

Small Retailer Consolidated Renewal

December 14 Meeting

December 14, 2004

Department of Agriculture Conference Room B

Attendees:

Donna Wimer: Secretary of State

Wendy Wiles, Stephanie Holmes, and Anu Patra (by phone): Department of Environmental Quality

Ron McKay, Val Pascal, Debbie Shaffer, Rick Marinelli, Juan Quiroz, Lisa Hanson, Kim VanZandt, Roberta Laux, and Michael Makelacy: Department of Agriculture

Michael Miliucci and Karen Walsh: Oregon Liquor Control Commission

Laura Leshner: Office of Regulatory Streamlining

Sharon Prentice and Kim Buckout: Treasury

Lisa Van Laanen: State Controllers

Meeting Overview:

This meeting included members or representatives that will be working on various parts of the project which included the Fiscal/Accounting Team, Technical Team, and the Business / licensing Team. The meeting covered the following areas: 1) Project background, 2) Lobby meetings, 3) Governor's announcement, 5) Customer dataset, 6) Process flow, 7) Definition of workgroups, 8) Workgroups tasks, 9) Discussion of selected tasks, and 10) Risk assignment.

General Project Meeting Discussion:

- The Small Retailer Consolidated Renewal project was established out of the Governor's Streamlining initiative. In the summer of '04 agencies met to determine the feasibility of such an endeavor.
- The goal is to have a pilot of businesses that opt-in to volunteer to a consolidated renewal / licensing process.
- Pat Allen visited with the lobby groups who are in favor of the project. With large retailer representative being more interested in longer license duration the small retailer representative expecting a large turnout by the business groups.
- This project was mentioned at a recent conference where the VP of Quest, reporting on regulatory streamlining efforts mentioned that ODA, OLCC and DEQ are exploring the feasibility of this consolidation. An announcement may be made at press conference sometime in the future.
- The customer dataset is still in draft while the agencies review the list to determine if the customers on the list will be viable candidates for the consolidated renewal pilot group by meeting the definition of a small retailer set forth by the steering committee. The customer list, provided by the three agencies, was matched by name and address for all three agencies and then a 2-way match between ODA and OLCC then ODA and DEQ.
- The process flow diagram was presented at a high-level. The details for each process will need to be worked out within the various workgroups – business/licensing, fiscal/accounting and technical.

- The various workgroups were identified and roles each workgroup would provide within the project.
 - Business / licensing workgroup would work on the opt-in / opt-out process, policy decisions, make business decisions and set direction for many project deliverables.
 - Fiscal / accounting workgroup will work handling of partial payments, ensure money is distributed/transferred to the right agency funds, and solutions to money issues related to this project.
 - Technical workgroup will be responsible to make it “all happen”. After the business and fiscal workgroups have provided and/or worked out various processes, the technical team will provide the solutions necessary to make run smoothly.
- Workgroup tasks were reviewed. A handout distributed at the meeting identified various tasks and major deliverables, milestone / deliverable for each major deliverable, estimated completion date, and the workgroup or person assigned to each. Major deliverables include consolidated form, customer education/awareness, consolidated payment receipt process, consolidated statement process, ODA database changes, consolidated customer service process, training for participating agencies, implementation, test plans and results, and evaluation of pilot project.
- Team members for the Business/Licensing Workgroup were identified and agreed upon. They are Dan Croy – OLCC; Ron McKay – ODA; Wendy Wiles – DEQ; Stephanie Holmes – DEQ; Lauren Henderson – ODA; and Val Pascal – ODA.
- Common renewal time was discussed. Currently DEQ bills once a year and will need make adjustments to their customer invoicing which occurs in January, OLCC will use its Region III customers which typically receive a renewal in April with a June due date, ODA’s customers renewal due date is June 30. Pat Allen is looking into a common due date and working with legislature so that due dates and other legal or rule differences can be made so the pilot project efforts are within the law for all three agencies. ODA is working on fee changes and expect to have those in place by April just in time for the renewal mailing.
- A meeting was planned for December 15 for review of the dataset so that DEQ will be able to effectively manage their January invoice mailing. Attendees will be Juan Quiroz, Debbie Shaffer, Rick Marinelli from ODA, Stephanie Holmes from DEQ, and Donna Wimer from SOS. Donna will contact Dan Croy from OLCC to see if he is able to participate in the meeting. The dataset needs to be finalized by January 1, 2005.
- The question was posed as to which agency was interested in printing the consolidated renewal/invoice. ODA volunteered and there were no objections.
- A business process needs to be defined to prevent double billing. This may need to be agency specific. There are a variety of ways to do this. All agencies are welcome to consult with Donna for ideas and help – flagging, hand pull customers, etc. DEQ will have special handling of their customers on the pilot project. The business/licensing workgroup will probably work on this task.
- Various options related to customer awareness were discussed. The lobby newsletter will have an article related to this project. We need to provide them with dates. Val Pascal and Ron McKay volunteered to draft a letter and postcard that will be sent to

participants of the pilot project. Customers will have the option to opt-in or opt-out. If they choose to opt-in they can call, reply via mail or email. They will send the draft to the project team for review and comments when it's ready.

- Each agency described their business processes. DEQ has approximately 2000 facilities with 6000 tanks. The revenue is 3/4 of program funds. There is a \$400 fee for certificate to install. If approved they are issued a certificate to operate. The facility / store pays an annual compliance fee. There is an \$85 fee per tank. One store or facility may have 2-3 tanks. All tanks have numbers that appears on the invoice for each facility. There is a \$35 late fee. A \$75 fee for the certificate modification to change ownership. Approximately 10% are on a payment plan. It was suggested that these facilities be pulled from the pilot project list. DEQ does not take credit card payments.
- ODA issues 27,000 licenses, 15,000 establishments and approximately 3,100 are small retailers. ODA already issues a consolidated license for retail food stores that also have scales and (fuel) meters. Retail food license is based on the facilities gross sales and fees range from \$75 to \$750. Meters/pumps are \$30 per device including propane meters. Each license type is listed on the renewals. Renewals can be paid by check, money order or credit card. Once the renewal is paid, a certificate is issued. There is a 30% late fee after 30 days, then penalty notices are sent after 60 days. If no response a cease and decess notice is sent. Inspectors will visit the location as well. Weights and measures will lock pumps as necessary. About 20% of the customers pay by credit card.
- OLCC applicants are verified through criminal background checks, public safety impacts on the community, and validation from city agencies is also acquired before the facility is given a license. Renewals are reviewed for changes in financial interest and if the ownership has changed conducts the same verification process.. There is a \$25 local jurisdiction fee. Renewals are very straightforward. There are 143 retailers for the pilot district, no payments by credit card. There is \$100 annual renewal fee, 4 regions throughout the state, due 4/1, 6/1, 9/1 and 12/1. Licenses are issued to the business entity that receive a certificate of license. Penalties are 25% of fee after 30 days, then 40% after 60 days. When a renewal is not received past 30 days the business is not eligible for renewal.

Summary of Action Items:

- ✓ Business licensing workgroup participants – done today during meeting
- ✓ ODA, DEQ and OLCC will “tighten” the list
- ✓ DEQ will remove businesses that use installment plan
- ✓ Business licensing workgroup will validate consolidated license invoice
- ✓ Business licensing groups will work through options, i.e. not double billing customers or sending incorrect late fee notices. various process options will be determined.
- ✓ All workgroups will brainstorm project risks categorized by high, medium, low. Those risks with that are likely to occur and have high impact to the project need to have contingency plans.
- ✓ Email lobby dates for their newsletter
- ✓ Draft letter / postcard, determine if DCBS will send, Val prepare draft