



# ***STRATEGIC PLAN***

## ***FY 2019 - 2023***



## **Contents**

EXECUTIVE SUMMARY .....	1
MISSION .....	2
VISION .....	2
VALUES AND BEHAVIORS .....	2
GOALS & PERFORMANCE MEASURES .....	3
AGENCY-WIDE ACTION PLANS FY 2019 - 2023 .....	6
DATA COLLECTION .....	7
LOAN ASSISTANCE .....	9
HYDROLOGIC INVESTIGATIONS & WATER ALLOCATION ASSESSMENTS .....	10
WATER CONSERVATION, EFFICIENCY, REUSE .....	13
REGIONAL/DROUGHT PLANNING ASSISTANCE .....	15
PROVIDING DATA AND INFORMATION TO THE PUBLIC .....	15
PUBLIC OUTREACH & EDUCATION .....	17
EMPLOYEE TRAINING .....	18
SUCCESSION PLANNING .....	19
FITNESS & WELL-BEING .....	20

## Executive Summary

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In September of 1999, the OWRB embarked on its first strategic planning document, a process initiated through numerous meetings involving more than two dozen members of our management team. Every year since, this core group has convened to conduct in-depth discussions of the constantly changing factors that impact our statutorily mandated projects and programs.

The focus of these meetings, as well as each successive strategic plan, is to build upon past successes and identify new initiatives that can assist the agency in meeting future challenges and opportunities. We spend a considerable amount of time assessing various environmental factors—such as the challenging economy, technological trends, evolving demographics, and new statutes—that impact the quality and effectiveness of our service to Oklahomans. The result is an annually updated five-year plan detailing the agency’s priorities and direction.

Our mission statement describes the Water Board’s many roles in the environmental arena—managing, protecting, and improving our water resources. Our staff’s renowned competence and professionalism is a key factor in providing this service to Oklahomans.

Our vision, values and behaviors are our collective sentiments and beliefs, and they represent the cornerstone principles for what our agency aspires to be—Oklahoma’s water agency.

In addition to goals that provide specific direction, agency-wide key performance measures are a core component of our management philosophy in order to assure the optimum use of management energy and, just as important, to gage success and monitor our performance. Each year, management and staff are committed to delivering improved services regardless of budgetary factors.

Agency-wide action plans, such as implementation of the recently completed *2012 Update of the Oklahoma Comprehensive Water Plan*, speak for themselves. They include specific tasks and timelines for completing projects that have the greatest potential to improve the health and prosperity of Oklahomans.

Our success in implementing this strategic plan can only be determined in the coming years. Regardless, I believe the process for developing this plan is valuable in itself because it provides a mechanism for OWRB staff to thoroughly assess how well the agency serves its customers—the citizens of Oklahoma. This annual process affirms the intelligence, passion, and commitment my colleagues at the OWRB bring to their jobs. All Oklahomans are extremely fortunate to have such dedicated professionals working on our behalf.

Humbly,



J. D. Strong  
Executive Director

### The OWRB Strategic Planning Team

Chris Adams	Josh Bailey	Mark Belden	Mary Nell Brueggen
Kate Burum	Bill Cauthron	Julie Chambers	Lindy Clay
Jessica Correll	Julie Cunningham	Charles de Coune	Joe Freeman
Jerri Hargis	Brian Jepsen	Lori Johnson	Kathy Koon
Anthony Mackey	Tony Mensah	Owen Mills	Jason Murphy
Chris Neel	Cleve Pierce	Cole Perryman	Lance Phillips
Monty Porter	Laura Oak	Matt Rollins	Mary Schooley
Tracy Scopel	Rob Singletary	Derek Smithee	Yohanes Sugeng
Angie Taylor	Derrick Wagner	Kent Wilkins	

## ***Mission***

To protect and enhance the quality of life for Oklahomans by managing and improving the state's water resources to ensure clean and reliable water supplies, a strong economy, and a safe and healthy environment.

## ***Vision***

As the state's water agency, we shall:

- Resolve Oklahoma's increasingly complex water issues through leadership, innovation, and sound science.
- Partner with citizens and other stakeholders in planning and balancing multifaceted, long-range water needs.
- Be the recognized experts in our field and known for our exemplary service to the public.

