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TRANSCRIPT OF PROCEEDINGS  
BEFORE THE  
TEXAS WORKFORCE COMMISSION  
AUSTIN, TEXAS

COMMISSION WORK SESSION RE: )  
QUARTERLY INFORMATION )  
TECHNOLOGY PROJECT UPDATE )

WORK SESSION  
TUESDAY, JANUARY 26, 2010

BE IT REMEMBERED THAT at approximately  
2:00 p.m., Tuesday, the 26th day of January 2010, the  
above-entitled matters came on for hearing at the  
Texas Workforce Commission, TWC Building, 101 East  
15th Street, Room 244, Austin, Texas, before TOM  
PAUKEN, ANDRES ALCANTAR, and RONALD G. CONGLETON,  
COMMISSIONERS, of the Texas Workforce Commission; and  
the following proceedings were reported by Janis  
Simon, a Certified Shorthand Reporter of:

1                               P R O C E E D I N G S  
2                               TUESDAY, JANUARY 26, 2010  
3                               (2:00 p.m.)  
4                               CHAIRMAN PAUKEN: All right. We'll call  
5 this meeting to order.  
6                               And, Mr. Crump, I understand you're in  
7 charge today, since --  
8                               MR. CRUMP: Yes, sir.  
9                               CHAIRMAN PAUKEN: -- Mr. Temple is out  
10 of town.  
11                              MR. CRUMP: Thank you.  
12                              Commissioners, as always, we'll use this  
13 wonderful North Carolina blue notebook to talk from  
14 today.  
15                              CHAIRMAN PAUKEN: Okay.  
16                              MR. CRUMP: As usual, we'll go through  
17 our high visibility IT projects for the Commission.  
18 We'll start off with Dee, and he'll kind of give us an  
19 overview.  
20                              Dee.  
21                              MR. MEADOR: Thank you, Gene.  
22                              These are going to be burnt orange for  
23 the next section --  
24                              (Laughter)  
25                              MR. MEADOR: Good afternoon,

1 Commissioners. Before we move on to the project  
2 reports, I'd like to provide some updates on Data  
3 Center Services, as I have in the past, the  
4 Information Resources Deployment Review, and our  
5 progress on Supplemental Budget Requests that I  
6 mentioned in our last work session.

7                   First of all, DCS. Overall service  
8 delivery of production services has not changed  
9 appreciably in the past several months. We have  
10 experienced some outages and print and mail problems,  
11 and there were several issues of concern from our last  
12 disaster recovery test. On the other hand, the  
13 mainframe and other infrastructure, including print  
14 and mail operations, have kept pace with the increased  
15 volumes of work associated with the high level of  
16 claims. As a matter of fact, this is an  
17 end-of-quarter wage filing week this week, and so far  
18 we haven't had any performance problems. So, we're  
19 looking good in terms of our being able to handle the  
20 volumes.

21                   Our biggest problem with DCS in  
22 recent -- recent months has been with requests for new  
23 services to support our expanding Internet systems and  
24 Filenet document imaging environments. It is taking  
25 an unreasonable amount of time to procure new hardware

1 and upgrades and, in some cases, an inordinate amount  
2 of time to implement upgrades even after they've been  
3 procured. We have escalated these problems with DIR  
4 and IBM management, but progress has been minimal.

5                   Staff continue to work in creative ways  
6 to get around the lack of resources, but project  
7 impacts are inevitable if Team for Texas and IBM  
8 cannot procure and build out the servers we need in  
9 the near term. Some of the requests for services  
10 problems relate to the fact that the server  
11 transformation for TWC and most agencies has been on  
12 hold for several months. However, most of our request  
13 for services pertain to the expansion of the servers  
14 that already reside at the Austin Data Center. We're  
15 going to continue to work on pressing for these  
16 servers to be installed and the expansions put in  
17 place that we need.

