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

(January 1 – June 30, 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.	✓	✓	✓	N/A
	1.3 Meet all MAP Team resource agency permit process timeline statutes at least 95% of the time.	✓	✓	✓	N/A
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	N/A	N/A	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.	✓	✓	✓	N/A

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 –

- I-405, Bellevue to Lynnwood;
- SR 20, Barrier Creek;

Ecology 401 –

- I-405, Bellevue to Lynnwood;
- US 2, Wagley's Creek;
- SR 20, Barrier Creek;

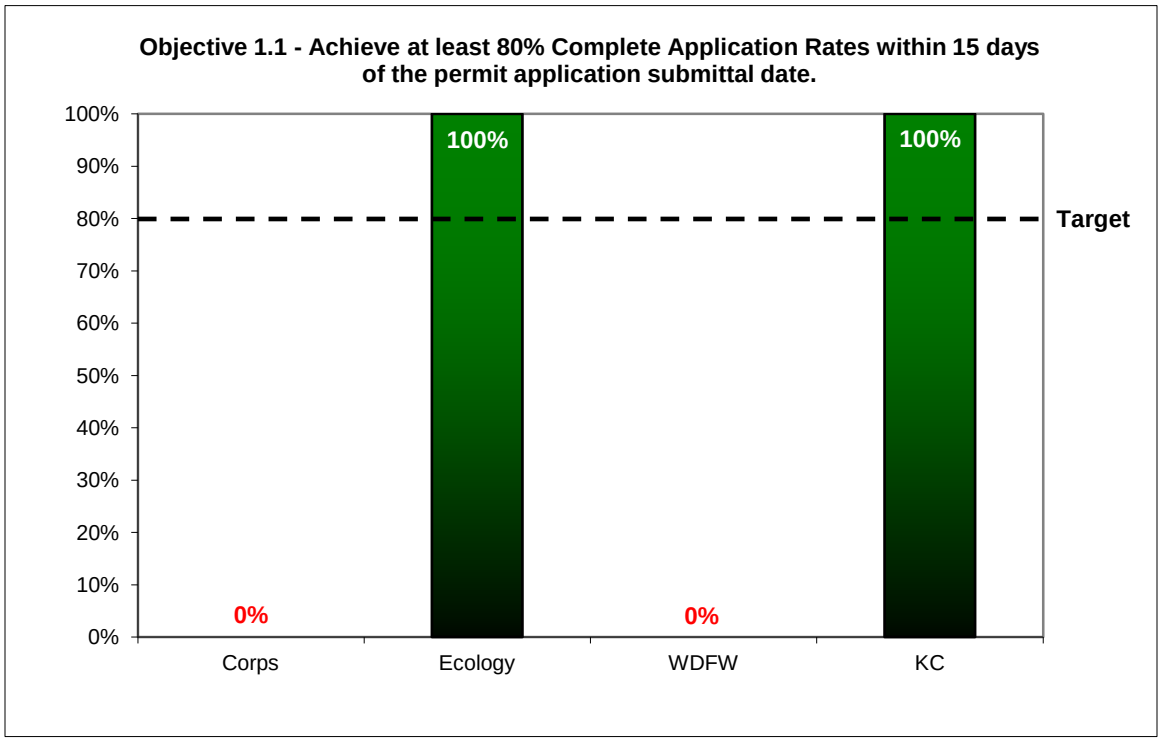
WDFW HPA –

- I-405, Bellevue to Lynnwood;
- SR 522, Snohomish River Bridge;
- SR 9, 212th to 176th

King County –

- I-405, Bellevue to Lynnwood;

Objective 1.1: Complete Permit Application Rates



Objective 1.1 not met for the following reasons:

- I-405 Bellevue to Lynnwood – WSDOT submitted an application to the Corps that remained incomplete for 22 days until WSDOT submitted revised JARPA drawings correctly depicting temporary impacts.
- SR 20, Barrier Creek – WSDOT submitted an application to the Corps that remained incomplete for 20 days until WSDOT submitted revised JARPA drawings that depicted the temporary impacts.
- I-405, Bellevue to Lynnwood – WSDOT submitted an application to WDFW that remained incomplete for 75 days until WSDOT submitted the SEPA determination.
- SR 522, Snohomish River Bridge – WSDOT submitted an application to WDFW that remained incomplete for 146 days until WSDOT submitted updated design information on the placement of wood.
- SR 9, 212th to 176th – WSDOT submitted an application to WDFW that remained incomplete for 129 days until WSDOT submitted updated stream and drainage plan that fully addresses impacts to fish life.

Opportunities for Improvement:

- WSDOT and WDFW can improve coordination and information exchange during early project coordination to ensure WSDOT fully understands what engineering analysis and design details are required in order for the HPA permit application package to be considered complete by WDFW.
- WDFW can help WSDOT by identifying missing information and citing the specific section of the Complete Permit Application Guidance for consistency.
- WSDOT and WDFW can work cooperatively and constructively to fully understand and follow the Complete Permit Application Guidance, and agency expectations.
- WSDOT can improve coordination with the Corps to make sure the JARPA drawings are showing impacts correctly. Project teams should use the Complete Permit Application Drawing Guidance to assist in creating JARPA drawings.
- WSDOT should avoid submitting a JARPA package to WDFW prior to SEPA completion.

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

Corps 404 –

- US 2, Wagley's Creek;
- SR 9, 212th to 176th
- SR 522, Snohomish River Bridge;
- SR 520, Eastside Corridor;
- I-405, Bellevue to Lynnwood;
- SR 20, Barrier Creek;

Ecology 401 –

- I-405, Bellevue to Lynnwood;
- US 2, Wagley's Creek;
- SR 20, Barrier Creek;
- SR 522, Snohomish River Bridge;
- SR 9, 212th to 176