## ***Values and Behaviors***

### **Professional and Ethical:**

We, the employees of the Oklahoma Water Resources Board, dedicate ourselves to applying expertise and the highest vocational standards in formulating recommendations and making decisions. We will conduct our business in a fair, honest, and ethical manner.

### **Invest in People:**

We value and strive to maintain a diverse workforce at all levels of our organization. We support the enhancement and professional growth of all employees by providing opportunities to attend training and seminars and make presentations, as well as by providing good equipment and appropriate compensation.

### **Deliver Commitments:**

Staff makes their best efforts to provide the highest quality information and responses within the promised time period.

### **Shared Decision-Making:**

We encourage and value input into decisions made by staff and Board members.

### **Problem-Solving:**

We anticipate and embrace change, as well as encourage innovative and creative approaches to problem-solving.

### **Responsibility and Respect:**

All employees accept responsibility to incorporate the above values and behaviors, to complete all work and duties assigned in a professional and timely manner, and to take the initiative to suggest and implement improvements in the way we do business. Employees are given responsibilities that best suit their abilities and talents considering the needs of the agency. By accepting assigned responsibilities, employees gain the respect of our customers, including our co-workers and Board members.

## ***Goals & Performance Measures***

### **Goal #1**

**Develop, implement and promote sound water policies, programs and plans to protect lives, property and Oklahoma's water resources.**

#### **Agency-wide Key Performance Measures (KPM):**

1. **Description:** Develop and implement strategies to increase the amount/quality of vital data through agency programs by 50% by 2023 in order to make more informed decisions regarding protection of public health and the environment.

**KPM:** % increase in volume/quality of data collected annually.

2. **Description:** Despite the exponentially increasing demand for infrastructure financing over the next 50 years, OWRB will continue to make available at least 60% percent of Oklahomans' water and wastewater loan financing by 2023 and work with other funding agencies to ensure applicants receive the most cost effective and appropriate funding available. Additionally, the agency will work to provide a path for financing stormwater and green infrastructure in the Clean Water State Revolving Fund program.

**KPM:** OWRB loan amount financed compared to the total water and wastewater loans funded (as provided by the Oklahoma State Bond Advisor's office).

3. **Description:** Ensure fair appropriation and reliable supplies of water to meet long-term demands by completing hydrologic basin yield studies and recommending allocation policy limits on a total of 12 groundwater and 11 stream water systems by 2022.

**KPM:** Number of hydrologic studies and allocation models completed by 2022

4. **Description:** Implement Oklahoma's Water for 2060 Act (82 O.S. 1088.11 *et seq.*) to minimize forecasted shortages and avoid unnecessary development of new supplies and infrastructure by promoting water conservation, efficiency, reuse and recycling through all agency programs, as well as by implementing the final recommendations of the Water for 2060 Advisory Council.

**KPM:** Volume of freshwater saved through agency efforts.

5. **Description:** Promote more widespread regional and local long term water planning, including emergency/drought planning, by updating and implementing the OWRB Water Planning Assistance Initiative by developing standard procedures, a menu of services, and other materials across OWRB programs, thus providing guidance and technical assistance to a minimum of 10 water suppliers, regional planning groups, or sector groups annually by 2023.

**KPM:** Materials developed and number of technical assistance visits performed

## **Goal #2**

**Build partnerships and increase public awareness to encourage responsible stewardship of Oklahoma's water resources.**

### **Agency-wide Key Performance Measures (KPM):**

1. **Description:** Provide agency data, reports, permits, maps, and other information online in a user-friendly format that can be easily accessed and interpreted by the public.

**KPM:** Percentage increase of quality data/reports provided to the public each year.

2. **Description:** Compared to existing efforts, increase outreach activities by 10% per year to inform and educate agency customers on water, infrastructure, and land use issues and assistance programs by conducting and/or participating in community assistance visits, workshops, meetings, inspections, as well as by issuing more press releases and website/social media announcements.

**KPM:** Number of outreach activities per year.

3. **Description:** Increase the number of partnerships with new entities and enhance existing partnerships that support water plan implementation.

