Multi-Agency Permitting (MAP) Team
Semi-Annual Performance Report

(July 1 – December 31, 2011)

Performance Summary Table

Goal	Performance Objective	Were Objective Targets Met?			
		Corps	Ecology	WDFW	King County
Goal 1: Permitting Predictability	**1.1** Achieve at least 80% complete application rates within 15 days of the permit application submittal date.	✓	✓	✗	N/A
	1.2 Issue all permit decisions before the AD or RFP date 100% of the time.	✓	✓	✓	✓
	1.3 Meet all MAP Team resource agency permit process timeline statutes at least 95% of the time.	✓	✓	✓	✓
Goal 2: Inter-Agency Early Project Coordination	**2.1** Achieve at least 80% customer satisfaction rating for assisting WSDOT in developing complete permit applications.	✓	✓	✓	N/A
	2.2 Achieve at least 80% customer satisfaction rating for assisting WSDOT in making critical design and environmental decisions before the project footprint is set.	✓	✓	✓	N/A
Goal 3: Inter-Agency Accessibility	**3.1** Achieve at least 80% customer satisfaction rating for responsiveness and availability in helping WSDOT resolve permitting issues quickly.	✓	✓	✓	✗
Goal 4: Inter-Agency Relationships	**4.1** Achieve at least 80% customer satisfaction rating for maintaining and strengthening the working relationships between MAP Team resource agencies and WSDOT.	✓	✓	✓	✗
Goal 5: Effective Mitigation	**5.1** Achieve at least 80% customer satisfaction rating for providing WSDOT with effective technical and regulatory guidance and feedback that assists WSDOT in selecting, designing and constructing project mitigation sites.	✓	✗	✓	✗

GOAL 1: Permitting Predictability

Goal 1 measures permitting predictability of the MAP Team process through three objectives. The first objective, Objective 1.1, measures how frequently WSDOT submits complete permit applications to the MAP Team. The second objective, Objective 1.2, measures how frequently the MAP Team issues permit decisions before the project Contract Advertisement (AD) or Request for Proposal (RFP) date. Finally, the third objective, Objective 1.3, measures how frequently the MAP Team meets permit process timeline statutes.

The following projects, itemized by MAP Team resource agency permit type, were measured for Goal 1, Objective 1.1:

Corps 404 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

Ecology 401 –

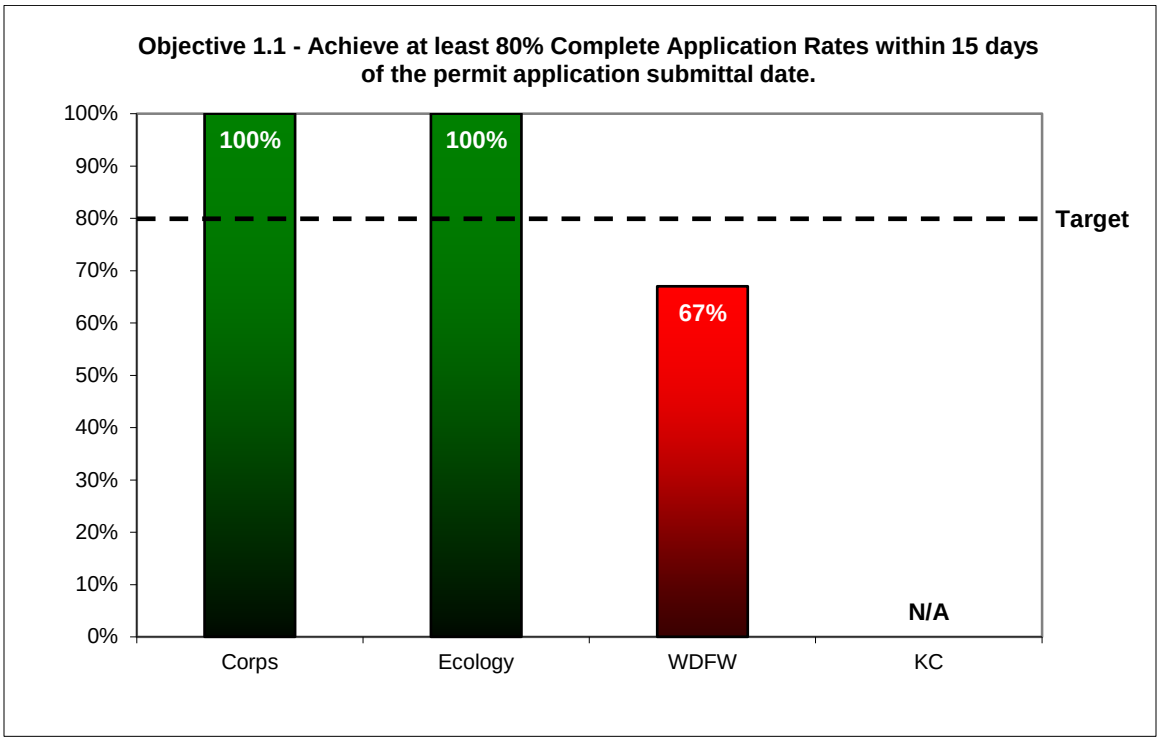
- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

WDFW HPA –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

King County – No Projects

Objective 1.1: Complete Permit Application Rates



Objective 1.1 not met for the following reasons:

- SR 9/SR 92, Interchange – WSDOT submitted an application to WDFW that remained incomplete for 77 days until WSDOT provided information regarding LWD placement.

Opportunities for Improvement:

- WSDOT and WDFW can improve coordination and information exchange during early project coordination to ensure WSDOT fully understands what design details are required in order for the HPA permit application package to be considered complete by WDFW.
- WSDOT and WDFW should also use and reference the "Complete Permit Application Guidance" in order to ensure a consistent understanding of what is needed for a complete permit application.

The following projects, itemized by MAP Team resource agency permit type, were measured for Goal 1, Objectives 1.2 and 1.3:

Corps 404 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- SR 9/SR 92, Interchange

Ecology 401 –

- I-405, Bellevue to Lynnwood
- SR 530, Fortson Creek Culvert Replacement
- SR 9/SR 92, Interchange

