



Iowa Department of Administrative Services

Customer Council Archives

Council: General Services

For Calendar Year: 2005

Meeting Dates: January 14
March 18
April 15
May 13
May 26
June 9
July 14
September 15

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.

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[GSE Home](#)
[Customer Councils](#)


GENERAL Services

ENTERPRISE



General Services Customer Council Meeting

Friday, January 14, 2005, 8:00 a.m. – 10:00 a.m.
EMD Conference Room – Hoover Bldg. – Level A

Meeting called by

John Baldwin, Vice - 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; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

- | | |
|---|---------------------------|
| 1. Call to Order | John Baldwin |
| 2. Approval of 12-14-04 Minutes (Action Requested) | John Baldwin |
| 3. Opening Remarks | Pat Deluhery |
| 4. Space Allocation/Recommendation for square footage adjustment (Action Requested) | Dean Ibsen Barb Benton |
| 5. Agency Space Review – Update | Dean Ibsen |
| 6. Mail Charges – Update | Greg Anliker |
| 7. Financial Reports (Updates) | Denise Strum |
| 8. Customer Council Rate Dispute Resolution Process | Charlie Smithson |
| 9. Open Discussion | John Baldwin |
| 10. Adjournment | John Baldwin |

Next meetings

February 11, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

March 11, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[GSE Home](#)
[Customer Councils](#)


General Services Customer Council Meeting

January 14, 2005

Members Present

John Baldwin, Corrections; Jennifer St. John, DNR; Charlie Smithson, Ethics, Greg Anliker, Elder Affairs; Major Darrel Cox, DPS; Peggy Sullivan, Judicial; Marcia Spangler, DPH.

Members Absent

Mary Jane Olney, AG; Roger Johnson, Cultural Affairs; Bob Straker, AFSCME.

Note: Two vacant positions: Member of Public & one member from Small Agency

Others Present

Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/Design & Construction; Nancy Williams, GSE; Tera Harrington, GSE; Patti Allen, DAS; Denise Sturm, DAS/Accounting; Julie Sterk, DAS/Accounting; Barbara Bendon, GSE/Design & Construction; Mark Willemssen, Legislature; Linda Plazak, DAS; Patricia Lantz, DAS; Tim Brand, DAS/Accounting; Miki Clark, DHS; Paula Newbrough, GSE/Mail

Call to Order

Meeting called to order at 8:00am by Acting Chairperson John Baldwin

Approve Minutes of December 14, 2004

Major Darrel Cox moved to approve the minutes of December 14, 2004 meeting. Marcia Spangler seconded the motion. Motion passed.

Opening Remarks:

Pat Deluhery advised a letter has been drafted to former GSE Customer Council Chairperson John Bradford thanking him for his service not only on this Council but also the Vertical Infrastructure Advisory Committee.

Pat Deluhery advised GSE is performing a search for a qualified person to fill the position of Public Member for the GSE Customer Council.

Linda Plazak will be working with Charlie Smithson and Greg Anliker (both small agency members), to recommend a new member to fill the small agency member vacancy.

Space Allocation/Recommendation for Square Footage Adjustment:

Dean Ibsen distributed a draft copy of the "Proposed Policy on Adjustments to Square

Footage Calculations for Determining Association fees”, and answered questions from members.

Dean advised there is a fixed amount of square footage for the entire complex and a fixed space allocation budget. Divide the square footage into the budget and that comes up with our dollars per square foot or \$3.15.

GSE doesn't intend to ignore disputes in square footages; however, the only time GSE will make any adjustments is if the space is really “mis-assigned” and all affected agencies agree to the change.

Charlie Smithson moved that the Customer Council approve the space allocation/ recommendation for square footage adjustment as presented by Dean Ibsen. Greg Anliker seconded the motion. Motion carried.

Agency Space Review:

GSE Design and Construction and Capitol Complex maintenance are working to meet with every agency to discuss the Association Fee and GSE policies for space management, i.e.

- Space Assignment
- Association fee calculations & sample billing
- Space drawings
- Services offered by both CCM and Leasing
- FAQ's
- Information on how an agency can reduce its square footage to save money
- Increase/Decrease in square footage – what is the process
- Office space rules and rules for requesting space changes
- Policy for disputes
- Notification requirements for vacating space or adding space
- Contact information
- Furniture characteristics, workspace sizes, etc.
- SLA (Service Level Agreement) – we will be looking for a sign-off on this document showing that the agency understands all of the material.
- Plan to spend 35 – 40 minutes with each agency
- GSE staff attending these meetings will include, Dean Ibsen, Tim Ryburn, Barbara Bendon, Pat Deluhery and possibly someone from DAS finance.

Charlie Smithson commended Dean for doing this stating he believed this would answer a lot of questions from the agencies. Greg Anliker stated he thought this was a great idea.

Space allocation, office space size, saving space, bringing agencies back to the Capitol Complex, etc., were all discussed at length. The possibility of the “space rule” going away was discussed.

Pat Deluhery pointed out the incentive for agencies to save space is the square footage charge.

John Baldwin noted he believed, down the road, there should be a “contingency plan” built in for vacant space for GSE.

Tim Ryburn noted the office space size was set up back in the 1970's and 1980's when the growth of state government was huge and people were moving off complex. At that time the Property Management Division was directed by the Governor's office to look at consistency and standards for the amount of office space and utilize it in the most efficient way.

Dean Ibsen will prepare information on the history of space standards, how other states

handle their space needs as well as how some of the larger private industry companies allocate space and bring back to this committee.

Discussion of Leadership, Marketplace and Utility determination ensued. Marcia Spangler noted agencies are still struggling with this issue, maintaining AG's office charges, Auditor's charges, etc. should be a Leadership expense. Greg Anliker stated this Customer Council is far from done, in fact have barely started down the road toward what, theoretically, should be done if this is going to be run like a business.

John Baldwin stated he has the firm belief that state employees can do a better job, as equal to, if not better than their private sector counter-parts. We see that time and time again where we are more efficient and can hold the costs down. There are good people in state government who are good stewards of their budget. GSE can provide a good service at a fair price and I should be able to buy that. We just need to give ourselves a chance to get there.

Mail Charges:

Greg Anliker distributed the "Mail Utility Charges Subcommittee Report". The sub-committee had responses from twelve states regarding their method of mail handling. Based on this sample, no consistent approach or solution was obvious.

The Committee recommends GSE Customer Council maintain the current mail utility rate structure, which is based on the metered mail volume and that the Customer Council scrutinize the cost associated with the mail section as we review future budget fees and associated factors.

It was noted in the recent DAS customer survey, the Mail Division had very high marks from its customers.

Financial Reports:

The financial information was e-mailed to each member electronically prior to the meeting. Denise Sturm answered various questions from the members. Members noted they appreciated receiving the information prior to the meeting to allow time for review. Information distributed was through November. Accounting is now working on the December information.

Marcia Spangler asked if there were any areas of concern. Denise responded if there were one concern, it would be the Association fee. Accounting is working with Tim Ryburn, since expenditures are exceeding resources. Denise noted some of this may be coding issues, are we coding to the correct account, etc.?

Denise Sturm advised, at some point a mid-year verification process is on the Customer Council timeline and we are so new into this process that any adjustment of rates in the middle of a year, especially in the infancy of these financial statement formats set up in the budget process, we may miss something if we do that. We may be better served looking at what we could do with subsequent year rates.

Customer Council Rate Dispute Resolution Process:

Charlie Smithson was asked by Chairman John Bradford to represent GSE Customer Council with other Customer Council chairs to discuss the Rate Resolution Process. An e-mail was sent out attempting to get a meeting together to discuss the process. It was noted the GSE Customer Council liked our process and really didn't want to move away from it.

After a brief discussion, this item is to be an action item for the next meeting. GSE Customer Council will move ahead with this Dispute Resolution Process.

Open Discussion:

After a brief discussion of items for the February agenda, the Customer Council asked that

rate setting materials be e-mailed to members and the February meeting was to be cancelled.

The March meeting to include electing a new chairperson, selecting a new member from a small agency and begin the rate setting process.

Adjournment

Meeting adjourned at 10:00am.

Next Meetings

February 11, 2005 --- meeting cancelled

March 18, 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

[Return to the top of the page](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[GSE Home](#)
[Customer Councils](#)


General Services Customer Council Meeting

Friday, March 18, 2005, 8:00 a.m. – 10:00 a.m. (*We have the room until 11:00 a.m. if needed*)
EMD Conference Room – Hoover Bldg. – Level A

Meeting called by

John Baldwin, Co-Chairperson

Members

John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Chuck Seel, Commerce/Utilities; Patrick Deluhery, GSE.

Agenda topics

- | | |
|--|--|
| 1. Call to Order | John Baldwin |
| 2. Opening Comments | |
| 3. Approval of 01-14-05 Minutes (Action Requested) | John Baldwin |
| 4. Appointment of new members (Action Requested) | John Baldwin |
| 5. Election of Chairperson | John Baldwin |
| 6. Transformation Efforts (Action Requested) | Mollie Anderson, Pat Deluhery & PSG |
| 7. Financial Reports (updates) | Denise Strum |
| 8. Customer Council Rate Dispute Resolution Process (Action Requested) | Charlie Smithson |
| 9. Service Categorization (Leadership, Utility, Marketplace) Discussion | Mollie Anderson |
| 10. Open Discussion | John Baldwin |
| 11. Adjournment | John Baldwin |

Next meetings

April 15, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room
May 13, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room
May 26, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room
June 09, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

June 23, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

July 14, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

July 28, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

August 04, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

August 18, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting Enterprise](#)

[General Services Enterprise](#)

[Human Resources Enterprise](#)

[Information Technology Enterprise](#)

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

March 18 , 2005

Members Present

John Baldwin, Corrections; Charlie Smithson, Ethics; Greg Anliker, Elder Affairs, Major Darrel Cox, DPS; Peggy Sullivan, Judicial; Marcia Spangler, DPH; Bob Straker, AFSCME.

New Members Present

Jim Chrisinger, DOM and Chuck Seel, Commerce/Utilities

Members Absent

Jennifer St. John, DNR; Mary Jane Olney, Ag; Greg Anliker, Elder Affairs

Others Present

Mollie Anderson, Director, DAS; Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE/Fleet & Mail; Tim Ryburn, GSE/CCM; Dean Ibsen, GSE/Design & Construction; Tera Harrington, GSE; Nancy Williams, GSE; Denise Sturm, DAS/Finance; Julie Sterk, DAS/Finance; Patricia Lantz, DAS/Legal; Barbara Bendon, DAS/Design & Construction; Miki Clark, DHS; Paula Hutton, Public Defender; Paula Newbrough, GSE/Mail; Mark Willemssen, Legislature; Carol Stratemeyer, DAS; Bob Rafferty, PSG, Armi Armajani, PSG.

Note: One vacant position - Member of Public

Call to Order

Meeting was called to order at 8:00am by Acting Chairperson John Baldwin.

Opening Comments:

None

Approve Minutes of January 14, 2005 meeting:

Major Cox moved to approve the minutes of the January 14, 2005 meeting. Marcia Spangler seconded the motion. Motion passed.

Appointment of new members:

Welcome to new members: Charles Seel from the Commerce Utilities Board and Jim Chrisinger from the Department of Management.

Election of Chairperson:

Marcia Spangler nominated Charlie Smithson to be Chairperson. Bob Straker seconded the motion. No other nominations received. Record Roll Call: John Baldwin (Aye); Major Cox (Aye); Marcia Spangler (Aye); Chuck Seel (Aye); Bob Straker, (Aye); Jim Chrisinger (Aye);

Peggy Sullivan (Aye); Charlie Smithson (Abstain). Nomination to appoint Charlie Smithson as the Chairman of the DAS/GSE Customer Council approved.

Charlie Smithson asked for nominations for vice-chair. Marcia Spangler nominated John Baldwin to be vice-chairperson. Major Cox seconded the nomination. No other nominations received. John Baldwin (Abstained). Motion carried.

Transformation Efforts:

Charlie Smithson asked why is this issue coming before the Customer Council? How does this affect our rates?

Pat Deluhery responded, GSE wants our customer base to understand what we are doing with our transformation efforts and we believe that the Customer Council is a great way to do that. DAS Director Mollie Anderson added; the Customer Council has a responsibility on behalf of the customers they represent to look at our efforts to improve customer service and our transformation to become a customer service agency, this would be an important issue to the customers and therefore would be important to this Council.

Bob Straker stated he believed it would be a topic for the Customer Council since it is a way to hopefully reduce costs to everybody. If PSG does their job and nothing comes of it, there is no cost. I can't imagine anybody being opposed to something that would possibly reduce your costs.

Director Anderson stated this Council has a role in guiding the Department of Administrative Services to be a more customer focused organization. The Governor set four goals in establishing this agency:

- 1) Improve customer service
- 2) Save money
- 3) Improve the use of our resources, both people and dollars
- 4) Streamline

Charlie Smithson asked if a contract has been entered into with PSG. Pat Deluhery responded, "Yes, a contract has been entered into which provides for customer council approval for the contract to be finalized."

