



INTERNATIONAL RIGHT OF WAY ASSOCIATION

**International Professional Development Committee  
Meeting Minutes**

June 26 & 27, 2009

Indianapolis Marriot Hotel Downtown  
Indianapolis, Indiana

**IPDC's Core Purpose:** The purpose of the education and Professional Development Program is to provide effective services and an unparalleled education program to the right of way professionals and the public; and to achieve the objectives and purpose of the IRWA. A series of courses has been designed to provide the tools and resources for continuing professional development and to recognize right of way practitioners who attain the Senior Member, International Right of Way (SR/WA) and individual discipline Certification.

**Mission Statement:** The IPDC is charged with oversight of the development and facilitation of a comprehensive curriculum that trains right of way practitioners and maintains high standards of competency through a professional development program.

**Friday, June 26, 2009**

**Call to Order:** Chair, Kyle Ray SR/WA called the meeting to order at 8:00 am.

**IEC Report:** IEC Liaison/President-elect, Sandy Grigg SR/WA confirmed IPDC is the 'go to' committee for the IEC. As Stephen Hagen, Lisa Harrison and Ed Opstein will be leaving the IPDC, Sandy identified 3 new IPDC members ie. Joanie Miller from Region 3, David Griffith from Region 5 and Peggy Barnes from Region 1. Sandy noted that all new members were chosen with extensive consultation and reiterated IPDC's role as motivators and innovators for the other committees via horizontal integration. IPDC is to be imbedded in all committees to coach and mentor. IPDC members assigned to each industry committee and to attend at the meetings to be held in Las Vegas in January. Sandy advised Ken Davis will be IPDC's new IEC liaison and identified that both Ken Davis and Randy Williams are on side with his vision for leadership thus ensuring its sustainability. Sandy invited all IPDC to attend at his meetings their respective industry committees as well as his meeting with the IPDC. Sandy noted he will be providing a curriculum review checklist to all discipline committees as well as job descriptions for the committees.

**Roll Call:** Attendance confirmed with Kyle Ray, Janet Walker, SR/WA, R/W-NAC, R/W-EC, Frank Cirillo, SR/WA, Stephen Hagen, SR/WA, Lisa R. Harrison, SR/WA, R/W-RAC, David Layne, SR/WA, Alan Morganfield, SR/WA, Ed Opstein, SR/WA, R/W-NAC, R/W-RAC, John Reed, SR/WA, R/W-RAC, Joanie Miller, SR/WA, R/W-EC, Valerie Fries, Ron Ellis and Sheryl Badin, SR/WA, all present.

**Credentialing Task Force program recommendations:** Alan Wurtz is the chair of this task force. Ed Opstein spoke to the handout prepared by staff entitled, "IRWA's Credentialing Program, Certification and Designation Career Path". The handout was prepared as a visual, simple and easy to understand representation of work done by the task force. The task force recommended a four level career path for IRWA's professional development ie. Associate, Certified, Senior and Master levels. Ed noted that the major comments from the Committees concerned the titles or names of the various designations and as such, these will likely change. The handout identifies the education, prerequisites, experience, etc. required for each designation. It was suggested that 'achievement' be included as a component of the "master" level. Others feel achievement should be a separate issue. It was noted that respecting Gap

Analysis this work is also useful in that it identifies what is missing and what is needed to make it more meaningful. The work of the task force is useful for future work. It was noted that the list of advanced courses on the last page identifies only 8 courses. Feedback also identified concern with what will happen to those who currently hold the SR/WA designation. The task force noted there was still a lot of work to be done to flesh out the details of the program and noted a transition period would be required. As next steps, it was recommended that the task force continue to December 2009 with David Griffiths to lead the group with the Committees putting the flesh on the skeleton created by the task force. Lisa noted that looking at certifications in advance of completing the branding initiative is akin to putting the "cart before the horse". As both Lisa Harrison and Ed Opstein are leaving IPDC, they are no longer continue on the Credentialing Sub-Committee.

