mollie Anderson
	Approve Minutes of July 29, 2004 (Action Requested)	John Bradford
	SLA for Association Fees (Action Requested)	Dean Ibsen
	Rate discussion (Action Requested)	Denise Sturm & GSE staff
	Next Meeting Date(s)	John Bradford
	8/19/05 – Meeting Cancelled	
	8/23 & 8/24 – Budget Meetings Time/Location TBD	
	Open Discussion	John Bradford
9:15 - Adjourn	Adjournment	John Bradford

Issues for open discussion as time allows:

- Membership – Terms of Office
- Who controls what buildings? Why? Discussion
- Role of Customer Council
- Business Plans
- Fleet & Mail Business Plan – answer any questions/concerns from Dale’s presentation on May 14.
- Complaint Procedure – Document
- Budget/Rates
- How charter agencies could impact DAS/GSE
- Billing Group Presentation (Denise, Pat Harmeyer, etc.)

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

August 5, 2004

Members Present:

John Bradford, Chairperson, Member of Public, Jennifer St. John, DNR; Marcia Spangler, IDED; Charlie Smithson, Ethics; Roger Johnson, Cultural Affairs; Peggy Sullivan, Judicial; Bob Straker, AFSCME.

Members Absent:

John Baldwin, DOC; Cpt. Bob Alles, DPS; Mary Lawyer, IDED; Greg Anliker, Elder Affairs.

Others Present:

Mollie Anderson, Director, DAS; Pat Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS; Barb Bendon, GSE; Patti Allen, DAS; Tim Brand; DAS; Mark Willemsen, Legislature; Linda Plazek, DAS; Paula Newbrough, GSE/Fleet & Mail; Patricia Lantz, DAS; Randy Howard, GSE/CCM; Paul Carlson, DAS; Joan Moll, Human Rights.

Call to Order:

Meeting called to order at 7:30 a.m.

Opening Comments:

Mollie Anderson addressed the group.

Miscellaneous:

- One of things the Governor really wanted to achieve with this new concept is to be customer driven – customer focused – customer controlled. This was looked at as an innovation, it has not been done anywhere in the country to this extent. It was supposed to move us from a regulatory entity to a service organization and it was supposed to empower our employees to deliver quality service.
- It required really good projections. It requires a very extensive billing and extensive accounting system in order to be successful.
- It was launched at a time when resources were down, so an experimental idea at a time when agencies resources are very constrictive.
- It is experimental and there is no textbook.
- We were given six months to launch this.
- The largest re-organization since 1986 – we were asked to do this within six months and have the agency up and running.

Facts

- We are really in this together.
- We are partners and in order to really be in this together – if we don't deliver to you high quality products at the lowest possible price and if our products are not competitive, and if they are not affordable for you to be able to buy – it doesn't do us any good. We can't stay in business if you can't afford to purchase them.
- Everyone must pay their fair share and no one has a free ride. Even within DAS we cannot do anything that isn't charged somewhere so that we can have the money to operate and there is no cross-subsidization. That is one of the really major problems we had in the old system.
- The customer controls consumption. Even though this Customer Council sets rates, the customer really determines consumption. The Customer Council sets the quality, the level of service and the packaging. DAS and the Governor determines whether it is a utility or not.

- It is important to note, that even today, you approved rates, we've set a budget, on an on-going basis this Customer Council reviews our budget. Should rates be set too high, and we end up collecting more than we think we should, you can direct us to lower the rate.
- We get no general fund appropriation. That means that everything we do must be built into the rates, we have to anticipate our expenses. We have to project a full eight to ten months before those rates go into affect.
- We have costs we have no control over. We have no control over the Attorney General's expenses, Auditor charges, negotiated salary increases and with regard to rent, we really don't have any control over whether somebody moves out, etc. This means we have to include all our expenses in the rates. At this point, if we don't include it in the rates and if we don't at least go through the process of giving it to you, it is the only shot we have. We need to do that so you can include it in your offerings and in your budget and if it is not funded, we would all have to go back and adjust it. If we don't ask for it at the very beginning, if you never include it, we never get another shot for us to see that it gets covered.
- There isn't anybody in DAS who didn't want to distribute an equal amount to what you would need to purchase services. It makes no sense for us to distribute less than you need, because it automatically impacts customer satisfaction. Our goal, when this was started was to distribute enough money for you to purchase the services we thought you would need. We estimated that in October of '03. In October of '03 we had to estimate the amount to be distributed for '06. Think about how far in advance that was to project. We estimated it would be \$10.8 million that would be needed and we had to estimate that based upon what we knew about rates at that point in time. We just went through this distribution process and we will distribute \$9.4 of the \$10.8.
- We believe there were some errors made in the distribution. We think that if we said we were going to distribute \$10.8 and we are only going to distribute \$9.4, the question is, there is \$1.4 left over and what happens to that and if it really should be distributed to customers.
- You have a very difficult job of representing your peers. We really have to respect the time it takes for you to react to the budget proposals you are given, you have to be able to study those and you have to be able to give that information out to your customers on a timely basis.
- The Governor added a different dimension, when this passed and implemented, "Purchasing for Results" was not something we knew about. The Governor has added some complexity by offering a new budgeting system on top of the appropriation process and that has confused people and made them believe somehow DAS is not going to be part of your base budget. It is my understanding with DOM, in the legislative appropriation process, it will be part of your base budget. For the "Purchasing for Results", it is a zero based budget system, meaning that you have to include your cost in your offerings.
- DAS is a very complex entity. It is \$168 million dollar operation. It touches almost every facet of your operation. It is very hard for us to take that complex organization and make it something that is easy to understand and put it in something that you can go back and visit with your peers about.
- We are in this together, there must be a certain amount of trust in this in order for us to survive. We will not do well if you don't have enough money to buy services, if our services are not competitive and if they are not high quality.

Director Anderson distributed the FY 2006 Utility Cost Summary. Those rates represent Fleet, Association Fees, Purchasing, Blanket Bond, Design and Construction, Outside Seat of Government, Seat of Government and Mail.

It is important to remember, when you set rates and when you look at these increases each one of these are products not everybody uses. Example, Fleet – an agency only has that expense if they rent cars from us and our rates are set at a rate that we think is competitive or better than the price that you can get by renting a car from an outside company. The reason we offer this utility is because we believe we can offer a better price to you than what you can get in the marketplace. Our job is to tell you what we believe is the cost associated with that. Reimbursements from other Agencies – which should really be Reimbursements from other Enterprises, should be a part of your budget, not ours.

Director Anderson discussed each item on the hand-out in detail, explaining the costs, etc. Director Anderson noted we have to package these costs in such a way the Customer Council believes is appropriate and if you don't include all the costs, our choice is to automatically assume that somehow that we can reduce these costs by decreasing staff or some other expenses within DAS and not even ask for that from the Legislature. The other option is to accept that these are the costs associated with the product and the best thing is to move forward to the Legislative body and to demonstrate and justify the rates and the costs that we have. If we don't ask at the very beginning, if you say you won't pay for the attorney general, the increased costs, you are basically saying at the beginning that you don't need those products. I'm not sure that is the right conclusion.

Chairman Bradford asked about the DAS increase column. Where was that funded last year? What are the services? It doesn't seem that this is new spending, that this is probably re-allocated FTE's, etc. Director Anderson advised the DAS increase column – DAS has 350 staff at the current time. In the last ten years the various departments have had roughly a 40% cut in staffing. We have not added, there is no new positions that have been created in DAS since this began. People were working in different areas, they have been reassigned. In this case, this represents either the cost associated with the people that actually deliver that product and service. It is increased costs in salary and increased cost in equipment. Other things – could be increased square footage, increase in premiums – it is costs directly related to the cost of the product. It is not a matter of simply shuffling other expenses within DAS or moving it to this particular product.

Roger Johnson– I assume you are guessing at a collective bargaining cost for next year? Director Anderson stated that is correct. Director Anderson noted since DAS does not receive an appropriation, this is our only opportunity to lay out those expenses. To not do that means DAS automatically starts off short.

Pat Deluhery noted some of the costs are related to the Ankeny Labs. It is a big building added to what we are doing and there are customers for the Ankeny Labs. While it is a big amount, there is also somebody to pay it.

Charlie Smithson – Increase of 18.4% for DAS – how are the agencies going to grow 18.4% to pay for that? Charlie stated he believed the trend was set last Legislative session, we are probably not going to get any more salary adjustment money. My fear is that we are just going to keep seeing the bills keep coming in and in and in... on a zero growth budget. Director Anderson stated that seeing your cost go up 18.4%, that is an erroneous statement. You have to

keep it in the context of all of the products and services that you use of DAS and you have to keep it in context of what that represents of the percent of your budget.

Charlie Smithson – what I said was ‘state government’ – you are asking for an 18.4% increase here, which means all of us – which means all of state government is going to have to grow by 18.4% to pay you – is that erroneous? Director Anderson stated that is an erroneous assumption, because when you say percent increase, it has to be percent of the state’s budget. The things that DAS is responsible for, i.e. insurance, salary adjustment, etc., does not represent 18.4% of the cost of operating state government. We are not giving you an 18% increase to your budget – we are giving an 18% increase to the unit price and then you have to calculate what percent that is of your budget and how that compares to the percent you paid last year. That is the difficulty here. What we are telling you is that the cost of delivering the services, if you want the same level of service, these people are telling me that the cost of that business has gone up 18%. The choice would be, example – you can reduce consumption, you can say you will take less square footage, you can say you will have the building cleaned less. Our job today is to come before you today and lay out what is the cost of that product, we have to tell you all the costs associated with that. I believe that some portion of this is a correction – we had to guess in October of ’03 what our costs would be for you in ’06.

Approve Minutes of July 29, 2004 Meeting:

Corrections to proposed minutes of July 29, 2004; Page 2 under paragraph beginning with Pat Deluhery – should be *lose* instead of loose and Page 2 under rate discussion – should read 2. To have our rates set to be *compliant* with our code stipulation by September 1; Page 4 - we assumed that health *insurance* would....; Page 5, last paragraph should read we are assuming *an* appropriation. Marcia Spangler moved to approve the minutes with the above corrections. Roger Johnson seconded the motion. Motion passed.

SLA for Association Fees – Dean Ibsen:

Dean Ibsen distributed a handout – “Overview of Proposed Service Level Agreement” and discussed this information in detail. Dean also distributed the actual proposed “Service Level Agreement” stating this is very similar to a standard office space lease.

After a brief discussion, Charlie Smithson moved to approve this item. Roger Johnson seconded motion. Motion passed.

Rate Discussion:

Tim Ryburn (Capitol Complex Maintenance) distributed a handout – “Association Customer Council Presentation for FY06 rates – Lead Schedule” and discussed the information in detail. Tim pointed out in the column to the right, there is an Ankeny surcharge and % of total expenses noting there are some special needs for that Laboratory, we are proposing a separate rate in addition to what they would pay us as part of the association fees. Examples – industrial hygienists, things that are truly components of the labs itself.

Proposed rates – Office \$3.51; Storage \$2.72 and the Ankeny sur-charge is \$2.18.

Tim Ryburn’s hand-out included Assumptions for Customer Council Rates (Association fee) which he discussed with the Council members.

Debbie O’Leary was asked to bring to the GSE Customer Council is dealing with Conference Rooms. The Department of Public Safety asked that we discuss this with the Customer Council. Each department has conference rooms and most of those conference rooms are used by multiple agencies. We did not go out and survey every conference room and decide if it was used by one agency or multiple agencies. We included conference rooms in the office space, because

conference rooms also change, sometimes they are conference rooms, sometimes they become office space, etc., so we have included that. Public Safety asked an agency to use one of their conference rooms and the agency said “No, we are not giving out our conference rooms any more because we are paying for those now, so we are not doing that”. I talked with the agency and explained what was going on, they advised they would let other agencies use their conference rooms since that is the general practice of all agencies since space is at a premium. *Dean Ibsen (Design & Construction)* distributed two hand-outs and discussed the information in detail. Leasing and Space Management is a \$270,000 budget made up of three components; 1) the association, space management issue, Capitol Complex Related 2) Seat of Government Leasing and 3) Outside Seat of Government Leasing. In this budget, Dean Ibsen is asking to fill a vacant position.

