

| WATER RESOURCES | | | | | |
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| DIVISION | PROJECT NAME AND DESCRIPTION | WHO BENEFITS AND HOW | START DATE | END DATE C=complete P=projected | COMMENTS |
| | Shifted from “one size fits all” approach to permit processing, to a “caseworker” approach. Previously, staff were organized according to discrete steps in permit processing. Under the new approach, each new application is assigned to a caseworker that processes the application from beginning to end. | Applicants benefit - greater staff accountability and efficiency. Improves communication and the consistency and predictability of the process with major gains in the quality of customer service. | July 2001 | C | |
| | Water Right Transfer Rulemaking - Staff revised water right transfer rules to clarify application requirements and to modify review procedures, e.g. adding a “preliminary determination” and opportunity to consolidate “injury” and water right forfeiture contests. | Applicants and existing water right holders - makes regulatory process easier to understand, and improves consistency . Changes may make the process faster by providing a better understanding of requirements and by streamlining the protest process. | October 2001 | C | |
| | Ground Water Application Review – Revised the forms and process used by staff to evaluate ground water applications for potential impacts on surface water resources. Provides for well documented and transparent Department decisions. | Applicants – makes the regulatory process more consistent, predictable and easier to understand. | January 2003 | C | |
| | Claim of Beneficial Use, Certified Water Right Examiners – The final phase of water right development is submitting a claim of beneficial use prepared by a Certified Water Right Examiner. Developed an internet web-page for use by Certified Water Rights Examiners that includes rules, guidance, forms, checklists, and calculations. | Certified Water Rights Examiners and water right holders – makes the regulatory process easier to understand, may reduce the amount of time it takes the Department to review a claim of beneficial use, and may reduce the cost for developing and submitting a claim of beneficial use. | August 2003 | C | |
| | Ground Water Level Data Base – Developed an internet web-page that contains water level and well data for long-term observation wells and field-located project wells enabling easy access to this information by Realtors, consultants, and landowners | Realtors, consultants, well drillers, landowners- easily accessible ground water data may reduce the time and cost to receive a Department authorization or conduct business. | May 2003 | C | |

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| | Permit Processing – Developed a process to provide irrigation districts the opportunity to submit water right transfer applications and maps digitally and to automate the majority of the review process. | Irrigation Districts and associated landowners – makes the process faster by reducing the time it takes to receive Department determination. Reduced processing time and low probability for error. | October 2001 | P = On-going, continuing to work with irrigation districts | |
| | Permit Processing – Utilize technology to reduce permit processing timelines. Developing GIS analytical tools, processing templates, and databases to automate as much of the application review process as possible. | Applicant – makes the process faster by reducing the time it takes to receive Department determination. | October 2001 | P = On-going | |
| | On-Site Waste Disposal Placement/Well Placement – WRD and DEQ have overlapping authority related to the placement of on-site waste disposal (septic) systems and ground water wells. The two agencies are developing a Memorandum of Understanding to harmonize the authorities and to recognize “exceptions” granted by one of the agencies. | Well Constructors, Landowners – eliminates paperwork, improves coordination between agencies, eliminates redundant process, and may lower cost of complying with regulations. | October 2002 | P= April 2004 | |
| | Water Use Reporting – Create an internet web-page that provides for electronic reporting of annual water use permit holders that are required to report water use. | Water Right Holders – ability to electronically report annual water use simplifies the process and reduces paperwork. | November 2003 | P= February 2004 | |
| | Willamette Basin, Five-Year Limited Permits – Amend administrative rule to allow holders of “five-year permits” to apply for new water right permits that do not require “renewal” every five years. | Permit holders – improve the predictability of the regulatory process and reduce the cost for maintaining the permit by allowing the opportunity for a permanent water right permit. | February 2004 | P= May 2004 | |
| | Administrative Rule Repeals – Initiate public rulemaking to eliminate rules that are obsolete due to statutory changes. | All Department customers – repeal of obsolete rules will remove unnecessary and conflicting regulations and make the regulatory process easier to understand | January 2004 | P= May 2004 | |

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| | Reimbursement Authority – Develop a program to implement HB 2551 (2003 Oregon Laws) which provides the Department authority to enter into voluntary agreements to provide alternative delivery of certain Department services. | Applicants – makes the regulatory process faster by reducing the amount of time it takes to receive a permit or similar Department authorization. | January 2004 | P= March 2004 | |
| | Transfer Process Automation – Develop technology to automate the creation of documents (orders, certificates) associated with authorization of a water right transfer. | Applicants – makes the regulatory process faster by reducing the amount of time it takes to receive a Department determination. | January 2004 | P= December 2004 | |
| | Administrative Hearing Decisions – Work with Office of Administrative Hearings to develop an internet web-page containing a searchable database of decisions on WRD cases. | Applicants – improves the predictability of the hearing process and reduces the cost of legal representation. | January 2004 | P = April 2004 | |