18                   Regarding the improvement efforts with  
19 DCS, DIR, with the guidance of the Governor's Office,  
20 has engaged a company called EquaTerra to develop a  
21 holistic approach for remediation of the DCS contract.  
22 This effort has supplanted, for the most part, the  
23 strategic stabilization and corrective action plan  
24 processes that were underway last fall. EquaTerra has  
25 been under contract with DIR for approximately three

1 months and has spent a great deal of time with  
2 agencies, DIR, and IBM to understand the issues with  
3 the DCS contract and develop recommendations for  
4 improvement.

5                   A leadership was created -- a leadership  
6 council was created consisting of Executive Directors  
7 and Deputy Executive Directors of several large  
8 agencies, including Mr. Crump representing TWC, which  
9 provides guidance and agency perspectives to EquaTerra  
10 and DIR as they perform these studies and develop  
11 recommendations. Gene has shared several of these  
12 e-mails -- several e-mails with Commission staff  
13 containing the published deliverables from EquaTerra's  
14 work.

15                   The first major deliverables were "work  
16 stream" documents summarizing EquaTerra's conclusions  
17 in three areas: Contract and Finance, Governance,  
18 Oversight and Service Provider Performance, and  
19 Technology Selection, Deployment and Usage. The  
20 second deliverable is a set of Agreements in  
21 Principle, which provide a starting point for  
22 negotiations and change between the State and IBM.  
23 These agreements are fairly general in nature and  
24 include most aspects of the DCS contract, including  
25 components, such as transformation, scope of services,

1 governance, contract cost restructuring components,  
2 and security.

3                   Although most of this work is still  
4 conceptual in nature, TWC has seen one positive result  
5 of this work in the recent resolution of numerous  
6 long-standing invoice disputes, mostly in TWC's favor.  
7 We are hopeful that the work being done will result in  
8 significant approve -- improvements to the overall DCS  
9 outsourcing. Based on EquaTerra's work so far, they  
10 clearly have a grasp of the problem areas, but  
11 defining and putting into place solutions will be the  
12 real challenge.

13                   Gene and I will continue to share with  
14 your offices information about this initiative as it  
15 proceeds. That's all I have to say about DCS, unless  
16 you-all have some questions.

17                   CHAIRMAN PAUKEN: Andres?

18                   COMM. ALCANTAR: (Shaking head)

19                   CHAIRMAN PAUKEN: Ronnie?

20                   COMM. CONGLETON: (Shaking head)

21                   CHAIRMAN PAUKEN: Okay.

22                   MR. MEADOR: Okay. Thank you.

23                   A couple of other brief things.

24                   In November we submitted the agency's  
25 IRDR to DIR. It's the Information Resources

1 Deployment Review. That's a biannually-required  
2 report through which agencies report to DIR on most  
3 aspects of their IT operations, including project  
4 management and development standards, security,  
5 database technologies, telephony, Geographic  
6 Information Services, and accessibility. We're also  
7 required to report all our major computer applications  
8 and databases.

9                   We completed that survey with the help  
10 of Business Infrastructure and Planning, LMCI, and the  
11 UI Telecenters. If DIR has any questions or issues  
12 with our responses, we will be informed in February  
13 and given the opportunity to respond, but we do not  
14 anticipate there will be any.

15                   Regarding the SBRs, as I mentioned in  
16 our IT Work Session last September, IT and UI worked  
17 together to develop applications for several  
18 Supplemental Budget Requests. In early October we  
19 received notice of approval of our submissions. The  
20 total award is approximately 4.5 million and includes  
21 requests for funding for security assessments,  
22 improvements in our disaster recovery documentation  
23 and planning, work to bring us in compliance with the  
24 National Institute of Standards for Technology and  
25 Federal Information Security Management Act Standards,

1 enhancements to our call center, and interactive voice  
2 response technologies, and several improvements to  
3 various components of our UI systems.

4                   Several of these requests were submitted  
5 to provide funding for already-planned projects, such  
6 as our Electronic Data Storage Project and E-Strategy  
7 Project. Some of these projects were already  
8 underway -- some of these SBR-funded projects are  
9 already underway, but others are not scheduled to  
10 start until Fiscal Year '11. All of the money  
11 associated with these SBRs must be obligated by  
12 September 30th, 2011 and expended by December 31st,  
13 2011.

