

IOWAccess Advisory Council
Meeting Minutes of May 10, 2006, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3

Final

Present: Sheila Castaneda, Quent Boyken, Herb Strentz, David Redlawsk, Dawn Ainger*, Marsha Ternus, Kelly Hayworth*, Barbara Corson, Lawrence Lentz, Glen Dickinson, Teresa Selberg, Dick Neri

Absent: Mary Maloney, Tom Gronstal, Miriam Ubben, Bob Brunkhorst, Jeff Danielson, Carmine Boal, Vicki Lensing

Guests: Dr. Yu-Che Chen, Mike Lillebo, Jeff Miller, Rochelle Little, Robin Harlan, Jeff Johnson, Angela Chen, Dr. Kurt Thurmaier, Randy Gehl & Chris Coleman (City of Dubuque)*, Rox Laird (Des Moines Register), Mark Uhrin, John Gillispie, Tom Shepherd, Diane Van Zante (recorder), Pat Deluhery

* participating by phone

Council Chair, Sheila Castaneda, opened the meeting and noted that a quorum of members was in attendance.

The Council has three new members: Dawn Ainger, Teresa Selberg, and Carmine Boal. Dawn is a citizen representative and the owner of Genova Technologies in Cedar Rapids. Teresa represents the real estate sector and is a certified real estate appraiser and realtor. Representative Carmine Boal serves in the Iowa House and was appointed as one of the Council's four legislative members. All council members and guests introduced themselves.

1. Approve Minutes – Sheila Castaneda.
Herb Strentz and Larry Lentz moved approval of the March 8, 2006 meeting minutes. An oral vote was taken, unanimously approving the minutes as written.

2. Updates – John Gillispie.
With regard to the FY07 budget, the first million dollars of DOT record fees will once again flow into the IOWAccess fund. We are still on target and at present have about \$1.1 million dollars in unobligated funds. We are also beginning to look at the FY08 budget. Denise Sturm, DAS Chief Financial Officer, resigned her position to accept a job in the private sector.

The IOWAccess coordinator position should be posted this week. The position was classified as an Executive Officer II which is what we had been striving for. We were able to include a project management selective as well. Barbara Corson volunteered to help screen the applications.

No hosting costs were originally approved for the Missing Persons project. Annual hosting fees are approximately \$7613.00. The Chair asked for a motion to approve the fees. Dick

Neri moved approval of the funding, Marsha Ternus seconded the motion. An oral vote was taken, resulting in unanimous approval.

Tim Erickson, Iowa Interactive, is marketing the new online cabins and campground reservation system, hoping to get others to join. He is currently working with Polk County to add shelter facilities. About 80% of the users are paying online rather than going through the call center.

2. E-Gov Research and 28E Project Website – Drs. Kurt Thurmaier & Yu-Che Chen, Iowa State University. Originally, John asked Iowa State University (ISU) to help the Council determine what kinds of services were in demand by businesses and citizens. ISU surveyed both businesses and citizens, asking them a series of questions. They concluded that citizens and businesses behave differently, but that there is huge potential for online transactions for both groups. The first study focused on state level transactions. In a proposed second study, ISU would explore what kinds of transactions citizens and businesses want to have with local government. In addition to the issues that were surveyed for state government, it would look at, “What is the capacity of cities and counties to deliver online transactions.” “What is the willingness of cities and counties to collaborate to provide these services?” The information would be useful to the Council in identifying potential local government projects and in determining: a) priorities for funding requests by local governments, b) pricing options for financing development and maintenance of local online transactions, and c) the capacity of cities and counties to provide online transactions. Robin Harlan, Iowa State Association of Counties (ISAC), stated that there are many inconsistencies and barriers between counties. The total project cost is \$140,487 with Council funding of \$127,970 and ISAC/ISU funding of \$12,517. How were those figures derived? Dr. Thurmaier explained that the budget was similar to that of the state level project -- about \$50,000 for survey costs, with the remainder being comprised of ISU indirect costs (8%), a graduate assistant, funding for Drs. Chen and Thurmaier, and phone and travel.