**KPM:** Number of new organizations and entities engaged annually.

### **Goal #3**

**Improve service to the public by maximizing agency efficiency and innovation, and through promotion of a healthy, safe, productive and inclusive working environment.**

#### **Agency-wide Key Performance Measures (KPM):**

1. **Description:** Enroll 100% of all supervisors in 12 hours (24 hours for new supervisors) of training and staff in 8 hours of training each year utilizing HRDS workshops and/or other training appropriate to staff responsibilities and provide training in-house to supplement training requirements.

**KPM:** Percentage of supervisors/staff enrolled in requisite training annually.

2. **Description:** Develop agency standard operating procedure to improve sharing of critical agency responsibilities and to increase the number of cross-trained personnel, thus fully preparing the agency for succession planning by 2018.

**KPM:** Percentage of personnel cross-trained and engaged in sharing responsibilities annually.

3. **Description:** At least thirty-three percent of employees participate in regular health and wellness programs available to State employees or other community-based wellness activities.

**KPM:** Percentage of employees participating in fitness, health and wellness programs.

## **Agency-wide Action Plans FY 2019 - 2023**

<b>OWRB AGENCY-WIDE ACTION PLANS</b>			
<b>Program Title</b>	<b>Goal / KPM</b>	<b>Division/Unit (Primary)</b>	<b>Team Leader(s)</b>
Data Collection & Dissemination	Goal 1 KPM 1	Water Quality	Bill Cauthron
Loan Assistance	Goal 1 KPM 2	Financial Assistance	Joe Freeman
Hydrologic Aquifer Investigations and Water Allocation Assessments	Goal 1 KPM 3	Planning & Management	Kent Wilkins/Chris Neel
Water Conservation, Efficiency, Reuse	Goal 1 KPM4	All	JD Strong
Water Planning Assistance-Emergency-Drought-Long-term	Goal 1 KMP 5	All	Julie Cunningham/ Owen Mills
Providing Data to the Public	Goal 2 KPM 1	Water Quality/Planning & Management	Kent Wilkins/Bill Cauthron
Public Outreach & Education	Goal 2 KPM 2	All	Cole Perryman
Alliance Building	Goal 2 KPM 3	All	Chiefs
Employee Training	Goal 3 KPM 1	All	Brian Jepsen / Chiefs
Succession Planning	Goal 3 KPM 2	All	Chiefs
Fitness and Wellbeing	Goal 3 KPM 3	Administration/ Financial Assistance	C. de Coune

***ACTION PLAN: Goal #1, KPM #1***

***Data Collection & Management***

<b>AGENCY GOAL:</b>	Develop, implement and promote sound water policies, programs and plans to protect lives, property and Oklahoma’s water resources.
<b>KPM:</b>	Develop and implement strategies to increase the amount/quality of vital data through agency programs by 50% by 2023 in order to make more informed decisions regarding protection of public health and the environment.
<b>Leader</b>	Bill Cauthron/Chris Neel

<b>Tasks</b>	<b>By Whom</b>	<b>Completion Date</b>
Identify critical data needs, programs to meet data needs and avenues for data dissemination	Program Managers/Sections Heads	Ongoing
Assess if data needs can be met by the agency technically, statutorily, etc.	P&M/WQ Technical staff	January 2018
Prioritize data needs/activities for agency programs	P&M/WQ Technical staff	November 2018
Make data-related recommendations to upper management	P&M/WQ Technical staff	February 2018
Work with management team to implement recommendations re: data	P&M/WQ Technical staff	March 2018
As needed, research funding mechanisms for implementing work outlined.	Management Team	March 2019
Development and Implementation of a Data Management Network: <ul style="list-style-type: none"> <li>• Phase 1: Database Implementation and Data Migration</li> <li>• Phase 2: Biological Database Development; Initial Application Development</li> <li>• Phase 3: Advanced Application Development</li> </ul>	P&M/WQ Technical staff/Admin-IT Staff	Phase 1 – January 2017 Phase 2 – December 2019 Phase 3 – Ongoing
Water Rights Permitting database: Maintain and improve collection of water rights data to enhance the quality and dissemination of data.	Water Rights Permitting staff	Ongoing
Water Use Database: Improve procedures for the collection and dissemination of reported water use data including the ongoing QA/QC of existing reported data and the continued enhancement of the water use reporting system.	Water Rights Permitting staff	Ongoing