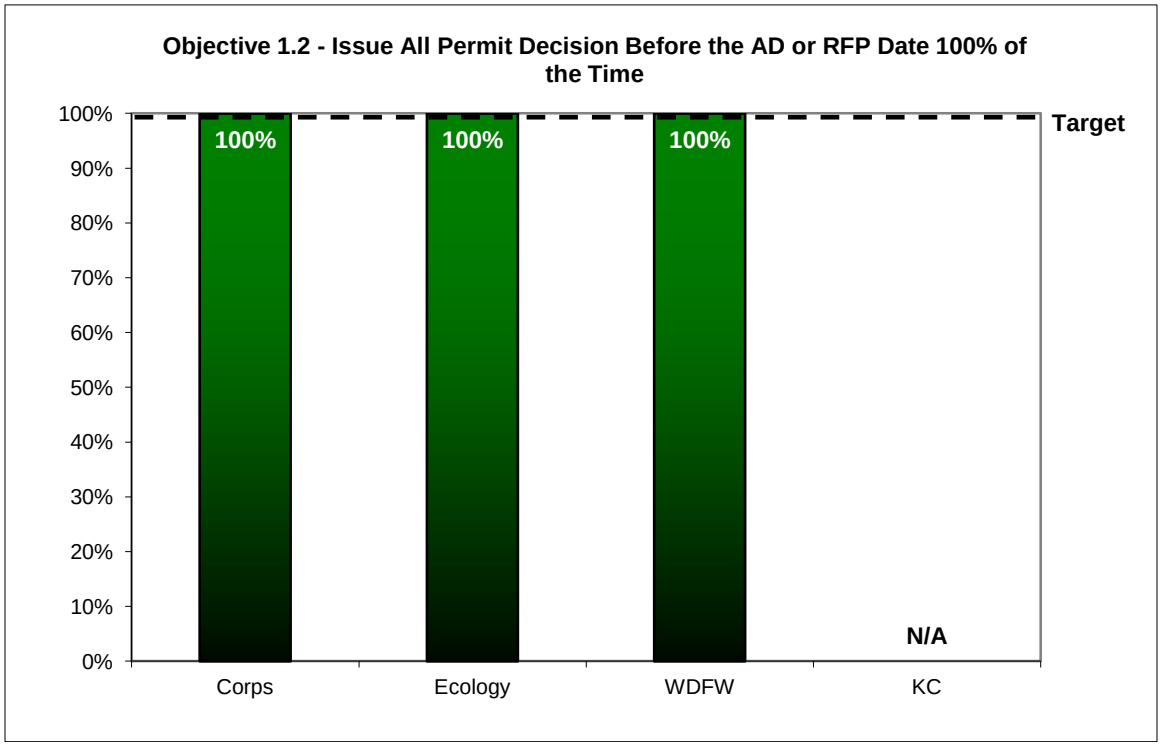
WDFW HPA –

- I-405, Bellevue to Lynnwood;
- SR 522, Snohomish River Bridge;
- SR 9, 212th to 176th ;
- US 2, Wagley's Creek;
- SR 20, Barrier Creek

King County –

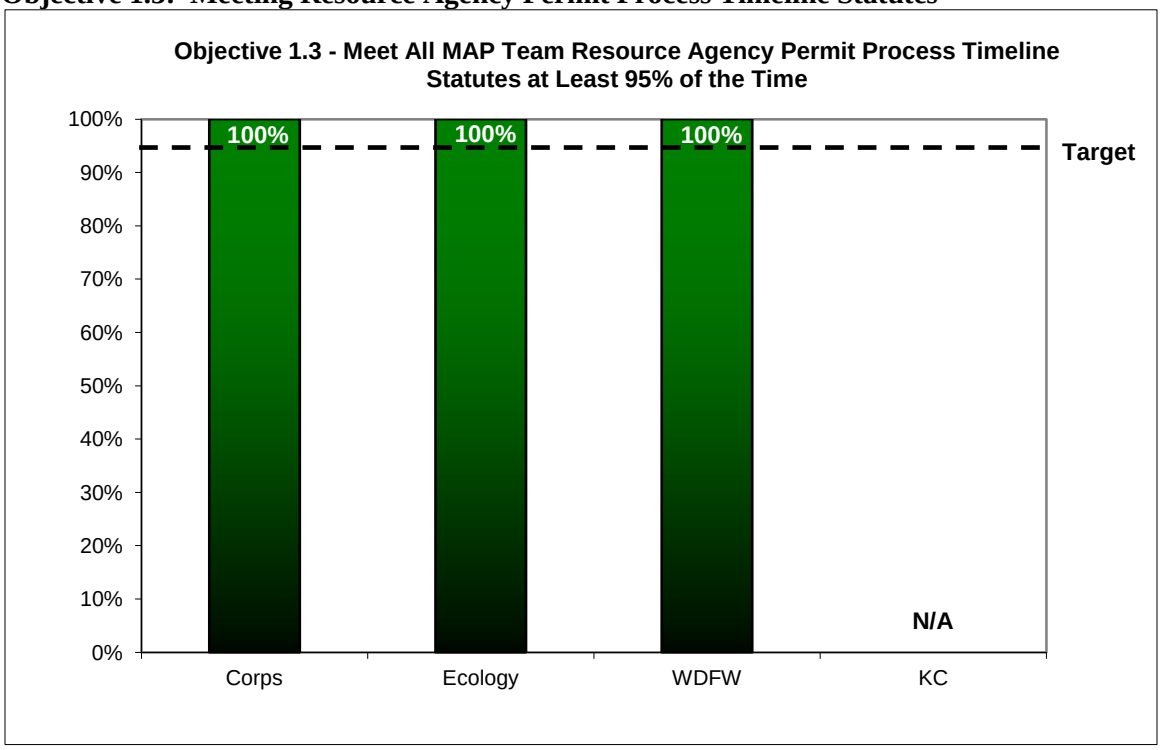
- I-405, Bellevue to Lynnwood

Objective 1.2: Issuing Permit Decisions Before AD or RFP Date



The MAP Team successfully met Objective 1.2.