Director Anderson stated DAS has the authority to enter into contracts and customer councils don't approve all the contracts we enter into. This project does affect products you are responsible for setting the rates for and therefore it has come before you. What I would like you to do today, is to have an open mind, to listen to the presentation and comment on whether you think it would be helpful. It doesn't mean it has to be signed today, we are trying to introduce the topic to you and ask for your guidance.

Chuck Seel noted the question is, do we support the concept? From what I know about it, I do, I think it makes sense.

John Baldwin stated he believed this does have a direct relationship to this particular council. We are bound to find the cheapest way to produce the very best service; this is one of our primary roles. It is probably our most crucial issue – we must drive structural change to make the State more efficient. This is one of our primary roles.

Director Anderson noted the purpose for putting this item on the agenda is to encourage you to support the concept. I value your input and value your role – we are not trying to do this behind the scenes.

Pat Deluhery noted the following points:

Benefits of the agreement

- It is an addendum to an existing contract PSG has with the State of Iowa.
- Assist GSE in entrepreneurial management.
- Real changes in General Services.
- The focus of the first work is purchasing.
- PSG will only get paid if there is an increase in revenue from sources other than our current customers. We expect rates will decrease for customers for the purchasing service.
- Others buy off our contracts without contributing to the negotiating. We want them to contribute to the negotiating of those contracts so that everyone who pays and gets value off the contracts, helps pay for the employees and the work that is done to achieve those contracts.

Armi Armajani discussed outcomes which PSG would be accountable through contractual arrangements with GSE:

- The subscription rates you pay for procurement services will go down. PSG believes we can generate revenue from others outside of state government who are not paying the subscription rates, by having them use the procurement products GSE is producing.
- An improvement in customer service. DAS has a systematic marker that measures your satisfaction with the products and services they produce.
- Helping state government operate more efficiently. The price you pay for the goods and services you get off the master contracts GSE has set up, are going to go down. GSE is investing in an analysis of all of its sourcing – its procurement practices. That analysis will produce information about what we buy, how we buy it and recommendations on how to buy it more smartly. Over time those recommendations will be implemented in commodity area by commodity area, the result will be GSE will negotiate better prices.

Outcomes you should expect are:

1. A reduction in the rates over the next two fiscal cycles.
2. Improved customer satisfaction with GSE services and better prices on the goods and services you buy off of GSE contracts.
3. PSG is committed and at risk to work with GSE to produce these results. Our fees are tied to the extent to which those results are produced.

Charlie Smithson – At this point you are focused on purchasing? One of the things we are concerned about, is that the savings we are going to net for the agencies, are going to be returned to them. How much of the savings achieved from additional resources, are you entitled to under the proposed contract?

Bob Rafferty stated PSG's fees will be tied to the increase in revenue along with the customer satisfaction element in the second year; it won't be tied to the percentage of savings from the purchase of goods. Increase in revenue in the first year is 45% then it drops down to 20% in year two with a potential of up to 10% based on customer satisfaction.

Jim Chrisinger stated it is incumbent on us to make sure this is a "win win" situation.

Director Anderson stated we want PSG to help us look at how we sell all of the services of DAS even though we have separate agreements.

John Baldwin asked how finance planned to track expenses/income. Denise Sturm stated

they would probably set up a separate organization and this would be incorporated in the monthly financial process.

Armi Armajani stated you have a choice about what you do with these extra revenues; however, I would encourage you to be thoughtful about that choice because I have worked with other customer councils in other jurisdictions that get themselves in wild swings in their rates which really confuses your department budgets. You can capture some of your financial benefit here by actually reducing the rates in the subsequent years and you can also capture some of the benefit by getting a rebate from GSE to its customers. When you reduce the rates, you should be conservative, give yourself as much benefit as you can, but be conservative, because you don't want to be facing a subsequent year having to raise the rates again.

Pat Deluhery noted reductions in rates we are talking about today is in purchasing. The transformation effort is talking about the whole of General Services. When we get this project moving, we will focus one by one on other lines of services.

John Baldwin remarked:

- Focus on where we can reduce the cost to the customer.
- Accounting is crucial; we need to start showing a gain. If there is a gain, advertise that.
- We need to somehow to drive home to our respective departments that we are expecting GSE to be more customer focused.
- We should hold the PSG folks and DAS exceptionally accountable.

Jim Chrisinger made the motion for the council to express their support for the joint work of PSG and the GSE as embodied in the Addendum # 4. Chuck Seel seconded the motion. Charlie Smithson noted the motion was to conceptually approve the concept set here and the Council reserves the right to look at the contract and make any specific concerns known to DAS at the next meeting. Motion passed.

Financial Updates:

Denise Sturm noted:

- Reports are very similar to what you have seen in the previous months.
- We are looking into the revenues to make sure that they are correctly stated and February financials are very close to being completed.
- We will work on our delivery method to you on the monthly financial side.
- If you have any questions, I would ask that you follow-up directly with me if you have questions about the financial statements.
- Finance does a modified accrual approach in preparing the financial statements, we don't just take what is on I/3 and the % of revenue versus where we should be on this target – target is that we should be 58% the end of January – we are at 66% so I tried to determine if that is valid or not.
- Denise distributed the financial document.

John Baldwin asked for discussion about the percentage of salary adjustment that went into these numbers. Since Denise had left, this will be an item for discussion for the April meeting.

Peggy Sullivan noted there should be discussion on the insurance costs since the numbers were probably projected at 15% increase in insurance cost & those came in at approximately 10%.

Charlie Smithson noted the financials should be sent out electronically prior to the meeting.

Customer Council Rate Dispute Resolution Process:

Charlie Smithson reassumed the chair. Frequently Asked Questions About Entrepreneurial Management document was distributed.

Director Anderson discussed question # 6 "How has entrepreneurial management changed the way DAS provides services".

- Utilities – The Governor and the DAS Director determine where we think there are economies of scale savings that can be achieved by the State Executive Branch buying from one entity. It is the Customer Council that sets the rates for those utilities and the Customer Councils also decide the level of service to receive.
- Leadership is a function of a policy nature, it is a function where you would say the citizens should own it and where it's not clear that one customer could, i.e. Capitol Ceremonial space. It is a leadership function and is funded by an appropriation.
- Marketplace is intended that the products and services are competitive with the marketplace and the customers have complete choice. They can either choose to buy from DAS or anyone else either in private or maybe another public entity, who might deliver those services at a better price or better quality.

You have the three categories and each year the Governor and the Director of DAS have a discussion about this issue. The final authority is up to the Director of DAS in the Code of Iowa.

Director Anderson advised her appearance before several different appropriation committees, has been an effort to say that if these are necessary services, our utilities are things that have to be purchased – to not fund you the \$3.51 square foot assumes that you don't need space. If they do not fund you, then how do they expect you to house the employees who do the very important things that you do. \$3.51 per square foot is a very reasonable price when compared to what we pay in the private sector where the average square foot price is closer to \$14.30. Your offers were constructed in such a way that we tried to give you that information early enough that you could add that to your offers and then request the appropriate money to pay us for those services.

We all have to educate the Legislative body on the cost of doing business – this is a cost of doing business. Every business has to have a place to work from, supplies to do your work, technology, phone, etc., and you just have to educate them about those costs.

Charlie Smithson advised he submitted a letter to Director Anderson, advising he believed there are two services that should be moved: 1) Auditor fees which are assessed DAS that are then passed to all of the agencies through the association fee. If you look at the Code of Iowa, the Auditor of State has statutory of authority to assess certain agencies fees for the performance of examinations, one being DAS. 2) Space and Lease Management – it is better served as a Leadership function. You are the "state's landlord". I think you have some very important and necessary roles and duties as the state's landlord - the problem being, it makes you have to be a beauracrat entity and there is some disconnect with some of the customers who are saying if we are paying for things, let us have more control over our space.

Jim Chrisinger advised the budget process has a long way to go this year and we are early in our relationships with the Legislature about the way this functions. It behooves us all to keep pounding away at educating them about how this system works and why it needs to work the way it works. I couldn't vote for a rate structure that we couldn't afford.

Charlie Smithson stated he would like to see, in the cheapest way possible, the Council could get copies of whatever letters you receive from our customers concerning the GSE services. If you have received any other communications, other than my own, about what services should

be part of each of the classifications. Director Anderson responded, we can do that.

Open Discussion:

Pat Deluhery distributed information:

- Document advising of the May 9, 2005 Customer Council Feedback session meeting, you are all invited and encouraged to attend.
- Calendar for the Council in terms of decision making process

Charlie Smithson:

- I am going to appoint a Customer Relations Subcommittee of Baldwin, Spangler and Anliker. The charge to your subcommittee is, in coordination with other members of the council and in coordination with DAS, I want to make sure that all of our customers are aware of when meetings are. I am amazed by the lack of feedback we are getting from our customers, I want to make sure that we are engaging in communications with our members, departments and agencies, that they know they can participate in this process.
- I want as a permanent agenda item, "Customer Feedback", even if for the month there has been none
Think about moving our meeting from location to location; explore the possibility of not always meeting in this room.
- In the minutes, it was stated DAS was going to meet with each agency and explain office space rules, requesting space changes, etc., have those meetings occurred?
- Dean Ibsen stated they have not occurred at this time, hopefully, we will begin working on that in the next couple of weeks.
- Space Standards; make this an agenda item for the April 15, 2005 meeting.
Has DAS or the Customer Council invited the Legislature to participate in this Customer Council? Pat Deluhery advised, yes, we have formally asked the Legislature, we have sent letters to both Mike Marshal and Margaret Thomsen, Mark Willemssen was asked to follow-up with Mike Marshall and Margaret Thomsen, stating he would be interested in having the Legislature having a representative at the table.
- Charlie issued a challenge to DAS, the Council and our customers – I want us to think "outside the box", be very open when we get to this next rate setting process and really think about ways we can improve what we have gone through and change the mindset, if need be, to get to where we need to be with this process. Our customers expect results. We are going to have some items that are going to take up our time. In the past we have been too quick on some things, we have not been able to spend the time and I think we need to be prepared, as we go through this next rate setting, to roll up our sleeves and really dig into the important issues. Unfortunately, that is going to take up some of our time. Hopefully, we are all prepared for that.

Next Meeting

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

Adjournment

Major Cox made the motion to adjourn. Chuck Seel seconded the motion. Motion passed. Adjourned at 10:15am.

Respectfully submitted,

Nancy Williams, GSE

[Return to the top of the page](#)

[State Accounting](#)
Enterprise

[General Services](#)
Enterprise

[Human Resources](#)
Enterprise

[Information](#)
[Technology](#)
Enterprise

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

Friday, April 15, 2005, 8:00 a.m. – 10:00 a.m. (*We have the room until 11:00 a.m. if needed*)
EMD Conference Room – Hoover Bldg. – Level A

Meeting called by

Chairman Charlie Smithson

Members

Charlie Smithson, Ethics & Campaign Disclosure; John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Chuck Seel, Commerce/Utilities; Patrick Deluhery, GSE.

Agenda topics

- | | |
|---|--|
| 1. Call to Order | Charlie Smithson |
| 2. Opening Comments | |
| 3. Approval of 03-18-05 Minutes (Action Requested) | Charlie Smithson |
| 4. CRM Billing (45 minutes) | Pat Harmeyer |
| 5. Customer Feedback (Discussion) | Charlie Smithson |
| 6. Customer Relations Subcommittee Report | Baldwin, Spangler, Anliker |
| 7. Dispute Resolution (Action Requested) | Charlie Smithson |
| 8. Transformation Efforts (Discussion/Action Requested) | Mollie Anderson, Pat Deluhery & PSG |
| 9. Financial Reports (updates) | Denise Sturm |
| - DAS Salary Adjustment (Discussion) | |
| - Insurance Costs (Discussion) | |
| 10. Space Standards (Discussion) | Dean Ibsen |
| 11. Rate Setting Process for FY07 | Charlie Smithson |
| 12. Business Plans | Charlie Smithson |
| 13. Open Discussion | |
| 14. Possible topics for next meeting | Charlie Smithson |
| 15. Adjournment | |

Next meetings

April 15, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

May 13, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

May 26, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

June 09, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

June 23, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

July 14, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

July 28, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

August 04, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

August 18, 2005 (Friday) 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)

[General Services
Enterprise](#)

[Human Resources
Enterprise](#)

[Information
Technology
Enterprise](#)

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

April 15, 2005

Members Present

Charlie Smithson, Ethics; John Baldwin, Corrections; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Jane Olney, AG; Greg Anliker, Elder Affairs; Chuck Seels, Commerce/Utilities.

Members Absent

Major Darrel Cox, DPS; Peggy Sullivan, Judicial; Bob Straker, AFSCME.

Members Excused

Jim Chrisinger, DOM

Note: Vacant position: Member of Public

Others Present

Mollie Anderson, Director, DAS; Patrick Deluhery, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Linda Plazek, DAS; Denise Sturm, DAS; Julie Sterk, DAS; Patricia Lantz, DAS; Barbara Bendon, DAS; Pat Harmeyer, DAS; Carol Stratemeyer, DAS; Paula Hutton, Public Defense; Paula Newbrough, GSE/Fleet & Mail; Mike Pringle, DAS; Deb Madison-Levi, DAS; Mark Willemssen, Legislature; Bob Rafferty, PSG; Miki Clark, DHS.