Dale Schroeder (Fleet, Mail & Printing) distributed a hand-out regarding mail charges. Dale noted when the Customer Council approved the 2005 rate package for mail we had a rather complicated budget – three separate pieces 1) mail assessment charged to each department based on their prior fiscal year’s outgoing mail volume 2) the Customer Council approved a surcharge .0058 charge per piece of outgoing mail and 3) a la carte set of fees for about 4-5 agencies who had a lot of high volume mailings – specifically geared to the pre-sorting, bar coding and inserting of these large mail streams that originate from the Department of Revenue as well as the Department of Human Services.

In the 2006 package, we are trying to simplify this. The .0058 surcharge is combined into single assessment for your prior fiscal year mail. We still have the a la carte charges for the agencies who have special mail needs. The whole package is being wrapped into one budget org. We are working on the final numbers and the comparison between ’05 and ’06 right now – this should be completed in the next few days.

Director Anderson noted part of this cost was increased for this service because there was an error in the last fiscal year. They were not charged anything for shared services, that expense was distributed other places and it more appropriately, they should get their fair share of that cost.

Chairman Bradford asked that when final detail for postage is received for Pat Deluhery to e-mail the documentation to all Council Members.

Chairman Bradford stated his great concern is when the agencies are not going to be able to submit budgets that are greater than what they have today, it creates a big problem. Chairman Bradford asked about the \$1.4 million dollars that was unallocated to the agencies. Director Anderson stated this is correct. Chairman Bradford noted that the Customer Council might want to endorse allocating that \$1.4 million dollars so that it becomes part of the agencies base budgets and covers these expenses which I view the majority of them as an adjustment in what we should have been charging.

Director Anderson noted she wanted to be careful about the \$1.4 million, \$400,000 of it is Design and Construction, they didn’t create a fund for Design and Construction or revolving fund. The correct amount that did not get distributed is probably right at \$1 million dollars. You have to look at this as three enterprises, there are corrections in the other enterprises as well, so I would not want you to think that there would be a whole \$1 million dollars. I do think it is worth having the discussion with DOM and I certainly believe it would be helpful to convey that the

GSE Customer Council feels that this is something we should do so that these people have as much money in their base as is possible.

Chairman Bradford stated the dollar number he would like to hear at some point is, how much is an actual increase in the DAS overall budget.

Director Anderson stated this is why DAS has been trying to get the calendar in sync with each of the Customer Councils because the customers around this table have other costs from DAS as well and you want to see the whole picture when you get this.

Roger Johnson moved that the GSE Customer Council endorse an aggressive effort to redistribute those funds distributed to DAS to the other agencies so as to work them into their base budgets for future years. Bob Straker seconded the motion. Motion passed.

Rates and Publication

Chairman Bradford - last week talked about putting a motion on the table to publish the rates for us to not take an approving action until after we have received comment – and adjust an approving action at the end of the month.

Director Anderson noted there is a communication that is ready to go for the other two Customer Councils to the Customers on their rates.

Chairman Bradford noted that GSE Customer Council is scheduled to approve final rates on August 23 and August 24, 2004.

Chairman Bradford noted he was proposing that instead of doing a preliminary approval of the rates that we allow publication of the rates for comments. At the August 23 and August 24 meetings, then we go through our approval process making whatever adjustments we need to make based on the comments, then go through an approval.

Charlie Smithson moved to approve publication encompassing the mail situation. Roger Johnson seconded the motion. Marcia Spangler asked when will the rates get out there, when will the customers be notified of what these rates are? The people that are going to comment are the financial people and they are challenged to the extreme right now, I am afraid we won't get very many comments, not because they agree, its because they just don't have any more hours in the day to review these and to take the time to comments on them.

Director Anderson stated we have the rates ready to go for the other two Councils and it is DAS' desire to send that out today, to send the notice out on them. If your rates are ready except for mail, maybe the best thing to do would be to include them all together and send it out for publication. We might have to add mail later on. This would give departments the maximum time to review the material.

Patti Allen stated that in order to meet the August 13 submission deadline for the "Purchasing Results" program, you have to have these numbers. If we don't get them to you, you can't meet your schedule.

Patti Allen distributed the draft of the message and how the GSE information would be presented. Patti indicated there would also be an opportunity for public comment meeting around August 16th where we will be asking for presentations by representatives of the Customer

Councils, presumably the Chairs to go over that. We plan to post any comments we receive along with the answers as they are developed on a web page that you can go to at any time to see the status of the dialogue that goes into the rates.

Motion passed.

Next Meeting

August 19 – Cancelled

August 23 and August 24 Times – On Monday, August 23, afternoon preferred

Tuesday, August 24 – morning preferred.

Location – to be determined.

Meeting Adjourned – 9:50 a.m.

Respectfully submitted,

Nancy Williams, GSE
281-7259

Agenda

GSE Customer Council Meeting

Monday, August 23, 2004

1:00 p.m. – 4:00 p.m.

Grimes Building – South Conference Room

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order	John Bradford
Opening Comments	Mollie Anderson
Approve Minutes of August 5, 2004 (Action Requested)	John Bradford
Rate discussion (Action Requested)	Denise Sturm & GSE staff
Next Meeting Date(s)	John Bradford
8/24 – Budget Meetings -Grimes Board Room – 2 nd Floor 8:00 am – 10:30 am	
Open Discussion	John Bradford
Adjourn	John Bradford

Issues for open discussion as time allows:

- Membership – Terms of Office
- Who controls what buildings? Why? Discussion
- Role of Customer Council
- Business Plans
- Fleet & Mail Business Plan – answer any questions/concerns from Dale’s presentation on May 14.
- Complaint Procedure – Document
- Budget/Rates
- How charter agencies could impact DAS/GSE
- Billing Group Presentation (Denise, Pat Harmeyer, etc.)

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING
August 23, 2004

Members Present:

John Bradford, Chairperson, Member of Public, Jennifer St. John, DNR; Marcia Spangler, IDED; Charlie Smithson, Ethics; Roger Johnson, Cultural Affairs; Peggy Sullivan, Judicial; John Baldwin, DOC; Major Darrel Cox, DPS; Mary Jane Olney, AG; Ruth White, Human Rights.

Members Absent:

Greg Anliker, Elder Affairs; Bob Straker, AFSCME.

Others Present:

Mollie Anderson, Director, DAS; Pat Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Barb Bendon, GSE; Patti Allen, DAS; Mark Willemssen, Legislature; Linda Plazek, DAS; Paul Carlson, DAS; Steve King, Lottery; Denise Sturm, DAS.

Call to Order:

Meeting called to order at 1:00 p.m.

Opening Comments:

The new GSE Customer Council members were introduced – welcome to Major Darrel Cox from Department of Public Safety (large agency) and Mary Jane Olney from Agriculture (Medium Agency).

Mollie Anderson, DAS Director – I hope we will be able to answer the questions many of you have. Our plan today is to be as open as you want and to give you as much information as you need in order to make decisions. It will be important that we set these rates by September 1, 2004.

Approve Minutes of August 5, 2004 Meeting:

Jennifer St. John moved to approve the minutes as written. Roger Johnson seconded the motion. Motion passed.

Membership – Terms of Office:

Linda Plazek stated that only one council needs to submit the waiver which would represent all. ITE Council is going to submit a waiver to allow a change in length of terms on behalf of all DAS Customer Councils.

Ruth White moved to change the by-laws to reflect the three-year term. Charlie Smithson seconded the motion. This will change one year and two year memberships to three year staggered memberships. Motion passed.

Rate Discussion:

The Customer Council reviewed and discussed the DAS Utility Rate Question Log.

Question # 9 (Regarding the leasing fee, if the square footage leased by an agency changes during the fiscal year, how will the rate adjustment be made?) **Question # 10** (Why is the off

complex leasing fee an annualized fee instead of a monthly one? If an agency has a substantial square footage change during the course of the year, will it either be given a pro-rated credit or be charged more? It was stated during the August 16 meeting that on-complex agencies are to notify DAS within six months if their square footage is going to change. Can the same concept be extended to the off-complex agencies? Or can this billing be changed to a monthly billing?)

Dean Ibsen responded - We haven't discussed this with the Customer Council. Our proposal would be that fees be tied directly to the terms of the lease or as an amendment to the lease. Any adjustments would be made consistent with the date of the amendment. All leases are tied to 60, 90 or 120 days for landlord notification for a decrease/increase in square footages.

Annual fee vs. a monthly fee, I don't have a preference. I believe we could certainly make an adjustment, still using an annual basis for the fee.

Director Anderson stated this represents capacity in order to be able to save money and to work specifically with the landlord as issues arise and/or as a lease can be renegotiated. I know recently GSE and the leasing staff have worked very closely in all of the leases we have and have used this as an opportunity to go back and try to re-negotiate lower rates and to get longer leases for a better price. GSE just re-negotiated with Hubbell, for a ten year – what was in the original contract and what we re-negotiated there was a \$600,000 savings for a 42,000 square foot over ten years. For five years, there is \$270,000 savings.

Charlie Smithson made the motion – do it based on the language of the lease at the time of the amendment – you tie it to the language of the lease or amended lease – costs go up and down.

Jennifer St. John seconded the motion. Motion passed.

Question # 4 (Is the mail fee based on historical costs or actual usage?)

Steve King (Lottery) stated he was under the impression the FY '06 rates were going to be based on FY '05 usage – not FY '04 usage.

Chairman John Bradford – my understanding it has to be on FY '04 because the FY '05 data is not available since we have just entered into FY '05.

GSE Customer Council Q & A and DAS FY2006 Budget Totals

Question # 4 (How has the DAS distributed funds to its customer agencies in FY 2005?)

Denise Sturm stated DOM has made those adjustments to your appropriation. We have a few revolving funds that don't have appropriations and are dealing with those in FY '05 by giving them credit on their bills.

Question # 5 (Who will decide how to use the undistributed portion of its General Fund appropriation?)

John Baldwin stated the appropriation was \$10.8 million and \$9.4 distributed – where did the \$1.4 go?

Denise Sturm noted it is “sitting there”; it is needed for two things. 1) During the last session we asked for Legislative language to allow Design and Construction to become a Utility billable to

the construction projects that they work on. The language was removed at the end of session; we did not get the necessary authority to do that. We have done an appropriation transfer request to move D & C as well as the parking ramp back into Leadership function. 2) As part of the distribution calculation process, there are a number of billings done to recover costs indirectly deposited into the General Fund – Statewide Indirect Cost Allocation Plan, is the one in particular that I would highlight. We did estimates on the affects that would have on those agencies receiving those billings. We may not have completely hit that mark and we need to allow for those kinds of “true-ups” to happen out of that distribution appropriation

Director Anderson stated DAS is concerned about the \$1.4 million dollars. We don't believe that there is \$1.4 million dollars, that is the reason why in that question we listed some things that have already been anticipated being funded out of the \$1.4. The possibility of a second distribution was discussed at length.

FY 2006 Budget Totals

Denise Sturm explained handouts provided to Customer Council.

Page 1 – summarizes each of the budgets for each of the Enterprises, Leadership and Infrastructure.

Page 2 – (Roll up of FY06 GSE Budgets)

General Services General Fund Accounts include the budgets for Vertical Infrastructure, Design and Construction and Utilities. For a total of about \$4.4 million dollars.

Remaining items - are summary by fund, they are also major services GSE provides.

Direct Expenditure Column - shows you the direct expenses of providing those services that are listed.

Gross operating profit – that tells you what net is left over.

Page 3 (GSE Breakout Categories)

Same budget information divided in the same manner but with total revenues divided into each of the services – Leadership, Utility or Marketplace categories.

Denise noted this sheet may need another column entitled “Pass Through Account”, which would include such items as Corporate Express, Pitney Bowes, etc.

