IOWAccess Advisory Council
Meeting Minutes of May 11, 2005, 1:00 PM
Hoover Building, Level B, Conference Rooms 2 and 3

FINAL

Present: Quent Boyken, Herb Strentz, David Redlawsk, Thomas Gronstal*, Kelly
             Hayworth, Sheila Castaneda, Barbara Corson, Richard Neri, Marsha Ternus,
             Miriam Ubben, Glen Dickinson*

Absent: Tina Schmidt, Bob Brunkhorst, Jeff Danielson, Vicki Lensing, Mary Maloney

Guests: John Gillispie, Tim Erickson, Tom Shepherd, Denise Sturm, Ralph Rosenberg,
             Dr. Yu-Che Chen, Dr. Kurt Thurmaier, Dean Lerner, Gary Borlaug, Gordon
             Miller, Larry Grant, Larry Grund, Mark Uhrin, Larry Murphy, Tim McLaughlin,
             Bob Pals, Diane Van Zante

             * participated by phone

Council Chair, Quent Boyken, opened the meeting and noted that a quorum of members was
present.

1. Approve Minutes – Quent Boyken.
    Herb Strentz moved approval of the March 9, 2005 meeting minutes. Barb Corson seconded
    the motion. An oral vote was taken, approving the minutes as written.

2. Finance Report – Denise Sturm.
    Denise presented the financials for the IOWAccess Fund through March 31, 2005. Fees for
    motor vehicle records are running behind projections; as a result, we may not reach the FY05
    budget target for motor vehicle records. FY05 year to date, $641,000 has been spent for
    project development. Overall, there has been an increase in net assets of $682,000, resulting
    in total net assets of $2.4 million. As of March 31, unobligated cash is a little over $1
    million. Any unspent money does not revert at the end of the year. The fund will also
    receive another $1 million at the beginning of FY06.

3. Iowa Civil Rights Commission – Public Access Foundation Concept Paper and Funding
    Request – Ralph Rosenberg.
    The Civil Rights Commission's goal is to provide citizens, businesses and lawmakers with
    convenient reliable access to information on the work of the Commission. Per federal and
    state mandate, the Commission is required to process complaints, compile reports, and
    conduct investigations. They believe that technology can increase the reliability, accuracy
    and timeliness of their current system. Technological improvements would increase internal
    and external stakeholder accountability, allow better documentation and reporting, and give
    the public an interface. The Commission hopes to set the stage for online filing of
    complaints. Their website would also provide greater information to the public about the
    law.

As a matter of business, the IOWAccess Advisory Council generally receives a proposal for planning purposes first. That has not occurred in this case. Mark Uhrin explained that Civil Rights has a dire need. Mr. Rosenberg stated that new federal requirements mandate a specific period of time from intake to resolution. The Chair inquired if Mr. Uhrin was comfortable with the funding requirement. Mr. Uhrin responded that he was and explained further that the current request was only for phase 1 funding ($70,000). The funding for phase two (unknown amount) will come back to the council later. Today's request includes an additional $5000 for planning for phase 2, making the total request $75,000. The bulk of phase 1 money is to work on reporting functions, but it will also help facilitate the complaint reporting process. At present, reports are completed manually. Herb Strentz moved approval of the funding request. Kelly Hayworth seconded the motion. An oral vote was taken, resulting in unanimous approval.

4. E-Gov Survey – Review of Project to Date – Dr. Yu-Che Chen and Dr. Kurt Thurmaier. Dr. Chen reported that the project as originally proposed looked at businesses as one group and citizens as another. The business survey has been completed. It dealt with two main questions: what kind of demand do businesses have for E-government services and how do we finance E-government services? Most Iowa businesses (47%) are in the service industry. About 63% of Iowa businesses have 1-4 employees; about 80% have 10 or less. About 85% of businesses have an Internet connection, another 4% will have the Internet within a year. There is significant growth potential for online transactions. Only about 30% of businesses conduct government business online, but they have expressed a willingness to do so. Iowa businesses also face barriers while conducting business with government online. What are these barriers? #1 problem: inability to ask questions, #2 problem: difficulty in finding information. There is a difference in perception about who should pay for online services. The business community is about evenly split between user fees and taxes. The services industry was about the only group that decided against user fees. What type of payment method is preferred? If given only one option, 42% said electronic funds transfer, 35% said paper check. Iowa businesses are willing to pay transaction fees. Asked what the maximum amount would be, 57% are willing to pay $2 or more. The most popular answer was $2. Seventy-five percent are willing to pay $2 or less.

