

MEETING RECORD

August 10, 2005

9 – Noon, DCBS, Salem, Conference Room A – basement

Members Present:

Pat Allen, RSL
Jim Brick, ODFW
Jenny Carmichael, Carmichael Consulting
Kirk Jarvie, DSL
Laura Leshner, Project Manager, RSL
Jim McCauley, DEQ
Christine Svetkovich, DEQ

Members Absent:

Jas Adams, Attorney General's Office
Debbie Colbert, Water Resources
John Lilly, DSL

Intermittent Members Present:

Guests:
none

Intermittent Members**Not Present:**

Dale Blanton, DLCD
Jon Germond, ODFW
Jim Johnson, ODA
Gary Lynch, DOGAMI
Vicki McConnell,
DOGAMI
Mike Morales, DSL
Bill Ryan, ODOT

1. Updates.

- a. Jim McCauley will be taking a new job in Government Affairs with the Portland Metro Homebuilders Association on September 2. DEQ will be identify a replacement on the removal-fill team for Jim.
- b. Laura reported on the half-day work session with DSL's SPGP staff on August 8. The key deliverable of the SPGP process is a cluster of 9 permits, mostly federal, authorized together instead of separately. An intermediate deliverable is a screening tool for staff to determine if an application is SPGP eligible. The staff identified tasks involved in implementing the SPGP program – training, stakeholder outreach, etc. The team will meet again on August 12. Products from the August 8 and 12 meetings will be vetted with John Lilly and subsequently shared with the Removal-Fill Team at the August 24 meeting. The key question for the Removal-Fill Team will be whether this work fulfills expectations for Deliverable F – SPGP Roadmap.
- c. Jim Brick reported that the USFW is interested in receiving a copy of our multi-agency pamphlet when it is ready.

2. Approval of Prior Meeting Record.

The record of the August 3rd meeting was approved with one minor change.

3. Deliverable C - Measure Project Impact.

The team discussed a memo sent from Jenny and Laura to Derek Reinke, researcher for DCBS, outlining the parameters for measuring the Removal-Fill Project impact. The team emphasized the need to measure the impact of short term deliverables separately from the long term deliverables.

The team also reviewed a matrix of all of the business processes that touch removal-fill permits.

- The team emphasized that a key missing element in this list is the comments submitted by the various agencies regarding the removal-fill application.
- The team completed the matrix to the degree possible. Please see Attachment A. 100% of Removal-Fill permits require a subsequent permit from another agency. Measurement should occur only for processes that slow the process of getting a removal-fill permit. Also, only include processes that are connected to the removal-fill process a significant percentage of the time.
- The team agreed to build a notebook containing the products of all of these processes. Kirk Jarvie will select a removal-fill permit that involves as many of these processes as possible and send the information out to the rest of the team. Team members should locate the comments submitted by their agency related to this permit as well as related independent authorizations. These products will be compiled in a notebook for the team's reference.
- Jenny and Christine will meet to discuss possible ways to measure the 401 certification process as input to DEQ's plans to rebuild the 401 certification data base.
- There will be further discussion about the kind of measurement that may be needed from the Removal-Fill Team participating agencies in support of this deliverable.

Jenny and Laura will be working with Derek to craft a project impact measurement plan that will be brought back to the team for review.

4. Deliverable B – Stakeholder Involvement

The purposes of the September information meetings are to:

- update participants on the project
- find out participant reactions, concerns, interests
- find out whether participants believe the proposed deliverables will fix perceived problems
- find out how participants want to be involved over the next year so that the team can shape further stakeholder involvement

Hallmarks of the information meetings should be:

- informal
- offer transparency into the process
- informative
- show the unity of the state agencies regarding project goals

The team confirmed there will be 4 information meetings regarding the project in September. There will not be a meeting on the eastside. All meetings should be scheduled during a single week if possible. Two could be scheduled in a single day, one from 10-11:30 and another from 1-2:30. Each meeting will be 60-90 minutes.