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 –

- I-405, Bellevue to Lynnwood;
- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

Ecology 401 –

- I-405, Bellevue to Lynnwood;
- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

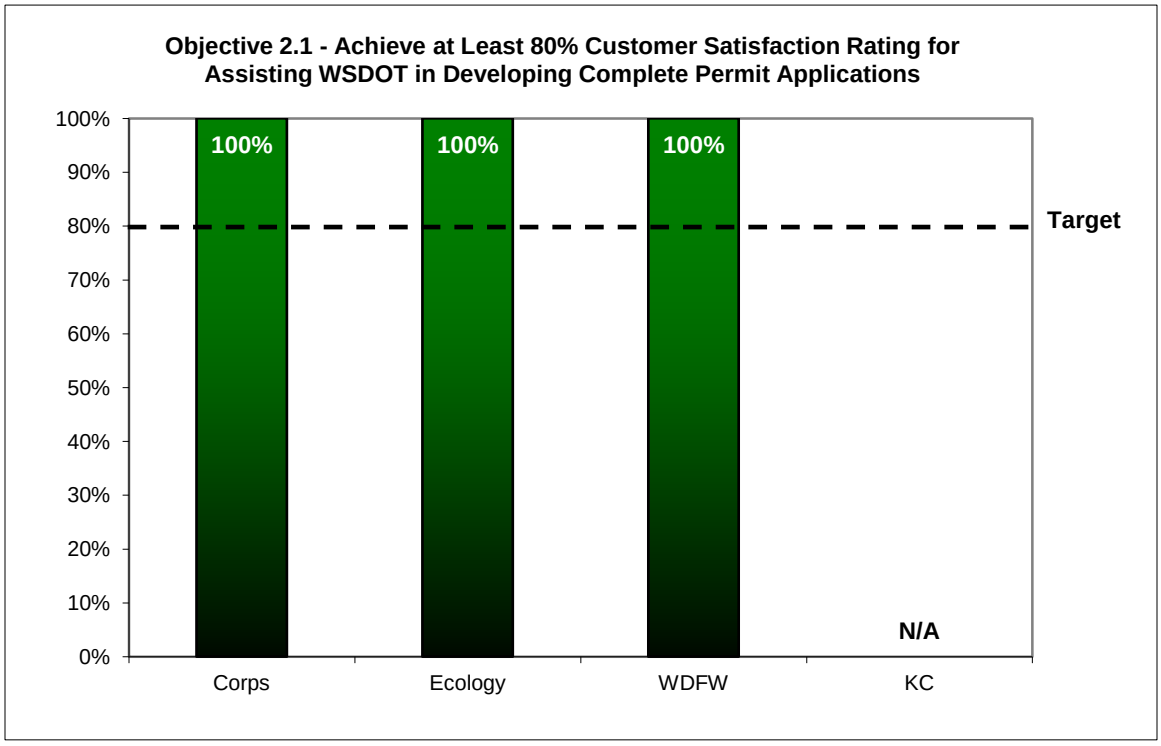
WDFW HPA –

- I-405, Bellevue to Lynnwood;
- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

King County –

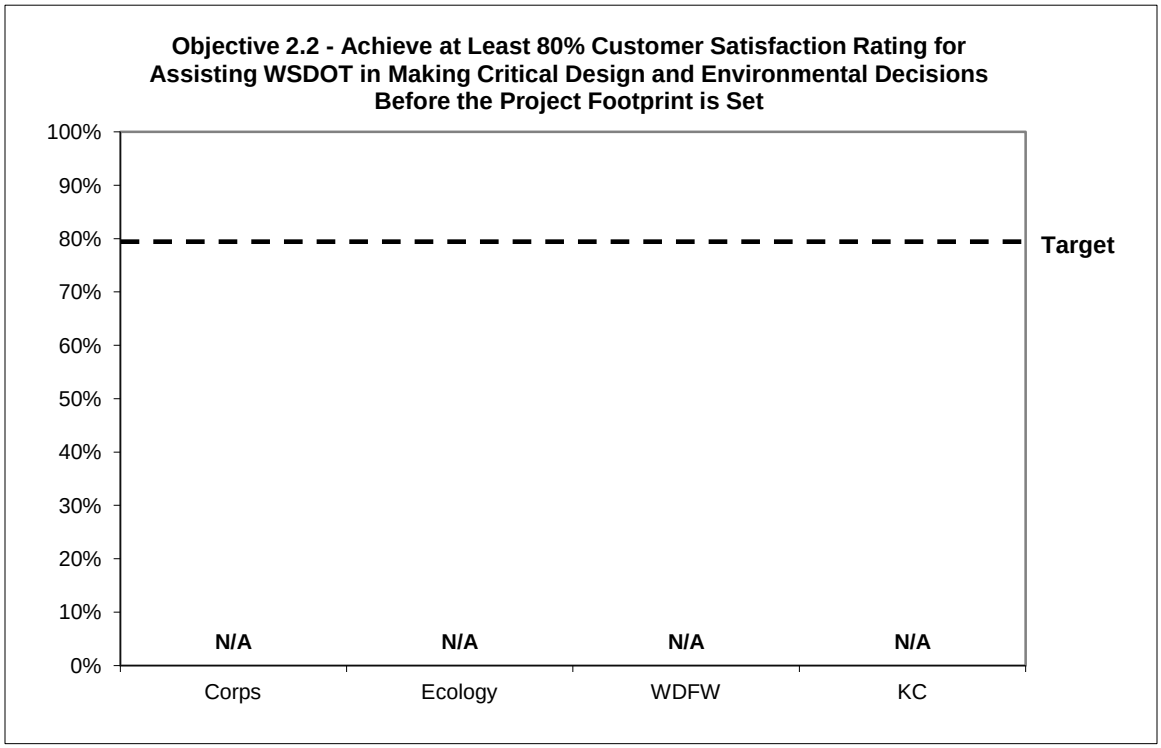
- I-405, Bellevue to Lynnwood;

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 was not asked to assist WSDOT in making critical design and environmental before the project footprint is set.

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 –

- I-405, Bellevue to Lynnwood;

Ecology 401 –

- I-405, Bellevue to Lynnwood;

WDFW HPA –

- I-405, Bellevue to Lynnwood;

King County –

- I-405, Bellevue to Lynnwood;

Permit Review Phase

Corps 404 –

- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

Ecology 401 –

- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

WDFW HPA –

- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

King County – No Projects.

