

DAS Customer Council Meeting January 16, 2009

Members Present

Ray Walton, Vice-Chair, DAS; Lee Wilkinson, DOT; Brad Hier, DOC; Margaret Thomson, IDALS; Joan Moll, DHR; Keith Greiner, ICSAC; Greg Anliker, Elder Affairs; Mary Jane Olney, Cultural Affairs, Nicole Gehl, Commerce-ABD; Roger Stirler, Revenue, Michael Marshall, Legislative-Senate; Dave Heuton, DPS; Peggy Sullivan, Judicial.

Members Absent

Charlie Krogmeier, Chair, Department of Management; Mark Brandsgard, Legislative-House, Bill Gardam, DHS.

Others Present

Deb Bassett, DOM; Nancy Williams, DAS/GSE; Calvin McKelvogue, DAS/SAE; Debbie O'Leary, DAS/GSE Procurement; Laura Riordan, DAS/Marketing; Mark Johnson, DAS/Legislative Liaison, Patricia Lantz, DAS/GSE; Lana Morrissey, DAS/Finance, Cindy Axne, DOM; Bill West, DAS/HRE;

Call to Order

Meeting was called to order by Vice-Chair Ray Walton at 10:00 a.m.

Welcome and Roll Call

Member roll call taken by Nancy Williams.

Approve Minutes of November 18, 2008

MOTION: Roger Stirler moved to approve the minutes as submitted. Mary Jane Olney seconded the motion. Motion passed.

Introduction of New Member

Peggy Sullivan from the Judicial Branch was introduced as the new member replacing Larry Murphy who retired recently from Judicial. Welcome Peggy.

Approve Alternates

MOTION: Margaret Thomson moved to approve Dave Schrader as the alternate in the absence of Mark Brandsgard. Michael Marshall seconded the motion. Motion passed.

Approve Business Plan

Ray Walton advised Mark Johnson is the principal author of the DAS part of the business plan and there has been a sub-committee working on his document. Cindy Axne has submitted suggested changes to the business plan to the members prior to the meeting.

Members of the sub-committee are: Lee Wilkinson, Joan Moll, Bill Gardam, Mark Johnson and Lana Morrissey. New member appointed to the sub-committee was Mary Jane Olney. Lee Wilkinson will be the Chair of the sub-committee. Cindy Axne from DOM will also participate in the work of the sub-committee.

Ray Walton advised the DAS expectation of the business plan itself is that it is a fairly broad document to direct DAS. DAS staff would draft the business plan and the sub-committee would then make changes to the draft.

Cindy Axne commented as to why the Department of Management provided the feed-back to members, noting the expectation is that this is a document the Customer Council finds useful. A concern was to make sure the Customer Council agreed on the information they want in the document. Ms. Axne stated there are areas in the business plan which are a key component to DAS's delivery of service such as the performance measures which should be reflective of the service the Customer Council wants delivered to the agencies.

Mary Jane Olney advised she doesn't think the Customer Council should be micro-managing DAS. Keith Greiner noted that was his concern as well. Joan Moll stated she has no doubt after utilizing the DAS services and working with DAS staff, DAS knows what they are supposed to do; however, this is a good informational document for people not in this room.

Cindy advised most of the items pointed out are already in place, they just need to be defined a little bit better in this document.

After discussion, the consensus of the members was that the sub-committee should meet and work on the draft, submitting the draft to DAS to put into final form and e-mailing to all members prior to the February 20, 2009 meeting.

Greg Anliker asked if DAS was still doing surveys. Mark Johnson advised DAS is looking closely at surveys to see whether or not they have been useful, noting there is a cost involved with performing surveys. DAS has concerns about whether or not to continue them at this time.

A/E Services Proposed Rate Reduction

Patricia Lantz, Interim COO for GSE advised the Architectural and Engineering hourly rate has been reduced from \$83.84 per hour to \$81.50 per hour for the balance of FY09. This will show up for agencies only if you use that service.

MOTION: Keith Greiner moved to approve the rate reduction presented. Joan Moll seconded the motion. Motion passed.

Comments by Council Members

Mr. Walton advised there will be an announcement coming out that IT will be having just over a \$1 million dollar rebate to the agencies. This has been achieved by re-pricing of IT services. Mr. Walton stated the prices reflect the cost of doing a specific task; we are refining what it really costs to provide that service. Mr. Walton advised with IT there is an enormous capitol demand for equipment and we are trying to manage that better. We have just purchased two pieces of equipment costing several hundred thousand dollars which will let us reduce our rates in some areas by as much as two-thirds. Mr. Walton noted some IT pieces of equipment are less expensive in 2009 than they were in 2005 and they have higher capacity. The second area is that we are trying to manage this as tightly as we can without reducing services and without reducing staff; however, we have left positions open and have just tried to absorb the work through the staff that remains. We are really trying to be partners with our client agencies; we know you have awful stresses to your budgets.

Mr. Walton advised DAS may need to come back and ask for an increase, particularly in the Association since we have incurred unbelievable overtime expense related to snow.

We think we can get thru this fiscal year without an impact on services, whether that can continue into the next fiscal year we don't know. If budget cuts come, we would have to ask the question, do we want to alter our service levels given the pressures the agencies have.

Margaret Thomson wanted to thank the GSE staff for the good work they did yesterday during the water pipe break at the Wallace Building. Margaret noted Tim Ryburn and his staff provided wonderful service.

Council members asked that a one or two page financial report be provided which will give a financial picture of the major categories in relation to the budget.

Members asked DAS to start thinking about options and "what if's". Examples would be if rates were reduced by "X" dollars, what services would need to be reduced.

Future agenda items discussion

- Business Plan
- Updated financial information from DAS

Close and Adjourn

Adjourned at 10:50 a.m.

Respectfully submitted,
Nancy Williams, DAS/GSE