14                   Any questions about that?

15                   (No response)

16                   MR. MEADOR: Okay. Thank you.

17                   With that, we'll move to the project  
18 reports.

19                   LaSha, you're up first.

20                   MS. LENZY: Thank you, Dee.

21                   Good afternoon, Chairman Pauken,  
22 Gentlemen Commissioners. In your notebook, under Tab  
23 2, there are two projects for the UI Division: UI  
24 Direct Deposit, that I will go over, and then UI IT  
25 Strategic Plan, which is going to go back to

1 Mr. Meador.

2                   For UI Direct Deposit, as you-all know,  
3 we are anxious to have the ability to allow our  
4 claimants to choose direct deposit as an alternative  
5 to debit cards for receiving their unemployment  
6 benefits. The project formally kicked off December  
7 the 10th of 2009. We're very pleased that we've been  
8 able to reduce the estimated time frame from six  
9 months to four months.

10                   The design is in progress, and we are on  
11 time. The pilot is estimated to begin April 1st.  
12 Instead of just starting -- just going out full bang,  
13 we will start with a hundred claimants in the pilot.  
14 We will have claimants from various areas, also from  
15 various banks, and then how quickly we can add, of  
16 course, will depend on how the pilot is going.

17                   We anticipate being in full swing no  
18 later than July -- I'm sorry -- no later than June  
19 1st, and hopefully we'll be able to beat that. We  
20 also will be changing our protocol to advise claimants  
21 upfront a little bit about the notification process  
22 that we will have to go through with their bank. Of  
23 course, for their security we have to go through a  
24 process of notifying the bank, getting confirmation on  
25 the routing numbers, account numbers, and what have

1 you. And then we have to get that information back  
2 from the bank before depositing money into those  
3 accounts.

4 Most large banks are used to direct  
5 deposit. So, we don't anticipate any big problems  
6 there. But, of course, there are some smaller, local  
7 banks that may not be as used to direct deposit.

8 In that case, we will be advising  
9 claimants that if we have a problem with their bank,  
10 that until that is resolved, their very first check --  
11 I'm sorry -- their very first payment would have to be  
12 made in the form of a check. And then we would still  
13 try to get the direct deposit in place. If for some  
14 reason we just can't get direct deposit in place for  
15 that person, then the default position will be to go  
16 to the debit card.

17 Also, we will notify claimants, of  
18 course, that are on debit cards currently of the  
19 process to get them switched over, should they choose  
20 to do so.

21 CHAIRMAN PAUKEN: Question.

22 MS. LENZY: Yes, sir.

23 CHAIRMAN PAUKEN: Do we have -- is there  
24 any experience in other states, which already have  
25 gone to direct deposit, as to whether there's an

1 increase in fraud? And if so, how have they addressed  
2 it or anything with regard to things to watch out for  
3 when we implement direct deposit, which I -- I know  
4 the Commission members favor but -- but other states  
5 where there may have been some problem areas?

6 MS. LENZY: We have -- we have not heard  
7 of any increase in fraud, just because of direct --  
8 having direct deposit.

9 CHAIRMAN PAUKEN: So, we haven't -- have  
10 y'all looked at other states to see if they've had any  
11 problems with direct deposit?

12 MS. LENZY: We did a couple of years  
13 ago. When we first were going to debit cards, we  
14 looked at both.

15 CHAIRMAN PAUKEN: Well, I think you  
16 ought to look at it again. That's -- that's two years  
17 of experience. Would -- would you have whoever's  
18 handling that take a look at that?

19 Do you have something to add, John?

20 MS. LENZY: John, have you looked at it  
21 recently?

22 MR. MOORE: Chairman, we've talked  
23 extensively, especially with Utah, who implemented  
24 direct deposit earlier. They actually found that it  
25 reduced their fraud --

1                   CHAIRMAN PAUKEN:   Okay.

2                   MR. MOORE:   -- because of the  
3 requirements of banks to open bank accounts, for  
4 example.  It makes it easier for us to prove fraud  
5 because of the identification that they ask for.

