



## AGENDA ITEM SUMMARY

### BACKGROUND

Currently the department offers the opportunity for the purchase of hunting tags after the start of season through an in-person or over the phone attestation process with department staff. These rule changes would remove limiting language in current administrative rule which prevents the sale of tags after the season has started through the Electronic Licensing System (ELS).

### PUBLIC INVOLVEMENT

The public was not directly surveyed for this rule change. However, there have been several customers that have either suggested or asked for department to make the changes in ELS that this rule change would allow for.

### ISSUE 1

Allow for the addition of late tag sale to the ELS product catalog.

### ANALYSIS

Through the Covid-19 pandemic, many of the department's traditional customer service requirements had to be modified due to office closures. Those changes provide some opportunity to consider long-term improvements. The proposed rule changes would increase the quality of customer service and convenience of late tag sales without a one on one department staff interaction. These changes would allow a customer to fulfill a late tag purchase by using ELS independent from having to visit department office or trying to contact department staff on the phone. This would significantly reduce the number of resources that the department currently expends on late tag sales in the form of one-on-one customer interactions that are currently required for each late tag that is sold. Department staff enjoy the direct interactions with customers, but the number late tag sales every year make the current process very resource constraining when coupled with other operational obligations. The ELS process would also allow

for an increased level of data collection and quality assurances when working with data summaries by automating some of the required tasks to sell a late tag. The cataloged data in ELS is used in other areas such as enforcement activities.

## **OPTIONS**

1. Adopt staff recommendations.
2. Modify staff recommendations.

## **STAFF RECOMMENDATION**

1. Option 1

### **DRAFT MOTION:**

**I move to amend OAR Chapter 635, Division 065-0015 and 010-0019 as proposed by staff.**

**Effective Date:** Upon Filing