

MEETING RECORD

July 20, 2005

9 – 11 A.M., DCBS, Salem, Conference Room A – basement

Members Present:

Pat Allen, RSL
Jim Brick, ODFW
Debbie Colbert, Water Resources
Kirk Jarvie, DSL
Laura Leshner, Project Manager, RSL
John Lilly, DSL
Jim MacCauley, DEQ
Vicki McConnell, DOGAMI
Christine Svetkovich, DEQ
Jenny Carmichael, Project
Facilitator/Consultant

Members Absent:

Jas Adams, Attorney General's Office
Jim Johnson, ODA
Gary Lynch, DOGAMI

Intermittent Members Present:

Mike Morales, DSL

Guest:

Eric Metz, DSL (presenter)

Intermittent Members**Not Present:**

Dale Blanton, DLCD
Jon Germond, ODFW
Bill Ryan, ODOT

Note: *Follow-up and action items are highlighted in bold and italics.*

1. Introductions

New Members. Vicki McConnell, Director of the Department of Geology and Mineral Industries (DOGAMI) joined the team for the first time. [The team also had the opportunity to meet Gary Lynch, director of DOGAMI's Mine Land Regulation and Reclamation Program, and Jim Johnson, Land Use and Water Planning Coordinator for Oregon's Department of Agriculture, when they arrived at the end of the meeting for a new team member orientation.]

2. Updates - None.

3. **Approval of Prior Meeting Record.** The record of the July 13 meeting was approved with a few typographical edits.

4. Deliverable A – Project Management

- Budget Note and Adding DOGAMI and ODA to the Project. Pat Allen provided the following clarification regarding the budget note and DOGAMI's and ODA's involvement in the removal fill project:
 - Certain concerns of the aggregate industry are outside the scope of the removal-fill project:
 - 1) Increasing sources of aggregate particularly as it relates to the identification and protection of mineral and aggregate resources in land use Goal 5.
 - 2) Streamlining the process involved in establishing leases for mining of aggregate on state owned land.

- Pat's early impression is that the aggregate industry's concern that is intended to be addressed by the removal-fill project is the industry's desire to streamline "water-related permitting connected to aggregate work."

Pat Allen will be talking with Rich Angstrom, President of the Oregon Concrete and Aggregate Producers Association, after the legislative session to further assess Rich's impression of aggregate industry interests addressed by the budget note.

At a minimum the team will need to identify the role of DOGAMI and the Department of Agriculture relative to the removal-fill process map developed in the RFPIT effort.

Vicki McConnell briefly described efforts by DEQ and DOGAMI to streamline permits.. DOGAMI's inspection of work in the field involves protecting against water pollution and DEQ regulates stormwater permits. DEQ and DOGAMI entered into a partnership agreement in 2001 that authorizes DOGAMI staff to carry out DEQ responsibilities. Vicki believes more of this kind of partnering could occur to avoid duplication. ***This approach could be considered in the team's redesign efforts. It will be important to streamline the process while at the same time continuing to fulfill the regulatory purposes of the agencies.*** Pat agreed that the purpose of the removal-fill project is not to change the level of protection, but rather to streamline the regulatory process. ***Vicki indicated that OCAPA will need to be involved as well as independent operators.*** OCAPA represents 80% of the work but its members consist of only 40% of the operators.

- Meeting Agenda Forecast. Jenny handed out a projection of expected meeting agendas through November for the team's reference. (See Attachment A.)
- Assignments List
Laura reported that the team's website should be operational soon.

5. Deliverable D – Customer Service Training

Guiding Principles. As a follow-on to discussions at the team's July 13 meeting Christine distributed a draft of "guiding principles" for the customer service training. (See Attachment B.) ***The team supported Christine's draft and requested that it be used by Nina (DEQ's trainer) to design the customer service training. The team also agreed that the principles be used to take another stab at a "Director's letter" to staff who will be asked to participate in the training.*** Nina's approach in the customer service training is to solicit examples from participants and strategize how to handle them better and consistent with the guiding principles.