<ul style="list-style-type: none"><li>○ Continue date forward document conversion for Financial Assistance documents, Well Logs, Water Rights, Active Legal Cases, and Rulemaking [2016]</li><li>○ Create comprehensive agency document plan to address conversion of backlogged documents, and to maximize our current assets and resources. [Fall 2016]</li><li>○ Continue expanding workflow processes to each division as per the project matrices created and maintained by Steven. [2017]</li><li>○ Increase interoperability between line of business applications by adding "Application Enabler" functionality, where appropriate, to existing business processes. [2017]</li></ul>	<p>Water Rights Permitting and FA staff</p>	<p>Ongoing</p>
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***ACTION PLAN: Goal #1, KPM #2***

***Loan Assistance***

<b>AGENCY GOAL:</b>	Develop, implement and promote sound water policies, programs and plans to protect lives, property and Oklahoma’s water resources.
<b>KPM:</b>	Due to the exponentially increased demand for infrastructure financing over the next 50 years, OWRB will work to make available at least 60% percent of Oklahomans water and wastewater loan financing by 2023, and work with other funding agencies to ensure applicants receive the most cost effective and appropriate funding available. Additionally, the agency will provide a path for financing stormwater and green infrastructure in the Clean Water State Revolving Fund program.
<b>Leader</b>	Joe Freeman

Tasks	By Whom	Completion Date
Secure adequate funding levels for current borrowers by continually monitoring bond proceeds, federal grants, and interest earnings available to OWRB.	J. Freeman, L. Johnson, L. Oak, and K. Burum	Ongoing
Secure future funding levels by updating the cash flow models in order to schedule bond issues.	L. Oak	Ongoing
Update the Project Priority List as needed to coordinate with Oklahoma Communities regarding funding requests and future need of each program, Clean Water State Revolving Fund and Financial Assistance Loan Program.	K. Koon	Ongoing
Maintain adequate relationships with other funding agencies to ensure that applicants receive the most cost effective and appropriate funding available.	Financial Assistance	Ongoing

***ACTION PLAN: Goal #1, KPM #3***

***Hydrologic Investigations & Water Allocation Assessments***

<b>AGENCY GOAL:</b>	Develop, implement and promote sound water policies, programs and plans to protect lives, property and Oklahoma’s water resources.
<b>KPM:</b>	<p>Complete eleven (12) groundwater hydrologic basin yield investigations and analyses, complete fifteen (11) stream water system investigations and analyses, and recommend water allocation policy limits on thirteen (13) groundwater basins and twelve (11) stream water systems by 2022 to ensure fair appropriation and reliable water supplies to meet current and long-term domestic, economic and environmental demand.</p> <p><b>KPM:</b> Number of hydrologic studies and allocation models completed by 2022</p>

<b>Leader</b>	Kent Wilkins/Chris Neel
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Tasks	By Whom	Completion Date
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**Rush Springs Aquifer**

Submit final report describing the hydrologic investigation of the Rush Springs aquifer to the Bureau of Reclamation.	C. Neel	December 2016
Work with USGS to conduct simulations with the groundwater-flow model to predict the impact of long-term groundwater withdrawals on the aquifer and surface water, to test various management strategies, and to determine the equal proportionate share for groundwater allocation.	C. Neel	June 2017

**Complete Groundwater Hydrologic Investigations Reports**

Contract with the USGS to complete hydrologic investigation and report for the Canadian Alluvium and Terrace groundwater basin.	C. Neel, Kent Wilkins	December 2016
Complete 20-year-update hydrologic Investigation and report for the Enid Isolated Terrace groundwater basin.	C. Neel, J. Correll	December 2016
Contract with the USGS to complete 20-year-update hydrologic Investigation and report for the North Fork of the Red River alluvium and terrace groundwater basin.	C. Neel, K. Wilkins	December 2016
Complete 20-year-update hydrologic Investigation and report for the Gerty Sand groundwater basin	C. Neel, B. Waltman	July 2017
Complete 20-year-update hydrologic Investigation and report for the Elk City groundwater basin.	D. Wagner, C. Neel	December 2017