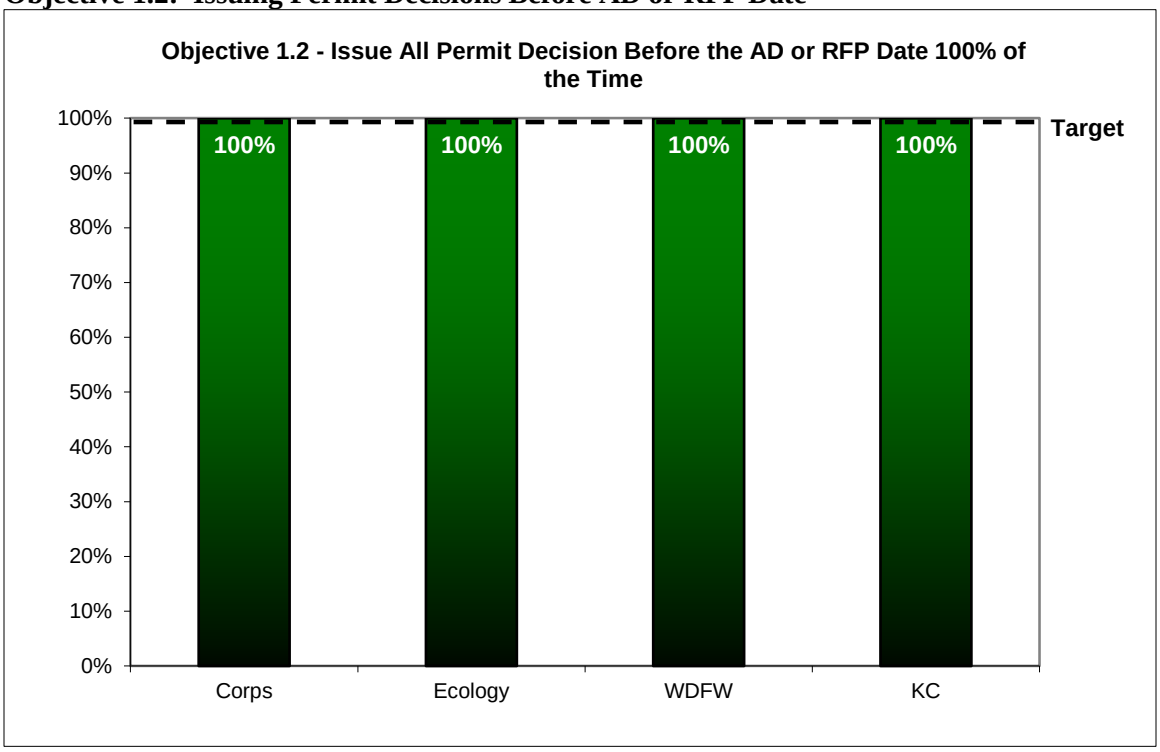
WDFW HPA –

- SR 530, Fortson Creek Culvert Replacement

King County –

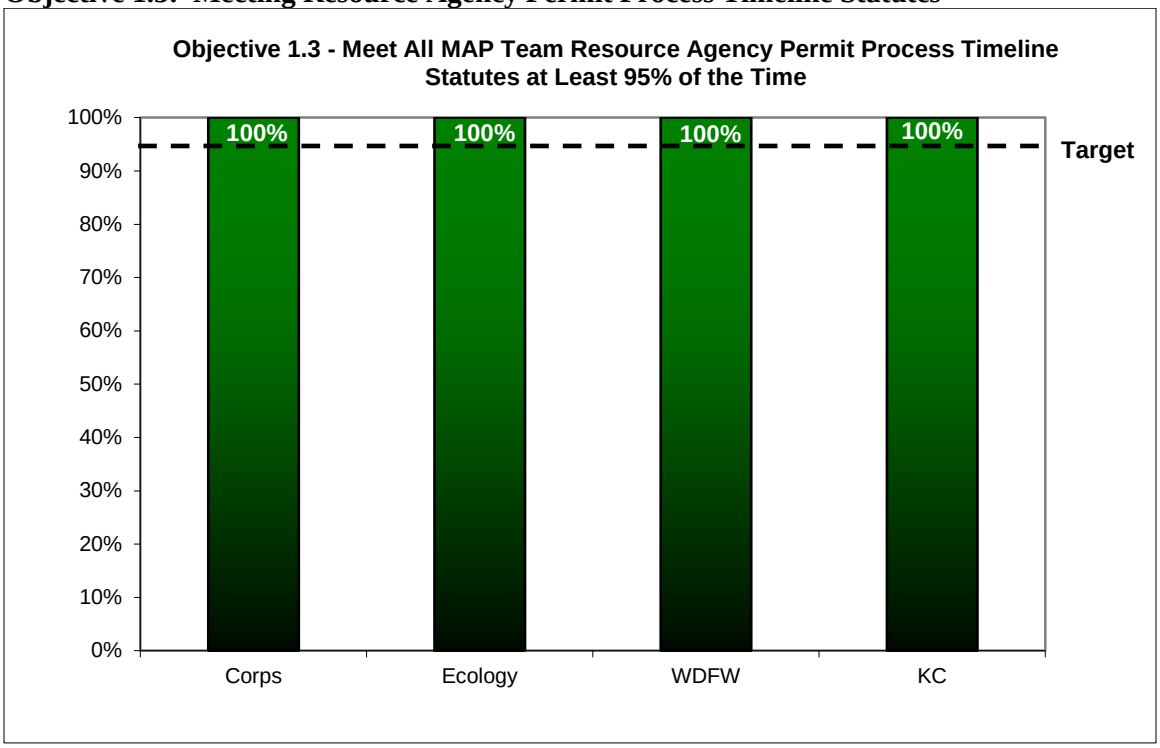
- I-405, Bellevue to Lynnwood

Objective 1.2: Issuing Permit Decisions Before AD or RFP Date



The MAP Team successfully met Objective 1.2. (Projects requesting the permits after the RFP was issued were not included)

Objective 1.3: Meeting Resource Agency Permit Process Timeline Statutes



The MAP Team successfully met Objective 1.3.

GOAL 2: Inter-Agency Early Project Coordination

Goal 2 measures the effectiveness of the early project coordination phase of the MAP Team permitting process through two objectives. The first objective, Objective 2.1, measures how well WSDOT believes the MAP Team assisted them in developing complete permit applications. The second objective, Objective 2.2, measures how well WSDOT believes the MAP Team assisted them in making critical design and environmental decisions before the project footprint was set.

The following projects were measured for Goal 2:

Corps 404 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

Ecology 401 –

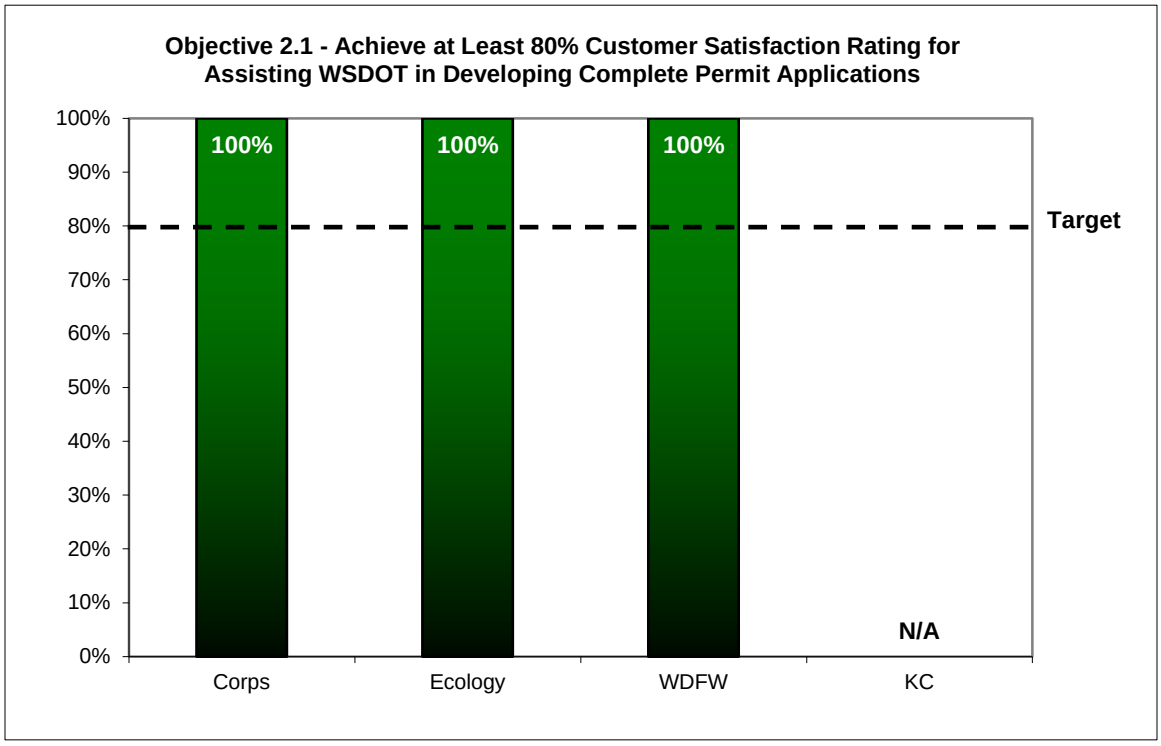
- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

