

STATE OF IDAHO
OUTFITTERS AND GUIDES LICENSING BOARD
AGENCY STRATEGIC PLAN



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AGENCY MISSION

The Licensing Board is charged with regulating the outfitting and guiding industry for the express purpose of safeguarding the health, safety, and welfare of the public, 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."

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.
 - 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 Executive orders.
- ❖ 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 default sale occurs.

GOALS

GOAL I.

To provide continued excellence in the licensing services to the outfitting industry. Collaborate with Federal and State Agencies to process applications for their permitting process in a timely manner.

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

Red Tape Reduction Act Executive Order 2019-02

Goal III

Implement licensing freedom act report recommendations and eliminate outdated rules.

Objectives – The Licensing Board has held and will continue to hold negotiated rule making hearings to reduce redundant and outdated rules. The Board has and will continue to work with the outfitting industry during the next two years through 2020 soliciting comments to be submitted to the Board on rules that are outdated and redundant.

Objectives – Revise the rules to conform with the uniform numbering of rules

Objectives – Remove two rules for every rule that is added

Adoption of the NIST Cybersecurity Framework and Implementation of CIS Critical Security Controls 1 – 5.

As a technology customer of the Office of Information Technology Services (ITS) in the Governor's Office, we are using the cybersecurity systems and technical expertise in ITS to fulfill requirements related to Executive Order 2017-02. Staff from ITS were briefed the NIST Core Framework, CIS Controls 1-5, and their plan for adoption of the NIST Cybersecurity Framework. We participate in DHR and ITS administered cybersecurity training, as awareness is a critical component of an effective cybersecurity program. As briefed by ITS staff, implementation of the CIS Controls 1-5 will be their responsibility for the systems they operate and, as technological tools applied to the computer systems, largely invisible to us as a customer. ITS, working through the multi-agency Incident Response Task Force, has developed an Incident Response Program in support of our agency.