Construction/Compliance Phase –

Corps 404 –

- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

Ecology 401 –

- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

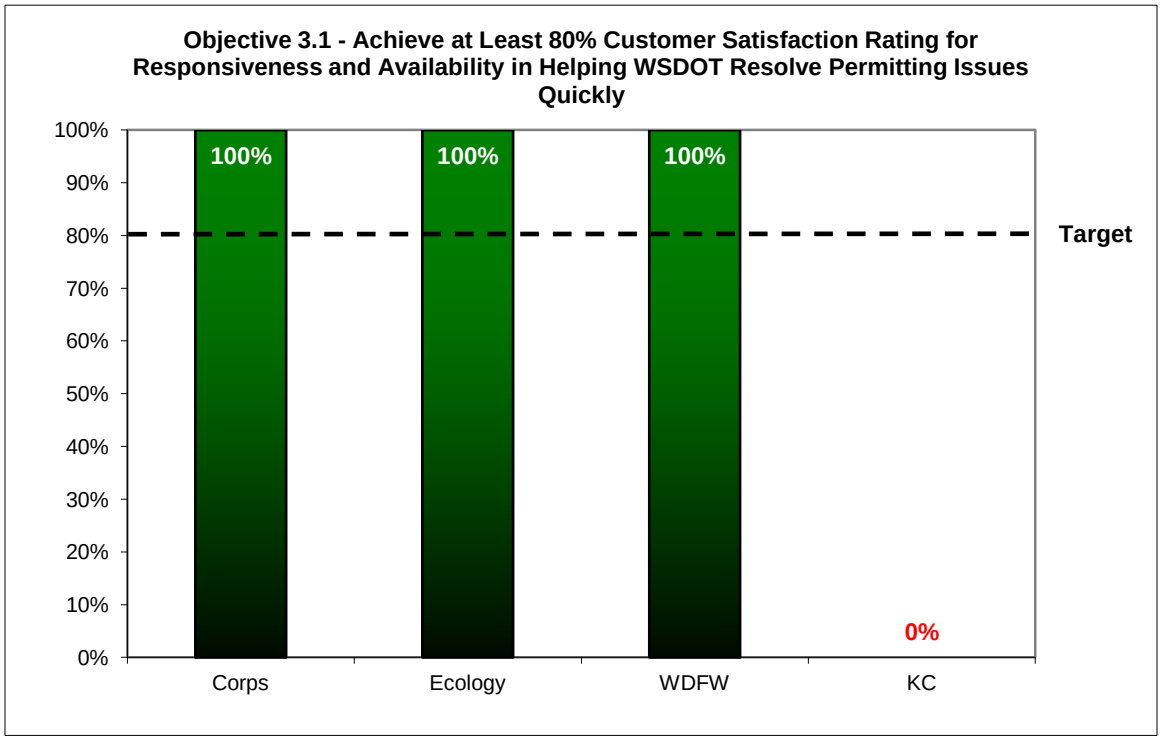
WDFW HPA –

- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

King County –

- I-405, SR 515 Interchange

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. King County's customer survey satisfaction rating reflects only 1 survey and performance. Other respondents felt this question was not applicable for King County.

Opportunity for Improvement:

- WSDOT and King County could improve coordination 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 could continue to improve responsiveness in order to provide timely and solution-oriented information. 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 –

- I-405, Bellevue to Lynnwood;

Ecology 401 –

- I-405, Bellevue to Lynnwood;

WDFW HPA –

- I-405, Bellevue to Lynnwood;

King County –

- I-405, Bellevue to Lynnwood;

Permit Review Phase

Corps 404 –

- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

Ecology 401 –

- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

WDFW HPA –

- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

King County – No Projects.

Construction/Compliance Phase –

Corps 404 –

- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

Ecology 401 –

- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

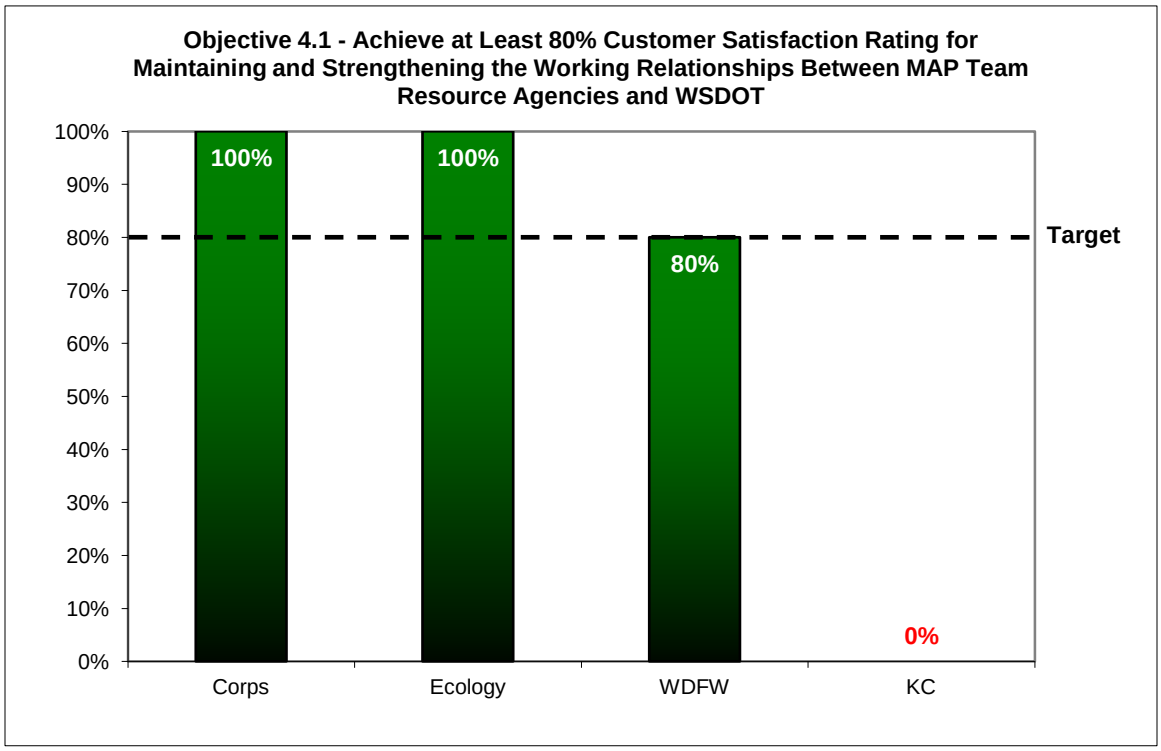
WDFW HPA –

- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

King County –

- I-405, SR 515 Interchange

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. King County's customer survey satisfaction rating reflects only 1 survey and performance. Other respondents felt this question was not applicable for King County.