WDFW HPA –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

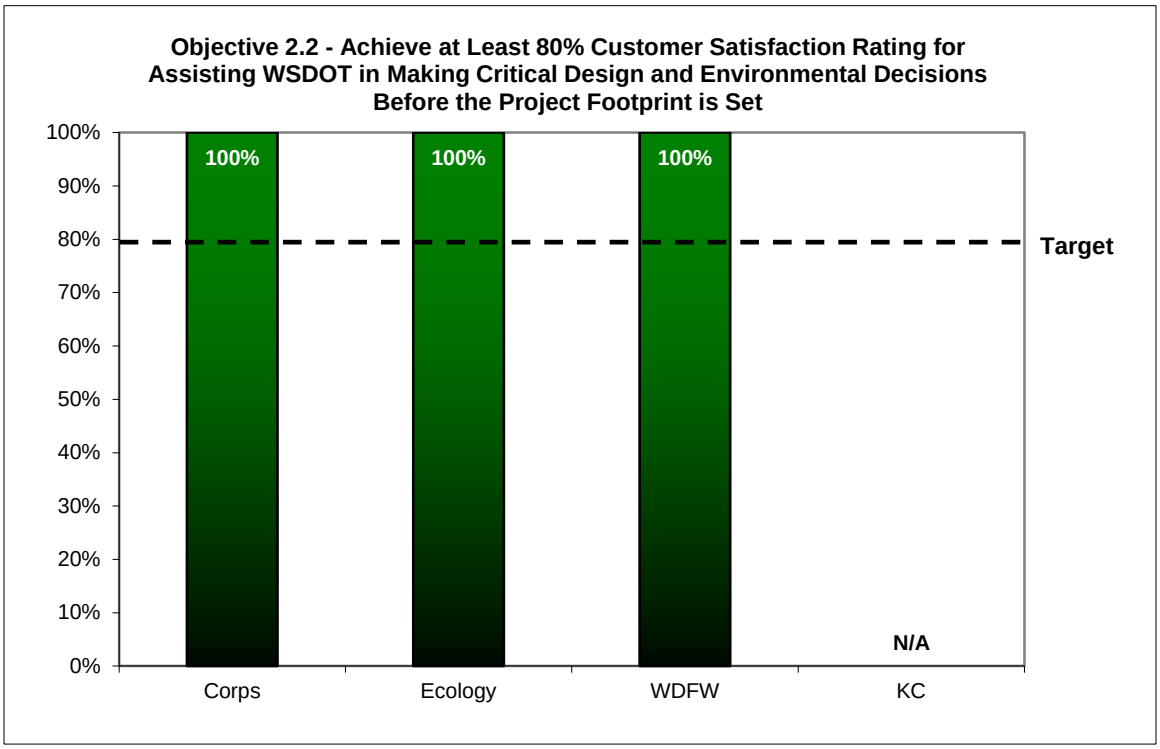
King County – No Projects

Objective 2.1: Assisting WSDOT in Developing Complete Applications



The MAP Team successfully met Objective 2.1.

Objective 2.2: Assisting WSDOT with Critical Design/Environmental Decisions



The MAP Team successfully met Objective 2.2.

GOAL 3: Inter-Agency Accessibility

Goal 3 measures the MAP Team's responsiveness and availability through one objective. Objective 3.1 measures how responsive and available WSDOT believes the MAP Team was in helping them resolve permitting issues quickly. Goal 3 measures all three phases of the MAP Team permitting process.

The following projects, itemized by resource agency permit type and phase of the MAP Team permitting process, were measured for Goal 3:

Early Project Coordination Phase

Corps 404 –

- SR 530, Fortson Creek Culvert Replacement;
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

Ecology 401 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

WDFW HPA –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

King County – No Projects

Permit Review Phase

Corps 404 –

- I-405, Bellevue to Lynnwood
- SR 530, Fortson Creek Culvert Replacement

Ecology 401 –

- I-405, Bellevue to Lynnwood
- SR 530, Fortson Creek Culvert Replacement

WDFW HPA –

- I-405, Bellevue to Lynnwood
- SR 530, Fortson Creek Culvert Replacement

King County –

- I-405, Bellevue to Lynnwood

Construction/Compliance Phase

Corps 404 –

- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Libbey to Sidney
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

Ecology 401 –

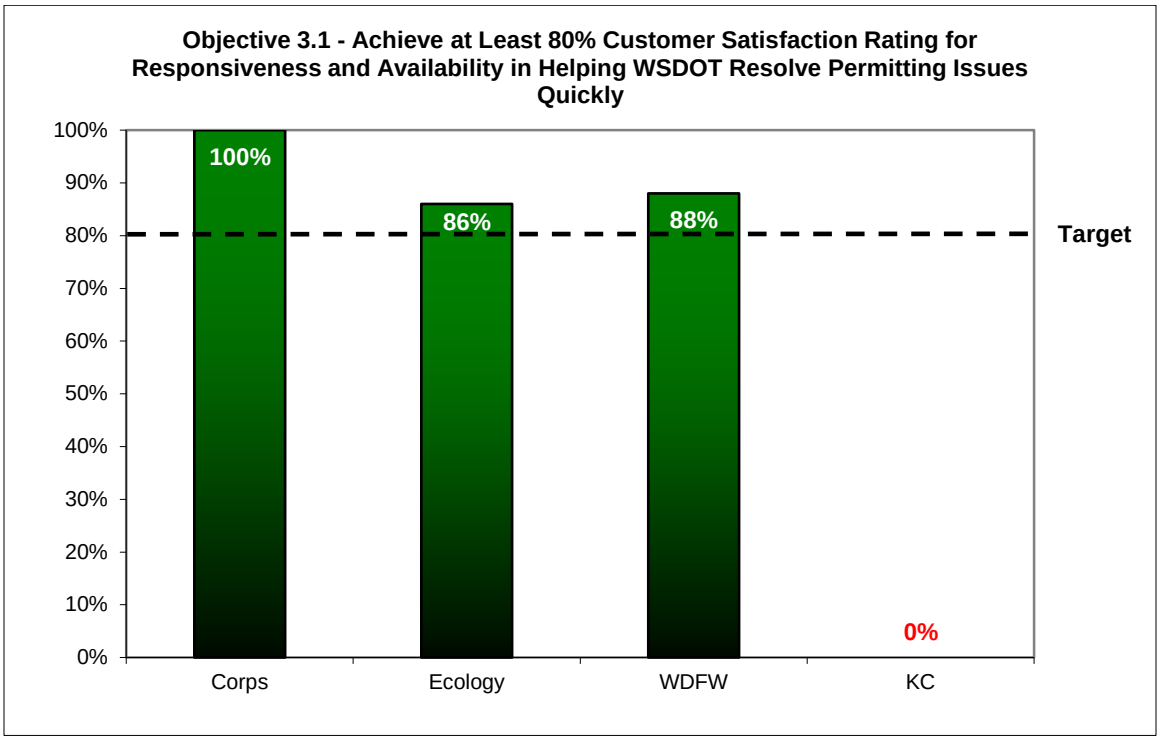
- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

WDFW HPA –

- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

King County – No Projects

Objective 3.1: Responsiveness and Availability to Resolve Permitting Issues



Objective 3.1 not met for the following reason:

- 0% of WSDOT customer surveys respondents felt King County was responsive and available to help WSDOT resolve permitting issues quickly.

