



***Meeting the
Next Generation of
Environmental Challenges.....
Together!***

BIA/DES 2008 Water Symposium

**Tom Burack, NHDES Commissioner
Sarah Pillsbury, Administrator DWGB**

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Strategic Questions

What should a 21st Century environmental services agency look like?

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If the environment functions as a complex, integrated system, shouldn't we be operating in a more coordinated, holistic fashion?

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20 years from now, what will people say that DES and its sister agencies should have been doing to safeguard NH's environment and public health?





Things Are Different Now!

- **Climate Change/Growth Impacts: Narrow time window and aggregated impacts of individual actions.**
- **Today's problems are more complex and are a by-product of our modern lifestyles; we need to find ways to motivate individual behavior changes.**
- **We can no longer do our job by regulating several thousand entities – 1.3 million & 500,000+ visitors!**
- **We need to find more creative & efficient approaches, leverage our partnerships, and make everyone more accountable.**

Strategic Directions 1-2



Imagine if....



-  DES and its partners are proactively addressing the issue of climate change in NH.
-  DES and its partners are effectively protecting NH's natural resources, which contribute to our high quality of life, as the state continues to grow.



Strategic Directions 3-4



Imagine if....

-  **DES employs integrated pre-application, permitting, & enforcement approaches across all of its programs and operates in a cooperative and integrated manner with its sister local, regional, state, and federal agencies.**
-  **NH's environment is improving, with DES remaining focused on environmental results and reporting them in a transparent manner.**



Strategic Directions 5-7



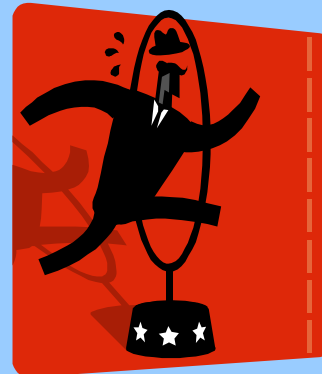
Imagine if....



Environmental compliance is high in NH, supported by partnerships, widespread accountability, and a broad environmental stewardship ethic.



DES provides high-quality customer service.



DES is one of the most desirable employers in state government.



Strategic Plan Update



- **6 Goals Teams (~70 Middle Mgrs) worked for 4 months on Outcomes, Actions & Implementation Steps.**
- **This resulted in 85 Actions w/ detailed implementation strategies (*i.e.*, partners, resources, specific steps).**
- **A draft Strategic Plan is currently under review.**
- **We are influencing budgets & legislation where we can.**
- **We are sharing our approach & catalyzing conversations with many organizations**

Strategic Direction 1

DES and its partners are proactively addressing the issue of climate change in NH.

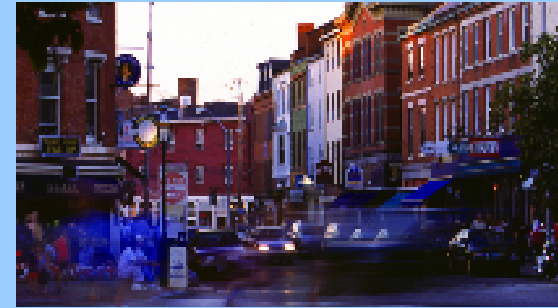


Actions Under Consideration

- Awaiting recommendations from the Climate Change Policy Task Force (due 12/2008) – to be integrated into Strategic Plan
- We will be asking ALL programs to think about how they are influencing Climate Change and how it is affecting them.
- Energy & water conservation in the Drinking Water & Wastewater sectors has tremendous potential.
- There is a focus on improving flood management through Flood Management Commission work.
- Emergency preparedness at the state level continues to improve as well as statewide municipal mutual aid agreements.
- Update of the NH Drought Management Plan is in the works.

Strategic Direction 2

DES and its partners are effectively protecting NH's natural resources, which contribute to our quality of life, as the state continues to grow.

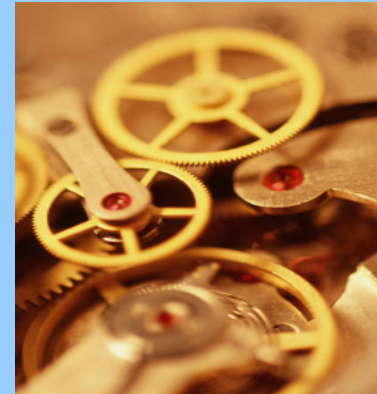


Actions Under Consideration

- Complete & widely distribute Water Primer (w/ stakeholder comments) and State-wide Water Survey results.
- Advance low-impact development through terrain alteration rules and technical assistance to municipalities.
- Publish and disseminate the Innovative Land Use Guide.
- Complete the Drinking Water Protection Strategy.
- Implement a Great Bay Water Quality Improvement Initiative.
- Revise Brownfields Program grant application ranking criteria to encourage efficient land use.

