

# Agenda

## Enterprise Goods & Services

### Customer Utility Board



#### Members:

**Ray Brixey – Chair**  
Dept. of Corrections

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

**Gail Shibley**  
Oregon Youth Authority

**Cyndi Wickham**  
State Lands

**Sean McCormick**  
Military Dept.

**Tracy Wroblewski**  
ODOT

**Caleb Yant**  
OHCS

**Shawn Waite**  
Dept. of Revenue

**Vickie Chamberlain**  
Teachers Standards and Practices

**Merle Lindsey**  
Oregon Liquor Exchange Commission

**Ron Bersin**  
Oregon Government Ethics Commission

**Martin Pittioni**  
Board of Accountancy

#### DAS Support Staff:

**Bret West**  
Interim CAO

**Bret West**  
EGS Administrator

**Janet Savarro**  
DBS Administrator

**Robin Kirkpatrick**  
DBS Analyst

**Debby Dyer**  
Administrative Support

Meeting Date: **May 18, 2016**

Time: 10:00 a.m. – noon

Location: Somerville Building | 775 Court St. NE

ITEM	PRESENTER	TIME
<b>Welcome</b>		
<ul style="list-style-type: none"> <li>March Minutes – review/approval</li> <li>Announcement – Temporary DAS leadership change</li> <li>Action Items</li> </ul> <p><b>Action 1.</b> Caitlin will email CUB satisfaction survey to absent members – results on today's agenda</p> <p><b>Action 2.</b> Bret will send out a methodology comparison spreadsheet of Risk charges.</p>	Ray Brixey	10:00-10:05
<b>CUB Satisfaction Survey results</b>		
	Ty Hendrix	10:05-10:10
<b>CUB Chair &amp; Vice-Chair Meeting</b>		
<ul style="list-style-type: none"> <li>Issues discussed</li> <li>CUB meeting cadence</li> </ul>	Bret West	10:10-10:25
<b>Data Query Tool Replacement</b>		
Current Status	Bret West	10:25-10:30
<b>Seismic Shutoff Valve</b>		
Current Status	Bret West	10:30-10:35
<b>Commission for the Blind</b>		
Update	Ray Brixey	10:35-10:40
<b>Project MUSIC</b>		
Outcome	Ray Brixey Bret West	10:40-10:45
<b>Review Measures and Charter</b>		
	Ray Brixey Bret West	10:45-11:00
<b>ORPIN Fee Waiver</b>		
	Bret West	11:00-11:20
<p><b>Next Meeting:</b> June 15, 2016 10am – noon Somerville Building 775 Court St. NE Salem, Oregon 97301</p>		

# 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:** March 16, 2016

**Time:** 10:00 a.m. – Noon

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

**Attendees:** Sean McCormick, Caleb Yant, Ray Brixey, Tracy Wroblewski, Gail Shibley, (by teleconference) Sharon Domaschofsky, for Merle Lindsey-(by teleconference) Martin Pittioni, (by teleconference)