Page 4 (ITE Breakout Categories)

ITE has one revolving fund, the way indirects is shown differ in the way GSE indirects are shown. ITE has major categories of services under Infrastructure Services and Applications Development, and then we divide things into indirect expenses and general administration. This will highlight to you how much ITE is paying for shared services as it relates to how much GSE is paying – they are paying \$1.3 million dollars of shared services cost.

Page 5 – (HRE Breakout Categories)

HRE is presented in the same manner as ITE. This page also lists other budgets such as Workers Compensation, Employee Assistance, One Gift, Health, Flexible Spending, Deferred Compensation, Dependent Care Trust Fund and Deferred Compensation Match.

Page 6 – (Leadership Categories)

This is in a different format since there are no revolving funds. Included here is the Infrastructure Fund simply because they are a separate appropriation request and are considered Leadership.

Page 7 – (Shared Services)

Shows Shared Services budget by major function.

John Bradford discussed the topic of the 18% increase in rates. Marcia Spangler referred to Question # 7 on the GSE Customer Council Q & A's – (What factors have caused the DAS-GSE budget to increase 18% or \$1.27 million for FY 2006?). Denise Sturm explained this consists of both direct and indirect costs. Additionally, these figures are Drafts; these are not the final '06 numbers. GSE Customer Council has information as to the assumptions that are in these numbers.

Pat Deluhery noted DAS is getting bigger in terms of the services that we provide, there is another 52,000 square feet of space we are going to be providing services for. It's the single biggest thing that increases what GSE will look like in FY '06 compared to FY '05. The whole amount of the Lab, 175,000 square feet doesn't increase GSE's service offering by that amount because there are two or three things that are reduced in FY '06 – the Records and Property building, vehicle dispatch and the space that we take out of Wallace. If we had customers to move right in to those spaces, GSE would get to be even bigger because we have more space to provide custodial services for and more customers to bill.

In a couple of other places we have added expense to the association fee but we think that in the long haul that will reduce or mitigate the impact of future changes because if we can manage the space on the Capitol better, that is if we can measure the square footage, we can work with the agencies to figure out how to fill space that is empty, we will be bringing more customers on to the Capitol Complex and further spreading the cost of doing business to a wider base.

Marcia Spangler recommended DAS go back and re-word Question # 7 – making the response more clear.

John Bradford stated the cause he is championing, is that if we are realigning staff, then we have to get the dollars that was funding those staff previously into this allocation which becomes a part of the base budgets. Denise Sturm noted that within the GSE – realignment of staff means adding staff to handle the Ankeny Labs, it may mean that the percentage of time originally allocated to do a seat of government fee was not appropriate and they should have spent more time doing association fee work. John Bradford summed this up – if we are moving people, the real question is, is the money coming with them?

John Baldwin expressed concern with Question # 1 – first bullet – concerning Design & Construction services Routine Maintenance noting Corrections has a vested interest, as do other agencies, in Routine Maintenance money. Debbie O'Leary stated the first part is a decision by the Customer Council – is this proper place to pay for these fees, or should they be paid out of other funds. Should they be paid out of Routine Maintenance, or should they be paid out of the Infrastructure budget?

Charlie Smithson noted he has concerns with the Auditor fee and the Attorney General fee being passed on to the association – I don't think that I should have to pay for some other sister agencies fees. I really advise you to think hard about moving those fees to Leadership

and you should go to the Legislature for it. Same thing for the Auditor. You are a business, but you are still a state agency and that is an expense you have as being an Executive Branch Agency. I think those two things should be Leadership. How is that a consumable good that I use of DAS' to help me conduct my state agency mission, which I thought was the purpose of a Utility? I will be having conversations with the Legislature about that issue.

Marcia Spangler noted that as a Utility service we can choose whether we want to buy that service or not, so I would take it one step further. Space, if I don't like my space allocation, I could reduce my space, things like that. I can't speak up and say I don't wish to pay for the Attorney General's information for DAS – I don't have a choice on that. So, I guess I would agree that it does feel more like Leadership.

John Baldwin stated it is a classic Leadership issue – it's the definition of what Leadership is and I would strongly encourage you to at least put some budget request in to get that funded, because it really is a cost you have.

Director Anderson stated that's why we are saying it might be appropriate to have this discussion with DOM about whether that particular item should be included in the appropriation. Going forward, understand that the increase each year as the Attorney General or the Auditor raises their fees is something that you would have to work into your budgets. I am not opposed to going back and having that discussion with DOM and the Auditor because the Auditor will eventually have to approve that as an appropriate methodology to include in our distribution.

John Bradford thanked Denise Sturm for all the information.

Charlie Smithson noted he understands why DAS is asking for an increase in '06 - to fix some of the problems from '05. Charlie stated he would be willing to move forward with the '06 rates as long as there are certain caveats, procedural safeguards in place. I am certainly willing to move forward as long as we can come to an agreement with those items, since I understand why they are asking for them.

John Baldwin seconded that stating he thinks this clearly means that we need to be aggressive in the area of trying to give you fees that are reasonable and appropriate. I would propose a solution along this line:

- We approve the rate package as put forward with the following addendums:
 1. That we know what those are for '06 for inclusion in our budget request.
 2. That "those" be submitted in our 100% budget asking. To accomplish that, I would argue the following: The department heads on this committee (Ruth, Charlie, Mollie), go to DOM, Cynthia Eisenhauer, Randy Bauer and say "this is a huge issue systemically", we need your support to fund the money in '06 that, hopefully, you will tell us to put it in the base budget, and it be funded there for the rate increase. That this go to the Legislature as part of the Governor's recommendation. I know it is too early to get that; but at least carry the message that "we have to have assurances that you are going to help us get this".
 3. Sometime in May 2005 – revisit the issue.
 4. We need to have a mechanism to step back and say – well, we gave it a good "go", now what are we going to do.
 5. I would argue that a motion, something along those lines, would move us forward. This gives us a chance to present our case early to DOM and

encourage them to allow us to carry that figure forward. It carries a meaning for the State.

Charlie Smithson stated he would second that motion – as conceptual as it might be. DAS promises, to please take a look at that Auditor and Attorney General fees.

Discussion – DAS to send a letter to agencies that would show the projected '06 rates and the '05 projected and contemplated change. John Baldwin stated he only wants the “changes” in the letter and noted the letter must be clear that you have been given “x” figure, this is an added number. John also noted there are timeframe issues, especially for the agencies with Boards. DHS meets a week before we do – we meet on the 24th of September.

Ruth White asked for the items in the motion once more before voting – John Bradford listed the items:

- There would be no impact on each individual agency
- Those be included as a part of the 100% budget asking
- Contact with DOM – with the department heads that are a part of the committee, including Mollie, have a meeting with DOM regarding that issue.
- That we revisit them in May '05 to adjust appropriately to Legislative Action.

Motion passed.

Open Discussion:

There will be NO meeting tomorrow – August 24, 2004.

Charlie – I would like to say the 2nd issue under “Issues for open discussion” is very important to me and I would like to see that brought up for discussion relatively quickly.

Mollie – We are going to be engaged in conversation with the people and also looking at the statute – just in terms of doing our research, preparing for that discussion.

Pat Deluhery – this has been a lot of work for the Customer Council members and we really appreciate it. I never fail to tell the agencies how hard you have all worked to get your arms around this – it is over and above what you do in your own shops – thank you very very much for that.

Adjournment:

Meeting adjourned at 4:00pm

Next Meeting:

September 16, 2004 – 7:30 am – 9:30 am
Hoover Building, Level A – EMD Conference Room

Respectfully submitted,
Nancy Williams, GSE
281-7259

Agenda

GSE Customer Council Meeting

AMENDED AGENDA

Thursday, September 16, 2004

7:30 a.m. – 9:30 a.m.

Hoover Bldg. – Level A – EMD Conference Room

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order	John Bradford
Approve Minutes of August 23, 2004 (Action Requested)	John Bradford
Follow-up to last GSE Customer Council Meeting	Mollie Anderson
Customer Relationship Management & Billing Project	Ron Bradley & Pat Harmeyer
Fleet & Mail Business Plan – answer any questions from Dale’s presentation on May 14, 2004	Dale Schroeder

* Initial discussion of the DHS Mail Issue – it was not provided 24-hours in advance because we are responding to a notice that was sent late in the date but of great importance.

Who controls what buildings? Why? Discussion	Pat Deluhery
How charter agencies could impact DAS/GSE	John Baldwin
Role of Customer Council	John Bradford
2005 Proposed Meeting Calendar	John Bradford
Open Discussion	John Bradford
Adjourn	John Bradford

Next Meetings

October 12 (Tuesday) – 1:30 – 4:30 EMD Conference Room
November 16 (Tuesday) – 1:30 – 4:30 EMD Conference Room
December 14 (Tuesday) – 1:30 – 4:30 EMD Conference Room

Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

September 16, 2004

Members Present:

John Bradford, Chairperson, Member of Public, Jennifer St. John, DNR; Marcia Spangler, IDED; Charlie Smithson, Ethics; Roger Johnson, Cultural Affairs; John Baldwin, DOC; Mary Jane Olney, AG; Greg Anliker, Elder Affairs; Bob Straker, AFSCME.

Members Absent:

Major Darrel Cox, DPS; Ruth White, Human Rights; Peggy Sullivan, Judicial.

Others Present:

Mollie Anderson, Director, DAS; Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS; Linda Plazek, DAS; Carol Stratemeyer, DAS; Linda Wozny, GSE/CCM; Mark Willemsen, Legislature; Miki Clark, DHS; Barbara Bendon, GSE; Pat Harmeyer, DAS; and Ron Bradley, DAS.

Call to Order:

Meeting was called to order at 7:30 a.m.

Opening Comments:

None

Approve Minutes of August 23, 2004:

Jennifer St. John moved to approve the minutes as written. Charlie Smithson seconded the motion. Motion passed.

Follow-up to last GSE Customer Council Meeting:

Issues raised at the last GSE Customer Council Meetings – four topics brought up.

Comments by Mollie Anderson, Director, DAS.

1. You asked that a letter be sent to Cindy Eisenhower regarding DAS distribution, base budget questions and regarding the second distribution.
 - At the last meeting you approved rates and you asked that I visit with DOM regarding your concern about how DAS distribution will be treated in the budgeting process as it goes forward.
 - The DAS distribution – the Legislature in its original passage of the bill identified \$10.8 million dollars which we thought would need to be distributed in order to ensure that customers received the funding that DAS entities had previously received through an appropriation. Their intent was to take the money we had received for those kinds of services which are now deemed to be Utilities and distribute the money to agencies. The work we did to distribute that money had to be able to be audited and to be able to be verified by both DOM and the Auditor's office that it was accurate and fit with the methodology that was established for calculating rates. We did that – we made our best guess estimate based upon what we thought were the products and services that were going to be in those

categories. After all the rate setting process was completed in the first year, we thought the amount to be distributed was \$9.4 million dollars. By now all of you should have received letters from DOM identifying the money that was to be distributed to each of your agencies. Questions received by Director Anderson included: "You promised us that the money would equal what the DAS charges and that is not the case, tell me why?" The answer is, only the part that was distributed was the part DAS received as an appropriation. There were other services that DAS charged agencies that were fees and those fees were a part of your budget already. You have to add those two things together in order to come up with what is the amount of the appropriation (the money previously appropriated to DAS went to the agencies) plus the amount that was previously charged to agencies as a fee, should equal the rates for '05. In terms of your '06 budget, that '05 amount will be treated as a base according to Cindy Eisenhower.

