

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

Virginia Carey
ODOT

Rick Willis
State Police

DAS Support Staff

Barry Pack
Deputy Director

Shannon Ryan
EAM Administrator

Janet Savarro
DBS Administrator

John Fox
EAM Analyst

Debby Dyer
Administrative Support

Meeting Date: March 9th, 2016

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

Location: Somerville Building | 775 Court St. NE

Attendees: Gene Bentley, Marc Williams, Virginia Carey, David Moon, Lori LeVeaux, Fabiola Flores

DAS Support: Shannon Ryan, Randy Gengler, Jeremy Miller, Brian King, Barry Jones, Sven Anderson, Eric Grindy, John Fox, Ty Hendrix, Caitlin Breitbach, Debby Dyer

Guests: None

Absent: Ryan Vogt, Christian Grorud, Teddy Leland, Rick Willis, Jason Barber

TOPIC	PRESENTER
Welcome	
<ul style="list-style-type: none"> Welcome Review of minutes – approved with 1 edit. Action Items <ol style="list-style-type: none"> Surplus discussion – on agenda Caitlin to bring notes on surplus target setting – on agenda 	Marc Williams
CUB Satisfaction Survey	
<ul style="list-style-type: none"> Clicker survey – put on agenda for next time 	Ty Hendrix Caitlin Breitbach
SLA Performance Reports	
<ul style="list-style-type: none"> Operations – targets met except: <ul style="list-style-type: none"> #3 – Average rating of satisfaction with custodial scheduled cleaning services. <ul style="list-style-type: none"> Randy’s comments – one negative can throw off results – absenteeism of janitors – when only 1 person is responding for the entire building, if they respond negatively, that would be 100% dissatisfaction. CUB members suggested adding a comment of explanation when there is 100% dissatisfaction. Maintenance – targets met except: <ul style="list-style-type: none"> #4 - Percent of work orders closed after 30 days. <ul style="list-style-type: none"> Correctives on Tririga or hot/cold calls that require ordering a part would cause a work order to stay open longer – very close to setting the new parameters for this measure. Fleet & parking – targets met except: <ul style="list-style-type: none"> #2 – Percentage of fleet beyond optimal replacement schedule. <ul style="list-style-type: none"> Will continue to see this drop. Agencies tend to ask to keep vehicles over the optimum replacement, which affects this measure. #4 – Percentage of vehicles taken to the shop for rework repairs. 	EAM Managers

- There was only one.
- #6 – Percentage of vehicles available for pick up from preventative maintenance services in less than 1 day.
 - 4 out of 9 responses to the survey were invalid. Need to add comments.
- **Planning & construction mgmt.** – targets met except:
 - #3 – Percentage of times a decision on a project is communicated back to the agency within 8 calendar days.
 - 14 requests, 12 were timely and 2 were not.
 - #7 – Percentage of times projects are completed within 10% of the initially agreed upon timeline.
 - 2 were closed – met the estimate

Q. What about how long it takes between when a request is made and the project is actually started?
A. Don't track it, but do look at the dates of request and work to start.
- **Real Estate** –
 - #1 – Lease rate vs average market rate for Salem CBD.
 - Propose to do a running year for this data because they do so little transacting in a Qtr. – 94% of the state spend annually is for 5000 sq. ft. or above. 74% of the work done is on the 6% of the annual state spend. Can we reflect the actual money spent? Could have a summary in the comments.

Action: for measure #1 – Percentage of lease contracts with rates below or at the applicable geographic market rates.

 - Please add comments. The CUB needs to understand what goes into each one. Have a conversation internally about how to make this measure useful to everyone. Rework measure and bring back to next meeting. Members would like to see aggregate.
 - #5 – Number of critical lease dates missed.
- **Surplus** – targets met except
 - #1 – Percentage of disposed vehicles reimbursed that went through the disposition process in less than 70 days.
 - Propose to drop number of days in this measure to 55. Members agreed
 - #2 – Percentage of accountable surplus property items located during inventory.
 - Inventory done more often to locate missing items.
 - #3 – Percentage of compliance with agreed upon collection schedule.
 - Proposing to eliminate this measure – members agree
 - #4 – Percentage of hard-drives selected for audit scrubbed by e-waste vendor to verify full erasure of data.
 - No data. Have been made aware of several companies that do this work.
 - #5 – Percentage of customers with items on the “want list” that are contacted every 45 days.
 - Created an automated email to everyone on the want list to discover needs. Have more than

<p>doubled the amount of items on the want list. Consistently at 100%. Proposing to parking lot this measure, and replace with a customer satisfaction survey. Members agree. Employees are checking the want list regularly for matches with what comes in.</p>	
<p>2017-19 Budget Update</p>	
<ul style="list-style-type: none"> • Should PSB be charged for the work that needs to be done there? It's going to be folded into the uniform rent. \$1.55 for this biennium including PSOB. It also funds a cash fund of \$5M for Alternative Workspace Strategies to avail to agencies for internal refreshes. This has been an initiative for Improving Govt. and a hot topic in general. We will work out a payback schedule for this fund. Want to have further discussions on how to pay back, through rent, transfer, or limitation? It would be fixtures, furniture, etc. for modernization or employee retention. This would be for mission critical buildings to be upgraded in the next decade. Would Legislature see it as their prevue and you are encroaching? Don't know yet. • All going forward in Agency Request Budget on the POP spreadsheet. (see handout) Shannon went over the handout with POP's for all of EAM. This is what is going in the pricelist. 	<p>Shannon Ryan John Fox</p>
<p>Other Updates</p>	
<ul style="list-style-type: none"> • Virginia's last meeting. She is retired. 	<p>All</p>
<p>Next meeting: April 13, 2016 1:00-3:00 p.m. Somerville Building 775 Court St. NE Salem, Oregon 97301</p>	