Key Findings:
o Iowa businesses are connected online
o There is high potential for targeted E-government investments in selected services
o Businesses are split evenly on the question of who should pay
o Electronic funds transfer was the most preferred method of payment, but multiple payment methods are welcome
o There is a clear indication of willingness to pay
o Assistance in navigation and answering questions are key

A more in-depth report will be available to council members. Once received, the Council may want to spend additional time reflecting on it. Council members may E-mail their comments to Dr. Chen and Dr. Thurmaier. Today's findings are based primarily on state government transactions; Dr. Thurmaier may come back in the future to ask about replicating the information for local government. John Gillispie mentioned that IOWAccess was

intended to promote local government as well. It is also important to make local government more accessible to citizens.   The research completed thus far has been very valuable and will be useful in future decision making. Sheila Castaneda asked that a list of services applicable to local government be compiled (dog licenses, paying your water bill online, etc.). It would assist the Council in differentiating a state service from a local service. Possibly, the same subcommittee (Kelly Hayworth, David Redlawsk, and Mary Maloney) would be willing to work on the local government project.

5. Department of Inspections and Appeals – Food Inspections Online - Phase 2 Funding – Dean Lerner.
    The Department of Inspections and Appeals is requesting an additional $53,533.17. Basically, this will result in an online dirty dining report. At present, inspectors utilize PDAs to input the inspection data and download it to the computer. It is then transferred to the state database and posted to the web. Mark Uhrin indicated that there was a cost overrun on the first phase of about $9,000. Phase 2 implementation is estimated at $26,000. Basically, phase 2 is shoving the data out to the web. Sheila Castaneda commented that the additional funding was actually for cost overrun rather than phase 2 of the project, as the Council previously approved the overall project to make the information available on the web. Herb Strentz inquired what staff was doing to alert the media and make citizens aware of such services. John Gillispie stated that he would be working with Tim Erickson to market this program and others. The Department of Inspections and Appeals is planning a press release and has already had a couple of TV stations show interest. Dick Neri moved approval of the funding. Marsha Ternus seconded the motion. An oral vote was taken and unanimously passed.

6. Board of Educational Examiners – Teachers' Online Licensing - Post Implementation Discussion – Gary Borlaug.
    Mr. Borlaug thanked the Council for their support of the project. Online licensing has been up and running for about a month and has received a lot of publicity. The number of online license renewals has been building up gradually. Most importantly, it forced the Educational Examiners to move data off of the mainframe and changed the manner in which much of the work is done.

7. Department of Public Safety – Missing Persons Reports Online - Implementation Funding – Gordon Miller.
    The Missing Persons Clearinghouse is legally mandated. The Department of Public Safety also believes that this project is in keeping with what citizens want. At present, the data goes through several conversions before it ends up in the form that is posted to the web. Public Safety wants to move the whole platform to a new server, where the information will go directly from the IOWA (Iowa Online Warrants and Articles) system to the website and will not require daily maintenance. There will be new search capabilities and the addition of an abductor page. Project benefits: more user-friendly website, real time updating of web information, new search capabilities, personalized search and print options, timely accurate information. Public Safety is requesting $40,000 for this initiative. Question: When is a project handled by Iowa Interactive under their current contract versus being submitted to the IOWAccess Advisory Council? John Gillispie responded that he tries to focus Iowa

Interactive on value-added services where there is an opportunity to develop new revenues. Kelly Hayworth moved approval of the funding. Dick Neri seconded the motion. An oral vote was taken, resulting in unanimous approval.

