

Minutes

Enterprise Asset Management

Customer Utility Board



Members:

Marc Williams – Chair
DOJ

Ryan Vogt– Vice-Chair
DHS

Gene Bentley
Real Estate

David Moon
Judicial

Fabiola Flores
Secretary of State

Christian Grorud
OSMB

Jason Barber
Agriculture

Teddy Leland
DLCD

Lori LeVeaux
ODFW

Vacant
ODOT

Rick Willis
State Police

DAS Support Staff

Bret West
Interim CAO

Shannon Ryan
EAM Administrator

Janet Savarro
DBS Administrator

John Fox
EAM Analyst

Debby Dyer
Administrative Support

Meeting Date: May 11, 2016

Time: 1:00-3:00 p.m.

Location: Somerville Building | 775 Court St. NE

Attendees: Teddy Leland, Fabiola Flores, Marc Williams, Gene Bentley, Jason Barber, Christian Grorud, Lori LeVeaux(by teleconference), David Moon(by teleconference)
DAS SUPPORT: Bret West, Shannon Ryan, John Fox, Ty Hendrix, Caitlin Breitbach, Eric Sexton, Debby Dyer

Guests: None

Absent: Ryan Vogt, Rick Willis

TOPIC	PRESENTER
Welcome	Marc Williams
<ul style="list-style-type: none"> Announcement – Bret West filling DAS CAO position Review of minutes – approved Action Items – Real Estate performance report – on June agenda 	
CUB Satisfaction Survey Results	Ty Hendrix Caitlin Breitbach
<p>Response Rate: EAM CUB had 58% participation. All CUB's had 76% participation EAM combined score stayed above the target of 7.</p>	
CUB Future Strategy	Marc Williams Bret West
<ul style="list-style-type: none"> Charter – Reviewing business plans and financial statements – Exec team has a quarterly meeting around this, but the CUB has not. Complaint resolution – have had no complaints. Structural question: why do we have this added level of management (CUB) when DAS could just let the Managers do their jobs? We should not be managing, just being a sounding board, a communication mechanism and making recommendations to the DAS director. The challenge is that the CUBs are fairly small, and DAS looks at CUBs as a useful tool. If we are questioning what our role is, what are the other agencies thinking we are? <u>Christian Grorud</u> – by the time I joined, it seemed like all the heavy lifting was already done. Like to see our meetings be less, not necessarily monthly. Maybe more when rate setting. Feel like we're doing good work, just with fewer meetings. I can have confidence that the decisions have been vetted, and feel that I do have a voice. Entrepreneurial Management – still in place? Many of the elements are still in place, we just don't call it that anymore. 10 year Plan? Still in place? Bret will look into it. Look at measures to make them more actionable. 	

Roundtable:

Question to EAM managers –What do you need from us?

Jeremy Miller - see value in the CUB by helping us get better at what we do. One idea would be to have a small fund that we could fix small projects right away instead of having to go through Procurement and wait 5 or 6 months. Also, taking on apprentices in the trades. The Class/Comp system is lagging behind, and especially so in the trades. Madilyn is aware and Bret will follow up with her.

Teddy Leland– communication is critical and we can all do better. Original idea was to have CUBs help with communication but it hasn't happened. Maybe some of that could be due to cuts in communication positions. Bret wants to talk with Matt Shelby about ideas.

Jason Barber – communication through the different CUB's. Appreciate the education, hearing about the trends and projects going on.

Gene Bentley – Our agency does whatever needs to be done. We became more efficient by shrinking our footprint.

Bret West – Business Continuation Planning (BCP) & Disaster Relief (DR) – working to breathe new life into this area as an interim. Working on Cascadia preparedness. There are procedures in place for flood or fire, but not so much for earthquake. Emergency response is within EAM. In the event of a catastrophe, would there be enough buildings not effected for continuity of business?

Brian King – the sounding board piece is important to me. Having the customers weigh in is important. How do we help manage the demand on our services with policy?

Fabiola Flores – like learning about the budgets, and knowing that the other CUB's are having similar discussions, looking out for other agencies.

Sven Anderson – we ended up with an assessment that would not have been possible without the CUB.

Communication is a continuing struggle – want to find ways to get state agencies to use Surplus more for acquiring property. On the state side, 90% of property ends up being sold to the public .On the federal side, 80% of the property we handle goes to local governments and non- profit entities. Seems like there is opportunity for state agencies to use Surplus more.

Barry Jones – like to look at the way billing is done – have a lot of redundancy in the state of systems and people. What's the best for the people of Oregon? Want to look at rates and how I re-coup for billable hours.

Shannon Ryan – look at the CUB as a sounding board as we go forward. We have been analyzing ourselves to see how we can improve. Looking at our strengths and weaknesses. Taking EAM to the next level.

- Meeting Schedule – does it make sense to go to a Quarterly meeting? Members feel the CUBs have value, but not meet as often except for rate setting.

CUB decision: Keep monthly meetings scheduled but cancel every other one unless something comes up.

Budget Update	Shannon Ryan
<p>May e-board requests</p> <ul style="list-style-type: none"> • Uniform rent to \$1.55 • DEQ public health lab roof has to be replaced. Will be \$2.3M, so requesting funding. • 550 building, old PUC building, redone on the inside. \$3-4M. We will front them the money and they will pay us back over a 4 year period. • Staffing Changes – Randy Gengler accepted job at ODOT. Shannon is currently looking to re-align some efficiencies. 	

Next meeting:
June 8, 2016
1:00-3:00 p.m.
Somerville Building
775 Court St. NE
Salem, Oregon 97301