

5918 **Chapter 4. Making Decision-Support Information**

5919 **Useful, Useable, and Responsive to Decision-Maker**

5920 **Needs**

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5940 **KEY FINDINGS**

5941 Decision-support experiments that apply seasonal and interannual climate variability
5942 information to basin and regional water resource problems serve as test beds that address
5943 diverse issues faced by decision-makers and scientists. They illustrate how to identify
5944 user needs, overcome communication barriers, and operationalize forecast tools. They
5945 also demonstrate how user participation can be incorporated in tool development.

5946

5947 Five major lessons emerge from these experiments and supporting analytical studies:

- 5948 • The effective integration of seasonal to interannual climate information in
5949 decisions requires long-term collaborative research and application of decision-
5950 support through identifying problems of mutual interest. This collaboration will
5951 require a critical mass of scientists and decision-makers to succeed and there is
5952 currently an insufficient number of “integrators” of climate information for
5953 specific applications.
- 5954 • Investments in long-term research-based relationships between scientists and
5955 decision-makers must be adequately funded and supported. In general, progress
5956 on developing effective decision-support systems is dependent on additional
5957 public and private resources to facilitate better networking among decision-
5958 makers and scientists at all levels as well as public engagement in the fabric of
5959 decision-making.
- 5960 • Effective decision-support tools must wed national production of data and
5961 technologies to ensure efficient, cross-sector usefulness with customized products
5962 for local users. This requires that tool developers engage a wide range of

5963 participants, including those who generate tools and those who translate them, to
5964 ensure that specially-tailored products are widely accessible and are immediately
5965 adopted by users insuring relevancy and utility.

5966 • The process of tool development must be inclusive, interdisciplinary, and provide
5967 ample dialogue among researchers and users. To achieve this inclusive process,
5968 professional reward systems that recognize people who develop, use and translate
5969 such systems for use by others are needed within water management and related
5970 agencies, universities and organizations. Critical to this effort, further progress in
5971 boundary spanning – the effort to translate tools to a variety of audiences – re
5972 quires considerable organizational skills.

5973 • Information generated by decision-support tools must be implementable in the
5974 short term for users to foresee progress and support further tool development.
5975 Thus, efforts must be made to effectively integrate public concerns and elicit
5976 public information through dedicated outreach programs.

5977

5978 **4.1 INTRODUCTION**

5979 This chapter examines a series of decision-support experiments that explore how
5980 information on seasonal to interannual climate variability is being used, and how various
5981 water management contexts serve as test beds for implementing decision-support outputs.

5982 We describe how these experiments are implemented and how seasonal to interannual
5983 climate information is used to assess potential impacts of and responses to climate
5984 variability and change. We also examine characteristics of effective decision-support

5985 systems, involving users in forecast and other tool development, and incorporating
5986 improvements.

5987

5988 Section 4.2 discusses a series of experiments from across the nation, and in a variety of
5989 contexts. Special attention is paid to the role of key leadership in organizations to
5990 empower employees, take risks, and promote inclusiveness. The role of organizational
5991 culture in building pathways for innovation related to boundary-spanning approaches is
5992 also considered, with a special focus on boundary-spanning approaches.

5993

5994 Section 4.3 examines approaches to building user knowledge and enhancing capacity
5995 building. We discuss the role of two-way communication among multiple forecast and
5996 water resource sectors, and the importance of translation and integration skills, as well as
5997 operations staff incentives for facilitating such integration.

5998

5999 Section 4.4 discusses the development of measurable indicators of progress in promoting
6000 climate information access and effective use – including process measures such as
6001 consultations between agencies and potential forecast user communities. The role of
6002 efforts to enhance dialogue and exchange among researchers and users is emphasized.

6003

6004 Finally, section 4.5 summarizes major findings, directions for further research, and
6005 recommendations, including: needs for better understanding of the role of decision-maker
6006 context for tool use, how to assess vulnerability to climate, communicating results to
6007 users, bottom-up as well as top-down approaches to boundary-spanning innovation, and

6008 applicability of lessons from other resource management sectors (*e.g.*, forestry, coastal
6009 zone management, hydropower) on decision-support use and decision-maker/scientist
6010 collaboration.

6011

6012 We conclude that, at present, the weak conceptual grounding afforded by cases from the
6013 literature necessitates that we base measures to improve decision-support for the water
6014 resources management sector, as it pertains to inclusion of climate forecasts and
6015 information, on best judgment extrapolated from case experience. Additional research is
6016 needed on effective models of boundary spanning in order to develop a strong,
6017 theoretically-grounded understanding of the processes that facilitate information
6018 dissemination, communication, use, and evaluation so that it is possible to generalize
6019 beyond single cases, and to have predictive value.

6020

6021 **4.2 DECISION-SUPPORT TOOLS FOR CLIMATE FORECASTS: SERVING**
6022 **END-USER NEEDS, PROMOTING USER-ENGAGEMENT AND**
6023 **ACCESSIBILITY**

6024 This section examines a series of decision-support experiments from across the U.S. that
6025 involve the use of information on seasonal to interannual climate variability to manage a
6026 wide range of water resource problems. Our objective is to learn how the barriers to
6027 optimal decision-making – including impediments to trust, user confidence,
6028 communication of information, product translation, operationalization of decision-
6029 support tools, and policy transformation discussed in Chapter 3 can be overcome. As
6030 shall be seen, all of these experiments share one characteristic: users have been involved,

6031 to some degree, in tool development – through active elicitation of their needs,
6032 involvement in tool design, evaluation of tool effectiveness (and feedback into product
6033 refinement as a result of tool use), or some combination of factors.

6034

6035 **4.2.1 Decision-Support Experiments on Seasonal to Interannual Climate Variability**

6036 The following seven cases are important test beds that examine how, and how effectively,
6037 decision-support systems have been used to manage diverse water management needs,
6038 including ecological restoration, riparian flow management, urban water supply,
6039 agricultural water availability, coastal zone issues, and fire management. They exemplify
6040 the uses of seasonal to interannual climate forecast information at diverse spatial scales:
6041 from cities and their surrounding urban concentrations (New York, Seattle), to regions
6042 (Northern California, South Florida, Inter-mountain West), a comprehensively-managed
6043 river basin (CALFED), and a resource (forest lands) scattered over parts of the West and
6044 Southwest U.S. They also illustrate efforts to rely on temporally diverse information (*i.e.*,
6045 predictions of future variability in precipitation, sea-level rise, and drought as well as past
6046 variation) in order to validate trends.

6047

6048 Most importantly, these experiments represent the use of different ways of integrating
6049 information into water management to enable better decisions to be made, including
6050 neural networks in combination with El Niño-Southern Oscillation (ENSO) forecasting;
6051 temperature, precipitation and sea-level rise prediction; probabilistic risk assessment;
6052 integrated weather, climate and hydrological models producing short- and longer-term
6053 forecasts; weather and stream-flow station outputs; paleoclimate records of streamflow

6054 and hydro-climatic variability; and the use of climate change information on precipitation
6055 and sea level rise to manage shorter-term weather variability.