6                   CHAIRMAN PAUKEN:  Oh, okay.  Good.

7                   MR. MOORE:   So, actually, direct  
8 deposit, at least in the -- ordinary fraud that we  
9 get --

10                  CHAIRMAN PAUKEN:  Uh-huh.

11                  MR. MOORE:   -- will be easier for us.  
12 Now, as you know, criminals have a way to get around  
13 things --

14                  CHAIRMAN PAUKEN:  Oh, sure.

15                  MR. MOORE:   -- and we may run into  
16 something knew, but so far we haven't heard anything  
17 from any other state indicating they've had issues.

18                  CHAIRMAN PAUKEN:  Do we have any -- any  
19 other issues as you look at other states, like Utah,  
20 that have put it into effect?  Any other problem areas  
21 that they've alerted you to?

22                  MR. MOORE:   No, not really, not in --  
23 not with direct deposit.

24                  CHAIRMAN PAUKEN:  Okay.  Good.

25                  MR. MOORE:   Okay.

1                   CHAIRMAN PAUKEN: All right. Thanks.

2                   MS. LENZY: Thank you, John. Appreciate  
3 it.

4                   The only other thing that I would add,  
5 we, of course, saw the -- the recent NASWA bulletin  
6 that the rumors are talking about further extensions.  
7 We don't have any details or any specifics that that  
8 will happen, but it's always a possibility that there  
9 could be another extension of benefits. We, of  
10 course, are being proactive in working with DOL and  
11 with NASWA in providing input whenever possible there.

12                   If the changes -- if it were to come to  
13 be in the -- the changes only involve the effective  
14 dates of the program, then we are in a strong position  
15 to implement those changes without adversely impacting  
16 anything to do with direct deposit as we move forward  
17 or any of our existing priorities. If there were  
18 changes, major changes to the law, to legislation,  
19 with extended benefits, then there's really no way  
20 of -- of knowing that impact until we know exactly  
21 what that law is. For example, when they added the  
22 14th week to Tier 2, something like that, you just  
23 can't gauge exactly what the impact will be until you  
24 know exactly what the language says.

25                   But, again, we are being very proactive

1 in that. We will, of course, do everything in our  
2 power to minimize any impact and maximize our  
3 resources in shifting workloads, as appropriate, to  
4 stay on track.

5 CHAIRMAN PAUKEN: Okay.

6 All right. Gene or Dee.

7 MR. MEADOR: Okay. I'm going to talk a  
8 little bit about the UI Strategic Plan. As y'all  
9 should recollect, this project will provide  
10 prioritized short- and long-term recommendations, the  
11 expected and measurable results from those changes,  
12 along with costs for implementing the recommendations  
13 for our UI systems. The short-term recommendations  
14 will be used as input for the next budget cycle, and  
15 the long-term recommendations will be a roadmap for --  
16 for future projects.

17 In terms of where we are, generally  
18 speaking, we're on schedule. We're where we're  
19 supposed to be, according to our original plan. In  
20 two months, the vendor has collected an extraordinary  
21 amount of information.

22 There have been 31 one-on-one  
23 interviews. Actually, I think it may be more than  
24 that now and nine three-hour business process mapping  
25 workshops as part of the assessment phase, in which

1 they're looking at our existing systems and assessing  
2 the various characteristics of them, vulnerabilities,  
3 good things, bad things, et cetera.

4                   There's also a benchmarking effort  
5 underway to identify the level of effort and cost to  
6 develop, enhance, and support our Unemployment  
7 Insurance systems. Preliminary reviews of the  
8 assessment phase artifacts are scheduled. As a matter  
9 of fact, we had a steering committee meeting this  
10 morning and reviewed the preliminary results of -- of  
11 their assessment.

12                   You may notice, if you look at your  
13 budgetary chart there, that there is a -- a new amount  
14 that -- that -- that's different from what you saw  
15 in -- in the last Work Session. This was based on our  
16 actually having gotten bids from several vendors. We,  
17 of course, selected Gartner.

18                   The core project cost is now 572,000,  
19 and we added a functional requirements deliverable of  
20 250,000 to bring the total cost to 822-. Fortunately,  
21 we were able to get 500,000 of that funded by  
22 Supplemental Budget Requests, which is one of those  
23 SBRs that help to fund an existing initiative. And  
24 then the other 322,000 was funded by additional UI  
25 dollars earned above our base UI grant.