Opportunity for Improvement:

- WSDOT and King County could improve coordination 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 could continue to improve responsiveness in order to maintain and strengthen relationships. 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 –
- I-405, Bellevue to Lynnwood;

Ecology 401 –
- I-405, Bellevue to Lynnwood;

WDFW HPA –
- I-405, Bellevue to Lynnwood;

King County –
- I-405, Bellevue to Lynnwood;

Permit Review Phase

Corps 404 –
- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

Ecology 401 –
- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

WDFW HPA –
- SR 20, Barrier Creek;
- SR 520, Eastside Corridor;
- SR 522, Snohomish River Bridge;
- US 2, Wagley's Creek;
- SR 9, 212th to 176th

King County – No Projects.

Construction/Compliance Phase –

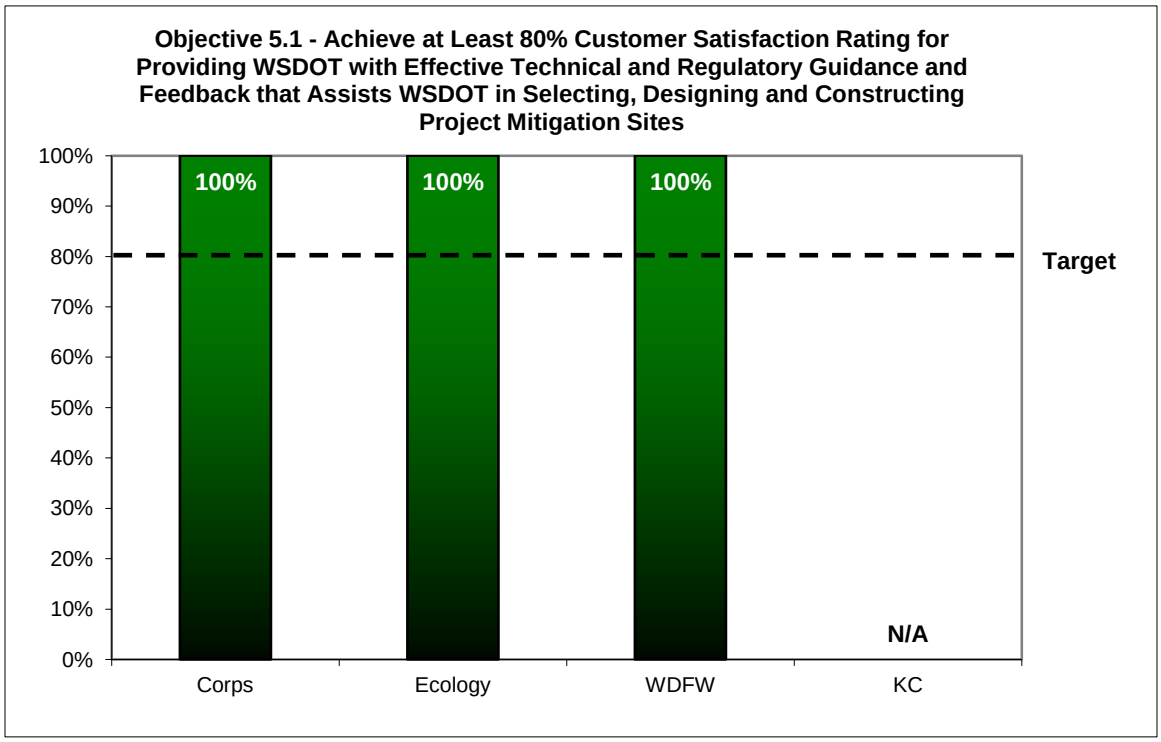
Corps 404 –
- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

Ecology 401 –
- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

WDFW HPA –
- SR 542, Gallup Creek Bridge
- I-405, SR 515 Interchange

King County –
- I-405, SR 515 Interchange

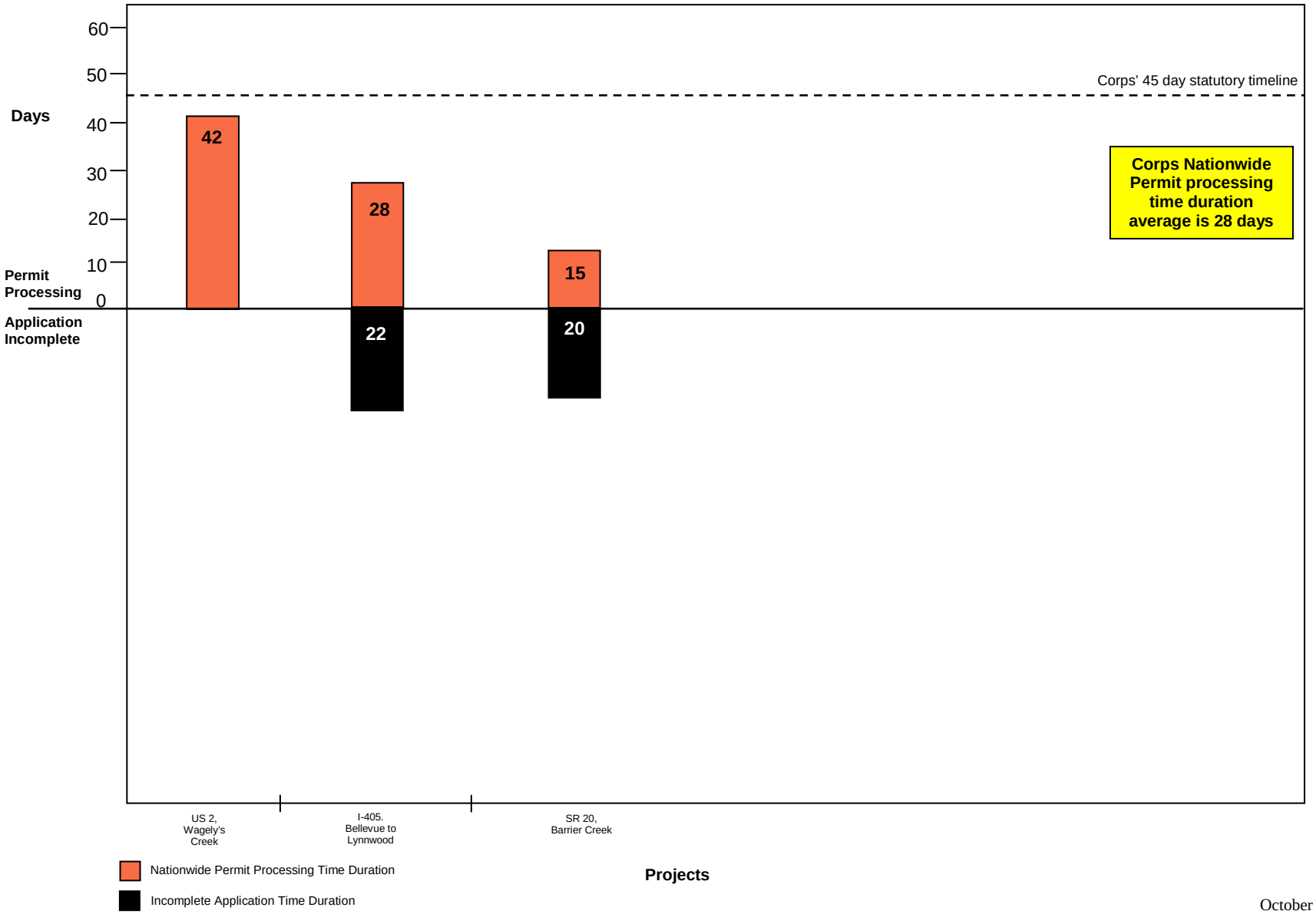
Objective 5.1: Effective Mitigation Guidance that Assists WSDOT



