



Mollie K. Anderson,
Director

**INSIDE THIS
ISSUE:**

Habitat for Humanity	2
Customer Survey	2
eDAS update	2
BrassRing update	3
Notes & Reminders	3
Engineering interface	4
Recycling program	5
False fire alarms	5
Dates to Remember	6
PDS Seminar Spotlight	6

Customer Focus is a bi-monthly update for department management teams from the Department of Administrative Services. For more information, please visit our website at <http://das.iowa.gov/>.

Contact the editor at Laura.Riordan@iowa.gov. We encourage your feedback.

Customer Focus

A service update newsletter for valued DAS customers

VOLUME 3 ISSUE 2

MARCH/APRIL 2006

DAS-GSE Utility Rate Reductions for remaining FY06

At the February 10, 2006, General Services Enterprise (GSE) Customer Council meeting, it was approved to substantially lower utility rates for three services for the remainder of Fiscal Year 2006, saving customer agencies over \$400,000. Here are the savings and how they were achieved, broken down by service:

- **Iowa Laboratory Facility surcharge reduced by 37.6%, for a savings of \$60,000.** Achieved by 1) Negotiating better contracts for materials; and 2) Less money spent on overtime because of the mild winter to date.
- **Mail Services fees reduced by 26.2% for a savings of \$100,000.** Achieved by 1) Reducing IT expenditures by carefully scrutinizing billings and limiting new programming; 2) Reducing equipment maintenance costs; and 3) Increasing revenues by expanding delivery routes.
- **Self-insurance/risk fund (car insurance on State cars) fees reduced 100% for the remainder of FY06 (that is, no more payments this fiscal year), for a savings of**

\$250,000. Achieved by 1) Having no big claims against the State so far this fiscal year; 2) Our claims experience has been better than expected because we've been able to lower repair expenditures and be more aggressive in recovering for third-party liability; and 3) Reducing driver-related problems by conducting a monthly review of State drivers. The GSE's driver's list is run monthly against the DOT's records of traffic tickets, accident reports and OWIs. Matches trigger action by GSE, such as warnings, defensive driving courses, loss of driving privileges, etc.

DAS and GSE employees were praised by Council members for their efforts and hard work resulting in these savings for customers, with Charlie Smithson, chair of the GSE Customer Council, remarking that this showed "good faith on the part of DAS."

DAS is proud to offer these reductions and will continue to look for every opportunity to reduce costs for the customer agencies it serves. If you have any questions about these rate reductions, please contact GSE Chief Operating Officer Paul Carlson at 281-3196 or Paul.Carlson@iowa.gov.

I-235 roadwork ahead will impact Complex employees

As commuters to downtown Des Moines know, construction on I-235 is well underway. 2006 is going to be the biggest construction season yet, and to prepare state employees working downtown, the Department of Administrative Services is

helping organize "Grab 'n' Go Tables" sponsored and staffed by the Transportation Management Association the week of March 27. These tables will be held in buildings around the Complex during the lunch hour so employees can pick up information on the upcoming

construction, ask questions, and get information on how they can find alternate routes or methods for getting to work. Look for more information soon from DAS on the exact times and locations of these information tables.

(Continued on page 4)

Habitat for Humanity House to be built on Capitol Complex

In the spirit of the year-long celebration of its 20th anniversary, Greater Des Moines Habitat for Humanity has "A Capitol Idea" to build a home in one week on the grounds of the Iowa State Capitol.

Beginning April 3, Habitat volunteers will come together to build a home for Carman Kelly and her four children. A Capitol Idea will emphasize the need for affordable housing in Iowa and demonstrate how the community can come together to address that need.

After completion, the home — sponsored by the Iowa Bankers Association, Wells Fargo, Federal Home Loan Bank of Des Moines and the State of Iowa — will be moved to its awaiting foundation at 1837 Logan on Des Moines' east side.

More than 200 bankers from the

metro and around the state will descend on the Capitol grounds to put into practice the skills they developed during last summer's "Blue Ribbon Build" at the Iowa State Fair.