1                   Those optional deliverables will provide  
2 for more detailed functional and technical  
3 requirements gathering that will facilitate and reduce  
4 the cost of future procurements of system enhancements  
5 and replacements. And they're basically things that  
6 we would have had to do anyway, and we're doing them  
7 now while we have this opportunity. And it should add  
8 some confidence to our Legislative Appropriation  
9 Request estimates, too, when the time comes.

10                   Do y'all have any questions about the  
11 Strategic Plan at this point?

12                   (No response)

13                   MR. MEADOR: Okay. All right. Thank  
14 you.

15                   Mr. Jones, Workforce.

16                   MR. LARRY JONES: Good afternoon,  
17 Mr. Chairman, Commissioners. For the record, I'm  
18 Larry Jones with Workforce Development.

19                   This afternoon I have four projects to  
20 present to you. Two of these will be presented to you  
21 for the first time, and I mentioned this at our last  
22 Quarterly IT Work Session.

23                   The first of these projects you've heard  
24 of before and we've presented to you is our Child Care  
25 Automated Attendance Tracking. We had regional

1 sessions for all 28 boards. Those were completed in  
2 mid December.

3                   Provider information sessions for Wave 2  
4 have begun, and Wave 2 includes Concho Valley, North  
5 Central, North East, East Texas, Brazos, Deep East,  
6 South East, Texoma, Central Texas, and Middle Rio.  
7 So, it's a large and diverse group that we will be  
8 launching on 1 March. That will be in addition to the  
9 two pilot programs that we already have underway in  
10 the Heart of Texas and at Coastal Bend.

11                   Our program is on track. This program  
12 of Child Care Automated Attendance Tracking has been  
13 implemented in numerous states and is operational at  
14 this time. So, it's not a matter of "Can we do this  
15 or not do this?" There are a few challenges  
16 associated, and we've met those challenges. We've  
17 worked with our contractor to resolve any problems  
18 that we've had.

19                   And so, as I see it, our major challenge  
20 is just to manage the change that goes along with  
21 implementing a new program. So, my report to you says  
22 that we're on track. We're on budget, and this  
23 program is doing well.

24                   The second program that I would like to  
25 present to you is one we'll be discussing for the

1 first time. It is a program that also concerns Child  
2 Care, but it's the TWIST/Child Care Consolidation.  
3 This is a major information resource project that will  
4 consolidate two systems: The Workforce Information  
5 System of Texas and the Child Care Service Delivery  
6 System.

7                   This project will facilitate and support  
8 more integrated service delivery. So, the functions  
9 of this program will be transparent to our  
10 customers -- the parents, themselves -- and even to  
11 our providers, but we'll provide interoperability and  
12 enhancements to us at TWC and to our boards. It will  
13 create a central database for TWC for Child Care,  
14 thereby leveraging a very robust system.

15                   It will eliminate the need for local  
16 board servers, which some boards right now have  
17 home -- homemade systems to assist them in this  
18 interface. It will integrate tracking and reporting  
19 of Child Care Services with other Workforce Services  
20 tracking and report it as it exists in the TWIST  
21 system.

22                   You have a high-level time line and a  
23 budget in your notebooks. The project is on time and  
24 on budget. The first three deliverables were  
25 completed on target, and our next steering committee

1 will be held in February to review the preliminary  
2 design.

3                   And I have nothing further to report at  
4 this time, unless you have questions.

5                   (No response)

6                   CHAIRMAN PAUKEN: Okay.

7                   MR. LARRY JONES: The third project that  
8 I would like to present to you also is being presented  
9 for the first time. This is the Rapid Reemployment  
10 System Redesign.

11                   This project will incorporate RRES  
12 function -- and, gentlemen, that's what is commonly  
13 referred to as "profiling," sometimes has a bad  
14 connotation. However, we currently profile all of our  
15 claimants in a -- in an attempt to determine those  
16 most likely to exhaust their benefits and to identify  
17 those people so we can provide assistive services to  
18 them. This project will -- will incorporate RRES  
19 functionality within Work In Texas so that specific  
20 client data can be more seamlessly integrated.

