

Presented to: Table Rock Lake Oversight Committee
Dr. Tamera S. Jahnke, Chairperson
FACA # 84572
Presented by: Fred Greene, permit holder
RE: USACE Communications with permittees

Issue: ***Lack of trust and communication with permittees, especially those who do not live in the immediate area, due to limited or no notification of USACE TR public meetings and other actions***

Abbreviations: Table Rock Lake (TRL), Shoreline Master Plan (SMP), U S Army Corps of Engineers (USACE), Electronic Data Base (EDB).

Reference material: Title 36, Chapter III, Section 327 Item 30 paragraph C item 6 titled Public Participation, Application for Shoreline Use Permit, ER 1130-2-406 amended May 28, 1999, SWLR 1130-2-48 Appendix E revised June 21, 2007 item 4 titled : Opportunities for Public Participation and Item 5 titled: Public Notification Responsibilities

Authority for actions: ER 1130=2-406, revised May 28, 1999, Appendix A paragraph C item 9

Purpose: To better comply with Title 36, Chapter III, Section 327 provisions requiring maximum public participation and the establishment of a “computerized program” as well as increased transparency between the UASCE and permit holders

COMMITTEE ACTION: ***Recommend the USACE Table Rock:*** 1) establish an EDB of e-mail addresses of all permit holders to allow for better public dissemination of USACE news, public events and potential regulatory changes concerning TRL, 2) update the EDB every 6 months to assure # 1 above can be properly executed.

Discussion and reasoning:

Tab 2: Title 36, Chapter III, Section 327 item 30 paragraph C item 6 states “...Projects with significant numbers of permits should consider developing computerized programs to facilitate exchange of information with permittees and to improve program efficiency.”

Tab 3: ER 113-2-406, Appendix A paragraph C item 9 states “The District Commander or his/her authorized representative may place special conditions on the permit when deemed necessary.”

Tab 4: SWLR 1130-2-48, Appendix E Items 4 and 5 directly relate to public notification. Item 4 again states “...ensure public participation to the maximum practicable extent in the SMP formulation, ...” Item 5 instructs the Public Affairs office to “...notify the general public through media releases to applicable state-wide and local newspaper, television and radio outlets.” Since many permittees are not residents of the local area or even the state of Missouri, notification rarely occurs.

In the normal course of daily operations, many permittees now communicate with the USACE Table Rock duty officer via e-mail instead of telephone. This allows for a written record of the conversations to help eliminate potential mis-remembered discussions. Telephone messages can potentially be

inadvertently overlooked or forgotten causing a potential lack of trust between the USACE and permit holders.

E-mail is also a substantially less expensive method of communication when compared to the posting of public notices in local media or mailings to permittees. This also allows the USACE to be able to show each permittee was notified of any meetings or pertinent information further reducing potential conflicts or claims of failure to notify.

It will be up to the permittee to assure the USACE has the best e-mail address and up to the permittee to assure USACE e-mails do not go into a "Junk" or Spam" folder. When a permittee notifies the USACE of a new address, the USACE would then update the permit information as well as the communication database.

As a committee, the TRLOC is charged with making recommendations. By providing potential solutions, the TRLOC is functioning in its Advisory Role as outlined in FACA regulations. In that spirit and within this submission, the TRLOC is making specific recommendations for the USACE to consider that assure compliance with T36, C3, S327 of the CFR.

Specific USACE Table Rock actions:

- 1) ***Accept the recommendations of the TRLOC and implement their recommendations.***
- 2) Have the USACE District Commander issue notice of a new permit condition requiring an e-mail address as well as mailing address for any new or renewal permit of any type.
- 3) **Tab 5:** On the existing application for a Shoreline Use Permit, in the space below the permittee's signature, have the permittee list a preferred e-mail contact address.
- 4) in the 2019 SMP, under section "Major Changes from the Previous Plan", add the following item:

Communication improvements

To enhance the ability of the USACE Table Rock to communicate with permittees of all types, all new permit applications will include a viable e-mail address associated with the permit requested. For existing permittees, the e-mail may be provided at any time but becomes required when any permit comes up for renewal. It is up to the permittee to assure the USACE Table Rock always has the preferred email address on file for the permit holder.

Submitted to the USACE Table Rock Lake

Dr. Tamera S. Jahnke, Chairperson
FACA # 84572

Date submitted

ENHANCING TRUST THROUGH COMMUNICATION