Strategic Direction 3

DES employs integrated pre-application, permitting, & enforcement approaches across all of its programs and operates in a cooperative and integrated manner with its sister local, regional, state, and federal agencies.



Actions Under Consideration

- Implement the \$275K Integrated Permitting Pilot in the Land Resource Management Programs
- Multi-agency Customer Service Initiative for Environmental Permits
- Pursue legislative authority for unified permitting
- On-line “Permit Assistant” tool
- Updated, web-friendly Permits Guidebook
- Re-establishing Multi-media Inspectors Work Group

Strategic Direction 4

NH's environment is improving, with DES remaining focused on environmental results and reporting them in a transparent manner.



Actions Under Consideration

- Develop a set of environmental & performance indicators.
- Establish a measures performance/environmental “dashboard.”
- Create a web-based State of the Environment Report.
- Assess and expand the DES “One-Stop” program.
- Improved Groundwater Monitoring Network (GW Commission)

Strategic Direction 5

Environmental compliance is high in NH, supported by partnerships, widespread accountability, and a broad environmental stewardship ethic.



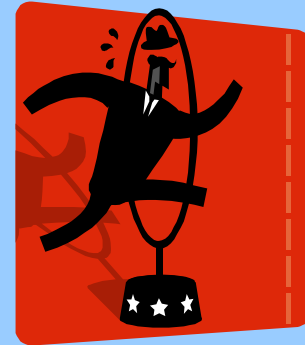
Actions Under Consideration

- DES Partners Program Agreements completed & in process
- Numerous training programs w/ our partners – e.g., local officials w/ aging WW facilities, land owners w/ CSPA concerns, & the BIA
- Expand & enhance outreach efforts to encompass more customers
- Evaluate enforcement processes to eliminate non-value added steps
- Explore alternate compliance assurance models (3rd party certifications, 1st party certifications (e.g., Environmental Results Programs), general permits, etc.)

Strategic Direction 6

DES provides high-quality customer service.

Actions Under Consideration



- Create a “LEAN Team” – Continuous Process Improvement.
- Develop Customer Service SOPs and policies and integrate standards into staff performance reviews.
- Create a Customer Service Team.
- Develop an array of customer service feedback tools.

Strategic Direction 7

DES is one of the most desirable employers in state government.



Actions Under Consideration

- Establish a new “Career Ladder” Program.
- Focus on Workforce development/succession planning.
- Explore mentoring and cross-training & work detail options.
- Develop written, Standard Operating Procedures.
- Implement a Continuity of Operations Program (COOP).

Focusing on Water Resources

- **Water resource management must strike a reasonable balance considering environmental and human needs and tradeoffs among and between priorities, benefits, and costs**
- **Environmental protection and economy are mutually supportive and not mutually exclusive.**
 - **“The economy is a wholly-owned subsidiary of the environment.” -- Fmr. US Senator Gaylord Nelson**

Focusing on Water Resources

- **Challenges**
- **Legislative Commissions**
- **Water Planning Efforts**

“Top 10” Future Water Challenges

- 1. Public recognition of the value of our water resources has increased -- economic and environmental values**
- 2. An unprecedented 30 years of growth has increased pressure on water resources.**
- 3. Drought & flood events have raised broad questions on water resource management in the climate change context.**
- 4. Aging infrastructure (and inefficient energy use) - wastewater, water supply, stormwater systems, and dams**
- 5. “Impaired waters” (e.g., Great Bay Estuary) are now critical to resolve.**

“Top 10” Future Water Challenges

- 6. Increasingly stringent Federal requirements for NPDES permit holders & requirements for public water suppliers**
- 7. In-stream flow management: Pilots are wrapping up; what’s next?**
- 8. Requirements for large groundwater withdrawal permitting**
- 9. Stormwater management is becoming more complex.**
- 10. Affordability of needed improvements is a major concern.**

Key Water-Related Legislative Committees/Commissions

WATER RESOURCES STUDY COMMITTEE (SB 162)

