

# MINUTES & NOTICE OF BOARD ACTION

BOOK 153 PAGE 1937

APPROVED *September 15, 1993*



## LANE COUNTY BOARD OF COMMISSIONERS

*This document, upon approval in a public meeting by the Board of County Commissioners, serves as official minutes of such meetings as required under the Open Meetings Law, ORS 192.650.*

Pursuant to notice made by mailing agendas to news media, a selected list of jurisdictions and individuals in Lane County, a meeting of the Board of County Commissioners was held.

Questions should be directed to The Board Office Specialist 3, ext. 4203.

August 11, 1993  
Following HACSA

REGULAR MEETING  
BOARD OF COUNTY COMMISSIONERS

Harris Hall  
Main Floor

Chair Steve Cornacchia presided with Ellie Dumdi, Marie Frazier, Jack Roberts and Jerry Rust present. Sharon Giles, Recording Secretary.

1. ADJUSTMENTS TO THE AGENDA

Cornacchia announced that Executive Session would be held immediately after Item 5.a.

2. PUBLIC COMMENTS

None.

3. COMMISSIONERS' ANNOUNCEMENTS

To be held later in the meeting.

4. HUMAN RESOURCES AND MANAGEMENT SERVICES

- a. ORDER 93-8-11-1/In the Matter of Authorizing Building Bonds to Finance the Schaefers Building.

MOTION: Approval of the Order. Roberts MOVED, Dumdi SECONDED.  
VOTE: 3-2, Cornacchia and Frazier dissenting.

5. COMMISSIONERS' BUSINESS

- a. DISCUSSION/University of Oregon Multi-Scale Multi-Jurisdictional Study of Integrated Resource Management in Pacific Northwest Coniferous Forests.

David Hulse and David Liberty, University of Oregon Departments of Landscape Architecture and Planning, Public Policy and Management,

presented this item to the Board. Hulse distributed a summary of the material to be displayed for the Board on overhead projection. (See material on file.) Hulse explained the collaboration between the University of Oregon and Oregon State University in developing "interactive decision support systems," via a Geographic Information System, that will facilitate access to reliable information regarding the management of Pacific Northwest Coniferous Forests. He explained that researchers on this project continue to seek funding not only from federal agencies such as the Forest Service and Bureau of Land Management, but private foundations that are interested in a more sustained use of natural resources.

John Mosely, Vice-President for Research at the University of Oregon, explained the need to identify specific funding and asked the Board's support in advocating with political leaders for support of this activity. Dumdi and Cornacchia suggested the possibility of presentations to the RCIC, LEC, ORDC and the O&C Board. Roberts expressed his support, noting that a good place for advocacy would be at the congressional and administration level. Responding to questions from Cornacchia, Hulse indicated that the time frame for a useable tool was four to five years at a cost in the seven figure range. Cornacchia requested that University of Oregon staff draft a letter providing major points and substantive language which the Board would finalize and the Chair would sign. The Board concurred in their advocacy of this project. Mosely summarized by saying he would arrange to do a further presentation at the University for interested parties, that he would see that the draft letter was prepared and he would stay in contact with Cornacchia regarding the potential for a presentation before the O & C Board.

6. EXECUTIVE SESSION as per ORS 192.660

The Board recessed into Executive Session at 9:55 a.m. to reconvene at 11:24 a.m.

7. COUNTY ADMINISTRATION

a. Announcements

None.

b. REPORT/Land Management Division Permit Processing Operations Management Audit.

David Suchart, Performance Auditor, presented this item to the Board, stating that the most important part of the audit is what happens within the department over the next one to three years. He stated that after Board acceptance of the Audit, John Goodson, Craig Starr and Roy Burns were to come back to him with a work plan for implementing the recommendations. Cornacchia noted that some recommendations are being implemented already. Responding to Rust,

Suchart stated that the Board could expect a status report on the work plan within four to six weeks and a progress report on implementation in about six months. Stating that it was a good report, Roberts referred to the development of customer policy and procedures, affirming the need to instill a public service mentality in the employees as there are an excessive number of complaints from customers regarding their treatment at the counter. He took issue with a statement that the "Land Management customer shares responsibility with staff," remarking that it is not the responsibility of the customer to be cheerful or even reasonable. He indicated that it is the department's responsibility to have a system in place; and that problems need to be isolated and, if an employee is not doing their job, that individual needs to be held responsible. Suchart commented that a "Customer Service Plan" document had been created previously. Cornacchia noted that the responsibility rests with management if the document is not being used and that it needs to be implemented or changes will have to occur.

Dumdi noted that Craig Starr, Public Works Management Officer, was now assisting in Land Management and that a checklist was being developed along with "how to" brochures. She indicated that automated computer capability should be a priority. Dumdi also questioned the need for staff to go over the plans prepared by architects and engineers. She expressed the need for a team attitude in Land Management and suggested that if people are not willing to work together, they should pursue other avenues. In response to Frazier, Roy Burns, Land Management Manager, explained that other ideas include: 1) parallel rather than sequential flow, allowing up to three actions to be reviewed simultaneously; 2) exploring whether individual planners would follow an application all the way through the process; and 3) having a focused person in planning to step in on unique cases to facilitate on behalf of a client.

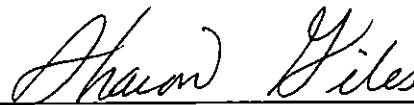
John Goodson, Public Works Director, stated that he is enthusiastic about implementing the recommendations of the report, particularly with respect to customer service and providing higher levels of service. Responding to an invitation from Cornacchia to comment, Mike Copely, Associate Planner, indicated that the audit is a serious attempt to address a serious problem. He remarked that Land Management staff is a group of highly committed, trained people who have to interpret complex regulations. He acknowledged that a good computer system would be a great benefit, allowing the process to be more efficient and effective. Copely noted that it will be difficult to maintain effective service while integrating portions of the recommendations and that some "front end" work may need to be done in terms of materials and staff deployment.

Bill Van Vactor, Acting County Administrator, indicated that he will work with the department and the auditor, and will brief an incoming new county administrator. He stated that the planning staff is diligent, hard working and responsive when instructions are clear.

Noting that the audit is clear, he observed that he believes people will respond. MOTION: Accept the Audit. Frazier MOVED, Dumdi SECONDED. VOTE: 5-0.

Items 8a, 8b, 8c, 9 and 10 to be held in the afternoon.

There being no further business, this meeting adjourned at 11:57 a.m.



Sharon Giles  
Recording Secretary