6056

6057 ***Experiment 1:***

6058 ***How the South Florida Water Management District Uses Climate Information***

6059 ***The Experiment***

6060 In an attempt to restore the Everglades ecosystem of South Florida, a team of state and
6061 federal agencies is engaged in the world's largest restoration program (FL Department of
6062 Environmental Protection and South Florida Water Management District, 2007). A
6063 cornerstone of this effort is the understanding that seasonal to interannual climate
6064 variability (as well as climate change) could have significant impacts on the region's
6065 hydrology over the program's 50-year lifetime. The South Florida Water Management
6066 District (SFWMD) is actively involved in conducting and supporting climate research to
6067 improve the prediction and management of South Florida's complex water system
6068 (Obeysekera, 2007). The SFWMD is significant because it is one of the few cases in
6069 which decade-scale climate variability information is being used in water resource
6070 modeling, planning, and operation programs.

6071

6072 ***Background/Context***

6073 Research relating climatic indices to South Florida climate started at SFWMD more than
6074 a decade ago (South Florida Water Management District, 1996). Zhang and Trimble
6075 (1996), Trimble *et al.* (1997), and Trimble and Trimble (1998) used neural network
6076 models to develop a better understanding of how ENSO and other climate factors
6077 influence net inflow to Lake Okeechobee. From that knowledge, Trimble *et al.* (1998)
6078 demonstrated the potential for using ENSO and other indices to predict net inflow to
6079 Lake Okeechobee for operational planning. Subsequently, SFWMD was able to apply
6080 climate forecasts to its understanding of climate-water resources relationships in order to
6081 assess risks associated with seasonal and multi-seasonal operations of the water
6082 management system and to communicate the projected outlook to agency partners,
6083 decision makers, and other stakeholders (Cadavid *et al.*, 1999).

6084

6085 *Implementation/Application*

6086 SFWMD later established the Water Supply and Environment (WSE), a regulation
6087 schedule for Lake Okeechobee that formally uses seasonal and multi-seasonal climate
6088 outlooks as guidance for regulatory release decisions (Obeysekera, 2007). The WSE
6089 schedule uses states of ENSO and the Atlantic Multidecadal Oscillation (AMO; Enfield
6090 *et al.*, 2001) to estimate the Lake Okeechobee net inflow outlook for the next six to 12
6091 months. A decision tree with a climate outlook is a unique component of the WSE
6092 schedule and is considered a major advance over traditional hydrologic rule curves
6093 typically used to operate large reservoirs (Obeysekera, 2007). Evaluation of the WSE
6094 revealed that considerable uncertainty in regional hydrology remains and is attributable to
6095 some combination of natural climatic variation, long-term global climate change, changes
6096 in South Florida precipitation patterns associated with drainage and development, and
6097 rainfall-runoff relationships altered by infrastructure changes (Obeysekera, 2007).

6098

6099 *Lessons Learned*

6100 From its experience with climate information and research, SFWMD has learned that to
6101 improve its modeling capabilities and contributions to basin management, it must
6102 improve its ability to: differentiate trends and discontinuities in basin flows associated
6103 with climate variation from those caused by water management; gauge the skill gained in
6104 using climate information to predict basin hydroclimatology; improve management;
6105 account for management uncertainties caused by climate variation and change; and
6106 evaluate how climate change projections may affect facility planning and operation of the
6107 SFWMD (Bras, 2006; Obeysekera, 2007).

6108

6109 The district has also learned that, given the decades needed to restore the South Florida
6110 ecosystem, adaptive management is an effective way to incorporate seasonal to
6111 interannual climate variation into its modeling and operations decision-making processes,
6112 especially since longer term climate change is likely to exacerbate operational challenges.
6113 This experiment is also unique in being the only one that has been identified in which
6114 decadal climate status (*e.g.*, state of the Atlantic Multidecadal Oscillation) is being used

6115 in a decision-support context.

6116

6117 ***Experiment 2:***

6118 ***Long-Term Municipal Water Management Planning – New York City***

6119 ***The Experiment***

6120 Projections of long-term climate change, while characterized by uncertainty, generally
6121 agree that coastal urban areas will, over time, be increasingly threatened by a unique set
6122 of hazards. These include sea level rise, increased storm surges, and erosion. Two
6123 important questions facing decision-makers are: 1) how will long-term climate change
6124 increase these threats, which are already of concern to urban planners who incorporate
6125 gradual changes in seasonal to interannual climate conditions in their management
6126 decisions? And, 2) can information on the likely changes in recurrence intervals of
6127 extreme events (*e.g.*, tropical storms) be used in long term municipal water management
6128 planning and decision making?

6129

6130 ***Background and Context***

6131 Water management in coastal urban areas faces unique challenges due to vulnerabilities
6132 of much of the built water supply and treatment infrastructure to storm surges, coastal
6133 erosion, coastal subsidence, and tsunamis (Jacobs *et al.*, 2007). Not only are there risks
6134 due to extreme events under current and evolving climate conditions, but many urban
6135 areas rely on aging infrastructure that was built in the late 19th and early 20th centuries.
6136 These vulnerabilities will only be amplified by the addition of global warming-induced
6137 sea-level rise due to thermal expansion of ocean water and the melting of glaciers,
6138 mountain ice caps and ice sheets (IPCC, 2007). For example, observed global sea-level
6139 rise was ~1.8 mm per year from 1961 – 2003, whereas from 1993 – 2003 the rate of sea
6140 level rise was ~3.1 mm per year (IPCC, 2007). IPCC projections for the 21st century
6141 (IPCC, 2007) are for an “increased incidence of extreme high sea level” which they
6142 define as the highest 1% of hourly values of observed sea level at a station for a given
6143 reference period. The New York City Department of Environmental Protection
6144 (NYCDEP) is one example of an urban agency that is adapting strategic and capital
6145 planning to take into account the potential effects of climate change—sea level rise,

6146 higher temperature, increases in extreme events, and changing precipitation patterns - on
6147 the city's water systems. NYCDEP, in partnership with local universities and private
6148 sector consultants, is evaluating climate change projections, impacts, indicators, and
6149 adaptation and mitigation strategies to support agency decision-making (Rosenzweig *et*
6150 *al.*, 2007).

6151

6152 *Implementation/Application*

6153 In New York City (NYC) as in many coastal urban areas, many of the wastewater
6154 treatment plants are at elevations of 2–6 m above present sea level and thus within the
6155 range of current surges for tropical storms and hurricanes and extra-tropical cyclones
6156 (*e.g.* Nor'easters) (Rosenzweig and Solecki, 2001; Jacobs, 2001). Like many U.S. cities
6157 along the Atlantic Coast, New York City's vulnerability to storm surges is predominantly
6158 from extra-tropical cyclones ("Nor'easters") that occur largely between late November
6159 and March, and tropical storms and hurricanes that typically strike between July and
6160 October. Based on global warming-induced sea-level rise inferred from IPCC TAR,
6161 studies suggest that the recurrence interval for the 100-year storm flood (probability of
6162 occurring in any given year = 1/100) may decrease to 60 years or, under extreme
6163 changes, a recurrence interval as little as 4 years (Rosenzweig and Solecki, 2001; Jacob *et*
6164 *al.*, 2007).