Mission: Standing Legislative Committee to study NH water resources at a strategic level

GROUNDWATER WITHDRAWALS STUDY COMMISSION (SB 155)

Mission: To study ways to bring a balanced approach to ground water use and improve groundwater withdrawal permitting process

COMMISSION TO STUDY LAND DEVELOPMENT & L.D. REGULATION (HB 1579)

Mission: To study land development policies and trends, and then develop more effective statewide policies

COMMISSION TO STUDY ISSUES RELATED TO STORMWATER (HB 1295)

Mission: Statewide stormwater management policy assessment with a focus on water quality, quantity, and environmental impacts

INSTREAM FLOW STUDY COMMITTEE (SB 330)

Mission: Study instream flow and water withdrawal issues and oversee ongoing pilot projects

FLOOD MANAGEMENT REVIEW COMMITTEE (HB 648) (Just Completed)

Mission: Evaluation of state flood management and to consider possible measures to minimize impacts.

DAM MANAGEMENT REVIEW COMMITTEE

Mission: Standing Legislative Committee to assess dam program management and sustainability

Current Water Planning Activities

- New Hampshire Water Primer
- Water Availability GIS Tool
- Statewide Water Survey of Policy Makers
- Road Show
- Next Steps

Current Water Planning Activities History/Funding

- Legislature's Water Resources Committee worked with DES to obtain funding to develop a NH Water Plan.
- Limited appropriation received (\$99,200), so needed to scale back scope
 - Water Primer to inform policy makers with preliminary stakeholder recommendations
 - Water budget/availability analysis
 - Understanding of policy makers knowledge and concerns, regional issues

NH Water Primer

Great Unifying Cover Graphic

Illustrates:

Hydrologic Cycle

NH Geology

Typical Land Uses

Interconnection of surface waters and
groundwater

Interconnection of all water and land use

NH Water Primer

- 12 Chapters

Chapter 1: Introduction and Overview – Underlying Challenges, NH Water Resources at a Glance

11 topic specific chapters: Rivers, Lakes and Ponds, Groundwater, Wetlands, Coastal and Estuarine Waters, Water Use and Conservation, Drinking Water, Wastewater, Stormwater, Dams, Floods and Droughts

Appendices: Confronting Climate Change in the NE (Exec Summary), Water Law Matrix, Water Studies Matrix

NH Water Primer

- Authored by DES staff with review and input from stakeholders
- Assisted by Comprehensive Environmental, Inc .
- Format of topic specific chapters
 - Overview
 - Occurrence or Description and Significance
 - Key Issues
 - Current Management and Protection
 - Stakeholder Recommendations

NH Water Primer

Introduction and Overview – **Overarching Issues**

Population Growth and Landscape Change

- Water Use Increasing
- Stormwater and Development Patterns

Climate Change

Aging Water Related Infrastructure

- Drinking water, Wastewater and Stormwater

Data Needs

NH Water Primer

Climate Change as an Underlying Challenge

- EPA predicted water related impacts described
- Include as an appendix: *Executive Summary: Confronting Climate Change in the U.S. Northeast: Science, Impacts, and Solutions.*
- Impacts and/or Adaptation needs further discussed in many topic related chapters

Stakeholder Recommendations

- Excellent stakeholder participation
- 60+ recommendations
- Most, but not all, can be grouped into 8 broad areas

Recommendation Areas

Sound Familiar?

- Data – characterization and evaluation
- Water use efficiency
- Land use patterns – directing development
- Stormwater
- Climate change
- Infrastructure needs
- Protection programs integration
- Emergency preparedness

Water Availability

- NHGS is developing a GIS tool to analyze water use in relation to water availability (using water use reporting and mean annual stream flow data)
- USGS is developing water use projections per census blocks
- An analysis will be done of high water use watersheds and catchment areas using current and projected water use to identify any areas of concern

NH Statewide Water Survey

- Weston and Sampson and UNH Survey center worked with an advisory group to develop survey
- Purpose is to understand policy makers understanding of and concerns related to water and water issues and to see if these differ based on region or role
- Results????

What's Next???

- Series of meetings around the state to explain efforts to date and get feed back on stakeholder recommendations
- Look for additional funding to prioritize and address recommendations

How Are We Doing on Strategic and Water Resource Planning?

- **Is DES moving in the right direction?**
- **What did we miss?**
- **What opportunities are there for us to work together?**