"We have contracted 'Habitatitits,'" said Ben Hildebrandt, Vice President Public Affairs of Iowa Bankers Association. "Our bankers want to build another house as a demonstration of their ongoing commitment to help low-income Iowans in their search for decent and affordable housing."

Greater Des Moines Habitat plans to extend an invitation to the legislature and Governor's office to join in "the transformational miracle" of a Habitat build. Carman Kelly, who will purchase the home when completed, will join the volunteers on the project as part of the "sweat equity" hours she has committed to the partnership.

A formal opening ceremony will take place at the build site immediately west of the Capitol steps at 9 a.m. on Monday, April 3, when the first walls will be raised. Construction will occur at the build site daily from 8:30 a.m. until 5 p.m.

The completed home will be open for public tours on Tuesday, April 11 from 9 a.m. to 5 p.m.

Press release provided by the Greater DM Habitat for Humanity. Contact: Mark Elliott, 515-471-8686.

Essman Research retained to conduct DAS surveys

A select group of DAS customers recently received the first of a few survey tools that will be sent out by Essman Research, an independent marketing research firm retained to simplify this important process for DAS customers while providing accurate, objective feedback on services received. Essman will provide the analysis required to help DAS take the necessary steps to improve their products and services. The results will be shared with all DAS customers once they are received. If you have any questions about this, please contact Deb.Madison-Levi@iowa.gov.

eDAS Update

New feature! Auto transfer customers can now export the "Accounting View" of their bill. This enhanced feature has been added based on numerous customer requests.

Reminder for Manual Pay Customers: For those agencies that pay manually, we have simplified your payment process by setting up a clearing account for all payment billings. All IET manual payments should use the seller coding: Fund 0659, Agency 005, Org 5615, and revenue code 0285. Please email DAS.Finance.Billing@iowa.gov with your document ID, payment amount and date.

eDAS presentation garners ac-

colades: On January 27, 2006, representatives from the finance team traveled with DAS Director Mollie Anderson to Minneapolis to present eDAS to the Minnesota Department of Administration, Employee Relations and Enterprise Technology. Denise Sturm, Pat Harmeyer and Mike Pringle discussed the steps DAS took to improve its billing process, and on shared services and entrepreneurial management. The MN DOA replied to the presentation with a very kind thank-you letter, saying in part: "It is quite evident that so much hard work and dedication ... have developed eDAS into a strong online billing and service request tool for Iowa. I think this will prove to be a model for states around the country."

New hiring application system work continues

DAS-HRE is continuing their work to implement a new system for posting Executive Branch job vacancies, processing applications for state jobs, referring applicant names and applicant information to hiring supervisors, and corresponding with applicants. The new system, called BrassRing, is a web-based system used by many government organizations and private corporations throughout the world.

DAS-HRE staff, with the help of personnel assistants and other employees from a few of the hiring departments, are working now to set up the system and begin some of the review and testing. A few informational sessions have also been held to demonstrate some of the capabilities of the system. Some of the added features in the new system include:

For Applicants:

- The ability to establish a user ID (requires an e-mail address) and password which allows them to track all progress on vacancies for which they applied.
- The ability to upload up to five copies of their résumé for use in the application process.
- The ability to upload cover letters for specific vacancies.
- The ability to complete and submit a wide variety of applicant forms without the need for postage.

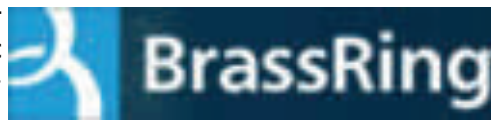
For Personnel Assistants:

- Only one system for the posting and referral process.

- Easy method to correspond with applicants.
- Quicker access to applicant information.
- Easier method for forwarding applicant information to hiring supervisors.

The projected implementation date is still the end of June. Work that will be done in the next month includes finalizing the communication and training plans and continued building of the system and testing.