Development Cluster – Wilsonville library
Government Cluster – Salem
Environmental – 1 in Salem, set up another in Portland if needed
Agriculture – ask Jim Johnson

Pat will conduct 1-1 meetings as appropriate for participants who do not attend an information meeting. Team members are asked to identify upcoming meeting(s) that cross federal agencies when an update on this project could be provided.

The team updated the invitation list. Jenny will make changes and send it out for an additional review by the team. There will be one final review of the list at the team's August 17 meeting. Jenny is to check with Jim Johnson regarding the Agriculture List.

The team reviewed a draft letter of invitation. Pat will incorporate recommended changes and send out a revised draft to the team.

The team reviewed a draft meeting process guide. Pat will convene all meetings. Change the questions for discussion to the following:

- What are your thoughts about this project?
- How would you like to be involved?

5. Deliverable D – Customer Service Training

- a. Trainings. The first training will be the first week of October, the last will be November 17. 100-120 employees will be asked to participate.
- b. Logistics. Jenny, Laura and Christine will have a conference call at 7:45, Tuesday, August 16 to discuss training logistics.
- c. Customer Service Training Planning Meeting – August 25. Agency leads are to invite one manager from their agency to serve as a spokesperson for the managers of their agency at a two hour session to plan the 5-6 hour customer service trainings. This meeting will be with Christine Svetkovich from DEQ and Nina, the customer service trainer from DEQ. The purpose of the meeting will be to develop a tailored agenda for the training. It is especially important for a manager to attend so that the training can be customized to fit the needs of their agency's removal-fill staff. One person representing each agency on the Removal-Fill Team will also need to attend the meeting. The meeting will be held in the Mill Creek Room at DSL in Salem on August 25, from 9 – 11 am. **Agency leads should e-mail the names of the two individuals that will be attending to Christine Svetkovich by the end of the day on Friday, August 12.**
- d. Michael Carrier letter. The team finalized the draft Michael Carrier letter of invitation to the customer service training. **Agency leads are asked to send Christine Svetkovich the names of the managers from their agencies that should receive this letter. Please do so by this Friday, August 12.** Any manager that touches the removal-fill process should receive the letter. The letter will go out early next week in hard copy. Managers who attend the August 25 planning meeting will be asked to ensure that the letter is shared with all staff who will be invited to the training. They will also be asked to send an e-mail invite to staff as a follow-up to the physical letter.
- c. We will explore the “results in, does not result in, is, has” questions at the next meeting.

6. Next Meeting

- August 17, 2005, 9 – noon, DCBS, Salem, Conference Room A – basement
- Assignments for Next Meeting – Please see Active Assignments List

Survey - Summary Data

Note: this does not include federal reviews by the US Army Corps of Engineers, National Marine Fisheries Services, or the US Fish and Wildlife service. It also does not include local city and county, and utility reviews.

Agency	Process/Product	Process/ Product/ Outcome Performance Data?	Customer Satisfaction Survey?	Other
DSL + all other Agency Comments (e.g. – ODFW - in water work period)	Removal-Fill Permit	See RFPIT report pp 19-20	Yes	- 1995 consultant analysis - Whole agency composite customer survey 2003- 2005
DEQ	401 Water Quality Certification (Note: one step in the ACOE 404 Permit Process)	No	No	- overall agency customer survey - on site septic customer survey
DEQ	NPDES – Erosion Control	No	No	
ODFW	Fish Passage Waiver or Exemption	No	No	
ODFW	In Water Blasting Permit	No	No	
ODFW	ESA Incidental Take Permit/Scientific Taking Permit	No	No	
Water Resources	Water Right Applications/Transfers			
DLCD	Coastal Zone Management Review			
DOGAMI	Mine land regulation and reclamation		Yes	
ODA	Water and Erosion Control Input thru Soil and Water Conservation Districts			
OPRD (DSL administers for OPRD)	State Scenic Waterways Input			
OPRD – Historic Preservation Office	Archeological Survey of the Project Site (20% of cases)			
State Marine Board	Encapsulated Polystyrene foam flotation permits, floating home registration, water ski permits, input on projection impacting recreational sites or navigation			