



# **NOAA Coastal Services Center Annual Operating Plan**

**Fiscal Year 2002**  
**October 2001**  
(revised January 2002)



**National Ocean Service**  
**NOAA Coastal Services Center**



## **About this Document**

This document is the Annual Operating Plan (AOP) for program activities of the National Oceanic and Atmospheric Administration (NOAA) Coastal Services Center (Center) in fiscal year 2002. It is primarily an internal NOAA document that provides information for the reader on the Center's mission, organization, fiscal year 2002 program emphases, and specific project-oriented milestones. Many of the activities described will be undertaken in collaboration with partners from the NOAA line offices—National Ocean Service (NOS), National Environmental Satellite, Data and Information Service (NESDIS), Office of Oceanic and Atmospheric Research (OAR), National Marine Fisheries Service (NMFS), and National Weather Service (NWS)—and other public and private coastal resource management and business development organizations. You may address questions about this document to Dr. Jeffery L. Payne, Deputy Director, NOAA Coastal Services Center, at (843) 740-1207, or via e-mail at [jeff.payne@noaa.gov](mailto:jeff.payne@noaa.gov).

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**NOAA COASTAL SERVICES CENTER  
FISCAL YEAR 2002 ANNUAL OPERATING PLAN CONTRACT**


This plan represents an agreement among the National Oceanic and Atmospheric Administration (NOAA) assistant administrators for Ocean Services and Coastal Zone Management; Sustainable Fisheries; Satellite, Data and Information Services; Oceanic and Atmospheric Research; and Weather Services, concerning the proposed programs of the NOAA Coastal Services Center during fiscal year 2002.



Ms. Margaret Davidson

Date

Acting Assistant Administrator for Ocean Services and Coastal Zone Management

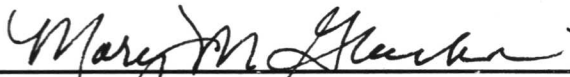


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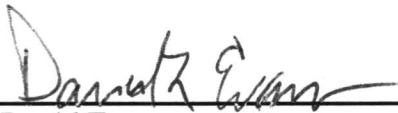


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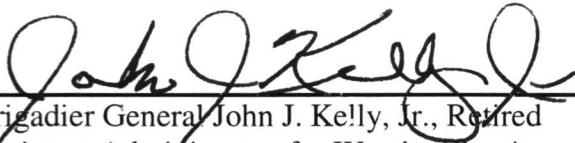


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## INTRODUCTION

### MISSION, OPERATING PRINCIPLES, CORE VALUES, AND STRATEGIC VIEW

The mission of the NOAA Coastal Services Center is to support the environmental, social, and economic well being of the coast by linking people, information, and technology. The nation's coastal resource managers are the Center's primary customers. The Center assists this community by providing access to information, technology, and training. Partnerships between the Center and coastal management organizations give rise to over 100 projects each year. These projects produce new tools and approaches that often can be applied nationwide. To learn about the Center and these efforts, visit [www.csc.noaa.gov](http://www.csc.noaa.gov).

In terms of operating principles, the Center is:

- Oriented to customers
- Focused on results
- Committed to partnerships
- Determined to be national in scope yet local in approach

Core values include:

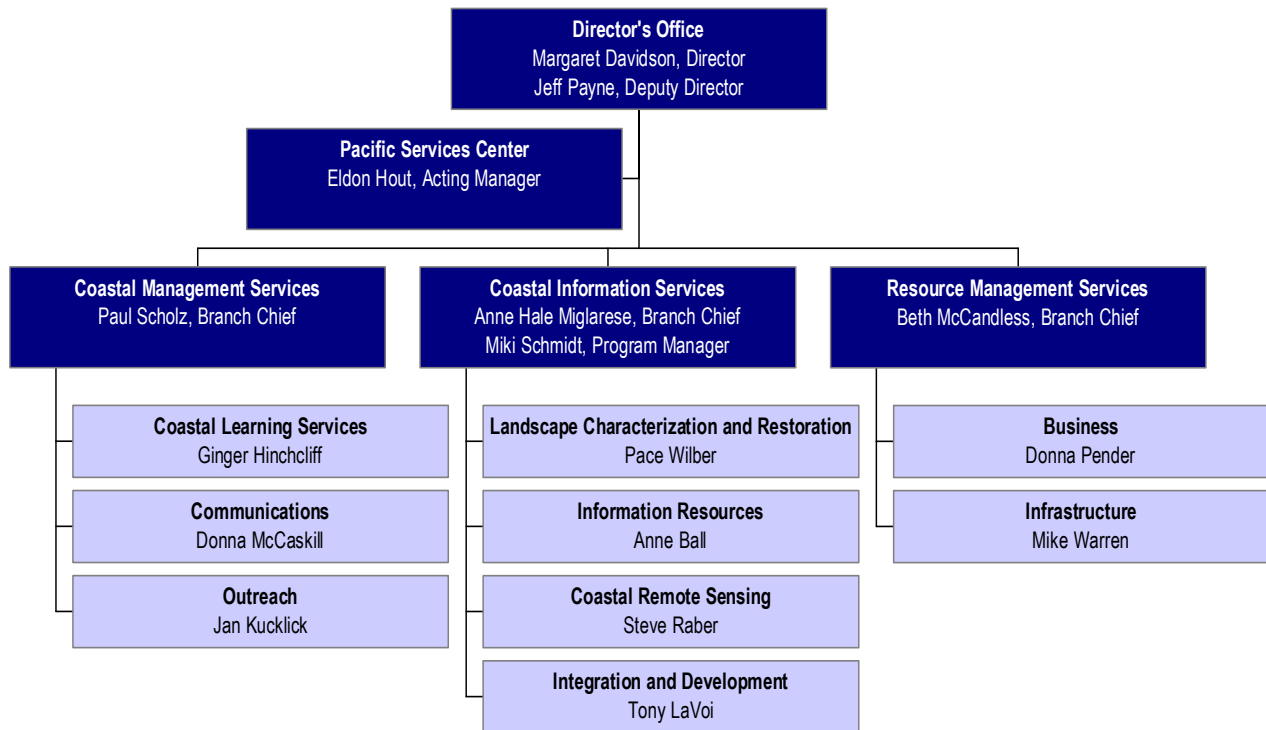
- *Commitment to quality* – a commitment to high quality products and services that positively influence coastal decision making
- *Catalyst for innovation and change* – being a catalyst for innovation and progressive change in the coastal management community
- *Collaboration* – achieving success through internal teamwork and external partnership-building
- *Organizational assessment and reflection* – ensuring continuing relevance through critical evaluation and adaptive behavior
- *Respect for all* – respect for employees and customers, including their views and differences

A 5-year strategic plan for the Center, established in 2001, provides organizational direction and priorities. The plan is the result of a highly iterative process, with key objectives being to address the future needs of the customer base and enhance cross-Center communication and collaboration. This plan helps guide the Center's investments, annual planning, and project selection decisions. To view the plan in its entirety, visit [www.csc.noaa.gov/strategic\\_plan](http://www.csc.noaa.gov/strategic_plan). The Center's strategic efforts are categorized into the following themes:

- *Smart Coastal Growth* – Smart coastal growth maintains a balance between environmental, social, economic, and quality of life issues. To achieve this balance, a broad spectrum of considerations must be addressed, including cultural resources and the values and beliefs of the individuals in the community. Center projects in this theme area assist communities in their efforts to incorporate smart growth concepts into their planning and decision making processes.
- *Habitat* – Habitat is defined ecologically as the environment where plants, animals, and other organisms live. For the Center, coastal habitat includes the coastal wetlands and the sea-bottoms and water columns of estuarine, coastal, and ocean waters in addition to the uplands that affect these areas. Center projects in this theme area develop information and tools that help coastal managers integrate the physical, ecological, economic, and social components of habitat protection and management.
- *Hazards* – Coastal hazards include both natural and man-made events (chronic and episodic) that threaten the health of coastal ecosystems and communities. This definition includes, but is not limited to, hurricanes, tsunamis, erosion, oil spills, harmful algal blooms, and pollution. Center projects in this theme area work to reduce the environmental, social, and economic impacts from coastal hazards by providing information and tools that facilitate increased decision support capabilities for coastal managers.
- *Coastal National Spatial Data Infrastructure* – The National Spatial Data Infrastructure (NSDI) is a nationwide effort to improve the utilization of geospatial data within the United States. The Center fully supports this effort for the benefit of local and state coastal resource managers. Center projects in this theme area assist coastal managers in a variety of data related tasks, including data acquisition, processing, storage, distribution, ease of use, and inclusion in the decision making process.
- *Organization and Culture* – This theme area represents the ongoing efforts of Center employees to build an organization that serves its customers and its employees to the best extent possible. Here the focus is on the structure, function, and policies of the Center. Organizational values, practices, and beliefs are addressed in this theme area.

## **PHILOSOPHY AND ORGANIZATION**

The "oriented to customers" operating principle is a guiding force in the organization. The Center approaches each project and service from the customer's perspective. Customer input is solicited for refining program emphases, and identifying and designing projects through surveys, needs assessments, workshops, evaluations, and direct interactions. No project is undertaken unless it 1) has a defined end user and clear utility, and 2) is conducted in partnership with users and enablers. The results are then shared with other members of the customer community, therefore meeting the "national in scope" operating principle.



The Center includes personnel from throughout NOAA with supervision from multiple line offices, and benefits from talent from other agencies, universities, the private sector, and state coastal resource management authorities. Federal employees account for slightly more than one-half of total personnel, enabling the Center to react effectively to changing priorities. To ensure meaningful cross-organizational planning, execution, and personnel management, the annual operating plan is developed in collaboration with the five NOAA line offices. The Center is organized into the Director's Office (DO) and three service areas. The new Pacific Services Center (PSC) is housed administratively within the DO, but has an office location in Hawaii, and an on-site acting director.

- *Director's Office.* The DO is responsible for general management, administration, strategic and operational planning, partnership building, program evaluation, and budget oversight. The DO ensures that the Center pursues activities that are consistent with the stated mission, integrates its efforts with partners, and is responsive to customers and NOAA. The DO also helps coordinate the planning and implementation of activities involving off-site personnel and regional activities, and oversees the conduct of certain technology transfer and pilot technology demonstration efforts. During FY 2002, the DO will manage the transition of certain activities and products of the Coastal Technology Services (CTS) program to other Center areas and the academic community. The DO also will provide the executive leadership for the continued implementation of the PSC.
- *Coastal Information Services.* Coastal Information Services (CIS) houses the Center's data management and analysis and product development capabilities. Scientific and technical capabilities include satellite- and aircraft-based coastal remote sensing, coastal change analysis, geographic information system (GIS) development and application,

Internet-based coastal information accessibility, environmental characterization and watershed modeling, and GIS-based risk and vulnerability assessments of coastal hazards. CIS focuses on developing and providing access to broad-based information and technology tools for coastal resource managers. CIS conducts its activities through four program areas:

Landscape Characterization and Restoration - The Landscape Characterization and Restoration (LCR) program identifies key management issues for watersheds and examines how interrelationships among ecology, land use, demographics, and socioeconomic trends affect those issues. LCR helps coastal resource managers include knowledge of ecosystem processes in management, regulatory, and land-use planning decisions.