Call to Order

Meeting was called to order at 8:00am by Chairperson Smithson.

Opening Comments:

Opening comments by Chairperson Smithson:

- We need to work on improving the level of trust between Council and DAS.
- The Council wants to make sure they have all of the information they need.
- There are some very competent Council members who can help GSE solve some problems. Additionally, some of the members have political connections that can help.
- As we go through the rate setting process in the next couple years, we have an opportunity to really make this experiment work, noting he would like to see more direct billings, service level agreements and other types of packages brought forward.
- Council does not have a "line item veto", but there are some things Council can say we are not interested in funding and then DAS has the option of how they are going to pay for it. Council is not going to be able to say yes to everything.

Vice Chairperson Baldwin commented in the second year of our creation it is clearly in our best interest to show that State Government can make a change. GSE is starting to move for a change, we cannot keep on doing business the same old way. We have to make some sort of pivot to save all the precious dollars that we can.

Approve Minutes of March 18, 2005 meeting:

Correction to the minutes – Greg Anliker was shown as both present and absent, he was absent from the March 18, 2005 meeting. Marcia Spangler moved to approve the minutes of the March 18, 2005 meeting with correction noted. Greg Anliker seconded the motion. Motion passed.

CRM Billing:

Pat Harmeyer, Denise Sturm and Mike Pringle made a presentation on this topic. (Copy of their Power Point presentation will be attached to the minutes and on the GSE Customer Council web page).

Director Anderson commented this is one of the major things that put a different face on the department; there has been a long frustration about the billings. Customers will see everything they get from DAS at one time, allowing them to be in an informed position to evaluate what they were billed for and it will allow DAS better information. We are anxious for this to come “live” since this gives us better management information about what our customers use.

Director Anderson noted it makes the difference between “growth” and “no growth”. If we are going serve customers outside of state government, you must have a system you can rely upon distinguishing between state customers and others as well as making certain that everyone is getting correctly billed. For us being able to expand to cities and counties, this system is absolutely critical.

Customer Feedback & Customer Relations Subcommittee Report:

Chairperson Charlie Smithson combined these two topics and asked Vice Chairperson Baldwin to report. John Baldwin stated the committee has met, are in the process of preparing a summary, and will forward the summary to Chairperson Smithson within the next week. This will be an agenda item for the next meeting.

Dispute Resolution:

Chair transferred to Vice Chairperson Baldwin. Charlie Smithson noted a change in the section entitled “Purpose”, Section B – the addition of: “Pursuant to Iowa Code chapter 8A, and 11 Iowa Administrative Code 10.3, the Director of the Department of Administrative Services has the final authority to designate a service as a utility, upon consideration of economic factors, and input from applicable Customer Councils and upper levels of the Executive Branch. Additionally, noted in “Process”, B2 and B4, both reference a number of days. Council members agreed this should be business days.

After brief discussion, Charlie Smithson moved to approve this document with the additional items noted above. Greg Anliker seconded the motion. Motion passed.
Chair transferred back to Chairperson Smithson.

Transformation Efforts:

Director Mollie Anderson noted at the last meeting each Council member received a copy of the project agreement between DAS and Public Strategies Group (PSG). This agreement is something DAS is asking Council to comment on, it is something Director Anderson has the authority to enter into, but your thoughts and opinions about this agreement are important.

DAS wants to ask PSG to be our re-invention partner for three things: 1) To improve customer service, 2) Improve DAS revenues and services, 3) Improved employee satisfaction.

PSG would be paid for out of increased revenues, improved customer service, reduced rates

and happier employees.

Greg Anliker stated this is not a bad idea; however, he doesn't comprehend how PSG's ideas or issues are actually going to help DAS implement things. How is that going to help you manage your workload?

Director Anderson responded one of the things we need to do is to really look at all things that we do in DAS, prioritize which of those things are most important and decide whether there are some things we really should get out of doing. It's a question of directing our resources in the places where they should be. It is a matter of saying, do we have our priorities right.

Director Anderson noted PSG has a vested interest in this succeeding. They are a national organization, they want this to work because their company will work at trying to encourage other people to do this; they need to make certain it works. If it doesn't work, DAS doesn't have to pay.

John Baldwin stated he would also support it. GSE will have the opportunity to show everyone you can make some changes. You have to send the message to people, that a true operational agency is making a structural difference.

Director Anderson stated we believe it is a good alternative to privatization; we believe that a good place to try it is Iowa.

Marcia Spangler asked the following questions specifically to the contract:

- Page 1, Item B – it refers to the 2005 baseline. Do you have a description of what that is?
 - Denise Sturm stated it would be our annual fiscal statement for the department. It would be the 4th quarter of the end of 2005.
- Page 4, Item F (Formula for compensation) – it would appear to me that PSG will receive compensation if state revenue's in the GSE Purchasing Revolving Fund goes up. Is that true?
 - Debbie O'Leary stated that PSG would only receive compensation if new revenue was identified. Not revenue from existing sources, like the purchasing subscription fee.
 - Bob Rafferty stated it is not the intent for PSG to receive compensation if the purchasing subscription fee increases. That was one of the issues we wanted to make very clear, that the increase had to be non-subscription involving the purchasing revolving funds. It's about rebates, some of that may be because of increased purchases within state government but wouldn't be fees related to the subscription.
- Page 5, there are several times that it talks about that something will be attached to this addendum. Have you finalized the addendums?
 - Director Anderson stated No.

Charlie Smithson stated it's a great idea and I think you should be trying to do transformation efforts. The Council is going to want to see more of this type of information brought before Council in the future. Director Anderson stated, as it relates to Utilities, she would be happy to do that.

Financial Reports:

- **DAS Salary Adjustment**
 - Denise advised an e-mail was sent to all members entitled "Questions by Customer Council on projected Payroll" and there is also an Excel spreadsheet that gives two assumptions.

- **Insurance Costs**

- Denise stated these Questions by Customer Council also discussed insurance costs.

Denise answered questions about financial information distributed.

Chairperson Smithson asked Denise to have the finalized tentative '06 rates next month. We want to take another look at them after Legislative session. You don't need to send out anything, this is just a "heads up" to have this information available.

Space Standards:

The GSE Office Space Standards have been e-mailed to all members prior to this meeting.

Policy of DAS, when assigning space is to ensure all space owned by the State is used to its full potential and is fairly allocated. All state owned space is managed to ensure effective and efficient utilization as well as fair allocation.

Barbara Bendon stated she surveyed some local companies with regard to how they handled space management.

Principal – 8' x 10' is currently the standard.

Wells Fargo – assign space based on level of position.

Wellmark – they do on a "type" of office - based on space/functionality and not titles. Checked the Web for Colorado, Montana and places in Canada and generally, the office space standard is an 8' x 10' space.

After checking with the private sector and the web, it appears the DAS office space standards are generous. GSE will continue to monitor space standards.

Chairperson Smithson stated he still believes that the Space Management position should be shifted to Leadership.

Chairman Smithson asked for a status on the meetings with the agencies that were supposed to happen about space standards, etc.?

Barbara Bendon stated due to the amount of priorities, this is not complete. Barbara stated she would make the assurance that, by the next meeting we will have met with all of the customers and the presentation will be completed and we will be able to bring back some results.

Rate Setting process for FY07:

This topic is on the agenda since it is on the "Customer Council Schedule".

Chairperson Smithson stated he would like to see what "shakes out" from this Legislative session. Look at the FY06 rates for final approval, some of that may be based on how well all of us do through the Legislative passage. Then, we need to get into FY07, doing some of the things we have outlined the last couple months about trying to be entrepreneurial, not just shifting bureaucracy, but do things a little bit differently.

Business Plans:

This topic is on the agenda since it is on the "Customer Council Schedule". Nothing new on this item.

Open Discussion:

None

Possible topics for next meeting:

- FY06 Rate
- Rate Setting process for FY07
- Business Plans

Council asked to leave the date of the next meeting as May 13, depending on whether or not Legislature is still in session.

Adjournment:

Member Seel moved to adjourn this meeting at 9:45am. Member Olney seconded the motion. Motion passed.

Next Meetings:

May 13, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
May 26, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
June 9, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
June 23, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
July 14, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
July 28, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
Aug. 4, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
Aug. 18, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE

[Return to the top of the page](#)

[State Accounting
Enterprise](#)

[General Services
Enterprise](#)

[Human Resources
Enterprise](#)

[Information
Technology
Enterprise](#)

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

Friday, May 13, 2005, 8:00 a.m. – 10:00 a.m.
EMD Conference Room – Hoover Bldg. – Level A

Meeting called by
Chairman Charlie Smithson

Members
Charlie Smithson, Ethics & Campaign Disclosure; John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Chuck Seel, Commerce/Utilities; Patrick Deluhery, GSE.

Agenda topics

- | | |
|--|---------------------------|
| 1. Call to Order | |
| 2. Roll Call | |
| 3. Approval of 4-15-05 Minutes (Action Requested) | Charlie Smithson |
| 4. Opening Comments | Charlie Smithson |
| 5. Update on association meeting with agencies | Dean Ibsen Barb Bendon |
| 6. Update on 2005 Legislative action | Mark Johnson |
| 7. Final approval of FY '06 rates (Action Requested) | Charlie Smithson |
| 8. Open Discussion | |
| 9. Adjournment | |

Next meetings

May 26, 2005 8am-10am Hoover/A-Level EMD Conf. Room
June 09, 2005 8am-10am Hoover/A-Level EMD Conf. Room
June 23, 2005 8am-10am Hoover/A-Level EMD Conf. Room
July 14, 2005 8am-10am Hoover/A-Level EMD Conf. Room
July 28, 2005 8am-10am Hoover/A-Level EMD Conf. Room
August 04, 2005 8am-10am Hoover/A-Level EMD Conf. Room

August 18, 2005 8am-10am Hoover/A-Level EMD Conf. Room
September 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room
October 13, 2005 8am-10am Hoover/A-Level EMD Conf. Room
November 17, 2005 8am-10am Hoover/A-Level EMD Conf. Room
December 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)

[General Services
Enterprise](#)

[Human Resources
Enterprise](#)

[Information
Technology
Enterprise](#)

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

May 13, 2005

Members Present

Charlie Smithson, Ethics; John Baldwin, Corrections; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Jane Olney, AG; Greg Anliker, Elder Affairs; Chuck Seel, Commerce/Utilities, Major Darrel Cox, DPS; Peggy Sullivan, Judicial, Bob Straker, AFSCME; Jim Chrisinger, DOM.

Members Absent

Public Member – Vacant

Others Present

Mollie Anderson, DAS Director; Patrick Deluhery, GSE; Debbie O'Leary, DAS; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Linda Plazak, DAS; Denise Sturm, DAS; Julie Sterk, DAS; Barbara Bendon, GSE; Paul Carlson, DAS; Paula Hutton, DPD; Paula Newbrough, GSE; Miki Clark, DHS.

Call to Order

Meeting called to order by Chairperson Charlie Smithson at 8:00 a.m.

Roll Call

Member Roll Call taken by Secretary Nancy Williams.

Approve Minutes of April 15, 2005 meeting:

Jennifer St. John moved to approve the minutes as written. Chuck Seel seconded the motion. Motion passed.

Opening Comments:

Chairperson Charlie Smithson

- No Customer Feed Back Agenda item, waiting for the Customer Relations Subcommittee to issue its report on May 26 or at our June meeting.
- Status of appointing a Public Member? Pat Deluhery stated because of changes within DAS, we have not made this appointment. Chairperson Smithson noted perhaps we should bring the Public Member on after the rate setting process is completed.

Director Anderson

- Change in leadership in the General Services Enterprise.
- A part of the desire to create an entrepreneurial organization is to establish businesses

in state government that add value to our state government services. In addition, in the passage of Legislation it was intended that we would be able to extend those services to cities, counties, schools and other municipalities that had administrative needs. In doing so, provide a bigger economy of scale savings and provide savings to our state customers.

- We are now at the point where we have an interest from some cities, counties and schools, in some of the products and services we have to offer.
- DAS Leadership held a strategic planning session and during that session this was one of the key concerns. It became very clear to me that we had someone in the organization with this experience. Twenty-five years of being a legislator and being very active in community, regional organizations, it seemed very obvious to me that it would be good to ask Pat Deluhery to do this. We created a position called the Strategic Partnership Director and I have asked Pat Deluhery to do that effective May 15, 2005. Pat will report to me, we will work very closely on a strategic plan to look at what programs and services we will offer to cities, counties and schools. We will develop a strategic plan working with the Enterprise managers as to what businesses we think have the most opportunity and would have the most opportunity to really reduce costs for our state customers.
- I looked within the organization, how could I make better use of the people, the resources within the department, to shift or change worlds in order to hold cost down and yet get the job done. Paul Carlson has been very active in a number of GSE's businesses and it seemed like he would be the right person. Paul will become the Chief Operating Officer of the General Services Enterprise effective May 15, 2005.

