



Minutes

Complaints Task Group, Meeting #10

Date: August 26, 2014
Time: 9am – 3:30pm
Place: CASA office, Edmonton

In attendance:

Name	Stakeholder group
Ann Baran	Southern Alberta Group for the Environment
Mike Bisaga (by phone)	Lakeland Industrial Community Association
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
Carolyn Kolebaba (by phone)	Alberta Association of Municipal Districts & Counties
Tanya Moskal-Hébert (by phone)	Alberta Agriculture and Rural Development
Ludmilla Rodriguez	Alberta Health Services
Dalene Wilkins	Alberta Energy Regulator
Celeste Dempster	CASA

Action Items:

Action Items	Who	Due
8.1: At the appropriate time, members will review the protocols related to 'repeat callers'.	All	As time permits.
10.1: Keith will provide Celeste the names of the CIC staff who are available to provide input to the consultant's work.	Keith	ASAP.
10.2: Celeste will email the OMT with the successful candidate and provide one week for the OMT to comment on the selection.	Celeste	ASAP.
10.3: Once the OMT has had the opportunity to comment on the successful candidate, Celeste will notify the consultant.	Celeste	Once 10.2 complete.
10.4: Celeste will arrange a kick-off meeting with the consultant.	Celeste	Once 10.3 complete.
10.5: Celeste will poll for dates for meeting #12 (October), meeting #13 (November) and meeting #14 (December).	Celeste	ASAP.

1. Administrative Items

Jen chaired the meeting which began at 9:05am. Participants introduced themselves and were welcomed to the meeting. Quorum was achieved.

The agenda and meeting objectives were approved.

The minutes from meeting #9 were reviewed and approved, with the clarification of some missing text. The action items from meeting #9 were reviewed as follows:

Action Items	Who	Status
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8.1: At the appropriate time, members will review the protocols related to 'repeat callers'.	All	Carry forward.
8.2: Keith will contact the CIC to determine if they are able to provide input to the consultant's work.	Keith	Complete.
9.1: Celeste will distribute information from the Odour Assessment Task Group on odour intensity scales.	Celeste	Complete.
9.2: Celeste will transcribe the small group work from data collection and investigation response.	Celeste	Complete.
9.3: Celeste will check Scott's availability in November 2014 to prepare the "ISO-style booklet".	Celeste	Complete.

Additional Information:

Action Item 8.2: The CIC are able to make staff available to provide input and respond to questions from the successful consultant.

Action Item 9.3: At this time, Scott's availability should not be a problem. The task group should contact Scott as soon as a more specific timeline is available.

Action Item 10.1: Keith will provide Celeste the names of the CIC staff who are available to provide input to the consultant's work.

2. CASA Update

Celeste provided an update on the Odour Management Team (OMT):

- The team will meet next on August 28th.

Celeste also provided an update on the work of the 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 a draft which is being reviewed by an editor.
 - Stream 2 - Tool(s) for individuals to track the health-related impacts of odour
 - The task group are developing a second draft of the tool and will review it at their next meeting.
- The task group will meet next on August 26th.

Odour Assessment Task Group:

- The task group is working with a consultant to prepare an inventory and analysis of odour assessment tools. They will provide an overview of the draft report to the Odour Management Team on August 28th.

Prevention/Mitigation:

- This work was kicked off on June 18th and the Odour Assessment Task Group (who are taking on this piece) have prepared an RFP for an inventory and analysis of odour prevention and mitigation tools. The task group will meet to review responses on September 4th.

Enforcement/Role of Regulation Task Group:

- The task group kicked off this work on June 23rd and prepared an RFP to collate and review regulatory approaches. The task group will meet to review responses on September 11th.

Celeste provided an update on CASA activities:

- The next Board meeting will be on September 18th in Edmonton. The Board will be provided with a written update on the Odour Management Team and task group activities.
- 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.
- CASA has a new Acting Executive Director, Wendy Boje.