Information Resources - The Information Resources (IR) program is responsible for providing access to data, products, and information for coastal resource managers and the public. Through IR, the Center promotes Web services and Federal Geographic Data Committee (FGDC) metadata training. IR maintains a library, the Coastal Zone Information Center (CZIC) collection, and the Coastal Information Directory (CID), which is an Internet-based, metadata-compliant data search tool.

Coastal Remote Sensing - The Coastal Remote Sensing (CRS) program provides coastal resource managers with practical data products utilizing the latest technology and developments in remote sensing. CRS works with data streams from satellite, airborne, and *in-situ* sources to identify new or under-utilized remote sensing technologies, such as topographic Light Detection and Ranging (LIDAR) and acoustic sensors, and develops remote sensing data products that aid decisions in the coastal and marine environment.

Integration and Development - The Integration and Development (I&D) team plays a key role in many of the Center's projects. This group packages data into a format (primarily GIS -based) that is easy for the coastal resource manager to use. The I&D program supports the Center's coastal hazards and habitat activities and also provides spatial analysis training, database programming, and technical support.

- *Resource Management Services*. Resource Management Services (RMS) is responsible for the business operations of the Center. RMS ensures that the Center executes its mission in compliance with all federal and statutory rules and regulations and is the Center's liaison with the NOS Office of Management and Budget, as well as the Eastern Administrative Support Center (EASC) in Norfolk, Virginia. RMS conducts management support activities that include grants, space, and human resources management. RMS also coordinates all audit responses and serves as the liaison for administrative policy and procedures. The two programs of the RMS Branch are Business and Infrastructure.

Business – Business includes the acquisition and finance operations for the Center. This involves the operational direction and expertise for all of the Center's



administrative support activities as well as the responsibilities for Financial Management Center 805. The administrative operations include acquisition management, personal property, and records management. Responsibility for financial management includes managing and administering the financial operations for the Center. Activities include budget execution, certification of funds, preparation of financial operating and reimbursable task plans and electronic input of these into the NOAA central database, analysis and internal distribution of financial reports and statistics, coordination of all interagency agreements, and management of the travel manager system. Business also serves as the financial liaison with external partners.

Infrastructure - Infrastructure provides technical management of the Center's real property, facilities, shared centralized information systems, and common network systems. The Center currently owns two buildings (50,000 square feet), and this activity ensures that all staff is supported with an energy efficient, safe, secure, and clean environment. The infrastructure group designs and maintains the Center's local and wide area networks as an integrated part of services. Other responsibilities include facilities planning; maintenance of vehicles; telecommunication services; video conferencing; preparation of the information technology (IT) plan; management of a mixed Gigabit, 100BaseTX and 10BaseT Ethernet network connecting over 600 devices; maintenance of the firewall security system; service of all desktop PCs that access UNIX and NT server resources; shipping and receiving activities; processing of U.S. Postal Service and express mail; and Center receptionist services.

- *Coastal Management Services.* Coastal Management Services (CMS) helps develop the abilities of state and local coastal resource managers and planners to perform their duties. Working with the coastal resource management community and the other Center service areas, CMS facilitates management assistance, increases communication and understanding between the Center and its customers, and provides customized training and meeting planning. CMS conducts its activities through three program areas:

Coastal Learning Services - Coastal Learning Services (CLS) serves as a resource for specialized training assessment, design, and delivery, and professional meeting planning and logistics. CLS also provides process and instructional consultation to the coastal management community, as well as opportunities for professional development.

Communications - Communications provides public and media relation services, special event planning, brochure and display development, multimedia presentations, and graphics, editing, and writing support for Center staff.

Outreach - Outreach builds relationships with the coastal resource management community, provides services to help ensure the Center's products meet customer needs, and offers opportunities for the development of future coastal management professionals.

## **DEVELOPMENT AND UTILIZATION OF THE ANNUAL OPERATING PLAN**

Each year, the Center selects projects that support its overall mission to foster and sustain the environmental, social, and economic well being of the nation's coast. A balanced portfolio of projects achieves this goal. Some projects focus on needs identified by state and local partners, some projects help other NOAA offices service the coastal management community, and some projects explore new issues and technologies expected to become important over the long term.

Projects are selected through formal and informal mechanisms. Formal mechanisms include consulting Center and NOAA strategic plans, working with peer-review panels, reviewing customer surveys and needs assessments, and using the Federal Register and Commerce Business Daily to allow coastal managers to propose specific projects. Informal mechanisms rely upon networking with leaders from the business, academic, government, and coastal management communities. Project selection is a year-round process, as the Center's senior managers continually assess opportunities to develop products and services. These assessments are compiled and examined during the spring and early summer as the Center develops its annual operating plan (AOP) for the coming fiscal year.

In addition to these mechanisms, the Center's managers and staff consider the following criteria in developing and justifying projects:

- 1) consistency with the operating principles and core values;
- 2) support of the Center's primary customer base – the coastal resource manager;
- 3) opportunities for collaboration with other NOAA offices in serving the primary customer base; and
- 4) execution of work milestones in higher-level NOAA implementation plans.

The Center employs a Management Information System (MIS) to support the development of information for Center and NOS annual operating plans. During the project formulation process, the Center works closely not only with customers to ensure the relevance and effectiveness of proposed efforts, but with other NOAA offices to focus the broader capabilities of the agency on coastal resource issues and customer needs. The final AOP is approved by the NOAA assistant administrators. Throughout the year, the Center's managers use the AOP as a tool for tracking, communication, and accountability. Quarterly reviews are conducted to gauge the status of work milestones included in the AOP and to identify and act on tactical issues.

## FISCAL YEAR 2002 PROGRAM

### PROGRAM PRIORITIES

In FY 2002, the Center will invest in areas important to the coastal resource management community. The Center will continue to build customers' capacities, while enhancing internal strengths to develop and deliver products and services. The following section provides an overview of the programmatic priorities for the fiscal year.

1. *Learning and Practitioner Services.* The Center will build on existing technology, coastal management, and process skill areas of expertise for training and education. These capacity-building and professional development activities are targeted toward state and local customers, but also benefit NOAA and interagency partners.
  - ❑ *Technology* training includes skill development in the areas of information management, GIS, the global positioning system (GPS), remote sensing, and metadata. Learning is delivered through seminars, hands-on training, direct use of technology, and computer programming.
  - ❑ *Coastal Management* content-oriented training includes coastal zone management for practitioners, hazards risk and vulnerability assessment, and the public trust doctrine. The Center also will coordinate with estuarine research reserves to identify and address the training needs of their communities in coastal decision making.
  - ❑ *Process Skills* training involves needs assessments, public participation, facilitation, and other communications-oriented skills development.
  - ❑ *Building the Nation's Future Coastal Resource Managers.* The Center will contribute to the development of future managers by placing six advanced-degree graduates with state coastal programs to conduct technical work under the Coastal Management Fellowship program. The Center also will manage the Pacific Islands Assistantship program.
  - ❑ *Marine Protected Areas.* In partnership with the Department of Interior, NOS is working to meet the needs of the nation's marine protected areas. A national Marine Protected Areas (MPA) Center was established in NOAA in FY 2001 to provide science, tools, training, and strategies to help build a system of MPAs. The Center was designated the MPA Training and Technical Assistance Institute. The Institute will focus first on strengthening the network of training and technical assistance that already exists by identifying needs and current providers. The Institute will then build on existing knowledge and skills to bring these services to the MPA community.
2. *Regional Presence.* The Center will work with multiple partners to improve regional and interagency coordination, outreach, and the delivery of NOAA services. Key geographies and efforts include the following:

- *Pacific Islands.* The Center will continue to lead an integrated NOS effort to provide training, data and information, and technical assistance to the State of Hawaii, American Samoa, Guam, and the Commonwealth of the Northern Mariana Islands. The Pacific Services Center, located in Hawaii, has been established and is directed by a small staff from NOS. A variety of NOS offices will be co-locating staff at the PSC to ensure that relevant products, services, and resources are delivered effectively to Island populations. Key activities include information exchange and partnership development; conducting needs assessments; building GIS and GPS capabilities in the areas of personnel, training, equipment, software, data, and applications; training partners in a variety of technical and process skills; hazards mitigation planning; and promoting safe navigation. An island assistantship program, modeled after the CSC Coastal Management Fellowship Program, will match advanced degree students with island coastal zone management programs that have specific policy or technical needs.
- *Pacific Coast.* In collaboration with the Office of Response and Restoration (ORR), the Center will provide a final year of support for regional integration of NOS activities in San Francisco, Oregon, and Washington. The Center will support ORR and the Bay Conservation and Development Commission (BCDC) in reconvening the San Francisco Airport peer review panel. The Center will maintain support for a specialist with BCDC to assist with the implementation of sustainable development initiatives along the Pacific coast and nationally. The Center will continue its collaboration with the NMFS Northwest Fisheries Science Center (NWFSC) to help this organization build a clearinghouse and information infrastructure for salmon recovery and conservation. In FY 2002, the Center will place the second of two technical specialists with the NWFSC. The Center also is working with an external grant recipient and the NMFS southwest regional office to develop an information system for salmon recovery and conservation in central California, and with the Northwest Indian College to create an ecological characterization of the northern region of Puget Sound, Washington.
- *Gulf of Mexico.* The Center will support efforts to build on the NOAA presence in the northern Gulf states, enhance interactions between NOS, NMFS, and NESDIS in this region, and strengthen ties with federal and state agencies and other interests, including the University of Louisiana at Lafayette. Priorities include demonstrating an integrated topography-bathymetry model; coordinating with Louisiana on activities to address loss of marsh habitat; assisting ORR with the implementation of the Coastal Restoration and Enhancement through Science and Technology (CREST) program, a new university-based consortium for habitat restoration science and technology; supporting the National Geodetic Survey with the coordination of positioning work in the region; and coordinating with NMFS offices and local interests on the development of information and outreach products for community-based restoration opportunities.
- *Great Lakes.* The Center will invest substantially in the Great Lakes region. The Great Lakes environmental characterization project will be the Center's eighth characterization project, and the sixth to use a competitive broad area announcement process for choosing the cooperator and the location. More than one award may result from this announcement. The Center also is working with the private sector to create land cover

and land cover change image data for the Great Lakes region. Using government-provided Landsat imagery, land cover and change classification shall be conducted on a state-by-state basis for the coastal drainage areas and coastal counties of the region, with the exception of Michigan, which is being done independently.

