

# MEETING RECORD

## REMOVAL-FILL STREAMLINING TEAM

June 22, 2005

9 – 11 AM, L&I Conference Room A

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### Members Present:

Laura Leshar, Project Manager, RSL

Kirk Jarvie, DSL

Christine Svetkovich, DEQ

Jenny Carmichael, Project Facilitator/Consultant

Approved July 6, 2005
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### Members Absent:

Jas Adams

Pat Allen

Debbie Colbert

Jon Germond

John Lilly

Jim MacCauley

### Intermittent Members Not Present:

Bill Ryan

Dale Blanton

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## 1. Updates

Kirk reported that he presented the Removal-Fill Project Recommendations from Phase I at the Community Development Forum June 21, 2005. Cities, Counties, Ports, and special districts convene in this Forum to discuss common agendas. His presentation was well received.

Christine reported that she has been named by DEQ as the lead for all DEQ deliverables for the project.

## 2. The following elements of the Removal-Fill Project Plan were reviewed:

### a. Team Purpose:

*To streamline Oregon's removal-fill permit process  
by making observable improvements to the existing process*

*&*

*transitioning to a consolidated state permit system  
so applicants experience*

- *less paperwork and duplication,*
- *greater certainty and timeliness, and*
- *improved customer service*

*while continuing to protect Oregon's water resources.*

### b. Project Success Criteria:

1. 80% of applicants received accurate and complete information about approvals AND approval thresholds/possible conditions at the start of the process, i.e., clarity about what gets an applicant to YES.

2. 80% of applicants feel the state was helpful in facilitating the permit.
3. The time to go through the process was reduced in a demonstrable manner (e.g. process steps and time).
4. The average number of revisions per application was reduced.

c. Decision Model:

- 1 = I support wholeheartedly.
- 2 = I support in general and would like to see modifications.  
If the modifications are made, I would support wholeheartedly.  
If the modifications are not made, I would still support.
- 3 = I cannot support as is and would block consensus.

### 3. Project Plan

The team reviewed the deliverables scheduled to be worked on the first quarter and identified those that should be done early in the quarter and those that could be put on the team's agenda for later in the quarter:

Work on Early In the First Quarter	Work on Later In the First Quarter
8. Customer Service Training – CS	9. Interagency Training for Consultants - JL
5. Agency Requirements - Project Communications	19. Legislative Package – PA
10. Project Documentation/Measures	1. SPGP Roadmap – JL

Meeting participants also agreed that there are two major tracks for this project:

- Track 1: Short Term Deliverables
- Track 2: Process Redesign

The Project Plan will need to be modified to more clearly outline the work involved in the Track 2.

Note: The first Leadership Team Check-In Meeting will be October 12, 2005. We will want to have progress on all first quarter deliverables and a clear direction on all others.

### 4. Eleven Major Deliverable Work Plans

Work Plans were distributed for six of the 11 deliverables:

5. Agency Requirements Pamphlet (LL)
16. Web-based Booklet and “Roadmap” (LL)
15. Web-based Super Application
19. Legislative Package – Rules Changes
9. Communications (LL)
10. Project/Process Documentations and Measurement

Christine Svetkovich will be distributing a work plan on Deliverable #8 - Customer Service Training once she has checked in with the team on timing issues.

Kirk Jarvie indicated that DSL will be preparing work plans for the following deliverables:

1. Develop and Implement SPGP Roadmap
14. Multi-agency MOU
9. Interagency Training for Applicants/Consultants

Team members agreed that deliverable #22 – Consistency with the Federal Process (DEQ-CS) would need to wait until the redesign is further along.

## 5. Customer Service Training

Christine Svetkovich has been working with Nina Diconncini of DEQ to develop customer service training. Christine asked the group to discuss the following:

Topic	Comments/Conclusion
# of Participants	15-20 people at each training, inter-agency
Participants	Any agency staff who touch customers should attend. DSL: 12 resource coordinators, administrative support staff, 7 property managers DEQ: 3 people ODFW: probably <10, assistant district biologists Water Resources: ?
Time	4 hours minimum, another hour if add e-mail etiquette training, potentially 5-6 hours
Where	Different parts of the state
When	Christine will work with each agency lead to identify the best time. Consideration will be given to agency staff schedules as well as the Directors' desire to implement change as soon as possible.
Letter from Director	Jenny will draft a Director letter regarding the training for review by the team at the July meeting. This letter should identify desired training outcomes, expectations of management, why the training is being done.
Training outcomes	Christine will discuss this with each agency lead. There will be follow up by Nina to discuss with appropriate managers from each agency.

Follow up items for Christine to discuss with project team agency leads: who, when, training outcomes.

## 6. Project Communications

Participants agreed that communicating with stakeholders about the project needs to be done soon. Jenny presented a draft work plan for Project Communications. Please see the draft work plan for details. LOC and AOC were added as participants to be involved in the success criteria section of the work plan.

The team completed part of the first task to identify key groups to be involved and who should be involved in involving them:

Who?	Comments
AOC (Chris Bayham – Env Coord) LOC	John, Pat, Jim, Laura, Jenny request meeting soon.
Audit/Legislative involvement	Seek Pat's guidance
DSL – technical advisory Committee – Meeting in August	Kirk and Christine
ODFW & WR & DLCD	Ask who should be involved
Community Development Forum	

Ports Association	
DSL – check database for major applicant groups	
Check with Gabrielle Schiffer (ERT) – upcoming conferences and meetings to present at, e.g. – LOC and AOC conferences in November, Oregon Planning Institute in September	
ODOT (60% of permits are from ODOT)	
Advisory Committee on Regulatory Permitting	
Lobby Interests	Seek Pat’s guidance as to approach

## 6. Meeting Follow-Up Assignments

What?	Who?	By When?
Notice of July 6 Meeting	Laura	June 28
Confirm Team Meeting Schedule	Laura	June 30
Add Track 2 to Project Plan	JC	July 6
Work Plan for Deliverable #8 - Customer Service Training	CS	July 6
Work Plan for Deliverable #9. Interagency Training for Applicants/Consultants	JL	July 6
Work Plan for Deliverable #1: SPGP Roadmap	JL	July 6
Work Plan for Deliverable #14: Multi-agency MOU	JL	July 6

What?	Who?	By When?
Schedule Leaders Quarterly Meetings	LL	July 6
Communications Plan	PA, LL, JC	July 6
Guidance to Dale and Bill regarding team participation	JC	July 6
Identify DSL Lead	JL, KJ	July 6
Website Mockup – internal and external documents	LL, JC	
Meeting Agenda Plan	JC, LL	July 6
Feedback on Work Plans	All	July 6

Pending Items: Work Plan for Deliverable #22 – Consistency with Federal Process.

## 6. Next Meeting

The next project team meeting will be July 6, 9-noon, at DEQ in Portland, Room 6A.

### Cover at next meeting:

Approve Meeting Record from June 22

Project Team Name

Finalize Team Roster

Vet redesign from July 8 – see Meeting Record

Customer service training work plan, R-F Streamlining Project Team expectations, draft director letter

Meeting Plan for First Quarter

Early Deliverables

### Future meeting agenda items:

Eric Metz – 1/2 hour regarding SPGP