6165

6166 Increased incidence of high sea levels and heavy rains can cause sewer back-up and
6167 overflow water treatment plants. Activities to address current and future concerns include
6168 using sea-level rise forecasts as input to storm surge and elevation models to analyze the
6169 impact of flooding on NYC coastal water resource-related facilities. Other concerns
6170 include potential water quality impairment from heavy rains that can increase pathogen
6171 levels and turbidity with the possible effects magnified by "first-flush" storms: heavy
6172 rains after weeks of dry weather. NYC water supply reservoirs have not been designed
6173 for rapid releases and any changes to operations to limit downstream damage through
6174 flood control measures will reduce water supply. In addition, adding filtration capacity to
6175 the water supply system would be a significant challenge.

6176

6177 Planners in New York City have begun to consider these issues by defining risks through
6178 probabilistic climate scenarios, and categorizing potential adaptations as related to (1)
6179 operations/management; (2) infrastructure; and (3) policy (Rosenzweig *et al.*, 2007).
6180 NYCDEP is examining the feasibility of relocating critical control systems to higher
6181 floors/ground in low lying buildings, building protective flood walls, modifying design
6182 criteria to reflect changing hydrologic processes, and reconfiguring outfalls to prevent
6183 sediment build-up and surging. Significant strategic decisions and capital investments for
6184 NYC water management will continue to be challenged by questions such as: How does
6185 NYC utilize projections in ways that are robust to uncertainties? And, when designing
6186 infrastructure in the face of future uncertainty, how to make infrastructure more robust
6187 and adaptable to changing climate, regulatory mandates, zoning, and population
6188 distribution?

6189

6190 *Lessons Learned*

6191 When trends and observations clearly point to increasing risks, decision-makers need to
6192 build support for adaptive action despite inherent uncertainties. The extent and
6193 effectiveness of adaptive measures will depend on building awareness of these issues
6194 among decision makers, fostering processes of interagency interaction and collaboration,
6195 and developing common standards (Zimmerman, 2001).

6196

6197 New plans for regional capital improvements can be designed to include measures that
6198 will reduce vulnerability to the adverse effects of sea level rise. Wherever plans are
6199 underway for upgrading or constructing new roadways, airport runways, or wastewater
6200 treatment plants, which may already include flood protection, projected sea-level rise
6201 needs to be considered.

6202

6203 In order to incorporate new sources of risk into engineering analysis, the meteorological
6204 and hydrology communities need to define and communicate current and increasing risks
6205 clearly, and convey them coherently, with explicit consideration of the inherent
6206 uncertainties. Research needed to support regional stakeholders include: further reducing
6207 uncertainties associated with sea level rise, providing more reliable predictions of

6208 changes in frequency and intensity of tropical and extra-tropical storms, and determining
 6209 how saltwater intrusion will impact freshwater. Finally, regional climate model
 6210 simulations and statistical techniques being used to predict long-term climate change
 6211 impacts could be down-scaled to help manage projected seasonal to interannual climate
 6212 variability. This could be especially useful for adaptation planning.

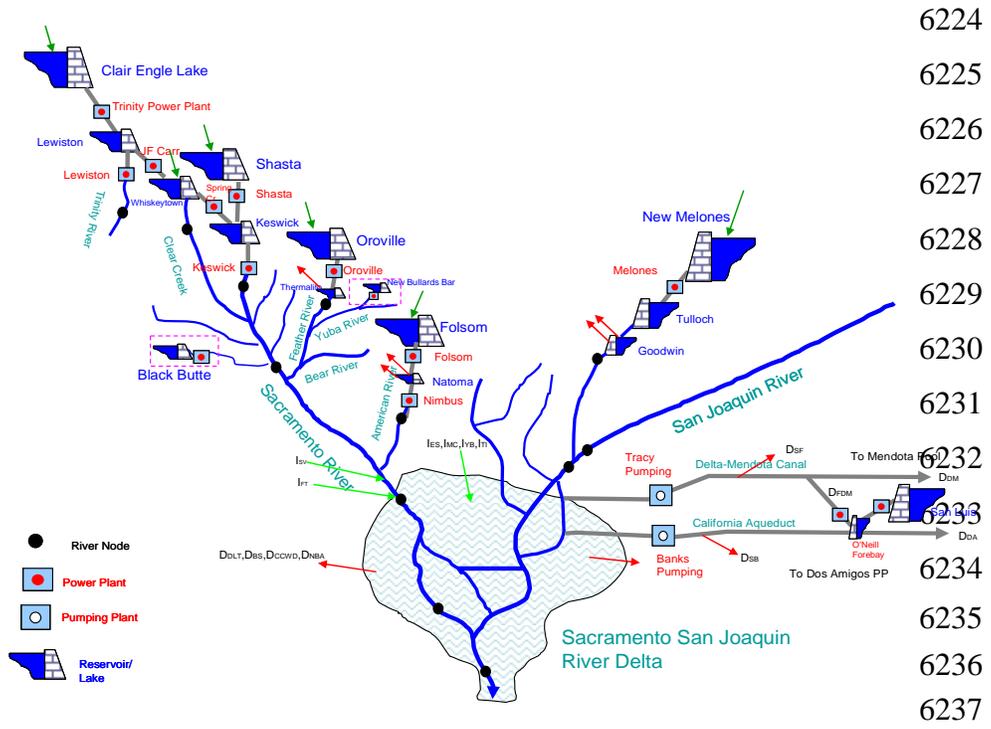
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6214 **Experiment 3:**

6215 **Integrated Forecast and Reservoir Management (INFORM) - Northern California**

6216 **The Experiment**

6217 The Integrated Forecast and Reservoir Management (INFORM) project aims to
 6218 demonstrate the value of climate, weather, and hydrology forecasts in reservoir
 6219 operations. Specific objectives are to: (a) implement a prototype integrated forecast-
 6220 management system for the Northern California river and reservoir system in close
 6221 collaboration with operational forecasting and management agencies, and (b) demonstrate
 6222 the utility of meteorological/climate and hydrologic forecasts through near-real-time tests
 6223 of the integrated system with actual data and management input.



6238 Map of Sacramento and San Joaquin River Delta

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6235 **Figure**
6236 **re**
6237 **4.1**

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6240 *Background and Context*

6241 The Northern California river system (Figure 4.1) encompasses the Trinity, Sacramento,
6242 Feather, American, and San Joaquin river systems, and the Sacramento-San Joaquin
6243 Delta (see experiment 7: CALFED). Major regulation and hydropower projects on this
6244 system include the Clair Eagle Lake (Trinity Dam) and Whiskeytown Lake on the Trinity
6245 River, the Shasta-Keswick Lake complex on the upper Sacramento River, the Oroville-
6246 Thermalito complex on the Feather River, the Folsom-Nimbus complex on the American
6247 River, and several storage projects along the tributaries of the San Joaquin River,
6248 including New Melones. The Sacramento and San Joaquin Rivers join to form an
6249 extensive Delta region and eventually flow out into the Pacific Ocean. The Oroville-
6250 Thermalito complex comprises the State Water Project (SWP), while the rest of the
6251 system facilities are federal and comprise the Central Valley Project (CVP).