- The amount distributed is a very important issue. We also recognize, in the process of setting rates there were some corrections made about whether everything was calculated correctly, etc. Whether that money in '06 should be re-distributed to customer agencies so that you have that money in your budgets. DOM has come to an agreement that the base budget is the amount that was distributed to each of your agencies.
 - We have to figure out a way to do a second distribution. The people working on this will be Denise Sturm and Joe Lunde. It makes no sense for us to try not to get as much as we can into your base budgets as possible if we can justify and if it can clear an audit trail of an appropriate distribution to each of the agencies. Cindy Eisenhower does understand the point of this Customer Council, that our goal is to try to get as much of that in your base budget as possible.
 - Remembering \$10.8 million dollars was the original amount the Legislature approved and \$9.4 million dollars was what we distributed, there are other things which will demand some portion of that money. Example, Design and Construction was not approved to get a revolving fund, some of these funds were intended to be distributed but cannot be distributed until we get Legislative authority to do that. Additional costs associated with the Ankeny Laboratory which were not anticipated because at the time, we had no idea what the Laboratory would cost. The DAS distribution, what we received and feel should go to customers – there are a lot of pieces between the \$9.4 and the \$10.8. We will keep you involved, and we want you to get as much as possible to put yourself in the best position for the '06 budget process and we also understand that if we can do that, the increase that DAS looks like it charged between '05 and '06 is smaller – that will also be a better picture. We understand what the problem is, we now have to figure out ways to solve this problem. Your motion was strong and was clear that you want us to do something about it.
2. We did follow-up and had some conversation with the Auditors Office and the Attorney General's office
- Auditor & Attorney General Office – at the last meeting you expressed some concern that neither one of those items were probably built into your budget and that you have little control over it. Since you had little control over it, you felt uncomfortable about us adding that to our cost of doing business. Director Anderson stated she had not yet met with the Auditor, but has meet with the Attorney General's office. The AG's response is that they feel 1) this is a cost of doing business. According to the Code, the Attorney General's office is our attorney – you cannot get outside counsel and they believe their costs are

reasonable and are much below what the marketplace would charge. They will try to document their costs better so that we can explain to you what work they do for us. They do represent us in lots of litigation and sometimes that litigation goes over many years. We will work with them to maximize the attorney we have on staff and to use them only when absolutely necessary and for them to document their bills. We have been aggressive with the AG's office about identifying the attorneys that work on our behalf, having designated attorneys, knowing who those people are so that some other agency also doesn't "own" that attorney and both being charged for it. We have made progress with getting them to identify who in their offices handles our business and for them to identify the major project they work on, on a monthly basis.

- With regard to the Auditor's office, we have a meeting set up to discuss the issue with them.
 - We have sent the message, that just because you get a charge, don't assume we are going to pay it – assume that we will want as much information as we can get. This is the approach we are taking.
 - Charlie Smithson stated he was not disputing the fees or charges, he believes it is a "Leadership Cost", it should not be billed back to the agency. Director Anderson stated there is probably still an opportunity for that discussion to happen with the Legislative body.
3. We will plan to notify all customers regarding the impact of all DAS rates in the next week and want to tell you about a new Customer Newsletter that will be coming which will help us showcase or to help you understand new products and services that DAS has to offer.
- Now that the rates are set by all the Customer Councils, by statutory deadlines, we will be sending out a letter to each of the agencies, each of our customers, by the conclusion of next week that provides an '05 comparison and '06 comparison between each of the costs that you have been charged by DAS. This is really important to ensure you have received your full costs articulated in your offers and in your budget process going forward. We are working on a document that will give you that comparison agency by agency for all of the rates – you will get one letter that has all rates.
 - Customer Council newsletter – we believe this is important. We are currently working on the design of the newsletter and our hope that in October we will have a newsletter for you to look at that will help to explain issues all across the board.
4. Discussion of legislative review – we have had some opportunities to be before the Legislature since the last meeting.
- We have discussed the issue of I/3, Fleet and other IT related issues with Legislature. Director Anderson stated she would expect that we will do a review of all of the DAS initiatives, including rates, how money was distributed and we would expect in the Legislative session we will get more opportunity to discuss how this works. As we do those, we will make you aware of those in case you want to attend and participate in some way.

Customer Relationship Management & Billing Project:

Brief update and presentation given (copy of presentation attached as part of the minutes).

Fleet & Mail Business Plans – Answer any questions from presentation on 5/14/904:

Pat Deluhery mentioned a letter from Kevin Concannon to John Bradford dated September 15, 2004 with regard to the mail rates. Dale Schroeder discussed the mail volumes from 2003 and 2004. The total volume went from 17 million to 13 million pieces, which is a significant

reduction. Part of this reduction was about a two million piece reduction from DHS and in addition to that, roughly a 25% increase in mail rate from 2005 to 2006. If you balance those two issues together, that assessment would still probably result in approximately a 10% increase.

Miki Clark (DHS) discussed postage rates.

Dale Schroeder noted mail staff was reduced in 2002, from 18 to 12 persons. We also reduced our service levels in terms of the delivery routes that we were servicing and staffing in all of the buildings on the complex. The Mail Division delivers mail all across the complex and specifically, not just federal mail, but inter-office mail. The thing that is quantifiable for us is the processing of outgoing mail – how that relates to the total service delivery package that mail provides, my guesstimate is the processing of outgoing mail represents about 40% of what we do. We have packages, certified, postage due, business reply, a lot of those items are not counted – in addition to all of the inter-office mail that we distribute.

John Baldwin asked that Dale Schroeder & Miki Clark get together to put together a letter or one-pager to summarize past history, offer a solution or two, options, etc.

Director Anderson advised you also have to remember there is a Security issue with mail.

John Bradford challenged GSE to call some of the other large agencies, universities, other state governments and ask about other methodologies for charging the inter-office mail portion of it and – because I see it as electronic mail – we are going to see a decrease in our out-going mail and that is going to become less and less of an indicator of who is really using the core services. That is our challenge over the next year or two, to define new ways to charge the rates that fully can be apportioned out to the groups that are really using your services the most.

Charlie Smithson made the motion that we amend this agenda to include an initial discussion of the DHS Mail Issue – it was not provided 24-hours in advance because we are responding to a notice that was sent late in the day but it was of great importance. Roger Johnson seconded the motion. Motion passed.

Who controls what buildings? Why?

Pat Deluhery stated he and Director Anderson have visited with the interim director of the Department of Education and the Director of the Division of Vocational Rehabilitation who reports to the Department of Education about their building. It is simply that the discussion has started – no final decisions have been made. Pat Deluhery noted he believed, if we can have the discussion and iron out the details, which are very important details relating to quality of service, federal funding, other issues like that, that we will arrive at a solution. There are a lot of steps between starting the discussion and getting to that answer.

Director Anderson added they were very receptive to the discussion and I don't anticipate any problems resolving the difference between what the code says and how it operates. It is really is mostly about a funding issue – there is a significant amount of matching funds that they receive and the way the building is managed today and we want to make certain that we continue to get that federal fund so once those finance details can be worked out, I think we will achieve an agreement that will be suitable for everybody. There isn't much question any more about who is the "landlord of state buildings" – DAS has the responsibility to carry that out and try to do it in such a way that our tenants are happy. There is also an issue related to the buildings that we rent and lease – and that is just to clarify who really interacts with the landlord and making certain

there is no confusion about that because sometimes tenants develop a close relationship with the landlord.

How charter agencies could impact DAS/GSE:

John Baldwin ask that this item be deferred to next meeting.

Role of Customer Council:

John Bradford – some of the discussions I would like to see is:

- How can we quantify incoming mail?
- Budget timing and cycle – how it works.
- Come up with creative ideas to really make changes and improvements.
- Role of marketplace and how that relates to Customer Councils
- Minor “tweaking” of the budget process.
- How to measure things appropriately – the people who are really using the services are the ones being charged for it.
- How can we make services the best price and best quality we can?
- Quality of service.
- Customer Service measures.

Greg Anliker noted he felt the Print Shop has really become customer focused. We have had some unbelievably good service out of the Print Shop that we have probably rarely experienced before – I believe those folks have gotten the message as to who the customer is.

2005 Proposed Meeting Calendar:

Proposed 2005 meeting calendar discussed – morning meetings – time to change to 8:00am to 10:00am. Schedule to be posted to web-site and distributed when meeting location is confirmed.

Open Discussion:

Expiration of terms – to be on the next agenda as an action item.

Next Meetings:

October 12, 2004	1:30 – 4:30	Hoover Building/Level A – EMD Conf. Room
November 16, 2004	1:30 – 4:30	Hoover Building/Level A – EMD Conf. Room
December 14, 2004	1:30 – 4:30	Hoover Building/Level A – EMD Conf. Room

Adjourn:

Meeting adjourned at 9:30 a.m.

Respectfully submitted,

Nancy Williams, GSE
281-7259

CRM/Billing Solution



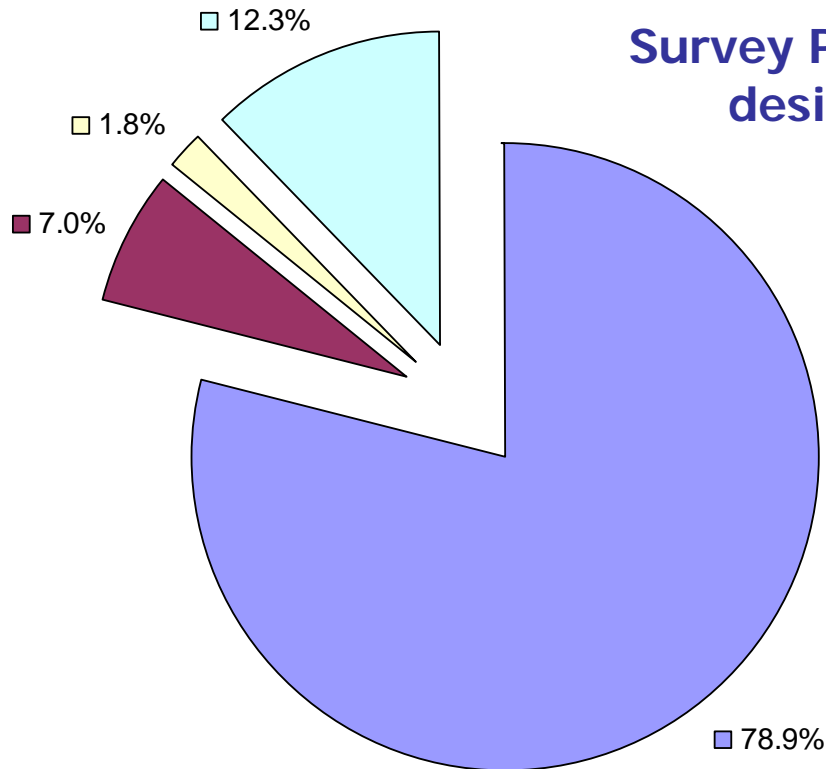
Process Design Report
GSE Customer Council
September 16, 2004

Survey / Interview Agency Participants

Auditor of State	HLSEM
Banking Division	IADA
Board of Nursing	ICN
Board of Regents	IDALS
Citizens' Aide/Ombudsman	ILEA
Clarinda Correctional Facility	IFA - Finance Dept
Commerce - Iowa Utilities Board	Iowa Department of Transportation
Corrections	Iowa DOT - Employee Services
Cultural Affairs	Iowa Finance Authority
DAS	Iowa Lottery
DAS Shared Services Finance	Iowa State Penitentiary
DAS-Federal Surplus	Iowa Workforce Development
DHS	IPTV
DHS - Glenwood Resource Center	Judicial Branch
Vocational Rehabilitation Services	Justice
DNR	Management
DOC/FDCF	Public Defense-Military Division
Economic Development	Revenue
Education	TOS



What Your Customers Want



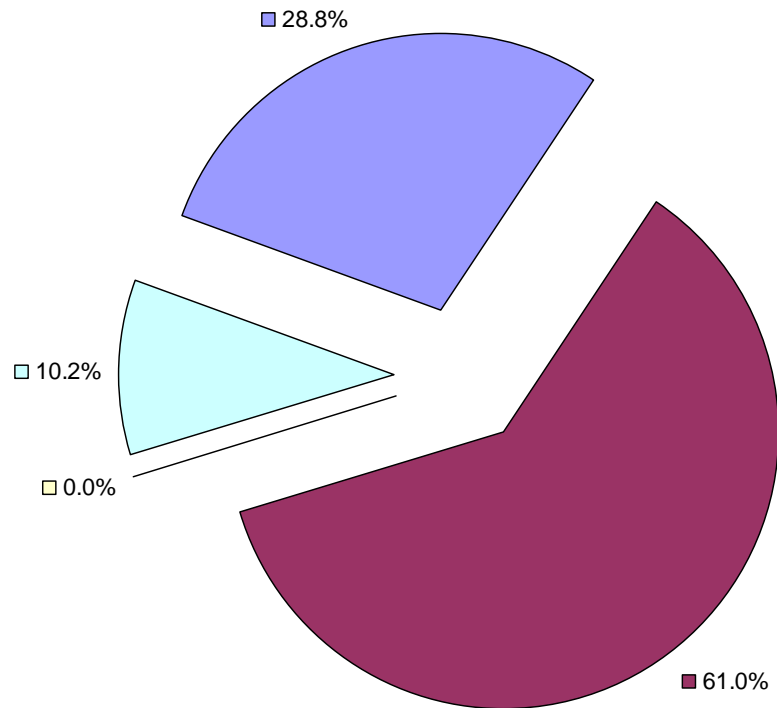
Survey Participants were asked to select their desired performance attribute concerning DAS Billing *Accuracy*.