Opportunity for Improvement:

- WSDOT and King County could improve coordination, responsiveness, and information exchange during early project coordination and permit review. Engaging in clear, consistent, timely and solution-oriented communications is important to improving Goal 3 performance.
- King County's responsiveness and availability greatly improved after it was brought to King County Management's attention that improved responsiveness was needed.

GOAL 4: Inter-Agency Relationships

Goal 4 measures the strength of working relationships between the MAP Team and WSDOT through one objective. Objective 4.1 measures whether WSDOT believes the working relationships with the MAP Team are being maintained and strengthened. Goal 4 measures all three phases of the MAP Team permitting process.

The following projects, itemized by resource agency permit type and phase of the MAP Team permitting process, were measured for Goal 4:

Early Project Coordination Phase

Corps 404 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

Ecology 401 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

WDFW HPA –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

King County – No Projects

Permit Review Phase

Corps 404 –

- I-405, Bellevue to Lynnwood;
- SR 530, Fortson Creek Culvert Replacement

Ecology 401 –

- I-405, Bellevue to Lynnwood;
- SR 530, Fortson Creek Culvert Replacement

WDFW HPA –

- I-405, Bellevue to Lynnwood;
- SR 530, Fortson Creek Culvert Replacement

King County –

- I-405, Bellevue to Lynnwood

Construction/Compliance Phase

Corps 404 –

- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Libbey to Sidney
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

Ecology 401 –

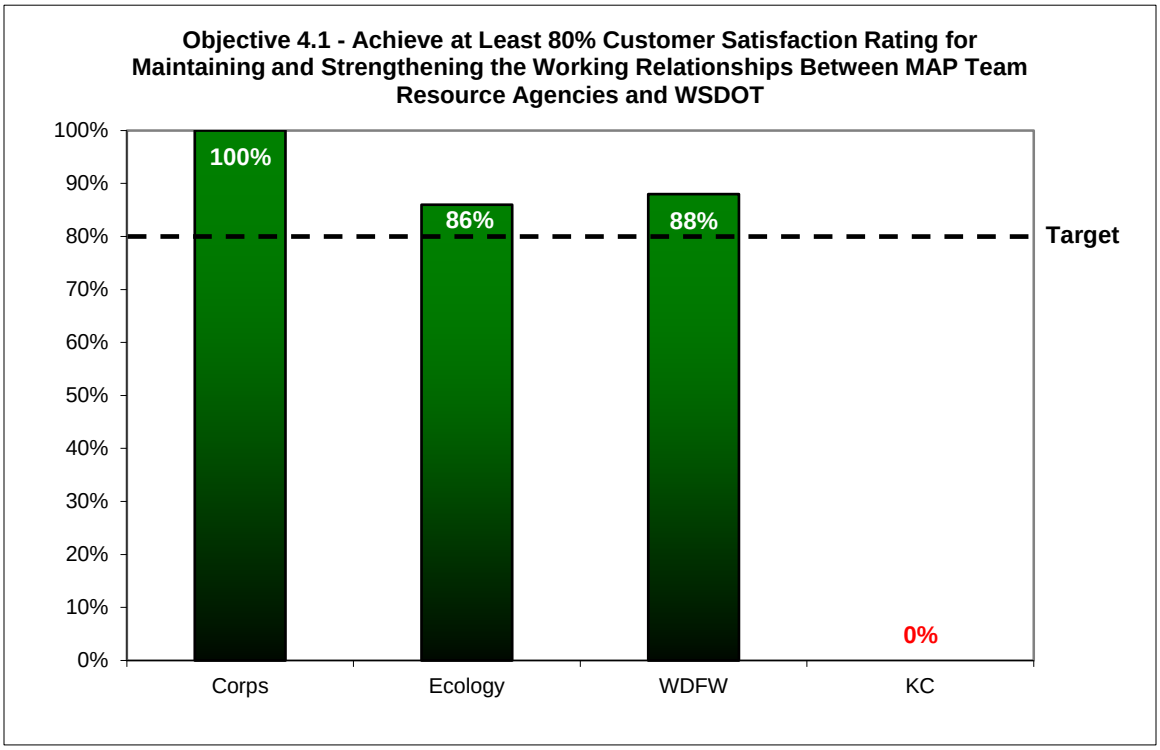
- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

WDFW HPA –

- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

King County – No Projects

Objective 4.1: Maintaining and Strengthening Working Relationships



Objective 4.1 not met for the following reason:

- 0% of WSDOT customer survey respondents felt working relationships between King County and WSDOT were satisfactorily maintained or strengthened.

Opportunity for Improvement:

- WSDOT and King County could improve coordination, responsiveness, and information exchange during early project coordination and permit review. Engaging in clear, consistent, timely and solution-oriented communications are important to improving Goal 4 performance.
- King County's responsiveness and availability greatly improved after it was brought to King County Management's attention that it was necessary for maintaining and strengthening relationships.

GOAL 5: Effective Mitigation

Goal 5 measures the effectiveness of the MAP Team's technical and regulatory mitigation guidance to WSDOT through one objective. Objective 5.1 measures whether WSDOT believes the MAP Team provided them with effective technical and regulatory guidance that assisted WSDOT in selecting, designing and constructing project mitigation sites. Goal 5 measures all three phases of the MAP Team permitting process.

The following projects, itemized by resource agency permit type and phase of the MAP Team permitting process, were measured for Goal 5:

Early Project Coordination Phase

Corps 404 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

Ecology 401 –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

WDFW HPA –

- SR 530, Fortson Creek Culvert Replacement
- US 2, Ebey Slough to Bickford Ave.
- US 2, Bickford Ave Interchange
- SR 9/SR 92, Interchange

King County – No Projects

Permit Review Phase

Corps 404 –

- I-405, Bellevue to Lynnwood;
- SR 530, Fortson Creek Culvert Replacement

Ecology 401 –

- I-405, Bellevue to Lynnwood;
- SR 530, Fortson Creek Culvert Replacement

WDFW HPA –

- I-405, Bellevue to Lynnwood;
- SR 530, Fortson Creek Culvert Replacement

King County –

- I-405, Bellevue to Lynnwood

Construction/Compliance Phase

Corps 404 –

- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Libbey to Sidney
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