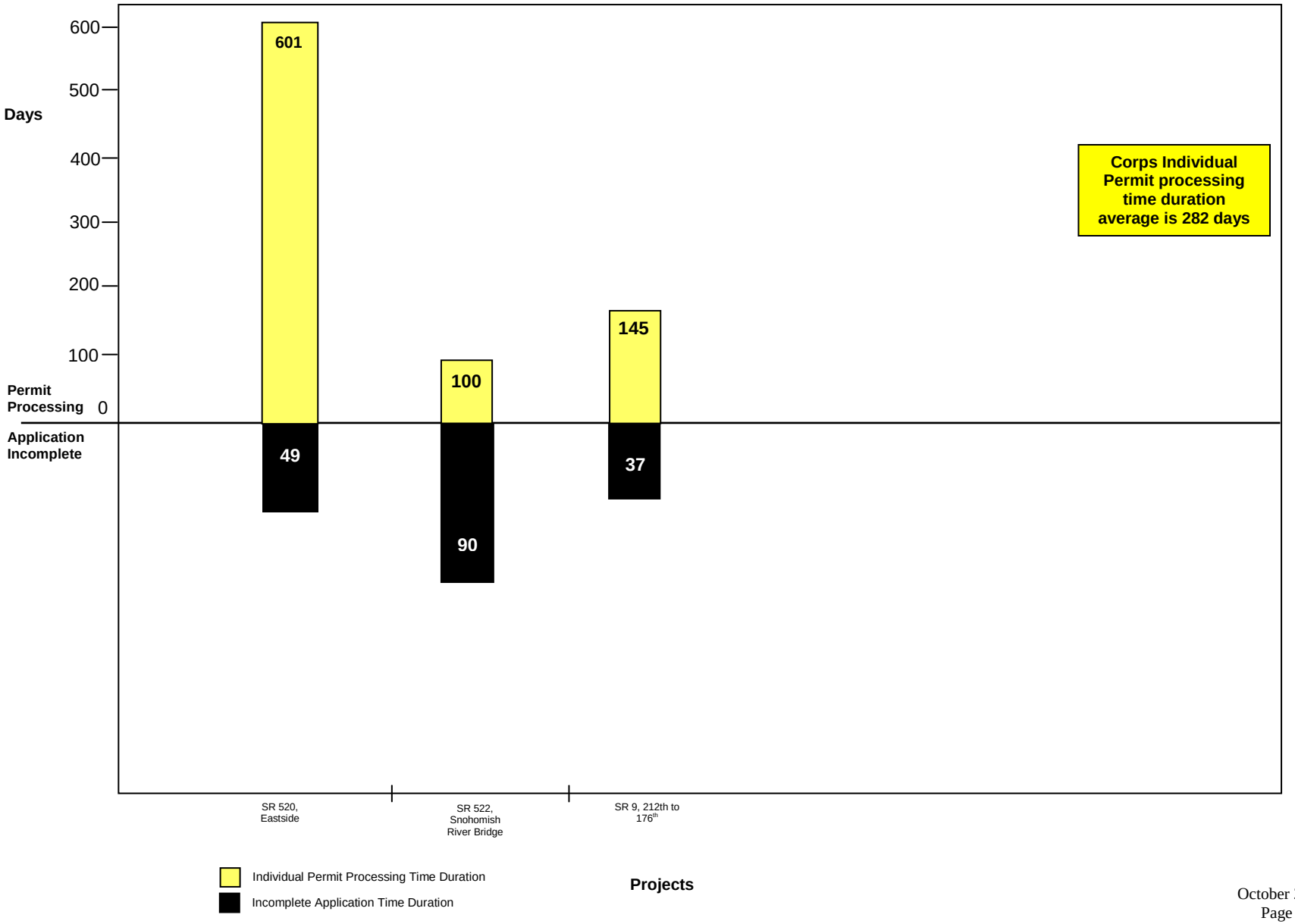
The MAP Team successfully met Objective 2.1.

