



Oregon

Tina Kotek, Governor

Water Resources Department

North Mall Office Building
725 Summer St NE, Suite A
Salem, OR 97301
Phone (503) 986-0900
Fax (503) 986-0904
www.Oregon.gov/OWRD

MEMORANDUM

TO: Water Resources Commission

FROM: Douglas E. Woodcock, Acting Director

SUBJECT: Agenda Item A, February 23, 2023
Water Resources Commission Meeting

Project Implementation Update

I. Introduction

Staff will update the Commission on Department efforts to implement numerous projects associated with the 2021-2023 budget and legislation. This is an informational report.

II. Background

In 2021, the Oregon Legislature made water a major focus area, adding significant new staff capacity across many Water Resources Department programs as well as creating new responsibilities for the agency. The Legislature made additional water resources-related investments during the second Special Session in December 2021.

Over the course of the biennium the Department has focused substantial energy on recruiting, hiring, and onboarding people into many positions and carrying out the added tasks. Staff have made an ongoing effort to keep the Commission, Legislators, stakeholders, and the general public informed about the status of implementing this significant workload.

In November 2022 the Commission was briefed by managers in the Well Construction Section, the Dam Safety Section, and the Surface Water Hydrology Section, on work priorities and projects.

During this agenda item the Commission will receive detailed briefings by managers of the Field Services Division, Information Services Section, and Records Management Section.

Attachments:

1. Field Services Division 2021-23 Biennium Work Priorities and Projects
2. Information Services Section 2021-23 Biennium Work Priorities and Projects
3. Records Management 2021-23 Biennium Work Priorities and Projects

Field Services Division

2021-23 Biennium Work Priorities and Projects

General Responsibility: The Field Services Division (FSD) has 85 staff located in 23 watermaster offices across 5 regions of the state. FSD staff manage and distribute water across Oregon, working daily with water users to enforce water rights and conditions to achieve compliance, and responding to complaints. FSD staff also collect surface water and groundwater data, inspect dams and wells, educate the public and provide customer service. FSD staff are key to identifying local solutions to water management and scarcity issues.

Current Operations

Water management – Regulate and distribute water based on Oregon water laws and the water rights of record; gain compliance through education and enforcement; coordinate with local county code and state and local law enforcement as needed

Scientific Data - Measure stream discharge and groundwater levels in wells across Oregon; provide the data to the Surface Water Hydrology and Groundwater Sections for housing and analyses; operate and maintain 250 gaging stations

Customer Service and Stakeholder Engagement – Share knowledge and information with irrigation districts, watershed councils, conservation and industry groups, local governments and municipalities to address water management and scarcity issues

Public Safety - inspect the construction and maintenance of dams, provide information to dam owners
Protect Oregon's groundwater through the inspection and maintenance of wells; provide outreach and education to well drillers

New Enforcement Section – in response to illegal water use for cannabis, SB 5561 authorized seven staff for a new Enforcement Section (ES) to assist with enforcement actions resulting from 14 new assistant watermaster staff focusing efforts on cannabis and water use compliance

Re-organization and staff resource allocation - Division managers are optimizing where new staff work to balance workloads and meet fieldwork demands. Training and onboarding of new staff is ongoing; continue hiring to fill multiple vacancies.

Fall 2022 Field Conference – Field staff traveled to Salem in November for two days of training to improve staff knowledge base, improve consistency, and provide for teambuilding.

Division Challenges –

- **Less water supply, more demand** – multiple droughts have decreased streamflow and groundwater recharge in basins across Oregon. At the same time, warmer temperatures have lengthened growing seasons and increased the demand for irrigation water. Regulation occurs earlier in the season, and storage projects have not been filling, increasing calls for water and complaints of illegal uses
- **Domestic Well Complaints and Concerns** – increased groundwater pumping and less aquifer recharge increased the number of domestic wells running out of water; a new workload and new group of water use stakeholders
- **Modernization** – staff and fiscal resources are needed to update field data collection and workload accounting using digital platforms and cloud storage
- **Customer Service and Stakeholder Engagement** – FSD would like to be more proactive in education and outreach with water users, realtors, local governments, irrigation districts, and conservation groups

- **Vehicle Access** – State motor pool is unable to fill 40 vehicle requests due to supply chain issues; work inefficiency results from too few field vehicles for staff and sharing of vehicles

Implementing New Legislation –

- **SB 5561** – (hyperlink) Legislation that invested \$5 million in OWRD to address cannabis water use. Added 14 assistant watermasters and seven Enforcement Section staff, increasing capacity to respond to complaints and initiate proactive investigations.
- **HB 4061** – (hyperlink) Cannabis-focused bill that increased penalties, clarified some violations and added requirements for water suppliers, haulers and growers. Currently WRD is conducting outreach and education to affected parties and then will update rules to align them with the new legislation.
- **HB 2145** - (hyperlink) Well construction modernization bill; many new changes and for FSD, requires well inspectors to review 100% of new well reports and follow up with well constructors to address deficiencies.