Update on Association Meeting with Agencies – Dean Ibsen/Barbara Bendon:

Dean discussed:

- We have had meetings with virtually all of the agencies that are part of the association.
- Each agency received a notebook (copy given to each Council Member)
- Meetings included: Dean Ibsen, Barbara Bendon, Tim Ryburn and either Bonita Lane or Randy Howard who work closely with facility issues.
- We reviewed the purpose of the Department of Administrative Services goals, entrepreneurial management, why we are doing this in terms of space and leasing issues. We explained how we calculated the square footages, our services, how we make adjustments in space needs, rates, complaint process, etc.
- Questions that came up included conference rooms. We discussed that if a conference room is within their space or if they are the ones that schedule it, they should be the ones that pay for the space but we also ask that they allow other agencies to use those conference rooms.
- Questions about storage space, the rule adopted by the Customer Council, if a storage room is under 1,000 square feet, it gets charged at the same rate as an office space. If storage is over 1,000 it gets charged at the reduced storage rate.
- Questions about the status of the Wallace Building. For FY '06 we have pulled out about 50,000 square feet of space in the Wallace Building in our calculations. This is space that has been vacated by the Labs agencies that have moved to Ankeny. The Infrastructure Bill right now has \$625,000 in it for minimal improvements to the Wallace Building but there has been no determination on whether the building will be renovated or demolished. We have not yet determined how we are going to use that vacant space. We have explained to agencies that we are going to be looking at how we can most easily and inexpensively put those vacant spaces to use in the coming months. Many agencies have already given us their requests for space; we will be reviewing all of those and making some determinations.
- Barbara Bendon stated conference rooms seemed to be a big issue with the agencies.
- Dean Ibsen stated each of the agencies got a spreadsheet that summarized their square footage, where it is located and we asked for a sign-off from them saying that they understand the square footage, etc.
- Director Anderson stated one of the goals of entrepreneurial management was to

ensure we make the best use of the space on the Capitol Complex, 99% of the Capitol Complex is rented at the current time. The best way for the system to get a return on the investment of this building is to ensure that all the space is being used – at the current time we have met that objective.

- Barbara Bendon stated they had met with everyone except Dept. of Transportation who has a very small space in the Lucas; they have requested a conference call. Also the Legislature, they have storage space in the Lucas Building. They have asked us to wait until after session and the final one is the Lab, which is in the process of moving from the Wallace Building to Ankeny. The only other people we have to meet with are customers off complex.
- Ankeny Laboratory – June 7, 2005 is the public open house for the Ankeny Laboratories and if this group wanted to attend that, it would be a good opportunity for you to see what that laboratory looks like. They will pay a higher cost per square foot than the people do on the Capitol Complex and you may get some questions about that. Lab rate will be the regular rate plus the surcharge.

Update on 2005 Legislative Action – Mark Johnson:

- Currently, the Senate has eight of ten appropriations bills that are still in play and the House has two. Most of the bills have been voted on and they are being held under “motions to reconsider” except for the Education bill where the Senate still needs to act, the House has not concurred and the best guess is that bill will go to conference committee.
- Budget is still up in the air – that is the big issue they have to solve.
- Salary bill – has been passed. It is funded at approximately 90%. By the best estimate I have been able to get, there is approximately \$48.2 million of general fund need in the bill based upon what is being funded and approximately \$43.3 million dollars has been appropriated for the bill. There is salary projection information being prepared by DOM, if you have not received it, you should be receiving it shortly.
- DAS budget, the Admin and Reg budget bill has been passed by both chambers. It is being held under a motion to reconsider. They have both passed the same version; it will go to the Governor.
- The biggest issue we have with that particular piece of legislation is that the General Assembly decided to authorize us to expend, for our general operation, approximately \$360,000 out of Revolving Funds accounts that we have. The money is tied to a General Fund appropriation they gave us last year - \$1.9 million dollars for cash flow purposes. We were planning to use that money to make sure that those Revolving Funds stay in the black as they have to. They are basically telling us that we have to pay back \$360,000.
- We have now got to come up with a plan as to how that \$1.9 million dollars will be dealt with in the future, whether it is a full payback, partial payback, the time frame, the impact that potentially has because I believe four of those funds are within GSE.
- Issues that did not pass:
 - A bill to eliminate our day-trip fleet and put that operation out for bid.
 - Master contract legislation.
 - P-card issue that would have potentially increased costs to state agencies.
- Bills enacted:
 - Legislature enacted a bill requiring all departments to provide electronic notification of any bidding opportunities a department would be moving forward with. We currently maintain a state website; we post all of our bids there. All state agencies will be required to provide a link or to provide a notice on that state website moving forward. If an agency with purchasing authority is going out for bid and does not utilize that website, the bid, under the statute, is declared to be void. There is some clarity issue that may need to be dealt with at some point down the road. We are continuing to look at the procurement issue and we will be encouraging them to do a procurement study and reviewing the model procurement act.

Final approval of FY '06 rates:

- FY '06 rate was tentatively approved at \$3.51/sq. ft., up from \$3.15/sq. ft. for FY '05. The \$3.51 encompasses the space management fee but not the leasing fee. The leasing fee is paid separately by agencies that lease out.
- It is the question of \$3.15 to \$3.51 – that is the only issue on the table at this time.
- Major ingredients in the rate, what has increased this rate. Director Anderson stated there is material in the packet today that provides information on this.
- Discussion:
 - Ankeny Surcharge
 - Timeframe of the rate notification to agencies
 - Agency surveys/results – feedback from customers
 - Salary adjustments
 - Reports/information Customer Council members requested for the next meeting
- Greg Anliker moved to defer the final approval of the FY '06 rates until the May 26, 2005 meeting. Mary Jane Olney seconded the motion. Motion passed.

Open Discussion:

- Pat Deluhery noted part of his new job would be reaching out to our customer agencies.
 - Charlie Smithson asked for budget deadline dates
 - Preliminary rate setting must be completed by July 19, 2005
 - 30 Day Comment Period
 - Set permanent rate – must be done by September 1, 2005

Adjournment:

Marcia Spangler moved for adjournment of the meeting. Greg Anliker seconded the motion. Meeting adjourned at 9:45a.m.

Next Meetings:

May 26, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
June 9, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
June 23, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
July 14, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
July 28, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
Aug. 4, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room
Aug. 18, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

Respectfully submitted,

Nancy Williams, GSE

[Return to the top of the page](#)

[State Accounting](#)
Enterprise

[General Services](#)
Enterprise

[Human Resources](#)
Enterprise

[Information](#)
[Technology](#)
Enterprise

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

Friday, May 26, 2005, 8:00 a.m. – 10:00 a.m.
EMD Conference Room – Hoover Bldg. – Level A

REVISED (May 25, 2005)

Meeting called by
Chairman Charlie Smithson

Members

Charlie Smithson, Ethics & Campaign Disclosure; John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Chuck Seel, Commerce/Utilities; Patrick Deluhery, GSE.

Agenda topics

1. Call to Order
2. Roll Call
3. Approval of 5-13-05 Minutes (Action Requested) Charlie Smithson
4. Opening Comments Charlie Smithson
5. Final approval of FY '06 rates (Action Requested) Charlie Smithson
6. Review and approval of FY '06 Rates (Action Requested)
 - Design & Construction rates
 - Risk rates
 - Depreciation rates
7. Open Discussion
8. June 9, 2005 (Thursday) Meeting Agenda Items
 - Begin FY '07 rate discussion
9. Adjournment

Next meetings

June 09, 2005 8am-10am Hoover/A-Level EMD Conf. Room
June 23, 2005 8am-10am Hoover/A-Level EMD Conf. Room

July 14, 2005 8am-10am Hoover/A-Level EMD Conf. Room
July 28, 2005 8am-10am Hoover/A-Level EMD Conf. Room
August 04, 2005 8am-10am Hoover/A-Level EMD Conf. Room
August 18, 2005 8am-10am Hoover/A-Level EMD Conf. Room
September 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room
October 13, 2005 8am-10am Hoover/A-Level EMD Conf. Room
November 17, 2005 8am-10am Hoover/A-Level EMD Conf. Room
December 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[GSE Home](#)
[Customer Councils](#)


General Services Customer Council Meeting

May 26, 2005

Members Present

Charlie Smithson, Ethics; John Baldwin, Corrections; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Jane Olney, AG; Greg Anliker, Elder Affairs; Chuck Seel, Commerce/Utilities; Peggy Sullivan, Judicial; Jim Chrisinger, DOM.

Members Absent

Major Darrel Cox, DPS – Excused
Bob Straker, AFSCME – Absent
Public Member – Vacant

Others Present

Mollie Anderson, DAS Director (by conference call); Paul Carlson, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Linda Plazak, DAS; Denise Sturm, DAS; Julie Sterk, DAS; Patricia Lantz, DAS; Barbara Bendon, GSE; Paula Hutton, DPD; Paula Newbrough, GSE/Mail; Matt Coulter; Mark Willemsen, Legislature; Bob Rafferty, PSG; Mark Johnson, DAS; Miki Clark, DHS; Kathy Shannon, GSE; Pat Deluhery, GSE.

Call to Order

Meeting called to order by Chairperson Charlie Smithson at 8:00 a.m.

Roll Call

Member Roll Call taken by Secretary Nancy Williams.

Approve Minutes of May 13, 2005 meeting:

Greg Anliker moved to approve the minutes as written. Chuck Seel seconded the motion. Motion passed.

Opening Comments:

Chairperson Charlie Smithson

- No opening comments

Director Anderson (Via conference call)

- Welcome to Paul Carlson in his new position of GSE COO. Paul has a wealth of state government experience, a lot of financial background and I think he will help to improve the financial viability of the businesses within the General Services Enterprise.

- GSE Customer Council, you will be requested to take action on the FY '06 rates tentatively approved last fall. Additionally, you will be asked to approve three rates: Design & Construction, Risk and Depreciation rates.
- In our current Administrative Rules regarding rates, the rules require rates be established no later than September 1 of the year preceding the rate change. You will need to request a waiver in order to approve these rates. We need to be mindful in the future, rates are to be finalized on September 1.
- If a request for a waiver is made, I will approve that request.

Chairman Charlie Smithson

- Petition for Partial Waiver of the Sub rule 11 – 10.7(3) “Rate Setting” was sent to the Council members.
- Mary Jane Olney moved to file the written petition for partial waiver of sub rule 11 – 10.7 (3). Greg Anliker seconded the motion. Motion passed.
- Petition is now deemed filed by the Council. Director Anderson states she plans to approve the waiver.

Review of FY '06 rates approved in September '04 (Action Requested):

Discussion

- Mary Jane Olney advised she is very concerned about the surcharge for the Ankeny Laboratory space.
- John Baldwin read a comment from Public Safety; they wanted the GSE Customer Council to know they did not receive money for the Ankeny Labs facility.
- Chairman Charlie Smithson asked attorney Patricia Lantz, “is this surcharge even something that the Council oversees?” Ms. Lantz stated, if this is defined as a “Utility” by DAS, then it would be under this purview.
- Denise Sturm stated there were meetings last fall that did discuss how GSE would deal with the ongoing maintenance of the building and custodial requirements of the building. Also, during the rate setting process, the Ankeny Labs surcharges were brought forward and charges were projected in a communication given to customers in September. Rates were also put on the web for review as part of that 30-day comment period. There was communication to those customers about the rate and what the new costs would be. The surcharge was included in all projections.
- Denise Sturm advised some items making up the Ankeny surcharge include:
 - Increased and qualified staffing to care for this laboratory.
 - Specialized air filters costing approximately \$40,000/year.
 - Ankeny Labs are pressurized.
 - Heating, Ventilation & Air Conditioning systems 24/7 year around.
 - Special water softeners, vacuum pumps, specialized lighting.
 - 24/7 monitoring of alarm systems. Including, intruder detection systems, which was not part of our original agreement. Minimum bid from an outside vendor for this service was \$75,000.
 - Specific humidity controls and settings.
 - Agencies require GSE staff to be escorted while working in sensitive areas (which is most of the Labs).
 - Agencies are requiring GSE to work around their schedules.
 - Large amount of specialized surfaces to maintain.
 - Specialized flooring.
 - Maintenance staff will be required to have specialized safety gear for working on roofs, air handlers and acid pits and required physicals and training to accomplish the work.
 - Ankeny Labs will require the development of specialized contract for servicing and maintaining lab environmental equipment such as calibrations and control systems.
 - Ankeny Labs require very specific rodent and other pest controls, (Internal

Standards Organization) ISO 9000-1 standards.