**Uniform Relocation Act Certification:** Lisa Harrison, as head of the task force, reported that the draft URA certification is intended to be a tough certification to achieve and that failures are expected. Lisa noted that it would be difficult to pass the exam without relocation experience, The certification requires 164 to 216 qualifying education units depending on the use of equivalents from the Appraisal Foundation Sponsors or Federal Partners (the SR/WA has 168 hours and a BA (or 8 more days)). It was noted this certification would likely fit into Level 3 of the proposed credentialing program. With regard to experience credits, the committee discussed requiring candidates to keep a log book. Alternatively, the committee discussed requiring an affidavit. The exams will cover the following areas in the following proportions: relocation (50%), appraisal (25%) and negotiation (25%). The IEC is seeking IPDC's recommendation respecting the URA certification for implementation on July 1<sup>st</sup>, 2009. A motion to approve the task force draft URA certification was moved by Janet Walker and seconded by Frank Cirillo. It was noted that the draft Credentialing program could be expanded to include this URA certification and that the current Relocation Certification would be a step on the way to URA certification. The proposed URA certification would require declaring candidacy and taking courses 105, 100, 400 (or equivalent), 401, 200 or 207, all of the relocation courses, IRWA ethics, an exam and 5 years experience in a combination of 3 years of relocation and 2 in either of appraisal and negotiation.

**MOTION:** To accept URA certification as a standalone certification and implement subsequent to July 1<sup>st</sup>, 2009. Moved by Janet Walker, seconded by Frank Cirillo. Carried. No's – Ed (as creating something without planning how relates to whole system) and John (as doesn't like it as a standalone certification).

NOTE: IEC subsequently adopted the recommendation, however changed the requirement for experience to 5 years URA experience in any 3 disciplines. Lisa undertook to take the matter to the Relocation, LPA, Transportation and Valuation committees to seek volunteers to take the exam and thereafter to have a conversation with the task force to determine if changes to the exam are required. A **MOTION** to ratify the change to 5 years in any 3 disciplines was moved by Janet Walker and seconded by Frank Cirillo. Motion was approved, save for Dave Layne who opposed the change to 5 years. Frank and John agreed to take the exam.

**ACTIONS:** (1) Volunteers, in addition to Frank and John, to be solicited to become candidates for the URA designation and take the exam.

**Education Report:** Valerie Fries, as Chief of Education, delivered the Education report. Handouts 2 (Chapter Education – Strategic Communication Calendar) and 3 (Education Report for IPDC – June 2009) provided for review. Valerie summarized: income is up, 1.4% increase in number of classes, # on-line participants increased significantly, # of designated members has decreased as a result of a clean-up of the database, # of certified members has increased, # of active facilitators is 121, # of new facilitators since 2002 is 35, # of inactive facilitators is 113 and the error rate with the new print provider is only 2%. It was noted that course coordinator information should also be a component of this report and will be

added in future reports. With regard to inactive facilitators, it was noted that the requirement for recertification will address this issue.

**ACTIONS:** (1) Add information respecting course coordinators to future Education reports.

**Credential Policy Book Review:** The 2009 Credentialing books have been updated with the policies agreed to at the January 2009 meeting. These comprehensive books provide a step by step guide to navigating the SR/WA program as well as the five R/W certification programs. Valerie confirmed that the 2009 Credentialing books were sent in a binder to all IPDC members for review in advance of this meeting. The books are to be reviewed by all IPDC members with feedback provided to Valerie during the webinar proposed for October or via notes to Valerie. A Credentialing Committee was formed consisting of the following members: Janet, Ed, John, Lisa, Joanie and Sheryl. David will also join credentialing task force. With regard to the binder materials, Steve noted that on page 16 of SR/WA requirements, the requirements should note a complete application consists of all of pages 16 to 23. Ed had several suggested changes to the materials. Valerie to send a Word version of the document incorporating Ed's suggestions to all for further review and comment. Comments will be discussed at the October webinar.

**ACTIONS:** (1) Valerie to provide all with Word version of the documents incorporating Ed's suggestions for further review and comment. Each book to be reviewed for suggested changes to content (policies). Specifically address qualifying experience for different disciplines. Discuss assignments for ongoing review process: policies, formatting, grammar review, training of chapter leadership. Identify committee and IPDC liaison for each discipline specific certification. The feedback to be incorporated into the 2010 booklet, effective July 1, 2010- June 30, 2011; and  
(2) Credentialing committee to meet.