Water Right Statistics for Oregon

As of March 2022, below are important water right statistics that impact workload for staff in the Field Services Division.

| Item | Count |
|---|-------------|
| Total Water Rights | 89,595 |
| Total Points of Diversion (PODs) | 131,051 |
| Total Irrigation Rights | 54,513 |
| Total Instream Water Rights | 2065 |
| Total primary irrigation acres | 4.5 million |
| Total Service Area for Field Services Division (Oregon size); square miles | ~98,380 |
| Statutory Dams Requiring Inspection** (<i>Medium & Low Hazard structures</i>) | 826 |
| Observation Wells | 387 |
| Active Gages (<i>State, County and cooperative gages</i>) | ~250 |
| Watermaster Districts | 23 |
| Regions | 5 |

*As of March, 2022. Numbers like total WRs, PODs, acres of use and others are subject to change.

**WRD's Dam Safety Program inspects 85 high hazards dams and assists FSD with training on proper procedures for dam inspections.

Information Services Section 2021-23 Biennium Work Priorities and Projects

The Information Services Section (IS) within the [Oregon Water Resources Department](#) (WRD) is responsible for supporting the agencies technological operations around Application Development, Geospatial Information Systems (GIS), Information Security, Network Infrastructure, Desktop Support and Data Management. In support of this, Information Services staff maintain Information Technology resources in all these areas of focus in order to support business units to execute the mission of the agency.

The purpose of this document is to highlight the Information Services section priorities and projects for the 2021-23 biennium. We would like to transparently communicate what we are doing and what we will not be able to do this biennium.

Ongoing Operations - Day-to-day work and standard section business that spans the biennium

- Monitoring and maintenance of existing in-house developed systems
- Monitoring and maintenance of network security and infrastructure
- Desktop support
- Water rights and well data processing and quality assurance
- Remediation of information security events
- System and software procurement and renewals
- Analysis and prioritization of business requests
- PC Lifecycle Replacement
- Software upgrades
- Information Security Audit Remediation (urgent)

Work on Hold - Efforts put on hold due to lack of capacity and other priorities

- ACH eCheck
- Credit Card Processing at Front Desk
- Online Applications
- WAARF Secure File Transfer
- SB 5561 and related Field Activity Database Updates and Enhancements (slow progress)
- SB 1602 Spray Boundary Updates
- Strategic, Modernization and Open Data Planning Initiatives (slow progress)
- Well Data Remediation
- Digitization of Paper Records (in conjunction with Records Management Program)
- Carey Lands Act GIS Layer (This may no longer be a need?)
- PCI Grants Management System
- Hydrology Data Sharing & WaterML2.0 (new standard methodology)
- Universal Physical Location ID Implementation
- Centralized Photo Management System
- Modernized Data Warehouse with Data Dictionary
- Information Security Audit Remediation (non-urgent)
- Multiple Information System(s) Documentation Creation and Updates
- Modernize Near Real Time Website (Surface Water Data)
- Limited new IT projects are being approved to move forward in recognition of a lack of IS resources. New requests are being held back by business units since there is not capacity to start work.

2021-2023 Information Services Section Projects

The following are IS projects planned for the 2021-23 biennium to be done in coordination with other agency sections. Please note all timelines are tentative and will likely change, given the need to adaptively manage projects and workloads.

| Program Area | Project | Tentative Due Dates |
|-----------------------------|---|---------------------|
| Field Services | Field and Enforcement Database Upgrade Analysis | 06/30/2023 |
| | Public Complaint Form | 6/30/2023 |
| | Field Office Network Expansion | 6/30/2023 |
| | Updated Water Master Districts | Complete |
| Agency Wide | M365 Implementation | Ongoing (DAS) |
| | PC System Lifecycle Replacement | Perpetual |
| | Work from Anywhere Modernization | Ongoing |
| | InTune Mobile Device Management Implementation | 7/1/2023 (95%) |
| | WorkDay Multifactor Authentication | Complete |
| | Public Directory of Services Update/Process | 10/1/2022 (Held) |
| | Drop-in Cube Reservation System | 11/1/2022 (Held) |
| | Open Data Program Compliance – DAS Mandate | Ongoing |
| Information Services | Ticketing System Replacement | Complete |
| | NESSUS Security Scanning Implementation – mostly complete | Complete |
| | Data Center Migration | 7/1/2023 (95%) |
| | SCCM PC Patching Implementation – mostly Complete | Complete |
| | TrialWorks System Migration | 7/1/2023 |
| | New Database DEV/TEST Environments | 6/30/2023 |
| | Remote Desktop Server Implementation | Complete |
| | IT Strategic and Modernization Plans | 12/31/2023 |
| | File Pickup Security Update | 7/1/2023 |
| | SB 1602 Spray Boundaries | 7/1/2040 |
| | Information Security Audit Remediation | 6/30/2023 |
| | Continuous Process Improvement Program | 6/30/2023 |
| | OWRD Data Governance Plan | Complete |
| | OWRD Open Data Plan | Ongoing |
| Director Office | WARRF Secure Application Submission | TBD |
| | Public Records Request Process Improvements | TBD |
| | | |
| Admin Services | ACH eChecks Current Stores | On Hold |
| | Additional Credit Card Payment Functionality (Front Desk, Other Fees) | On Hold |
| | Invoicing Interface (Exempt Use & Dam Safety) | On Hold |
| | Invoicing Database/System – Hydroelectric Fees | On Hold |
| Technical Services Division | HB 2145 Well Construction Project | 7/1/2023 |
| | Field Maps Gaging Safety Inspection App | 7/1/2023 |
| | | |