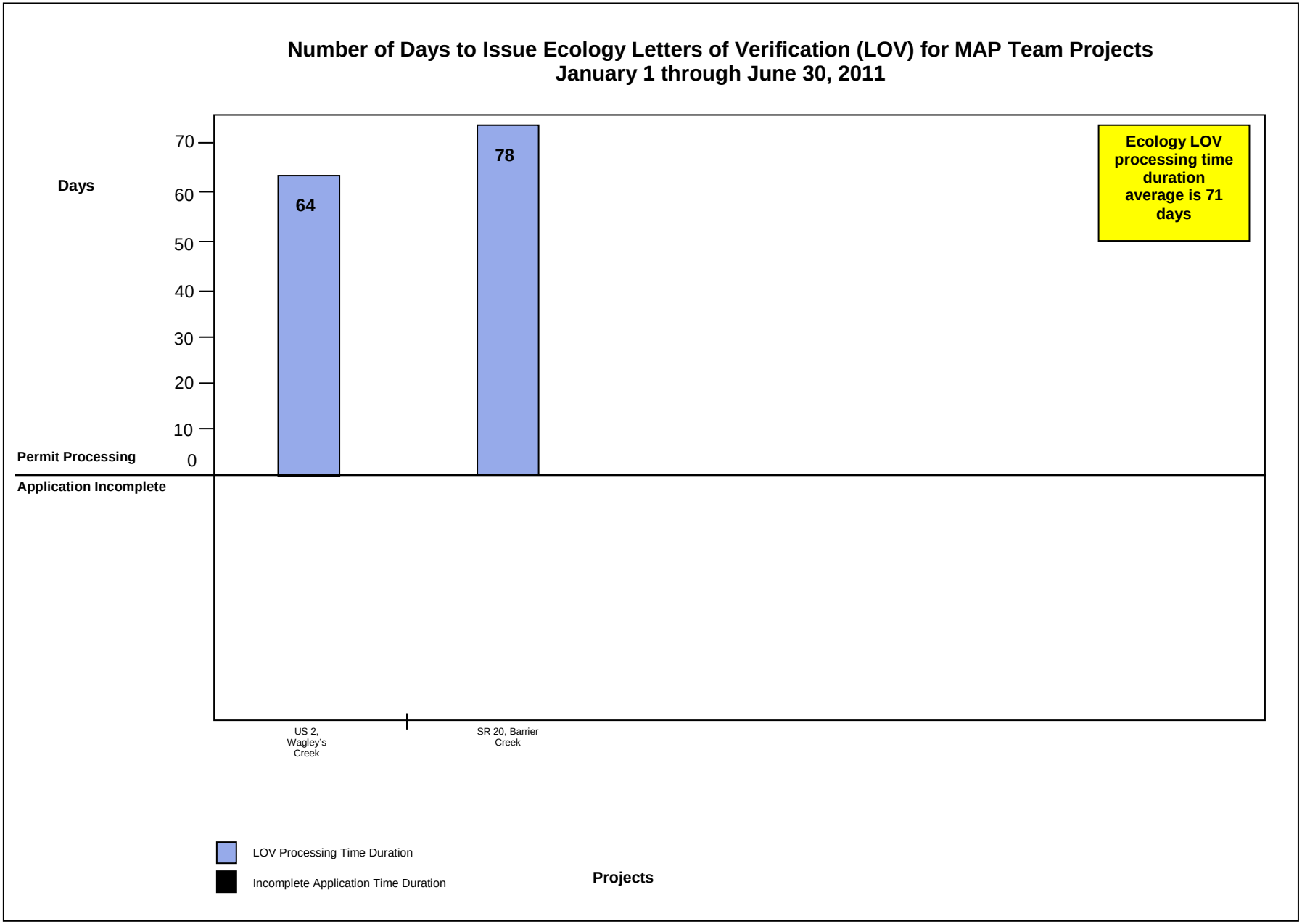
Appendix A: Permit Review Timelines for MAP Team projects that were issued during the current performance reporting period (January 1 – June 30, 2011).