3. *Public-Private Sector Partnerships in Coastal Remote Sensing.* During FY 2001, the Center worked to strengthen its relationships with the private sector, particularly through an emphasis on the outsourcing of remote sensing data development. Remote sensing products can provide substantial amounts of information to coastal managers, but these products are underutilized. Stumbling blocks for coastal managers include insufficient knowledge of product availability and insufficient resources to obtain products. In FY 2002, the Center will increase outsourcing of data acquisition and processing as a mechanism to provide coastal managers access to important remote sensing products. Efforts will continue to focus on land cover, topography, and benthic habitat to evaluate coastal change. In addition, the Center is developing a future framework for commercial partnering, and is enhancing its organizational understanding of other federal remote sensing commercialization programs.
4. *Issue-Based Characterization.* The information, methods, and technologies needed to perform comprehensive watershed analyses, to produce and use benthic mapping for managing coastal resources, and to address issues such as non-point source pollution and dredged material management are evolving rapidly. In this activity, the Center will work closely with coastal resource managers to develop a resource that provides the information and tools needed to implement best management practices, focusing on an issue selected by the managers. Issue-based characterizations developed by the Center include an inventory of practices and approaches used to address the focal issue within a broad geographic region, descriptions and pointers to relevant data and tools, and case studies. These projects complement the environmental characterizations developed by the Center and its partners by focusing regionally significant issues. The first issue-based characterization, funded in FY 2001, addresses the socioeconomic, institutional framework, and environmental impacts of beach nourishment.
5. *Coastal National Spatial Data Infrastructure (NSDI).* A primary aim of the Center is to help build customer's capacities to use geospatial data. During FY 2002, the Center will support numerous activities to further this aim, including:
  - Partnering with the State of Alaska on the development of an information system to provide access to ocean, coastal, and watershed information for Alaska. This proposed GIS-based application is modeled after the Ocean Planning Information System (OPIS), developed by the Center and its partners for the southeastern U.S. The Alaska system will provide increased access to information for various stakeholders, including state, local, and tribal agencies, policy makers, non-governmental organizations, and the public.
  - Serving as an FGDC clearinghouse gateway and node; managing the Coastal Information Directory, an on-line single query point to help users find coastal information; and completing the processing of the Coastal Zone Information Collection by providing on-line access to over 5,000 publications.

- ❑ Working with the National Marine Sanctuary program to establish accurate digital boundary depictions and tools to enhance GIS capabilities in sanctuaries, providing GIS support to the South Atlantic Fishery Management Council's MPA siting process, and designing a Performance Indicators Visualization and Outreach Tool (PIVOT) interactive tutorial product to enable National Estuary Program sites to create their own PIVOT Web modules.
- ❑ Supporting the Southeast coast and ocean margin (SEACOM) program through the development of a GIS with initial focus on the Oculina Banks, Gray's Reef, and Charleston Bump complex, and a Web page to serve as a clearinghouse for information and data.
- ❑ Providing grant funds for projects that conduct new acquisition of bathymetric data and supporting documentation in U.S. coastal waters, specifically to foster the development of high quality, accurate digital data for use in a GIS.
- ❑ Coordinating with NESDIS and the National Coastal Data Development Center (NCDDC) on multiple activities including the development of a coastal risk atlas; Coastal Global Ocean Observing System (C-GOOS) data standards and documentation, development applications, and dissemination; and advisory assistance to a fisheries data management partnership team also involving NMFS. In contributing to C-GOOS, the Center will maintain and update existing databases and Web sites for: U.S. coastal observing systems; in-situ instrumentation, platforms, and communications for coastal monitoring; and the environmental monitoring technologies test-site locator. These databases will be transferred to the university-based Alliance for Coastal Technologies (ACT), which was begun in FY 2001 as a collaborative endeavor of the Center and the Chesapeake Biological Laboratory (CBL) in Solomons, Maryland. ACT has developed into a consortium of research institutions, including the Gulf of Maine Ocean Observing System, Moss Landing Marine Laboratory, the Monterey Bay Aquarium Research Institute, the Skidaway Institute of Oceanography, the University of Maryland Center for Environmental Science, and the University of South Florida. ACT's mission is to help coastal managers and scientists, and marine-based industries gain access to performance information on hardware, data systems, and information products for monitoring of coastal waters. The Center will also work with the Cooperative Institute for Coastal and Estuarine Environmental Technologies (CICEET) and ACT to develop a technology demonstration and verification capability at CICEET.

Through these and other efforts, the Center and its partners are advancing Digital Coast, an integration, standardization, and data access initiative that provides organized, seamless, digital spatial data for the coastal resource management and navigational communities. This initiative is a foundational element for NOAA's implementation of the coastal NSDI. The Center and NOS are contracting with the National Research Council to conduct a study that will identify national needs for geospatial information in the coastal zone. Based on a review of federal and state efforts in this area, the study will identify ways to overcome barriers to

the effective collection, management, and dissemination of such information to the user community.

6. Coastal Storms Initiative (CSI) and Florida Pilot Project – St. Johns River Area. Recent estimates for national disaster losses are between \$10 and \$50 billion per year, with an average cost of \$50 million per event. Seventy-one percent of disaster losses occur in coastal states or territories. Much of this damage occurs in inland areas adjacent to the coast. The Center serves as the co-lead for the overall Coastal Storms Initiative implementation across NOAA. In addition, the Center has the topical project lead on three of the nine initial activities in the St. Johns Water Management District pilot project. In order to accomplish meaningful progress in reducing the impacts of coastal storms, this program must first provide observation-to-user capabilities and address immediate needs in this first location. The framework NOAA and its partners will use to address watershed impacts from coastal storms incorporates a range of products and services that will be integrated to meet the goal of the CSI. The framework will:

- collect and archive observations and other data;
- integrate disparate data and develop an increased understanding of coastal processes and impacts;
- predict environmental conditions and impacts;
- disseminate environmental data, warnings, forecasts, research results, and other information;
- provide end-user decision support tools for the application of data, information and forecasting, and a resource for planning, design and implementation of regional efforts;
- conduct outreach and extension with the coastal communities that are potentially impacted; and
- provide communities and governmental partners with capacity-building training to address their decision needs.

The Center will provide the project leadership for a risk and vulnerability decision-support tool, which includes the development of a community involvement process and capacity building training. The hazards tool will incorporate trajectory model forecast results and ALOHA airborne pollutant model results to enable users to assess the consequences of storm-related hazardous materials releases on critical facilities. These efforts, in combination with the other NOAA coastal storms pilot projects, will build upon existing capabilities and enhance efforts to provide coastal resource managers, emergency managers, and marine transportation system users with the data and tools needed to mitigate hazards, sustain the environmental health of coastal communities and resources, and safely maximize commercial shipping.

7. Customer Assessment. The Center will undertake a number of customer assessment projects in FY 2002 to better understand the diverse customer base, their technical needs and priority management issues, and their capacity for addressing these issues. These projects include:

- Conducting the triennial customer management survey. This Office of Management and Budget-approved survey will be distributed in the summer of 2002 to several hundred

coastal resource managers across the U.S. Answers to questions will identify customer skills and abilities, technical needs and capabilities, and management priorities.

- ❑ *Facilitating a seminar series.* These seminars will provide an opportunity for Center staff to learn about specific coastal natural resource management issues and approaches directly from coastal management practitioners and academicians.
  - ❑ *Coordinating regional meetings of state coastal managers in partnership with NOS' Office of Ocean and Coastal Resource Management.* These meetings provide an opportunity for coastal managers within a region to share experiences, success stories, and lessons learned with each other. Information obtained from these meetings contributes to the Center's overall customer assessment.
8. *Smart Coastal Growth.* The Center will continue its smart growth partnership activities in coordination with the Environmental Protection Agency (EPA), other NOAA offices, and coastal partners. Activities involve:
- ❑ Developing and enhancing Web sites for information and technical assistance, including: 1) a site to provide links to tools, approaches, how-to manuals, and other descriptive information that can be examined by coastal management issue or technique type; 2) a site that documents the historical use of needs assessments in coastal management and a collection of instruments and results for actual needs assessments that have been conducted; 3) a site that provides tools and tips for volunteer coordinators; 4) a site that consolidates smart growth techniques and offers guidelines for coastal development; 5) a site that provides basic information and case studies on integrating the human dimension into coastal management; and 6) a site that provides tools, techniques, and case studies for managing coastal recreation and tourism.
  - ❑ Partnering with the North Carolina Sea Grant program to compile and analyze the social and environmental data to describe and understand socioeconomic, demographic, and environmental change in coastal North Carolina.
  - ❑ Providing special project grants to the coastal management community. In FY 2002, proposals related to human use of coastal resources or growth management of coastal areas will be accepted.
  - ❑ Continuing to publish the award-winning *Coastal Services* magazine. *Coastal Services* is a bi-monthly magazine that serves as a trade publication for the nation's coastal resource managers. The magazine helps coastal managers trade information about their programs and issues, and keeps readers informed of new products, services, and initiatives from the Center and NOAA.



## MAJOR EVENTS

- *Shoreline Change Conference.* A shoreline change workshop sponsored by NOAA and FEMA will be held at the Center on May 7–9, 2002. The audience will consist of 50 users of topographic sheet data for shoreline change studies and other applications from governmental agencies, academia, and the private sector. Participants will explore the strengths and weaknesses, and current and future applications of the technologies, data, and methodologies used to determine shoreline change.
  
- *Distributed Oceanographic Data Systems National Workshop.* The Center will provide meeting support for the national workshop on the Distributed Oceanographic Data System (DODS) developed by the University of Rhode Island. The workshop will be held in Washington, D.C., in April of 2002 for about 50 participants. As part of the second year of a three-year effort, regional representatives will review, evaluate, and make recommendations on the development of a framework. This system will link data providers and users in the science community with data providers and users in the GIS community. Results of this workshop will be used to direct activities in year three of the project.

