

OUTFITTERS & GUIDES LICENSING BOARD POLICY MANUAL	POLICY NUMBER: 2001	PAGE NUMBER: 1 of 4
	SUBJECT: Handling Incomplete Renewal Applications Or Any Additional Applications During Renewal Time.	Drafted: Adopted: 2010 Revised: Reformatted: 10/26/15

1.00.00 POLICY OF THE AGENCY

It is the policy of the Outfitters and Guides Licensing Board that the licensing staff attempt to resolve license issues as expeditiously as possible with utmost courtesy and the least amount of inconvenience to the applicant while also being sensitive to the needs of licensing system so that it not be disrupted by incomplete applications.

2.00.00 PROCEDURE

2.01.00 Renewal Outfitter or DA Applications:

Time permitting, the OGLB staff will make a telephone call or send an e-mail to explain the problems with incomplete Outfitter and/or Designated Agent renewal applications. The applicant will be given five business days to respond with either a returned telephone call or by faxing the required information prior to deadline dates. Those deadline dates are January 31 and March 31 of every year. If applicant does not respond then the application is considered incomplete and is suspended. If staff does not get a satisfactory response from the applicant then staff must discuss the situation with the Office Supervisor and Executive Director and a decision will be made as to what to do next.

2.02.00 Renewal Guide Applications:

All outfitters or designated agents who are not licensed to guide, must provide a guide license application to complete their renewal, within the standard renewal period. These guide applications cannot be submitted on line.

All incomplete guide applications must be reviewed thoroughly by the licensing staff and the Enforcement Chief. Minor corrections that can be addressed by a phone call should be handled accordingly. Other corrections that require more extensive actions may be returned. The Office Supervisor or Enforcement Chief will use their discretion as to the nature of the corrective action needed, whether a call to the applicant or employing outfitter can correct the problem.

With minor corrections where calls are made, the licensing staff will give the employing outfitter who is submitting the application five business days to respond with either a returned telephone call or by faxing the required information. If applicant's employing outfitter does not respond, the application is suspended until action is complete. If staff does not get a satisfactory response from the employing outfitter or applicant, then staff must discuss the situation with the Office Supervisor and a decision will be made as to what to do next.

2.03.00 Documentation

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The date of the calls and the response must to be documented on the face sheet by the OGLB staff making the calls. The Director and Office Supervisor will monitor the face sheet as a way to check to see what has transpired when complaints are made by the applicant.

2.04.00 Work Load and Congestion Issues

Follow up calls can be discontinued when the office becomes busy. Should the office become busy and calls are disrupting the licensing process, the Office Supervisor will consult with the Director before discontinuing calls.

2.05.00 Attention Notices

It is important that the attention notice include all issues, that it clearly explains them and that it clearly explains how they can be corrected.

For years, when applications or amendments were received by the office and were incomplete there was a follow up "Incomplete Application Letter" sent explaining to the applicant that the application or amendment had been sent back for additional information and what was needed. Staff responded to calls from the outfitter to assist them in providing a complete application. If the application or amendment was submitted a second time and was still incorrect, it was returned with another letter sent explaining to the applicant that the application or amendment had been returned for additional information and what was needed. This time it included a warning that if it was returned for a third time, a re-submittal fee of \$100.00 would be assessed.

After the implementation of the customer service procedures in 2009 IOGLB routinely receive incomplete applications. Now staff calls, e-mails and sends postcards or letters to help applicants with the application process, but the applications themselves are not returned. Unless staff has explained to an applicant by phone call, e-mail and a letter, we do not assess a re-submittal fee.

This seems to have created the impression within the industry that it is the staff's responsibility to make the application complete, and staff are spending a considerable amount of time with outfitters doing so, and with some outfitters they do so repeatedly.

If a request for paperwork or fees has been made by phone, email or letter and the outfitter has not responded within five business days, the application is incomplete and will not be processed. When two letters or post card notices have been initiated due to an incomplete application the third request may have a \$100.00 re-submittal fee assessed.

2.06.00 Additional Applications during Renewal Time

IC 36-2108 (c) states,"IOGLB has ninety (90) days to make a final decision on completed

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applications.” Documentation of complete versus incomplete has become a problem. From December 1 through February 1 the time it takes the staff to process outfitter renewals is the highest priority. Due to the complexity of buying and selling an outfitter business, along with amendments and the fact that permit administrators sometimes do not forward the required paperwork, processing these and additional amendment applications needs to be on a case by case basis. IOGLB staff encourages the outfitters to call the permit administrators to have them forward on the appropriate paperwork.

When incomplete amendment requests, overlap, hot pursuit, hazardous excursions and one time controlled hunt requests are received during December 1 through February 1, we will make a phone call or e-mail attempt to obtain the proper paperwork and fees. If no response has been made within 5 business days the application will be suspended and may require a resubmittal fee.

3.00.00 Inappropriate Phone Calls

The staff has adopted a “can do” mindset, which has escalated communications from non-designated agents or sole proprietors wanting to conduct business. This has created an avenue for hostility, miscommunications and a demand from OGLB staff for answers. Calls are taken from people that are not licensed to conduct business on behalf of the outfitter, which in most cases is not an issue. However once these calls escalate to the point where we are no longer calmly communicating we will ask that the designated agent or the sole proprietor be the person to contact us regarding their questions.



**STATE OF IDAHO
OUTFITTERS &
GUIDES**



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*"Helping Protect
Idaho's
Natural Resources"*

ATTENTION NOTICE

Date: _____

To: _____

Your current outfitter and/or designated agent license renewal application is incomplete and we are unable to process it. In order to continue processing your application, the following discrepancy(ies) must be corrected within ten days:

- Please sign and date the application where indicated.
- Please provide the following information:
Federal Employer Identification #: _____
State Tax Identification #: _____
- The required performance bond is \$10,000. In accordance with amended Board Rule 056, some businesses may qualify for a reduced bond. Call the office for details.
- Our records indicate your liability insurance certificate has, or will, expire(d).
- Missing or incomplete application or use reports.
- Answers must be provided for all litigation questions on the sole proprietor or designated agent application.
- In accordance with the provisions of Board Rule 015.01.b., submission of a hundred dollar (\$100.00) special processing fee for the outfitter license and seventy-five dollar (\$75.00) each for the designate agent(s) special processing fee is required for **completed** applications received by the Board on or after **February 1st** before the license will be issued.
- In accordance with the provisions of Board Rule 015.02 submission of a penalty fee of one-hundred and fifty (\$150.00) is required for **completed** applications received by the Board on or after **April 1st** before the license will be issued.
- Other

As soon as you take care of this missing or incomplete information, we will be able to complete your application and issue the license(s).

If there are any questions, call (208) 327-7380, fax (208) 327-7382 or e-mail staff at licensing@oglb.idaho.gov.

Thanks ,