- 78.9% All prices and volumes billed reflect my **actual usage** for the billing period.
- 7.0% Prices and volumes reflect **average usage** for the billing period.
- 1.8% Prices and volumes reflect **estimated usage**.
- 12.3% I don't have an opinion.



Survey Participants were asked to select their desired performance attribute concerning

DAS Billing Timeliness.



28.8% The DAS billing should be received within **1 - 5 days** after the end of the month/period.

61.0% The DAS billing should be received within **6 - 10 days** after the end of the month/period.

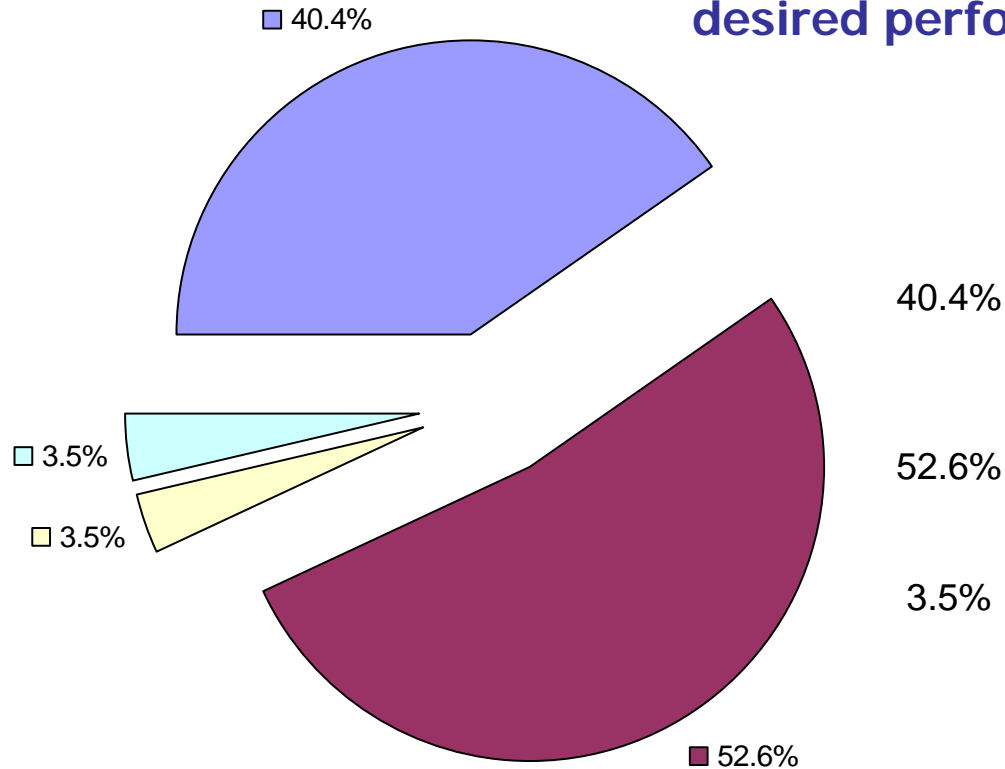
0.0% The DAS billing should be received more than **15 days** after the end of the month/period.

10.2% I don't have an opinion



Survey Participants were asked to select their desired performance attribute concerning

DAS Billing *Information Detail*



40.4% I would like separate billings for each DAS functional service area **with** detailed cost information.

52.6% I would like a consolidated DAS billing **with** detailed information.

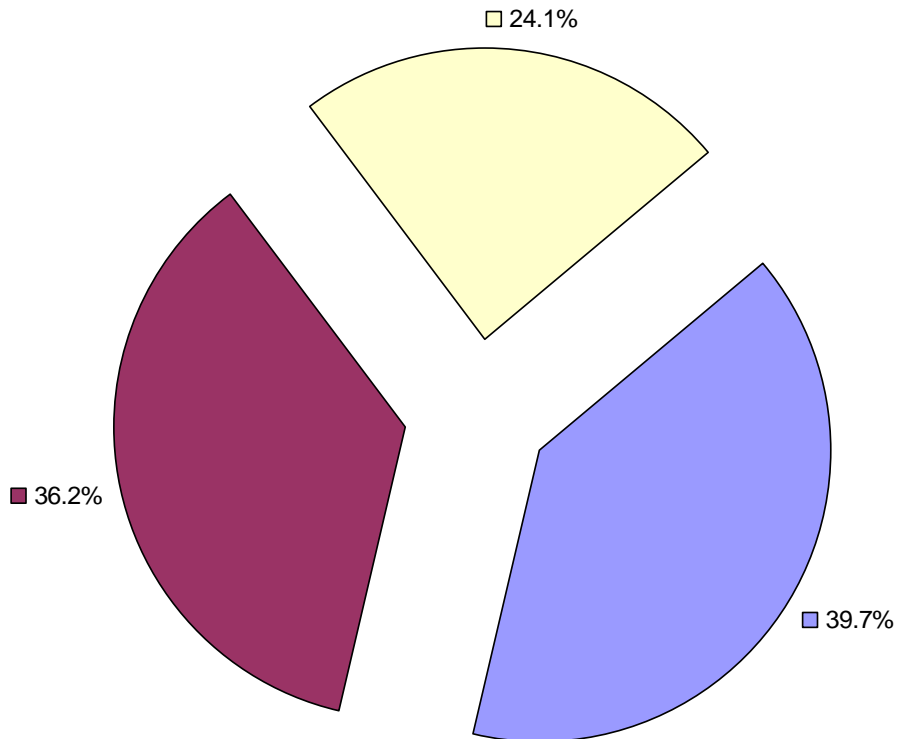
3.5% I would like separate billings for each DAS functional service area **without** detailed cost information, assuming that detail could be provided if requested.

3.5% I would like a consolidated DAS billing **without** detailed cost information, assuming that detail could be provided if requested.



Survey Participants were asked to select their desired performance attribute concerning