- Total cost of the Ankeny surcharge is \$382,725 divided across five agencies.
- John Baldwin stated he believes this Council needs to send a message through GSE to DOM and IGOV that this has to be solved at your level. John Baldwin also stated the GSE Customer Council should be very aggressive in trying to get a solution that satisfies all parties.
- Chuck Seel stated the Council's role is to determine if the rate for the service is legitimate. The ability of the customer to pay the rate is a separate issue from what our responsibility is. I see our mission as determining whether the rates are correct. I think John's idea of us getting involved in helping solve the problem is good but I see that as a separate issue.
- John Baldwin moved the GSE Customer Council set aside the Ankeny Laboratories surcharge rate and join in a group effort with GSE and the two officers of this Council (to be at least notified of the time/date of meetings) and the impacted agencies, to approach DOM and IGOV for a solution for this problem. John stated he believed the GSE Customer Council should draft a letter to carry along with this and pass out to IGOV, DOM and Legislative staff setting out the Council's stance on why this is an important issue.
- Mary Jane Olney seconded the motion.
- Chuck Seel stated again, trying to get a solution is fine; but deferring the surcharge is not consistent with what we are about.
- Greg Anliker encouraged members to vote against the motion, and then build in the concept that the Council works with GSE and the effected agencies to go secure funding for the surcharge portion of it. I think Chuck's point is that our role is to set rates or not set rates if we think they are fair and reasonable.
- Chairman Charlie Smithson stated there has to be a firm answer for GSE by July 1.
- Jennifer St. John noted, our job is, as a body, to only set the rates. The agencies need to work together, separately from this Council, to find other funding.
- Chairperson Charlie Smithson stated he hoped that after July 1 we take a look at this surcharge again and see if it should be a Utility.
- Chairman Charlie Smithson – motion before you is proposed by Vice Chair Baldwin and supported by Member Olney “defer on the Ankeny Lab rate, have a joint meeting with DOM, Governor's Office the affected agencies and the two officers of the GSE Customer Council, it will also be necessary to send a letter to everyone involved stating the position of the Council”. Motion passed.
- Chairman Charlie Smithson asked for a motion from the Council to direct Chairman Charlie Smithson to file a petition for partial waiver on behalf of the Council of the sub rule that says we have to set rates by September 1. Mary Jane Olney made the motion. Peggy Sullivan seconded the motion. Motion passed.

Review of FY '06 rates approved in September '04 (Action Requested)

Includes:

- Fleet Management
- Purchasing
- Blanket Bond
- Association Fee
- Leasing Seat of Government
- Leasing out of Seat of Government
- Mail Administration

Denise Sturm presented a summary of the items tentatively approved last September.

After discussion and a five-minute break for members to review the documentation, Greg Anliker moved to approve the FY '06 rates as presented. Chuck Seel seconded the motion. Marcia Spangler voted No & Charlie Smithson voted No. Motion passed.

Review and approval of FY '06 rates (Action Requested):

Design & Construction rates

Design & Construction Administrator Dean Ibsen spoke to the information distributed to members. After discussion of past history of how Design & Construction had been funded previously, types of projects, number of FTE, etc, Jim Chrisinger moved to approve the hourly rate of \$60.23 for Design & Construction subject to a 30-day comment period. Absent any negative comment, this rate will be deemed final after 30 days. If there are negative comments, they will be brought back before this Council for final review. Chuck Seel seconded the motion. Motion passed.

Risk Rates

Fleet & Mail Administrator Dale Schroeder spoke to the information distributed to the members. After discussion of detail distributed, discussion, etc., Greg Anliker moved to approve the Risk rate subject to a 30-day comment period. Absent any negative comment, this rate will be deemed final after 30 days. If there are negative comments, they will be brought back before this Council for final review. Chuck Seel seconded the motion. Motion passed.

Depreciation Rates

Fleet & Mail Administrator Dale Schroeder spoke to the information distributed to the members. After discussion of detail distributed, discussion, etc., Greg Anliker moved to approve the Depreciation rates subject to a 30-day comment period. Absent any negative comment, this rate will be deemed final after 30 days. If there are negative comments, they will be brought back before this Council for final review. Chuck Seel seconded the motion. Motion passed.

Open Discussion:

Chairman Charlie Smithson stated he is concerned if we approve rate increases that are going to impact our customers today that did not get funding. We need to think about how we do this next Legislative Session and work together.

Jim Chrisinger followed up stating DOM will certainly do our part with the FY 07 budget process. We have plans to work with Legislators to help bring them further up to speed on what we are doing, how we are doing it, and why we are doing it.

June 9, 2005 (Thursday) Meeting Agenda Items:

- Presentation from Public Strategies Group.
- Include:
 - Comments regarding first two years
 - Customer Council's role
- Application of the sub-rule discussion
- Begin FY 07 rates
 - Marcia Spangler asked to see the current budget and the proposed budget side-by-side on one piece of paper that shows the total increase and percentage increases by line item.
- Follow-up discussion of Ankeny Labs surcharge meeting outcomes.

Adjournment:

Jim Chrisinger moved to adjourn at 9:50 a.m. Jennifer St. John seconded the motion. Motion passed.

Respectfully submitted,
Nancy Williams, GSE

Next Meetings:

May 26, 2005 8:00am – 10: 00am – Hoover A/Level – EMD Conference Room

June 9, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

June 23, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

July 14, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

July 28, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

Aug. 4, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

Aug. 18, 2005 8:00am – 10:00am – Hoover A/Level – EMD Conference Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)

[General Services
Enterprise](#)

[Human Resources
Enterprise](#)

[Information
Technology
Enterprise](#)

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

Thursday, June 9, 2005, 8:00 a.m. – 10:00 a.m.
EMD Conference Room – Hoover Bldg. – Level A

Meeting called by

Chairman Charlie Smithson

Members

Charlie Smithson, Ethics & Campaign Disclosure; John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Chuck Seel, Commerce/Utilities; Patrick Deluhery, GSE.

Agenda topics

- | | |
|--|-------------------------------|
| 1. Call to Order | Charlie Smithson |
| 2. Roll Call | |
| 3. Opening Comments | Charlie Smithson |
| 4. Approval of 5-26-05 Minutes (Action Requested) | Charlie Smithson |
| 5. Customer Feedback (Discussion) (Standing Report) | Baldwin, Spangler, Anliker |
| 6. Presentation by Public Strategies Group (PSG) | Bob Rafferty |
| 7. Application of "sub-rule 11-10.7(3)" (Discussion) | Charlie Smithson |
| 8. F/U - Ankeny Labs Surcharge (Discussion) | Charlie Smithson |
| 9. Financial Reports (Updates) | Denise Strum |
| 10.. Voting Issues | Charlie Smithson |
| 11. Rate Setting Process for FY07 | Charlie Smithson |
| 12. Open discussion | |
| 13. Possible topics for next meeting | |
| 14. Adjournment | |

Next meetings

June 23, 2005 8am-10am Hoover/A-Level EMD Conf. Room

July 28, 2005 8am-10am Hoover/A-Level EMD Conf. Room

August 04, 2005 8am-10am Hoover/A-Level EMD Conf. Room

August 18, 2005 8am-10am Hoover/A-Level EMD Conf. Room

September 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room

October 13, 2005 8am-10am Hoover/A-Level EMD Conf. Room

November 17, 2005 8am-10am Hoover/A-Level EMD Conf. Room

December 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting
Enterprise](#)
[General Services
Enterprise](#)
[Human Resources
Enterprise](#)
[Information
Technology
Enterprise](#)
[DAS Home](#)
[GSE Home](#)
[Customer Councils](#)


General Services Customer Council Meeting

June 9, 2005

Members Present

Charlie Smithson, Ethics; John Baldwin, Corrections; Major Darrel Cox, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Jane Olney, AG; Jim Chrisinger, DOM; Greg Anliker, Elder Affairs; Peggy Sullivan, Judicial; Bob Straker, AFSCME.

Members Absent

Chuck Seel, Commerce/Utilities - Excused
Public Member – Vacant

Others Present

Mollie Anderson, DAS Director; Paul Carlson, GSE; Debbie O'Leary, GSE; Dale Schroeder, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Linda Plazak, DAS; Denise Sturm, DAS; Julie Sterk, DAS; Patricia Lantz, DAS; Barbara Bendon, GSE; Paula Newbrough, GSE/Mail; Mark Willemsen, Legislature; Bob Rafferty, PSG; Mark Johnson, DAS; Miki Clark, DHS; Pat Deluhery, GSE; Peter Beck, PSG; Armi Armajani, PSG.

Call to Order

Meeting called to order by Chairperson Charlie Smithson at 8:00 a.m.

Roll Call

Member Roll Call taken by Secretary Nancy Williams.

Opening Comments

None

Approval of 5/26/05 Minutes

Jim Chrisinger moved to approve the minutes as written. Marcia Spangler seconded the motion. Motion passed.

Customer Feedback (Baldwin, Spangler, Anliker)

John Baldwin spoke to the "GSE Customer Relations Subcommittee Report" which was distributed by e-mail to the members. Recommendations are not in any priority order. John called attention to a few: 1) Distribution list, we need to make sure that has the correct individual(s) in the agency receiving it; 2) Executive summary should state that all agencies are welcome and encouraged to attend; 3) Moving meetings around from building to building; 4) Have GSE talk about their quarterly meetings with other coordinators; 5) PSG on the agenda on a regular basis to talk about process; 6) COO updating the council on other items

of interest.

The Committee feels it is important to outreach to the people we represent on a routine and regular basis.

The Committee would like to recommend that we strongly consider implementing these recommendations.

Chairman Smithson suggested that Council take a look at this document; bring back any additions/comments at the next meeting. Subcommittee to get together with DAS and talk about some of the recommendations.

Presentation by Public Strategies Group (PSG)

- Armi Armajani spoke on behalf of PSG. Armi stated he understood the GSE Customer Council wanted a reflection on how things are going, so we prepared a short presentation and then will be happy to answer questions.
- PSG has had a chance to review the feedback DAS has gathered from all of the Customer Councils. It is my judgment reading from that, you see room for improvement and kinks that need to be ironed out. PSG comes in the spirit of helping you do that and helping this be all that it can be.
- PSG asked everyone to put orange dots on the several questions posted on the wall.
- Armi stated what he would be sharing with you is not the position of DAS nor is it the position of the Governor; it is my view and my experience about how this system works best. Ultimately, what you have to do is find the formula that works best for you.

1) To what extent do agencies have a say in which services are Marketplace, Leadership or Utility?

Response: You all have said practically none. Armi stated he does not think this is an ideal circumstance. The most important position for entrepreneurial management to be successful is that someone other than DAS makes that decision. In Iowa, we have said it is the Governor and I would expect that agency directors would seek to influence the Governor on a decision like that.

2) To what extent does the Council have a say over the total amount of money spent by the Utility?

Response: You are on the low end of the scale. I believe that is entirely within your authority and you should work to get it to a ten because you are by statute, the ones who make that decision.

3) To what extent does the customer council have a say over the expected results produced by the Utility?

Response: You are more in the middle or low middle. I think that is a great role for the Customer Council. These Utilities are there for your benefit, they are not there for anybody else. The Governor has said it's going to be a monopoly and you are going to have to use this, it is being imposed on you. Once that imposition has been made, you can say this is how much money we want to spend and this is the result we want to receive. Of course, you have to negotiate with the people who are managing the Utility for you at DAS to come up with a reasonable combination of results you expect with the money you are willing to spend.

4) To what extent does the Customer Council have a say over the prices charged over Marketplace activities?

Response: The Customer Council has no authority over Marketplace activities. Marketplace activities can do whatever they want. The idea in entrepreneurial management is to make the customers powerful and you are powerful in Marketplace activities because you have choice. You don't have to buy from DAS; you can buy from somebody else. You exercise your power with choice.

5) To what extent does the Customer Council have any say over how Utilities spend money?

Response: It appears you are feeling that you don't have much influence. I believe that you should have a high level of confidence in the managers of your Utilities and like any good Board, you shouldn't micro-manage. The Utility will function best if you hold them accountable for the results within the amount of money that you give them. Give them a great deal of flexibility about how they spend the money. You certainly have the authority to intervene and you certainly have the authority to micro-manage if you feel like that is necessary.

6) To what extent does the Customer Council have a say over the policies and practices of the Utility?

Response: We all have to follow what is in the state law. The extent the Utilities set policies, practices or strategies, would be an excellent role for the Customer Council to be involved in because those policies and practices influence what you get for your money. I think this system would work better if you had a more strategic role with respect to those things.

7) To what extent did the Governor/Legislature budget agencies for utility costs?

Response: The approach of the Governor and the Department of Management is that agencies get money in return for results and they have latitude in how they spend that money. You are stuck with the amount of money you have. It is difficult to make a case that you were funded for this or not funded for this and DAS is stuck with decisions you make based on the amount of money you have. You are not obligated to spend more or spend less on utilities, you have to decide. There are tough decisions to be made.

8) To what extent are Utility rates based on the actual funding agencies receive?

Response: I think it is up to you to make the choices about how much Utilities spend. You have to decide, based on what your finances are. The idea is that your agencies have promised specific results tied to money that you receive in the budget and the Governor looks to you to decide how to spend the money to best get the results. I would hope that you would make your decisions in the rate setting process based on what you can afford. Utilities are fixed costs and you are being taxed for those fixed costs. In the long run, you should be influential in the State's policy about whether to incur those fixed costs in the first place.

Jim Chrisinger suggested this is supposed to work similar to the farmer owned cooperative. You have several farmers who come together, they basically own this co-op, they hire people to run it and then they get together every year and collectively decide what they are going to charge for products. Then, they hold

the people doing the work accountable. We're in this together, DAS and we as customers, are all in this together and what we are looking for is a negotiated agreement that works for everybody.