**Discipline re-certification requirements:** Valerie and Lisa discussed that certified members must have at least 8 hours of course attendance in these disciplines to recertify. Members don't want to repeatedly take IRWA courses in these disciplines every time they recertify. Even if they are willing to do so, for lack of choice, their company won't pay for their CE for courses they have already taken. One of their options is the OLC/BTL courses, however, we don't have any in these disciplines. They are asking if perhaps we could add courses in these disciplines. Or can they take existing OLC/BTL courses to substitute for these disciplines temporarily, until we have these disciplines available online? It was noted that when courses are created, IPDC should identify what it gives credit toward. It was noted that Course 303 doesn't count toward any recertification. Discussed that Chapter meetings should count toward the 8 hours of required courses for the specific topic discussed.

**MOTION:** To permit Chapter meetings to count toward the 8 hours of required courses for recertification. Moved by Lisa Harrison, seconded by John Reed. Carried.

**ACTION:** (1) Identify OLC/BTL courses that can be used for recertification credit specific to Asset (Property) Management, Environmental and Relocation Assistance.

**SR/WA and R/W-C re-certification bundles:** Valerie suggested that as certified members must take IRWA courses for recertification, in addition to generic education, IRWA staff are looking into creating bundles which can be purchased on the Online Learning Center which will include IRWA Courses and BTL discipline sessions (previously approved) to make recertification easier. It is proposed that these bundles

be offered in tracks: Relocation, Asset (Property) Management, etc. to meet the needs and/or interest of certified and designated members. Frank noted that some employers may not be in a position to pay up front for a bundle of courses and suggested that alternatively a rebate be offered as an incentive.

**ACTION:** (1) Sample bundles to be reviewed at October webinar;

**Environmental initial certification requirement:** Valerie and Janet led this discussion. Course 602 has been deactivated pending revision. This course is required for the R/W-EC. It was suggested there are not enough IRWA Environmental courses to make this certification program valid. The Environmental Committee (EC) noted that Course 604C is the Environmental Due Diligence and Liability course. It addresses understanding environmental liabilities during the purchase of real estate so essentially goes over the basics of completing a Phase I Environmental Site Assessment and also how to choose environmental professional to complete etc. None of the courses suggested cover that topic - they all relate to an Environmental Assessment under the Canadian Environmental Assessment Act (which is similar to your NEPA I believe), or screenings under CEAA or negotiations under CEAA. The Environmental Awareness course seems to relate to environmental assessments for the oil and gas industry. These courses are all more similar to our Course 602. It was noted that the two types of evaluations are not equivalent and as such, the EC did not recommend that they are equivalent for certification. EC recommended other outside courses be used such as offered at:

<http://db2.centennialcollege.ca/ce/coursedetail.php?CourseCode=CEEA-110>

**ACTION:** Discuss recommendation from Environmental Committee and/or substitute classes/education available to fill the requirement of the missing courses, until such time as the IRWA course is revised and available.

**WVDOT (West Virginia Department of Transportation) Certification Program:** The West Virginia Department of Transportation has asked IRWA to create a Certification program for them, to meet their specific knowledge skills and abilities for each of their ROW positions. IEC Member Ken Davis, SR/WA is working with the DOT, Mark Rieck and Valerie Fries to develop this program. Lisa questioned if it makes sense to create a program for such a limited group. Frank noted we should steer such requirements to the IRWA credentialing program. It was noted this can provide a skeleton/model or template for other DOT's. Committee agreed to seek further input from Ken.

**ACTION:** (1) Seek input from Ken for further review and discussion; and  
(2) This certification program to be used as a model for other state DOT's such as Utah and Texas.