DAS Billing Presentation



39.7% Web Access

36.2% Email Document

24.1% Paper

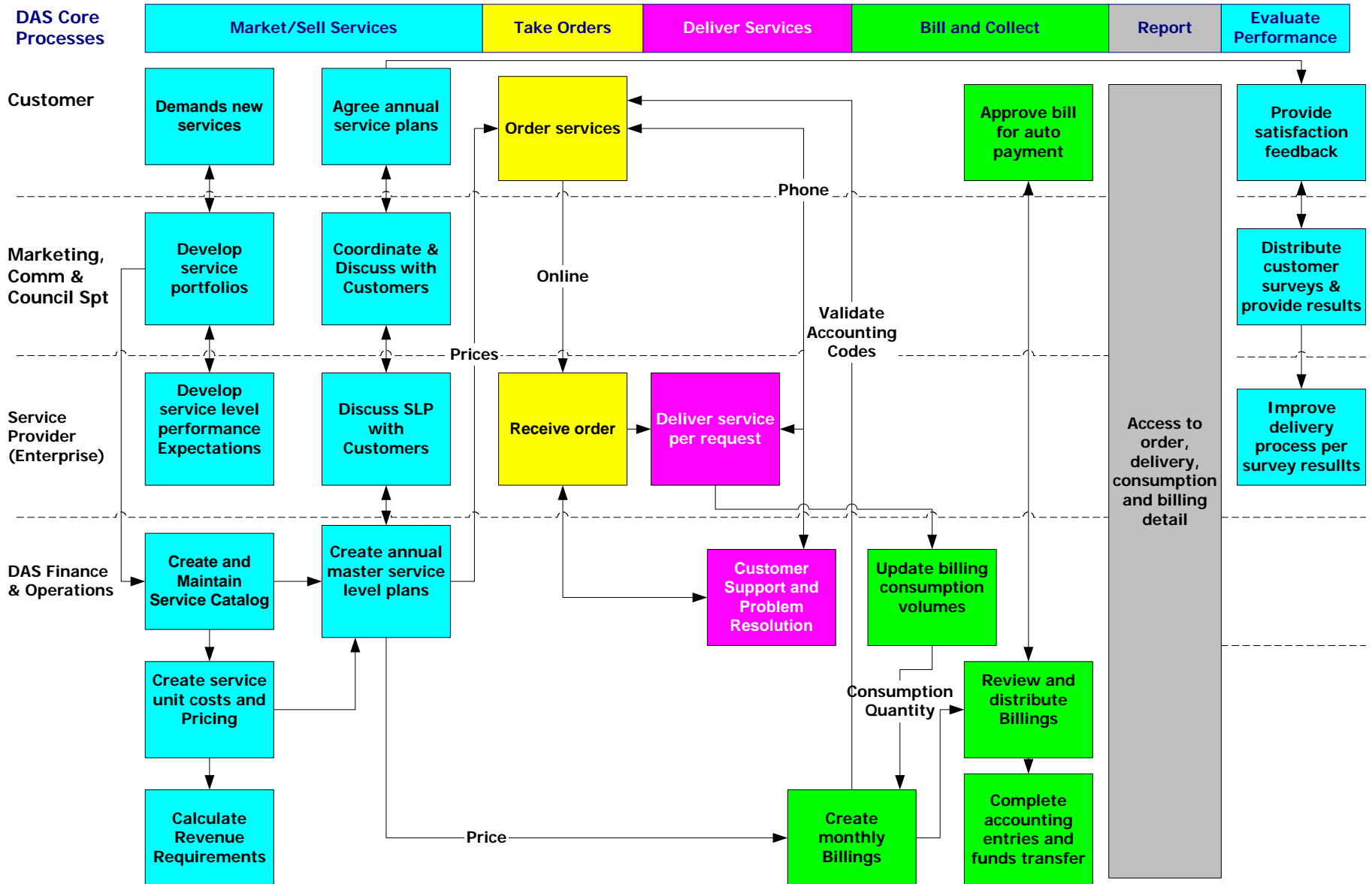


Objectives - Assumptions

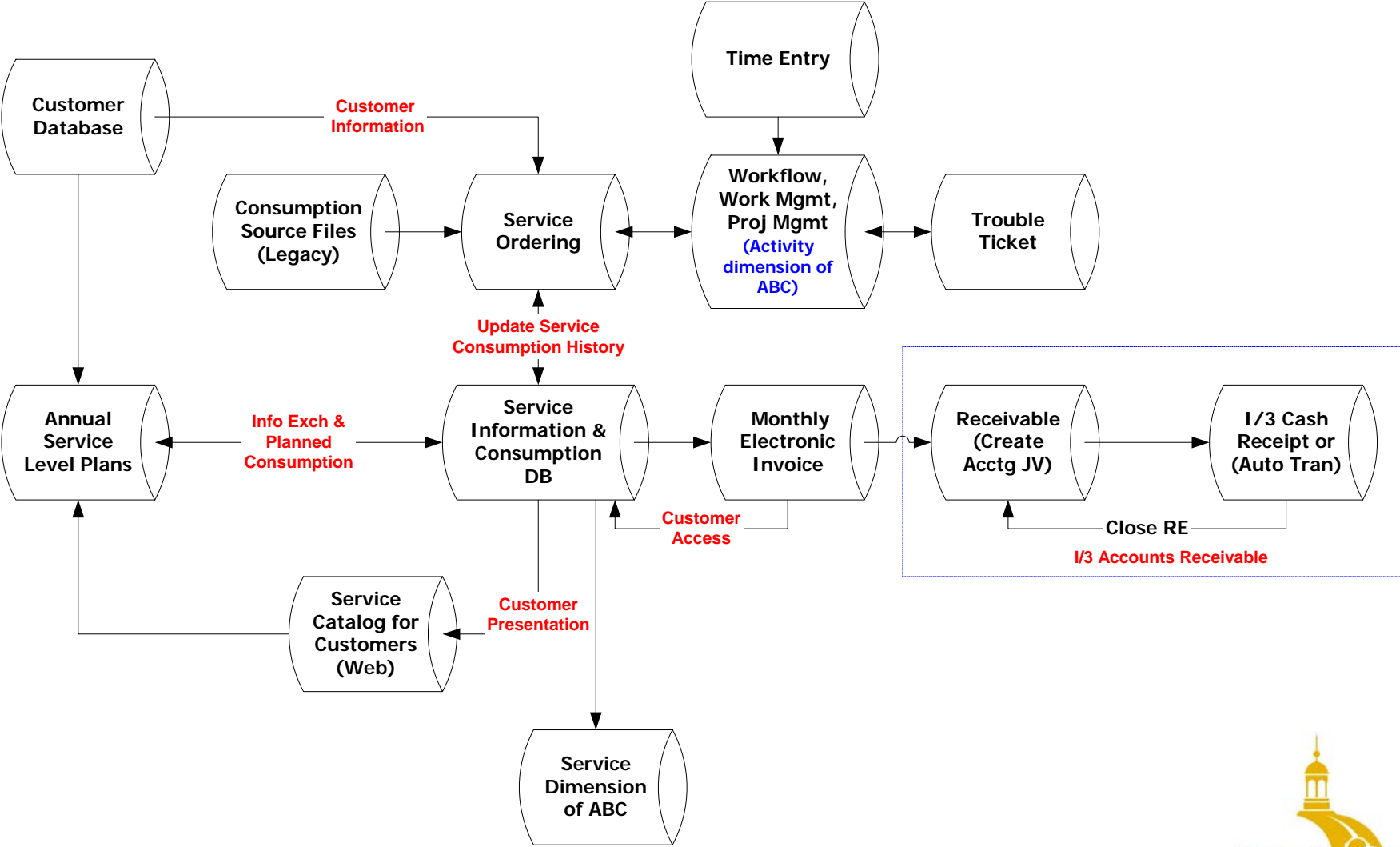
- One billing system with other systems supporting
- One customer service center
- All of DAS on same systems
 - One ordering system
 - One SLA/SLP solution
 - One time reporting
 - One customer facing trouble ticket



DAS Customer Partnering Process Design



CRM/Billing Infrastructure



Service Catalog

PortfolioU/M		Service	Description	Contact	Rate	Billing Unit	Cycle Time Target	Quality Target
Human Asset	M	Recruitment	Includes development of recruitment plans, attendance at	MaryAnn Hills		# of hours	# of hours to fill position	Average Retention
Human Asset	M	Training/PDS	Training of employees through courses available in the Personnel	Lois Schmitz		# of class hours		Avg Class Ratings
Human Asset	U	Employment Services	See Utility Service Catalog	MaryAnn Hills	\$ 5.67	Full-time permanent		
Physical Asset	M	Vehicle Rentals	Includes the rental of DAS-owned vehicles by customer agencies.	Roy Williams	See price sheet	# of Per Day/Miles		# of maintenance
Physical Asset	U	Association Fee, Capitol Complex Offices	Covers mechanical systems (heating, ventilation, air	Tim Ryburn	\$3.15/year	Square footage		
Physical Asset	U	Association Fee, Capitol Complex Storage	Covers mechanical systems (heating, ventilation, air	Tim Ryburn	\$2.20/year	Square footage		
Technical	M	Mainframe Processing - IDMS	Mainframe IDMS Services include computer processing, central	Russ Rozinek		# of CPU Seconds		Mainframe Availability
Technical	M	PC Maintenance Agreement - Annual	Annual maintenance and support agreement for a customers	Bradley Richman		# of Desktop/Laptop	2 hours	0 return trips for same
Technical	M	PC Maintenance Agreement - Hourly	On-demand maintenance and support for a customers	Bradley Richman		# of hours	2 hours	0 return trips for same
Technical	M	Standard Email Account	Create, support and maintain E-mail Account for Microsoft	Kevin Miller	\$9.76	# of Accounts	24 hours	none



The Bill

New Bill layoutB 2.doc



Next Steps

- Business Requirement – Detailed Report
(End of September, 2004)
 - Communicate findings (Communication Plan)
 - Detailed process design for each Service
- Technical Design & Prototype
(Mid October, 2004)
- Implementation *(October – March)*
 - Get the infrastructure in place
- Parallel testing *(March - June 2005)*
- Live *(July 1, 2005)*



Agenda

GSE Customer Council Meeting

Tuesday, October 12, 2004

1:30 p.m. – 4:30 p.m.

Hoover Bldg. – Level A – EMD Conference Room

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order John Bradford

Approve Minutes of September 16, 2004 (Action Requested) John Bradford

Office Supply Contract Debbie O'Leary

Mail Charges John Bradford

Expiration of Member Terms – (Action Requested) John Bradford

Complaint Procedure John Bradford

Role of Marketplace Services & how it relates to Customer Councils John Bradford

Customer Service Measures John Bradford

How charter agencies could impact DAS/GSE John Baldwin

Role of Customer Council John Bradford

2005 Proposed Meeting Calendar John Bradford

(Location cannot be confirmed until the end of October – EMD conference calendar not available until then.)

Open Discussion John Bradford

Adjourn Adjournment John Bradford

Next Meetings

November 16 (Tuesday) – 1:30 – 4:30 EMD Conference Room

December 14 (Tuesday) – 1:30 – 4:30 EMD Conference Room

Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING OCTOBER 12, 2004

Members Present:

John Bradford, Chairperson, Member of Public, Jennifer St.John, DNR; Marcia Spangler, IDED; Charlie Smithson, Ethics; Roger Johnson, Cultural Affairs; John Baldwin, DOC; Mary Jane Olney, AG; Greg Anliker, Elder Affairs; Major Darrel Cox, DPS

Members Absent:

Ruth White, Human Rights; Bob Straker, AFSCME.

Others Present:

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Ken Paulsen, GSE/Purchasing; Julie Sterk, DAS/Accounting; Miki Clark, DHS; Barbara Bendon, GSE/D&C; Paula Newbrough, GSE/Mail; Mark Willemsen, Legislature; Calvin McKelvogue, DAS; Linda Wozny, GSE/Custodial; Carol Stratemeyer, DAS; Linda Plazek, DAS.

Call to Order:

Meeting called to order at 1:30 p.m.

Opening Comments:

None

Approve Minutes of September 16, 2004:

Greg Anliker moved to approve the minutes as written. Marcia Spangler seconded the motion. Motion passed.

Office Supply Contract:

Debbie O'Leary advised the Customer Council of the new Office Supply Company for the State of Iowa which is Office Max (a Boise Company). Office Max has offered the State a "start up bonus" rebate of 5% on all purchases between October 1, 2004 and December 31, 2004. Debbie noted this will be money not in the budget and asked for suggestions from the Council on how to distribute this money.

GSE Customer Council asked that GSE come back at the November meeting with a proposal and more information.

Side note from John Baldwin – He noted the "spice contract" has been awarded – great savings – good job! (Savings of over \$36,000 per year on this contract negotiated by GSE Purchasing)

Mail Charges:

Dale Schroeder defined the services of the Mail Section to the Council (with handout). Miki Clark, DHS distributed a financial "Mail Utility Fees" spreadsheet for discussion which outlined DHS's concern about the lower volume of mail but with a 10% increase in cost to DHS.

After detailed discussion, John Bradford suggested and Greg Anliker made the motion to create a sub-committee (a recommending body only) chaired by Greg Anliker, with members from four other agencies and staff assistance from GSE. Marcia Spangler seconded the motion. Motion passed.

GSE will put together a list of appointees and advise Greg Anliker.

Greg Anliker asked both Dale Schroeder and Miki Clark to come up with “some concepts that they think would be reasonable things to look at, so that when the committee gets together, they aren’t looking at every alternative in the world. Sub-committee to report back to the Customer Council at the November or December meeting.

The sub-committee needs to look at creative solutions that get us somewhere between counting every single piece and parcel of what we do and some common sense place that says how do we economically measure what we are doing.

Miki advised she believed the measures have to change – it has to be something other than postage that is measured.

John Bradford – the charge for this sub-committee is to investigate whether there is a better way to charge mail services.

Expiration of Member Terms – Action Requested:

Carol Stratemeyer, DAS/Core spoke to the rule on this – the rule on the term lengths was filed last week – the effect of that change is to realign the term so the normal term length for Customer Council members is three years instead of two years and also to adjust the staggering so that council member terms will expire equally in three groups rather than unequally in two groups to eliminate so much of the knowledge drain from the councils. The responsibility on the Council will be to select one representative of the small agency representatives that has a two year term, convert it to a four year term and to select one representative of medium agency and large to convert their three year term to a four year term to equal out the term lengths.

If you have bylaws that are in conflict with this, then you will need to take a look at the bylaws. John Bradford stated we had the motion about bylaws at the last meeting to amend them accordingly to the new rule.

It was noted this does not preclude a member from being re-appointed.

Name	Agency	New Term Expiration
John Bradford	Public Member	6/30/2005
John Baldwin	Large Agency	6/30/2006
Major Darrel Cox	Large Agency	6/30/2007
Jennifer St. John	Large Agency	6/30/2005
Marcia Spangler	Medium Agency	6/30/2006
Mary Jane Olney	Medium Agency	6/30/2007
Roger Johnson	Medium Agency	6/30/2005
Greg Anliker	Small Agency	6/30/2007
Charlie Smithson	Small Agency	6/30/2006
Ruth White	Small Agency	6/30/2005
Peggy Sullivan	Judicial	6/30/2006
Bob Straker	AFSCME	6/30/2007

Charlie Smithson noted the Council would have to amend the bylaws since the bylaws do not talk about the public member’s term or the union member’s term. Charlie Smithson moved to amend the bylaws, Article 4, Section 4 to reflect the language in the rule making brought before the Council. Greg Anliker seconded the motion. Motion passed.

Complaint Procedure:

Linda Plazek, DAS/Core discussed the two Complaint Process handouts. The hope is the process be consistent across all the Councils. HRE Customer Council made a determination they didn't want to be involved in any kind of day-to-day complaints. They did feel the Customer Council should be responsible for the rates and the process for establishing the rates and if there were any complaints about those or for the types or kinds of utilities provided.

Utility Complaint Resolution Process – what DAS/Core would like is for you to look at this and approve it, then DAS/Core will have a Utility Complaint Resolution Process in place that would keep us in line with the rules. ITE wants to change the item in the second bullet - they want the second bullet to read service levels instead of types or kinds of utility services.

Service Delivery Complaint Process – this document is an internal DAS process to negotiate, solve and identify complaints from the customer. All of the COO's were asked to provide an internal process which they thought would be helpful for their own enterprise. We are asking the Customer Council's to "approve the process" for the internal DAS Service Complaint Process – not the actual details of how it is going to work. There will be a form that goes along with this also.

Charlie Smithson asked that we establish a GSE sub-committee to draft a proposed resolution process for this Customer Council and bring it back at the November meeting and address some of the questions that need to be answered.