Complete hydrologic investigation and report for the Cimarron Alluvium and Terrace aquifer.	J. Correll, J. Hernandez, C. Neel	December 2017
Contract with the USGS to complete 20-year-update hydrologic Investigation and report for the Washita River alluvium and terrace Reach I groundwater basin.	C. Neel, K. Wilkins	December 2017
Contract with the USGS to complete hydrologic Investigations report for the Salt Fork of the Red River alluvium and terrace aquifer.	C. Neel, K. Wilkins	December 2018
Contract with the USGS to complete 20-year-update hydrologic Investigation and report for the Washita River alluvium and terrace Reach 3 and 4 groundwater basins.	C. Neel, K. Wilkins	June 2019
Contract with the USGS to complete hydrologic investigation and report for the Roubidoux and Boone aquifers.	C. Neel	December 2020
Contract with the USGS to complete hydrologic investigation and report for the Salt Fork of the Arkansas River alluvium and Terrace aquifer.	C. Neel	December 2021
<b>Maximum Annual Yield Recommendations</b>		
Submit recommendations for the maximum annual yield and equal proportionate share of the Garber-Wellington groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	June 2017
Submit recommendations for the maximum annual yield and equal proportionate share of the North Canadian Alluvium and Terrace Reach I and II groundwater basins to the OWRB	J. Cunningham, K. Wilkins, C. Neel	October 2017
Submit recommendations for the maximum annual yield and equal proportionate share of the Enid Isolated Terrace groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	December 2017
Submit recommendations for the maximum annual yield and equal proportionate share of the Canadian Alluvium and Terrace Reach I and II groundwater basins to the OWRB	J. Cunningham, K. Wilkins, C. Neel	December 2017
Submit recommendations for the maximum annual yield and equal proportionate share of the North Fork of the Red River Alluvium and Terrace groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	March 2018
Submit recommendations for the maximum annual yield and equal proportionate share of the Rush Springs groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	June 2018

Submit recommendations for the maximum annual yield and equal proportionate share of the Gerty Sand groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	August 2018
Submit recommendations for the maximum annual yield and equal proportionate share of the Washita River Alluvium and Terrace Reach I groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	October 2018
Submit recommendations for the maximum annual yield and equal proportionate share of the Cimarron River Alluvium and Terrace groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	January 2019
Submit recommendations for the maximum annual yield and equal proportionate share of the Elk City groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	May 2019
Submit recommendations for the maximum annual yield and equal proportionate share of the Salt Fork of the Red River Alluvium and Terrace groundwater basin to the OWRB	J. Cunningham, K. Wilkins, C. Neel	December 2019
Submit recommendations for the maximum annual yield and equal proportionate share of the Washita River Alluvium and Terrace Reaches 3 and 4 groundwater basins to the OWRB	J. Cunningham, K. Wilkins, C. Neel	December 2020
Submit recommendations for the maximum annual yield and equal proportionate share of the Roubidoux and Boone groundwater basins to the OWRB	J. Cunningham, K. Wilkins, C. Neel	December 2021
<b>Stream Water Systems</b>		
Complete allocation model and hydrologic investigations report for the Upper Washita River (1-8-2, 1-8-3, and 1-8-4).	E. Sherrod, C. Neel	June 2017
Contract with Lynker to complete stream water allocation study on the Lower Arkansas River (2-2, 2-4, 2-16, and 2-17).	C. Neel, E. Sherrod	December 2017
Complete hydrologic investigation reports for Lower Arkansas River (2-2, 2-4, 2-16, and 2-17).	E. Sherrod, C. Neel	December 2018
Update allocation model and complete hydrologic investigations report for the Upper Red River System (1-15-1, 1-15-2, 1-16, and 1-18).	E. Sherrod, C. Neel	December 2018

