

# National Hydrologic Program Managers Conference

(DRAFT 8-3-04)

## Conference Goals

HPMs will participate in conference activities which will enable them to:

- Understand the national plan to improve services.
- Understand clearly what AHPS is and the HPM's role and responsibility for its implementation.
- Share ideas and best practices across regional boundaries.
- Receive training in customer service.
- Address regional issues/topics through breakout sessions.

## *Dec. 6 (Monday)*

6:00 – 8:00 (pm) Registration

## *Dec. 7 (Tuesday)*

### **Improving Services**

Host: Glenn Austin

8:00 – 8:20	Welcome and opening remarks.....	Glenn Austin. Chief, Hydrologic Services Division, Silver Spring, MD.
8:20 – 9:00	Invited presentation.....	General David L. Johnson. Director, National Weather Service.
9:00 – 9:20	Invited presentation.....	Greg Mandt. Director, Office of Climate, Water and Weather Services.
9:20 – 9:40	Invited presentation.....	Gary Carter. Director, Office of Hydrologic Development.
9:40 – 10:00	Break.	

### **Private Sector Partners**

Moderator: Field Representative/TBD

10:00 – 10:30	Invited Presentation.....	Dr. Greg Forbes. The Weather Channel.
10:30 – 11:00	Invited Presentation.....	Jim Block. Meteorologix.
11:00 – 11:30	Measuring Customer Satisfaction.....	Sheri Teodoru. Claes Fornell International.
11:30 – 12:30	Lunch on your own.	

## ***Dec. 7 (Tuesday)***

### **Collaboration With Federal, State and Local Partners**

Moderator: Field Representative/TBD

12:30 – 12:50	Benefits of Partnerships.....	Pedro Restrepo. Principal Scientist, Office of Hydrologic Development.
12:50 – 1:10	USGS.....	Steve Blanchard. Chief, Office of Surface Water.
1:10 – 1:30	FEMA.....	Mike Howard. Chief, FEMA Risk Branch.
1:30 – 1:50	Corps of Engineers.....	TBD.
1:50 – 2:10	Examples of partnerships with Local Flood Plain Manager.....	TBD.
2:10 – 2:30	Examples of partnerships with State Emergency Manager.....	TBD.
2:30 – 3:00	Open forum with panel.	
3:00 – 3:30	Break	

### **Modernizing Hydrologic Services Through AHPS**

Moderator: Field Representative/TBD

3:30 – 3:45	Overview(themes, implementation, budget, Etheridge Bill).....	Tom Graziano.
3:45 – 4:00	Flash Floods.....	Field representative.
4:00 – 4:15	Probabilistic forecasting .....	Field representative.
4:15 – 4:35	Flood Forecast Mapping .....	Doug Marcy.
4:35 – 4:50	Evolution of AHPS Web Page.....	Field Representative.
4:50 – 5:30	Open forum with panel.	

## ***Dec. 8 (Wednesday)***

### **River Forecast Center Topics**

Moderator: Field Representative/TBD

8:00 – 8:15	RFC – Topic.....	Field representative.
8:15 – 8:30	RFC – Topic.....	Field representative.
8:30 – 8:45	RFC – Topic.....	Field representative.
8:45 – 9:00	RFC – Topic.....	Field representative.
9:00 – 9:30	Open Forum with panel.	
9:30 – 10:00	Break	

### **Operational Issues**

Moderator: Field Representative/TBD

10:00 – 10:20	COOP Modernization, .....	TBD.
10:20 – 10:40	Future WFO Hydro Applications/WHFS.....	Jeff Zimmerman.
10:40 – 11:00	Training.....	Jeff Zimmerman.
11:00 – 11:30	Outreach Activities(including TDD).....	TBD.
11:30 – 1:00	Lunch on your own.	

### **Motivational Training**

Moderator: Kevin Kodama

1:00 – 5:00	“Leading Customers: Transforming Customers into Followers”.....Jim Bagnola.	
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### **Poster Session**

6:30 – 9:00	Poster session, depicting best practices at forecast offices and some national programs. In keeping with the Customer Services theme, Building Coalitions and Customer Relations topics are encouraged.	
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## ***Dec. 9 (Thursday)***

### **Subject Breakouts**

- 7:45 – 9:15            Concurrent Subject Breakout sessions.
- Drought: Interaction of Hydrology & Climatology.....Session Leader TBD.
  - Snowmelt Runoff Forecasting..... Session Leader TBD.
  - Improving Flash Flood Services..... Session Leader TBD.
  - National Service Location Information Database..... Session Leader TBD.
  - Graphical E-19 Development and Usage..... Doug Marcy.
- 9:15 – 9:45            Break
- 9:45 – 11:15           Concurrent subject breakout sessions.
- Drought: Interaction of Hydrology & Climatology.....Session Leader TBD.
  - Snowmelt Runoff Forecasting ..... Session Leader TBD.
  - Improving Flash Flood Services..... Session Leader TBD.
  - National Service Location Information Database..... Session Leader TBD.
  - Graphical E-19 Development and Usage ..... Doug Marcy.
- 11:15 – 11:30        Reconvene as one group.
- 11:30 – 12:00        Final overview of the national component of the conference.....Glenn Austin.
- 12:00 – 1:00           Lunch on your own.
- 1:00 - 5:00           Regional break-out sessions.

## ***Dec. 10 (Friday)***

- 8:00 - 12:00        Continuation of Regional break-out sessions.
- 12:00                Conference ends.

### **ACKNOWLEDGMENTS:**

Conference Coordinator - Tom Donaldson, WFO Services Program Leader, HSD, Silver Spring, MD.  
Agenda Team;

Kevin Kodama, Senior Service Hydrologist, WFO Honolulu, HI.

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Nancy Figueroa, Service Hydrologist, WFO, Brookhaven, NY.