8. Public Safety Records Project – State Patrol Sgt. Larry Grant and Larry Grund, Department of Public Safety.
This is a request for $400,000. John Gillispie provided some background: Earlier in the year, press reports stated that Public Safety was not able to get reports out quickly, so John and Tim Erickson went over to the Department of Public Safety (DPS) to talk about possible solutions. Currently, DPS has about 160 in-car computers throughout the state. In the past, citizens who wanted copies of accident reports had to go to the district in which the accident occurred. Accident data now resides in one place, so you can access it from any district. DPS is looking at posting accident and incident reports so that citizens can get them for free in a timely manner. There will also be an immediate short summary of accident events. Citations will be transmitted to the court system and accident information will be transmitted to the Department of Transportation. DPS wants to convert the paper process to a fully electronic process. Timeliness of moving the data has become very important. DPS uses special ruggedized in-car computers. They are seeking $400,000 ($100,000 quarterly) to equip another 50 patrol cars. They are also applying for federal funds to buy additional computers so that every trooper has an in-car computer. The normal life expectancy for these computers is three to four years. Iowa Interactive is developing the software for the website. Miriam Ubben moved approval of the funding. David Redlawsk seconded the motion. Council members asked if it was appropriate to use IOWAccess funds to pay for hardware. Approval would set a precedent for funding hardware. Does this project have an impact on our citizens? From an efficiency standpoint, the computers make a big difference. Our mission statement says that "the mission of the IOWAccess Advisory Council is to create a one-stop electronic gateway to government information and transactions – whether federal, state, or local" and this project seems to fit that definition. Larry Murphy expressed his support for the project as it also impacts the court system and promotes efficiency in meeting their mission. John Gillispie stated he would not normally support a request to replace department computers, however this is a special case which puts information in the hands of the patrol and the court system more quickly. The average trooper handles 15-20 incidents per day. Looking forward, does DPS have a plan to build the cost into their operational budget or will they be coming back in three years? DPS does want to build the cost into their operational budget along with the cost of replacement vehicles. An oral vote was taken and recorded as follows: Tom Gronstal left the meeting, so did not participate in the vote. Sheila Castaneda and Herb Strentz voted no. There were no abstentions. The remaining members voted to approve the request. The motion carried.

9. Fiscal Year 2004 IOWAccess Report – Review and Comment – Quent Boyken.
The FY04 annual report was distributed to the members prior to the meeting. The report may be useful in orienting new members in the future.

10. Legislative Update – John Gillispie.
Funding for FY 2006 looks like it will come out of the Infrastructure Bill. The Technology Governance Board (TGB) Bill has been passed and signed by the Governor, and is currently

set to take effect on July 1st. The TGB bill dissolves the Information Technology Council. Transaction fees will now need TGB approval rather than Information Technology Council approval. The first $1 million of DOT record fees which goes to the IOWAccess fund is included in the Appropriations Bill and does not seem to have any controversy, but has not yet been passed.

11. ITE Discretionary Fund Expenditures – Mark Uhrin.
$9000 was expended for the Ethics and Campaign Disclosure Board project. This is not a new expenditure, but was approved earlier. Future reports are to include when the money was spent and for what purpose.

12. ITE Project Updates – Mark Uhrin and Lorrie Tritch.
There continues to be frustration on the Council's part that projects approved quite some time ago have not been completed. What is the status on hiring the project manager? John advised that the project manager hire had been put on hold. Sheila would like the projects to include more of a timeline identifying when the funds were approved and when different benchmarks occurred.

13. Iowa Interactive Report – Tim Erickson.
After quite some time, the Public Employment Relations Board project has gone online. For campground reservations, the photographer is taking pictures as we speak. The public meeting calendar has gone live and is being well received. Sheila asked that Tim add the website to the project spreadsheet so that council members can view it once a project has been completed.

14. Elect Chair and Vice Chair – Quent Boyken.
The Iowa Code says that a Chair and Vice Chair will be elected annually. Herb Strentz nominated Sheila Castaneda as Chair. Marsha Ternus and Barbara Corson moved that nominations cease. An oral vote was taken and passed, closing the nominations. A second oral vote was taken, unanimously approving Sheila as the new Chair. A call went out for members interested in serving at Vice Chair. Dick Neri indicated he would be willing to serve. Kelly Hayworth and Marsha Ternus moved that nominations cease and a vote be taken on the nomination. An oral vote was taken. Dick Neri was unanimously confirmed as Vice Chair.

Herb thanked Quent for his work and dedication and asked that a letter be sent to Quent's firm, thanking them for Quent's time and service to the Council.

15. Wrap up and Adjourn – Newly Elected Chair, Sheila Castaneda.
The next council meeting is scheduled for Wednesday, July 13 at 1:00 p.m.
There being no further business, the meeting adjourned at 3:26 p.m.