Chairman Charlie Smithson asked PSG to explain how you envision DAS as being entrepreneurial when you treat one agency differently and the rest of us are still going through an appropriation process and stuck under that system, we don't really get a chance to be entrepreneurial. I would like your perspective on entrepreneurial government.

Armi Armajani

- Peter Drucker defines the word entrepreneurial as follows:
 - There are two key elements; 1) We are relentlessly focused on those who we serve and 2) That they are constantly coming up with new ideas about how to use the resources they have to create value for those they are innovating.
 - When we use the term entrepreneurial government, it is in that spirit.
- The initiative of the Governor is that all agencies should seek to be more entrepreneurial, not just DAS. All agencies should figure out who they are there to serve and relentlessly innovate to create more value with whatever resources are available.

Director Mollie Anderson stated she thinks the accountability we have to the customers is much greater today than it was before. We view this as an alternative to privatization. We signed up for this experiment and we have done our best to try to treat the customers in a respectful way and listen to your concerns.

Armi Armajani had the following suggestions for working on FY'07 budget:

- Start with the results you want.
- Have a dialog with the managers of your Utility about the results that you want from the Utility
- Decide as a Council, before getting any requests for money, how much you can spend. Then, say to the managers of your Utility, these are the results that we are looking for and this is how much we can spend, you come back to us now with a proposal that tells us how much of the results we can get with the amount of money we are willing to spend.
- You get to have quality discussion and when you finally engage with each other, it's around the relationship between the results, how much they think they can deliver and how much you can spend.
- Suggested an informal meeting, informal dialog, let your hair down, etc. Out of that might come some new understandings and some new agreements that would be more collaborative. You need dialog and you don't necessarily get dialog in your formal meeting. Chairman Charlie Smithson noted we are a body that has to follow the Open Meetings Law; we still have to let everybody in.

Director Mollie Anderson stated our primary objective is to ensure that the products and services we offer you are competitive, that they are best price, best quality.

John Baldwin stated we want to create a very fair, equitable, rational delivery of service to the government citizens.

Armi Armajani noted, right now DAS is under-capitalized which is part of the problem. I believe another thing that this Customer Council should do is address the problem of under-capitalization, you should go to your bankers (DOM), and say we are under-capitalized. What that means, as things fluxuate we need to capitalize this utility properly and that means borrowing money from your owners (the State of Iowa). I think it is in the interest of the state

of Iowa for you to be capitalized properly and I would encourage you to make that case.

Denise Sturm – DAS/CFO

- Stated she believes that both the Council and the department have done the best that they can in setting the rates given what we knew and what guidance we had to do that.
- DAS did go the Legislature to ask for capital because we created new revolving funds for these utilities and we did receive the money. We received two months of working capital so that we could float payroll.
- Last session the Legislature said we needed to start to repay that and we expect you to come up with a plan to repay over the next two or three years.
- The Legislature is expecting us to figure out how we do this on our own.
- To suggest that we can get capital from the bank is not reality because we have tried.

Application of “sub-rule 11-10.7(3)”

Chairman Charlie Smithson stated he was going to defer this item and appoint a sub-committee of members Smithson, Baldwin and Chrisinger to have the meeting with DAS and find areas of agreement and areas where there might be agreement to disagree and come back to the Council with some suggestions.

F/U – Ankeny Labs Surcharge

John Baldwin stated they had discussions this week with DOM, Director Anderson, Paul Carlson and several GSE Customer Council members. The bottom line is very simple, the answer was basically No. The agencies that did not get funding, are going to have to come up with funding in their current operating structure.

The tenants of the Laboratory building are going to meet to look at where they are with regard to additional purchases of equipment, things that can be delayed on the building and every attempt will be made by the tenants and DAS to find a way to cut other things.

Denise Sturm stated having the rates in place by July 1 is critical so that DAS can do the first bill in August. Once we start incurring expenditures on June 30th, we'll want to know what the rate is set at.

Bob Straker moved to approve the \$2.18 per square foot Ankeny Laboratory surcharge rate. Greg Anliker seconded the motion. After discussion, motion passed. (Voting No – Marcia Spangler, MaryJane Olney, Major Cox and Peggy Sullivan. Voting Yes – Charlie Smithson, Greg Anliker, Bob Straker, Jennifer St. John and John Baldwin).

Chairman Charlie Smithson again noted that as we go through the FY '07 rates, let's set this out as one separate rate itself and not have a \$3.51 and then add on the \$2.18. Let's figure out what exactly these people are getting for the total amount of service.

Financial Reports

Denise Sturm stated the reports were e-mailed to all members. Denise briefly discussed some areas and answered questions.

Voting Issues

Chairman Charlie Smithson stated he researched this issue and Peggy Sullivan from Judicial is a voting member as well as Bob Straker, AFSCME representative.

Also our by-laws allow for alternates to be selected or other people to stand in for a vote. I think we need to revisit that issue. This may be a topic the Council takes up at a future meeting.

Record role call – do we want to do this for the record. This will be an agenda item at the next meeting.

Rate Setting Process for FY07

Paul Carlson stated GSE is in the process of preparing rate recommendations. We don't have a date specific.

Since this information will not be ready by June 23, the June 23, 2005 meeting is cancelled.

Open Discussion

Marcia Spangler stated she was interested in what PSG suggested for the FY '07 rate setting process. I think that is an excellent suggestion and that we meet as a body to say how much money we have available to spend for services. We should follow through on that and have discussion at the July 14, 2005 meeting.

Adjournment

Major Cox moved to adjourn at 9:50 a.m. John Baldwin seconded the motion. Motion passed.

Respectfully submitted,
Nancy Williams, GSE

[Return to the top of the page](#)

[State Accounting](#)
Enterprise

[General Services](#)
Enterprise

[Human Resources](#)
Enterprise

[Information](#)
[Technology](#)
Enterprise

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

Thursday, July 14, 2005, 8:00 a.m. – 10:00 a.m.
EMD Conference Room – Hoover Bldg. – Level A

Meeting called by

Chairman Charlie Smithson

Members

Charlie Smithson, Ethics & Campaign Disclosure; John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Charlie Smithson, Ethics; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Chuck Seel, Commerce/Utilities; Patrick Deluhery, GSE.

Agenda topics

- | | |
|---|------------------|
| 1. Call to Order | |
| 2. Roll Call | |
| 3. Announcements | Charlie Smithson |
| 4. Approval of 6-09-05 Minutes (Action Requested) | Charlie Smithson |
| 5. By-Law Review (re: alternates) | Charlie Smithson |
| 6. Record Roll Call (Discussion) | |
| 7. Ankeny Labs Update | |
| 8. Financial Reports (Updates) | Denise Strum |
| 9. Set Rates for FY 07 (Action Requested) | Charlie Smithson |
| 10. Adjournment | Charlie Smithson |

Deferred until next meeting by direction of Chair

- Customer Feedback (Discussion)
- Application of “sub-rule 11-10.7(3)” Discussion
- Possible meetings to discuss amount of money agencies have available to spend for services

Next meetings

July 28, 2005 8am-10am Hoover/A-Level EMD Conf. Room

August 04, 2005 8am-10am Hoover/A-Level EMD Conf. Room
August 18, 2005 8am-10am Hoover/A-Level EMD Conf. Room
September 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room
October 13, 2005 8am-10am Hoover/A-Level EMD Conf. Room
November 17, 2005 8am-10am Hoover/A-Level EMD Conf. Room
December 15, 2005 8am-10am Hoover/A-Level EMD Conf. Room

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

[State Accounting](#)
Enterprise

[General Services](#)
Enterprise

[Human Resources](#)
Enterprise

[Information](#)
[Technology](#)
Enterprise

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

July 14, 2005

Members Present

Charlie Smithson, Ethics; John Baldwin, Corrections; Major Darrel Cox, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Jane Olney, AG; Jim Chrisinger, DOM; Greg Anliker, Elder Affairs; Margaret Thomson, Legislature.

Member Absent

Chuck Seel, Commerce/Utilities – Excused
Peggy Sullivan, Judicial
Bob Straker, AFSCME
Public Member – Vacant

Others Present

Paul Carlson, GSE; Debbie O’Leary, GSE; Dale Schroeder, GSE; Dean Ibsen, GSE; Tim Ryburn, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Deb Madison-Levi, DAS; Denise Sturm, DAS; Julie Sterk, DAS; Patricia Lantz, DAS; Barbara Bendon, GSE/D&C; Paula Newbrough, GSE/Mail; Mark Willemssen, Legislature; Mark Johnson, DAS; Miki Clark, DHS; Pat Deluhery, DAS; Paula Hutton, Public Defense; Pat Mullenbach, DAS; Matt Coulter, Voc. Rehab; Bonita Lane, GSE/CCM; Leon Schwartz, IPERS; Carol Stratemeyer, DAS.

Call to Order

Meeting called to order by Chairperson Charlie Smithson at 8:00 a.m.

Roll Call

Member Roll Call taken by Secretary Nancy Williams.

Announcements

It has been determined that Margaret Thomson was appointed to the Council prior to July 1, 2005, and that Chairman Smithson deemed that she was properly seated under the current rules and bylaws.

Approval of 6/9/05 Minutes

Jim Chrisinger moved to approve the minutes as written. Mary Jane Olney seconded the motion. Motion passed.

By-Law Review (re: alternates)

(During this discussion, the chair was given to Vice Chair Baldwin)

- Current bylaws allow for the appointment of alternates to be used, they would also have voting privileges in absences
- Greg Anliker moved to amend Article 4. Membership of the General Services Customer Council By-Law to remove any mention of "alternates". Mary Jane Olney seconded the motion. Motion passed.

Record Roll Call (Discussion)

(During this discussion, the chair was given to Vice Chair Baldwin)

- After discussion of the handout titled "Method of Voting/Recording of Votes", Greg Anliker moved to approve adding both # 1 and # 2 (B) to the General Services Customer Council Bylaws. Marcia Spangler seconded the motion. Motion passed.

Administrators Items of Interest

(Chair given back to Chairman Smithson)

- New permanent agenda item – "Administrators Items of Interest".
- COO Paul Carlson stated the purpose of this is to bring some things to the Council that perhaps you wouldn't otherwise become aware of. This is not meant to be a status report; rather it is a snippet of something we believe you would have an interest in.

Tim Ryburn – Capitol Complex Maintenance

4th of July Yankee Doodle Pops, approximately 100,000 people were on the Capitol Complex for this event. Grounds took a tremendous amount of "wear and tear", but back to looking pretty good which is contributed to staff and their efforts.

National Governor's Association coming to the Capitol on July 15, 2005. This will make an impact on the grounds. Grounds staff has put up approximately one mile of fence around the complex for this event.

Ankeny Labs – CCM staff has been working to make sure this facility is up and running. We now have issues on the exterior; prairie grass is a huge issue at this facility. CCM staff will be working with DNR and other groups involved with prairie grass to make sure this grass takes hold.

Debbie O'Leary, Service Delivery

Purchasing area – an RFP for a vendor for procurement cards. Commerce Bank got the award; they were also the previous vendor. We are trying to do more with the current procurement card such as a pilot project with the Department of Public Safety to use the P-card for hotels, travel and conference registration. We are working with the vendor, the auditor's office, our legal counsel and SAE to make sure all of the provisions are in place and that we do this correctly.

We are working with a vendor on the new payment management system for procurement cards which would give agencies "real time" data about what is on the procurement card. We are looking at two agencies, the Vets Home and DNR to assist with this.

Purchasing staff has gone through a ZOOM process. We worked on our contract renewal process and have had magnificent results.

With the close of the fiscal year, Purchasing has received many requests for all

kinds of goods.

Debbie noted agencies are to post on-line bidding opportunities. Legislature has mandated, if you don't post your bidding opportunities on line, then they could be null and void. Beginning September 1, agencies must post bidding opportunities. For GSE Purchasing, bids over \$50,000 will need to be posted on that web site. If an agency goes through GSE, GSE will post the bids automatically for the agency.

Dale Schroeder – Fleet & Mail

Governor's implementation of Executive Order # 41 has increased a lot of interest in E85 fuel and vehicles. This has increased business for Fleet.

Effective July 1, 2005 DAS Director Mollie Anderson, under the authority of the Governor's office, executed an increase in the reimbursement rate to a flat 34 cents per mile. This has been well received by agencies.

As you will remember, earlier this year we moved some parts of the Fleet operation, vehicle storage and motor pool to the Parking Structure. That has been well received as a significant customer service benefit for agencies using the vehicle pool car. Activities around the 4th of July Yankee Doodle Pops concert, Fleet vehicle storage and motor pool vehicles were moved out of the Parking Structure for this event since estimates were as high as 100,000 people attending the Friday night concert on the Capitol grounds. Fleet moved 150 auction cars, 50 pool cars and about 50 new cars out of the structure and on Tuesday after the holiday, we moved them back into the structure. This took two days of Fleet staff and volunteer time. During the event, a survey was done to see how many vehicles used the structure. The structure holds 891 vehicles and only 229 spaces were used. The Historical Foundation had a fund raising event that evening in the Historical Building, we believe about 100 of the 229 spaces were devoted to their use.

