

STATE OF IDAHO
OUTFITTERS AND GUIDES LICENSING BOARD
AGENCY STRATEGIC PLAN



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AGENCY MISSION

The Board is charged with regulating the outfitting and guiding industry for the express purpose of safeguarding the health, safety, and welfare of the public. This mission is accomplished through a comprehensive educational process aimed at the industry, the general public, the legislature, and other cooperating agencies, and through appropriate enforcement of the Outfitters and Guides Act to ensure compliance with state laws. The results of these efforts help to promote public awareness of recreation and tourism opportunities in Idaho, and to assist with conservation efforts to preserve the state's fish, wildlife, and natural resources.

VISION STATEMENT

The Licensing Board foresees continuing growth in the state's tourism industry, and a reasonable amount of change occurring in the commercial recreational services "Outfitting and Guiding" arena to varying degrees between traditional and non-traditional services that are being impacted by various state and federal administrative considerations, resource management factors and the economy.

KEY EXTERNAL FACTORS

- ❖ There seems to be continued agreement within the industry and partnering agencies that it is important that the industry be governed by a state board comprised of a majority of knowledgeable, experienced outfitter members and that organization has the responsibility to present a clear vision as to what the outfitting and guiding industry will be in the future.
- ❖ Financial resources and personnel resources available to the Licensing Board necessary to operate are constrained:
 - Outfitters not properly submitting guide licenses by reporting criminal violations has become an increasing problem requiring additional staff time for education and enforcement.
 - For the last several years due to the economy, legislative action (HB-597) exempting outfitters and individuals operating on private lands combined with outfitters not renewing their licenses and the consolidation of licensed outfitter businesses has resulted in a smaller number of licenses have impacted the sole source of operating revenue to the agency we thought it had level off, however this last year we lost another five outfitters who operated on private lands. This overall matter will continue to be monitored.
 - The agency has moved from employing a full time Education Enforcement Supervisor to take benefit from a retired sheriff capable of and interested in performing those duties part time and not collecting PERSI benefits. This has provided flexibility in the use of existing funds which largely have been returned to the agency's free fund account. It is important to note however that funding is needed to maintain a full time Education Enforcement Supervisor position as inevitably this person will leave at some point.
 - The agency must maintain a free fund account sufficient enough to fund legal issues, appeals and etc,

- ❖ Practices of partnering agencies are changing or are inconsistent. There appears there will be continuing need for information sharing and clarification of regulations, changes in conditions and businesses/practices, conflicts, and other issues.
- ❖ Legislative and Gubernatorial requirements such as Negotiated Rule Making and Zero Based Budgeting require refocusing existing administrative resources to accommodate them. Executive Order No. 2017-02 and removal of Personal Identification information (PII) requirements.
- ❖ The Licensing Board is dependent on external sources for important functions particularly data management services, web based licensing application and outfitter GIS mapping.
- ❖ Addressing unlicensed outfitting and guiding activities in the state of Idaho is the primary concern of the industry and resource management agencies, and is of significant concern to the guided public.
- ❖ There appears to be continuing need for an ongoing education program on the buying and selling of outfitter businesses, and a better process for allowing a selling outfitter to be relicensed when a sale fails

GOALS

GOAL I.

To provide continued excellence in the licensing services to the outfitting industry

Objectives - Provide materials and direction to new applicants

Performance Measure- Process all new applications for licensure

Benchmark – 90 days for outfitter and designated agents license applications

How Benchmark was established- Legislatively mandated standards

Benchmark – 20 days for new guide license applications

How Benchmark was established- Industry standard

Objectives - Provide materials and direction to renewal applicants

Performance Measure- Process all renewal applications for licensure

Benchmark – 30 days for outfitter and designated agents license renewal applications

How Benchmark was established- Legislatively mandated standards

Benchmark – 20 days for renewal guide license applications

How Benchmark was established- Industry standard

Objectives - Provide materials and direction for license amendments

Performance Measure- Process all amendment requests

Benchmark – 90 days for major outfitter amendment applications

How Benchmark was established- Legislatively mandated standards

Benchmark – 30 days for minor outfitter amendment applications
How Benchmark was established- Legislatively mandated standards
Benchmark – 30 days for designated agent amendment applications
How Benchmark was established- Industry standard
Benchmark – 20 days for guide amendment applications
How Benchmark was established- Industry standard

GOAL II.

Provide education and enforcement to the outfitting industry ensuring the health safety and welfare of the public along with assisting in the proper regulation and use of the environment and natural resource of the state.

Objectives - Provide education materials and instruction for the industry.

Performance Measure - Ongoing education to the public, outfitting industry and other agencies with webinars and other teaching materials.

Benchmark – 100%

How Benchmark was established-Office procedure

Objectives – Performs investigations into formal complaints against outfitters and guides.

Performance Measure- Investigations will be initiated within 14 days of receipt of the formal complaint with resolution determined as soon as possible.

Benchmark – 100%

How Benchmark was established-Office procedure

Objectives – Performs investigations into formal complaints against unlicensed activities.

Performance Measure- Alleged unlicensed activities will receive priority attention as resources permit.

Benchmark – 100%

How Benchmark was established- Office procedure

GOAL III.

Adopt and implement standards to bring the board into compliance with Executive Order No. 2017-02, Idaho Cyber Security. All requirements other than those listed below are provided by the Department of Administration for this agency.

Objectives – Remove all social security numbers in the board database and Access Idaho online licensing database system to comply with the Personal Identification Information standard.

Objectives – Adopt and implement an encrypted credit card processing system, and remove the process of going through the State Treasures Office for processing credit cards.

Objectives – Train all new employees utilizing the Department of Administration mandatory education and training module prior to employees being granted access to the state system. Ensure that all agency employees complete the annual cybersecurity training commensurate with their highest level of information access and core work responsibilities.

Objectives – Place on our public-facing agency website a link to the statewide cybersecurity website www.cybersecurity.idhso.gov.

Performance Measure- These requirements are expected to be completed by June 30, 2017.