

# Oregon Removal-Fill Streamlining Team

Making clear what gets a project to YES & transitioning to a consolidated state permit system.

## MEETING RECORD

Draft  
July 14, 2005

July 13, 2005

9 – 11 AM, DCBS, Salem, Conference Room A – basement

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### Members Present:

Jim Brick, ODFW  
Jon Germond, ODFW  
Laura Leshner, Project Manager, RSL  
John Lilly, DSL  
Jim MacCauley, DEQ  
Mike Morales, DSL  
Christine Svetkovich, DEQ  
Jenny Carmichael, Project  
Facilitator/Consultant

### Members Absent:

Pat Allen, RSL  
Jas Adams, Attorney General's Office  
Debbie Colbert, Water Resources  
Kirk Jarvie, DSL

### Intermittent Members

#### Not Present:

Bill Ryan, ODOT  
Dale Blanton, DLCD

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## 1. Updates

New Members. Jim Brooks, field rep for ODFW in southeast Oregon, will be assuming Patty Snow's /Jon Germond's role on the team until Patty returns this fall. Jim joined the team for the first time. Mike Marsales has been hired by DSL to take on Lori Warner-Dickason's position as Western Region Manager for DSL. Mike started July 11 and also joined the team's meeting for the first time.

OCAPA. John Lilly spoke with Rich Angstrom from OCAPA regarding his expectations for this project. Mr. Angstrom indicated his group's interest is the aspect of the project that will consolidate permits across various state agencies into a consolidated system.

Adding DOGAMI and ODA to the Project. The team emphasized the need to clarify the impact of adding DOGAMI and ODA issues to the project.

SPGP Permit to be signed July 18. The Army Corps of Engineers will be signing the SPGP permit on Monday, July 18 at Reed College. It will be a mediate event with the Governor. The Governor will be mentioning this project. The permit will become effective January 3.

2. **Approval of Prior Meeting Record.** The record of the July 6 meeting was approved.

## 3. Deliverable A – Project Management

### ▪ Critical Path

The updated critical path, incorporating changes from the July 6 meeting, was reviewed and approved.

- Assignments List

Jenny presented an “Active Assignments List” tool to track ongoing assignments from meeting to meeting. The cover page of the document also lists the next key milestone for each major deliverable. The team will experiment with this tool over the next few weeks to see if it is useful, particularly in conjunction with the deliverable work plans. The “Active Assignments List” will be posted on the project website.

- Active Assignments

- 1) Team membership and charge. Clarifying team membership and budget note impact on the project is an early priority.
- 2) Website – Laura is working with DCBS staff to make the website operational very soon. To access the website go to [www.oregon.gov/SCBS/RSL/tools.shtml](http://www.oregon.gov/SCBS/RSL/tools.shtml) then click on Removal-Fill Project
- 3) Natural Resource Directors Meetings. John Lilly suggested that Natural Resource Agency Director meetings be scheduled in conjunction with the Governor’s Economic Revitalization Team (ERT) meetings. These meetings are likely to take place again monthly after the legislature adjourns. Four of the eight directors that are members of ERT are natural resource agency directors. Ray Naff, Manager of the Governor’s ERT coordinates ERT meetings. Michael Carrier, Manager of the Governor’s Natural Resources Office will invited to Leader meetings on the Removal-Fill project.

[ERT Natural Resource Agency Directors: DLCD, DEQ, DSL, ODA  
Other ERT Members: OECD, ODOT, DCBS, and OHCS]

#### 4. **Deliverable B – Involve External Stakeholders**

John Lilly has provided a list of the months the State Land Board will be meeting in 2005. ODFW provided a listing of 2004 Commission meetings and will attempt to identify 2005 dates. Christine will send DEQ Commission meeting dates for 2005 in the next few days. It is important to build momentum from the inception of the project among the various agency commissions, particularly for any legislative concepts. Jenny will connect with other agency leads to identify all natural resource agency commission meeting dates.

Each agency lead on the team will submit a list by Friday to Jenny of stakeholders that are candidates to be invited to “community of interest” meetings. Jenny will prepare a mockup for the next meeting of a “meeting and attendee” plan.

Team members should give a consistent message to all groups that this project is not about changing policy, it is about streamlining the process. We should be careful to involve groups who have expressed a concern about these issues in the past, particularly those that will have an interest in legislative concepts.

## 5. Deliverable C – Measure Project Impact

John Lilly shared DSL's current and recent activities and materials regarding customer satisfaction:

- A copy of the current customer survey given to every removal-fill applicant after a permit decision. Applicants are also provided the opportunity to respond on line. Response rate for the survey is 10%.
- DSL also administers a phone survey every six months of all consultants and all individual permit applicants.
- A composite report of all survey results for 2003 and 2004. The first six months report for 2005 should be available shortly and John will provide it to the team.
- DSL holds quarterly meetings with consultants which are not focus groups per se, but they do provide for questions and dialogue about the process.
- DSL hired a consultant in 1995 to do a comprehensive review of the removal-fill program. This involved focus groups, phone calls, and other tools to assess perception of the program.