Subcommittee: Charlie Smithson – Chairperson
 John Baldwin
 Mary Jane Olney

This committee will report back at the November meeting.

Pat Deluhery stated it was "in the Code" that there should be a Complaint Resolution Process, the language gives the responsibility for approval of the process to the Councils.

Linda Plazak noted the two forms distributed are totally different – the multiple page document – all you need to do is "approve the process" that we have multiple steps, etc. Linda stated part of what the rules said was that Councils were supposed to look at service related issues.

John Bradford stated he thought we wanted to handle the service related issues, but in more of a global fashion than a specific.

Role of Marketplace Services & How it Relates to Customer Councils:

John Bradford noted with the marketplace services, over time, they are going to grow and there is a grey area between marketplace services and other services. How it impacts us and how much involvement should GSE Customer Council have in being presented information on the marketplace side. Greg Anliker stated the Council needs full disclosure of all financial information.

Miki Clark (DHS) asked for more clarification regarding Utility Services and Marketplace, since she was not understanding the difference – John Bradford suggested she meet with Pat Deluhery for more clarification.

Greg Anliker asked “are we going to see reports about the anticipated projected budgeted revenue and expenses on any kind of regular basis so that we don’t come up until March and then suddenly find the revenues are way low in one or the other categories or way high – are we going to see a solid report?”. We came up with the strategies, saw a couple examples and it has been months since we have seen any real report.

Debbie O’leary advised GSE doesn’t have reports yet on how we finished up on the fiscal year. We are still waiting for information for FY04 because we don’t know what balance was brought forward in FY05. As soon as we have that, it will be provided to you.

Pat Deluhery stated Denise Sturm talked about a “true-up” period where she is going to look at everything that happened from July 1, 2004 and provide to the Customer Council. John Bradford – that is very important information.

Debbie O’Leary noted, in some areas such as Purchasing, we do have information based on the rate charged and the money coming in to that fund; however, we still don’t have items such as the association fee as it involves space management, Design and Construction and some other areas.

Customer Service Measures:

John Bradford asked how we are coming on measuring customer satisfaction, what the plans are, etc., where we go from here.

Debbie O’Leary stated in November, we are supposed to have the results of the survey.

Charlie Smithson stated he would like to see the appointment of a Customer Relations sub-committee to come up with ways the Customer Council could reach out to its customers more and that this be a permanent agenda. We need to work on this and increase the level of trust out there of DAS and the Customer Council. John Bradford stated he agreed, we needed to have some sort of pro-active stance in soliciting opinions and getting out information more than official types of notifications that go out. John Baldwin also agreed, stating when you refer them to the web page, etc. they respond they don’t have time, they just want someone to tell them what is going on. People just want to know – they don’t want to have to go to search here or there, they just want to know!.

John Bradford suggested everybody on the committee do “outreach” in talking with a couple of agencies. If we aren’t getting a positive response next month or the month after that, then we go ahead and put together a sub-committee and attack it in a more formal fashion.

John Bradford discussed a “work session” as opposed to official meeting. Charlie Smithson will put together a “work session” meeting and advise everyone.

How Charter Agencies Could Impact DAS/GSE:

John Baldwin stated the issue is, how could charter agencies impact the bottom line?

After a lengthy discussion, Greg Anliker moved that this Council ask Pat Deluhery to work with DAS Director Mollie Anderson to get a definitive answer to this issue on our behalf from Cindy

Eisenhauer, Governor's office, AG's office, etc. Darrel Cox seconded the motion. Motion passed. Greg noted he would hope to get some kind of indicator by the November meeting, at the latest by the December meeting.

Role of Customer Council:

Deferred to November meeting due to lack of time.

2005 Proposed Meeting Calendar:

It was noted that for the meetings during Legislative Session, try to set the meetings on Fridays at 8am.

Open Discussion:

None

Adjournment:

Meeting adjourned at 4:15 p.m.

Next Meetings:

November 16 (Tuesday) 1:30 – 4:00 – EMD Conference Room

December 14 (Tuesday) 1:30 – 4:00 – EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE

Agenda

GSE Customer Council Meeting

Tuesday, November 16, 2004

1:30 p.m. – 4:00 p.m.

Hoover Bldg. – Level A – EMD Conference Room

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order	John Bradford	
Approve Minutes of October 12, 2004 (Action Requested)	John Bradford	
Opening Remarks	Pat Deluhery	
Office Supply Contract – Update	Debbie O’Leary	
Mail Charges – Update	Greg Anliker	
Bylaw Changes – i.e. reflect change in Member Terms	Pat Deluhery	
Dispute Resolution	Charlie Smithson	
How charter agencies could impact DAS/GSE	Pat Deluhery	
Role of Customer Council	John Bradford	
2005 Proposed Meeting Calendar <i>(January thru September Confirmed – Discussion on dates/times for October, November & December, 2005)</i>	John Bradford	
Open Discussion	John Bradford	
Adjourn	Adjournment	John Bradford
Next Meetings	December 14 (Tuesday) – 1:30 – 4:00 EMD Conference Room	

Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

November 16, 2004

Members Present:

John Bradford, Chairperson, Member of Public, Jennifer St. John, DNR; Marcia Spangler, DPH; Charlie Smithson, Ethics; Greg Anliker, Elder Affairs; Major Darrel Cox, DPS; Ruth White, Human Rights; Peggy Sullivan, Judicial; Bob Straker, AFSCME.

Members Absent:

John Baldwin, DOC; Mary Jane Olney, AG; Roger Johnson, Cultural Affairs.

Others Present:

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Julie Sterk, DAS/Accounting; Miki Clark, DHS; Barbara Bendon, GSE/D&C; Paula Newbrough, GSE/Mail; Mark Willemsen, Legislature; Carol Stratemeyer, DAS; Linda Plazek, DAS; Paula Hutton, Public Defender; Tim Brand, DAS/Accounting; Patricia Lantz, DAS

Call to Order:

Meeting called to order at 1:30 p.m.

Approve Minutes of November 16, 2004:

Marcia Spangler noted her department was incorrectly stated and Carol Stratemeyer noted changes to the Complaint Procedure to read "Utility Complaint Resolution Process – what the HRE Customer Council would like is for you to look at this and approve it. Jennifer St. John moved to approve the amended minutes, Bob Straker seconded the motion. Minutes approved.

Opening Remarks:

Pat Deluhery briefly discussed various topics:

- Financial Report – we are waiting to get July, August and September and October in hand. We will share that when we have it.
- Council chairs met to discuss financial information – John Bradford will discuss later in this meeting.
- Customer Survey – has been circulated and the information has come back. DAS is working on this report, it will provide us with a road-map of improvement and we will share the report with the Customer Council when it is completed.

John Bradford discussed:

- Customer Council Chairs (Nancy Richardson, Jim Mosena & John Bradford) met with Denise Sturm and Mollie Anderson to discuss shared services costs, what made up the shared services costs and gave us FTE information. The real key is – it gives us a good base-line to compare future years to.

Office Supply Contract:

Debbie O'Leary stated she is meeting with the office supply vendor shortly to go through the financials, where we are to date, how much has been purchased, etc.

The DAS finance area also wants to meet with us to talk about the easiest way to get the distribution out to customers. One of the suggestions is for the refund to come directly from the vendor to the agency. We will have more information about how much has been purchased and who has purchased as well as the potential rebate at the next Customer Council meeting.

Mail Charges:

Greg Anliker stated his group has just met. Dale Schroeder is going to try to get some information from a couple states that have already implemented some type of a local mail charge-back system to find out what their pros and cons are. Some of the services that have mechanisms already in place, where they have a volume count, we want to see if we can come up with some estimates of what the associated costs of those service areas might be and whether they could or should be billed directly to agencies that utilize those services and reduce the amount of dollars that are spread through the association fee. We are just beginning the work, it is not going to be easy to find a viable option that I think the majority of our customers are going to say it is way better than what we have – we are looking at different options. We hope to have some follow-up before the next meeting of this group.

Bylaw Changes – i.e. reflect change in Member Terms:

Membership lists distributed and members asked to look at this for any errors. No changes noted.

Pat Deluhery noted, if you look at the minutes, the motion Charlie Smithson made to amend the bylaws – we don't have to do anything more as a Council. When the language is drafted, we will certainly show it to you.

Dispute Resolution:

Charlie Smithson stated his sub-committee's charge was to look into the Complaint Resolution process which had been proposed by and adopted by at least one other Customer Council.

Charlie Smithson distributed a revised version with numerous changes to what was originally proposed, including changing the name of it from Complaint to Dispute.

Pat Deluhery asked the Council to discuss the Dispute Resolution process today, but not to act on it today.

Greg Anliker discussed referencing the utilities in this Dispute Resolution, stating he believed this Customer Council has some significant expectations by customers on what opportunities we have as a Customer Council to impact rates, etc. The expectations may be greater than what I have found we actually have. I believe our customers should have the right to come to this Customer Council, question whether it is a utility or not – we may not be able to provide them an answer, but I don't think it is reasonable for us to have to take the "heat" for the criticism or just an unreasonable expectation about that determination without that customer knowing that isn't within the control of this Customer Council. The only way that is going to come out is if our Dispute Resolution gives them an opportunity to question anything and everything related to those rates.

Patricia Lantz, DAS, states she talked with DAS Director Mollie Anderson who asked her to come to this meeting to speak to this issue. Patricia Lantz asked the Council to look at the Code section defining the Customer Council, there are some real specific things you are charged with under the Code

Charlie Smithson stated that he is not interested in hearing about complaints from someone who's garbage can hasn't been emptied for five days – that is a DAS rule. I don't think this Customer Council should be getting into that kind of personnel and service delivery matter.

Patricia stated she didn't mean the Customer Council had to become a part of that process, just that you approved what process DAS used in order to address those complaints. We wanted to

discuss the process with the Customer Council, just show you how we are going to address the complaints, in the event you do get a question from a customer.

Charlie Smithson stated he understood there were going to be two complaint processes.

John Bradford stated what the Customer Council is going to do is to look at your customer survey response to “are you providing good product and delivery in a customer friendly fashion?” This is the level this Council is more interested in getting into.

Linda Plazak stated the other Customer Councils are using the designation of “Customer Council Utility Dispute” and “DAS Internal Service Level”.

Charlie Smithson stated this Dispute Resolution says is it is just going to be an information gathering document, someone raises an issue, the Customer Council will study it and we will look at it during the next rate setting period

John Bradford noted one of the big challenges is communicating exactly what it is you are providing, how you are trying to provide it and getting feed-back from your customers.

John Bradford stated that what exactly is the core services we are providing, how does that relate to what people used to have before, as well as where do they want to go in the future, is an appropriate topic to discuss before the next rate setting period.

John Bradford stated he appreciated the work Charlie Smithson and his sub-committee has done and agrees the Council should not be changing the rates in mid-year, we should do our due diligence in the comment period.

Charlie Smithson asked that we defer this item until the December meeting. Bob Straker seconded the motion. Motion passed.

How charter agencies could impact DAS/GSE:

Pat Deluhery stated there was a request about exactly how does Charter Agencies and Utilities interact. Jim Chrisinger, DOM, stated Charter Agencies are still covered by utilities and have to participate in utilities. Mollie Anderson has previously expressed to this Council and others that our position is that the Code doesn't call for the Councils to decide what is a utility and what is not.

Patricia Lantz stated the Code says the department determines what a Utility is (Patricia read the section).

Charlie stated the answer is clear, it is a DAS decision, not the Customer Council's. Charlie stated that he just wanted to know who agencies can appeal things to since there are some things that he is not happy about that is in the Utility and he believes should be in Leadership.

Role of Customer Council:

John Bradford asked members if there is something you feel is important, or other things you see that this Council should be doing? What kinds of things do we want to look at? Looking forward, how do we want to act as a Council?

Items noted included:

- Receiving financial information.
- Having a written Mission Statement and reviewing this periodically.