## PLANNED ACCOMPLISHMENTS (MILESTONES)

The program information table of the FY 2002 Annual Operating Plan is the result of a systematic planning process. The Center is committed to meeting its mission while also aiding NOS and NOAA in meeting their missions. Through interacting with other offices within NOAA, the Center is able to more effectively deliver services to the coastal management community. Objectives and performance measures are integral components of the NOAA long-term strategic goals to Sustain Healthy Coasts (SHC) and Promote Safe Navigation (PSN). The following milestones represent significant work outputs in support of SHC and PSN goals and objectives, and are derived from both NOAA implementation plans and the Center's more detailed internal planning process. Each milestone lists the corresponding Center service and program area, key NOAA partner(s), and target completion date. All milestones are assumed to be Center-level unless specifically noted as SHC-level or NOS-level (in bold and parenthesis). All acronyms are defined at the end of this document.

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
<b>SHC Objective 1 – Protect, Conserve, and Restore Coastal Habitats and Their Biodiversity</b>				
Performance Measure SHC 1.6 - Number of environmental technologies and tools developed that enhance monitoring, assessment, management, and restoration of coastal habitats.				
1.3.1.13 Deliver islands datum transform tool(s) for Guam, American Samoa, and the Northern Marianas <b>(NOS)</b>	CIS	CRS		1
1.3.1.13 Publicly release NOAA chart reprojector upgrade with graphical user interface (version 2.0)	CIS	CRS		1
1.6.1.11 Complete and deliver benthic habitat map of Apalachicola Bay	CIS	LCR	NOS - OCRM	1
1.6.1.17 Develop detailed task plan for North Puget Sound ecological characterization	CIS	LCR	NMFS	1
1.3.1.2 Conduct a joint evaluation of a prototype phytoplankton model for New Jersey coastal waters with the New Jersey Department of Environmental Protection	CIS	CRS		2
1.6.1.2 Complete guidelines and lessons learned from past environmental characterizations	CIS	LCR		2
1.6.1.10 Distribute Rookery Bay/Belle Meade, FL characterization CD-ROMs	CIS	LCR		2
1.6.1.13 Web site developed for coordination and agency input to the central California coast recovery planning tool	CIS	LCR	NMFS	2
5.1.0.1 Support development of a technical document describing how to establish and link tidal and terrestrial elevations for wetland restoration	DO	DO Ops	NOS - ORR	2
5.3.0.2 Complete organization of management structure and initiate collaboration with Alliance for Coastal Technologies stakeholders	DO	DO Ops		2

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 1.6 – Number of environmental technologies and tools developed that enhance monitoring, assessment, management, and restoration of coastal habitats.				
5.6.0.5 Support development of documentation of planning and policies of CREST for projects and operations	DO	Gulf Coast Support	NOS - ORR	2
5.3.0.7 Deliver strategic plan for Southeast coast and ocean margin (SEACOM) program	DO	DO Ops	NOS	3
1.3.1.11 Complete Long Island, NY 2001 benthic (SAV) baseline/change data set	CIS	CRS		3
1.3.1.18 Validate and verify Willapa Bay, Washington topographic data provided by contractor	CIS	CRS		3
1.6.1.15 Draft of beach nourishment issues characterization available on the Internet	CIS	LCR		3
1.6.1.16 Education-oriented Web site for SC Department of Natural Resource's partners that describes oyster restoration and monitoring data	CIS	LCR	NMFS	3
1.6.1.18 Award contract for issue-based characterization	CIS	LCR		3
1.3.1.18 Contract with private industry to process land cover data products from Landsat imagery for coastal areas of the U.S. <b>(NOS)</b>	CIS	CRS		4
1.3.1.18 Contract with private industry to process topographic data products for coastal areas of the U.S. <b>(NOS)</b>	CIS	CRS		4
1.6.1.12 Complete environmental characterization of Rhode Island <b>(SHC)</b>	CIS	LCR	NMFS	4
1.6.1.15 Deliver final Web site with reviews of economics, engineering, and impacts of beach nourishment <b>(NOS)</b>	CIS	LCR		4
5.3.0.2 Plan and implement a pilot technology verification testing trial to evaluate and refine the Alliance for Coastal Technologies verification process <b>(NOS)</b>	DO	DO Ops		4
5.6.0.3 Develop grant documentation on use of funds and outcomes by Louisiana for brown marsh monitoring <b>(NOS)</b>	DO	Gulf Coast Support		4
1.3.1.2 Deliver data to New Jersey containing quality-controlled, aircraft-based water quality data	CIS	CRS		4
5.3.0.2 Develop policies and protocols for technology verification testing, execution, and quality assurance	DO	DO Ops		4
5.3.0.2 Convene a workshop for users of Alliance for Coastal Technologies (ACT) services to educate them about ACT, the technology verification process, and how it can assist in facilitating the acceptance of new technologies	DO	DO Ops		4
5.3.0.7 Spatial data layers developed for pilot areas in South Atlantic Bight: Oculina Bank; Grays Reef; Charleston Bump	DO	DO Ops	NOS - NMS, OCS OAR	4
1.6.1.11 Final report, maps, and GIS data for benthic habitat in the Wells Reserve	CIS	LCR	NOS - OCRM	4

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 1.6 – Number of environmental technologies and tools developed that enhance monitoring, assessment, management, and restoration of coastal habitats.				
1.6.1.2 Develop decision support tool for the Southern California wetlands recovery project	CIS	LCR		4
1.6.1.19 Award grants for Great Lakes characterizations	CIS	LCR		4
5.3.0.4 Design prototype information tool for habitat mitigation compliance monitoring	DO	DO Ops		4
<b>SHC Objective 3 - Foster Well-planned and Revitalized Coastal Communities that are Compatible with the Natural Environment, Minimize the Risks from Natural Hazards, and Provide Access to Coastal Resources for the Public's Use and Enjoyment</b>				
Performance Measure 3.1 - Cumulative percent of shoreline and inland areas with improved ability to identify severity of coastal hazards				
5.10.0.2 Needs and opportunities analysis: detailed review of existing policies and procedures pertaining to hazard identification and mitigation; and assessment of the quality of the hazards-related information base	DO	PSC		1
1.5.4.8 Work with National Coastal Data Development Center to develop the final coastal risk atlas – Mississippi and Florida pilot <b>(NOS)</b>	CIS	I&D	NESDIS NWS	4
1.5.4.8 Determine feasibility of proceeding to phase 2 of the Coastal Risk Atlas	CIS	I&D	NESDIS	4
1.5.1.5 Provide quality assured t-sheet data to National Geodetic Survey for inclusion in the NOAA Shoreline Explorer Internet site	CIS	I&D	NOS - NGS NESDIS	4
Performance Measure SHC 3.2 - Number of improved information management tools developed to assist coastal hazard mitigation				
1.5.4.1 Deliver paper on the Community Vulnerability Assessment Tool and its applications	CIS	I&D		1
5.2.0.11 Distribute the final Heinz Center report with recommendations for reducing the public health and safety impacts from coastal hazards <b>(SHC)</b>	CMS	CMS Ops		2
1.3.1.13 Publicly release NOAA Chartviewer upgrade compatible with ArcGIS 8.x <b>(NOS)</b>	CIS	CRS		2
1.5.4.1 Provide GIS and technical assistance to the Coastal Georgia Redevelopment Center on their FEMA/NADOflood map modernization project	CIS	I&D		2
1.5.4.1 Co-host a hazard risk and vulnerability assessment workshop with the Winyah Bay-North Inlet and Ace Basin NERRs	CIS	I&D		2
1.5.4.1 Provide support to the planning committee for the Solutions to Coastal Disasters Conference	CIS	I&D		2

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.2 – Number of improved information management tools developed to assist coastal hazard mitigation				
5.3.0.5 Design and develop prototype risk assessment tool for storm surge effects and related inland flooding	DO	DO Ops	NWS	2
1.5.4.8 In partnership with the NWS National Hurricane Center (NHC) develop an on-line mapping and analysis tool to display the NHC's historical tropical cyclone best tracks dataset <b>(NOS)</b>	CIS	I&D	NWS	3
5.3.0.5 Field test prototype risk assessment tool for storm surge effects and related inland flooding <b>(NOS)</b>	DO	DO Ops	NWS	3
1.3.1.18 Deliver high-resolution topography data of Willapa Bay to Washington State Department of Natural Resources <b>(SHC)</b>	CIS	CRS		4
1.5.1.5 Host a shoreline change workshop in Charleston for users of t-sheet data for shoreline change studies and other applications <b>(NOS)</b>	CIS	I&D		4
1.5.4.12 Work with the USGS Center for Science Policy to complete Phase 1 development of the hazard mitigation decision support tool <b>(NOS)</b>	CIS	I&D		4
1.5.4.14 Develop a Web site and draft Internet mapping application for the Coastal Storms Initiative, Florida pilot - risk and vulnerability assessment project <b>(NOS)</b>	CIS	I&D	NOS - ORR	4
1.5.4.1 Edit a special edition of the <i>Natural Hazards Review</i> dedicated to hazard risk and vulnerability assessment <b>(NOS)</b>	CIS	I&D		4
1.5.1.16 Meet all requirements of HPCC grant and project proposal for the Geographic Data Servers for Wireless Clients project	CIS	I&D	HPCC	4
1.5.4.1 Participate in the NOS all hazards response team to finalize the draft NOS response plan and provide assistance as needed during incidents	CIS	I&D	NOS	4
1.5.4.1 Provide guidance and GIS support for the NWS/USGS Flood Warning System in North Carolina	CIS	I&D	NWS	4
1.5.4.1 Provide assistance and review the NWS Advanced Hydrologic Prediction Systems	CIS	I&D	NWS	4
1.5.4.1 Conduct conference presentations (4) on coastal hazards projects	CIS	I&D		4
1.5.4.1 Provide GIS and technical assistance to the Coastal Georgia Redevelopment Center on their FEMA/NADO Flood Map Modernization Project	CIS	I&D		4
1.5.4.12 Evaluate the potential for proceeding to phase 2 of the Hazard Mitigation Decision Support Tool project based on progress of phase 1	CIS	I&D		4

