

HOUSE COMMITTEE ON RULES AND REORGANIZATION Subcommittee on
Reorganization

March 19, 1993 Hearing Room E 1:30 p.m. Tapes 9 - 10

MEMBERS PRESENT: Rep. John Watt, Chair Rep. Delna Jones Rep. Eldon
Johnson Rep. Avel Gordly

MEMBER EXCUSED: Rep. Michael Payne

STAFF PRESENT: Adrienne Sexton, Committee Administrator Kenneth
Brady, Committee Clerk

MEASURES CONSIDERED: INFORMATIONAL MEETING

WITNESSES: Dan Simmons, Exec. Dept. Cindy Becker, Exec.
Dept.

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These minutes contain materials which paraphrase and/or summarize
statements made during this session. Only text enclosed in
quotation marks report a speaker's exact words. For complete contents
of the proceedings, please refer to the tapes. [--- Unable To Translate
Graphic ---]

TAPE 9, SIDE A

003 REPRESENTATIVE JOHN WATT, SUBCOMMITTEE CHAIR: Convenes meeting at
1:35 p.m.

008 DAN SIMMONS, EXEC. DEPT.: Submits information (EXHIBIT A).
-Explains information. -Explains performance measurement.

126 WATT: How are you responding to objections?

130 SIMMONS: Constant reinforcement of the importance of
performance measurements. -Continues explanation.

171 WATT: Do you feel that people inside these organizations think you
have justified this?

177 SIMMONS: Most of them fully comprehend the importance. -Continues
explanation. -We will move toward a "pay for performance" system. -We
want private sector involvement. -Our goal is to beat the Benchmark date
of January 1995. -Gives example. -Speaks on the governor's
reorganization packages.

317 CINDY BECKER, EXEC. DEPT.: Submits information (EXHIBIT B).
-Explains information. -Explains performance measurements. -Baselines.
-Customer satisfaction programs.

TAPE 10, SIDE A

033 BECKER: Continues explanation.

036 WATT: How is this information made available?

038 BECKER: Part of the Ways & Means presentation.

048 MARI ANNE GEST, O.P.E.U.: Submits written testimony (EXHIBIT C & D). -Summarizes written testimony. -Explains importance of employee involvement.

181 TIM NESB ITT, O.P.E.U.: Submits written testimony (EXHIBIT E). -Summarizes testimony. -Notes concerns with "pay for performance." -Talks about the O.D.O.T. program.

320 REPRESENTATIVE ELDON JOHNSON: The problem with "pay for performance" is that if you improve tools, you gets the credit? -It is a difficult issue.

353 NESB ITT: The workers are critical though. -Some mechanism needs to be there to share.

371 ALICE DALE, O.P.E.U.: Submits written testimony (EXHIBIT F). -Summarizes testimony. -Notes the Exec. Dept.'s proposal. -Decentralization. -Oversight.

TAPE 9, SIDE B

040 DALE: Continues explanation. -Agree with getting customer service feedback. -Consolidating personnel functions in some cases is not advantageous. -Training is very important.

097 REPRESENTATIVE AVEL GORDLY: You said caseloads are increasing with the same staff. -How are providing training for that? 107 DALE: That was from C.S.D. They invest a lot in training. -It is still very overwhelming.

122 WATT: Closes meeting at 2:40 p.m.

Submitted by:

Reveiwed by:

Kenneth Brady
Administrator

Adrienne Sexton Clerk

EXHIBIT LOG:

A - Information - Dan Simmons - 4 pages B - Information - Cindy
Becker - 2 pages C - Testimony - Mari Anne Gest - 8 pages D -
Testimony - Mari Anne Gest - 15 pages E - Testimony - Tim NeSB itt - 4
pages F - Testimony - Alice Dale - 4 pages