**Facilitator Policy Book and Qualification Checklists:** The 2009 facilitator policy book has been updated with the policies agreed to at the January 2009 meeting. This policy book includes all facilitator policies, qualifications and code of conduct. Copies of the booklets were previously provided to prepare for this meeting. All policies to be reviewed. Some are loose and some are strict. Lisa noted that commencing July 1, 2009, new instructors who have not yet been evaluated cannot teach at a higher level. All Level 3 facilitators to receive a letter advising they may teach one class then cannot do any others until their scores have been reviewed by IPDC. IPDC Liaisons to contact their Committee to seek feedback on the qualifications.

IPDC reviewed Course 100. It was noted that a new Facilitator taught a course then wanted to teach Course 100. It was noted that very few are qualified to teach Course 100 as it involves several disciplines. The concept of co-teaching was discussed. It was noted that this would require payment to the lead and co facilitator. Ron noted Course 100 is an overview and that we should look at adding more

depth to this course. The existing policy dictates that once one takes the Facilitator course, can only teach a one or two day course. It was agreed to add to the qualifications for Course 100 that Facilitators must team teach their first time out (approve at Level 2). His/her qualifications must also be reviewed.

Applications for Facilitators should go to the relevant discipline specific Committee first then IPDC (rather than IPDC first) so that the application follows the following path: Chapter, Region Vice Chair, relevant discipline Committee in Executive Session (eg. Environment) then to IPDC.

**ACTIONS:** (1) Review the book to discuss suggested changes to content (policies). Specifically address specific facilitator qualifications for different courses. Discuss assignments for ongoing review process: policies, formatting, grammar review, and training of chapter leadership. Identify committee and IPDC liaison for each discipline specific qualifications. Schedule feedback deadlines for next 2010 booklet which will be in effect from July 1, 2010- June 30, 2011; and  
(2) IPDC Liaison to seek feedback from their respective industry committee.

**Review of current facilitator evaluation system:** The association had been using paper evaluations of facilitators for some time. It was noted that the move away from paper surveys was made as a result of the evaluations being often hurried, pilfered or discussed with the facilitator before being sent to HQ. IRWA staff created a new e-evaluation which is sent to participants after the roster is processed. This new system is preferred by 80% of the participants that submit the forms. However, due to limited resources and limitations of the database, the evaluations are not distributed until 45-60 days after the class. Facilitators find the system complicated and cumbersome. IRWA staff has been investigating alternatives which will fit the budget and will provide the necessary information. The current e-evaluations provide an excellent tool and may only need to be adjusted to make more user-friendly for participants, facilitators and those that review the results. It was identified that the response rate with the e-evaluations is low which may be attributed to the length of time between the date the course is held and the date the evaluation is sent out. It was noted that for those who register on-line, their e-mail address is available right away and as such electronic delivery of the survey is possible. Discussed ways of encouraging survey response such as discount for registering on-line and prizes for completing survey.

**MOTION:** Go back to paper surveys until electronic is fixed and able to meet our needs. Moved by Ed Opstein, seconded by Frank Cirillo. Carried. Opposed: Dave Layne, Lisa Harrison and Steve Hagen.

**Executive session:**

**MOTION:** To move into executive session. Moved by Steve Hagen, seconded by Lisa Harrison. Carried.

**MOTION:** To conclude executive session. Moved by Ed Opstein, seconded by John Reed. Carried.

**The Friday, June 26<sup>th</sup> session adjourned at 5:15 pm on Friday, June 26, 2009.**

## Saturday, June 27, 2009

**Call to Order:** Chair, Kyle Ray SR/WA called the meeting to order at 8:00 am.

### **Committee Liaison Assignments:**

|                      |                  |
|----------------------|------------------|
| Asset Management:    | Sheryl Badin     |
| Valuation:           | Dave Layne       |
| Engineering/Survey:  | Alan Morganfield |
| Local Public Agency: | Frank Cirillo    |
| Environment:         | Joanie Miller    |
| Relocation:          | John Reed        |
| Transportation:      | Dave Griffith    |
| Utility:             | Peggy Barnes     |
| Ethics:              | Kyle Ray         |
| Pipeline:            | Janet Walker     |

**Master Training Session:** The association held its first Master Training Session to train new lead facilitators. The training team consisted of Ron, Dave and Janet. They will report on the training.