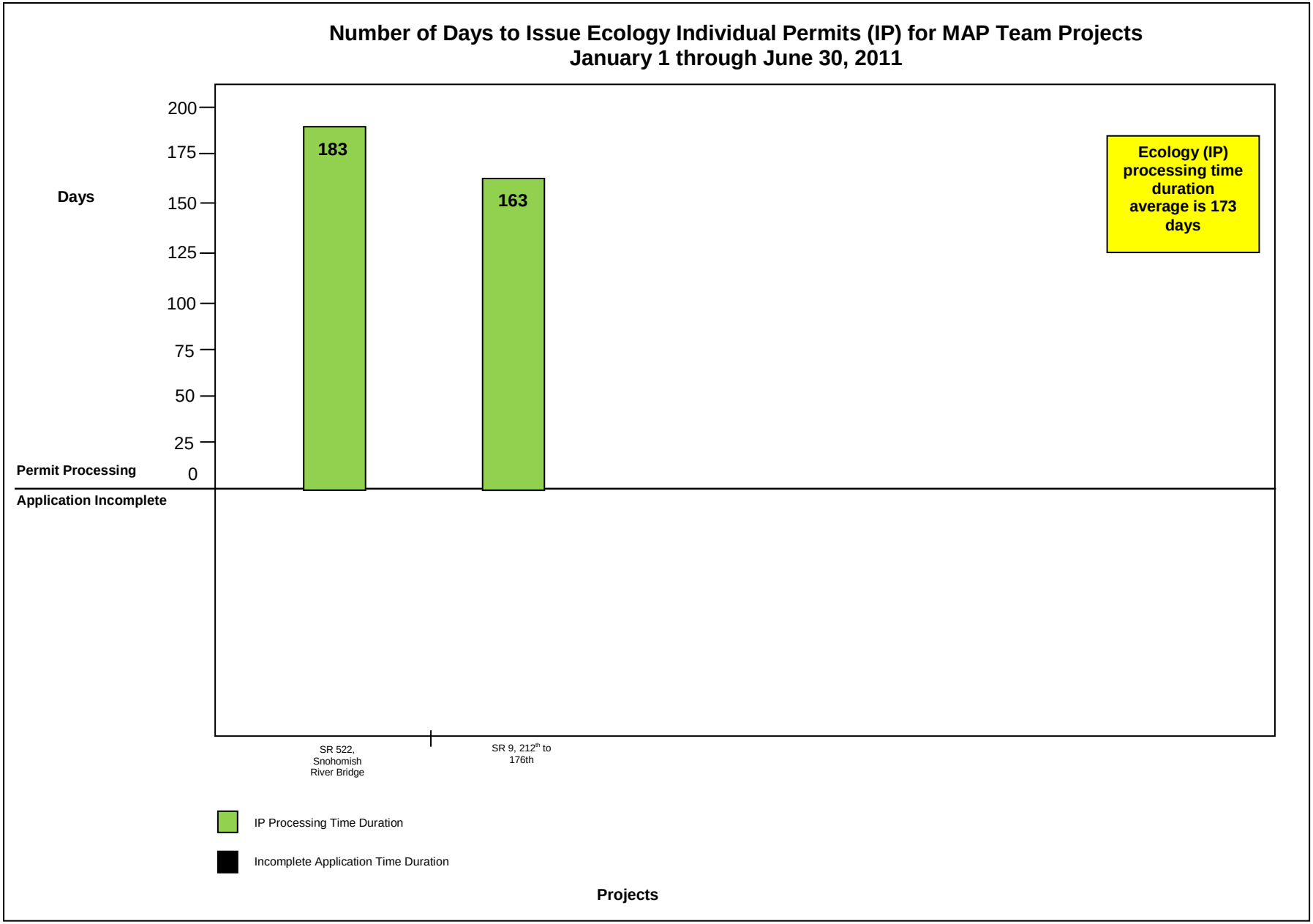
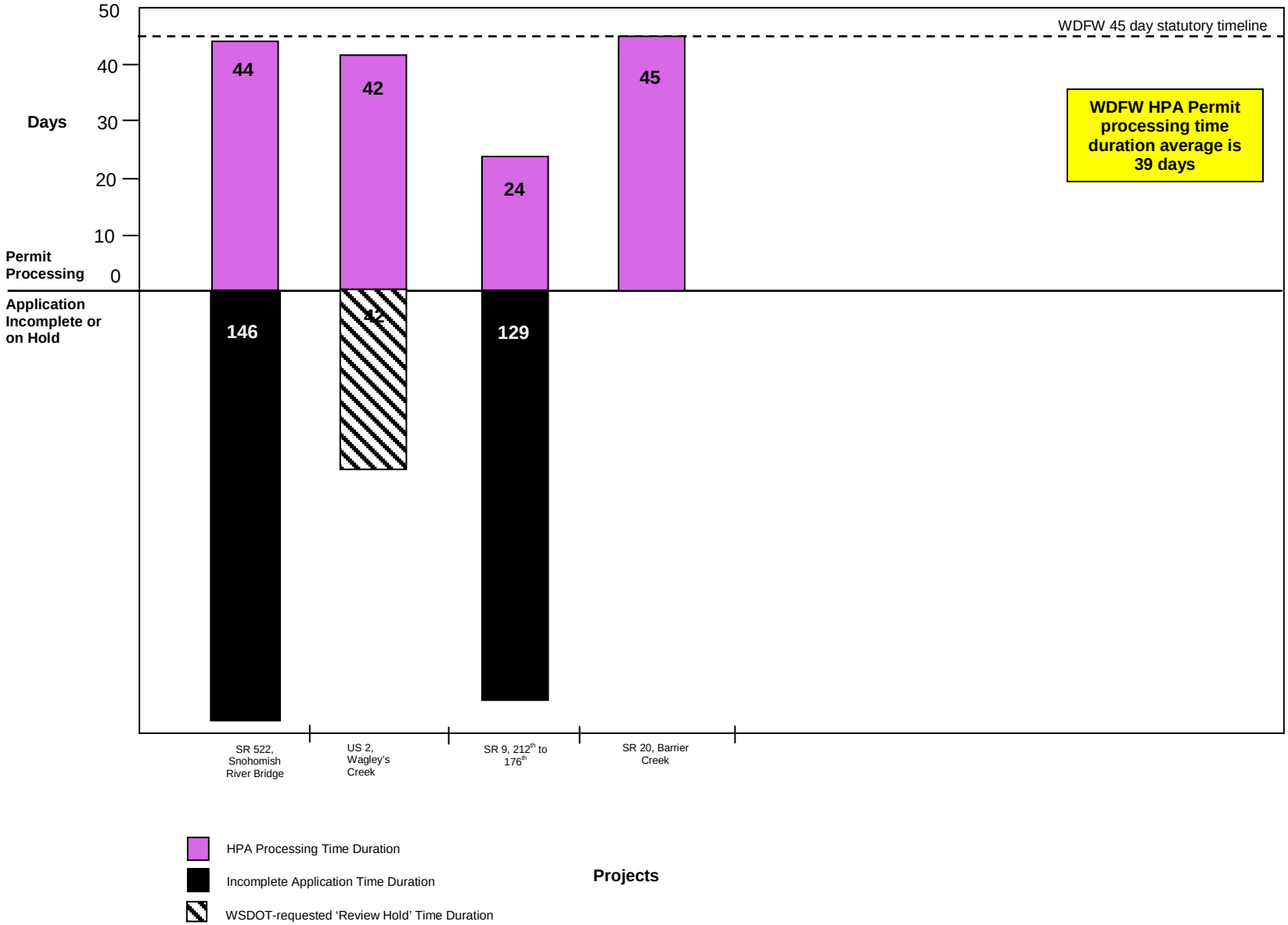
Number of Days to Issue Corps Nationwide Permit Decisions for MAP Team Projects
January 1 through June 30, 2011



Number of Days to Issue Corps Individual Permit Decisions for MAP Team Projects
January 1 through June 30, 2011




Number of Days to Issue Ecology Letters of Verification (LOV) for MAP Team Projects
January 1 through June 30, 2011
Days
70
60
50
40
30
20
10
0
Permit Processing
Application Incomplete
64
78
Ecology LOV processing time duration average is 71 days
US 2, Wagley's Creek
SR 20, Barrier Creek
LOV Processing Time Duration
Incomplete Application Time Duration
Projects


Number of Days to Issue Ecology Individual Permits (IP) for MAP Team Projects
January 1 through June 30, 2011
Days
200
175
150
125
100
75
50
25
0
Permit Processing
Application Incomplete
183
163
Ecology (IP) processing time duration average is 173 days
SR 522, Snohomish River Bridge
SR 9, 212th to 176th
IP Processing Time Duration
Incomplete Application Time Duration
Projects

Number of Days to Issue WDFW HPA Permit Decisions for MAP Team Projects
January 1 through June 30, 2011