Questions/comments:

What we will get for the amount of money we are spending?

This philosophy is based on collaboration. We should identify the obstacles to collaboration, not whether they want to collaborate or not.

There is a lack of education, but a desire to become more efficient. And they don't want to lose control of their own data or legacy systems.

The politics are complicated in getting collaboration among counties.

Is this a good use of money that will result in information that we can utilize in the future?

At this time, the Council isn't flooded with applications from local governments. If we find that citizens want a particular service online, but the counties are resistant, then it doesn't matter how high of a priority it is.

The Council really hasn't made use of the information from the first project; most of the time there is sufficient money and no compulsion to make difficult choices.

We have some counties who already use E government; why don't we use their models for what works/doesn't work?

Why don't we have a laundry list of projects to choose from; we need to advertise and prioritize.

We want someone to focus full time on working with the survey results to take advantage of that information. That is part of what the new IOWAccess coordinator will do.

Maybe this project should wait until we have the position filled and that person can look at the big picture.

I am curious about the capacity piece; without some kind of ability to effect change at the local level, all the surveying in the world won't make a difference.

The real constraint is that the local government projects have to be sustainable and that means that people have to be willing to pay. What types of things are people willing to pay for so that we can build a sustainable system?

Quent Boyken made a motion to postpone action on this request until some future point, possibly after the new coordinator is hired and can develop a strategic plan and determine whether or not this type of survey is useful. Barbara Corson seconded the motion. An oral vote was taken and the motion unanimously upheld.

A decision was made to postpone the report on 28E Project.

4. Update on State Patrol In-Car Computers - Lieutenant Larry Grant, Iowa State Patrol. Lt. Grant was called away, so was not able to attend the Council meeting. Tom Shepherd will forward the planned PowerPoint presentation to the members.
5. Department of Natural Resources (DNR) Waste Water Permitting system - Implementation Funding - Angela Chen, Environmental Program Supervisor.
The goal of this project is to provide increased public access to water pollution control permit information and to provide improved services to Iowa's local governments and industries. The Council already approved \$15,000 for the planning phase. The design phase has been completed and DNR has received positive feedback from their stakeholders. DNR is asking for \$66,000 for the implementation phase (which includes first year hosting fees). Due to cost and time issues, they plan to go out for competitive bid for development of the project. John mentioned that ITE could do the work without the project going out for bid, reducing the timeframe considerably, however the chances are slim that ITE would bid on the project as ITE doesn't have the resources to respond to bids. Marsha Ternus moved approval of the funding; Teri Selberg seconded the motion. An oral vote was taken; the motion passed. The vote was recorded as follows: Ayes = 11, Nays = 0, abstentions = 1 (Glen Dickinson).
6. DPS Fire Marshal Aboveground Tank Licensing system - Implementation Funding - Mike Lillebo & Jeff Miller, Fire Marshal's Office.
This project will provide the Fire Marshal's Office with a streamlined process for tracking and renewing licensing for above ground storage tanks and compartments. In addition, the Fire Marshal's Office will be able to perform onsite inspections using a laptop or PDA. The new system will make inspectors more efficient, keep better track of data, and allow citizens to access the inspection records. Above ground storage tanks must meet fire code regulations; they are actually more of a fire hazard than underground tanks. Underground tanks fall under the DNR's umbrella. The funding request is for \$77,000 and the project would be completed by ITE. Quent Boyken moved approval. Discussion: While there is no federal requirement for inspection, there are state requirements. The resulting application

will be available to the DNR and other entities. Dave Redlawsk seconded the motion. An oral vote was taken and unanimously passed.

7. City of Dubuque Request for Funding – Enhancement to Existing Incident Tracking System - Randy Gehl & Chris Coleman, City of Dubuque.