**MOTION:** To move into executive session. Moved by Steve Hagen, seconded by Frank Cirillo. Carried.

**MOTION:** To conclude executive session. Moved by John Reed, seconded by Joanie Miller. Carried.

**Facilitator Clinic SOP for local chapter sponsorships:** Chapters are asking about hosting facilitator clinics and using the newly certified master facilitators. IPDC reviewed and discussed policy and protocol for chapters to host clinics. The following requirements must be met: The clinic must be sponsored by the Region and not a particular chapter. At least one IPDC needs to be in attendance. Attendees must be approved by the IPDC prior to attendance. A maximum of 12 attendees permitted to attend. At least one staff member must be in attendance to assist with the required videotaping. It was also discussed that the IEC are discussing the use of Chapter Assistance Fund to help subsidize region sponsored facilitator clinics. The region request must be presented to the IPDC and the region must demonstrate a need. The IPDC will make the decision on the approval of the clinic as well as determining the facilitators to conduct the clinic. It was further discussed that each facilitator clinic must be team taught with one experienced and one new master facilitator. The master facilitators will be determined by the IPDC.

**Course Catalog Review:** The 2009 Course Catalog has been updated to provide more information in a compact and consistent format. A complete course listing in order of level of difficulty, tabs with courses for each section and testimonials are included. Copies of the catalog were previously provided to prepare for this meeting. Kyle, Peggy, Frank, Dave and Valerie to tackle review and provide comments by September 1<sup>st</sup>. It was noted that Valerie's matrix should be included.

**ACTION:** Kyle, Peggy, Frank, Dave and Valerie to tackle review and provide comments by September 1<sup>st</sup> for next 2010 catalog.

### **Curriculum Update:**

- a. New assistant – Heidi Dittmer (curriculum assistant)
- b. BTL list – sent via email

**MOTION:** To approve BTL list. Moved by Frank Cirillo, seconded by Sheryl Badin. Carried.

- c. Online courses – 103, 200, 104-currently online. Courses 600, 400, 402 and 403 online by the end of summer 2009. Ed noted concern with 200 not being reviewed by SME prior to going on-line. Ron will provide Ed with demo ID to review course and give feedback.

It was noted that as on-line course were initiated by IEC, they fall under IEC jurisdiction. IPDC concerned with quality of the courses.

**ACTION:**

- (1) Ron to provide Ed with demo ID to review course and give feedback;
- (2) Courses 600, 400, 402 and 403 to be reviewed by committee member prior to going live;

- d. Course 304 –“When Public Agencies Collide” was piloted on 6/12/09 in San Diego. Course was filmed for review and comments on continuity and flow shared with developer. It was noted the course was extremely well done with participants very pleased. Janet, Frank, Sheryl and Ed requested copies of DVD for review and comment. Second pilot to be held at FAU (mid January).

**ACTION:**

- (1) Ron to send DVD to Janet, Frank, Sheryl and Ed for review and comment;
- (2) Second pilot to be held after revisions.

- e. 407 update: In the course of formatting, Dave Layne has uncovered some issues with the course: not an introductory course, still longer than 1 day (change to 2 day), overview and course do not agree, 165 slides, props, # of exam questions to be increased and other revisions to be made. On shelf until review complete.

**Gap analysis:** As a result of the Education Summit, a comprehensive market analysis of education and skill development needs among major right of way and public infrastructure employers in the United States and Canada was undertaken. IRWA courses have evolved over the years in general response to perceived needs within the right of way profession. During the Education Summit, a consensus emerged that needs of major right of way employers have shifted in the past several years. IRWA leadership is concerned that its portfolio of courses have not kept pace with these changing needs, especially in such areas as project management and management of professional teams. IRWA’s education programs also appear deficient in recognizing the growing impact of technology on the right of way process.

A comprehensive market needs assessment among major employers should be commissioned to assess the skill sets, training needs and learning preferences required by major employers. Such a study should address the “career cycle” needs of right of way practitioners at various stages of their careers. In order to be successful, this analysis will need the cooperation and endorsement of major stakeholders within the right of way profession, including federal and state/provincial agencies as well as right of way consulting firms in the private sector.