6252

6253 The Northern California river and reservoir system serves many vital water uses,
6254 including providing two-thirds of the state's drinking water, irrigating 7 million acres of
6255 the world's most productive farmland, and providing habitat to hundreds of species of
6256 fish, birds, and plants. In addition, the system protects Sacramento and other major cities
6257 from flood disasters and contributes significantly to the production of hydroelectric
6258 energy. The Sacramento-San Joaquin Delta provides a unique environment and is
6259 California's most important fishery habitat. Water from the Delta is pumped and
6260 transported through canals and aqueducts south and west serving the water needs of many
6261 more urban, agricultural, and industrial users.

6262

6263 An agreement between the U.S. Department of the Interior, Bureau of Reclamation, and
6264 California Department of Water Resources provides for the coordinated operation of the
6265 SWP and CVP facilities (Agreement of Coordinated Operation-COA). The agreement
6266 aims to ensure that each project obtains its share of water from the Delta and protects
6267 other beneficial uses in the Delta and the Sacramento Valley. Coordination is structured
6268 around the necessity to meet in-basin use requirements in the Sacramento Valley and the
6269 Delta, including Delta outflow and water quality requirements.

6270

6271 *Implementation/Application*

6272 The INFORM Forecast-Decision system consists of a number of diverse elements for
6273 data handling, model runs, and output archiving and presentation. It is a distributed
6274 system with on-line and off-line components. The system routinely captures real-time
6275 National Center for Environmental Predictions (NCEP) ensemble forecasts and uses both
6276 ensemble synoptic forecasts from NCEP's Global Forecast System (GFS) and ensemble
6277 climate forecasts from NCEP's Climate Forecast System (CFS). The former produces
6278 real-time short-term forecasts, and the latter produce longer-term forecasts as needed.
6279 Detailed descriptions of system operations and components are in the first phase final
6280 report for INFORM (HRC-GWRI, 2006).

6281

6282 The INFORM DSS is designed to support the decision-making process, which includes
6283 multiple decision makers, objectives, and temporal scales. Toward this goal, INFORM
6284 DSS includes a suite of interlinked models that address reservoir planning and
6285 management at multi-decadal, interannual, seasonal, daily, and hourly time scales. The
6286 DSS includes models for each major reservoir in the INFORM region, simulation
6287 components for watersheds, river reaches, and the Bay Delta, and optimization
6288 components suitable for use with ensemble forecasts. The decision software runs off-line,
6289 as forecasts become available, to derive and assess planning and management strategies
6290 for all key system reservoirs. DSS is embedded in a user-friendly, graphical interface that
6291 links models with data and helps visualize and manage results.

6292

6293 Development and implementation of the INFORM Forecast-Decision system was carried
6294 out by the Hydrologic Research Center (in San Diego) and the Georgia Water Resources
6295 Institute (in Atlanta), with funding from NOAA, CALFED, and the California Energy
6296 Commission. Other key participating agencies included U.S. National Weather Service
6297 California-Nevada River Forecast Center, the California Department of Water Resources,
6298 the U.S. Bureau of Reclamation Central Valley Operations, and the Sacramento District
6299 of the U.S. Army Corps of Engineers. Other agencies and regional stakeholders (*e.g.*, the
6300 Sacramento Flood Control Authority, SAFCA, and the California Department of Fish and

6301 Game) participated in project workshops and, indirectly, through comments conveyed to
6302 the INFORM Oversight and Implementation Committee.

6303

6304 *Lessons Learned*

6305 The INFORM approach demonstrates the value of advanced forecast-decision methods
6306 for water resource decision-making, attested to by participating agencies who took part in
6307 designing the experiments and who are now proceeding to incorporate the INFORM tools
6308 and products in their decision-making processes.

6309

6310 From a technical standpoint, INFORM served to demonstrate the following important
6311 aspects of integrated forecast-decision systems: seasonal climate and hydrologic forecasts
6312 benefit reservoir management, provided that they are used in connection with adaptive
6313 dynamic decision methods that can explicitly account for and manage forecast
6314 uncertainty, and ignoring forecast uncertainty in reservoir regulation and water
6315 management decisions leads to costly failures, and. By contrast, static decision rules
6316 cannot take full advantage of and handle forecast uncertainty information. The extent to
6317 which forecasts benefit the management process depends on their reliability, range, and
6318 lead time, in relation to the management systems' ability to regulate flow, water
6319 allocation, and other factors.

6320

6321 ***Experiment 4:***

6322 ***How Seattle Public Utility District Uses Climate Information to Manage Reservoirs***

6323 *The Experiment*

6324 Seattle Public Utilities (SPU) provides drinking water to 1.4 million people living in the
6325 central Puget Sound region of Washington. SPU also has instream (*i.e.*, river flow),
6326 resource management, flood control management and habitat responsibilities on the
6327 Cedar and South Fork Tolt rivers located on the west slopes of the Cascade Mountains.
6328 Over the past several years SPU has taken numerous steps to improve the incorporation
6329 of climate, weather, and hydrologic information into the real-time and seasonal to
6330 interannual management of its mountain water supply system.

6331

6332 *Implementation/Application*

6333 Through cooperative relationships with agencies such as NOAA's National Weather
6334 Service, Natural Resource Conservation Service, and the U.S. Geological Survey, SPU
6335 has secured real-time access to numerous Snotel sites¹, streamflow gages and weather
6336 stations in and around Seattle's watersheds. SPU continuously monitors weather and
6337 climate data across the maritime Pacific derived from all these above sources. Access to
6338 this information has helped to reduce the uncertainty associated with making real-time
6339 and seasonal tactical and strategic operational decisions, and enhanced the inherent
6340 flexibility of management options available to SPU's water supply managers as they
6341 adjust operations for changing weather and hydrologic conditions, including abnormally
6342 low levels of snowpack or precipitation.

6343

6344 Among the important consequences of this synthesis of information has been SPU's
6345 increasing ability to undertake reservoir operations with higher degrees of confidence
6346 than in the past. As an example, SPU was well served by this information infrastructure
6347 during the winter of 2005 when the lowest snowpack on record was realized in its
6348 watersheds. The consequent reduced probability of spring flooding, coupled with their
6349 ongoing understanding of local and regional climate and weather patterns, enabled SPU
6350 water managers to safely capture more water in storage earlier in the season than normal.
6351 As a result of SPU's ability to continuously adapt its operations, Seattle was provided
6352 with enough water to return to normal supply conditions by early summer despite the
6353 record low snowpack.

6354

6355 SPU is also using conclusions from a SPU-sponsored University of Washington (UW)
6356 study that examined potential impacts of climate change on SPU's water supply. To
6357 increase the rigor of the study a set of fixed reservoir operating rules was used and no
6358 provisions were made to adjust these to account for changes projected by the study's
6359 climate change scenarios. From these conclusions, SPU has created two future climate
6360 scenarios, one for 2020 and one for 2040, to examine how the potential impacts of
6361 climate change may affect decisions about future supply. While these scenarios indicated

¹ The snotel network of weather stations is a snowfall depth monitoring network established by USGS.

6362 a reduction in yield, SPU's existing sources of supply were found to be sufficient to meet
6363 official demand forecasts through 2053.

6364

6365 *Lessons Learned*

6366 SPU has actually incorporated seasonal climate forecasts into their operations and is
6367 among the leaders in considering climate change. SPU is a 'receptive audience' for
6368 climate tools in that it has a wide range of management and long-term capital investment
6369 responsibilities that have clear connections to climate conditions. Further, SPU is
6370 receptive to new management approaches due to public pressure and the risk of legal
6371 challenges related to the protection of fish populations who need to move upstream to
6372 breed.