Dean Ibsen, Design & Construction

DAS received an appropriation of \$625,000 for improvements to the Wallace Building. We hope to have the improvements, e.g. heating, ventilation, air conditioning, electrical, shoring up the upper deck of the parking structure completed by December, 2005. Agencies moving out of the Labs space have been asked to have everything cleared out by July 22, 2005. GSE have a list of users who hope to use the vacant space (about 50,000 sq. ft. of space) that might be available. We are not interested in doing any major changes to those spaces; we are looking at things that can easily move into those lab spaces without a lot of cost.

Records & Property building – work began on June 15, 2005 on the renovation. We hope to have Cultural Affairs, Revenue and State Surplus moved out of the facility sometime in September. Work right now has been focused on the addition to the North side of the building and site work. We hope to be working on the interior of the existing building this Fall. Completion date is targeted for early 2007.

Ankeny Labs Update

There are two types of charges currently being assessed to the tenants of the facility, one is association fees and the other is a surcharge for unique services provided to the tenants. A concern has been expressed by the tenants, that they did not receive an adequate amount of funding through the Legislative process to pay for FY06 services. DAS is in the process of trying to determine the extent they were funded for association fees and surcharge fees

related to the operation of the Laboratory.

Financial Reports (updates)

Denise Sturm distributed the financial statements for the month ending May 31, 2005. Denise noted most of the areas are looking really well; Accounting is following up on the receivables for the Blanket Bond and the association fee. Accounting continues to work to ensure expenditures are coded to the correct place and that all revenues have been accounted for in order to get the budget in line with the fees charged.

John Baldwin advised several of his agencies had asked "how many GSE employees received the week vacation payout out of the association fee"? Denise stated she would have to research and get back to the committee.

Set Rates for FY 07 (Action Requested)

Chairman Smithson noted the new rate format presented was the result of a subcommittee appointed, headed by Marcia Spangler.

Subcommittee members were, Marcia Spangler, Jennifer St. John, Jim Chrisinger, Charlie Smithson and John Baldwin. There was one meeting, with Paul Carlson in attendance. The subcommittee noted they would like to see something similar to the offers process. Instead of looking at line item budgets, to look at budgets and what would be the impact of either status quo funding or increase similar to what they would need to cover salary adjustment and then we went ahead and added 2% to that number and also asked GSE to look at a 2% reduction from the current level.

Chairman Smithson stated he hoped the members of the Council would find this a more useful, user-friendly way of looking at this. This brings it more in line with some of the other budget methodologies that some Council members currently use. Chairman Smithson stated he believed this is a positive step forward.

Paul Carlson stated in looking at the summary sheet it appears GSE funding levels for FY06 will be adequate for FY07. After six months into FY06, we are going to come back to you with financial statements, we are going to look at where we are at as far as our spending practices and if the Council determines that either a rebate or an downward adjustment in rates is necessary at that time, then we'll do that.

Purchasing (1) (Debbie O'Leary)

The recommendation for Purchasing is to stay with a status quo budget for FY07. This is the third year Purchasing has recommended to stay with the current rate. We believe we can achieve the two goals in our business plan by keeping the rate the same. One is to improve the value of the services that we provide as well as our overall goal which is to reduce the rate through a number of creative innovative ways. We believe we can do that with the current status quo budget.

Debbie O'Leary advised Purchasing is currently marketing our WSCA contracts which are computer hardware, peripheral type items to counties, cities and schools. Pat Deluhery, along with Bob Rafferty, have been meeting with counties, cities and schools. We would get a 1% rebate of their sales. Chairman Smithson stated he strongly encourages these efforts.

Margaret Thomson asked about the additional flexibility you would need to seek rebates. Debbie stated the flexibility is to be able to use some of the rebate money to go out and market or put together materials.

Marcia Spangler stated it is wonderful that Purchasing has been able to keep the rate stable for three years. Debbie O'Leary advised Purchasing has been able to do this by seeking

rebates and watching all of our pennies, we have been very fiscally responsible and have not had a lot of huge expenditures.

Blanket Bond (2) (Debbie O'Leary)

The blanket bond is the insurance coverage for embezzlement by a state employee. The rate is based on the number of FTE's every agency has. We expect the rate will be around \$45,000, we negotiate this bond in March/April.

Association, Office (3) (Tim Ryburn)

Our recommendation would be to stay at the FY06 budget, less the 2% decrease which would establish a new rate of \$3.44/sq. ft. We feel we will be able to provide the same level of services in FY07 with the FY06 rates. This year we are at \$3.51/sq. ft., last year it was \$3.15 and next year you are recommending \$3.44/sq. ft.

Discussion of two rates (Association & Leasing Fee) for the Jessie Parker building ensued. Barb Bendon stated it is our intent for FY07 to charge just one rate, the association fee. There will be a leasing fee for FY06. Paul Carlson stated GSE will research this charge and respond back to the Council.

Ankeny surcharge, Tim Ryburn stated that under this proposal, there will be one rate for the Ankeny Laboratories. We have combined the surcharge and the association rates together.

Tim Ryburn stated CCM has done several things to reduce expenditures and lower the rate:

- Becoming better managers
- Having better financial information, being able to compare what we spent in previous years.
- Looking closer at how we spend and what we spend our money for. Simple things, such as vacuums that you empty yourself, it costs \$1.25 every time the paper bag is used.
- Controlling costs through contract reductions. Finding contracts designed for our needs and trying to lower those costs.
- Custodians are laundering their own uniforms; we used to pay for this service.
- The purchase of plastic bags from Prison Industries.
- Denise Sturm added that between FY05 and FY06 there were some "one-time bump-ups", for new fees for the association such as they have to pay their own association fee for the space they occupy, new auditor fees, attorney general fees, things that had not previously been in the FY05 rate to FY06.

John Baldwin stated a decrease sends an appropriate message.

Association Storage (4) (Tim Ryburn)

The recommendation is the FY06 budget less the 2% decrease which would establish a new rate of \$2.50/sq. ft. We believe we can continue to provide the same level of services that we are providing in FY06 for FY07.

Association, Ankeny Lab (5) (Tim Ryburn)

We combined the Association Rate and the Surcharge to be able to pull apart the Ankeny Labs from the Complex. Our recommendation for that would be the FY06 Budgets less 2% decrease which would establish a new rate of \$5.57/sq. ft. We will continue to provide the level of service we provided in FY06 for FY07 with that 2% decrease.

John Baldwin stated he feels the Council should send a letter to the Department of Management that Ankeny Laboratories needs to be in the Governor's recommendation. The Council needs to take a pro-active stance on this sometime in October, November or

December by writing a letter from the Council

Seat of Government Leasing (6) (Dean Ibsen)

Space Management Leasing Operation, performs three functions:

- 1) Space Management on the Capitol Complex
- 2) Leasing at the Seat of Government (primarily the Des Moines/Polk County Area)
- 3) Outside Seat of Government Leasing

- Space Management is incorporated into the Association fee.
- Seat of Government Leasing, we charge a flat rate per square foot for services provided. We believe we can provide the same level of service for 11 cents per square foot based on a forecast of 600,000 square foot for FY07. This is a reduction of one cent per square foot.
- Outside Seat of Government Leasing Service, we work with agencies on an "as needed" basis. If agencies need us, we will provide the service, if they don't need us, there is no charge.

Outside Seat of Government Leasing (7) (Dean Ibsen)

Dean advised there is no good data to make an adjustment in the rate, thus we are recommending status quo for FY07. We are just beginning to start documenting time with a time-keeping process.

Design and Construction Project Management (8) (Dean Ibsen)

Paul Carlson stated Design & Construction has approximately 100 – 150 projects totaling approximately \$22 million dollars. The Design and Construction budget has an increase in indirect costs. This is the primary reason why you are seeing this increase, even with the increase; we are still 30% to 40% below the corresponding private sector rate to do the same thing.

Dean Ibsen stated the indirect costs are considerably more than we had been charging. \$22 million dollars is the amount of appropriations we have received in FY06 for projects. That is in addition to funding that we have received over the last three to four years for projects still underway. Every project has consulting services, contracts, contractor contracts, invoices that come in on a monthly basis for virtually all of those projects and generally they are from two or three or four different contractors and consultants. There is a considerable amount of financial work that is involved with those projects. That is included in the fee. We put together what we believe to be the total budget for Design and Construction and recommend \$116.85 per hour. To reduce the budget, we are talking about reducing FTE's. As we reduce FTE's, we reduce billable hours, as we reduce billable hours, the hourly rate goes up. We are looking for a balance between what we believe we need to do the work and what we think is a justifiable hourly rate.

Dean advised we have looked at hiring outside project managers and believe it is going to be more expensive, and take more time. We believe that state employees can do the work more efficiently and effectively than bringing in project managers.

For the \$116.85 an hour you receive:

- We facilitate the entire process of a construction project.
- Help you define the scope of the project
- Help you establish a budget
- Help you hire a consultant if you need architects and engineers to design the project
- Help you bid the project, manage the construction project, manage all of the contracts, all the pay applications that come in from the contractors and the consultants, if you need those.

- Help with the close-out of the project
- Do all the financial accounting associated with those projects.

Mary Jane Olney asked if there has been a discussion over this particular charge being marketplace? Paul Carlson stated there are certain aspects to this that really require our governmental involvement. Dean added there are issues such as Accountable Government requirements we monitor, bidding requirements, code requirements related to the bidding process and the architect/engineer selection process. Part of the reason for instituting the billable rate is to more actively engage with the agencies and the institutions about how much time GSE needs to provide versus how much time they need to provide. We are looking at establishing a project management agreement that outlines how many hours is going to be involved, this is what you need to do, this is what we need to do, these are the costs, this is the schedule, the timeline, this is the expected outcome for this project. We are trying to be more accountable about the process and the work we do.

Mail Services (9) (Dale Schroeder)

Paul Carlson stated in the past we have had one rate for all of the services we provide regardless of what portion of the services you utilize. Good example would be IPERS; because they are off-site they have a private sector company doing a lot of the mail services work for them. However, because they go through our meter they are charged an amount which really doesn't reflect the nature of the services we provide to them.

We are proposing a breakdown of services into the different types of services we provide to agencies. Based upon the cost of the service provided, we are billing the agencies for the services they use. Dale stated his recommendation is a status quo budget of \$916,200 for FY07, service levels will remain the same. The rationale for that is to hold the costs and provide you the same service at the same cost as you will be getting in FY06.

Paul Carlson noted that is the same cost to the enterprise at large, some agencies because they receive different levels of services, may go up or down depending upon services.

Dale advised agencies off complex are going to be seeing a somewhat reduced rate; agencies with high permit mail versus metered mail will see a reduction in rates. Paul added, agencies whose costs were based upon FY03 and FY04 data and their volume has gone down dramatically from FY04 to FY05, they are going to like this, since this is more current. DHS is one of the agencies that will like this.

Local mail stays the same, there is no difference. Local mail is considered part of the core or base mail service.

Fleet Management (10) (Dale Schroeder)

We are recommending an estimated rate of \$18.75/vehicle/month (variable by month). That is a 4.4% reduction over the FY06 rate with no reduction in service levels. The basis for being able to do this has been a realignment of personnel within the division.

Fleet Self Insurance (11) (Dale Schroeder)

We are recommending a flat rate of \$17.44/vehicle/month. Continue to provide collision insurance at FY06 rates and levels (\$500 deductible and no loss limit per accident).

Dale advised at this time the fund balance that is projected to be brought forward from FY06 to FY07 provides adequate loss reserves necessary to meet our contingencies; therefore, we are not recommending an FY07 rate increase or decrease at this time.

Dale advised this is the first time we have gone this far into the future, if we have a number of accidents that cost the fund severely in the next six to nine months we would have to revisit

this.

Rate methodology for depreciation – GSE would like for you to approve that methodology - not the rates – but the methodology today. This is explained under the rate assumption.

Chairman Smithson offered a compromise to the Council, this year the Council approves the D & C charge but have a sub-committee to discuss for next fiscal year. Subcommittees to be appointed: 1) Purchasing 2) Design & Construction for FY08 and 3) Marketplace impact on utility rates.

John Baldwin stated he thinks this presentation, the way GSE was able to hold the cost at current levels, is going to send an exceptional strong message. I commend all of your efforts, it is really really exceptional.

Chairman Smithson added that this is certainly a step forward to more of what I think PSG, IDOM and IGOV envisioned when this experiment was started a few years ago and what we have gone through in the past couple of years. I appreciate the work of everyone at GSE, for the presentations and holding the line as much as you could.

Greg Anliker moved to approve the package and recommended rates. Marcia Spangler seconded the motion. Motion passed. John Baldwin and Margaret Thomson abstained.

Chairman Smithson cancelled the July 28 and August 4 meetings. If possible, we will also cancel the August 18, 2005 meeting – leave the August 18, 2005 date on your calendar as tentative based on the responses received back from agencies regarding the proposed budget.

Adjournment

Meeting adjourned at approximately 10:30am.

Next Meetings:

July 28, 2005 - Meeting Cancelled

August 4, 2005 - Meeting Cancelled

August 18, 2005 - Tentative 8am-10am – Hoover/Level A –EMD Conf. Rm.