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 – Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
5.3.0.7 Coordinate Charleston-area support for NOAA Ocean Exploration Days <b>(NOS)</b>	DO	DO Ops	NOS - NMS SPO OAR	1
1.5.1.7 Finalize geodetic reference frame for the Pacific Islands and ensure transformation parameters are available in commercial GIS software <b>(NOS)</b>	CIS	I&D	NOS - NGS	1
1.5.1.7 Joint with 2.1.3.12 - Place Pacific Islands GIS assistants in the Commonwealth of Northern Marianas Islands, Guam, American Samoa, and Hawaii <b>(NOS)</b>	CIS	I&D/ Outreach	NOS - OCRM	1
1.5.2.3 Develop Internet site for the Federal Geographic Data Committee (FGDC) Marine Boundary Working Group to support the group in its efforts to develop an offshore marine cadastre <b>(NOS)</b>	CIS	I&D	NOS - OCS	1
2.1.3.12 Joint with 1.5.1.7 - Pacific Island Assistantship: Assistants begin <b>(NOS)</b>	CMS	Outreach/ I&D	NOS - OCRM	1
2.2.0.7 Provide assistance in compiling materials and negotiating contracts such as catering and hotel lodging for the NEMO U2 Meeting; provide on site assistance in conference coordination, evaluations, room set up and A/V support <b>(NOS)</b>	CMS	CLS	OAR	1
2.2.0.8 Finalize plans and logistics for the NOAA SES New Century training including finalizing and distributing agenda and materials, and on site management of meeting and A/V services <b>(NOS)</b>	CMS	CLS	NOS	1
1.0.1.1 Develop a shared-personnel relationship with the National Weather Service and place a person at the Center	CIS	CIS Ops	NWS	1
1.3.1.10 Descriptive and tabular land cover and change summaries completed for each C-CAP data set	CIS	CRS		1
1.3.1.18 Develop statement of work for land cover change solicitation for quarter 2 announcement	CIS	CRS		1
1.4.1.7 Participate with NESDIS/NCDDC on advisory team for fisheries data management partnership with NMFS	CIS	IR	NESDIS NMFS	1
1.5.1.1 Develop update and maintenance plan for the Ocean Planning Information System (OPIS) Web site	CIS	I&D		1
1.5.1.10 Develop draft project implementation plan in partnership with State of Alaska agencies for Alaskan planning information system	CIS	I&D		1
1.5.2.10 Oversee the completion of spatial data layers for the Aquaculture GIS project	CIS	I&D	NOS - NCCOS	1
1.5.2.10 Complete final work on coral reef CD-ROM with the NOS Biogeography Program	CIS	I&D		1
1.5.2.21 Develop plan for coordination between the NMFS North West Fisheries Science Center and CSC	CIS	I&D	NMFS	1

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 – Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
1.5.2.9 Create a schedule for programming enhancements to the MIS	CIS	I&D		1
1.5.3.7 Provide recommendation regarding the feasibility of conducting GIS training in Silver Spring NOS facilities	CIS	I&D		1
2.1.1.1 Select state agency projects for NOAA Coastal Management Fellowship program	CMS	Outreach	NOS - OCRM OAR	1
2.2.0.24 Implement workshop: How to Conduct a Training Needs Assessment	CMS	CLS		1
5.10.0.4 Sign off on initial draft of a Pacific Islands information needs assessment by Pacific Islands coastal managers	DO	PSC		1
5.6.0.6 Prepare Louisiana topography-bathymetry demonstration product for work group review and comment	DO	Gulf Coast Support	NOS - OCS	1
1.4.1.2 All Coastal Zone Information Center documents that have been scanned are available on-line <b>(NOS)</b>	CIS	IR		2
1.5.2.9 Complete National Marine Sanctuary volunteer database Internet application <b>(NOS)</b>	CIS	I&D	NOS - NMS	2
1.5.3.7 Participate in GIS Day 2001 activities with local Charleston-area educational institutions <b>(NOS)</b>	CIS	I&D		2
2.2.0.34 Complete phase I of needs assessment targeting both on-site and off-site MPA managers and staff <b>(NOS)</b>	CMS	CLS		2
1.3.1.5 Improvements to harmful algal bloom (HAB) bulletin	CIS	CRS	NESDIS NOS - NCCOS	2
1.3.1.10 Produce Hawaii land cover map	CIS	CRS		2
1.3.1.10 Web page on-line detailing Hawaii land cover project and providing on-line access to Hawaii data	CIS	CRS		2
1.3.1.18 Develop statement of work for land cover change, topographic mapping, and benthic mapping solicitation	CIS	CRS		2
1.5.3.7 Develop summary report and potential recommendations for future GIS training efforts based on FY 1998 – FY 2001 training course evaluations	CIS	I&D		2
1.5.1.7 Assess advanced training needs and develop plan to deliver advanced GIS, metadata, remote sensing using IKONOS, and coral mapping for Pacific Islands	CIS	I&D		2
1.5.1.9 Develop revised project implementation plan based on outcomes of research and investigation into the use of spatial data systems for coastal permitting activities	CIS	I&D		2
1.5.1.11 Provide technical assistance to the South Atlantic Fisheries Management Council's marine protected area siting process	CIS	I&D		2



Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
1.5.1.11 Coordinate with staff from Coastal Learning Services on needs assessment and potential hiring of additional MPA project staff	CIS	I&D		2
1.5.2.21 Successfully assist in the recruitment and placement of second federal FTE at the NMFS Northwest Fisheries Science Center	CIS	I&D	NMFS	2
1.5.2.3 Develop FY 2002 action plan for the Marine and Coastal Spatial Data subcommittee	CIS	I&D	NOS	2
1.5.2.3 Develop outreach strategy for the Marine Boundary Working Group	CIS	I&D	NOS - OCS	2
1.5.2.3 Develop work plans for FY 2002 FGDC support and submit to FGDC	CIS	I&D		2
1.5.3.7 Develop recommendation report on potential changes to Center GIS training courses	CIS	I&D		2
1.5.4.1 Work with Coastal Learning Services to support the development of a training course entitled "The Coastal Zone Management Role in Managing Hazards" to be given at the Solutions to Coastal Disasters Conference	CIS	I&D		2
1.5.4.1 Participate in an American Public Works Association on-line Web-cast training program by giving a presentation on the Community Vulnerability Assessment Tool	CIS	I&D		2
2.1.1.1 Solicit, review, and select NOAA Coastal Management Fellow finalists	CMS	Outreach	NOS - OCRM OAR	2
2.1.3.18 Sponsor New Partners for Smart Growth Conference with other smart growth network partners, and coordinate coastal sessions at conference	CMS	Outreach		2
2.2.0.33 Determination of goals and objectives for Coastal Zone '03 conference in coordination with partners	CMS	CLS	NOAA	2
2.2.0.33 Completion of site selection and contract negotiation and processing for Coastal Zone '03 conference	CMS	CLS		2
2.2.0.34 Identify and hire staff to assist with technical tool production, training, and coordination function for the Center	CMS	CLS		2
2.2.0.8 Management of state coastal programs' SE regional meeting to include compilation of final materials, on site management of meeting and registration, and compilation of evaluations and final reports to planning committee	CMS	CLS	NOS - OCRM	2
2.4.0.2 Establish overall Coastal Storms Initiative Florida pilot coordinator position with Florida Sea Grant	CMS	CMS Ops		2
4.6.0.5 Select design plan for Center facilities expansion	RMS	Infra-structure	EASC	2
5.3.0.3 Create an integration strategy for NOAA supported programs at the University of New Hampshire	DO	DO Ops	NOS	2



Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
5.10.0.1 Expand Pacific Services Center through increased office space, equipment, and personnel for effective support to the Pacific Island region	DO	PSC	NOS	2
5.6.0.2 Support NGS development of a plan for potential expansion of the cooperative continuously operating reference station (CORS) network in northern Louisiana	DO	Gulf Coast Support	NOS - NGS	2
1.4.1.1 In partnership with the FGDC, present a workshop on best metadata practices to a group of Native Americans <b>(NOS)</b>	CIS	IR		3
2.1.1.1 Coordinate the NOAA Coastal Management Fellowship matching workshop and match fellows with projects <b>(NOS)</b>	CMS	Outreach	NOS - OCRM	3
2.1.2.8 Customer assessment: administer the Center's triennial customer survey <b>(NOS)</b>	CMS	Outreach		3
2.1.3.6 Techniques site: recreation and tourism, and working waterfronts Web sites completed <b>(NOS)</b>	CMS	Outreach	NOS - OCRM	3
2.2.0.8 Management of distributed oceanographic data system workshop to include on site management of workshop, compilation of final materials, completion of travel logistics, and compilation of evaluations and final reports to planning committee <b>(NOS)</b>	CMS	CLS		3
1.3.1.18 Completion of operational plans for selecting, initiating, conducting quality assurance checks, and validating results of coastal land cover analysis, benthic habitat mapping, and topographic change mapping	CIS	CRS		3
1.5.1.4 Conduct 3-day GIS workshop with National Marine Sanctuary staff on new GIS technologies, remote sensing introductory training, and a GIS Doctor's Office	CIS	I&D	NOS - NMS	3
1.5.2.15 Complete review of broad area announcement (BAA) proposals and forward Center recommendations for funding to NOAA Grants Management Division	CIS	I&D		3
1.5.2.9 Complete MIS enhancements for use in FY 2003 planning process	CIS	I&D		3
1.5.4.10 Deliver lessons learned document from external user review workshop of PIVOT tutorial including user review comments and information gathered from the workshop	CIS	I&D		3
2.1.2.2 Award FY 2002 broad area announcement (BAA) special project grant proposals	CMS	Outreach	NOS - OCRM	3
2.1.3.12 Pacific Island Assistantship: year 2 funding to the ECO cooperative agreement	CMS	Outreach		3
2.2.0.6 Provide lodging recommendations, compile training materials and contract caterer for metadata training	CMS	CLS		3

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
2.2.07 Provide assistance in compiling materials, contracting catering services, and negotiating lodging rooms and meeting room rental for fellowship matching workshop; provide on site management of A/V services and meeting production	CMS	CLS		3
2.2.0.12 In coordination with CIS, select presentations and posters, and distribute acceptance letters for GeoTools '03 conference	CMS	CLS		3
2.2.0.17 Pilot 40 hours of Coastal Management for Practitioners course including all three topic areas	CMS	CLS		3
2.2.0.29 Assist with the design and development of an Introduction to Remote Sensing workshop	CMS	CLS		3
2.2.0.32 Deliver facilitation and process training a minimum of three times in FY 2002	CMS	CLS		3
5.3.0.2 Complete an annual progress report of all pilot technology projects and linkages	DO	DO Ops		3
5.10.0.2 Develop detailed strategies and work programs for Pacific Services Center local implementation that link people, information, and technology; strategies and work programs based on information obtained from needs and opportunities analysis	DO	PSC	NOS	3
5.10.0.4 Completed inventory of existing and previous 2-3 years work in Pacific islands, and identification of FY 2001 and FY 2002 activities	DO	PSC	NOS	3
5.10.0.4 Adoption of MOU with the Pacific Disaster Center (PDC) to develop a spatial information technology program for Pacific island coastal zone management agencies and emergency planning officials	DO	PSC		3
5.6.0.7 Improve network for communication and service delivery from NOAA to the northern Gulf states port and waterway operators	DO	Gulf Coast Support	NOS - OCS	3
1.5.1.7 Develop Pacific Island GIS mapping activities Web site <b>(SHC)</b>	CIS	I&D		4
1.5.3.7 Joint with 2.2.0.6 – Deliver at a minimum six 4-day ArcView GIS classes; the classes combine 2 days of beginner and 2 days of intermediate ArcView instruction <b>(SHC)</b>	CIS	I&D/CLS		4
2.1.1.1 Coordinate operation and expand range of the Coastal Management Fellowship program to provide technical assistance, education, and training opportunities in coastal resource management <b>(SHC)</b>	CMS	Outreach	NOS - OCRM OAR	4
1.3.1.5 Submit for Publication a paper on Harmful Algal Bloom (HAB) efforts <b>(NOS)</b>	CIS	CRS	NESDIS NOS - NCCOS	4

