

OREGON DEPARTMENT OF FORESTRY

PRIVATE FORESTS



Purpose:

**Keeping private forestlands
healthy, intact, and working**



A 21st Century Private Forests Program

Services tailored to needs

A thoughtful approach

Improved customer service

Phasing in Resources to Rebuild Capacity



Phase I Accomplishments

- 12 stewardship foresters Summer 2011
- Monitoring Coordinator December 2011
- Deputy Chief January 2012
- Wildlife Biologist June 2012
- Training and Compliance Coordinator July 2012
- Monitoring Specialist July 2012

Phasing in Resources to Rebuild Capacity



Phase II Accomplishments

- Interviews in progress for Water Quality Specialist and second monitoring specialist
- Cooperative Forestry Manager August 2012
- Invasive Species Specialist September 2012
- 9 stewardship foresters September 2012

Phasing in Resources to Rebuild Capacity



Phase III

- Beginning recruitment for Forest Practices Field Support Coordinator; Cooperative Forestry Field Support Coordinator
- Operations and Policy Specialist with duties to include improving civil penalties administration

Efficiency and Effectiveness Review of FPA Administration aka Budget Note #2



- Directed by way of a budget note during the 2011 Legislative Session to use a third party contractor to help find ways to increase efficiency and cost savings.
- Guidon Performance Solutions used “Kaizen” events involving stakeholders, elected officials, field personnel and staff.
- Able to report success in implementation of the Budget Note six months early.
- Implemented a pilot project to improve FPA Notification of Operations processing as well as field inspections reporting.
- Continued scoping and implementing other business processes improvements identified by the “Kaizen” events.

Efficiency and Effectiveness Review Pilot Project



Goals for the Pilot project

- Decrease the lead time to process notifications
- Increase the number of field inspections
- Establish consistent processes
 - Notification process
 - Inspections entered into system
 - Digitization
- Establish and monitor metrics

"I love the new process!
Doubled my time in the
field." – Jennifer Rhea,
Stewardship Forester

Efficiency and Effectiveness Review



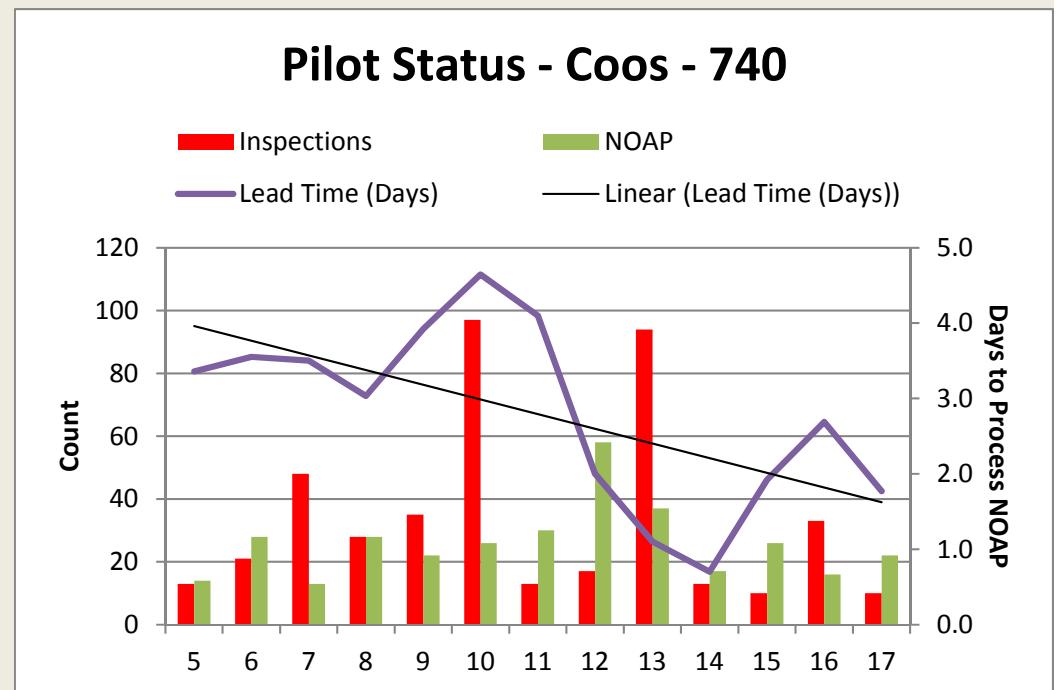
- Success of NOAP Pilot Project
 - 3 Offices (Klamath Falls, Dallas, Coos Bay)
 - 90 day pilot (Feb-April)
 - Decreased lead time to process notifications
 - Increased number of operation inspections
 - Established consistent processes between field offices
- Added 3 more offices (Roseburg, Grants Pass, Medford - April-June)



Pilot Project Results – Coos Bay

- 28.7% of notifications pass-through
- Decrease in lead time for processing
- Increase in inspections
- High ratio of inspections to notifications

“I’m spending one day a week in the field. I haven’t done that in over six months.” – Mike Hogan



Improved processing of notifications



- 31% increase in notification volumes compared to 2011
 - 2011 – 800 notifications
 - 2012 – 1048 notifications
- 29% faster in processing notifications
 - 2011 – 3.4 days
 - 2012 – 2.4 days
- Improved inspection processing / 4X increase recording inspections in the system
 - 2011 – 142 inspections
 - 2012 – 731 inspections



Observations

- Greater consistency in the process across offices
- More communication between admin staff and Stewardship Foresters
- Stewardship Foresters have more time for inspections
- Expanded skills and on-the-job training for admin staff
- Landowners increase communication directly with admin staff

"South Coast Timber commented that I am in the field more." – Nick Morris, Stewardship Forester



Pilot Project Summary

- Initial results, metrics and anecdotal evidence indicate the pilot was successful and statewide rollout to the remaining districts will continue this fall.
- Transformational change takes time...new processes need reinforcement to ensure compliance...continual monitoring is needed.

"I don't have any easy notifications anymore."
Dee Devine, Stewardship Forester

"I am now putting time into where I'm funded and don't want to go back to the old way."
Bev Quackenbush, OS2



Efficiency and Effectiveness Review Online Notification Project

- Voice of Customer: A 2-day workshop in January to gather customer expectations for a future electronic Notification of Operations system
- “Kaizen” event with PF business analyst and IT staff to identify system functional areas and priorities
 - Electronic notification submission
 - Communication and reporting
 - GIS capability
 - Mobile capability



Efficiency and Effectiveness Review Online Notification Project

Voice of the Customer Review – July

- Review Land Owner requirements
- Ensure completeness – “did we get it right?”
- Verify functionality
- User story format – “I need the system to do X”

Next Steps

- Review and update Stewardship Forester and Admin staff requirements
- Develop Request for Proposal to procure solution
- Award contract by the end of 2012



Summary:

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A thoughtful approach

Improved customer service



QUESTIONS?