Removal-Fill Team Presentation at Customer Service Training. ***John Lilly will take lead to develop a 15 minute presentation from the Removal-Fill Team. At a minimum the one pager will be distributed along with the executive summary of the RFPIT project. Some information about the current removal-fill project deliverables will be needed. A dry-run of the presentation will be placed on the agenda for an early September removal-fill meeting. Various members of the team will be asked to give the presentation at one of the six customer service trainings.***

Michael Carrier presentation at Spring, 2005 Natural Resources Agencies Meeting. ***The team recommended that Mike Carrier's context setting at the beginning of the Spring Natural Resources meeting should be repeated as part of the customer service training.***

DOGAMI and ODA participation. *Laura will connect with DOGAMI and ODA to determine if their staffs should be included in the customer service training.*

6. Deliverable F – SPGP Roadmap

SPGP Permit signed July 18. The Army Corps of Engineers signed the SPGP permit on Monday, July 18 at Reed College. It was a media event with the Governor. The permit will become effective January 3.

Informational Presentation by Eric Metz. Eric Metz presented a Power Point slide show regarding the SPGP permit. Eric indicated the purpose of the permit is to expedite processing but not at the expense of resource protection. The intent of the SPGP is to provide a single storefront to applicants with coordination among all of the federal and state agencies in the background. The permit is not a transfer of program authority. Additional agreements will be required between DSL and other federal agencies to implement the permit (NMFS, US Forest Service, EPA, etc.). The SPGP represents deep fundamental change in the delivery of the regulatory system in Oregon. With a grant from the EPA related to the SPGP DSL hopes to increase site monitoring from 10% to 100%. The maximum universe of past applicants that will potentially qualify for an SPGP permit are 315 General Authorizations and 153 individual permits. The SPGP is limited to _____. As DSL demonstrates the feasibility of the SPGP these limits may be raised.

A copy of Eric’s Power Point presentation and handouts will be made available on the team website. Handouts included:

- ACOE and DSL Memorandum of Agreement
- The Statewide Programmatic General Permit (SPGP)
- Criteria for HORNHIC review of projects covered by the SPGP
- Standard Operating Procedures for the Identification of special areas of concern as part of the SPGP review
- DEQ commitments to the ACOE re: SPGP
- DLCD coastal zone management commitments to ACOE re: SPGP

DSL Request for Proposals.

DSL will be asking two respondents to a Request for Proposals to prepare a cost proposal. A consultant is expected to be hired to provide the following assistance:

- a. internal checklists and protocols for DSL resource coordinators to evaluate whether a project meets SPGP thresholds.
- b. external outreach for repeat customers to communicate the process and benefits of the SPGP.

The solicitation was not for overall SPGP implementation assistance.

Kirk Jarvie invited other agencies to participate in funding this work and he invited in-kind participation. Christine indicated DEQ plans to be involved in the workshops and will also provided storm-water information.

SPGP Roadmap. *Eric will e-mail the team a first draft of the SPGP implementation roadmap.* The roadmap will include training, forums, website development, work with applicants and consultants, development of an SPGP measurement system, etc.

Team Questions. The team identified the following questions in response to Eric’s presentation:

- a. How does SPGP implementation relate to the removal-fill streamlining project?

- b. What elements of the removal-fill project are different from SPGP implementation?
 - 90% overlap for SMALL projects – SPGP will subsume all mechanisms of permitting and compliance for these removal-fill projects
 - SPGP does not cover water rights and those aspects of removal-fill permitting.
 - SPGP only covers the column in the removal-fill process map that is DSL’s responsibility and how other agencies interact with that. It does not cover individual agency permit processes such as water rights.
- c. How can the partnering agreements be used to inform the multi-agency MOU and the way the agencies move forward to implement a streamlined system?

7. **Deliverable E – Multi-Agency Requirements Pamphlet.** Laura distributed a draft mockup of a multi-agency pamphlet based on last week’s goals discussion. *This pamphlet is intended to be available at all natural resource agency front offices. Team members were asked to review it and send comments to Laura. Laura mentioned that DCBS communications staff recommend supplemental single sheets on each type of permit (non-tidal waters, tidal waters, Pacific Ocean, wetland).*

8. **Deliverable B – Involve External Stakeholders.**

Draft Stakeholder List. *The team was asked to review the draft stakeholder list distributed by e-mail from Jenny. Team members should send Jenny missing groups and also their suggestion about whether the groups/individuals listed are categorized correctly. Team members will be asked to supply contact names and contact information at a later time. The team will also have further discussion about whether to schedule a few information sessions that can be opened to all stakeholders (participants would choose which meeting date works best for them) or whether the meetings should be organized by community of interest.*

