

# Minutes

## Enterprise Goods & Services

### Customer Utility Board



**Members:**

**Ray Brixey – Chair**  
DOC

**Bob Baxter– Vice-Chair**  
Judicial Dept.

**Cyndi Wickham**  
State Lands

**Sean McCormick**  
Military Dept

**Merle Lindsey**  
OLCC

**Tracy Wroblewski**  
ODOT

**Caleb Yant**  
OHCS

**Gail Shibley**  
OYA

**Shawn Waite**  
Dept. of Revenue

**Vickie Chamberlain**  
Teachers Standards and Practices

**Ron Bersin**  
Ethics Commission

**Martin Pittioni**  
Board of Accountancy

**DAS Support Staff:**

**Barry Pack**  
Deputy Director

**Janet Savarro**  
DBS Administrator

**Bret West**  
EGS Administrator

**Robin Kirkpatrick**  
DBS Analyst

**Debby Dyer**  
Administrative Support

**Meeting Date: December 16, 2015**

**Time:** 10:00 a.m. – Noon

**Location:** Somerville Building | 775 Court St NE, Salem OR 97301

**Attendees:** Ray Brixey, Bob Baxter, Ron Bersin, Tracy Wroblewski, Shawn Waite, Cyndi Wickham(by teleconference), Caleb Yant, Sharon Domaschofsky(for Merle Lindsey), Vickie Chamberlain, Martin Pittioni, Gail Shibley  
DAS Support: Barry Pack, Bret West, Robin Kirkpatrick, Ty Hendrix, Caitlin Breitbach, Dianne Lancaster  
SABR Coordinators: Linda Barnett

**Guests:** Penny Evans, Tim Hendrix, Trudy Vidal, Brad Cunningham, Debbie Dennis

**Absent:** Sean McCormick

TOPIC	PRESENTER
Welcome	Ray Brixey
New CUB Member introduced – Martin Pittioni from Board of Accountancy November minutes review - Approved	
EGS SLA Quarterly Performance Reports	EGS Managers
<ul style="list-style-type: none"> <li>• Risk – Penny Evans Targets 1-10 met 11. Average number of training hours received by Risk analyst and adjusters. Target not met at 12.9 – will end the year in the green</li> <li>• P&amp;D – Tim Hendrix All targets met except 2, 7 and 8. 2. Percentage of times P&amp;D meets the agreed upon delivery date for design jobs. Target is 99%, Target not met at 95.3% 7. Number of reported “double stuffing” mailing incidents. Target is 0, Target not met at 2. 8. Percentage of times shuttle drivers adhere to schedule. Target is 95%, Target not met with 86%. This number is steadily going up as the measurement methodology is being improved. Tim has confidence they will reach the goal. There was some discussion about missing the schedule by being early is worse than being late. Tim is going to investigate the number of early arrivals.</li> <li>• FBS – Trudy Vidal All targets met except number 1. 1. Percentage of Datamart downloads from SFMA and OSPA successfully completed. Target is 97%, Target not met at 93.8%. Software upgrades generated some problems. The download happened over a week-end and did not load properly. There was no staff available to check it because it was the week-end.</li> <li>• SFS – Brad Cunningham All Targets met except #5. 5. Percentage of client agencies budget projection reports submitted within 30 days of accounting month end close. Target is 97.0%, Target not met at 88% due to being the 1<sup>st</sup> quarter of biennium.</li> <li>• PS – Debbie Dennis</li> </ul>	

1. New data tool just ready to use. No data
2. Percentage of contracts completed by the agreed upon date. Target at 85.0%, Target not met at 25.0% - Debbie feels it is a data entry issue. Staff are learning the new processes and having to change how they work.
3. Number of complaints on statewide price agreement vendor performance. Target TBD, 0 complaints this quarter.
4. Percentage of statewide price agreements with “how to buy” guides. Target 15.0%, Target met at 18.1%. Target percentage will increase over time.
5. Average rating of ease of use of statewide price agreements. Target at 7.5, Target not met at 5.4. 9 responses
6. Average rating of ORPIN help desk staff effectiveness. Target at 9, Target met at 9.7.
7. Average number of hours to resolve an ORPIN technical support request. Target to be determined – currently 3.5 hours. A support request ticketing system is not used at this time. Monitored with a spreadsheet.
8. Average overall satisfaction rating by employees who have finished any procurement training course (1-10). Target is 8. Target met at 8.7 but seeing a dip in customer satisfaction.

**Action Item:** HB2375 and HB3099 should be kept on the agenda while 3099 is an issue.

Procurement Services now has 2 1/2 people from OHA to help. 5 specific items on 2375 to get done. 1 is done, 2 are due January 1<sup>st</sup>. Definition of advice required to be documented/reported is being changed from all advice to material advice.

CUB Survey Results Review Follow up

Ray Brixey/Bob Baxter

- ❖ Communication could be better. Barry recruiting for a staff member to help with communication across all CUB’s.
- ❖ Some questions posed by CUB Members included:
  1. Do small agencies have any idea who to go to with questions?
  2. Is our voice effective?
  3. Are we doing outreach effectively?

17-19 Risk Funding level Follow up

Bret West/Penny Evans

Overarching message from other states is that they do things very similarly. The question is “What is a healthy risk fund”? Bret West is thinking that an ending balance of around \$75 million may be a good target for next biennium. It is presently projected at approximately \$110 million. Have to be prudent with the ending balance. Seeing some big claims lately. What makes it hard is no control over what is paid out.

ORPIN – Procurement Services

Bret West/Debbie Dennis

- Agency Specific Charges (contract/agreement related transactions): 1<sup>st</sup> Qtr billed 188 transactions which equaled about \$40,000 in revenue for Procurement Services. Transactions can carry over several quarters
- **Action Item:** The CUB may need to hear about Procurement Services revenue for a while to see if an assessment will be necessary.
- ORPIN: The ORPIN system will be the procurement system of record until there is a replacement. There will be Additional cost for implementing new system.

Other Items

Barry Pack

- Improving Government – they asked to take on a monitoring role with the eProcurement system. There is a lot of business process work that needs to be done.

Action Item Review

**Action Item 1:** HB2375 and HB3099 to be kept on the agenda while 3099 is an issue.

**Action Item 2:** Keep updates on Procurement Services revenues on the agenda to see if an assessment is needed.

Next meeting:

January 20, 2015

10:00 a.m. – Noon

Somerville Building | 775 Court ST NE