September 15, 2005 - 8am – 10am – Hoover/Level A – EMD Conference Room

October 13, 2005 - 8am – 10am – Hoover/Level A – EMD Conference Room

November 17, 2005 - 8am – 10am – Hoover/Level A – EMD Conference Room

December 15, 2005 - 8am – 10am – Hoover/Level A – EMD Conference Room

Respectfully submitted,
Nancy Williams, GSE

[Return to the top of the page](#)

[State Accounting](#)
Enterprise

[General Services](#)
Enterprise

[Human Resources](#)
Enterprise

[Information](#)
[Technology](#)
Enterprise

[DAS Home](#)

[GSE Home](#)

[Customer Councils](#)



General Services Customer Council Meeting

General Services Customer Council Meeting
Thursday, September 15, 2005 8:00am – 10:00am
Hoover Building – A-Level, EMD Conference Room

Meeting called by:
Chairman Charlie Smithson

Members:
Charlie Smithson, Ethics & Campaign Disclosure; John Baldwin, Corrections; Major Darrel Cox, Public Safety; Jennifer St. John, DNR; Marcia Spangler, Public Health; Mary Jane Olney, Agriculture & Land Stewardship; Greg Anliker, Elder Affairs; Jim Chrisinger, DOM; Peggy Sullivan, Judicial; Bob Straker, AFSCME; Cindy Morton, Revenue; Margaret Thomson, Legislature; Paul Carlson, GSE.

| | |
|---|--------------------------|
| 1. Call to Order | Charlie Smithson |
| 2. Roll Call | Secretary Nancy Williams |
| 3. Announcements | All |
| 4. Approve Minutes | All |
| 5. Financial Reports (Updates) | Denise Sturm |
| 6. Subcommittee Reports | Subcommittee Chairs |
| 7. Ankeny Labs letter to DOM | John Baldwin |
| 8. Customer Feedback | All |
| 9. Administrators Items of Interest | DAS Administrators |
| 10. Presentation on Records/Property Move | DAS Staff |
| 11. Possible topics for next meeting | Charlie Smithson |
| 12. Adjournment | All |

“Activities By Month Calendar”

- Customer Satisfaction Survey is developed by DAS and reviewed by Council (June 30th)
- Customer Satisfaction Survey is approved by Council and distributed by DAS staff

(July 31)

- Membership Review begins July 1st. New term vacancies are identified (July 31)
- Rate setting process for FY 07 ends
 - Councils review rate comments generated from customer agencies
 - Councils approve utility rates for publication to web site (August 31)

* Membership nominations and voting are conducted by DAS staff (August 31)

* By-law review – proposed changes discussed with members (August 31)

Next Meetings :

8:00am – 10:00am - Hoover A/Level – EMD Conf Room

October 13, 2005 “ “ “

November 17, 2005 “ “ “

December 15, 2005 “ “ “

[Return to the top of the page](#)

[Privacy Statement](#) | [State of Iowa Home](#)

General Services Customer Council Meeting

September 15, 2005

Members Present

Charlie Smithson, Ethics; John Baldwin, Corrections; Major Darrel Cox, DPS; Jennifer St. John, DNR; Marcia Spangler, DPH; Mary Jane Olney, AG; Jim Chrisinger, DOM; Greg Anliker, Elder Affairs; Peggy Sullivan, Judicial, Cindy Morton, Revenue; Bob Straker, AFSCME.

Members Absent

Margaret Thomsen, Legislature - Excused
Public Member – Vacant

Others Present

Mollie Anderson, DAS Director; Paul Carlson, GSE; Debbie O'Leary, DAS; Dale Schroeder, GSE; Tim Ryburn, GSE; Dean Ibsen, GSE; Tera Harrington, GSE; Nancy Williams, GSE; Deb Madison-Levi, DAS; Denise Sturm, DAS; Julie Sterk, DAS; Patricia Lantz, DAS; Barbara Bendon, GSE; Paula Newbrough, GSE; Miki Clark, DHS; Laura Riordan, DAS; Pat Mullenbach, DAS; Mark Johnson, DAS; Stacey Wall, GSE.

Call to Order

Meeting called to order by Chairperson Charlie Smithson at 8:00a.m.

Roll Call

Member Roll Call taken by Secretary Nancy Williams.

Approval of July 14, 2005 Minutes

Jim Chrisinger moved to approve the minutes as written. Mary Jane Olney seconded the motion. Motion passed.

Announcements

Chairman Charlie Smithson advised after the last election, members St. John and Chrisinger were re-elected to represent the large and small agencies respectively and we now have Council Member Cindy Morton representing the medium sized agencies.

Financial Reports (Updates) (Denise Sturm)

Members should have all received financials for month ending July, 2005. This is the first monthly financial for FY06. This report is very accurate as far as our personal services and most of our internal billings but it is not reflective of a lot of our vendor invoices that we would have received yet. This report includes the revenues we are actually billing based on the FY06 utility rates. At the next meeting, you will have final financials for FY05 for all of the utilities, we will continue to give you this monthly report.

Follow-up from previous meeting, there was a question about the amount of vacation pay-out of the GSE utilities. There were twenty-five employees for about \$10,500.00.

We have deployed eDas which is our new billing system. This gives a lot of very good information to our customers about what they are buying from us in a format that is very easy to understand and follow. We will be getting postage and health insurance administration fees merged into the August billing.

Subcommittee Reports

Chairman Charlie Smithson stated he is going to dissolve the subcommittee of Smithson, Chrisinger and Baldwin that was going to meet with DAS about the September 1 date where it had to be firm and not tentative. Given the quality of the FY07 rate setting process and where we are, that issue is moot for now.

Chairman Charlie Smithson also dissolved the Customer Feedback Subcommittee of Spangler, Baldwin and Anliker. They have issued a report and we have made a permanent agenda item of Customer Feedback.

FY '08 Purchasing Rate Committee - Jim Chrisinger noted his committee had a good initial meeting, brought up a lot of good ideas.

Subcommittee on Design & Construction Fees – Major Cox, Margaret Thomsen and John Baldwin met with Paul Carlson and Dean Ibsen on the issue of the Design and Construction fees. By the next customer council meeting we will have feed-back for the members.

Subcommittee looking at the impact of some of the market issues and how it might affect the utility rates and the membership rates – members are Greg Anliker, Mary Jane Olney and Charlie Smithson. The Committee has not met yet, although we have had phone conversations.

Ankeny Labs letter to DOM

John Baldwin stated he was concerned about the lack of funding for the Ankeny Laboratories. John noted he would like to write a letter from the Customer Council to remind DOM we think it is an appropriate cost, it appears to be a fixed cost. You cannot have a fixed cost and not have the funding. Mary Jane Olney stated she believed it would be a good idea to send a letter over and supporting the agencies offers for request for FY'07. The letter would just add additional support. John Baldwin and Chairman Charlie Smithson will work together to write a letter to send to DOM.

Customer Feedback

Chairman Charlie Smithson stated during the last rate making process, he is only aware of one customer feedback which was taken care of and addressed by DAS. Chairman Smithson stated it is his hope we can continue to bring in customers, which are the

agencies we represent, during the upcoming months and for the FY'08 rate setting process.

Administrators Items of Interest

Tim Ryburn – Capitol Complex Maintenance

Tim brought a bottle of lock tumblers, which represents about three years work done by our locksmith. Every time you ask the locksmith to re-key a lock, he has to take the little pins out and replace them. The bottle represents about 150 to 200 locks he has dealt with since we have implemented the Medco system. This bottle represents about \$100,000 in services the locksmith has provided.

Bathroom Check List forms. When the custodians service the restrooms, they service it twice, once in the morning and once in the afternoon. It allows us to take the card to see who supplied that restroom and it allows you to know we were in and checking, we are trying to deliver good service. When the card is filled, they go back to the managers. It is a nice way of letting you know we have been in the area. The standard is twice a day – once full service and then check in the afternoon.

Inspection cards – we thought it would be nice for you to know who is taking care of your area. This card will be placed in the restrooms.

Debbie O'Leary, Service Delivery

DAS efforts during the Katrina evacuation process:

- Labor Day (Monday) we were advised we would possibly receive evacuees from New Orleans. Late Monday night we were advised we would be receiving 1,000 people on Tuesday.
- DAS was asked to coordinate all the procurement that occurred as a result of this effort. We identified portable showers, food, golf carts, wrist bands, etc. We are now in the process of returning most of the items. We were the procurement agency on behalf of Homeland Security.
- On Friday, Iowa received twenty people, 16 or 17 were processed at the Fairgrounds.
- Mollie Anderson, Paul Carlson, Dave Kaili and Nancy Williams spent a lot of time at the Fairgrounds. This was a real team effort within GSE and DAS.

Rebates

- Have finalized the rebates we have received to date. FY'04 we received \$39,000 in rebates from vendors. For FY'05 we have received \$302,000 which surpassed our \$200,000 goal!
- The HP rebate, for the 3rd quarter, we received a little over \$25,000, this was bumped up to \$80,000. The reason this increased was DAS made a concerted effort to contact cities, counties and schools to let them know about the pricing for HP computers which was bid out on behalf of the state – it was very favorable pricing.

- For FY '06 we are increasing our goal to \$500,000 and in FY '07 we are going to increase our goal to \$750,000.
- We would like to use some of the money to reduce rates, training and we have a contract with PSG where they help us market this, they would get a percent of the savings as well.
- At the end of FY '06 we will have a better handle on how much rebate money we have received. At that time it would be up to the Customer Council and the finance area to decide how the funds should be distributed and when the funds should be distributed.
- John Baldwin stated the Council could propose language that allows agencies to receive rebate money and carry it forward and not be reverted.
- Chairman Charlie Smithson, John Baldwin and Jim Chrisinger will discuss this issue to see if there isn't something the Council can do to be more proactive to see if there is something that can be done about the reversions.

Dale Schroeder – Fleet & Mail

Kathy Shannon, Manager of the Fleet Self-Insurance Fund for vehicles, one of the ideas she has been urged to move forward with is to develop a Safe Driver Award program for our drivers in the various agencies who put a lot of miles on their cars each year. The goal is not to have this be something for “incidental” drivers, but for people that actually live on the road. It would be nice thing to recognize their tens of thousands of miles each year that they have driven safely and without incident. Kathy will be putting together a group of people to define the parameters of that, you will be hearing more about it in the next few months.

Dean Ibsen, Design & Construction

Records and Property move (Barbara Bendon):

- Wednesday, August 24, 2005 the Des Moines Register in the Metro Section had a picture and article about the innovative way the Records and Property boxes were moved.
- Video taken during the move was presented.
- Major problem was to get the boxes out of the building and stay within budget.
- Revenue – on 5th & 1st Floor – had approximately 27,000 linear feet of open records which had to be moved out and back in – in the same order. They could not be boxed; therefore, had to be moved out on carts. DAS worked with an engineer and made a winch to use to handle this process.
- Cultural Affairs – 4th floor, 3rd floor and about one-half of first floor containing 75,000 boxes, 2700 warrant drawers and 10,500 archival volumes the Supreme Court and Court of Appeals abstracts and arguments that go back to 1869. This amounted to 80 semi-truckloads with an average of five semi loads per day. The Cultural Affairs, we used Iowa Prison Industry labor, they did a fantastic job!

- New Location – 920 Morgan Street.
- Accordion conveyors or expandable conveyors – shown to members of the Council.
- Cindy Morton, Department of Revenue, noted there had been no sprinkler system or fire alarm system in the Records and Property Building. Therefore, it is definitely advantageous to the State of Iowa and the employees to now be in a place where there is livable space. Cindy noted all of the folks involved in the move are owed much praise for getting this job done. The downside is the cost, we had been in rental space that was \$2.21 per square foot and went to rental space that in the first year will be approximately \$7.00 sq. ft.

Possible topics for next meeting

- Cancel the October meeting
- Chairman Charlie Smithson advised that the HRE Council had requested Focus Groups for their councils, which seemed to work well. It was raised to Chairman Smithson that GSE consider doing the same thing. Cindy Morton recommended HRE to evaluate what kind of response they get back, what they are going to do with, etc. Cindy will look at this and act as the liaison between the two councils.
- Distinction between office space and storage space issue - less than 1,000 sq. ft. versus 1,000 sq. ft. plus. Chairman Charlie Smithson appointed a subcommittee of Charlie, Marsha Spangler and anyone else who wants to volunteer, to look at this issue and bring back a recommendation to the full Council – how do we address storage – is 1,000 feet fair.
- Conference Room issue – resolved. DOM said that agencies could not bill other agencies for use of a conference room unless you are Cultural Affairs who have an Administrative Rule allowing this.

Adjourn

Meeting adjourned at 9:15a.m.

Next Meetings

| | |
|-------------------|--|
| October 13, 2005 | CANCELLED |
| November 17, 2005 | 8am – 10am – Hoover/Level A – EMD Conf. Room |
| December 15, 2005 | 8am – 10am – Hoover/Level A – EMD Conf. Room |

Respectfully submitted,

Nancy Williams, GSE