

Minutes



Complaints Task Group, Meeting #8

Date: June 19, 2014
Time: 9am – 3:30pm
Place: CASA office, Edmonton

In attendance:

Name	Stakeholder group
Ron Axelson	Intensive Livestock Working Group
Ann Baran	Southern Alberta Group for the Environment
Roxane Bretzlaff	CAPP (CNRL)
Keith Denman	Alberta Environment and Sustainable Resource Development
Jennifer Fowler	West Fraser - Hinton Pulp
Joseph Hnatiuk	Canadian Society of Environmental Biologists
Jim Lapp	City of Edmonton, Compost Operations
Tanya Moskal-Hébert	Alberta Agriculture and Rural Development
Ludmilla Rodriguez	Alberta Health Services
Dalene Wilkins	Alberta Energy Regulator
Celeste Dempster	CASA

Action Items:

Action Items	Who	Due
7.2: Celeste will speak to the Odour Assessment Task Group to see if any of their work might contribute to the work under 'Common Language'.	Celeste	Meeting #9.
8.1: At the appropriate time, members will review the protocols related to 'repeat callers'.	All	As time permits.
8.2: Keith will contact the CIC to determine if they are able to provide input to the consultant's work.	Keith	ASAP.
8.3: Celeste will update the RFP and send to task group for review.	Celeste	ASAP.
8.4: Celeste will ask the Communications Committee if they know of any consultants to whom the RFP should be sent directly.	Celeste	Within 2 weeks.
8.5: Keith, Jim, and Ludmilla will check if they know any consultants to whom the RFP should be sent directly.	Keith, Jim, Ludmilla	Within 2 weeks.
8.6: Celeste will update the RFP proposal evaluation criteria.	Celeste	ASAP.
8.7: Members will review minutes from meeting #7 and #8 and come prepared to discuss the work under data collection, initial response time, and investigation response.	All	Meeting #9.

1. Administrative Items

Tanya chaired the meeting which began at 9:10am. Participants introduced themselves and were welcomed to the meeting. Quorum was achieved.

The agenda and meeting objectives were approved.

The minutes from meeting #7 were reviewed and approved with the following edits: several typos were noted. The action items from meeting #7 were reviewed as follows:

Action Items	Who	Status
5.1: Ludmilla will inquire if Health Link Alberta protocol scripts can be shared.	Ludmilla	Complete.
7.1: Celeste will distribute the wording from Directive 60 that relates to logging complaints.	Celeste	Complete.
7.2: Celeste will speak to the Odour Assessment Task Group to see if any of their work might contribute to the work under ‘Common Language’.	Celeste	Carry forward.
7.3: Ann and Keith will investigate if there are any ‘repeat caller’ protocols currently in use.	Keith, Ann	Complete.
7.4: Celeste will thoroughly document and diagram all of the discussions from meeting #7.	Celeste	Complete.
7.5: Celeste will review the Odour Assessment Task Group proposals for scoping ideas about complaints.	Celeste	Complete.
7.6: Celeste will send out the CASA RFP template for the task group to review ahead of meeting #8.	Celeste, all	Complete.
7.7: Members will review all the material from meeting #7 and come prepared to discuss and scope the work under ‘Who are you Going to Call?’ and ‘Common Language’.	All	Complete.
7.8: Celeste will poll for three additional meeting dates (July, August, and September).	Celeste	Complete.

Additional Information:

Action Item 5.1: The scripts are confidential and can’t be shared.

Action Item 7.2: Celeste will follow-up with the Odour Assessment Task Group but likely the response will be ‘no’.

Action Item 7.3: Both Keith and Ann provided links to protocols that are currently in use. This information will be reviewed by the group when it comes time to have the conversation about repeat callers.

Action Item 8.1: At the appropriate time, members will review the protocols related to ‘repeat callers’.

2. CASA Update

Celeste provided an update on the Odour Management Team and the June 5th CASA Board meeting:

- The team has been scoping work under the four remaining areas of work in the project charter: prevention/mitigation, enforcement/role of regulation, education/communication/awareness, and continuous improvement.
 - The prevention/mitigation work will be taken on by the Odour Assessment Task Group and a new task group will be formed to undertake the Enforcement/Role of Regulation Task Group. Work under education/communication/awareness and continuous improvement will be addressed at the team level.
- The team presented this information to the CASA Board on June 5th and outlined three possible scenarios for how the work will be completed, depending on what additional funding

is available. The Board agreed that, subject to funding being made available, Scenario #3 where consultants are used to complete the work is the best path forward.

- Since the Board meeting, the Secretariat and the CASA Executive Committee have located sufficient funds to move forward with Scenario #3.
- The team will meet next on June 25th.

Celeste also provided an update on the work of the Health and Odour Assessment Task Groups:

Health Task Group:

- The task group is focused on two pieces of work:
 - Stream 1 - A backgrounder about odour and health:
 - The task group has prepared an initial draft and will finalize the content at their next meeting before sending it to an editor.
 - Stream 2 - Tool(s) for individuals to track the health-related impacts of odour
 - The task group has developed a first draft of the tool and will review it at their next meeting.
- The task group will meet next on July 24th.

Odour Assessment Task Group:

- The task group is focused on two pieces of work:
 - Odour Assessment:
 - The task group is working with a consultant to prepare an inventory and analysis of odour assessment tools. They expect to receive a draft of the report on June 30th and will review it with the consultants on July 16th.
 - Prevention/Mitigation:
 - The team has asked this task group to take on the work under prevention/mitigation from the team's project charter. The task group met on June 18th to kick-off this work and are preparing an RFP.