21                   The Redesign System will also provide  
22 on-line search capabilities increasing the ability to  
23 disseminate data. So, as a -- for -- for instance, if  
24 we were wanting to identify all of those claimants  
25 within our system who had a certain level education or

1 who had a certain occupation code, then this redesign  
2 would allow us to do that through WIT. The design is  
3 in progress and on schedule.

4                   So, this project has barely begun to --  
5 to start. It's a two-year project. Again, you have  
6 a -- a high-level time line and a budget. We've only  
7 spent about \$10,000 out of that budget.

8                   And unless you have questions,  
9 gentlemen, I would proceed to the last item.

10                   CHAIRMAN PAUKEN: Go ahead.

11                   MR. LARRY JONES: The last item that I  
12 have is one that you've been hearing about for  
13 probably the last three years, the ongoing  
14 WorkInTexas.com Enhancements. We've completed several  
15 enhancements since our last IT Work Session. In  
16 progress right now is the ability to provide  
17 announcements in Work In Texas. So, for instance, if  
18 you wanted to note in Work In Texas some information  
19 about Skills Development or Veterans or Insurance  
20 matters or something of that nature, then that  
21 announcement capability would allow you to do that.  
22 That enhancement is on track.

23                   And the last item to tell you about  
24 is --

25                   CHAIRMAN PAUKEN: Okay. Let me --

1 MR. LARRY JONES: Yes, sir?

2 CHAIRMAN PAUKEN: Walk me through that  
3 again.

4 MR. LARRY JONES: It will allow us to  
5 put news and policy announcements into the notices  
6 that we send to the people who are registered in the  
7 WIT system.

8 CHAIRMAN PAUKEN: Okay. Let's take  
9 Veterans. Let's say we want to get information out to  
10 the Veterans about our program that help returning  
11 Iraq or Afghan Veterans or people out there that are  
12 in our system --

13 MR. LARRY JONES: We would have the  
14 ability to, then, make an announcement and -- and let  
15 those people know that we had some service or a  
16 program to assist them.

17 CHAIRMAN PAUKEN: Okay. How do we do  
18 that, through e-mail or on the Website?

19 (Simultaneous discussion)

20 MR. LARRY JONES: What I'll do now is  
21 I'll ask Scott Eychner -- I'll ask Scott Eychner to  
22 come up. He's with us here.

23 CHAIRMAN PAUKEN: Okay. Because we're  
24 getting -- you know, there are a lot of -- you have  
25 more returning Veterans from Iraq and Afghanistan on

1 the market. The job market has been -- is a lot  
2 tougher now than it was when this program started  
3 again and -- I mean, as started in 2008 in terms of  
4 being able to reemploy these Veterans, and there are  
5 also a lot of needs and individuals who have, you  
6 know, friend, family member, whatever. And we're  
7 trying to figure out a way to -- to match, you know,  
8 Veterans. We have names of Veterans in Texas with --  
9 you know, if you want to help your fellow Veterans,  
10 you know, we can do so.

11 Scott, any way we can do that?

12 MR. EYCHNER: This will help do that,  
13 yes, sir. It works independent of e-mail. It's  
14 actually within the Work In -- Work In Texas system  
15 itself.

16 CHAIRMAN PAUKEN: So, if we have a list  
17 of Veterans in Texas, it -- you know, that we want to  
18 say, "Hey, look," you -- you know, there are just  
19 still a lot of people that don't know about this  
20 effort or may have some folks out there that need some  
21 help and aren't aware of what we're doing.

22 MR. EYCHNER: Yes, sir. It -- it's  
23 specific to be able to do things like that, to target  
24 specific types of job seekers --

25 CHAIRMAN PAUKEN: Okay.

1 MR. EYCHNER: -- claimants, Veterans,  
2 TANF, whoever -- whoever we want it to.

3 CHAIRMAN PAUKEN: And when -- when will  
4 that be up and running?

5 MR. EYCHNER: March.

6 CHAIRMAN PAUKEN: Okay. Good. Okay.  
7 Would you -- would you come -- come by our office  
8 sometime and we're -- you know, visit a little bit  
9 with -- about that, because we want to try to do  
10 something and try to expand the knowledge base about  
11 this initiative?