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
1.5.1.11 Complete initial National Marine Sanctuary boundaries and metadata <b>(NOS)</b>	CIS	I&D	NOS - NMS	4
1.5.1.4 Conduct National Marine Sanctuary GIS training week to include ArcView, metadata and GPS training <b>(NOS)</b>	CIS	I&D	NOS - NMS	4
1.5.4.10 Final performance indicators visualization and outreach tool (PIVOT) interactive tutorial product designed to allow National Estuary Program (NEP) sites to create their own PIVOT Web modules <b>(NOS)</b>	CIS	I&D		4
2.2.0.17 Implement full Coastal Management for Practitioners course (40 hours of training) <b>(NOS)</b>	CMS	CLS		4
2.2.0.24 Provide training for marine educators in coordination with the annual National Marine Educators Association meeting <b>(NOS)</b>	CMS	CLS		4
2.2.0.6 Work with CIS to support on-going outreach to the coastal resource management community by providing educational and informational products and services that extend remote sensing and GIS technology to the state and local managers <b>(NOS)</b>	CMS	CLS		4
2.3.0.4 Publish 6 issues of <i>Coastal Services</i> , a bimonthly trade publication for the nation's coastal resource managers <b>(NOS)</b>	CMS	Communications		4
4.6.0.5 Award construction contract for Center expansion <b>(NOS)</b>	RMS	Infrastructure	EASC	4
5.1.0.1 Organize and host a biannual NOS/NOAA coordination meeting in California, the Northwest, and Alaska to further coordination among NOS programs <b>(NOS)</b>	DO	DO Ops	NOS - ORR	4
1.0.1.1 Provide support and leadership with NOS programs, other NOAA agencies, and external NOAA committees such as CAC, FGDC, UCGIS, and NSGIC	CIS	CIS Ops	NWS NESDIS NMFS OAR	4
1.0.1.1 Coordinate planning for the Coastal GeoTools '03 conference	CIS	CIS Ops		4
1.3.1.10 All C-CAP data sets available through the Center Web site	CIS	CRS		4
1.3.1.13 Deliver two of the two-day remote sensing courses	CIS	CRS		4
1.4.1.1 Present two workshops on best metadata practices	CIS	IR		4
1.4.1.2 Ensure the FGDC clearinghouse gateway and node are up-to-date and operational throughout FY 2002	CIS	IR		4
1.4.1.2 Coordinate with the NESDIS/CIO office to keep NOAA server up to date with the Center's spatial data holdings	CIS	IR	NESDIS	4

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
1.4.1.7 Coordinate with NESDIS/NCDDC on Coastal Global Ocean Observing System data standards and documentation, development applications, and dissemination	CIS	IR	NESDIS	4
1.4.2.1 Create four state bibliographies from the library's collection and make them available in print and on the Web (one per quarter)	CIS	IR		4
1.4.2.1 Establish a special library collection of coastal surveys conducted by other organizations including a printed bibliography and listing on the Web	CIS	IR		4
1.5.1.1 Provide year end summary documentation of any outstanding issues, items modified or updated, and Web log results for the Ocean Planning Information System (OPIS) Internet site	CIS	I&D		4
1.5.1.11 Complete development of Marine Information System (MarIS) GIS application	CIS	I&D	NOS - NMS	4
1.5.1.11 Support National Marine Sanctuary Program joint California management plan review process through acquisition and development of geospatial data and tools	CIS	I&D	NOS - NMS	4
1.5.1.11 Host the Commission for Environmental Cooperation's Mapping Marine and Estuarine Ecosystems of North America workshop	CIS	I&D		4
1.5.1.5 Create edge-matched composite state shoreline files for most of the coastal U.S.	CIS	I&D	NOS - NGS NESDIS	4
1.5.2.15 Support the awarding of grant(s) and/or cooperative agreement(s) under the BAA to successful proposer(s)	CIS	I&D		4
1.5.2.19 Complete an inventory/report on I&D and CIS interagency agreements to evaluate their performance	CIS	I&D		4
1.5.2.3 Deliver annual report to FGDC	CIS	I&D		4
1.5.4.1 Work with the Organization of American States' Unit of Sustainable Development and Environment to organize the Vulnerability Assessment Techniques III workshop	CIS	I&D	NWS	4
2.1.2.8 Customer assessment: hold 4 coastal management and human dimension seminars at the Center in FY 2002	CMS	Outreach		4
2.1.3.20 NC change project: community case studies	CMS	Outreach		4
2.1.3.6 Techniques Site: Catalog of state publications completed and included in the Techniques web site	CMS	Outreach	NOS - OCRM	4
2.1.3.6 Techniques Web site: update as needed coastal techniques related Web sites including Volunteering for the Coast, Funding Opportunities, Human Dimensions, and Living on the Coast	CMS	Outreach		4

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
2.1.3.6 Techniques Web site: issue of CZM techniques newsletter e-mailed quarterly to clients via the CZM list serve and CSO fax	CMS	Outreach		4
2.2.0.29 Provide facilitation training for Center staff	CMS	CLS		4
2.2.0.33 Develop and distribute Call for Papers for CZ'03 conference	CMS	CLS	NOS	4
2.2.0.34 Initiate the design and development of training based on results of needs assessment	CMS	CLS		4
2.2.0.34 Bi-annual report documenting on-going Center projects including training and technical assistance related to MPA's	CMS	CLS		4
2.2.0.6 Assist with two remote sensing classes during FY 2002 that emphasize the use of remote sensing techniques for coastal management applications and strengthen the links between remote sensing and GIS	CMS	CLS		4
2.2.0.6 Joint with 1.5.3.7 - Work with I&D to deliver approximately four to six ArcView GIS classes to targeted partner agencies and groups during FY 2002 to increase awareness of GIS and information management issues within the greater coastal management community	CMS	CLS/I&D		4
5.2.0.18 Implement equipment hardware and software refreshments and upgrades	DO	DO DDF		4
5.2.0.19 Execute contract with the National Academy of Sciences for resource management studies	DO	DO DDF		4
5.3.0.2 Maintain, update, and transfer to the Alliance for Coastal Technologies the existing databases and Web sites for: U.S. coastal observing systems; in-situ instrumentation, platforms, and communications for coastal monitoring; and the environmental monitoring technologies test-site locator	DO	DO Ops	NOS - SPO	4
5.6.0.4 Status reports and a Web site locally created with community based restoration resources and information	DO	Gulf Coast Support	NMFS	4
5.6.0.4 Development of a documentation package for communities interested in restoration projects that provide funding options, resources, contacts, and fact sheets on projects and academic institutions that can provide support	DO	Gulf Coast Support	NMFS	4
5.6.0.6 Circulation of draft standards and protocols for topography-bathymetry demonstration project	DO	Gulf Coast Support	NOS - OCS	4
2.4 Conduct outreach meetings, public seminars, marketing, and public relations efforts <b>(SHC)</b>	CMS	CMS Ops		1 - 4
5.10.0.1 Develop joint positions and relationships with NOAA and NOS line offices in the Pacific island region for project development and implementation <b>(NOS)</b>	DO	PSC	NOS NWS OAR	1 - 4

Project Milestones and Deliverables	Service Area	Program Area	NOAA Partner	Quarter Due
Performance Measure SHC 3.3 - Number of activities conducted to provide a technically trained work force and environmentally informed citizenry				
2.2.0.34 Refer requests for MPA related training and technical assistance to most appropriate service provider	CMS	CLS		1 - 4
5.10.0.1 Establish network of relationships with the Pacific islands coastal programs at the federal, state, and local levels throughout the four island regions	DO	PSC		1 - 4
5.10.0.2 Provide end-user training and technical assistance to Pacific island clients for hazards mitigation	DO	PSC		1 - 4
Performance Measure SHC 3.4 - Number of coastal communities planning and implementing resource protection and community revitalization initiatives that enhance the local capacity to address impacts and pressures on coastal resources				
2.1.3.18 Prepare a resource document for the partners of the smart growth network, introducing NOAA and listing data, tools, publications resources, and expertise available <b>(NOS)</b>	CMS	Outreach	NOS - OCRM	1
2.4.0.2 Conduct state/regional scoping sessions to build capacity to conduct coastal storms impact work and broaden the regional benefits <b>(NOS)</b>	CMS	CMS Ops		4
5.1.0.1 Support the San Francisco airport peer review panel (NOAA Science Panel II) <b>(NOS)</b>	DO	DO Ops	NOS - ORR	4
5.10.0.3 Support the NOS Office of Response and Restoration in revision of the Pacific Islands area plan and constituent training on chemical or ecological threats <b>(NOS)</b>	DO	PSC	NOS - ORR	4
2.4.0.2 Establish network of extension and educational professionals to carry out dissemination of results of the Coastal Storms Initiative <b>(NOS)</b>	CMS	CMS Ops	NWS NOS OAR NMFS NESDIS	1 - 4
<b>PSN Objective 1 - Build, Maintain, and Deliver Nautical Charting Database</b>				
Performance Measure PSN 1.1 - Build, maintain, and update digital database in support of navigational products and services				
5.10.0.3 Support the NOS National Geodetic Survey to develop and implement a plan for improving positioning systems for the Pacific Islands <b>(NOS)</b>	DO	PSC	NOS - NGS	4
5.10.0.3 Support the NOS Office of Coast Survey to establish a network of relationships with the maritime community to identify needs for charting and bathymetry <b>(NOS)</b>	DO	PSC	NOS - OCS	1 - 4

## FISCAL YEAR 2002 BUDGET AND RESOURCE INFORMATION

The annual allocation of Center resources to projects and activities is determined by customer and partner needs, strategic objectives of the Center, NOAA, and the administration, and with guidance from the U.S. Congress. The majority of the Center's budget is apportioned as part of the National Ocean Service budget in the NOAA operations, research, and facilities appropriation. The Center acquires reimbursable funding from a variety of sources to conduct work. The Center's initial base budget for FY 2002 is \$18.0 million in direct funding. Changing priorities or unexpected events during the year may alter spending and project plans.