6373

6374 Specific lessons include:

- 6375 • Access to skillful seasonal forecasts enhances credibility of using climate
6376 information in the Pacific Northwest, even with relatively long lead times, due to
6377 strong warming trends and ENSO.
- 6378 • Monitoring of snowpack moisture storage and mountain precipitation is essential
6379 for effective decision making and for detecting long-term trends that can affect
6380 water supply reliability.
- 6381 • While SPU has worked with the research community and other agencies, it also
6382 has significant capacity to conduct in-house investigations and assessments. This
6383 provides confidence in the use of information.

6384

6385 *Experiment 5:*

6386 *Using Paleo-climate Information to Examine Climate Change Impacts*

6387 *The Experiment*

6388 Can an expanded estimate of the range of natural hydrologic variability from tree-ring
6389 reconstructions of stream-flow – a climate change research tool – be used effectively as a
6390 decision-support resource for better understanding seasonal to interannual climate
6391 variability and water resource planning? Incorporation of tree-ring reconstructions of

6392 streamflow into decision making was accomplished through partnerships between
6393 researchers and water managers in the inter-mountain West.

6394

6395 *Background and Context*

6396 Although water supply forecasts in the intermountain west have become increasingly
6397 sophisticated in recent years, water management planning and decision making have
6398 generally depended on instrumental gage records of flow, most of which are less than 100
6399 years in length. Drought planning in the intermountain west has been based on the
6400 assumption that the 1950s drought, as the most severe drought in the instrumental record,
6401 adequately represents the full range of natural variability and thus a likely worst-case
6402 scenario.

6403

6404 The recent prolonged drought in the western U.S. prompted many water managers to
6405 consider that the observational gage records of the 20th century may not contain the full
6406 range of natural hydroclimatic variability possible. Gradual shifts in recent decades to
6407 more winter precipitation as rain and less as snow, earlier spring runoff, higher
6408 temperatures, and unprecedented population growth have resulted in an increase in
6409 vulnerability of limited water supplies to a variable and changing climate. The
6410 paleoclimate records of streamflow and hydroclimatic variability provide an extended
6411 record (based on more than 1000 years of record from tree rings in some key watersheds)
6412 for assessing the potential impact of a more complete range of natural variability as well
6413 as for providing a baseline for detecting possible regional impacts of global climate
6414 change.

6415

6416 *Implementation/Application*

6417 Several years of collaborations between scientists and water resource partners have
6418 explored possible applications of tree-ring reconstructed flows in water resource
6419 management to assess the potential impacts of drought on water systems. Extended
6420 records of hydroclimatic variability from tree-ring based reconstructions reveal a wider
6421 range of natural variability than in gage records alone, but how to apply this information
6422 in water management planning has not been obvious. The severe western drought that

6423 began in 2000 and peaked in 2002 provided an excellent opportunity to work with water
6424 resource providers and agencies on how to incorporate paleoclimate drought information
6425 in planning and decision-making. These partnerships with water resource managers have
6426 lead to range of applications evolving from a basic change in thinking about drought, to
6427 the use of tree-ring reconstructed flows to run a complex water supply model to assess
6428 the impacts of drought on water systems.

6429

6430 The extreme 2002-year drought, and the 5-year drought that developed motivated water
6431 managers to ask these questions: How unusual was 2002, or the 2000-2004 drought?
6432 How often do years or droughts like this occur? What is the likelihood of it happening
6433 again in the future (should we plan for it or is there too low a risk to justify infrastructure
6434 investments)? And, from a long term perspective, is the 20th/21st century record an
6435 adequate baseline for drought planning?

6436

6437 The first three questions could be answered with reconstructed streamflow data for key
6438 gages, but to address planning, a critical step is determining how tree-ring streamflow
6439 reconstruction could be incorporated into water supply modeling efforts. The tree ring
6440 streamflow reconstructions have annual resolution, whereas most water system models
6441 required weekly or daily time steps, and reconstructions are generated for a few gages,
6442 while water supply models typically have multiple input nodes. The challenge has been
6443 spatially and temporally disaggregating the reconstructed flow series into the time steps
6444 and spatial scales needed as input into models. A variety of analogous approaches have
6445 successfully addressed the temporal scale issue, while the spatial challenges have been
6446 addressed statistically using nearest neighbor or other approaches.

6447

6448 Another issue addressed has been that the streamflow reconstructions explain only a
6449 portion of the variance in the gage record, and the most extreme values are often not fully
6450 replicated. Other efforts have focused on characterizing the uncertainty in the
6451 reconstructions, the sources of uncertainty, and the sensitivity of the reconstruction to
6452 modeling choices. In spite of these many challenges, expanded estimates of the range of
6453 natural hydrologic variability from tree ring reconstructions have been integrated into

6454 water management decision support and allocation models to evaluate operating policy
6455 alternatives for efficient management and sustainability of water resources, particularly
6456 during droughts in California and Colorado.

6457

6458 *Lessons Learned*

6459 Roadblocks to incorporating tree-ring reconstructions into water management policy and
6460 decision making were overcome through prolonged, sustained partnerships with
6461 researchers working to make their scientific findings relevant, useful, and usable to users
6462 for planning and management, and water managers willing to take risk and invest time to
6463 explore the use of non-traditional information outside of their comfort zone. The
6464 partnership focused on formulating research questions that led to applications addressing
6465 institutional constraints within a decision process addressing multiple timescales.

6466

6467 Workshops requested by water managers have resulted in expansion of application of the
6468 tree-ring based streamflow reconstructions to drought planning and water management
6469 <<http://wwa.colorado.edu/resources/paleo/>>. In addition, an online resource called
6470 TreeFlow (<http://wwa.colorado.edu/resources/paleo/data.html>) was developed to provide
6471 water managers interested in using tree ring streamflow reconstructions access to gage
6472 and reconstruction data and information, and a tutorial on reconstruction methods for
6473 gages in Colorado and California.

6474

6475 *Experiment 6*

6476 *Climate, Hydrology, and Water Resource Issues in Fire-Prone U.S. Forests*

6477 *The Experiment*

6478 Improvements in ENSO-based climate forecasting, and research on interactions between
6479 climate and wildland fire occurrence, have generated opportunities for improving use of
6480 seasonal to interannual climate forecasts by fire managers. They can now better anticipate
6481 annual fire risk, including potential damage to watersheds over the course of the year.

6482 The experiment, consisting of annual workshops to evaluate the utility of climate
6483 information for fire management, were initiated in 2000 to inform fire managers about
6484 climate forecasting tools and to enlighten climate forecasters about the needs of the fire

6485 management community. These workshops have evolved into an annual assessment of
6486 conditions and production of pre-season fire-climate forecasts.