**DAS Support:** Bret West, Robin Kirkpatrick, Penny Evans, Tim Hendrix, Trudy Vidal, Debbie Dennis

**Guests:** None

**Absent:** Ron Bersin, Bob Baxter, Cyndi Wickham, Shawn Waite, Vickie Chamberlain,

TOPIC	PRESENTER
<b>Welcome</b>	Ray Brixey
<ul style="list-style-type: none"> <li>• February Minutes review – approved with 1 edit</li> <li>• Action Items – remove</li> <li>• Chair/Vice-Chair Meeting Update – Bret West - Discussion at the meeting about Policy Option Packages and CUB communication.</li> </ul>	
<b>SLA Performance Reports</b>	Managers
<ul style="list-style-type: none"> <li>• <b>Risk</b> – all targets met #5, #6, #7 &amp; #8 – tracked as a monitoring metric – all at normal levels. Working with SAIF to get worker’s compensation costs down by 5%. #11 – Average number of training hours received by Risk analysts and adjusters - moved into the green this quarter.</li> <li>• <b>P&amp;D</b> – targets met except: #2 – agreed upon delivery date for design jobs – 1 out of 18 was late #4 – agreed upon delivery date for mail jobs – 15 out of 590 were late; had unusual amount of extra jobs for OYA. #7 – double stuffed mailing incidents – target 0, there were 3 double stuffed pieces out of 7.8 million pieces. #8 – times shuttle drivers adhere to schedule – suggest breakdown in comments for percentage per city. Doing an upgrade to Pack Trak system, so there may not be data next quarter.</li> <li>• <b>FBS</b> – all targets met Change in the interpretation of the law by DOJ for sick time accrual which went from monthly cap to annual cap. Our system is set up to be a monthly accrual system.</li> <li>• <b>SFS</b> – targets met except: #2 – accounts payable requests processed with 10 business days. - Red due to staff turnover, vacations and sickness. 92.2% processed timely – 95.0% target.</li> <li>• <b>PS</b> – targets met except: #2 – Percentage of contracts completed by the agreed upon date – this measure requires staff to change the date in the system after talking with the customer for agreed upon date. Have had conversations with staff about</li> </ul>	

<p>the importance of keeping the database up to date so we are measuring accurate information.</p> <p>#3 – Number of complaints on statewide price agreement vendor performance – there were 4 this quarter – Target to be determined.</p> <p>#5 – Average rating of ease of use of statewide price agreements (1-10) – improved (6.2) but not meeting target (7.5).</p> <p>#7 – Average number of hours to resolve an ORPIN technical support request - Target to be determined – currently at 5.1</p>	
<b>CUB Satisfaction Survey</b>	Caitlin Breitbach
<ul style="list-style-type: none"> <li>All members present participated in taking the survey.</li> </ul> <p><b>Action:</b> Caitlin will email survey out to absent members.</p>	
<b>ORPIN Status</b>	Bret West
<ul style="list-style-type: none"> <li>17-19 Move from Charges for Services Fees to Assessment – Discussions regarding impacts of ORPIN fees on vendors remain ongoing. To eliminate uncertainty regarding how services would be paid for, a recommendation was made move to an Assessment based charge. The CUB approved the change.</li> </ul>	
<b>POP's &amp; Budget discussion</b>	Bret West Robin Kirkpatrick
<p>Handout from Robin of Policy Options Packages - Most are permanent staffing requests.</p> <ul style="list-style-type: none"> <li>Procurement Services -</li> <li>FBS needs 1 position for PERS reconciliation charges for services. Also DataMart to be replaced. Bret expressed his thanks to Trudy for taking it upon herself to clear up the old outstanding invoice reconciliation issues for PERS, dating back to 2004.</li> <li>Risk asking for \$1M (placeholder amount) for replacement of its current vendor based RMIS (Risk Management Information System) program.</li> </ul> <p><b>Action:</b> Bret will send out a methodology comparison spreadsheet of Risk charges – 2017-19 Charges using New Methodology vs 2017-19 Charges using Old Methodology vs 2015-17 Charges.</p> <ul style="list-style-type: none"> <li>Commission for the Blind vending machine procurement asking for an exception to the Procurement Services fee.</li> </ul> <p><b>CUB decision:</b> Do not want to make exception.</p>	
<b>HB2375 and HB3099</b>	Bret West
<ul style="list-style-type: none"> <li>Current Status – nothing new to report.</li> </ul>	
<b>Seismic Shutoff Valve</b>	Bret West
<ul style="list-style-type: none"> <li>Current Status – Rex Emery has made a proposal – small contract – will use the risk fund.</li> </ul>	
<b>Action Items:</b>	
<p><b>Action 1.</b> Caitlin will email CUB satisfaction survey to absent members.</p> <p><b>Action 2.</b> Bret will send out a methodology comparison spreadsheet of Risk charges.</p>	

Next meeting:  
 April 20, 2016  
 10:00 a.m. – Noon  
 Somerville Building | 775 Court ST NE