NOAA Coastal Services Center FY 2002 Base Budget (by service area and object class) \$ in 000					
	Resource Management Services	Coastal Management Services	Coastal Information Services	Director's Office	Total
Labor	741	1,029	2,015	576	4,361
Benefits	190	301	567	173	1,230
Travel	34	154	283	121	592
Trans	18	10		4	32
Rent, Utilities	234	8	2	41	285
Printing	5	61	54	0	120
Contracts	744	533	3,835	1,117	6,229
Supplies	118	34	225	21	398
Equipment		27	127	106	260
Grants		872	851	745	2,468
Subtotal PLAN	2,084	3,029	7,958	2,904	15,975
NOAA/NOS Assessment					1740
Rescission					285
<b>TOTAL PLAN</b>					<b>18,000</b>

This fiscal year the Congress has appropriated additional line item funding to support the Pacific Services Center, the Alliance for Coastal Technologies, Coastal Change Analysis, the Center's facility expansion, Marine Protected Areas Training and Technical Assistance, and the Coastal Storms Initiative. The estimated distribution of these funds is listed below.

<b>NOAA Coastal Services Center  FY 2002 Other Direct and Indirect Budget Resources  (by Program and Object Class)  \$ in 000</b>						
	Pacific Services Center	Alliance for Coastal Technologies	Coastal Change Analysis	Coastal Storms Initiative	MPA Training and Technical Assistance	Facilities Expansion
Labor	178				90	
Benefits	119					
Travel	50			49	25	
Trans	26					
Rent, Utilities	90					
Printing	5					
Contracts	955		1,900	174	565	
Supplies	70			15	5	
Equipment	25			15		
Grants	150	1,900		125		
Subtotal PLAN	1,668	1,900	1,900	378	685	
NOAA/NOS Assessment Rescission	82	100	100	20	20	
<b>TOTAL PLAN</b>	<b>1,750</b>	<b>2,000</b>	<b>2,000</b>	<b>398</b>	<b>705</b>	<b>4,000</b>



## MANAGEMENT INFORMATION

### MANAGEMENT ISSUES

Leadership and Transition. The Center's director is expected to continue in her capacity as acting assistant administrator for the National Ocean Service for an indefinite period of time. During the remainder of this assignment, the Center's management team must continue to provide quality services to both clients and employees.

NOS and NOAA Priorities. A number of program activities have been highlighted by the NOS acting assistant administrator, as well as by NOAA leadership, for priority advancement in FY 2002, including:

- Coastal Storms Initiative
- Pacific Services Center
- Digital Coast
- Coastal Global Ocean Observing System
- Marine Transportation System
- Marine Protected Areas and the Training and Technical Assistance Institute
- Southeast Coast and Ocean Margin Program
- Corals
- Oceans Commission
- Ecological Forecasting

These activities all require significant cross-organizational planning and coordination to determine appropriate roles and responsibilities, intended outcomes, and application of financial and human resources. In contributing to these activities, Center management and personnel must ensure that base programs and primary customers are not neglected.

National Weather Service Collaboration. One of the strengths of the Center over the past seven years is that our personnel represent many of the NOAA line offices. This sharing of personnel across the line offices is unique to the Center within all of NOAA. It has allowed the Center to work across the whole of the organization to deliver the very best information and technology to our target constituency. In FY 2002, the Center will develop such a relationship with the National Weather Service. Over the past several years, the Center has significantly grown the coastal hazards program, which, in addition to the Coastal Storms Initiative, will be a key point of intersection with the NWS. By working together with the NWS, the Center will be able to improve NOAA's product and service delivery to coastal communities.

Strategic Management. Key management issues that will affect the Center in FY 2002 are listed below. Each of these will require sustained attention by Center management and staff.

- *NOAA and NOS Strategic and Operational Planning:* NOAA and NOS have both stated a desire to revise long-range strategic plans and operational planning processes, and to improve the use of performance measurement in monitoring and assessing agency results.
- *Workforce Planning:* NOS offices will be involved in a systematic process to assess future workforce needs and develop strategies to meet these needs. Related issues such as the administration's desire to "rightsize" government, and the A-76 process for evaluating government positions and contracting commercial positions, also will require significant attention.
- *Survey:* The Center will conduct its third triennial customer survey. This survey will be distributed to several hundred coastal resource managers across the U.S. to identify customer skills and abilities, technical needs and capabilities, and management priorities. This activity requires extensive internal and external coordination and follow-through.
- *Evaluation:* The Center conducts multiple levels of review of processes, projects, and programs, and solicits customer feedback in numerous ways to ensure the impact and relevance of products and services. During FY 2002, the Center will work to improve evaluation processes.
- *NOS Coordination:* The Center expects to work with multiple NOS offices during FY 2002 to enhance mutual understanding and assess office needs and customers for the purpose of improving opportunities for collaboration. Initial discussions have taken place to hold coordination meetings with the Office of Coast Survey, the National Geodetic Survey, the Center for Operational Oceanographic Products and Services, the Office of Ocean and Coastal Resource Management, and the Special Projects Office.

Customer Service Training. A cornerstone of the Center is the orientation to clients, but not all Center employees are well versed in what it means to be a customer-oriented organization. During FY 2002, the Center will develop a strategy and acquire professional assistance for providing training and education to employees to help them perform their public service role more effectively.

Outsourcing. FY 2002 will be the second year of a focused effort to build relationships with the private sector for the acquisition of remote sensing data and products. Challenges exist in general contract management, technical oversight of contractor performance, quality assurance and quality control of contract deliverables, establishing a network of private sector firms and the contracting mechanisms to conduct work, and gaining additional knowledge about other agencies' commercialization efforts and strategies.

Space Planning and Construction Management. During FY 2001, the Center began a process of building maintenance and improvement planning, including architectural and engineering studies for facility expansion, demolition, and security needs. The largest of these is the addition of a new wing to the existing building. The Center requires additional space to meet current needs as well as the expectations for growth and partnering, and to maintain an optimal work environment for employees. In early FY 2002, the Center will be working closely with EASC and the Office

of Finance and Administration's Capital Improvement Projects Division to move forward in the planning and construction of the new wing for the Center. The Center, in working with EASC, the western administrative support center (WASC), and private contractors, must ensure quality oversight and management of the expansion, while limiting the level of disruption to employees and existing workspace.

Contract for Information Management and Technical Support Services. The Center continues to operate with a technical services contract with the private sector worth \$15 million over 5 years. The Center has closely monitored the base year and option year one performance of this contract, and has let a second option year for continuation. Key activities of the contractor for FY 2002 include development and execution of project implementation plans, full incorporation of a Center-wide quality assurance and quality control mechanism for contract deliverables, and professional and technical training and development for all contract staff. The contract will be reviewed during the fourth quarter of FY 2002 in consideration of the third option year.

Transition of Coastal Technology Services. Coastal Technology Services (CTS) was established to provide for the development and transfer of technologies supporting coastal resources management, and to develop strategies for the commercialization of NOAA assets. Over the last two years, the Center has reduced the number of CTS efforts, and during FY 2002 will complete the transition of remaining activities to other Center programs and grant recipients.

## **DIVERSITY**

For FY 2002, the Center will continue to promote diversity objectives and the development of an organizational learning culture. This approach includes a number of strategies:

- Working to ensure that employees understand and support the mission, goals, and values of the Center, NOS, and NOAA
- Using participatory decision-making processes, with shared leadership, when appropriate, and encouraging the establishment of integrated, cross-functional teams
- Facilitating change through coaching and empowering employees
- Encouraging the introduction of new ideas for continuous improvement
- Creating opportunities for learning from all activities and for transferring skills and knowledge gained to others

An important element of the Center's FY 2002 diversity strategy will be to address the internal organizational and cultural issues identified in the Center's strategic plan. Organization and culture is one of the Center's five strategic themes, and includes specific strategies to achieve the goals and objectives. The Center will support methods and opportunities for conducting personal and organizational assessment, such as through training and working cooperatively on elevated issues from the second survey/feedback/action (SFA) process. The Center supports a beneficial suggestion program that enables employees to provide feedback to management on ways to

improve working conditions. A new employee orientation process will be implemented and conducted quarterly. The Center will hold a number of all-hands, diversity, and cultural events during FY 2002, and will continue to maintain and upgrade its facilities to ensure a safe and healthy working environment for all employees.

## **EMPLOYEE DEVELOPMENT AND TRAINING**

Consistent with NOAA's employee development and training objectives, the Center encourages employees to develop individual Career Enhancement Plans (CEP). By developing and utilizing CEPs, employees will take charge of their professional development goals, while supervisors help provide the environment and resources needed to achieve those goals.

During FY 2002, the Center will offer a variety of continuing in-house training, including customer orientation, computer software and metadata training, and soft skills improvement such as facilitation and needs assessments. Program managers also will attend management courses. Growth opportunities for administrative support staff are of concern to Center management and will be considered under the strategic objectives for the Center's organization and culture theme. During FY 2000 and FY 2001, the Center supported staff members' attendance at the Blacks in Government Annual Training conference, and will do so again in FY 2002. In addition, the Center will continue to participate in the successful Welfare-to-Work program.

The Center has been participating in the Student Temporary Employment Program (STEP) by providing internship opportunities for students enrolled in diverse disciplines. Because of this program, students have the opportunity to increase their educational and professional experiences while in school. Most of the students previously employed by the Center have acquired positions in coastal resource management agencies or have pursued advanced education in their field. Currently, five students are working at the Center via this program and there are plans to expand this number to eight in FY 2002.

The Center has about 20 percent of its staff engaged in a joint federal/contractor-sponsored Toastmasters International club, which has facilitated the development of employees' public speaking and representational skills. The Center will continue to support a special Wednesday seminar series that allows for all staff to participate and share their learning. The Center also will continue its employee-initiated, lunch-break yoga class. This activity affords the entire staff the opportunity to refresh both mind and body, which ultimately benefits the organization.