6487

6488 *Background and Context*

6489 Large wildfire activity in the U.S. West and Southeast has increased substantially since
6490 the mid-1980s, an increase that has largely been attributed to shifting climate conditions
6491 (Westerling *et al.*, 2006). Recent evidence also suggests that global or regional warming
6492 trends and a positive phase of the Atlantic Multidecadal Oscillation (AMO) are likely to
6493 lead to an even greater increase in risk for ecosystems and communities vulnerable to
6494 wildfire in the western U.S. (Kitzberger *et al.*, 2007). Aside from the immediate impacts
6495 of a wildfire (*e.g.*, destruction of biomass, substantial altering of ecosystem function), the
6496 increased likelihood of high sediment deposition in streams and flash flood events can
6497 present post-fire management challenges including impacts to soil stability on slopes and
6498 mudslides (*e.g.*, Bisson *et al.*, 2003). While the highly complex nature and substantially
6499 different ecologies of fire-prone systems precludes one-size-fits-all fire management
6500 approaches (Noss *et al.*, 2006), climate information can help managers plan for fire risk
6501 in the context of watershed management and post-fire impacts, including impacts on
6502 water resources. One danger is inundation of water storage and treatment facilities with
6503 sediment-rich water, creating potential for significant expense for pre-treatment of water
6504 or facilities repair. Post-fire runoff can also raise nitrate concentrations to levels that
6505 exceed the federal drinking water standard (Meixner and Wohlgemuth, 2004).

6506

6507 Work by Kuyumjian (2004), suggests that coordination among fire specialists,
6508 hydrologists, climate specialists, and municipal water managers may produce useful
6509 warnings to downstream water treatment facilities about significant ash- and sediment-
6510 laden flows. For example, in the wake of the 2000 Cerro Grande fire in the vicinity of
6511 Los Alamos, New Mexico, catastrophic floods were feared, due to the fact that 40 percent
6512 of annual precipitation in northern New Mexico is produced by summer monsoon
6513 thunderstorms (*e.g.*, Earles *et al.*, 2004). Concern about water quality and about the
6514 potential for contaminants carried by flood waters from the grounds of Los Alamos
6515 Nuclear Laboratory to enter water supplies prompted a multi-year water quality

6516 monitoring effort (Gallaher and Koch, 2004). In the wake of the 2002 Bullock Fire and
6517 2003 Aspen Fire in the Santa Catalina Mountains adjacent to Tucson Arizona, heavy
6518 rainfall produced floods that destroyed homes and caused one death in Canada del Oro
6519 wash in 2003 (Ekwurzel, 2004), destroyed structures in the highly popular Sabino
6520 Canyon recreation area and deposited high sediment loads in Sabino Creek in 2003
6521 (Desilets *et al.*, 2006). A flood in 2006 wrought a major transformation to the upper
6522 reaches of the creek (Kreutz, 2006). Residents of Summerhaven, a small community
6523 located on Mt. Lemmon, continue to be concerned about the impacts of future fires on
6524 their water resources. In all of these situations, climate information can be helpful in
6525 assessing vulnerability to both flooding and water quality issues.

6526

6527 *Implementation/Application*

6528 Little published research exists that specifically targets interactions among climate, fire,
6529 and watershed dynamics. However, publications on fire-climate interactions provide a
6530 useful entry point for examining needs for and uses of climate information in decision
6531 processes involving water resources. A continuing effort to produce fire-climate outlooks
6532 was initiated through a workshop held in Tucson, Arizona, in late winter 2000. One of the
6533 goals of the workshop was to identify the climate information uses and needs of fire
6534 managers, fuel managers, and other decision makers. Another was to actually produce a
6535 fire-climate forecast for the coming fire season. The project was initiated through
6536 collaboration involving researchers at the University of Arizona, the NOAA-funded
6537 Climate Assessment for the Southwest Project (CLIMAS), the Center for Ecological and
6538 Fire Applications (CEFA) at the Desert Research Institute in Reno, Nevada and the
6539 National Interagency Fire Center (NIFC) located in Boise, Idaho (Morehouse, 2000).
6540 Now called the National Seasonal Assessment Workshop (NSAW), the process continues
6541 to produce annual fire-climate outlooks (*e.g.*, Crawford *et al.*, 2006). The seasonal fire-
6542 climate forecasts produced by NSAW have been published through NIFC since 2004.
6543 During this same time period Westerling *et al.* (2002) developed a long-lead statistical
6544 forecast product for area burned in western wildfires.

6545

6546 *Lessons Learned*

6547 The experimental interactions between climate scientists and fire managers clearly
6548 demonstrated the utility of climate information for managing watershed problems
6549 associated with wildfire. Climate information products used in the most recently
6550 published NSAW Proceedings (Crawford *et al.*, 2006), for example, include the
6551 following:

6552

6553 NOAA Climate Prediction Center (CPC) seasonal temperature and precipitation
6554 outlooks:

- 6555 • Historical temperature and precipitation data, *e.g.*, High Plains Regional Climate
6556 Center
- 6557 • National drought conditions, from National Drought Mitigation Center
- 6558 • 12-month standardized precipitation index
- 6559 • Spring and summer streamflow forecasts
- 6560 • Departure from average greenness

6561

6562 Based on extensive interactions with fire managers other products are also used by some
6563 fire ecologists and managers, including:

- 6564 • Climate history data from instrumental and paleo (especially tree-ring) records
- 6565 • Hourly to daily and weekly weather forecasts, (*e.g.*, temperature, precipitation,
6566 wind, relative humidity)

6567

6568 Products identified as potentially improving fire management (*e.g.*, Morehouse, 2000,
6569 Garfin and Morehouse, 2001) include:

- 6570 • Improved monsoon forecasts and training in how to use them
- 6571 • Annual to decadal (Atlantic Multidecadal Oscillation, Pacific Decadal
6572 Oscillation) projections
- 6573 • Decadal to centennial climate change model outputs, downscaled to regional/finer
6574 scales
- 6575 • Dry lightning forecasts

6576

6577 This experiment is one of the most enduring we have studied – it is now part of accepted
6578 practice by agencies, and has produced spin-off activities managed and sustained by the
6579 agencies and new participants. The use of climate forecast information in fire
6580 management began because decision-makers within the wildland fire management
6581 community were open to new information, due to legal challenges, public pressure, and a
6582 “landmark” wildfire season in 2000. The National Fire Plan (2001) and its associated 10-
6583 year Comprehensive Strategy reflected a new receptiveness for new ways of coping with
6584 vulnerabilities, calling for a “proactive, collaborative, and community-based approach to
6585 reducing wildland fires” rather than prior approaches entered on internal agency
6586 activities.

6587
6588 Annual workshops became routine fora for bringing scientists and decision makers
6589 together to continue to explore new questions and opportunities, as well as involve new
6590 participants, new disciplines and specialties, and to make significant progress in
6591 important areas (*e.g.*, lightning climatologies, and contextual assessments of specific
6592 seasons), quickly enough to fulfill the needs of agency personnel.

6593

6594 ***Experiment 7:***

6595 ***The CALFED – Bay Delta Program: Implications of Climate Variability***

6596 ***The Experiment***

6597 The Sacramento-San Joaquin River Delta, which flows into San Francisco Bay, is the
6598 focus of a broad array of environmental issues relating to endangered fish species, land
6599 use, flood control and water supply. After decades of debate about how to manage the
6600 Delta to export water supplies to southern California while managing habitat and water
6601 supplies in the region, and maintaining endangered fish species, decision makers are
6602 involved in making major long-term decisions about rebuilding flood control levees and
6603 rerouting water supply networks through the region. Incorporating the potential for
6604 climate change impacts on sea level rise and other regional changes are important to the
6605 decision-making process (see, for example, Hayhoe *et al.*, 2004; Knowles *et al.*, 2006;
6606 Lund *et al.*, 2007).