3. Review RFP Responses

The task group reviewed the three responses received to the RFP for a consultant to ensure that people calling to report an odour complaint in Alberta are directed to the appropriate agency/group by telephone operators in the most direct manner possible and to provide telephone operators with the common language to elicit responses from complainants that allow them to quickly triage calls and direct complainants to the appropriate agency/group. Each proposal was evaluated against a set of criteria, developed by the task group, which focused on project management and relevant experience, the consultant's understanding of the work, schedule, and budget.

The task group noted that this work is really about providing technical information at a basic communication level in order to improve interactions and understanding.

Using the criteria as a guide, the task group discussed how each proposal met/did not meet the needs of the RFP and the group. In general the task group considered that all proposals met the RFP requirements and it was therefore a matter of assessing the relative strengths of each proposal using the established evaluation criteria. The proposal from Yellow Dog Communications Ltd. (hereafter referred to as 'the consultant') was selected as the successful candidate to complete the work, because the consultant:

- Has extensive experience in the field of communications and education including developing interactive telephone scripts and conducting interviews.
- Has extensive first-hand experience in the field of complaint response.
- Has extensive experience assimilating and organizing large volumes of technical information into a consumer friendly format.
- Proposed a thoughtful plan for pilot testing the product.
- Has experience reporting to and working with multi-stakeholders groups including collecting and incorporating feedback.
- Has a reputation for being easy to work and liaise with, and meeting project deliverables.
- Is based out of Edmonton, which facilitates liaising, and is familiar with the Alberta landscape/context.
- Proposed a well laid out and realistic schedule.
- Offered good value for money.

The task group noted that, while the consultant has the confirmed ability to assimilate and organize large volumes of technical information into a consumer friendly product, she does not have direct experience with odour management. Therefore, to address this concern, the task group will:

- Supply the consultant with the written research material that has been accumulated by the task group and team.
- Provide a list of contacts who the consultant can interview for background information (including task group members, contributors to the Background Report, CIC staff and David Spink).
- Put aside up to \$2000 to hire a technical specialist who can provide the consultant with additional information, if necessary.
 - All expenditures will need to be approved in advance and all technical specialists must be approved by the task group.

- Conduct regular check-ins and require monthly progress reports.
- Associate all payments with deliverables in the consultant's contract.

The task group also noted the consultant is a sole practitioner, which represents a risk in case she suddenly is not able to complete the work.

4. Workplan: Timelines and Budget

The task group was able to update budget and timelines based on the proposal selected. The task group remains on budget. The task group anticipates that the work will be completed by mid-December 2014. The task group will be mindful of opportunities to compress this schedule. However, sufficient time needs to be allotted for stakeholder review and gathering feedback.

It was noted that the task group's work will be completed by the end of 2014, but the task group's final report will not be ready for submission to the OMT until early 2015.

5. Next Steps

In accordance with the protocol outlined at OMT meeting #4, the task group will provide the OMT with one week to provide comment on the successful candidate.

Action Item 10.2: Celeste will email the OMT with the successful candidate and provide one week for the OMT to comment on the selection.

Action Item 10.3: Once the OMT has had the opportunity to comment on the successful candidate, Celeste will notify the consultant.

Action Item 10.4: Celeste will arrange a kick-off meeting with the consultant.

At the kick-off meeting, Celeste and the task group co-chairs will meet with the consultant to kick-off the work and to discuss the task group's expectations about the deliverable. Celeste will share the Background Report with the consultant in advance of the kick-off meeting. Additional material and a list of contacts will be provided to the consultant at the kick-off meeting.

The consultant will be asked to attend a portion of meeting #11 to provide an update and to engage with the task group around the work ahead (about one hour).

If the consultant has additional questions, they should be directed to Celeste. If Celeste is unable to provide a response, she will contact the co-chairs. The co-chairs will provide a response or determine that the question needs to be discussed with the task group.

6. Meeting Wrap-up

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

The objectives for meeting #11 are:

- Continue work on data collection, initial response time, and investigation response.
- To receive an update from the consultant and engage in a discussion.

Action Item 10.5: Celeste will poll for dates for meeting #12 (October), meeting #13 (November) and meeting #14 (December).

The meeting adjourned at 1:10pm.