Ecology 401 –

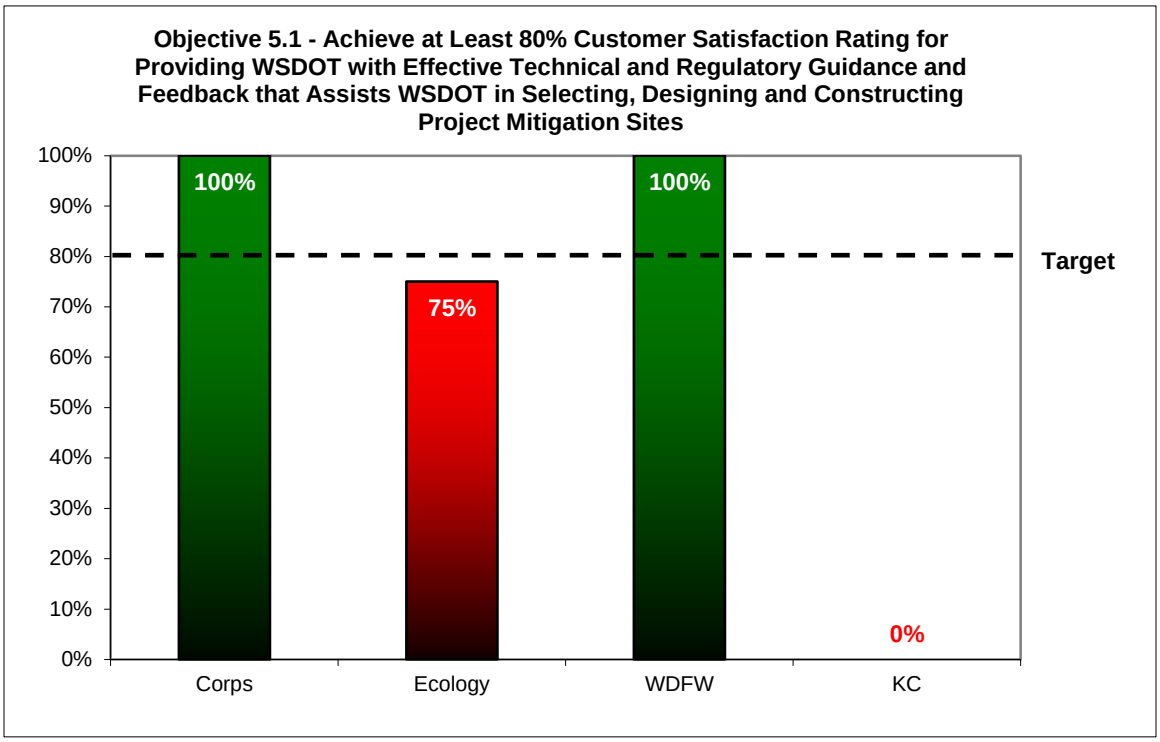
- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

WDFW HPA –

- SR 11, Chuckanut Park and Ride
- SR 20, Red Cabin Creek
- SR 530, Sauk River Road Realignment
- SR 548, Terrell Creek Culvert Replacement
- SR 20, Barrier Creek Culvert
- SR 532, Leque Island
- I-5, 196th I/C

King County – No Projects

Objective 5.1: Effective Mitigation Guidance that Assists WSDOT



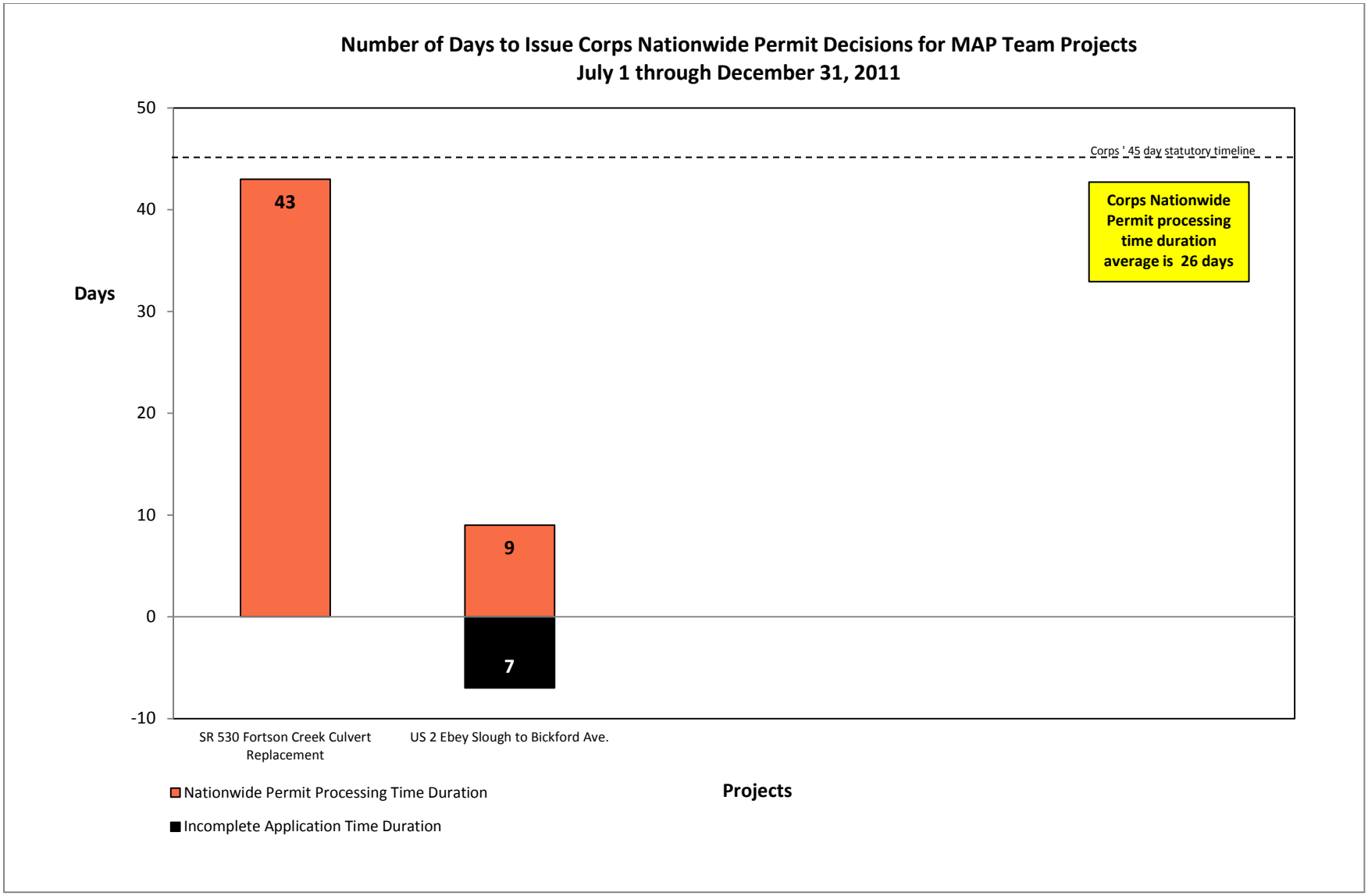
Objective 5.1 not met for the following reason:

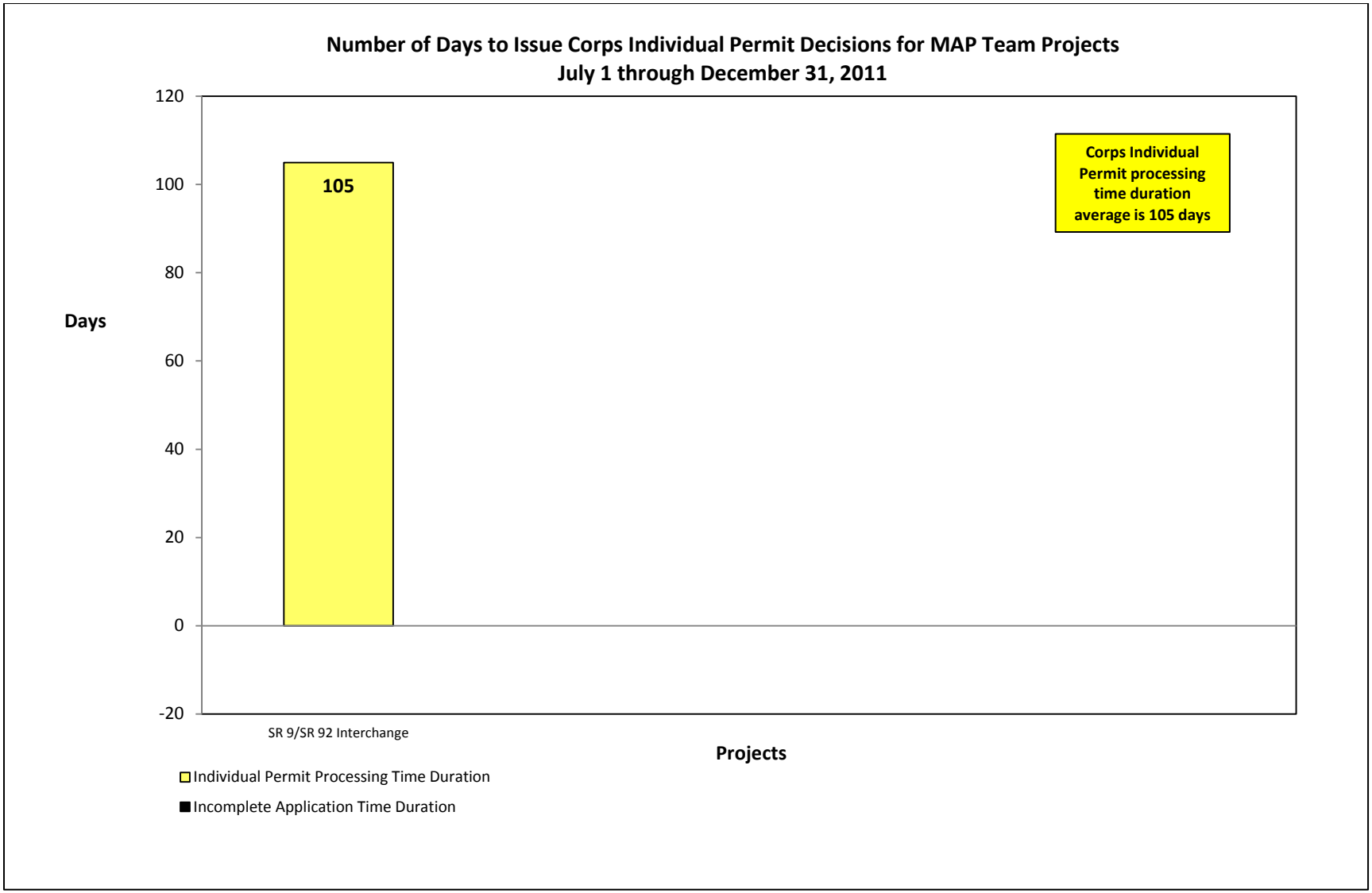
- Only 75% of WSDOT customer survey respondents felt Ecology provided effective technical and regulatory guidance to WSDOT.
- 0% of WSDOT customer survey respondents felt King County provided effective technical and regulatory guidance to WSDOT.

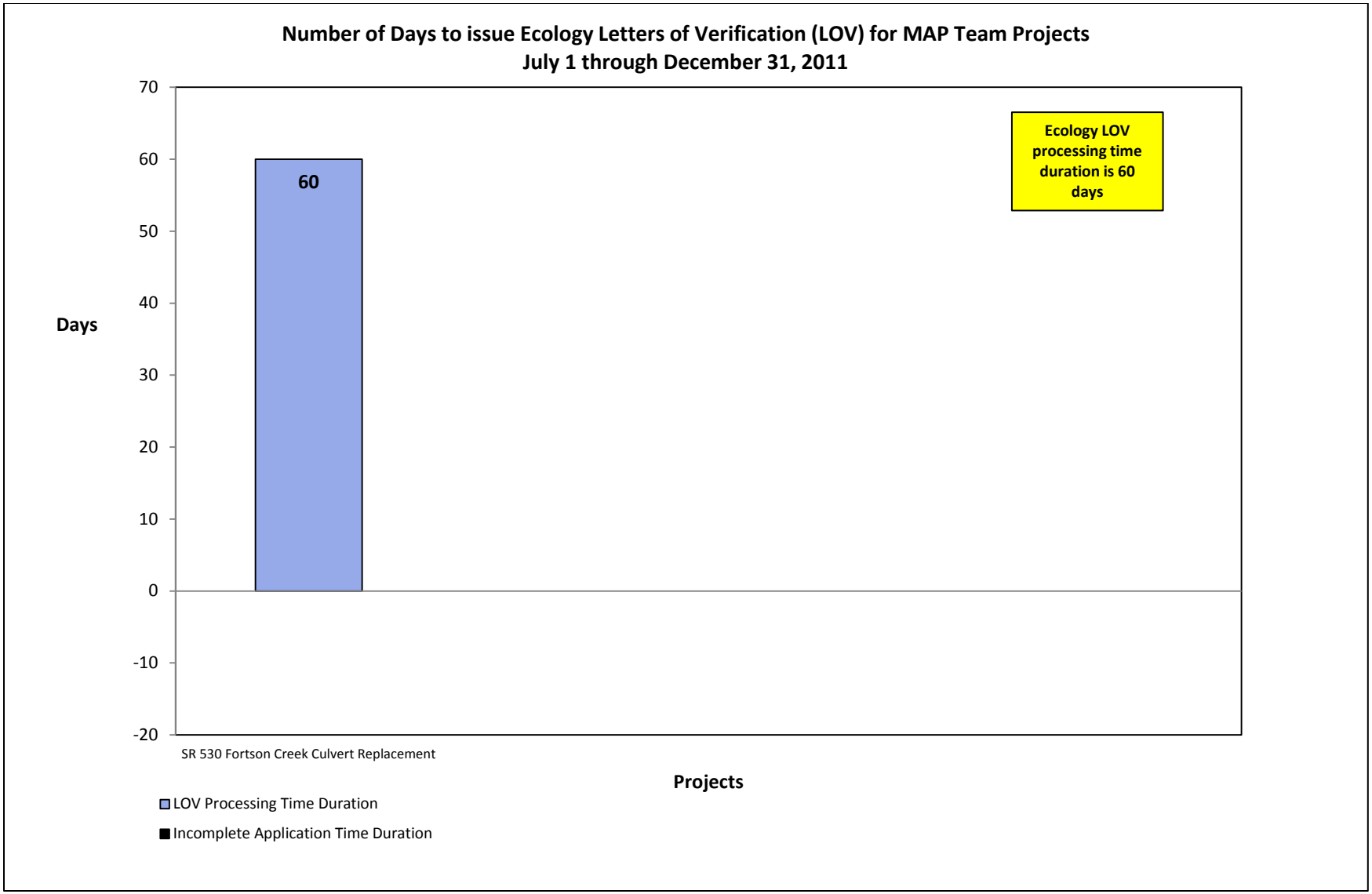
Opportunity for Improvement:

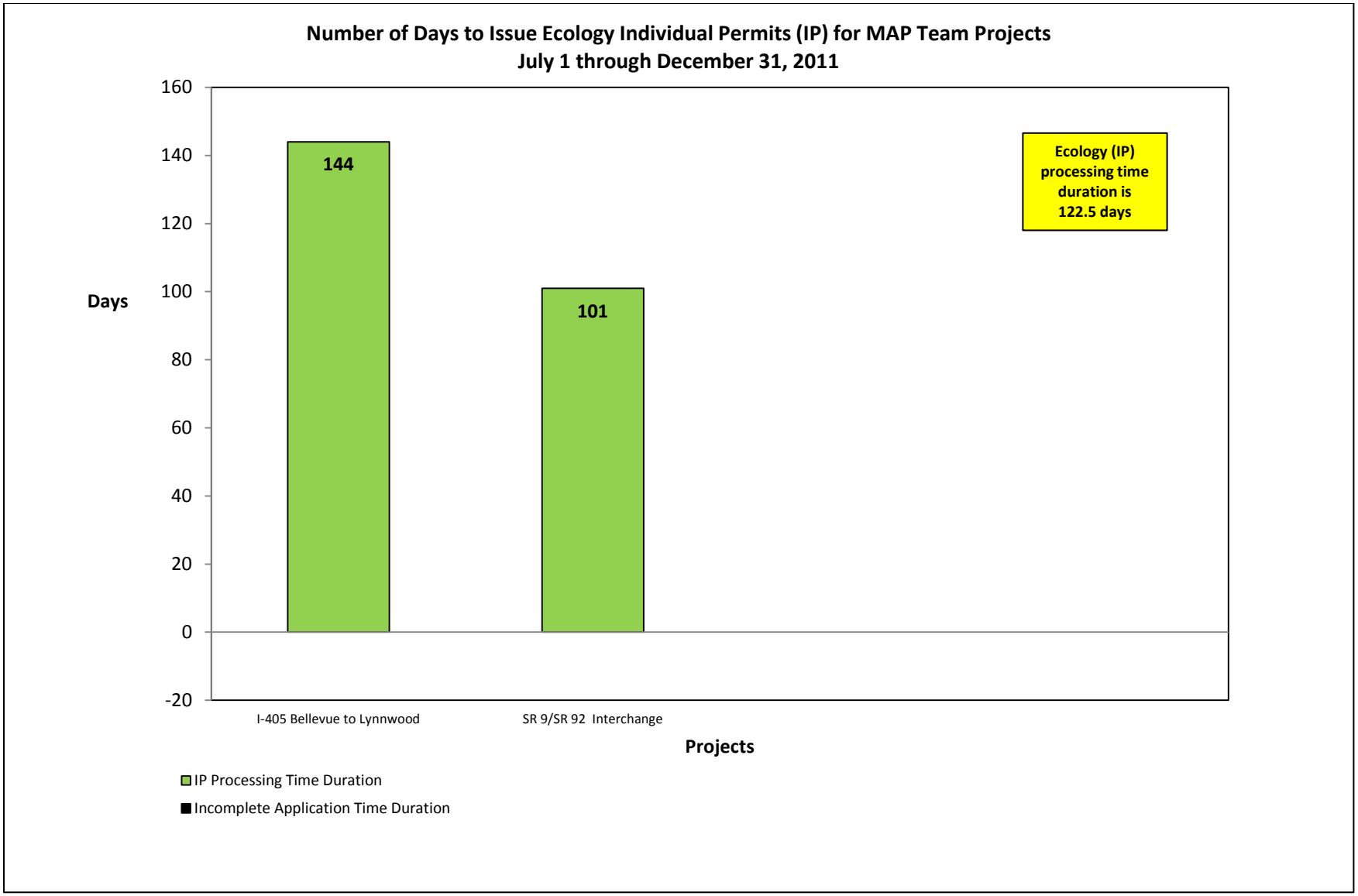
- WSDOT and Ecology can improve by identifying the appropriate permitting process during early project coordination. Leaving this to be determined during permit review adds risks to processing timelines and may distract from other constructive ideas and substantive issues. Ecology and WSDOT learned a lesson during permit review that 401 permit conditions are not the appropriate tool for requiring post construction stormwater monitoring. These monitoring requirements are already addressed in WSDOT's 402 Municipal Stormwater Permit. This understanding was reached between Ecology's Water Quality Program and WSDOT's Stormwater Program when the municipal permit was issued. Unfortunately, this agreement was not passed along to the Ecology 401 Program, WSDOT Liaisons, or WSDOT Project Applicants until now.
- WSDOT and King County could improve coordination, responsiveness, and information exchange during early project coordination. Leaving issues for permit review that are known during early project coordination adds unnecessary risk to the processing timeline. Engaging in clear, consistent, timely and solution-oriented communications are important to improving Goal 5 performance.
- King County's responsiveness and availability greatly improved after it was brought to King County Management's attention that it was necessary for maintaining and strengthening relationships.

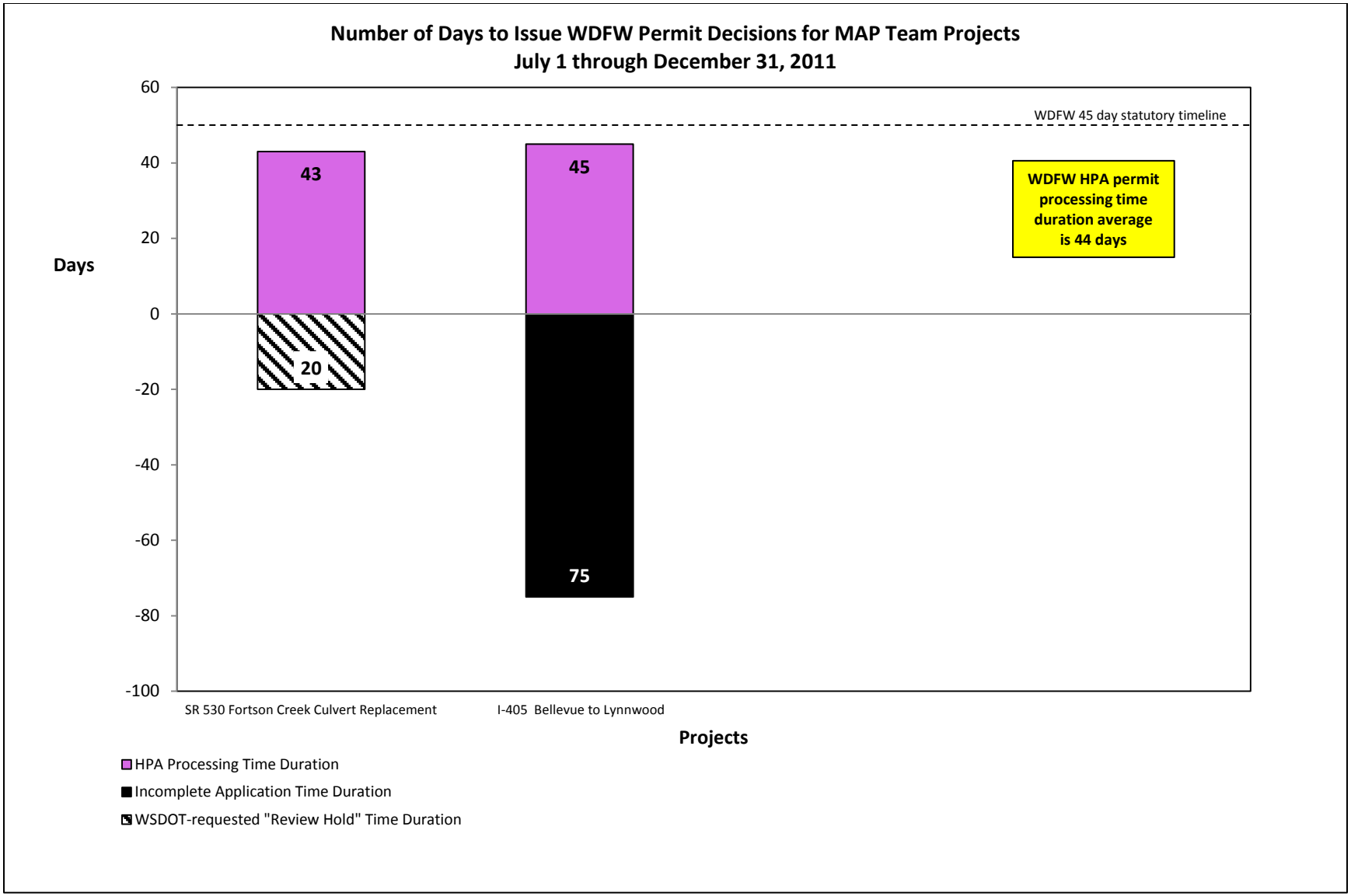
Appendix A: Permit Review Timelines for MAP Team projects that were issued during the current performance reporting period (July 1 – December 31, 2011).

