



# Bureau of Reclamation

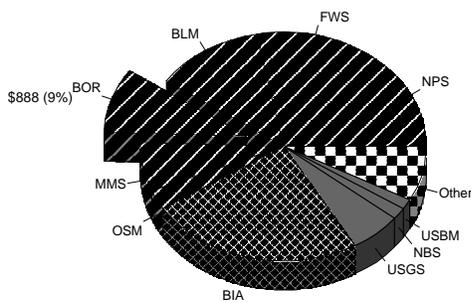
The Bureau of Reclamation has undergone a dramatic transformation since 1988 in response to changing water needs in the West. The mission of Reclamation today is to manage, develop, and protect water and related resources in an environmentally and economically sound manner in the interest of the American public. As urban development continues west of the Mississippi River, the demand for water to meet diverse needs also increases. These water uses range from municipal and industrial, to environmental protection to recreation. In fact, the amount of Reclamation water for non-agricultural uses has been steadily increasing with annual deliveries now totaling almost 5 million acre-feet.

priorities to accommodate fundamental changes in the management of water resources while addressing the interests of the diverse constituent groups of the West. The success of these efforts is already apparent. Programs are gradually changing from construction activities to water conservation, waste water reuse, river basin management, and environmental restoration. With greater competition for water, Reclamation is placing more emphasis on the needs of all constituencies, including Western cities, Native American tribes, irrigators, recreational interests and fish and wildlife.

At the same time, Reclamation is improving its business practices and is allowing employees more authority and flexibility to innovate, while also streamlining the staff. Reclamation began its reinvention efforts in 1987, but it

Figure 16

1995 Bureau of Reclamation Budget Authority  
(\$ in millions)



Total DOI Budget Authority - \$9,744 million

Reclamation's original charter was to reclaim the West by ensuring an adequate supply of water in that arid region. This was accomplished by building dams, such as Hoover and Grand Coulee, and implementing widespread irrigation systems throughout the Western States.

Reclamation has redirected its policies, processes, and



*This photo shows the signing of the Bay-Delta Protection Plan. Present are Secretary of the Interior Bruce Babbitt; Doug Wheeler, California Resources Agency; Governor Pete Wilson; and Environmental Protection Agency Administrator Carol Browner (signing). The goal of the Bay-Delta Protection Plan is to establish environmental protection and to provide certainty about a water supply for 20 million Californians and the State's \$750 billion economy. Photo credit - Bureau of Reclamation.*

wasn't until 1994 and 1995 that significant effects could be measured. Since 1992, Reclamation's new budgetary authority has shrunk by \$174 million (16 percent) and its work force has been cut more than 20 percent, to 6,200, with an additional 7 percent reduction expected by early 1997 due to an early retirement program.

### ***WATER CONSERVATION***

Water conservation, with an investment of \$36.5 million, was one of Reclamation's priority programs in 1995. In partnership with others, Reclamation provided education on water conservation and technical and financial assistance to water users through the development and implementation of conservation plans and demonstration grants. These partnerships include cost sharing by local entities to reduce the burden on taxpayers.

Reclamation conducts research on emerging water-efficient technology and household appliances. Cost-effective water and energy equipment is being installed at all Reclamation facilities. Likewise, Reclamation is developing guidance for water-efficient landscaping at



*BOR employee Joe Kahl removes a razorback sucker from the ponds at the Boulder City Golf Course for transplanting to the Colorado River. Photo credit - Andrew Pernick.*



*Roberta "Birdie" Hensley, Hoover Dam Powerplant Operator, makes adjustments to the Control Cubicle for Unit Number 1. Photo credit - Bureau of Reclamation.*

Federal facilities and in residential areas.

### ***POWER MANAGEMENT***

Reclamation is the Nation's second largest producer of hydroelectric power, and in 1995, its 58 powerplants generated over \$800 million dollars in power revenues. The power generated was enough to serve 6 million homes, equal to the combined population of Wyoming, Colorado, Utah, Arizona, Nevada, Idaho, Oregon, and Montana.

A Power Management Laboratory was initiated during the year to develop new ways to provide reliable electricity while improving the compatibility between hydropower and the environment. Each percentage increment of improved powerplant efficiency could annually save Reclamation's customers \$45 million and provide an added 400 million kilowatt-hours of electricity each year. This increased efficiency would result in enough energy for 50,000 households and save 1 million barrels of imported oil annually.

