

ATTACHMENT C

STATEMENT OF QUALIFICATIONS (SOQ)

(Revised Pursuant to Addendum No. 1, August 12, 2016)

Section 1: ADR Provider Contact Information & Languages			
Last Name	Pressentin	First Name	Anne
Company Name	EnviroIssues		
Business Address	1515 SW Fifth Avenue, Suite 1022		
City	Portland	State	OR
Zip Code	97201	Phone 1	503-248-9500
E-mail	apressentin@enviroissues.com		
Web Site	www.enviroissues.com		
Languages Spoken	English	Fax #	503.248.9505
Section 2: Provider Overview			
<p>The following Section provides a brief overview of the provider's experience and qualifications</p> <p>Anne has 20 years of experience working to educate and engage people in the Pacific Northwest on natural resource, environmental, land use planning and transportation public policy issues.</p> <p>Anne works to ensure stakeholders can make informed choices and provide input valuable to decision makers through transparent and effective public involvement methods. She has led teams as a project manager to deliver engagement and outreach strategies involving multiple tools: stakeholder advisory committees, focus groups, online surveys, print and electronic materials, media relations, open houses, listening sessions, information booths, community presentations and door-to-door outreach. She has developed overall strategy, written communications plans with project messaging, designed meeting processes and agendas, prepped staff, facilitated meetings, developed briefing papers, given presentations, responded to reporter questions, summarized findings and written final reports.</p> <p>Anne's experience includes significant public engagement work related to the National Environmental Policy Act process for a large-scale transportation project, development of a state policy for gray wolf recovery, and proposals to amend local city ordinances related to housing policies.</p> <p>Prior to her 10 years with EnviroIssues, Anne worked for the Oregon Dept. of Fish and Wildlife and Idaho Dept. of Environmental Quality.</p>			

Section 3 Services Offered and Rate			
Type of Service Key Person Desires to Offer & is Qualified to Offer	ADR Provider Billing Rate per hour	Support Staff Billing Rate Per Hour (Rate/Title)	The following items, if checked, are expenses that may be passed through at cost to the agency (See Price Agreement for details):
<input type="checkbox"/> 1. A <u>Mediation General Practitioner</u> is an impartial third party who assists two or more parties in reaching a mutually acceptable resolution to a controversy. These Practitioners have broad mediation experience and skills and are able to adapt mediation to a wide variety of circumstances, including workplace disputes.	00.00	00.00 to 00.00 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility Use/ Rental Fees
<input type="checkbox"/> 2. A <u>Facilitation General Practitioner</u> is an expert at helping large groups work effectively towards a desired objective. These Practitioners have sufficiently broad experience and skills so as to be able to design and facilitate a large group process to achieve variety of goals or objectives.	\$143	\$64 to \$87 (range) Administrative Assistant	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility Use/Rental Fees
<input type="checkbox"/> 3. A <u>Public Policy Facilitator</u> is an expert at helping governmental entities and diverse stakeholders reach agreement on controversial public policies or public projects, often within a complex legal, political or regulatory context. These providers are experienced at assessing, designing, convening and facilitating collaborative processes.	00.00	00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title 00.00 Staff Title	<input type="checkbox"/> Copy/print charges <input type="checkbox"/> Facility Use/Rental Fees
<input checked="" type="checkbox"/> 4. A <u>Public Involvement Practitioner</u> is an expert at helping governmental entities engage the public on public issues or projects. These providers are able to design and implement an appropriate public involvement process from projects that seek to inform or educate the public to projects that allow for greater public involvement via consultation or collaboration.	\$143	\$87 Seth Baker, Associate II \$85 Bridger Wineman, Associate II \$117 Justin Haight, Web Designer \$102 Nicole Schmidt, Senior Graphic Designer \$70 Emma Sagor, Associate I \$64 Project Coordinator	<input checked="" type="checkbox"/> Copy/print charges <input checked="" type="checkbox"/> Facility rental fees <input checked="" type="checkbox"/> Mail or bulk email fees <input checked="" type="checkbox"/> Telephone charges <input checked="" type="checkbox"/> Website hosting, online software or online services fees <input checked="" type="checkbox"/> Video production services <input checked="" type="checkbox"/> Other Subcontractors

Section 4A: Does the Provider charge travel expenses to provide services in your area?

County or County Area	Available to work in this area without charging travel expenses.	Available to work in this area but will charge travel expenses
1 Clatsop, Columbia, Tillamook – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2 Washington, Multnomah – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3 Polk, Marion, Yamhill – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4 Lincoln, Benton, Linn – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5 Lane – County	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6 Douglas – County	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7 Coos, Curry – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8 Josephine, Jackson – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9 Hood River, Wasco, Sherman, Gilliam, Wheeler	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10 Jefferson, Crook, Deschutes – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11 Lake, Klamath – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12 Morrow, Umatilla - Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13 Wallowa, Union, Grant, Baker – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
14 Harney, Malheur – Counties	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15 Clackamas – County	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Section 4B: Hourly Travel Charges. *If, in addition to allowable travel expenses, the Provider will charge for travel time and the travel time of administrative assistants or staff, or both, the hourly travel rate for Proposer and each of Proposer's administrative assistant and staff must be identified here: :*

All hourly travel charges for the ADR provider and support staff are identical as to how they appear in Section 3.

Section 5: Standards the Provider Subscribes to and Licenses Held

- ☐ Oregon Mediation Association Core Standards of Mediation Practice, April 23, 2005
(<http://www.mediate.com/oma/pg61.cfm>)
- ☐ Association for Conflict Resolution, Model Standards of Conduct for Mediators, 2005 revisions.
http://www.imis100us2.com/acr/ACR/Resources/Model_Standards/ACR/Resources/Model_Standards.aspx?hkey=315fc2bd-2cac-422b-82bf-b3160b6a1b08
- ☐ Model Standards of Practice for Family and Divorce Mediation
http://www.imis100us2.com/acr/ACR/Resources/Model_Standards/ACR/Resources/Model_Standards.aspx?hkey=315fc2bd-2cac-422b-82bf-b3160b6a1b08
- ☒ International Association for Public Participation (IAP2), Code of Ethics for Public Participation Practitioners (See
<http://www.iap2.org/displaycommon.cfm?an=1&subarticlenbr=8>)
- ☐ Other professional standards that the provider subscribes to:
- ☐ Oregon State Bar #
- ☐ Other professional licenses:

Section #6: Provider's Specialized Areas of Expertise			
Area of Expertise	Sub Specialty	Areas of expertise	
Business and Finance	General	<input type="checkbox"/>	
	Investment and Finance	<input type="checkbox"/>	
	Patents or Intellectual Property Rights	<input type="checkbox"/>	
Civil Rights	Civil Rights	<input type="checkbox"/>	
Consumer	All Types, Consumer-Merchant Disputes	<input type="checkbox"/>	
	Assistive Technologies	<input type="checkbox"/>	
	Vehicle Sales, Service or Repair	<input type="checkbox"/>	
Cultural	Cross Cultural, Ethnicity, or Related Fields	<input type="checkbox"/>	
Education	Education	<input type="checkbox"/>	
	Special Education	<input type="checkbox"/>	
Environmenta	Agricultural Exceptions (goal 2)	<input type="checkbox"/>	
	Agriculture	<input type="checkbox"/>	
	Air, Land and Water Quality	<input checked="" type="checkbox"/>	
	Coastal	<input type="checkbox"/>	
	Endangered Species or Wildlife	<input checked="" type="checkbox"/>	
	Energy	<input type="checkbox"/>	
	Forestry	<input type="checkbox"/>	
	Hazardous Materials and Environmental	<input checked="" type="checkbox"/>	
	Other Natural Resource Related	<input checked="" type="checkbox"/>	
	Water Resources, Wetlands	<input checked="" type="checkbox"/>	
	Governmental and Regulatory	Government-to-Government (e.g., state-tribal)	<input type="checkbox"/>
		Professional Licensing	<input type="checkbox"/>
Public Utilities		<input type="checkbox"/>	
Human Services	Child Dependency and Permanency Planning (Adoption)	<input type="checkbox"/>	
	Disability	<input type="checkbox"/>	
	Family Services, including Service Plans	<input type="checkbox"/>	
	Health Care	<input type="checkbox"/>	
	Senior Services	<input type="checkbox"/>	
	Social Services	<input type="checkbox"/>	
	Vocational Rehabilitation	<input type="checkbox"/>	
	Public Assistance - AFS	<input type="checkbox"/>	
International	International	<input type="checkbox"/>	
Labor and Employment	Collective Bargaining and Labor	<input type="checkbox"/>	
	General Employment and Human Resources	<input type="checkbox"/>	
	Workers' Compensation	<input type="checkbox"/>	
	Workplace Interpersonal Disputes	<input type="checkbox"/>	
Torts or Insurance Claims	Torts or Insurance Claims	<input type="checkbox"/>	
Transportation, Housing and Land Use	Construction Industry & Contracts, Civil Engineering	<input checked="" type="checkbox"/>	
	Eminent Domain	<input type="checkbox"/>	
	General Planning	<input checked="" type="checkbox"/>	
	Growth Management	<input checked="" type="checkbox"/>	
	Housing	<input checked="" type="checkbox"/>	
	Land Use	<input checked="" type="checkbox"/>	
	Railroad	<input type="checkbox"/>	
	Real Property	<input type="checkbox"/>	
Siting Controversial Projects or Facilities	<input checked="" type="checkbox"/>		

Section 7: Relevant Education and Training

Indiana University, School of Public and Environmental Affairs, Bloomington | M.P.A., Environmental Policy and Natural Resource Management; M.S., Environmental Science

University of Washington, Seattle | B.A., Communications and Political Science

International Association of Public Participation | Certificates in Effective Planning, Communications and Techniques for Public Participation, 2013-2014

Resolutions Northwest | Facilitating Groups with Grace and Effectiveness, 2014

Institute for Participatory Management and Planning | Systematic Development of Informed Consent, 2004

Negotiating and Mediating Environmental Disputes | State of Indiana mediation certificate, 1999

Section 8: Relevant Training Conducted by the Provider

n/a

Section 9: Workplace Mediation Experience

n/a

Section 10: Litigation Settlement Related Experience

n/a

Section 11: Overall Mediation Experience

n/a

Section 12: Facilitation Experience

Overview:

Anne has worked as a neutral facilitator since 2013, supported facilitated processes since 2003 and implemented public outreach and engagement strategies for more than 20 years. The work always begins by meeting with the project team to develop project goals and objectives along with a comprehensive process that clearly communicates the elements the public can influence. Anne works to align the work schedules with technical investigations, public meetings, project milestones and desired decision timeframe.

Group processes:

Anne has used the following group processes to facilitate meetings and achieve meeting or project outcomes:

- Member interviews in advance of multiple meeting process
- Member interviews, phone calls and emails during a process to gauge support for a recommendation

RFP DASPS 2599-16 – Alternative Dispute Resolution Services

- Ice breakers
- Focused conversations in small and large groups
- Round robin input to hear from all participants
- Flip charting
- Rotating small groups
- World Café
- Information stations and flip charts
- Dot exercises for ranking
- Sticky wall for brainstorming
- Comment forms/worksheets
- Electronic key pad polling
- Informal voting using thumbs up/down or number of fingers
- Formal verbal voting
- Meeting summaries with action items to reflect decisions
- Report writing
- Half sheet written evaluation forms (mid-process)
- Online evaluation forms (end of process)

Examples:

Anne Pressentin's key facilitation project experience is detailed below:

Residential Infill Project

City of Portland, Bureau of Planning and Sustainability, Sept. 2015 – present

Facilitated 14 meetings and four neighborhood walks of a 26-member stakeholder committee advising on amendments to the city's zoning code. Wrote final recommendations report on behalf of committee, which included majority and minority reports. See Case #1 for more information.

Police Resourcing Community Resource Team

City of Vancouver, WA, April 2016 – present

Facilitated six meetings of 20-member advisory committee considering revenue options to fund the Vancouver Police Department, which has significant performance and funding gaps. See Case #2 for more information.

Police Review Board

City of Portland Police Bureau, 2013 – present

Facilitated more than 30 meetings of 5-7 voting members and 10 advisory members who are convened to review cases for compliance with bureau policies after incidents when deadly force is used or when performance/conduct concerns arise. Documented recommendations in memos to chief of police. See Case #3 for more information.

Print Assessment Process

Metro Regional Government, April – Aug. 2016

Facilitated focus group of a 12 people from Metro, local governments and stakeholders who use and distribute educational materials produced by Metro. Focus group provided advice on process steps to evaluate and discontinue some materials. Document results and developed recommendations for assessment process.

Citywide Tree Code Implementation

City of Portland, Bureau of Development Services, Nov. 2014 – March 2016

Planned and facilitated portions of 14 meetings of 12-member Oversight Advisory Committee charged with reviewing implementation and offering advice to improve a newly enforced city code. Supported development of final report with recommendations to City Council. See Case #4 for more information.

Affordable Housing Task Force

City of Vancouver, April – Dec. 2015

Facilitated nine meetings of 20-member task force chaired by mayor of Vancouver to consider policy tools to protect low income renters and help increase the available supply of affordable housing within the city. Task Force made recommendations which were adopted by the City Council. See Case #5 for more information and reference.

Waste Prevention Education Best Practices and Strategy

Metro Regional Government, Aug. 2014 – Aug. 2015

Planned and facilitated workshops of education staff from cities and counties in Clark, Clackamas, Washington and Multnomah counties to identify best practices for waste reduction education and the lead entities for specific education tasks. Documented results in Best Practices Handbook and draft strategy priorities report.

Regional Coalition for Clean Rivers and Streams

City of Portland Bureau of Environmental Services, June 2014 – June 2015

Facilitated monthly meetings of a consortium of six agencies in the Portland-Vancouver metropolitan region working to reduce non-point source pollution from stormwater in the region's waterways through public education and behavior change. Developed annual report with results of outreach activities.

Central Valley Power Connect

Pacific Gas & Electric (PG&E), September 2014 – March 2015

Facilitated weekly communications coordination conference calls with PG&E departments, technical consultants and public affairs consultant on project to site a 70-mile transmission line for California's Central Valley. Documented action items.

Lower White Salmon River Fish Habitat Conservation Strategy

Mid-Columbia Fisheries Enhancement Group, January – December 2014

Planned and facilitated two public meetings to develop conservation strategy for area affected by the removal of 100-year old Condit hydroelectric dam in fall 2011. Conducted stakeholder interviews, wrote memo on interview themes, developed final strategy document based on results of engagement and technical analysis.

Section 13: Public Policy Facilitation Experience

n/a

Section 14: Experience as a Public Involvement Practitioner

Over the past 10 years, Anne Pressentin has worked on more than 15 projects as a consultant to assist government and non-profit entities with informing and engaging their audiences. In some cases, Anne researched and developed a public involvement plan for the client to implement and in other cases, Anne and her team implemented some or all of the public involvement plan. The projects ranged from very small -- such as developing a website for a land use planning process for a district in the City of Tillamook -- to very large and complex -- such as the multi-year environmental review and design of a replacement I-5 bridge over the Columbia River. Clients have included non-profits, the Portland regional government and city, county and state agencies.

Examples:

Anne Pressentin's key public involvement project experience is detailed below:

Columbia Gorge Transit Planning and Marketing

Oregon Department of Transportation, Oct. 2015 – present

Created and implemented public involvement plan for a transit planning effort in a highly used tourist corridor where parking options are limited. Planning process led to the launching of a pilot transit service. Managed efforts to brand and publicize new transit service between east Portland and Multnomah Falls. See Case #6 for more information and reference.

Rural Reserves Review

Clackamas County, March 2016 – present

Manage project to engage Clackamas County residents on whether some lands held as rural reserves should be removed from the reserves to provide more flexibility for employment lands over the next 50 years. Developed and implemented public involvement plan, which included moderating three public meetings that attracted 50 – 350 people. See Case #7 for more information.

Residential Infill Project

Portland Bureau of Planning and Sustainability, Sept. 2015 – present

Manage project to engage stakeholders and the broader community on changes to the zoning code to accommodate development of more than 20,000 new single dwelling houses within established neighborhoods. Facilitated 26-member stakeholder group, supported creation of public engagement plan, oversaw implementation of two online surveys and online open house, oversaw development of reports that summarized thousands of written comments. See Case #8 for more information.

Strategic Communications Plan

City of Salem, Sept. 2015 – Aug. 2016

Conducted more than 30 stakeholder interviews, facilitated three focus groups and combined results of other research to develop report of existing conditions in the City of Salem related to public communications. Developed recommendations and presented results to City manager and City Council. Developed strategic communications plan to prioritize future public communications and engagement efforts.

Clackamas Highway Safety Projects

Oregon Department of Transportation, Feb. 2015 – Oct. 2016

Managed project to inform residents and regional travelers of construction to improve safety on a state highway linking the Portland metro region to rural areas and recreation destinations at the base of Mt. Hood. Oversaw creation of communications plan and schedule, edited text for print and electronic materials, oversaw development and maintenance of project website.

U.S. 26 Ross Island Bridge Rehabilitation Project

Oregon Department of Transportation, Aug. 2014 – Present

Manage outreach effort for three-year project to repaint and repair a key transportation link across the Willamette River in Portland. Developed project messaging with client, oversaw creation of communications plan and schedule, edited text for print and electronic materials, developed approach for online open house and oversaw implementation.

Hoquarton Area Plan

Oregon Dept. of Transportation, City of Tillamook, Jan. 2015 – May 2016

Oversaw development and implementation of a project website that supported a planning for future mixed use and transportation development in a historic district of Tillamook, Oregon. Edited text and monitored public comments received.

Citywide Tree Code Implementation

City of Portland Bureau of Development Services, Nov. 2014 – March 2016

Led workshop with staff to develop public outreach plan related to an updated tree code for the City of Portland. Reviewed and recommended edits to website, drafted outreach materials and oversaw production and distribution. Supported planning and facilitation of Oversight Advisory Committee, which met 14 times to develop recommendations to City Council to further improve code outcomes.

Green Business Program

Clark County Environmental Services, Oct. 2014 – Feb. 2015

Planned and moderated meetings for businesses seeking to become verified as Clark County green businesses. Developed recruitment and notification plan for meetings; conducted evaluation with participants; recommended tactics to grow program.

Lower White Salmon River Fish Habitat Conservation Strategy

Mid-Columbia Fisheries Enhancement Group, Jan. – Dec. 2014

Managed project to engage stakeholders and develop conservation strategy for area affected by the removal of 100-year old Condit hydroelectric dam in fall 2011. Conducted stakeholder interviews and wrote memo on interview themes; planned and facilitated public meetings; delivered online survey and analyzed results, drafted conservation strategy document for public review.

Interstate 5 Columbia River Crossing Public Involvement and Outreach

Washington State Dept of Transportation / Oregon Dept of Transportation, 2006 – 2013

Staffed multiple information booths, engaged in stakeholder conversations, implemented project-sponsored outreach events, and gave presentations at community

meetings as part of team to facilitate a two-way public dialogue for a bi-state transit and highway improvement project between Portland, Ore. and Vancouver, Wash. Developed responses to written public questions and public disclosure requests, summarized public comments, developed electronic newsletters and posted tweets about emerging project information. The multi-year effort met the requirements of the National Environmental Policy Act and resulted in more than 30,000 public contacts and 7,000 written public comments. From 2010-2013, managed the team of nine staff at co-located project office, during which time the Final EIS was issued and Record of Decision received.

**Marine Resources Outreach Materials and Strategy
Oregon Department of Fish and Wildlife, 2011**

Managed project to improve outreach and engagement efforts related to recreational and commercial ocean fishing along the Oregon Coast. Reviewed existing print and electronic materials for effectiveness, facilitated meeting of advisory committee, conducted online survey, conducted stakeholder interviews and completed final report with recommendations.

**NW 23rd Avenue Reconstruction
City of Portland Bureau of Transportation, 2009**

Managed project to develop construction-related signage and other community notification materials to meet two goals: 1) prevent drop in business on iconic Portland shopping area and 2) allow vehicle and pedestrian traffic to move with as little disruption as possible. Facilitated meetings of business owners to obtain consensus on a unique logo and develop project messaging. Edited text for postcard, newsletter and news releases; oversaw development of a signage plan.

**Urban Tree Messaging and Outreach
Friends of Trees, June 2009**

Developed messaging and outreach plan to build support for street-tree planting to reduce stormwater runoff. Facilitated discussion of neighborhood leaders to test messages following a review of existing outreach and education efforts, east Portland demographics, and urban tree studies. Finalized the messages using the stakeholder input and developed an outreach plan for client implementation.

**Strategic Communications Plan
City of Portland Independent Police Review Division, 2008 – 2009**

Managed project to clearly communicate the roles, priorities, goals, and accomplishments of the city's Independent Police Review Division to its stakeholders and the public at large –with special emphasis on immigrants and communities of color. Interviewed city staff and stakeholders, assessed existing public communications methods, and developed strategic communications plan.

Section 15: Qualifying Cases

(Must also be documented with a "Qualifying Case Form" found in Exhibit 2 to Attachment C)

A. Facilitation General Practitioner

☒ Yes, I wish to provide this type of ADR Service and I meet the Facilitation General Practitioner minimum qualifications. I have been a principle professional facilitator in at least five facilitation projects ("cases") involving a governmental entity. These cases are documented on separate "Qualifying Case Forms" as case #1; 2; 3; 4; and 5; and I have at least 200 hours of facilitation experience, as documented in Section 11 of the SOQ.

B. Public Policy Facilitator

Yes, I wish to provide this type of ADR Service and I meet the following the Public Policy Facilitator minimum qualification:

☐ Option 1 – I am a "Senior Level Neutral Public Policy Consensus Services Practitioner" in the Oregon Consensus Program Network <http://www.orconsensus.pdx.edu/mediators.php> or

☐ Option 2 – I have been a Public Policy Facilitator in at least (3) successful collaborative public policy projects ("cases"). Each of these cases are documented on a separate "Qualifying Case Form" as #___; ___; and ___; and each project involved at least one governmental entity; at least four distinct parties; had a consensus or agreement-seeking component; and involved at least 40 hours of professional facilitator time.

C. Public Involvement Practitioner

☒ Yes, I wish to provide this type of ADR Service and I meet the Public Involvement Practitioner minimum qualifications. I have been a Public Involvement Practitioner in at least (3) successful public involvement projects ("cases"). These cases are documented on separate "Qualifying Case Forms" as case #6; 7; and 8; and each involved at least one governmental entity and at least 40 professional project hours.