12 MR. EYCHNER: Sure. Yes, sir.

13 CHAIRMAN PAUKEN: Okay.

14 MR. LARRY JONES: Gentlemen, that's all  
15 I have to present.

16 CHAIRMAN PAUKEN: Okay.

17 MR. MEADOR: Mr. McCarty, you can talk  
18 about Home Page Redesign Project.

19 MR. McCARTY: Good afternoon,  
20 Mr. Chairman and Commissioners. In October 2009, we  
21 selected our vendor for the Webpage Redesign, and that  
22 is Idea Integration. We are scheduled for February  
23 5th to have a kickoff for the Web Redesign Project.  
24 We will be sending a notice to your offices inviting  
25 your staff to attend that function.

1                   CHAIRMAN PAUKEN: Now, is that to -- to  
2 have -- to be able to see some models of what we're  
3 proposing to do, or it's not -- or is that a kickoff  
4 after it's completely done, and this is what we've  
5 done?

6                   MR. McCARTY: It would be a kickoff to  
7 see some models --

8                   CHAIRMAN PAUKEN: Okay.

9                   MR. McCARTY: -- not to -- not for the  
10 after. We were actually going to seek your input --

11                   CHAIRMAN PAUKEN: Oh, that's nice.  
12 Thank you.

13                   MR. McCARTY: -- which -- which you  
14 would like to have --

15                   (Simultaneous discussion)

16                   (Laughter)

17                   CHAIRMAN PAUKEN: I appreciate that.

18                   COMM. CONGLETON: There's a first time  
19 for everything.

20                   (Laughter)

21                   CHAIRMAN PAUKEN: Appreciate that,  
22 Mr. --

23                   MR. McCARTY: We're -- we're going to do  
24 some research on what other Websites look like,  
25 government, private sector, as well as nonprofit. And

1 then, while we're doing that research, we're going to  
2 circle around to your offices and get your input as  
3 well. That will all occur after the kickoff but  
4 before the final design.

5 CHAIRMAN PAUKEN: Thank you.

6 MR. McCARTY: Yes, sir. This is -- this  
7 is scheduled to be a six-month -- six-month program.

8 CHAIRMAN PAUKEN: Okay. All right.

9 Anything else, Mr. Crump?

10 MR. CRUMP: Yes, sir. Yes, sir. Just  
11 to clarify, after the kickoff, about three months  
12 later, we'll have three prototypes for the  
13 Commissioners to look at as we go through the process.

14 Commissioners, that's all we have to  
15 present today. Are there any general questions for  
16 staff?

17 CHAIRMAN PAUKEN: No, I'd just like to  
18 visit with you afterwards. Okay.

19 MR. CRUMP: Yes, sir.

20 CHAIRMAN PAUKEN: Thank you. All right.

21 COMM. CONGLETON: I know exactly how I  
22 want mine to look. Okay?

23 MR. CRUMP: Sir?

24 COMM. CONGLETON: I know exactly how I  
25 want mine to look.

1                   MR. CRUMP: Yes, sir. I'll -- I'll --  
2 I'll make a note of that.

3                   COMM. CONGLETON: Make a note of that.

4                   (Laughter)

5                   (Meeting adjourned: 2:27 p.m.)

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1 C E R T I F I C A T E

2 STATE OF TEXAS )  
3 COUNTY OF TRAVIS )

4

5 I, JANIS SIMON, a Certified Shorthand  
6 Reporter in and for the State of Texas, do hereby  
7 certify that the above-mentioned matter occurred as  
8 hereinbefore set out.

9 I FURTHER CERTIFY THAT the proceedings  
10 of such were reported by me or under my supervision,  
11 later reduced to typewritten form under my supervision  
12 and control and that the foregoing pages are a full,  
13 true, and correct transcription of the original notes.

14 IN WITNESS WHEREOF, I have hereunto set my  
15 hand and seal this day of 2010.

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22 JANIS SIMON  
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