6607

6608 *Background and Context*

6609 Climate considerations are critical for the managers of the CALFED program, which
6610 oversees the 700,000 acres in the Sacramento-San Joaquin Delta. 400,000 acres have
6611 been subsiding due to microbial oxidation of peat soils that have been used for
6612 agriculture. A significant number of the islands are below sea level, and protected from
6613 inundation by dikes that are in relatively poor condition. Continuing sea-level rise and
6614 regional climate change are expected to have additional major impacts such as flooding
6615 and changes in seasonal precipitation patterns. There are concerns that multiple islands
6616 would be inundated in a “10- year storm event” – this represents extreme local
6617 vulnerability to flooding.

6618

6619 In the central delta there are five county governments in addition to multiple federal and
6620 state agencies and non-governmental organizations whose perspectives need to be
6621 integrated into the management process, which is one of the purposes of the CALFED
6622 program. A key decision being faced is whether Delta interests should invest in trying to
6623 build up and repair levies to protect subsided soils. What are the implications for other
6624 islands when one island floods? Knowing the likelihood of sea level rise of various
6625 magnitudes will significantly constrain the answers to these questions. For example, if the
6626 rise is greater than 1 foot in next 50 – 100 years, that could end the debate about whether
6627 to use levee improvements to further protect these islands. Smaller amounts of sea level
6628 rise will make this decision less clear-cut. Answers are needed in order to support
6629 decisions about the delta in the next year and a half.

6630

6631 *Implementation/Application*

6632 Hundreds of millions of dollars of restoration work has been done in the Delta and
6633 associated watersheds, and more investment is required. Where money should be
6634 invested for effective long term impact? There is a need to invest in restoring lands at
6635 intertidal and higher elevations so that wetlands can evolve uphill while tracking rising
6636 sea level (estuarine progression). Protecting only “critical” Delta islands (those with
6637 major existing infrastructure) to endure a 100-year flood will cost around \$2.6 billion.

6638

6639 Another way that climate change-related information is critical to Delta management is in
6640 estimating volumes and timing of runoff from the Sierra Nevada mountain range (see
6641 Knowles *et al.*, 2006). To the extent that snowpack will be diminished and snowmelt
6642 runoff occurs earlier, there are implications for flood control, water supply and
6643 conveyance, and seawater intrusion – all of which affect habitat and land use decisions.
6644 One possible alternative approach is more aggressive management of reservoirs to
6645 maximize water supply benefits, thereby possibly increasing flood risk. The State Water
6646 Project is now looking at a 10% failure rate operating guideline at Oroville rather than a
6647 5% failure rate operating guideline -- this would provide much more water supply
6648 flexibility.

6649

6650 *Lessons Learned*

6651 Until recently the implications of climate change and sea level rise were not considered in
6652 the context of solutions to the Bay Delta problem – particularly in the context of climate
6653 variability. These implications are currently considered to be critical factors in
6654 infrastructure planning, and the time horizon for future planning has been extended to
6655 200 years (see California Department of Water Resources Delta Risk Management
6656 Strategy effort for details). The relatively rapid shift in perception of the urgency of
6657 climate change impacts was not predicted, but does demand renewed consideration of
6658 adaptive management strategies in the context of step-wise changes in understanding (as
6659 opposed to gradual increases in accumulation of new facts, which is the dominant
6660 paradigm in adaptive management).

6661

6662 **4.2.2 Organizational and Institutional Dimensions of Decision-Support Experiments**

6663 These seven experiments illuminate the need for effective two-way communication
6664 among tool developers and users, and the importance of organizational culture in
6665 fostering collaboration. An especially important lesson they afford is in underscoring the
6666 significance of boundary-spanning entities to enable decision-support transformation.

6667 Boundary spanning, discussed in section 4.3, refers to the activities of special

6668 scientific/stakeholder committees, agency coordinating bodies, or task forces that
6669 facilitate the bringing together of tool developers and users to exchange information,
6670 promote communication, propose remedies to problems, foster frequent engagement, and
6671 jointly develop decision-support systems to address user needs. In the process, they
6672 provide incentives for innovation – frequently noted in the literature - that facilitate the
6673 use of climate science information in decisions (*e.g.*, NRC, 2007; Cash and Buizer, 2005;
6674 Sarewitz and Pielke, 2007). Before outlining how these seven experiments illuminate
6675 boundary spanning, it is important to consider problems identified in recent research.

6676

6677 While there is widespread agreement that decision support involves translating the
6678 products of climate science into forms useful for decision makers and disseminating the
6679 translated products, there is disagreement over precisely what constitutes translation
6680 (NRC, 2008). One view is that climate scientists know which products will be useful to
6681 decision makers and that potential users will make appropriate use of decision-relevant
6682 information once it is made available. Adherents of this view typically emphasize the
6683 importance of developing “decision-support tools:” models, maps, and other technical
6684 products intended to be relevant to certain classes of decisions which, when created,
6685 completes the task of decision-support. This approach, also called a “translation model,”
6686 (NRC, 2008) has not proved useful to many decision-makers – underscored by the fact
6687 that in our seven cases, greater weight was given to “creating conditions that foster the
6688 appropriate use of information” rather than to the information itself (NRC, 2008).

6689

6690 A second view is that decision-support activities should enable climate information
6691 producers and users to communicate better with one another to ensure that the
6692 information produced addresses users' needs – also called “co-production” of information
6693 or reconciling information “supply and demand” (National Research Council, 1989,
6694 1996, 1999a, 2006; McNie, 2007; Sarewitz and Pielke, 2007; Lemos and Morehouse,
6695 2005). Our seven cases clearly delineate the presumed advantages of the second view.

6696

6697 In the SFWMD case, an increase in user trust was a powerful inducement to introduce,
6698 and then continue, experiments leading to development of a Water Supply and
6699 Environment (WSE) schedule employing seasonal and multi-seasonal climate outlooks as
6700 guidance for regulatory releases. As this tool began to help reduce operating system
6701 uncertainty, decision-maker confidence in the use of model outputs increased, as did
6702 further cooperation between scientists and users – facilitated by SFWMD's
6703 communication and agency partnership networks.

6704

6705 In the case of INFORM, participating agencies in California worked in partnership with
6706 scientists to design experiments that would introduce forecast methods that helped adapt
6707 to uncertainties in reservoir regulation. Not only did this set of experiments demonstrate
6708 the practical value of such tools, but they built support for adaptive measures to manage
6709 risks, and reinforced the use, by decision-makers, of tool output in their decisions.

6710 Similar to the SFWMD case, through demonstrating how forecast models could reduce
6711 operating uncertainties – especially as regards increasing reliability and lead time for
6712 crucial decisions – cooperation among partners seems to have been strengthened.

