

Process Improvement Update

Oregon Water Resources Commission

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Dwight French, Administrator, Water Rights Services Division

Brenda Bateman, Administrator, Technical Services Division

Recent Process Improvement Initiatives

1. WR Workloads and Solutions
2. WR Process Review
3. IMDs and Rulemaking
4. Groundwater Data Migration
5. Credit Card Payments
6. Well Construction and Compliance

WR Workloads and Solutions

WR Document Generator

- Currently use Wordperfect
- Older technology
- Moving to MSWord
- Improved templates & mail merge
- Time savings & easier to understand
- G first then S and R

WR Process Review

- Met with Water Law Attorneys
- Brainstormed ideas for improvement
- Excellent discussions
- Agreed to modify one rule element
- Initiating rule making this summer

IMDs and Rulemaking (Internal Management Directives)

- Rule: ORS180-310(9)
 - Directive ...of general applicability...that implements...law or policy or describes the procedure or practice requirements of the agency.
 - Public process required.
- IMD: Must be consistent with statutes and rules.
 - Can not modify or add new processes.
 - No public process required.

IMDs and Rulemaking (Internal Management Directives)

- Organize current IMDs
- Make them more accessible to the public
- Determine which ones need to be in rule
 - We have about six IMDs that need to go into rule
 - Initiating rulemaking this summer

Groundwater Data Migration

- 1. Groundwater data currently reside in different formats and databases throughout the agency.**
- 2. Our newly authorized NRS5 staff is working with information services to migrate data to a centralized database.**
- 3. Outcomes: improved access for staff and the public, use on-line platforms, enhance decision-making.**

Credit Card Payments

- 1. On-line credit card payments are now accepted in three more Department programs: Exempt Use Well Fees, Geotechnical Hole Fees, and annual Dam Safety Fees.**
- 2. Customers have been asking for this; provides additional payment options.**

Well Construction and Compliance

- 1. The Department calls out three geographic locations for installation of “measuring tubes” during well construction. We’re using the arrival of the start card as an opportunity to communicate measuring tube requirement to well owners.**
- 2. Working with State Historic Preservation Office (SHPO) to safely identify and decommission “dug wells,” while being mindful of potential archeological value.**

Thank You

Any questions?