## **TITLE TRANSFER**

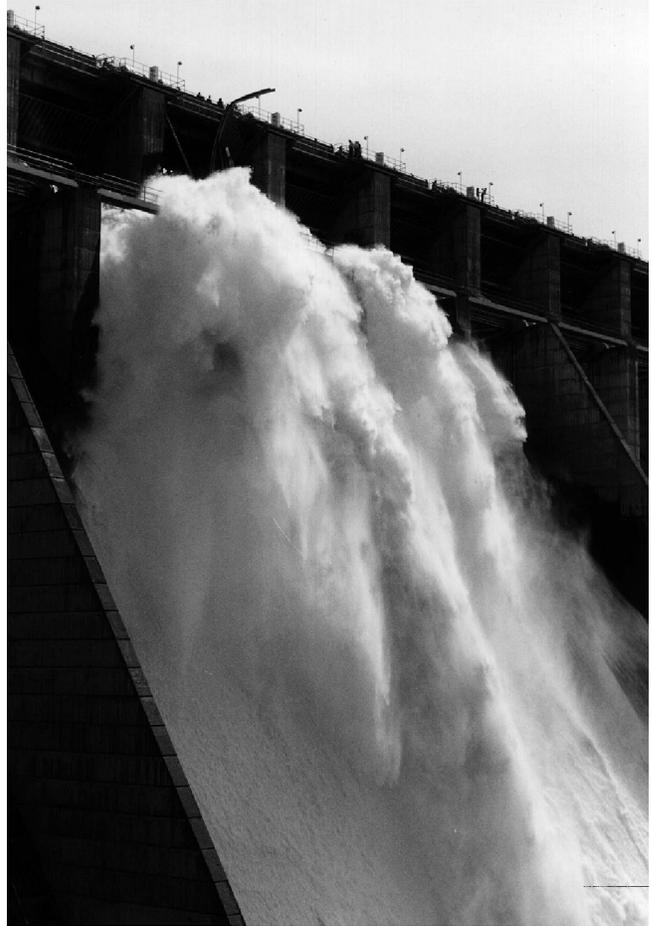
Reclamation currently holds title to 343 storage dams and reservoirs, 58 hydroelectric powerplants, and 72,019 miles of canals and other conveyance and distribution facilities. In 1995, \$542 million was allocated to operate and maintain these facilities.

In August 1995, Reclamation initiated a program aimed at transferring title to, and responsibility for, certain Reclamation projects and facilities to non-federal entities. This effort focuses on single-purpose projects and will involve public input and agreement with the conditions of the transfer, and Congressional approval. Legislative authorization has already been received for the Rio Grande Project irrigation and drainage facilities in New Mexico and Texas.

## **DAM SAFETY PROGRAM**

Since approximately 50 percent of Reclamation structures were built between 1900 and 1950, the continued safe operation of this aging infrastructure is a high priority. Through Reclamation's Dam Safety Program, periodic monitoring is performed to evaluate the risks associated with these facilities and to analyze potential dam safety deficiencies. Reclamation has identified 262 facilities that would place the public at risk if they were to fail. During 1995, inspections were performed on 88 of Reclamation's facilities, while instrumentation monitoring also continued.

This program also provides for structural and nonstructural modifications of Reclamation dams to mitigate dam safety deficiencies and associated hazards. In 1995, Reclamation spent \$67.1 million on dam safety modifications, with structural modifications completed on two dams, while construction continued on eight others. Early warning systems are designed to successfully facilitate evacuation of populations located downstream



*A failure of one of Folsom Dam's flood control gates allowed the reservoir level to drop 37 feet before the problem could be abated. Although damage to downstream property and lives was averted, an estimated \$3 million (150 million kilowatt hours) in energy generation was lost. Photo credit - Bureau of Reclamation.*

from the dams. During 1995, one Early Warning System was completed, while implementation and installation continued at 10 other dams.

## **DISASTER RESPONSE PROGRAM**

In 1995, Reclamation assisted both the Federal Emergency Management Agency and the U.S. Army Corps of Engineers in disaster response operations in northern California, South Dakota, and Kansas City, Missouri.

## **RESEARCH AND TECHNOLOGY DEVELOPMENT PROGRAM**

Reclamation invested \$9.3 million in research and development during 1995 which resulted in:

- more effective reservoir management;
- improved river system operations through more accurate rainfall forecasts;
- wetlands management modeling; and
- environmental solutions, such as improved safe-passage fish screens and pumps.

Partnerships with water users were used to leverage Reclamation funds and human resource capability. For every Reclamation dollar invested in 1995, partners invested two.



*Windsurfers enjoy the breeze at Deer Creek Reservoir near Salt Lake City, Utah. Part of the Provo River Project, the reservoir is a favorite summer spot for area recreationists. Photo Credit - Bureau of Reclamation.*

### **Reclamation Recognized by Ford Foundation**

In recognition of its leadership role throughout government in the area of reinvention and streamlining, Reclamation was selected from a field of 1,450 state, local, and Federal applicants as a proud finalist in the 1995 Innovations in American Government Awards Program. The program, sponsored by the Ford Foundation and Harvard University's John F. Kennedy School of Government, awards government programs and policies that represent new and highly effective approaches to meeting public needs. This is the first year Federal programs have been eligible for the award.

## **CUSTOMER SERVICE**

The Bureau of Reclamation published its Customer Service Plan in September, 1995. Commissioner Daniel Beard described the plan as “...a dynamic document which will guide our relationship with our customers. Although our commitment to this plan is solid, the document itself will be public, shifting, and adapting as needed to meet a standard of service second to none.”

The Reclamation customer service report highlights include the following:

- All BOR offices have implemented customer service plans.
- The reorganization and restructuring of several BOR offices has focused on improving customer service.
- Increased training and better communication has increased customer service awareness.
- Customer service standards and customer input have changed behavior and improved management.