If you would like to learn more, or are interested in helping with the testing and training process, feel free to contact Sharleen Heer Newton at 515-281-7047 or by e-mail at Sharleen.Newton@iowa.gov.



Notes & Reminders

Using E85 in State FlexFuel Vehicles

The Iowa Administrative Code requires state employees driving State E85 vehicles to fuel up with E85 fuel whenever possible. If the driver is not close to an E85 station, they are to purchase only enough gasoline to get them to the next E85 station. For a list and map of E85 stations, [click here](#) or call 515-281-5122.

Cell Phones & 411 Calls

Many wireless phone companies charge an additional fee for calling directory assistance (411) — sometimes as much as \$3.49 per call, in addition to the charge for minutes used. You can avoid these fees by taking advantage of a new service offered by Jingle Networks.

Dial **1-800-FREE-411** and you will only be charged for the minutes you use. Callers will hear a 10-second ad prior to receiving the requested number.

DAS/GSE Food Bank Silent Auction

DAS/GSE is currently collecting donated items for its annual Silent Auction to benefit the Food Bank of Iowa. This year's auction will be held Monday - Thursday, May 15 - 18 on Level A of the Hoover Building. Some of the items already collected include: a Green Bay Packers autographed football, a one-week and a weekend stay in Mollie Anderson's cabin in Nebraska, an Isabel Bloom statue, jewelry, a wooden rocking horse from Iowa Prison Industries, bath and body gift baskets, gift certificates, and much more. View the

complete list of items to be auctioned online at <http://das.gse.iowa.gov/Auction/Auction.html>.

If you have an item to donate to the auction, or know of a company who may be willing to help with this cause, please contact Pam Dickey at Pam.Dickey@iowa.gov or 515-281-6355.

All state employees are invited and encouraged to take part in the silent auction May 15-18 — you'll be hearing more about it and all the great items available as the auction approaches!

Conserving Energy on the Complex

Do you have a "Bright Idea" for saving energy on the Capitol Complex? Send it to energy@iowa.gov.

Establishing 'engineering interface' between design and maintenance phases

In February the Design & Construction (D&C) and Capitol Complex Maintenance (CCM) arms of the Department of Administrative Services came together to provide a solution for one of the more unique challenges facing the Department and our customers today. With the many building projects occurring on the Capitol Complex, it was deemed necessary to have someone provide "engineering interface" between D&C and CCM for these projects.

This new position will better enable CCM to provide critical input

throughout the planning, design and construction phases of projects on the Capitol Complex and before CCM takes over maintenance of the new facilities. This process will also reduce the amount of change orders and will help to control operating and maintenance costs on projects. By adding this bridge between CCM and D&C's engineering operations, we will be bringing together a continuity of operations and strengthening our working relationship with our customers.

Ken Thornton has been selected to

take on these duties. Ken began with DAS a little over 2 years ago as the supervisor of Mechanical and Electrical Operations for CCM. He has a strong background in engineering from the standpoints of both design and maintenance, with certifications as both a Certified Clinical Engineer and a Stationary Power Engineer.

This signifies not only new responsibilities for Ken, but also a commitment to our customers to deliver the best service and the best product possible.

I-235 Roadwork, continued ...

(Continued from page 1)

Here is an overview of the work that will be happening in 2006:

1. 9th St. Bridge – This bridge is currently closed. Due to the I-235 mainline pavement reconstruction, the bridge will not be open to traffic until sometime in 2007.

2. I-235 from Cottage Grove Ave. to E. 15th St. – Reconstruction of the entire roadway beginning in late March or early April. When complete, there will be four through lanes of traffic in each direction.

This portion of the 2006 reconstruction will have the largest impact on commuters. The work will be done in phases. The first phase will begin in April and continue through July. Traffic will be two lanes head-to-head on the eastbound lanes of I-235. Phase two will begin in July, shifting traffic on I-235 to westbound lanes. This traffic shift will limit some of the locations motorists can exit and enter the freeway into downtown.

