

**SUSQUEHANNA RIVER BASIN COMMISSION
WATER RESOURCES MANAGEMENT DIVISION**

**STRATEGIC PLAN
2003-2008**



MISSION STATEMENT

The Water Resources Management Division shall encourage responsible and sustainable use of the waters and related natural resources of the basin through effective management and coordination in accordance with the Compact and Comprehensive Plan of the Commission to meet the needs of present and future generations.

Background

The Water Resources Management Division began its strategic planning process early in 2003 with a focus on developing a ‘road map’ that would guide the work of the division through the next five years. The division staff discussed aspects of the plan in a series of internal meetings, and constructed the plan during a spring 2003 workshop. The plan was presented to senior staff of the Commission as a part of the final workshop, and their ideas have been incorporated into this document.

This Strategic Plan represents a cooperative effort among Commission staff and is consistent with the Commission’s Comprehensive Plan and Compact. The values that guide organizational behavior are timeless; however, the plan itself is a living document. Periodically, division staff will review the plan to assess the goals and their associated objectives for their relevance to the Commission’s current priorities.



Confluence of West Branch Susquehanna and Susquehanna Rivers, Northumberland, Pa.

Statement of Values

- ❖ **Provide professional, unbiased, public service.** We are entrusted to serve the public openly, honestly, and fairly in all actions. We will use our resources efficiently and effectively and be accountable for all our actions.
- ❖ **Protect the balance between competing water resource demands.** We strive to promote the sustainable use of water and related natural resources while maintaining a balance among all water resource demands.
- ❖ **Demonstrate leadership in the field of water resources management.** We believe in setting the standard for sound management of water resources and solving water resource challenges through conscientious effort, creative dialogue, and collective action.

GOAL 1

Provide Commission leadership in water resources development and protection by resolving issues in a timely manner, establishing procedures and standards, proactively managing programs and studies, and leading coordinated interagency actions.

- ❖ *Ensure consistency in application of WRM division/SRBC programs and policies.*
- ❖ *Develop guidelines to assist in managing water and related natural resources of the basin.*
- ❖ *Develop viable consumptive water use compensation alternatives.*
- ❖ *Ensure equal and fair review of water uses, while considering environmental, economic and social interests.*
- ❖ *Provide planning and coordination to reduce damages caused by floods, preserve water supplies during droughts and ensure the future availability of flows to meet the needs of present and future generations.*

GOAL 2

Increase public awareness and support for the Commission and its water resource management program through high quality work, and responsive, open communications and participation in public forums.

- ❖ *Enhance understanding of Commission programs, accomplishments, policies and regulations by regulated communities, stakeholders, agencies and the general public.*
- ❖ *Provide technical support to the Commission and other programs and agencies, as appropriate.*
- ❖ *Improve upon the coordination activities with member state agencies.*
- ❖ *Develop a protocol for appropriate and timely response to issues raised by stakeholders*
- ❖ *Publish and, disseminate information and professional studies concerning the basin's water resources.*

GOAL 3

Improve the effectiveness of the water resource management division's programs by using appropriate technologies, assessing the cumulative impact of proposed actions, and implementing quality management improvements when identified.

- ❖ *Maximize electronic modes of communication wherever possible.*
- ❖ *Maintain and update water modeling capabilities.*
- ❖ *Review and evaluate division databases to maximize accessibility and effectiveness.*
- ❖ *Integrate the use of GIS into water resource management programs.*
- ❖ *Develop guidelines to collect and analyze data, and identify impacts to water resources and other associated natural resources in the basin.*
- ❖ *Continue to evaluate and enhance management of division programs.*
- ❖ *Continue to maximize effectiveness of existing advisory committees.*

GOAL 4

Improve and diversify staff's expertise, skills and abilities through continuing education and professional development, training, professional groups and increasingly responsible work assignments, while emphasizing teamwork.

- ❖ *Develop inventory of skills, knowledge and training.*
- ❖ *Identify weaknesses in skill areas, develop training measures to improve skills and knowledge to fill in gaps.*
- ❖ *Provide some training to each division member annually to enhance staff expertise and efficiency in performing work assignments.*
- ❖ *Allocate time for staff to remain current in their fields of expertise.*
- ❖ *Attend conferences related to division work activities.*
- ❖ *Encourage membership in professional societies and organizations.*

GOAL 5

Develop stronger interdivisional working relationships within the Commission.

- ❖ *Keep the public information division aware of new reports, projects and initiatives undertaken by division staff.*
- ❖ *Continue to identify and improve effective interdivisional procedures.*
- ❖ *Work with administrative division to develop annual work plans and budgets for programs.*

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