## **MINORITY SERVING INSTITUTIONS (MSI)**

The Center is conducting efforts to enhance minority representation in its programs and partnerships, and encourage minority development opportunities. Specific efforts include:

- ❑ Supporting a new three-year minority serving institution initiative with Jackson State University. Through this NOAA cooperative agreement, the Center will explore research relating to the use of GIS and remote sensing tools to develop national and local models for assessing risks to U.S. coastal areas from hazards and severe weather. An expert from

the Center will serve on this project's advisory committee and staff will participate in exchange and training activities, such as GIS and remote sensing integration applications.

- ❑ Collaboration with the Northwest Indian College (NWIC) in developing a characterization of the northern region of Puget Sound, Washington, including the San Juan islands. The College serves over 43 tribes, including 19 treaty tribes in Puget Sound that have federally authorized treaty rights to half the salmon and shellfish in Puget Sound. Historically, tribal natural resource departments are understaffed. This project will provide an opportunity to assimilate information and to build the databases needed by the tribal governments to help manage the fisheries. The National Indian Center for Marine and Environmental Research and Education, headquartered on the College campus, hopes to use this project as a model for NOAA-tribal partnerships.
- ❑ Participation in the NOAA minority graduate science internship program. Under this program, students enrolled in graduate science programs at minority serving institutions will conduct work at a federal sponsor's site during the summer months and breaks.
- ❑ The Center has been active in transferring old computers and equipment to public schools with high disadvantaged populations in the Charleston area. During this year, the Center will work with a number of schools to prepare and transfer computers to classrooms.
- ❑ Partnering with the University of Southern Mississippi in administering the Coastal Management Fellowship program, which allows for recent M.S. and Ph.D. level graduates to work on coastal resource management issues in states. During FY 2002, the Center will be working to achieve greater minority representation in this program.
- ❑ Supporting minority recruitment at the Center through the NOAA STEP and Welfare-to-Work programs.

## **AFFIRMATIVE ACTION**

The Center will ensure that its policies support recruitment and developmental efforts to provide for a balanced workforce that mirrors the public served. Although managing diversity and affirmative action are not interchangeable, relationships must exist between the two to create a high performance organization. The Center's efforts with minority serving institutions and activities are designed in part to address these issues, as is employee development and training.

## **INFORMATION AND TECHNOLOGY ISSUES**

The Center is participating fully in the focused efforts of the Department of Commerce, NOAA, and NOS to improve the planning and budgeting for information technology (IT). The Center has 5 major IT issues it will address in FY 2002. The first issue is software licensing. The Center's core operating system is Microsoft Windows. Microsoft (MS) is changing their business practice in the way software and upgrades are available starting October 1, 2001. The Center will place MS Windows and Office Professional under the new Software assurance program. This will allow the Center to stay current with the MS products as they evolve.

MS Active Directory is a keystone technology for network services and security for the Center. The Center will be working with NOS to ensure the MS Active Directory is fully integrated with and meets the design goals set by NOAA and NOS.

A fully verifiable software licensing and audit program will be implemented. Although the Center has sought to be fully compliant with software copyrights, the Center realizes software not centrally purchased is hard to manage and audit. Improvements can be made in this area. The Center's goal is to create a system where all software can be centrally tracked. The information will be used to audit copyright compliance.

The Center will be working with the chief information officer's (CIO) office to comply with the CIO restructuring efforts within NOAA. New performance elements will be added to the Center's staff classification and performance record. Center management, including the deputy and network administrator, will serve on the NOS information technology review board. IT security also will be of paramount concern for FY 2002. Center IT staff will be completing the required system administration and Network Security Institute (SANS) security courses.

## **LEGISLATIVE ISSUES**

Legislative issues that will involve the Center include the following:

- Coastal Zone Management Act reauthorization
- Sanctuaries Act reauthorization
- Center authorization, fundraising authorities, and appropriations
- Evolution of the Pacific Services Center
- Coral reef legislation

## **VALIDATION AND VERIFICATION**

The Center employs social science research and technical evaluation methods to validate and verify projects and programs throughout the year. Each product or service conducted, such as the release of a CD-ROM or training course, includes a mechanism for evaluation. Feedback is collected and reviewed by the project staff, trainers, and meeting planners to ensure that suggestions are incorporated into the next phase of the project and in subsequent projects. Before a product such as a CD-ROM is released, the product undergoes extensive review by external users to ensure its usability and relevance.

Throughout the year, all projects and programs are reviewed quarterly by program managers and contractors to assess whether performance targets will be met. Targets are discussed with upper management for a status update and to resolve any factors impeding progress. Every other week, program managers meet to discuss outstanding issues and to receive feedback from other program areas. The Center also conducts semi-annual reviews of program performance and progress from a senior management perspective. These reviews support information needs for NOS and NOAA-level quarterly reviews.

The Center is experimenting with processes to review the effectiveness of overall program areas. The first full program review, targeting the Coastal Change Analysis program, was conducted during FY 1999-2000. This review involved a significant component of customer feedback in addition to an independent review panel analysis of the results. The Center is evaluating both the methodologies of the review as well as the recommendations to adjust the program's mission and outputs to better meet customer needs.

On a broader scale, the Center conducts a triennial customer survey. The questionnaire undergoes a Paperwork Reduction Act review by the Office of Management and Budget to ensure that it does not duplicate any other NOAA-sponsored survey of the same audience. The purpose of the survey is to understand the customer's information management needs and capabilities and the customer's resource management responsibilities. The results are used for strategic planning purposes and for annual planning and project selection processes to ensure that proposed activities meet the needs of the customers.

Lastly, during FY 2000-2001, Center staff participated strongly in the process to develop meaningful performance measures for the Sustain Healthy Coasts habitat theme area. Experience gained during this exercise will be transferred to the NOAA strategic planning process for the future development of performance measures for Center projects and programs.

## **ENVIRONMENTAL COMPLIANCE**

The Southern Division, Naval Facilities Engineering Command, has two continuing environmental issues with Center property resulting from closure of Naval Base Charleston.

Two temporary monitoring wells are still in place. Continued monitoring as required by the South Carolina Department of Health and Environmental Control (SC DHEC) is still being accomplished. Tall poly vinyl chloride pipes for temporary monitoring wells have been cut flush with the pavement. The oil-water separator also is an issue. The Naval Facilities Engineering Command is still waiting on the SC DHEC response for the final a determination report.

Sampling for environmental contaminants such as lead paint and asbestos will be performed to prepare for expected Building 2 alterations. The Center continues to clean up old systems abandoned by the Navy. Steam and water lines at the back of the property next to the Cooper River will be removed.

The Center is working to improve its recycling program. Universal waste, which includes electronic equipment, fluorescent light bulbs, and batteries, will be shipped to certified recyclers. Computer equipment is being shipped to Unicor, which is a part of Federal Prison Industries under the Federal Bureau of Prisons.

## APPENDIX – ACRONYMS

ACT	Alliance for Coastal Technologies
AOP	Annual Operating Plan
BAA	Broad Area Announcement
BCDC	Bay Conservation and Development Commission
CBL	Chesapeake Biological Laboratory
C-CAP	Coastal Change Analysis Program
C-GOOS	Coastal Global Ocean Observing System
CD-ROM	Compact disk – read-only memory
CEP	Career Enhancement Plan
CICEET	Cooperative Institute for Coastal and Estuarine Environmental Technologies
CID	Coastal Information Directory
CIO	National Ocean Service Chief Information Officer
CIS	Coastal Information Services
CLS	Coastal Learning Services
CMS	Coastal Management Services
CORS	Continuously Operating Reference Station
CREST	Coastal Restoration and Enhancement through Science and Technology
CRS	Coastal Remote Sensing
CSI	Coastal Storms Initiative
CTS	Coastal Technology Services
CVAM	Community Vulnerability Assessment Model
CZIC	Coastal Zone Information Center
CZMA	Coastal Zone Management Act
DLCD	Department of Land Use Conservation and Development
DO	Director’s Office
DODS	Distributed Oceanographic Data Systems
EASC	Eastern Administrative Support Center
EPA	Environmental Protection Agency
ESDIM	Environmental Services Data and Information Management
FEMA	Federal Emergency Management Agency
FGDC	Federal Geographic Data Committee
FMC	Financial Management Center
FTE	Full-Time Equivalent
FY	Fiscal Year
GC	General Counsel



GIS	Geographic Information System
GPS	Global Positioning System
HAB	Harmful Algal Bloom
HPCC	High Performance Computing and Communication
I&D	Integration and Development
IPA	Intergovernmental Personnel Actions
IR	Information Resources
IT	Information Technology
LAN	Local Area Network
LCR	Landscape Characterization and Restoration
LIDAR	Light Detection and Ranging
MIS	Management Information System
MOU	Memorandum of Understanding
MPA	Marine Protected Area
MSU	Morgan State University
NASA	National Aeronautics and Space Administration
NCCOS	National Centers for Coastal Ocean Science
NCDDC	National Coastal Data Development Center
NEP	National Estuary Program
NERR	National Estuarine Research Reserve
NESDIS	National Environmental Satellite, Data, and Information Service
NGS	National Geodetic Survey
NMFS	National Marine Fisheries Service
NMS	National Marine Sanctuaries
NOAA	National Oceanic and Atmospheric Administration
NOS	National Ocean Service
NPR	National Partnership for Reinventing Government Initiative
NSDI	National Spatial Data Infrastructure
NWFSC	Northwest Fisheries Science Center
NWS	National Weather Service
OAR	Office of Oceanic and Atmospheric Research
OCRM	Office of Ocean and Coastal Resource Management
OCS	Office of Coast Survey
OPIS	Ocean Planning Information System
ORR	Office of Response and Restoration
PDAM	Project Development Administration and Management
PIVOT	Performance Indicators Visualization and Outreach Tool
PSC	Pacific Services Center

PSN	Promote Safe Navigation
RAP	Rotational Assignment Program
RMS	Resource Management Services
SCDHEC	South Carolina Department of Health and Environmental Control
SCRA EEG	South Carolina Research Authority Environmental Enterprise Group
SEACOM	Southeast Coast and Ocean Margin
SES	Senior Executive Service
SFA	Survey Feedback Action
SHC	Sustain Healthy Coasts
SPO	Special Projects Office
STEP	Student Temporary Employment Program
SWAMP	Spatial Wetland Assessment for Management and Planning
TM	Landsat Thematic Mapper Satellite
UNH	University of New Hampshire
USACE	U.S. Army Corps of Engineers
USGS	U.S. Geological Survey
WAN	Wide Area Network
WASC	Western Administrative Support Center
WWW	World Wide Web