Records Management Program 2021-23 Biennium

Work Priorities and Projects

The Records Management Program (RMP) within the [Oregon Water Resources Department](#) (WRD) provides guidance and direction for the management of the Department's information assets. The purpose of the RMP is to support staff throughout the entire lifecycle of Department records in accordance with all applicable State and Federal legal requirements. The RMP also works to improve accessibility to information for staff and the public, regardless of format. The RMP supports the agency's modernization and forward-looking priorities of the [2019-24 Strategic Plan](#) and the WRD Reimagined Project. The purpose of this document is to highlight our program priorities and projects for the 2021-23 biennium. We would like to transparently communicate what we are doing and what we will not be able to do this biennium.

Completed Operations – Day-to-day work and standard section business that has been satisfactorily completed

- Reduce the number of storage cubes or filing cabinets by 30%
- Identify records that are best candidates for scanning
- Provide comprehensive training to all agency staff of identified knowledge gaps such as records retention guidelines, destruction of records, electronic signatures, email management, and more.
- Establish ongoing training schedule
- Improve self-serve access to information for staff by creating intranet page with Records Management links and policy gathered in one place

Ongoing Operations - Day-to-day work and standard section business that spans the biennium

- Increase accessibility of electronic records by improving naming and tagging standards, as well as developing finding aids for staff
- Improve the process of compiling information for public records requests and identifying information that is exempt from public disclosure
- Updating the Special Retention Schedule (SRS) in coordination with State Archives
- Continue inventory of records stored in Salem office that do not yet have indexes for better accessibility
- Working in coordination with WRD Work Reimagined to better design office space and improve accessibility to agency records
- Review workflows around records in the Water Rights and Transfer section to prepare for a large scanning project and transition to electronic-only records

Work on Hold - Efforts put on hold due to lack of capacity and other priorities

- Developing a more comprehensive emergency disaster response for records
- Working directly with each Field Services office to better inventory and organize records kept, especially Watermaster diaries
- Improve self-serve access to information for the public by providing help guides and clear instructions for searching WRIS on our public-facing website
- Transferring eligible records to the State Archives as instructed by SRS
- Evaluate records held in off-site storage
- Develop a central portal that would collect forms, memos, and IMDs as well as other interpretations of law.
- Work directly with Communications officer to develop standard forms, especially for Public Records Requests.

2021-2023 Records Management Program Projects

The following are Records Management projects planned for the 2021-23 biennium to be done in coordination with others in the Department and external partners. Please note all timelines are tentative and will likely change, given the need to adaptively manage projects and workloads.

| | Project | Tentative Timeframe |
|-------------------------|--|---|
| Modernization | Review workflows around records in the Water Rights and Transfer sections to prepare for a large scanning project and transition to electronic-only records | Jan 2022 - December 2023 |
| | Identify records that are best candidates for scanning and develop action plans tailored to each situation | Apr 2022 – December 2023 |
| | Working in coordination with WRD Work Reimagined efforts to better design office space and improve accessibility to agency records | Jan 2022 – Dec 2023 |
| | In collaboration with DAS, implement SharePoint across the agency with an eye toward organization and clear retention rules built-in | Jan 2023 – Dec 2024 |
| | Develop a central portal that would collect forms, memos, and IMDs as well as other interpretations of law. Work directly with Communications officer to develop standard forms, especially for Public Records Requests. | Start by Dec 2024 |
| Training | Increase accessibility of electronic records by improving naming and tagging standards, as well as developing finding aids for staff | Oct 2022 – Dec 2024 |
| | Provide comprehensive training to all agency staff of identified knowledge gaps such as records retention guidelines, destruction of records, electronic signatures, email management, and more. | Delivered Nov 2022, will continue annually 2x/yr. |
| Records Accessibility | Continue inventory of records stored in Salem office that do not yet have indexes for better accessibility | Jan 2022 – July 2023 |
| | Updating the Special Retention Schedule (SRS) in coordination with State Archives | Complete by Feb 2023 |
| | Reduce the number of storage cubes or filing cabinets by 30% by 12/31/2022 | Completed Nov 2022 |
| | Developing a more comprehensive emergency disaster response for records | On hold |
| | Working directly with each Field Services office to better inventory and organize records kept, especially Water Master diaries | Start by Jan 2024 |
| | Transferring eligible records to the State Archives as instructed by SRS | Start by June 2023 |
| Public Records Requests | Create standard form requests for the public to use and update website with additional guidance for narrowing and writing PRRs | Complete by Dec 2023 |
| | Create a desk manual focused on improving the process of compiling information for public records requests and identifying information that is exempt from public disclosure | Nov. 2022 – Dec 2023 |
| | Improve self-serve access to records management information for staff by creating an internal website with resources, inventories, FAQs, and training | Completed Oct 2022 |