The City of Dubuque is requesting \$15,000 to provide citizens with a web-based portal to log and track complaints/inquiries. The City already has an internal incident tracking system; they encourage departments to input citizen communication as well as complaints, and track any action that was taken. In addition, the system allows search and inquiry capability, data extraction, and GEO coding. The City of Dubuque is proposing to create a web-based front end so that citizens can submit questions and/or request information or feedback. This would make government accessible 24 x 7. Herb Strentz asked about sharing the finished product with others as the system could serve as a model to other cities. Members were urged to be cautious of proprietary software, i.e., who owns the software at the end of the day? The current City of Dubuque system is owned by Mission Creative in Dubuque. Has the City of Dubuque spoken with Mission Creative to see if they would front the \$15,000, as the system enhancements would be in their best interest and add to their product marketability? No. How much have you paid the vendor for the system thus far? It was bundled with website development at a total cost of \$50,000. When do you anticipate the web-based front end being completed? In approximately three months. Is it customary to pay a business to develop a product for your use, but they actually own it and you pay them to use it? Many times this is a licensing issue and the recipient is getting a customized product.

Herb Strentz moved approval of the funding; Barbara Corson seconded the motion. For future projects, the Council may want to consider who owns the “intellectual property.” Another model is a joint IP (the intellectual property concept and the actual code itself). Chris Coleman does not believe that the City of Dubuque will own the code; the only way that would occur is if Mission Creative ceases to do business. If the City of Dubuque ceases to do business with Mission Creative, all the City gets is the data.

John Gillispie commented that there are no absolutes in software development. As a general rule, the State owns the intellectual property with the perpetual right to use the Iowa Interactive development projects. It is best to have the intellectual property rights to any software system developed. Then if anyone else wants to implement a similar model, it has already been paid for. For cities, the hosted model is more common. Cities generally have a small staff and limited budget, so do not have the resources to develop and support such a system themselves. Dawn Ainger suggested that Dubuque officials ask Mission Creative for the design documents, templates, and data base schema, etc. The Chair noted the need for better guidelines for local governments who submit projects. ITE staff is working through the legal issues and developing a Memorandum of Understanding (MOU) for local government that includes a requirement for a written report. The motion to approve funding for the City of Dubuque project was put to an oral vote and unanimously passed. Chris Coleman will work with Mission Creative to try to get the documents that Dawn mentioned.

8. ITE Project updates - Mark Uhrin, DAS-ITE.

Mark indicated that ITE was making good progress on most projects, even some that were stalled earlier. The social gambling project is expected to be up and online before the next meeting. An extra \$10,000-15,000 in funding is needed to complete the 28E project. Mark explained that it had been a challenge to get agreement between Iowa State University, the Secretary of State, and ITE, primarily due to a lack of understanding on what the system is supposed to do. Since this item was not on the meeting agenda, does it need to be resolved today? Mark did not become aware of the issue until after the agenda was closed. Herb Strentz moved approval of \$15,000 in funding; without the funding, the money that has already been spent will be in vain. Barbara Corson seconded the motion. An oral vote was taken, unanimously approving the additional funding.

9. Iowa Interactive Report - Tim Erickson, Iowa Interactive.
Things are on schedule and everything is moving forward. The campground reservations site is working well. People are using the online service more so than the call center, but citizens definitely like the call center as it allows them to talk to a live body. Tim is also working on the new www.iowa.gov site.
10. Elect Chair and Vice Chair - Sheila Castaneda, Chair.
The Council is required to elect a Chair and Vice Chair annually. Herb Strentz moved that Sheila Castaneda and Dick Neri be re-elected as Chair and Vice Chair respectively. Barbara Corson seconded the motion. Sheila and Dick were both re-elected by unanimous oral vote.
11. Wrap up and Adjourn -
The next meeting is scheduled for July 12. Council members asked that the travel reimbursement and W-9 forms be forwarded to them by E-mail. John encouraged council members to utilize the ICN's video conferencing capabilities. Arrangements for doing so should be made well in advance.

Agenda items for the next meeting:

Discussion with the new IOWAccess coordinator concerning hopes and expectations.

There being no further business, the meeting adjourned at 3:35 p.m.