

Small Retailer Consolidated Renewal

Steering Committee Meeting

October 1, 2004

OLCC Conference Room 120

Attendees:

Ron McKay and Lauren Henderson (by phone): Department of Agriculture

Michael Miliucci and Dan Croy: Oregon Liquor Control Commission

Wendy Wiles: Department of Environmental Quality

Patrick Allen and Laura Lesher: Office of Regulatory Streamlining

This meeting covered four main areas: 1) Project vision, 2) a general project assessment, 3) issues that needed additional work and who would take the lead on each item and 4) timeline for next steps

Project Vision

Phase One

Develop the business case and project plan for Governor Kulongoski's November announcement of the small retailer consolidated renewal pilot project. Successfully administer/coordinate the consolidated renewal of annual licenses and certifications requirements of the participating state regulatory agencies for the pilot population of small retailers. Conduct project evaluation in order to forward additional process improvements and other multi-agency regulatory streamlining projects

Phase Two

Incorporate the streamlining and customer service improvements into other multi-agency regulatory requirements on other businesses

General Project Assessment

- Governor Kulongoski wants to announce the project in November. Do not want to create expectations that we can not deliver on
- No fatal flaws are evident at this point more detail is necessary to be certain of this
- Adjustments to the invoice/form will need to be made as the process is defined and agreed to
- Difficulties exist to making the consolidated renewal operational, these include information technology, fiscal, technical, data and funds distribution
- License/certification fees are major funding sources (DEQ needs funding in early 2005 without delay or find alternative to manage the risk)
- Will need to be justifiable administrative investment for the population/improvements, but customer service, ease of renewal for business operators is key to the project

Issues that need to be worked and leaders/actions for each item

- Need way to match/reconcile firms and will likely need unique firm number
- Will need time to cross-match addresses, and confirm each business
- ✓ **Action Item:** Ron will share information with Dan for first reconciliation. Dan will share the reconciled list with Lauren, who will cross-reference the list and then send on to Wendy to further refine the list of stores
- ✓ **Action Item:** develop unique, shared firm number or identifier- Lauren & technical team
- IT capacity varies greatly among involved agencies

- ✓ **Action Item:** Agriculture has the most capacity and is exploring the use of the My License and License 2000 programs recently made available to state agencies. Lauren will lead the technical team and Agriculture has volunteered to administer the renewals for the pilot.
- ✓ **Action Item:** technical team will define the business case, project plan and issues identification. Technical team will provide these to the Steering Committee for approval, team charter and additional resources as maybe needed.
 - Will use pilot approach, limited number of firms makes the project easier and helps with cash flow concerns
 - Money risks identified are the cash flow risk to agencies, the handling/transferring of fees so funds are tracked, credited and managed in a audit worthy way
- ✓ **Action Item:** Agriculture currently has a bank repository for the fees/remittances sent to them. This approach maybe used for the remittances for the renewal project. Tech team will confirm.
- ✓ **Action Item:** Ron, Wendy, Dan & Michael will exchange names of the accounting and IT contacts for the project and forward them to Lauren (cc'ing Laura).
- ✓ **Action Item:** Pat will check with Economic Development for possible use of the Strategic Reserve fund in order to ensure agencies have coverage if fee collection is delayed.
 - Several items will need early approval through legislative remedies. These include fiscal, IT, resource issues and other public policy items for that maybe identified for the pilot. These are expected to include reconciliation of late fees, due dates, receipt of fees and the license/endorsement approaches determined for the project.
- ✓ **Action Item:** Pat to work into legislative concept or get bill sponsored early in session. Lauren & tech team and the accounting contacts to confirm/identify issues that will need to addressed by statutory changes.
- ✓ **Action Item:** Project team will review lessons learned from the Washington State Master License project.
 - Need resources to staff the technical team, Agriculture has one Certified Project Manager, anticipate need for additional 1/2 FTE and 1/4 FTE for short term (through December) to get unique data sets, projects plans, identification/resolution of issues addressed for the administrative work and to develop the pilot evaluation approach.
- ✓ **Action Item:** Laura will contact PING Members to request agency capacity/assistance with certified project manager resource needs. If resource need can't be resolve through this, Pat will make a request to DAS for assistance.
 - Public relations/marketing will be needed to create interest in participation and help launch the pilot.
- ✓ **Action Item:** Pat will continue to work with stakeholder/lobbyist to inform small retailers and generate interest in the pilot.

Criteria

Agriculture

- Less than 500 K gross annual sales revenue
- Less than 12 pumps

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- Off premises with pump (No wine tasting permit)
- Region 2 stores for early January billing cycle (1/4 of estimated population of small retailers

DEQ

- List of underground storage tank permittees that are the actual permittee (as opposed to a leases)
- To match OLCC timeframe and address DEQ revenue timing will include small retailers in OLCC Region 2 population which makes up about one quarter of the stores

Overall

Desired population size is 300 to 500 renewals.

Agriculture will be in all the renewals for food safety and weights & measures licenses.

The tentative population can be all three-agency renewals or any 2 of the three agencies.

Will look for all three renewal requirements and check number in population but expected it to be too small of a group.

Next steps and time line

Action Items above will be worked and results brought back to a meeting to be scheduled for mid-October.