Celeste provided an update on CASA activities:

- The next Board meeting will be on September 18th in Edmonton.
- The Board has asked the Secretariat to form a working group to scope work under non-point source air emissions and to develop a project charter for the Board's consideration at their September meeting. The working group has been formed and will have their kick-off meeting on June 23rd.

3. Areas of Work: Who are you going to call?

The task group had a preliminary discussion around whether the two areas of work being discussed today can be combined into a single RFP or require two separate RFPs. After discussing both areas of work, the task group decided to prepare a single RFP.

There are many parties who receive and respond to odour complaints and it is not possible to control what number complainants call. A single number for complaints may be a possibility in the future but is not practical at this time. The purpose of this work is to collate existing information and to help clarify when and where people should call to register a complaint. For example, calling industry directly can result in a faster response to a complaint, especially after hours.

The deliverable for this piece of work is:

- A detailed 1-page decision tree (plus any explanatory information) directed at government and industry.
- A simplified version of the decision tree that can be shared by government and industry with the public.

The decision tree will allow call operators to quickly triage calls and direct callers to the most appropriate agency. This standardized approach will help to minimize callers being shuffled around to multiple agencies and reduce caller frustration. The decision tree should be generic. Industry may choose to customize it for their particular location. This decision tree will ensure that no matter who someone calls, ultimately they will be directed to the correct place in the most direct manner. The goal is to increase caller satisfaction with the process of registering a complaint.

The deliverables should be built based on existing information and the task group will provide the consultant with the Complaints Task Group Background Report. The consultant may need to undertake some additional research and follow-up to supplement the background report. Contacts and contact information will be provided by the task group. The decision trees will need to be pilot tested with government and industry stakeholders including the CIC.

Action Item 8.2: Keith will contact the CIC to determine if they are able to provide input to the consultant's work.

The distribution of this decision tree to government and industry overlaps with the work under Education/Communication/Awareness.

The task group will also need to allow for the continuous improvement of the tool. The task group should discuss and make a recommendation to the Odour Management Team around continuous improvement. The task group will also need to determine who will take ownership of this tool.

4. Area of Work: Common language

The task group scoped the work under 'Common language' and integrated it with the work under 'Who are you going to call?'

This is primarily a communications piece with some technical knowledge incorporated. In order to properly triage calls and ensure that calls are being directed to the correct organization, the task group determined that operators need common language to help them elicit information from callers about:

- Odour descriptors (i.e. type of odour)
- Intensity
- Offensiveness
- Frequency and duration

A simple, easy to use tool for each of these pieces will be incorporated into the decision tree described in 'Who are you going to call?'. There are many existing tools (such as odour wheels and lists of odour descriptors) that could be adapted/customized and incorporated into the decision tree. The task group noted that they really liked the descriptions of intensity and descriptors used in the NRCB form.

Ultimately the work under ‘Common language’ will help operators to efficiently direct and triage calls. An efficient interaction and thoughtful questions will help to make callers feel heard and reduce frustration.

Once the caller has been directed to the correct organization, the call operator will need to collect some more detailed information about the complaint and the situation. This will be discussed in greater detail under the task group’s area of work ‘data collection’ (see item 6).

The RFP should also request a short form based on the elements of the decision tree where the operator can record the information solicited from the caller.

Action Item 8.3: Celeste will update the RFP and send to task group for review.

Once the task group has finalized the RFP, the Odour Management Team will be given the opportunity to provide any comments before the RFP is posted.

The consultant who takes on this work needs:

- Excellent public communication skills and experience in developing telephone scripts and decision trees would be an asset.
- Familiarity with odour and the Alberta context.

Action Item 8.4: Celeste will ask the Communications Committee if they know of any consultants to whom the RFP should be sent directly.

Action Item 8.5: Keith, Jim, and Ludmilla will check if they know any consultants to whom the RFP should be sent directly.

The RFP will also be sent directly to Stantec.

The task group outlined the following timelines for the work outlined in the RFP:

- Kick-off meeting (1/2 day)
- Develop the draft decision tree and common language – about 2 weeks over the course of a month
 - The consultant may need to contact additional people/organizations during this time such as the CIC
- Meet with the task group to review feedback on the draft
- Incorporate the task group’s feedback and create the simplified decision tree and recording form – about 2 weeks
- Pilot testing the second draft with government and industry – about 1 month
 - The consultant should provide a summary of the results of the pilot testing
- Finalize final report

The task group estimated that about 25 days of work will be required.

5. Next Steps

The task group updated the evaluation criteria developed by the Odour Assessment Task Group to use to evaluate responses received to the complaints RFP as follows:

- Changing the first bullet under “Project Management Experience” to “Strong public communications skills”.
- Increase the weight of bullets 1 and 6 and decrease the weight of bullet 2 under “Project Management Experience”.

Action Item 8.6: Celeste will update the RFP proposal evaluation criteria.

The task group noted that their work is progressing on schedule and on budget.

6. Meeting #9: Scoping Areas where Task Group will Take Lead

At meeting #9, the task group will be scoping areas where they will be taking the lead on tool development: data collection, initial response time, and investigation response. The task group noted that there is some overlap between these areas and today’s discussions. In these three areas the task group will focus on developing a package of standard minimum checklists. For example, under data collection, the task group will prepare a list of the minimum information that should be recorded when a complaint is received.

Action Item 8.7: Members will review minutes from meeting #7 and #8 and come prepared to discuss the work under data collection, initial response time, and investigation response.

7. Meeting Wrap-up

The task group reviewed the action items from today’s meeting.

The objectives for meeting #9 are:

- Begin working on data collection, initial response time, and investigation response using small groups.

The objectives for meeting #10 are:

- To review responses to the RFP using the evaluation criteria and recommend a consultant to do the work.

The meeting adjourned at 3:30pm.