**ACTION PLAN: Goal #1, KPM #4**

**Water Conservation, Efficiency, Reuse**

<b>AGENCY GOAL:</b>	Develop, implement and promote sound water policies, programs and plans to protect lives, property and Oklahoma’s water resources.
<b>KPM:</b>	<b>4. Description:</b> Implement Oklahoma's Water for 2060 Act (82 O.S. 1088.11 <i>et seq.</i> ) to minimize forecasted shortages and avoid unnecessary development of new supplies and infrastructure by promoting water conservation, efficiency, reuse and recycling through all agency programs, implementing the recommendations of the Water for 2060 Advisory Council.
<b>Leader</b>	JD Strong

Tasks	By Whom	Completion Date
As part of the Water-Use Data project (WISR check Goal 1 KPM 1 entry), develop and implement a process to track compliance with the Water for 2060 Act goals by annually comparing fresh water usage against OCWP’s 2010 baseline data for each demand sector, as well as tracking the volume of fresh water offset by conservation, reuse, recycling and marginal quality water usage.	K. Wilkins and M. Brueggen	Tracking Annually WISR – December 2019
Advise/participate in/or coordinate the following groups: Sulphur Reuse Study Technical Committee, OWRB-ODEQ ASR and Reuse working groups, Produced Water Working Group, OWRB-ODEQ Regionalization Working Group.	J. Cunningham and O. Mills	Ongoing
OWRB ASR Rulemaking	M. Porter (Chapter 45) O. Mills (Chapter 30)	February 2019
Coordinate with State, Federal and other partners to facilitate widespread adoption of direct and indirect reuse projects in concert with Federal and State statutory provisions designed to protect water quality, including revising OWRB regulations as necessary. <ul style="list-style-type: none"> <li>• Coordinate with DEQ to develop implementation rules for surface water potable reuse.</li> <li>• Coordinate with ASR Workgroup to review and revise groundwater quality standards</li> <li>• Coordinate with ASR Workgroup to develop implementation rules</li> <li>• Advise and participate in reuse workgroups as needed.</li> </ul>	D. Smithee and M. Porter	Annually December 2019 December 2017 December 2019 Ongoing

<p>Monitoring grants to Oklahoma communities or rural water/sewer district through the Water for 2060 Drought Grant Program to promote water conservation efficiency, reuse or recycling.</p>	<p>J. Freeman and J. Hargis</p>	<p>June 30, 2017</p>
<p>Provide education to Oklahoma’s water and wastewater systems to ensure that systems are more water and energy efficient into the future using OASIS. OASIS is an online resource to help systems make more sustainable decisions.</p>	<p>J. Freeman and T. Mensah</p>	<p>Ongoing</p>
<p>Provide education to Oklahoma’s water and wastewater systems on how to use the planning guides. The guides assist systems planning for their water futures including evaluating conservation and water reuse.</p>	<p>J. Freeman and T. Mensah</p>	<p>Ongoing</p>
<p>Review Fiscal Sustainability Plans including the utilization of water efficiency, water reuse and conservation efforts for wastewater systems funded under the CWSRF Program.</p>	<p>J. Freeman and T. Mensah</p>	<p>Ongoing</p>
<p>Revise the CWSRF Priority Ranking System included in the Intended Use Plan to include additional ranking points for projects that promote water conservation, efficiency, reuse and recycling.</p>	<p>J. Freeman , L. Johnson, and K. Koon</p>	<p>Annual</p>
<p>Provide incentives through the CWSRF Program for wastewater projects ready to proceed to construction that promote water conservation efficiency, reuse, and recycling.</p>	<p>J. Freeman , L. Johnson, and K. Koon</p>	<p>June 30, 2017</p>
<p>Educate Oklahoma’s water systems about the benefits of regionalization and about the financial incentives available through DWSRF principal forgiveness for these regionalization projects. Entice water system to apply for loans to fund regionalization projects.</p>	<p>C. de Coune</p>	<p>June 30, 2017</p>