- Having some kind of measurement, monitoring, assessment kind of tool or strategy in place to be reviewed every quarter, etc.
- Receiving specific answers to questions posed by the Customer Council, i.e. if the members have a category they don't believe is a Utility, what is the procedure to change this?

2005 Proposed Meeting Calendar:

Meeting schedule distributed and no comments. Schedule accepted by members and will be posted to the web page. Approved.

Open Discussion:

Community Choice Credit Union's request for setting up information tables in the various buildings on Complex was distributed to the Council members. Debbie O'Leary advised this is being brought to the Customer Council for advice on what you think about allowing entities access to state employees. Major Cox advised he has a concern of allowing one Community Credit Union access to State Government buildings without allowing others. Greg Anliker stated he agreed. There was no action to be taken.

Greg Anliker noted that he doesn't understand why the Council hasn't received financial reports. The expectation six or eight months ago was that the Customer Council would start getting the financial reports on a regular basis. Greg stated this is really important since the Customer Council is supposed to be making decisions on rates for '05, '06 and '07 who haven't seen a financial report since last March or April when we saw some examples of the kind of reports that would be available to us. John Bradford noted he agreed with this.

Adjournment:

Meeting adjourned..

Next Meetings:

December 14, 2004 (Tuesday)	1:30 – 4:00	Hoover/A-Level EMD Conference Room
January 14, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conf. Room
February 11, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE

Agenda

GSE Customer Council Meeting

Tuesday, December 14, 2004

1:30 p.m. – 4:00 p.m.

Hoover Bldg. – Level A – EMD Conference Room

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order	John Bradford
Approve Minutes of November 16, 2004 (Action Requested)	John Bradford
Opening Remarks	Pat Deluhery
Role of Customer Council	Mollie Anderson
Customer Satisfaction Survey	Patti Allen
Office Supply & Travel Contract – Update	Debbie O’Leary
Space Allocation/Measurement of Spaces	Dean Ibsen
Mail Charges – Update	Greg Anliker
Financial Reports (Updates)	Denise Sturm
Business Plans – updates	Pat Deluhery
GSE Transformation Efforts	Pat Deluhery
DAS Dispute Resolution and Service Complaint Process (Action Requested)	Linda Plazak
Open Discussion	John Bradford
Adjournment	John Bradford

Next Meetings

January 14, 2005 (Friday) 8am–10am Hoover/A-Level EMD Conf. Rm
February 11, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room
March 11, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/

DAS Web Site: <http://das.gse.iowa.gov>

GSE CUSTOMER COUNCIL MEETING

December 14, 2004

Members Present:

John Bradford, Chairperson, Member of Public, John Baldwin, Corrections; Jennifer St. John, DNR; Charlie Smithson, Ethics; Greg Anliker, Elder Affairs; Major Darrel Cox, DPS; Ruth White, Human Rights; Peggy Sullivan, Judicial; Mary Jane Olney, AG; Roger Johnson, Cultural Affairs.

Members Absent:

Marcia Spangler, DPH; Bob Straker, AFSCME.

Others Present:

Mollie Anderson, DAS Director; Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/D&C; Tera Harrington, GSE; Nancy Williams, GSE; Patti Allen, DAS-Marketing; Denise Sturm, DAS Finance; Julie Sterk, DAS/Accounting; Miki Clark, DHS; Barbara Bendon, GSE/D&C; Paula Newbrough, GSE/Mail; Linda Plazak, DAS; Tim Brand, DAS/Accounting; Dean Ibsen, GSE/Design & Construction.

Call to Order:

Meeting called to order at 1:30 p.m.

Approve Minutes of November 16, 2004:

Major Darrel Cox moved to approve the minutes of November 16, 2004. Roger Johnson seconded the motion. Motion passed.

Opening Remarks:

Pat Deluhery discussed GSE's transformation efforts. GSE goals are:

- To improve customer satisfaction – terms of one year and two or three years.
- To improve GSE revenues and reduce rates to current customers, we are looking at this over a two or three year period
- To improve employee satisfaction or employee engagement in what we are doing with this entrepreneurial approach.

Role of Customer Council

Director Mollie Anderson discussed the role of the Customer Council, now that we have had about a year and a half of experience.

- Thank you to everyone. It is not easy to sit on this Council and do the things that you do to understand our products and services on top of the things that you do at your workplace.
- We have to remember this is an experiment and one of the things we have found in our research of other places is there isn't a Customer Council any place else. This is the first time for this kind of concept. It has been a very valuable tool for us and has really improved the communication with our customers.
- Our Governor looked at entrepreneurial management as an idea that was an alternative to a couple of others being looked at across the country. One of those was privatization. Some governors were deciding that the best thing to do was to get out of administrative infrastructure and hire private entities to do those things within state government.

Another one is to de-centralize. The State of Georgia is an example where they greatly reduced the administrative agencies.

- Our Governor thought another alternative would be for us to manage this expense and manage it in a way that is similar to what the private sector does. We should try to figure out what we can do that would make the most sense to the State of Iowa and to the customers.
- Concepts of Entrepreneurial Management:
 - **We have to become more customer focused** and look at this from a new perspective.
 - **Accountable to the citizens.** We are a business within state government and we have to be transparent, we must have credibility in our rates and our prices so you can trust what we are charging you is a reasonable charge and you have a fair share that you pay.
 - **Competition is required.** We have to approach everything from the fact that we don't have any guarantees, we have only our relationship with you and your willingness to buy from us if we have best price, best quality and value, that you will want to continue to do business with us.
 - **Products and services are sorted into three different categories.** *Leadership, Utilities and Marketplace*
 - **Finance is paramount** – the finance mechanism of billing correctly, having people understand bills, being able to track it by product and services is extremely important.
 - **Nothing is free.** Everybody has to pay their fair share. If we provide something for free, somebody else pays that charge.
- Role of Customer Council as it relates to Utilities.
 - You have to decide on the packaging of Utilities. More and more people want “stand alone”, “smorgasbord”, “a la carte” and they will want prices that are separate. Director Anderson encouraged the Customer Council to really think about whether the cost associated with all the detail of all of the “a la carte” planning and pricing is worth it.
 - You have to know something about what your customers use. There may be some customers with no consumption at all of a product and are getting a fee that would be something we would need to correct.
 - Review and approve the budget for Utilities.
 - Determine the divisor, what is the fair divisor to use across the board for determining how we set rates. You have to determine and validate the rates and the charges and review customer satisfaction and service complaints.
- What is the role of the individual customer council? The Governor's view of the individual members on this Council is that you are a part of a cooperative; your job is to represent the enterprise as a whole and think about the majority of the customers who use the services. That means, even if it might not be good for your agency, if it seems fair for the entire enterprise, you will look at it from an enterprise viewpoint. In the end, you have to remember what is good for the majority.
- Who provides the oversight for the other two categories we have?
 - Leadership: The oversight is the Legislative body, Oversight Committee, the Governor and DOM.
 - Marketplace: We have a business plan. The only reason we exist is to provide services to state government. The oversight is really the customer. GSE does have to do some “forward-thinking” to ensure we can cover the bad times as well as the good times.

Customer Satisfaction Survey

Patti Allen distributed the basic Customer Satisfactory Survey analysis and answered questions.

- Second annual DAS Customer Satisfaction Survey.
- Tried to parallel the two surveys to see if there was a change.
- Utilized a census approach.
- Sent out 39 documents and received 39 responses.
- We were looking for customer comments, something actionable we could send back through to every work unit in the department.
- Focus of survey – input from the customers.
- 3% rating would be average – the DAS overall performance score was 3.75%.

Each work unit has been asked to develop a Business Process Redesign Project. We are trying to take specific information from the survey, address a problem and build a team of people who will work together to get a change implemented. Toward that goal, we have a training initiative on the drawing board as well as an employee recognition program.

Office Supply & Travel Contract – Update

Travel

- Agencies can now decide how you want your employees to purchase travel.
- Shorts Travel contract expires December 31, 2004. GSE went out for bid on a non-mandatory contract, contract awarded to two vendors – Shorts Travel and Travel & Transport. If your agency desires to work with a travel agency, this is an option to you.

Office Supply

- Hand-out from Office Max distributed to the Council members.
- During October, November & December, 2004, vendor offering a 5% “start-up” rebate on purchases. The total October and November, 2004 rebate is \$15,255.00.
- Debbie O’Leary is working with DAS Finance to determine the best way to distribute these funds back to the agencies.

Space Allocation/Measurement of Spaces

Beginning January, 2005, Dean Ibsen, Tim Ryburn and Barbara Bendon will begin meeting with each agency.

- Will go through the services GSE provides: Space Management, Leasing and Capitol Complex Maintenance.
- We will talk about square footage calculations and verify square footages with agencies.
 - We are using calculations comparable to Building Owners and Managers Associations (BOMA), the kind of calculations landlords and building owners use.
 - GSE is working from electronic drawings using software called AutoCAD. GSE has drawings of all buildings.
 - Measure space from center line of wall. Same calculation for all common space areas, corridors, restrooms, mechanical rooms, storage, rooms, etc. – what a landlord would call “common area maintenance area”.
 - Budget divided by the total square footage equals the association fee per square foot.
 - Possible error in calculation of agency space – resolution dependent upon the number of square footage in question.
- Talk about procedures for increasing/decreasing or vacating space and the procedure to be followed (six month notification rules).

- Review the Service Level Agreements and ask agencies to sign off on them, verifying the space they have.

Space calculations submitted to the federal government discussed. Barbara Bendon advised the footages previously submitted to R & F do not represent common areas. In addition, it didn't represent specific conference rooms – there is a difference between what was reported to SWICAP and what is reported today.

Mail charges – Update

Greg Anliker advised the committee has met, but has not reached a conclusion. At the current time, if any department cuts back their metered mail significantly, they are not necessarily going to see a proportionate reduction in their costs because of other various costs

Paula Newbrough and Dale Schroeder have looked into what some other states are doing; however, there doesn't seem to be any real easy system to grab onto and say this will help.

Committee will continue to work on this and report back in January, 2005.

Financial Reports (Updates)

Denise Sturm distributed a handout entitled DAS Utility Financial Statement and answered questions. Handouts covered the financial statements for the four months ending October 31, 2004.

The second handout is a 9-page handout of financial statements.

John Bradford asked that in future months, financials should be e-mailed to Council members a couple days before the meeting to allow time for review.

Denise Sturm stated this was something they would work toward.

Business Plans – updates

Pat Deluhery advised GSE has already looked at our first set of Business Plans.

John Bradford advised in his business they do more of an annual accomplishment and strategic plan rather than a full business plan. John advised it is more of a listing out of the tangible things we want to do for the next year, and how we will measure it to see if we were successful.

GSE Transformation Efforts

Covered in opening comments.

DAS Dispute Resolution and Service Complaint Process (Action Requested)

Linda Plazak distributed the DAS Dispute Resolution and the Service Complaint Process documents.

After discussion, Mary Jane Olney moved to approve the DAS Service Complaint Process. Peggy Sullivan seconded the motion. Motion passed.

Customer Council Utility Complaint Resolution Process form – after considerable discussion, Charlie Smithson was asked to negotiate this document with the other Customer Council Chairs and bring back to the January, 2005 Council meeting for discussion/approval.

Open Discussion:

Chairperson John Bradford announced he would have to resign from the GSE Customer Council since he was changing jobs and is moving to Minneapolis. John stated he had really enjoyed working with everybody and wished the GSE Customer Council the best of luck!

Charlie Smithson made the motion that the GSE Customer Council publicly commend Chairperson John Bradford for his leadership and steady hand during a very difficult time of growing pains and the first rate making year. Additionally, the Council to ask DAS Director Mollie Anderson to write a commendation letter expressing DAS' thanks for John's volunteer work for the State of Iowa. Motion seconded – Motion carried.

John Bradford stated the co-chair takes over until the Council elects a new chair.

Adjournment:

Meeting adjourned.

Next Meetings:

February 11, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conference Room
March 11, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conference Room
April 15, 2005 (Friday)	8am – 10am	Hoover/A-Level EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE