

ATTACHMENT C

STATEMENT OF QUALIFICATIONS (SOQ)

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

Section 1: ADR Provider Contact Information & Languages			
Last Name	Kibler	First Name	Kristen
Company Name	JLA Public Involvement		
Business Address	1110 SE Alder Street, Suite 301		
City	Portland	State	OR
Zip Code	97214	Phone 1	503-235-5881
E-mail	kristen@jla.us.com		
Web Site	www.jla.us.com		
Languages Spoken	English	Fax #	503-230-4877
Section 2: Provider Overview			
<p>The following Section provides a brief overview of the provider’s experience and qualifications</p> <p>Kristen Kibler is a Senior Program Manager at JLA Public Involvement. She has been developing and implementing community involvement, outreach, and information programs in Oregon and Southwest Washington since 1999. Her focus has been providing strategy and leading public involvement programs for government agency clients on transportation, water resource, sewer, and long-range planning efforts.</p> <p>Kristen is known for her flexible approach and ability to tailor outreach needs to the ever-changing demands of projects. This includes being able to address schedule changes, new issues, and stakeholder concerns. Kristen excels at working with agency staff to calmly adjust public process and involvement needs on-the-fly to be able to work within schedules, accommodate changes in staffing or data availability, or even develop focused efforts within an overall program to address new or changing project issues – while remaining true to the original process and stakeholder input. Agency staff appreciate her ability to develop and adjust strategy for the benefit of the process and project.</p> <p>Kristen designs custom processes that meet project needs and engage internal and external stakeholders appropriately. She has extensive experience in all aspects of a public involvement program, including process strategy and key messaging, meeting design and facilitation, stakeholder coordination and outreach, and public information development. Kristen is skilled in communicating complex issues and enjoys interacting with stakeholders one-on-one, in committees and large groups, on the neighborhood level, and through broader public involvement activities. She has assisted agencies in developing engaging public information materials and graphics that convey complex technical information in a manner accessible to the public. This includes taking advantage of new media and interactive opportunities, such as interactive maps and websites, online open houses and surveys, and video.</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	___ Copy/print charges ___ 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	___ Copy/print charges ___ 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	___ Copy/print charges ___ 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.	139.63	Up to 47.00 Admin 1 Up to 80.00 Admin 3 Up to 78.00 PI Specialist 1 Up to 89.00 PI Specialist 2 Up to 102.00 PI Specialist 3 Up to 118.00 PI Specialist 4 Up to 134.00 PI Specialist 5	___ ✓ Copy/print charges ___ ✓ Facility rental fees ___ ✓ Mail or bulk email fees ___ ✓ Telephone charges ___ ✓ Website hosting, online software or online services fees ___ ✓ Video production services ___ ✓ Other Subcontractors ___ ✓ Support staff (project assistants, coordinators, and web technicians) are billed at \$57-90/hour depending on position.

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: :*

The provider and other staff will charge for travel time at the hourly rates shown in Section 3. JLA works with clients to set maximum hours per day for travel.

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 checked="" 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 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 checked="" type="checkbox"/>
	Professional Licensing	<input type="checkbox"/>
	Public Utilities	<input checked="" 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

Kristen's long career in community engagement is supported by training and education in public involvement, facilitation, urban planning and community development.

- Mediation Process Training (CDR Associates), 2012
- Planning for Effective Participation, International Association for Public Participation (IAP2), 2009
- M.U.R.P Master of Urban and Regional Planning - Community Development specialization, Portland State University, 2008 (including Concepts of Citizen Participation course)
- Group Facilitation Methods, Technology of Participation (ToP), 2004
- B.S. Community Development, Portland State University, 1999

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

Kristen has facilitated public meetings, committees and discussion groups related to public process on a variety of topics. The following highlights facilitated she has completed over the last decade:

- Eastside CSO Community Benefit Opportunity Advisory Committee (community grant process), City of Portland BES (2007)
- Sellwood Pump Station Citizen Advisory Committee, City of Portland BES (2008)
- Tualatin River – Boat Launch Advisory Committee, Metro (2012)
- Glendoveer Facility RFP Citizen Panel (developed criteria for RFP and reviewed applicants), Metro (2012)
- Newberg-Dundee Bypass Project Aesthetic Focus Groups, Oregon Department of Transportation (2013)
- Newberg Downtown Improvement Plan Advisory Committee, City of Newberg (2015)
- Newberg Pavement Maintenance and Funding Master Plan Ad-Hoc Advisory Committee (2016)

Section 13: Public Policy Facilitation Experience

Section 14: Experience as a Public Involvement Practitioner

Kristen Kibler has been designing and implementing community engagement and outreach programs in Oregon since 1999. She has helped agency clients obtain meaningful stakeholder input in complex decision-making processes, as well as inform and educate the general public about government projects and programs. Many large projects that she worked on over a decade ago have been fully implemented or are in their next planning phases, including efforts in Portland to control combined sewer overflows, early planning for WES commuter rail service, widening of I-5 in North Portland between Lombard and Victory Boulevard, and an initial phase of the Sunrise Corridor in Clackamas County. For these projects, she planned and implemented tailored public involvement programs that helped inform project staff and decision-makers. This included convening and facilitating committees, planning and leading various types of public meetings (open houses, public hearings, multi-day workshops, etc), door-to-door outreach, community presentations, tours, and specialized public information materials such as websites, email updates, fact sheets, and information kiosks.

Kristen holds a Master's degree in Urban and Regional Planning, so she is able to develop a process and manage efforts that involve stakeholders in identifying issues, developing alternatives, evaluating alternatives, and influencing final recommendation and decisions. She is adept at balancing the process of developing and analyzing technical information and finding opportunities for meaningful public involvement.

In addition to high-level strategy and project management, Kristen brings a broad skillset to her public involvement practice, including designing and facilitating public meetings, managing committees, conducting and documenting stakeholder interviews, developing informational and creative printed and online materials, developing and conducting in-person and online surveys, and event planning. Kristen understands, embraces and implements new media and techniques, such as online open houses, video, social media and interactive web tools.

Some of her other public involvement projects over the last decade relevant to this request include:

- U.S. Camp Rilea to Surf Pines Facility Plan (in Clatsop County), ODOT
- Burlingame Trunk Sewer Enlargement (including freeway ramp closure during construction), Portland Bureau of Environmental Services
- Salmon Creek Wastewater Management System Phase 4 Expansion, Clark Regional Wastewater District
- West Side and East Side Big Pipes (separate projects under same program), Portland Bureau of Environmental Services
- Development of Levels of Service for Asset Management Program, Portland Bureau of Transportation
- Strategic Plan Update, Portland Bureau of Environmental Services
- Sellwood Pump Station Siting, Portland Bureau of Environmental Services
- Evergreen and Helvetia Concept Plans, City of Hillsboro (for Metro)

Kristen has more than 20,000 hours as a public involvement professional. Most of her work has been in and around communities in Oregon.