***ACTION PLAN: Goal #1, KPM #5***

***Regional/Drought Planning Assistance***

<b>AGENCY GOAL:</b>	Develop, implement and promote sound water policies, programs and plans to protect lives, property and Oklahoma’s water resources.	
<b>KPM:</b>	<p><b>Description:</b> Promote and provide technical/policy support of regional and local water planning efforts, including emergency/drought planning; serving in advisory capacities on regional planning projects, federal/state drought and climate planning committees, water use sector group meetings; and conducting presentations on planning tools.</p> <p><b>KPM:</b> Provide guidance and technical expertise to a minimum of 20 water suppliers, regional planning groups, sector groups, or federal/state advisory groups annually by 2023, and make presentations on the new OASIS and Water and Wastewater Planning Guides.</p>	
<b>Leader(s)</b>	Julie Cunningham/Owen Mills	
	<b>Tasks</b>	<b>By Whom</b>
	Identify existing or develop fact sheets, technical guidance documents, maps, and other useful information and develop a webpage to house these documents and highlight the project, availability of assistance, etc.	O. Mills D. Whitley T. Scopel
	Advise/participate on/or coordinate the following groups: National Weather Service Drought Early Warning System Advisory group, USGS South Central Climate Survey Stakeholder Advisory Committee, Arbuckle Simpson Region Drought Contingency Advisory Committee, NW Action Team, SW Action Team, Foss Planning Group, COWRA, East Central Univ. OKA Institute Advisory Council, GRDA Grand River Comprehensive Water Plan.	J. Cunningham and O. Mills
	Identify existing or potential Regional Planning Groups (RPG) individual water suppliers, and state and tribal entities and reach out with offers to present, share institutional knowledgebase, data, make contact with governmental and other related organizations and technical resources, and where appropriate, assist with their search for funding. Facilitate, where appropriate, the startup of new RPGs.	J. Cunningham and O. Mills
		<b>Completion Date</b>
		Ongoing
		Ongoing
		Ongoing

***ACTION PLAN: Goal #2, KPM #1***

***Providing Data and Information to the Public***

<b>AGENCY GOAL:</b>	Build partnerships and increase public awareness to encourage responsible stewardship of Oklahoma’s water resources.	
<b>KPM:</b>	Provide agency data, associated reports and information via the website in a user-friendly format that can be easily accessed and interpreted by the public.	
<b>Leader(s)</b>	Cole Perryman	
<b>Tasks</b>	<b>By Whom</b>	<b>Completion Date</b>
Review existing data and reports on the website and add additional information when available. Consistently track website and web viewer use.	T. Scopel, K. Wilson, and D. Whitley	Ongoing
Document imaging and public accessibility: <ul style="list-style-type: none"> <li>o Purchase additional OnBase functionality (ShareBase or OnBase Public Access Server) to allow the public to view our documents, and enable us to share our documents with the public easily, securely, and transparently. [2017 as funds allow]</li> <li>o Consolidation of our three OnBase servers into one physical server and three virtualized machines, and the replacement of our current disk storage array [2018, dependent upon OMES consolidation]</li> </ul>	S. Emmett , D. Hamilton	June 2017
Provide online access to maps of towns and rural water districts infrastructure that have been mapped by OWRB staff.	L. Clay	Annual
Western States Water Council WaDE Project: Complete project to enable the exchange of water planning, water use, and water allocation data between state agencies, federal agencies and the public.	K. Wilkins and K. Whorton	September 2017

***ACTION PLAN: Goal #2, KPM #2***

***Public Outreach & Education***

<b>AGENCY GOAL:</b>	Build partnerships and increase public awareness to encourage responsible stewardship of Oklahoma’s water resources.
<b>KPM:</b>	Compared to existing efforts, increase outreach activities by 10% per year to inform and educate agency customers on water issues and assistance programs by conducting and/or participating in community outreach visits, workshops, seminars, and meetings, as well as by issuing more press releases and website/social media announcements.
<b>Leader</b>	Cole Perryman