During the first phase of construction, motorists coming from the west can exit at MLK Jr. Pkwy., 7th or 3rd

Streets and E. 6th Street.

Motorists coming from the east can exit at E. 14th/15th Street and take the city street system to Penn/E. 6th, 2nd/3rd and 5th/6th, Keo Way and MLK Jr. Pkwy.

3. Keo Way Interchange – This project is in its third phase, which involves the following:

- Reconstruction of Keo Way underneath I-235
- Rebuilding the new eastbound exit ramp to northbound and southbound Keo Way
- Construction of the new westbound entrance ramp
- Construction of a portion of the new eastbound entrance ramp

By the end of 2006, all ramps to and from Keo Way, with the exception of the eastbound I-235 entrance ramp, will be open.

4. I-235 from Guthrie Ave. to Broadway Ave. – Rebuilding mainline traffic lanes. Traffic will be shifted to the median lanes while work commences on the outer lanes.

For continued up-to-date information on road closures and construction

projects on I-235 and around the metro area please visit www.avoidtherush.org.

When I-235 construction plans were being made, government officials decided to do a minimal build rather than a full build. This decision was based on traffic counts that demonstrate congestion is only an issue during morning and afternoon drive times. Therefore, it was decided to mandate a 10% permanent reduction in the amount of cars on the streets during peak hours. The mandate is intended to proactively address this issue so that we can maintain the mobility and quality of life we enjoy as Central Iowans.

Commuters can do their part to help our community achieve this reduction in traffic by: carpooling, vanpooling, riding the bus, working flexible schedules, riding your bike, walking, living near your work or telecommuting. Even doing something different a couple times a week or month can make an impact.

Contact the Transportation Management Association at 515-286-4950 to learn more.

Recycling program nets big results

DAS is proud to announce that we have received a "Certificate of Recognition for Recycling Excellence" from Mid America Recycling for our 2005 recycling efforts of office paper on the Capitol Complex and at the Iowa Laboratory Facilities in Ankeny. Thank you for helping make this program so successful!

In 2005, 790,520 pounds of office paper was collected. This means recyclers on the Capitol Complex and in the Ankeny Labs saved about 6,719 trees, conserved 2.7 million gallons of water, prevented 23,715 pounds of air pollution, conserved a million kilowatt hours of electricity, and saved 1,304 cubic yards of landfill space – *in one year*. In addition, another 200,000 pounds of other recycled material was collected, which included shredding, telephone books and metals.

The recycling program for the Capitol Complex and Ankeny Labs is very easy to use; it is a low-grade mix program, which means most items are recyclable. See the list below for a complete guideline. The familiar blue wastebaskets are provided by DAS and are funded with recycling receipts. Approximately 5,000 of these wastebaskets are in use today.

This summer, look for the return of the popular "Files Fly in July" recycling promotion program. In 2005, the Files Fly in July program on the Capitol Complex collected 8,100 pounds of paper, 2,250 pounds of books and 3.71 tons of confidential shredded paper in one day – plus it encouraged employees to clean out files they no longer needed.

The most important element to having a successful recycling program is customer participation. Please encourage your employees

to recycle! If you have any questions about the recycling program contact Tim Ryburn, DAS/Capitol Complex Maintenance, at 515-281-3137 or Tim.Ryburn@iowa.gov.



What is Recyclable?

RECYCLE THESE

All office paper (white and color)
All envelopes
All computer paper
Scratch paper
Mail
Letterhead
File folders
Ream wrappers
Post-It notes
Tablets and pads
Newspaper

NOT THESE

Carbon paper
Metal objects
Cardboard
Junk (cups, lunch bags, wax paper, food wrappers)
Towels and tissues
Film/photographs

"When in doubt, throw it out!"
Don't contaminate the remainder of the papers with questionable material.

Fire alarms false, but evacuation still important

False fire alarms can seem like a nuisance and a waste of time, but they also serve as a valuable practice for employees to learn the proper evacuation procedures so they know what to do in case of an actual emergency.