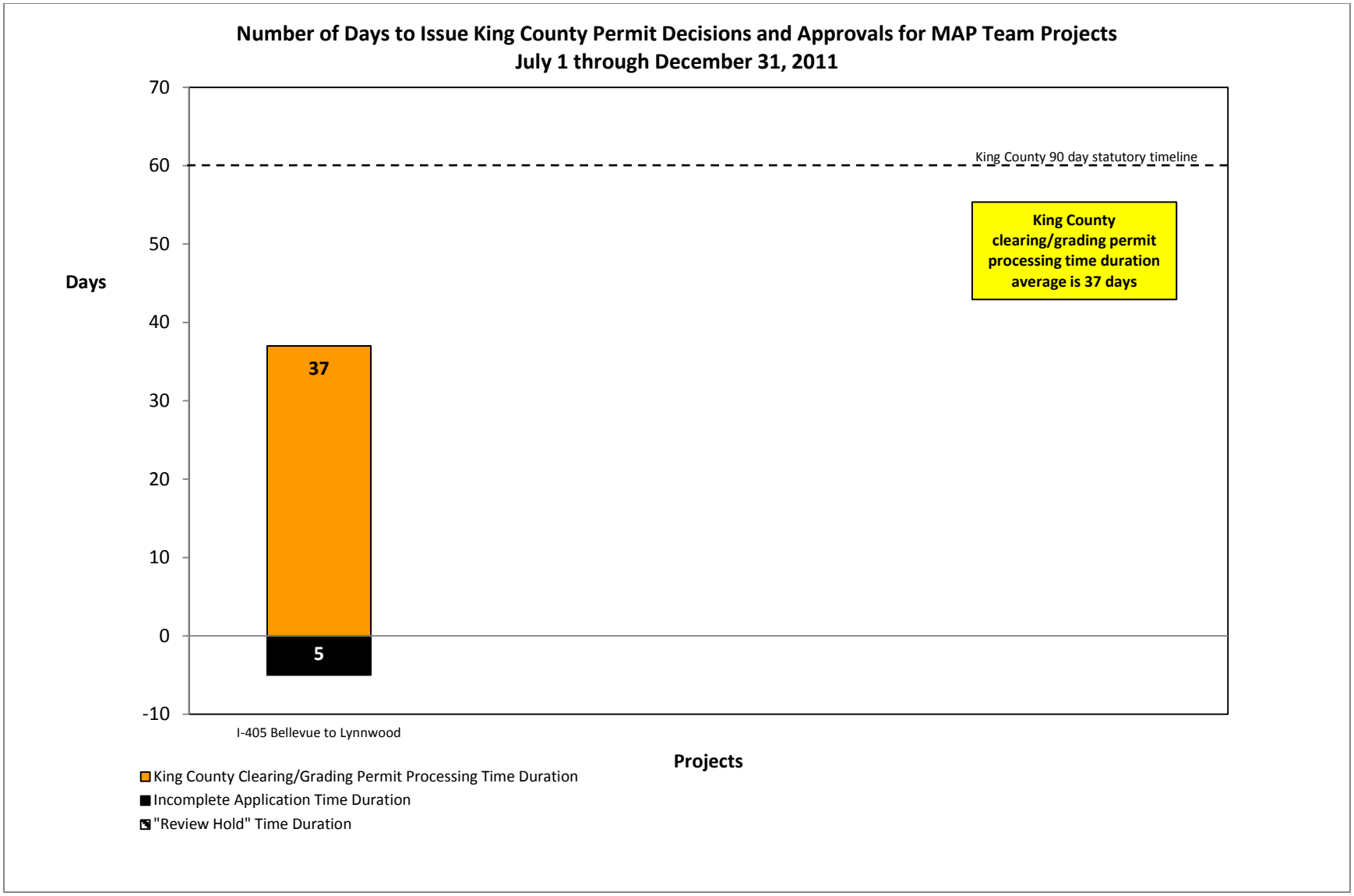

Number of Days to Issue Corps Nationwide Permit Decisions for MAP Team Projects
July 1 through December 31, 2011
50
40
30
20
10
0
-10
Days
Corps ' 45 day statutory timeline
Corps Nationwide Permit processing time duration average is 26 days
43
9
7
SR 530 Fortson Creek Culvert Replacement
US 2 Ebey Slough to Bickford Ave.
Projects
Nationwide Permit Processing Time Duration
Incomplete Application Time Duration


Number of Days to Issue Corps Individual Permit Decisions for MAP Team Projects
July 1 through December 31, 2011
120
100
80
60
40
20
0
-20
Days
105
Corps Individual Permit processing time duration average is 105 days
SR 9/SR 92 Interchange
Projects
Individual Permit Processing Time Duration
Incomplete Application Time Duration


Number of Days to issue Ecology Letters of Verification (LOV) for MAP Team Projects
July 1 through December 31, 2011
Days
70
60
50
40
30
20
10
0
-10
-20
60
Ecology LOV processing time duration is 60 days
SR 530 Fortson Creek Culvert Replacement
Projects
LOV Processing Time Duration
Incomplete Application Time Duration


Number of Days to Issue Ecology Individual Permits (IP) for MAP Team Projects
July 1 through December 31, 2011
Days
160
140
120
100
80
60
40
20
0
-20
144
101
Ecology (IP) processing time duration is 122.5 days
I-405 Bellevue to Lynnwood
SR 9/SR 92 Interchange
Projects
IP Processing Time Duration
Incomplete Application Time Duration


Number of Days to Issue WDFW Permit Decisions for MAP Team Projects
July 1 through December 31, 2011
60
40
20
0
-20
-40
-60
-80
-100
Days
WDFW 45 day statutory timeline
43
45
20
75
WDFW HPA permit processing time duration average is 44 days
SR 530 Fortson Creek Culvert Replacement
I-405 Bellevue to Lynnwood
Projects
HPA Processing Time Duration
Incomplete Application Time Duration
WSDOT-requested "Review Hold" Time Duration


Number of Days to Issue King County Permit Decisions and Approvals for MAP Team Projects
July 1 through December 31, 2011
70
60
50
40
30
20
10
0
-10
Days
King County 90 day statutory timeline
King County clearing/grading permit processing time duration average is 37 days
37
5
I-405 Bellevue to Lynnwood
Projects
King County Clearing/Grading Permit Processing Time Duration
Incomplete Application Time Duration
"Review Hold" Time Duration