



Legislative Services Agency

State Capitol, 1007 E. Grand Avenue, Des Moines, Iowa 50319, 515.281.3566

Fiscal Services Division

Fiscal Update Article

Customer Council Meeting — September 2026

September 4, 2026

Meeting

The Customer Council (Council) met on September 2, 2026. The Council oversees utility services provided by the Department of Administrative Services (DAS) through its four enterprises. Utility services are those required to be purchased through the DAS by State agencies in order to maximize efficiency and capture economies of scale across State government. The DAS enterprises include the following: General Services Enterprise (GSE), Human Resources Enterprise (HRE), Central Procurement and Fleet Services Enterprise (CPFSE), and State Accounting Enterprise (SAE). The Council approved the minutes from the September 9, 2025, Council meeting.

Approved Rates

The Council approved the following rate changes for FY 2028 that were previously reviewed at the August 12, 2026, meeting:

- A decrease to the Unemployment Claims Administration rate from \$1 per headcount to \$0.50 per headcount. This rate is a pass-through of the State's third-party vendor for the administration of unemployment claims. The rate is determined by annual certification of a participation letter submitted by each agency. The actual amounts billed are based on third-party vendor costs and the headcount of the participating agencies.
- An increase to the Family Medical Leave Act (FMLA) rate from \$43.80 per filled position to \$51.80 per filled position. This rate provides funding for the FMLA claim administration. Services include intake, certification, designation, administration, and reporting, as well as communication with employees, supervisors, and internal agency contacts. This rate covers the entire budget for services and is charged to each agency on a per-filled-position basis based on the five-quarter average.
- An increase to the Fleet Management rate from \$252 per vehicle to \$372 per vehicle. This rate provides funding for the administration of the State's vehicle fleet to include vehicle purchasing, the fuel card program, vehicle repairs administration, State and federal statutory compliance for alternative fuels, Corporate Average Fuel Economy (CAFE) requirements, and industry recalls and technical advisories. This rate is determined by dividing the annual budget by the number of vehicles in service as of April 30.
- An increase to the Risk Management Vehicle Self-Insurance rate from \$528 per vehicle to \$576 per vehicle. This rate provides funding of driver insurability assessments, State vehicle collision and accident liability coverage, mediation services to minimize State liability, and recovery for damages when the State is not at fault. This rate also includes investigation, negotiation, and settlement of all liability, collision, and comprehensive claims coverage. This rate is reviewed annually and is dependent on fleet size and claims experience.

Additional Information

The [2026 Iowa DAS Business Plan and Report to the Customer Council](#) provides a brief description of all DAS utility services and methodologies that were reviewed and approved by the Council. Additional information is also available on the [Customer Council's website](#).

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