Upon completion of the marketing survey, IRWA will review its current courses and educational offerings and identify those areas where there is a gap between IRWA’s existing portfolio of courses and the needs of employers and practitioners. This gap analysis, along with marketing information, will be used to assess the needs for future courses and/or

development of other educational programs. This assessment will be assigned to the IPDC upon completion of the study. The IPDC will then provide specific recommendations as to the most effective way of addressing the gaps, including developing new courses, partnering with other organizations and reviewing non-traditional educational and training solutions.

Discussed that course review should no longer be on a 5 year rotation but rather subject to continuous review as identified by the committees. Noted that Ron's gap analysis based on the 28 responses received. It was noted that Ron's GA is the first step in the analysis. Next steps will be to contact Industry Committees to solicit feedback.

**MOTION:** Recognize the steps taken to date respecting Gap Analysis are helpful and that further additional steps are needed to solicit comments from industry committees and other members on enhancements to the Association's Education programming. Moved by Kyle Ray, seconded by Sheryl Badin. Steve Hagen amended the motion to include the stakeholders from the Education Summit in the gap analysis. Seconded by Dave Layne. Carried.

### **Unfinished Curriculum Business:**

- a. Recertification credit form in back of Participant Material – completed;
- b. PPT slides to be locked – completed. It was noted that on-line slides to be locked shortly;
- c. Revision matrix of courses – revised and resent – completed;
- d. Post minutes to website; distribute to region chairs and vice chairs – completed;
- e. Adult education component to be added. Ed provided Handout #1 being "Take Home Wisdom – Double Up on your Learning" as a suggested addition to course manual (following Table of Contents). It was noted this could be most effective if supervisor receives this page following attendance at a course;

### **New Curriculum Business:**

- a. Course 409 – Frank noted the perspective is too narrow for broad appeal. Cannot exclude materials, just suggest they don't use.
- b. Course 401 – Participants noted 5 days is too long. Reduce to 4 day course (from 5). This would also assist Chapters since extra expense. The course would be more marketable. Dave will put together new time outline and send to new Valuation Committee or buy in. PPT slides to be locked – completed. It was noted that on-line slides to be locked shortly;
- c. Harassment training – some BTL courses to cover;
- d. Credentialing – John, Janet, Joanie and Dave G. (with assistance from Ed) to create guidelines for Chapters to use to identify qualifying experience. Kyle to send an e-mail;

**ACTION:** (1) Kyle to send an e-mail respecting request for guidelines for Chapters to use to identify qualifying experience; (2) Group to discuss and bring to October webinar;

- e. SR/WA – BTL courses to be identified for bundling for recertification – Kyle (lead), Al, Peggy, Dave and Nikki.

**ACTION:** (1) Group to discuss and bring to October webinar;

**Request for Exemption from Facilitator Clinic for New Facilitator:** Chapter is asking for an exemption for teachers and people that have taken similar courses. The chapter has a potential facilitator who was formerly a teacher licensed to teach (and did for a number of years) in the State of Illinois. He has taken facilitator courses and has instructed courses for the appraisal institute. He is licensed to teach appraisal courses through the State of Illinois and is an USPAP instructor. Committee advised would be agreeable to review video of an IRWA course and certificate of completion from a comparable option.

**Presentation: "From Soup to Nuts"** – Kyle, Steve, Lisa, Frank, Sheryl and John to sit at presenter's table with as many of rest of IPDC as possible also in attendance. Ed to speak on credentialing. Will advise URA rolling out.

**Executive Session:**

**MOTION:** To move into executive session. Moved by John Reed, seconded by Alan Morganfield. Carried.

**MOTION:** To accept recommendations of Master Facilitator Course Developers. Moved by Frank Cirillo. Seconded by John Reed. Carried.

**MOTION:** To conclude executive session. Moved by John Reed, seconded by Ed Opstein. Carried.

**Next meeting (via Webinar)**

**Adjourn: The Saturday, June 27<sup>th</sup>, 2009 session adjourned at 2:15 pm.**

Minutes prepared by Sheryl Badin, SR/WA.