<b>Tasks</b>	<b>By Whom</b>	<b>Completion Date</b>
Coordinate with Division staff to determine need for additional existing and/or new publications and materials to promote agency programs and water topics	K. Wilson	Ongoing
Floodplain Management Outreach/Education - Conduct NFIP Community Assistance Visits and CA Contacts, develop/Implement "Advance FPA course," and outreach to non-traditional audiences.	M. Rollins	September 2018
Dam Safety Outreach/Education - Develop and implement new technical O&M workshop series for engineers and owners, and implement new outreach/education mechanism through dam inspection and breach mapping effort for targeted dams’ types.	Y. Sugeng	September 2018
Water Well Drillers Outreach/Education - Develop and implement new technical training for well drillers	A. Taylor	June 30, 2017
Conduct educational events for Oklahoma students that promote Agency goals in conjunction with environmental and science education events.	P. Mills	Annual
Provide Board Member training, operator certification training and renewal training, technical assistance training, and sustainability and planning training in conjunction with the Oklahoma Rural Water Association to borrowers in the State Revolving Fund Programs, to ensure adequate system delivery to their customers.	T. Mensah	Ongoing

***ACTION PLAN: Goal #3, KPM #1***

***Employee Training***

<b>AGENCY GOAL:</b>	Improve service to the public by maximizing agency efficiency and innovation, and through promotion of a healthy, safe, productive and inclusive working environment.	
<b>KPM:</b>	Enroll 100% of all supervisors in 12 hours (24 hours for new supervisors) of training and staff in 8 hours of training each year utilizing HRDS workshops and/or other training appropriate to staff responsibilities and provide training in-house to supplement training requirements.	
<b>Leader</b>	Brian Jepsen / Division Chiefs	
	<b>Tasks</b>	<b>By Whom</b>
	Send out to all staff the Spring and Fall HRDS workshop schedules as soon as received by OPM	B. Jepsen
	Enroll staff in HRDS workshops as submitted by Divisions	B. Jepsen
	Ensure all supervisors are enrolled in required training hours each year	Division Chiefs
	Send report of completed training workshops to Division Chiefs bi-annually	B. Jepsen
	Send annual report to OPM/HRDS regarding compliance with supervisory training rules	B. Jepsen
		<b>Completion Date</b>
		Spring/Fall of each year
		Spring/Fall of each year
		Spring/Fall of each year
		Jan. / July of each year
		July of each year

***ACTION PLAN: Goal #3, KPM #2***

***Succession Planning***

<b>AGENCY GOAL:</b>	Improve service to the public by maximizing agency efficiency and innovation, and through promotion of a healthy, safe, productive and inclusive working environment.
<b>KPM:</b>	Develop agency standard operating procedure to improve sharing of critical agency responsibilities and to increase the number of cross-trained personnel, thus fully preparing the agency for succession planning by 2018.
<b>Leader</b>	Division Chiefs / Section Heads / Brian Jepsen

<b>Tasks</b>	<b>By Whom</b>	<b>Completion Date</b>
Identify critical tasks within each division and staff assigned to each task and submit report to B. Jepsen.	Division Chiefs/Section Heads	December 2018
Identify job families that contain required skill sets and education to perform critical tasks identified in report.	B. Jepsen	February 2018
Work with Division Chiefs to identify appropriate cross-training opportunities within and across divisional lines.	B. Jepsen	April 2018
Develop standardized components of procedures manuals, to include listing of tasks, accountabilities and documentation	Division Chiefs/Section Heads/ B. Jepsen	December 2017
Review completed procedures manuals with staff and modify, as necessary.	Division Chiefs/Section Heads/ B. Jepsen	Ongoing

***ACTION PLAN: Goal #3, KPM #3***

***Fitness & Well-Being***

<b>AGENCY GOAL:</b>	Improve service to the public by maximizing agency efficiency and innovation, and through promotion of a healthy, safe, productive and inclusive working environment.
<b>KPM:</b>	Thirty-three percent of employees participate in regular health and wellness programs available to State employees.
<b>Leader</b>	C. de Coune

<b>Tasks</b>	<b>By Whom</b>	<b>Completion Date</b>
Educate employees on wellness topics or opportunities through emails recurring no less than monthly.	C. de Coune	Ongoing
Keep employees informed and encourage them to take advantage of the health and wellness programs sponsored by the Employees Benefit Council	C. de Coune	Ongoing
Sponsor at least two OWRB health and wellness activities a year for employees.	C. de Coune	Ongoing
Maintain the requirements necessary to be recognized as a Certified Healthy Oklahoma Business.	C. de Coune	Ongoing