DSL Removal-Fill TAC meeting August 18. *This meeting will be a dry run for the September stakeholder meetings. The team may have 45 minutes or so of the agenda. The meeting is from 9 – noon in Salem. DSL will attempt to encourage as much participation as possible. Kirk Jarvie and Laura Leshner will take lead to put together the dry-run presentation/input process for this meeting.*

Typical participants at a DSL removal-fill TAC meeting: 2 consultants, AOC, Liz Frankel of the League of Women Voters representing environmental interests, Jim Morgan of the Department of Forestry, Patty Snow, Christine, Scott _____ of the Forest Service.

9. **Deliverable C – Measure Project Impact**

Update from Laura: *Laura and Jenny will be meeting with research staff of DCBS to cost out a scope of work that assesses not only customer satisfaction but project impact.*

1995 DSL Consultant Analysis of Customer Satisfaction. John Lilly provided the team a copy of this analysis. (Please see website.)

Oregon Progress Board Customer Service Questions. Every agency is required by the Oregon Progress Board to include 4-5 standard questions related to customer service on their performance measure reports.

10. **Next Meeting**

- July 27, 2005, **9 – noon**, DCBS, Salem, Conference Room A - basement
- Assignments for Next Meeting – Please see Active Assignments List

REMOVAL-FILL MEETING AGENDA PLAN

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

		A: Proj Mgmt	B: Stake Inv.	C: Meas Proj Imp	D: Cust Svc Trng	E: Multi Agen Req. Pamp	F: SPGP Road Map	G: Inter Agen Trng	H: Leg Pkg	I: MOU & Rule Chgs	J: Web Road Map	K: Web Based Super App.
Aug	25	26	27	28	29	x						
	1	2	3	4	5	x						
	8	9	10	11	12	x						
	15	16	17	18	19	x						
	22	23	24	25	26	x						
Sep	29	30	31	1	2	x						
	5	6	7	8	9	x						
	12	13	14	15	16	x						
	19	20	21	22	23	x						
Oct	26	27	28	29	30	x						
	3	4	5	6	7	x						
	10	11	12	13	14	x						
Nov	17	18	19	20	21	x						
	24	25	26	27	28	x						
	31	1	2	3	4	x						
	7	8	9	10	11	x						
	14	15	16	17	18	x						

November 16: Report 1 or 4 to Directors

1. Redesign Proposal
2. Legislative Concept(s)
3. Preliminary Multi-Agency MOU

Interagency Customer Service Training

The purpose of the inter-agency Customer Service training is to implement Recommendation # 8 from the Water-Related Permit Process Improvement Team report dated May 9, 2005. The recommendation is in response to a concern identified in the white paper issued by the Water-related Permitting Work Group that stemmed from the "Advisory Committee on Regulatory Permitting" regarding state agency staff attitudes involved in removal/fill permitting.

The inter-agency customer service training will include staff from DSL, ODFW, DEQ, OWRD, and DLCD and will be based on the *Oregon Plan for Salmon and Watersheds: Guiding Principles for Agency Communication and Coordination* that was signed by the natural resource agency directors in June 2000. The trainings will focus on the following principles:

- We work collaboratively
- We listen respectfully and first seek to understand
- We respect the diversity and cultures of all Oregonians
- We recognize and correct failures
- We hold ourselves and other accountable
- We are hard on issues, not on people
- We solve problems professionally
- We predicate our comments and actions on a complete understanding of the facts
- We are aware of and respect the missions and priorities of other agencies
- We clearly state and explain our objectives
- We focus on outcomes and strive for flexible approaches to producing those outcomes
- We consistently, uniformly and fairly administer and enforce our regulatory programs

Specifically, the trainings will inform staff on how to effectively implement the principles outlined above during interactions with customers and agency staff by:

- Focusing on "how before no" to assist applicants to get to "yes"
- Learning how to work with difficult or angry people
- Positively dealing with conflict and emotional situations
- Listening effectively to ensure that a person feels heard and understood
- Practicing effective communication and problem-solving