The Capitol Complex fire alarm system is inspected and cleaned regularly, but false alarms are a natural occurrence because the optical lenses, used on the detectors like the ones in the Capitol Building, can be affected by uncontrollable factors. Recent alarms have been triggered by off-site power surges, dust, and even a beetle larvae that, motivated by the warmer weather, seems to have worked their way into a few of the detectors in the Capitol Building. Capitol Complex Maintenance continues its regular upkeep and cleaning of the alarm systems on the Complex to limit the number of false alarms as much as possible, and has now taken on some pest-control duties besides!

The recent alarms have also triggered something else, though: an important analysis of emergency evacuation routes and procedures for state buildings, and an increased awareness among employees of the importance of knowing proper safety and evacuation procedures. It's vitally important for all state employees to be familiar with emergency procedures for their area, and for managers and supervisors to review these procedures with staff.

The Department of Administrative Services will continue to work with the Division of Homeland Security and Emergency Management as well as other state agencies to ensure that all of our state buildings remain and are maintained as safe environments for people to work and visit. Employees can do their part by taking responsibility for knowing emergency procedures for their work areas, and following those procedures when an alarm sounds — regardless of whether it's determined later to be false or not!

Dates to Remember

MEETINGS

Customer Council Meetings

General Services Enterprise

Friday, April 7, 9-11 a.m.

Hoover Level A, EMD Conf. Rm.

Human Resources Enterprise

Wednesday, April 5, 1:30-3:30 p.m.

Grimes North Conf. Rm.

I/3 Interim Customer Council

Friday, March 17 & April 21,

9—11 a.m.

Hoover Lvl B, Conf. Rms 2&3

Information Tech. Enterprise

Tuesday, March 14 & April 11,

1-3 p.m.

Hoover Bldg, 4th Floor Conf Rm

For Customer Council
information:

http://das.iowa.gov/customer_councils/index.html or contact [Laura Riordan](#)

at 515-242-5038.

❖❖❖

Technology Governance Board

Thursday, April 13, 3-5 p.m.

Hoover Bldg, 4th Floor Conf Rm

Vertical Infrastructure Committee

Thursday, April 13, 10 a.m. — 2 p.m.

Clarinda

SPECIAL EVENTS

DAS/GSE Food Bank Silent Auction

May 15-18

Hoover Building, Level A

Public Auction of State Vehicles

Saturday, April 22, 2006

More information:

http://das.gse.iowa.gov/projects_products/AuctionBefore2.html



PERFORMANCE & DEVELOPMENT SOLUTIONS

Department of Administrative Services, Human Resources Enterprise

CERTIFIED PUBLIC MANAGER PROGRAM

SIXTH CLASS TO BEGIN IN JUNE

NOW ACCEPTING APPLICATIONS!

Iowa offers public leaders an opportunity to enhance their leadership capabilities. The Certified Public Manager (CPM) program is a management development program, designed to provide public sector professionals with a unique training experience that maximizes the effectiveness of government organizations.

The CPM program is for all state, federal, and local employees who manage or supervise people, projects, and/or programs or aspire to such a position. The program consists of 300 hours of professional training, which is easy to manage as the units are distributed over 17 months. Classes are held two to three days per month.

Organizations that invest in employee development through CPM benefit from the CPM participant's enhanced skill set and strengthen the workplace by having fully developed managers who function in critical support roles.

The next CPM class, Cohort 6, is scheduled to begin June 6, 2006. Applications for this cohort are due by April 1st.

Due to the growth and popularity of the Iowa CPM program, individuals are encouraged to submit their applications as soon as possible. Seats are limited and available on a first come, first serve basis.

MORE INFORMATION

[More About the Program](#)
[Admission Information](#)
[Meet the Instructor, Lance Noe](#)
[CPM 6 Schedule](#)
[Past CPM Participants](#)

<http://das.hre.iowa.gov/cpm.htm>