

ATTACHMENT C

STATEMENT OF QUALIFICATIONS (SOQ)

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

Section 1: ADR Provider Contact Information & Languages			
Last Name	Kirsten	First Name	Hauge
Company Name	PRR, Inc.		
Business Address	220 NW 8th Avenue, #2D4		
City	Portland	State	OR
Zip Code	97209	Phone 1	206.462.6352
E-mail	khaug@prrbiz.com		
Web Site	https://www.prrbiz.com		
Languages Spoken	English	Fax #	206.623.0781
Section 2: Provider Overview			
The following Section provides a brief overview of the provider's experience and qualifications			
<p>Kirsten has 14 years of experience in community outreach, campaign management and public affairs. She manages a range of community-based social marketing, strategic communications, and public involvement programs in just about every sector, including high-capacity transit, transportation, wastewater, public safety and emergency preparedness, and planning and development. Kirsten recently managed a transportation public opinion research project for Oregon Metro, oversees PRR's work for Seattle Streetcar, and manages stakeholder engagement for the City of Seattle Community Police Commission. Previously, Kirsten managed outreach for Tacoma Link Expansion, SPD's Police Chief Search, King County Metro's Ballard/Crown Hill In Motion program, a disaster preparedness campaign for Seattle and King County Offices of Emergency Management, and Seattle Department of Transportation's Pedestrian Safety Program. She is also an in-house expert on the SEPA/NEPA environmental review process and has planned corresponding public involvement programs for government clients at the local and state level. Kirsten is experienced in staffing technical and advisory committees and is skilled in translating highly complex and technical information into reader-friendly language.</p> <p>Kirsten moved to Portland in January 2016 to help lead PRR's Oregon presence. The office has worked on a product stewardship program for household hazardous waste for Oregon Metro, a road usage charge branding effort called OReGo, and multiple communications projects for the Oregon Department of Transportation. With clients and offices all across the United States, PRR is skilled at using our teams in the most efficient and effective way possible, regardless of their physical location.</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.	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"/> 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.	\$207.52	\$73.99 Project Support	<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: :*

\$207.52 for Kirsten
\$73.99 for project support

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"/>
Environmental	Agricultural Exceptions (goal 2)	<input type="checkbox"/>
	Agriculture	<input type="checkbox"/>
	Air, Land and Water Quality	<input type="checkbox"/>
	Coastal	<input type="checkbox"/>
	Endangered Species or Wildlife	<input type="checkbox"/>
	Energy	<input type="checkbox"/>
	Forestry	<input type="checkbox"/>
	Hazardous Materials and Environmental	<input checked="" type="checkbox"/>
	Other Natural Resource Related	<input type="checkbox"/>
	Water Resources, Wetlands	<input 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 type="checkbox"/>
	Housing	<input checked="" type="checkbox"/>
	Land Use	<input 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

EDUCATION

B.A. Psychology, Cum Laude, Pacific Lutheran University, 2001

B.A. Communication, Cum Laude, Pacific Lutheran University, 2001

Section 8: Relevant Training Conducted by the Provider

Section 9: Workplace Mediation Experience

Section 10: Litigation Settlement Related Experience

Section 11: Overall Mediation Experience

Section 12: Facilitation Experience

Section 13: Public Policy Facilitation Experience

Section 14: Experience as a Public Involvement Practitioner

Kirsten implements a research-driven approach to public involvement, with an emphasis on early research and audience analysis to inform a communications and outreach approach. She grasps the complexity, requirements, and communications challenges associated with many types of government programs and projects ranging from designing streetcars to planning inclusive outreach on policing issues. Kirsten demonstrates a strong record of engagement and partnerships with affected neighborhoods and community organizations.

In addition to the case forms provided, highlights of Kirsten's experience is offered on the next page.

PROJECT EXPERIENCE

Transportation Public Opinion Research, Portland, OR

Oregon Metro | June-July 2016

Project manager. Led PRR's team to review and assess public perceptions regarding transportation in the region. By reviewing Metro's past research, current communications and media coverage, best practices, and gathering staff feedback, PRR identified opportunities and successes, and made early recommendations to address gaps between Metro's communications and community values. Metro will use the findings to inform additional research needs and to develop a communications approach for the Regional Transportation Plan and other transportation programs.

Wastewater Treatment Division Community Involvement Guidelines, King County, WA

King County Department of Natural Resources & Parks | June-October 2014

Project manager. Worked with King County staff to identify approach to updating King County WTD's Community Involvement Guidelines. Audited existing materials and tools to inform strategy. Drafted update to Community Involvement Guidelines and planned a training with staff to roll-out the new Guidelines.

Digital Equity Initiative Outreach, Seattle, WA

City of Seattle Department of Information Technology | December 2014-December 2015

Phase I project manager. Developed and led process to engage key stakeholders in developing a vision and goals for the City of Seattle's Digital Equity Initiative. The process included national best practices research, convening internal and external advisory committees, conducting stakeholder interviews, and holding discussions with local leaders in technology and digital equity.

Wastewater Treatment Division: Green Duwamish Watershed Strategy, King County, WA

King County Department of Resources & Parks | August 2014-December 2014

Project Manager (Phase 1). Conducted stakeholder interviews to inform outreach strategy for Green Duwamish Watershed Strategy. Drafted stakeholder engagement strategy and advised on charter and structure of Watershed Advisory Group.

Citizen Preparedness Campaign, Seattle, WA

Seattle Office of Emergency Management | January 2011-July 2013

Project manager. Managed project to develop preparedness messages and a campaign as part of the Regional Catastrophic Preparedness Grant Program. Conducted staff interviews, demographic research and review of best practices from regional and national preparedness campaigns. Coordinated focus groups to test messages and preparedness motivations among diverse audiences in the Puget Sound region and supported the development of key preparedness messages. Future work will include managing a regional preparedness campaign in spring 2012. The campaign included developing a campaign website and social media channels, and creating a media partnership with Puget Sound businesses.

Ballard/Crown Hill In Motion Program, Seattle, WA

King County | March 2012-December 2013

Project manager. Led planning and implementation of community-based social marketing program to educate Ballard and Crown Hill residents about their transportation options, including the new RapidRide D line and major transit service changes. Facilitated roundtable discussions in Ballard and Crown Hill. Conducted stakeholder interviews with Ballard and Crown Hill residents,

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community leaders, community organizations, and small business owners. Managed the development of materials and conducted tabling events and street teams in the community.

Pedestrian Safety for Students, Seattle, WA

Seattle Department of Transportation | March 2008-August 2009, December 2010-December 2012

Project manager. Led program to develop and implement a school-based pedestrian safety program. Coordinated with school teachers and administrators to garner support and arrange in-classroom education sessions on pedestrian safety. Managed and helped develop events at four Seattle elementary schools to encourage students and parents to walk to school. Coordinated efforts to provide incentives for walking events by arranging partnerships with community businesses and organizations.

East Link Extension, King County, WA

Sound Transit | March 2007-December 2011

Project manager. Managed public outreach during the roll-out of the Draft Environmental Impact Statement. Drafted plan to organize, advertise and develop materials for five community public meetings. Previously designed and planned five large-scale public workshops to inform the design development of the proposed routes. Coordinated community-focused public meetings to solicit input to help refine the preferred alternative and implemented an intensive community outreach process to gather feedback on the preferred alternative in south Bellevue. Most recent work included coordinating and staffing a project information booth during summer community festivals and events and drafting a folio that summarized all outreach activities for the East Link Extension project.