DEQ and ODFW do not presently assess customer satisfaction for removal-fill related permits.

Jenny handed out an early outline of the November, 2005 Report #1 to Natural Resource Agency Directors. Attached to this handout was a first draft of the November, 2005 report concerning Deliverable C – Measure Project Impact. Team members were asked to read this prior to the next meeting.

### Team Agreements:

The team asked Laura Leshner to explore the feasibility and cost of asking DCBS researchers to help the team create a professional assessment tool for this project. The tool would address customer satisfaction across all state agencies involved in removal-fill permits, not just DSL. One thing we will want to ask is something along the lines of “did it feel like 1 state permitting system?”

## 6. Deliverable D – Customer Service Training

Christine identified several topics for discussion: Training dates and attendees, Customer Service Guiding Principles, work plan to serve as statement of work for Nina, and directors letter.

Christine explained that a set of CUSTOMER SERVICE GUIDING PRINCIPLES are essential for the customer service training. John Lilly had sent the team a copy of the “Oregon Plan For Salmon and Watersheds: Guiding Principles for Agency Community and Coordination – July, 2000”. Christine Svetkovich had sent the team a copy of DLCD's performance expectations.

### Team Agreements:

- The Oregon Plan for Salmon document is more focused on inter-agency cooperation than customer-service principles. However because one of the objectives of this Removal-Fill project is to increase agency coordination, the customer service training should incorporate and discuss the Salmon document as well as build on the natural resource agency forum last spring.
- Before the next meeting Christine will draft a set of “Customer Service Guiding Principles” for the team's consideration. The draft will pull items from the Salmon Principles document that focus on customers. In addition, with John Lilly's help, Christine will identify the removal-fill customer service concerns that have come up in the 2011 report and in various other places. The training does need to be rooted in what is broken about the removal-fill process vs. being a generic customer

service training. The training should also include an opportunity to provide input to the Removal-Fill Process.

- The training should tie to the Removal-Fill Team success criterion concerning helpfulness of agency staff.
- The audience for the guiding principles will be **staff who touch removal-fill permits and their supervisors**. The audience will not be all staff of natural resource agencies. Time does not permit creating a document that could be presented as customer service standards for all natural resource agencies. It will be important for agency leads on the Removal-Fill team to secure support of the guiding principles for removal-fill staff from appropriate levels of leadership in their organization.
- The training will be mandatory. Agreement will need to be secured from agency directors.
- Training dates will be the following Tuesdays and Thursdays:
  - September 27 and 29
  - October 4 and 6
  - October 11 and 13

Eastern Oregon's meeting will be scheduled the last week of September to avoid hunting season.

- Attendees have been identified for DSL, ODFW, and DEQ. Christine will contact Ann Beyer at DLCD regarding DLCD attendees. Christine will also need further clarity about participants from DOGAMI and ODA.
- It will be vital for at least a few representatives of the Removal-Fill Team to be present at each training. Time will be provided on the agenda to set the context for the Removal-Fill project and this training.
- The workplan to serve as a statement of work for Nina and the directors letter will be discussed at a future meeting.

## 7. Deliverable E – Multi-Agency Requirements Pamphlet

The due date for this pamphlet is July 31, 2005. Laura led the team in developing key goals for a multi-agency requirements pamphlet. Notes from this discussion identified the following:

- 1) Do I need a permit and if so, which ones?
- 2) If I do, what gets me to yes?
- 3) Who do I need to talk to and where do I get more info?
- 4) How long is it going to take?

### Team Agreements:

- This will be a "State of Oregon" pamphlet to be available in every agency's office.
- The pamphlet will provide applicants a way to enter the process and have a good experience.
- The pamphlet will be an 8.5 x 11 sheet of paper tri-folded.
- This pamphlet is different than Deliverable J – Web-based roadmap.
- The starting place for the pamphlet will be the existing DSL removal-fill pamphlet. John will get a copy to Laura.
- OWEB and Economic Development pamphlets offer potential models.
- Laura will develop a mockup of the new pamphlet for continued discussion at the next meeting.

8. **Meeting Schedule Adjustment** – The team decided to meet 3 hours every 2<sup>nd</sup> and 4<sup>th</sup> Wednesday, instead of 2 hours. This means all meetings will be 3 hours unless otherwise specified. In addition, each person on the team will take responsibility to identify when they think a meeting should be scheduled for less time.

**9. Next Meeting**

- July 20, 2005, 9 – noon, DCBS, Salem, Conference Room A - basement
- Assignments for Next Meeting – Please see Active Assignments List