2015-17 Risk Management Rate Methodologies	2017-19 Risk Management Rate Methodologies
<p>Workers' Compensation:</p> <ul style="list-style-type: none"> <li>• Allocation based on 100% Severity</li> <li>• Waive up to 4 claims average time loss</li> <li>• \$1,500 minimum charge</li> <li>• Risk Administration costs included in loss allocation</li> </ul>	<p>Workers' Compensation:</p> <ul style="list-style-type: none"> <li>• Allocation based on 90% severity and 10% FTE</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• Risk Administration costs allocated separately</li> </ul>
<p>Auto Property:</p> <ul style="list-style-type: none"> <li>• Allocation based on 20% Frequency, 80% Severity</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• No Risk Administration charges</li> </ul>	<p>Auto Property:</p> <ul style="list-style-type: none"> <li>• Allocation based on 20% Frequency, 80% Severity</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• Risk Administration costs allocated separately</li> </ul>
<p>General Property:</p> <ul style="list-style-type: none"> <li>• Allocation based on 75% Severity, 25% Total Insurable Value</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• Risk Administration charges included in loss allocation</li> </ul>	<p>General Property:</p> <ul style="list-style-type: none"> <li>• Allocation based on 75% Severity, 25% Total Insurable Value</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• Risk Administration costs allocated separately</li> </ul>
<p>Auto Liability:</p> <ul style="list-style-type: none"> <li>• Allocation based on 20% Frequency, 80% Severity</li> <li>• Waive one loss up to \$100k</li> <li>• No minimum charge</li> <li>• Risk Administration charges included in loss allocation</li> </ul>	<p>Auto Liability:</p> <ul style="list-style-type: none"> <li>• Allocation based on 20% Frequency, 80% Severity</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• Risk Administration costs allocated separately</li> </ul>
<p>General Liability:</p> <ul style="list-style-type: none"> <li>• Allocation based on 15% Frequency, 75% Severity, 10% FTE</li> <li>• Waive one loss up to \$200k</li> <li>• \$2,000 minimum charge</li> <li>• Risk Administration charges included in loss allocation</li> </ul>	<p>General Liability:</p> <ul style="list-style-type: none"> <li>• Allocation based on 15% Frequency, 75% Severity, 10% FTE</li> <li>• No waivers</li> <li>• No minimum charge</li> <li>• Risk Administration costs allocated separately</li> </ul>
<p>Risk Administration:</p> <ul style="list-style-type: none"> <li>• Included in Workers' Comp, General Property, Auto Liability and General Liability rates</li> </ul>	<p>Risk Administration:</p> <ul style="list-style-type: none"> <li>• Allocation based on 25% each Frequency, Severity, FTE and TIV</li> <li>• \$1,250 minimum charge</li> </ul>

Frequency: Number of claims

Severity: Total cost of claims

FTE: Full Time Equivalent, the number of full-time equivalent positions employed by the agency

TIV: Total Insurable Value. Total property value and assets reported by agencies on the annual Risk Report

Minimum: A nominal charge agencies paid to be part of the insurance fund.

Waiver: Deduction of one or more losses of a stated amount.

2017-19 ORPIN ARB Assessment for OregonBuys Agencies				
Agency	Vendor Portion	Agency Portion	Total ORPIN Assessment	Total PS Assessment
DHS	\$ 342,048	\$ 197,175	\$ 539,223	\$ 926,521
DAS	\$ 36,827	\$ 21,223	\$ 58,050	\$ 99,751
Revenue	\$ 46,844	\$ 27,004	\$ 73,848	\$ 126,890
SOS	\$ 9,173	\$ 5,288	\$ 14,461	\$ 24,847
Judicial	\$ 80,641	\$ 46,486	\$ 127,127	\$ 218,436
DCBS	\$ 42,033	\$ 24,230	\$ 66,263	\$ 113,857
OHA	\$ 189,951	\$ 109,499	\$ 299,450	\$ 514,530
Education	\$ 21,950	\$ 12,653	\$ 34,603	\$ 59,456
Forestry	\$ 39,859	\$ 22,977	\$ 62,836	\$ 107,968
ODFW	\$ 57,724	\$ 33,275	\$ 90,999	\$ 156,359
Total	\$ 867,050	\$ 499,810	\$ 1,366,860	\$ 2,348,615