

## **DAS CUSTOMER COUNCIL MEETING MINUTES: August 14, 2015**

*A regular meeting of the DAS Customer Council was held on Friday, August 14, 2015, at the Hoover Building (Conference Room 7) in Des Moines, Iowa. The meeting was called to order by Chair David Roederer at 1:31 p.m.*

### **MEMBERS PRESENT**

Mary Cownie, Department of Cultural Affairs  
Jessica Holmes, Department of Revenue  
Jan Johnson, Commerce, Credit Union  
Steve Larson, Department of Commerce – Alcoholic Beverages Division  
Kristen May, Iowa College Student Aid Commission  
Janet Phipps, Department of Administrative Services (DAS), Vice-Chair  
David Roederer, Department of Management (DOM), Chair  
Margaret Thomson, Iowa Department of Agriculture and Land Stewardship  
Bruce Trautman, Department of Natural Resources  
Nickie Whitaker, Department of Public Safety  
Lee Wilkinson, Department of Transportation  
San Wong, Department of Human Rights

### **MEMBERS ABSENT**

Carmine Boal, Legislative Branch (House)  
Michael Marshall, Legislative Branch (Senate)  
Jean Slaybaugh, Department of Human Services (DHS)  
Peggy Sullivan, Judicial Branch

### **OTHER ATTENDEES**

Jennifer Acton, Legislative Services Agency  
Laverne Armstrong, DHS  
Kevin Beichley, DAS  
Susan Churchill, DAS, responsible for taking meeting minutes  
Charlee Cross, DAS  
Kelly Green, DAS  
Karin Gregor, DAS  
Dave Heuton, DAS  
Mirela Jusic, DAS  
Tana Kelce, DAS  
Linda Leto, DOM  
Calvin McKelvogue, DAS  
Chris Peden, DAS  
Julie Sterk, DAS  
Jim Wittenwyler, Department of Corrections  
*Others may have been present who did not sign in.*

### **AGENDA ITEMS**

- I. The meeting was called to order at 1:32 p.m. by Chair David Roederer.

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- II. **MOTION:** Lee Wilkinson made a motion to approve the meeting minutes of August 11, 2014.
  - A. Margaret Thomson seconded the motion.
  - B. Motion passed unanimously.
  - C. Vice-Chair Phipps stated that the minutes of today's meeting would be distributed within two weeks, so that Council Members would not have to wait until next summer to vote on the minutes.<sup>1</sup>
  
- III. Appointment of Customer Council Members – Terms Expiring 08/31/15
  - A. Chair Roederer stated that the new appointments will bring the Council into compliance with the configuration of representatives from small, medium and large agencies.
  - B. Chair Roederer reminded the Council that its bylaws do not allow substitutes to replace Council Members at meetings.
  
- IV. DAS Business Plan – Report to Customer Council
  - A. Chair Roederer noted that the DAS Business Plan *and Report to the Customer Council* had been distributed to Council Members prior to the meeting, with enough time for them to ask questions and get responses from DAS.
  - B. Vice-Chair Phipps stated that the DAS Business Plan showed the methodology for the rates.
  
- V. FY2016 Rates
  - A. Vice-Chair Phipps noted rates, approved by the Council in August 2014, that DAS is proposing be reviewed again; these rates include:
    - 1. Association Rate - Complex – DAS had asked for an increase in this rate, based upon a study by the Baker Group, for services to buildings and grounds on the Capitol Complex; however, DAS is now proposing a \$0.10/sq. ft. decrease in this rate for FY2016 and FY2017.
    - 2. Association Rate - Iowa Labs – DAS is proposing a \$0.10/sq. ft. decrease for FY2017.
    - 3. Lease Management – DAS is proposing a \$0.07/sq. ft. decrease for FY2016 and FY2017.
    - 4. Risk Management (Vehicle Self Insurance) – DAS had asked for an increase in this rate to build up a balance; however, DAS is now proposing a decrease from \$327.41/vehicle to \$284.76/vehicle for FY2016 and a decrease from \$405.09/vehicle to \$327.41/vehicle for FY2017, with the caveat that it will look at FY2017 again next year.
  - B. **MOTION:** Margaret Thomson made a motion to approve the decreases to the rates that had been approved last year.
    - 1. Mary Cownie seconded the motion.
    - 2. Motion passed unanimously.
  
- VI. FY 2017 Rates/Methodologies

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<sup>1</sup> On August 26, 2015, these minutes were emailed to Customer Council members to review. Margaret Thomson requested a minor change regarding the tier system in Section VI.B.2. After making the change, Council Members were asked to vote via email. Lee Wilkinson made a motion to approve the minutes. Margaret Thomson seconded the motion. Council Members present during the August 14 meeting voted unanimously to approve the minutes. (The last vote was emailed on September 2, 2015.)

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- A. Dave Heuton, DAS Deputy Director, noted a change in the description of the rate methodology from last year's DAS Business Plan to this year's plan.
    - 1. Last year's Business Plan indicated that utility rates were based on a five-quarter average of **FTEs**; however, the calculation was actually based on **filled permanent fulltime and part-time positions**.
    - 2. This modification in the description of the rate methodology will not change the calculation for determining billings to agencies; rather, it is only a correction in terminology.
  - B. Vice-Chair Phipps stated that because a \$250,000 claim had to be paid, DAS is requesting an increase in the Blanket Bond rate from \$0.66 to \$.081 for both FY2016 and FY2017.
    - 1. Dave Heuton noted that Holmes Murphy is catching up with claims and that the rate of accidents in state vehicles has not increased.
    - 2. Margaret Thomson stated that the Department of Agriculture and Land Stewardship looked at a tier system, but found no benefit.
    - 3. Vice-Chair Phipps stated that any agency with an interest in *tiering* should contact her.
  - C. Vice-Chair Phipps spoke about the motor pool methodology, which is based on the cost to operate and maintain a vehicle.
    - 1. This cost was validated recently in a study by CyBiz.
    - 2. Nickie Whitaker asked if the study was available to review.
    - 3. Vice-Chair Phipps indicated that it would be sent to her.
  - D. Vice-Chair Phipps noted that all of the rates for FY2017—except for the proposed Blanket Bond rate increase—are remaining status quo.
  - E. **MOTION:** Jessica Holmes made a motion to approve the Blanket Bond rate increase.
    - 1. Lee Wilkinson seconded the motion.
    - 2. All in favor, except Margaret Thomson, who was opposed.
    - 3. Motion passed.
- VII. Agency Impact Statements – Vice-Chair Phipps stated that DAS would send impact statements on agencies to Council Members, Department Directors, and Chief Financial Officers.
- VIII. Next Meeting – The Council decided that the next meeting would be in one year, not during the Iowa State Fair.
- IX. **MOTION:** Margaret Thomson made a motion to adjourn at 2:10 p.m.
  - A. Kristen May seconded the motion.
  - B. Motion passed unanimously.