6713

6714 Because the New York City and Seattle cases share in common the use of decision-
6715 support information in urban settings, they amplify another set of boundary-spanning
6716 factors: the need to incorporate public concerns and develop communication outreach
6717 methods, particularly about risk, that are clear and coherent. While conscientious efforts
6718 to support stakeholder needs for reducing uncertainties associated with sea-level rise and
6719 infrastructure relocation are being made, the New York case highlights the need for
6720 further efforts to refine communication, tool dissemination and evaluation efforts to
6721 deliver information on potential impacts of climate change more effectively. It also
6722 illustrates the need to incorporate new risk-based analysis into existing decision
6723 structures related to infrastructure construction and maintenance. Seattle public utilities
6724 has had success in conveying the importance of employing seasonal to interannual
6725 climate forecasts in operations, and is considered a national model for doing so, in part
6726 because of a higher degree of established public support due to: 1) litigation over
6727 protection of endangered fish populations, and 2) a greater in-house ability to test forecast
6728 skill and evaluate decision tools. Both served as incentives for collaboration. Access to
6729 highly-skilled forecasts in the region also enhanced prospects for forecast use.

6730

6731 Although not an urban case, the CALFED experiment's focus on climate change, sea-
6732 level rise, and infrastructure planning has numerous parallels with the Seattle and New
6733 York City cases. In this instance, the public and decision-makers were prominent in these
6734 cases, and their involvement enhanced the visibility and importance of these issues and

6735 probably helped facilitate the incorporation of climate information by water resource
6736 managers in generating adaptation policies.

6737

6738 The other cases represent variations of boundary spanning whose lessons are also worth
6739 noting. The tree-ring reconstruction case – which generated a new data source, not
6740 surprisingly documents impediments to incorporation into water planning due to its
6741 novelty. This impediment was overcome through prolonged and sustained partnerships
6742 between researchers and users that helped ensure that scientific findings were relevant,
6743 useful, and usable for water resources planning and management, and water managers
6744 who were willing to take some risk. Likewise, the case of fire-prone forests represented a
6745 different set of impediments that also required novel means of boundary spanning to
6746 overcome. In this instance, an initial workshop held among scientists and decision-
6747 makers itself constituted an experiment on how to: identify topics of mutual interest
6748 across the climate and wildland fire management communities; provide a forum for
6749 exploring new questions and opportunities; and constitute a vehicle for inviting diverse
6750 agency personnel, disciplinary representatives, and operation, planning, and management,
6751 personnel to facilitate new ways of thinking about an old set of problems.

6752

6753 Before turning to analytical studies on the importance of such factors as the role of key
6754 leadership in organizations to empower employees, organizational climate that
6755 encourages risk and promote inclusiveness, and the ways organizations encourage
6756 boundary innovation (section 4.3), it is important to note another distinguishing feature of
6757 the above experiments: they underscore the importance of process as well as product

6758 outcomes in assessing collaborative success in developing, disseminating and using
6759 information. We return to this issue when we discuss evaluation in Section 4.4.

6760

6761 **4.3 APPROACHES TO BUILDING USER KNOWLEDGE AND ENHANCING** 6762 **CAPACITY BUILDING**

6763 The previous section demonstrated a variety of contexts where decision-support
6764 innovations are occurring. This section analyzes six factors that are essential for building
6765 user knowledge and enhancing capacity in decision-support systems for integration of
6766 seasonal to interannual climate variability information, and which are highlighted in the
6767 seven cases above: 1) boundary spanning, 2) knowledge-action systems through inclusive
6768 organizations, 3) decision-support needs are user driven, 4) proactive leadership that
6769 champions change; 5) adequate funding and capacity building, and, 6) adaptive
6770 management.

6771

6772 **4.3.1 Boundary-Spanning Organizations as Intermediaries Between Scientists and** 6773 **Decision Makers**

6774 As noted in 4.2.2, boundary spanning organizations link different social and
6775 organizational worlds (*e.g.*, science and policy) in order to foster innovation across
6776 boundaries, provide two-way communication among multiple sectors, and integrate
6777 production of science with user needs. More specifically, these organizations perform
6778 translation and mediation functions between producers of information and their users
6779 (Guston, 2001; Ingram and Bradley, 2006 Jacobs, *et al.*, 2005). Such activities include

6780 convening forums that provide common vehicles for conversations and training, and for
6781 tailoring information to specific applications.

6782

6783 Ingram and Bradley (2006) suggest that boundary organizations span not only disciplines,
6784 but different conceptual and organizational divides (*e.g.*, science and policy),
6785 organizational missions and philosophies, levels of governance, and gaps between
6786 experiential and professional ways of knowing. This is important because effective
6787 knowledge transfer systems cultivate individuals and/or institutions that serve as
6788 intermediaries between nodes in the system, most notably between scientists and decision
6789 makers. In the academic community and within agencies, knowledge, including that
6790 involved in the production of climate forecast information, is often produced in “stove-
6791 pipes” isolated from neighboring disciplines or applications.

6792

6793 Evidence for the importance of this proposition – and for the importance of boundary
6794 spanning generally – is provided by those cases – particularly in Chapter 3 (*e.g.*, the
6795 Apalachicola-Chattahoochee-Flint river basin dispute) where the absence of a boundary
6796 spanning entity created a void that made the deliberative consideration of various
6797 decision-maker needs all but impossible to negotiate. Because the compact organization
6798 charged with managing water allocation among the states of Alabama, Florida, and
6799 Georgia would not actually take effect until an allocation formula was agreed upon, the
6800 compact could not actually serve to bridge the divides between decision-making and
6801 scientific assessment of flow, meteorology, and riverine hydrology in the region.

6802

6803 Boundary spanning organizations are important to decision-support system development
6804 in three ways. First, they “mediate” communication between supply and demand
6805 functions for particular areas of societal concern. Sarewitz and Pielke (2007) suggest, for
6806 example, that the IPCC serves as a boundary organization for connecting the science of
6807 climate change to its use in society – in effect, satisfying a “demand” for science
6808 implicitly contained in such international processes for negotiating and implementing
6809 climate treaties as the U.N. Framework Convention on Climate Change and Kyoto
6810 Protocol. In the U.S., local irrigation district managers and county extension agents often
6811 serve this role in mediating between scientists (hydrological modelers) and farmers (Cash
6812 *et al.*, 2003). In the various cases we explored in section 4.2.1 – and in chapter 3 (*e.g.*,
6813 coordinating committees, post-event “technical sessions” after the Red River floods, and
6814 comparable entities), we saw other boundary spanning entities performing mediation
6815 functions.

6816

6817 Second, boundary organizations enhance communication among stakeholders. Effective
6818 tool development requires that affected stakeholders be included in dialogue, and that
6819 data from local resource managers (blended knowledge) be used to ensure credible
6820 communication. Successful innovation is characterized by two-way communication
6821 between producers and users of knowledge, as well as development of networks that
6822 allow close and ongoing communication among multiple sectors. Likewise, networks
6823 must allow close communication among multiple sectors (Sarewitz and Pielke, 2007).

6824

6825 Third, boundary organizations contribute to tool development by serving the function of
6826 translation more effectively than is conceived in the loading-dock model of climate
6827 products. In relations between experts and decision-makers, understanding is often
6828 hindered by jargon, language, experiences, and presumptions; *e.g.*, decision makers often
6829 want deterministic answers about future climate conditions, while scientists can often
6830 only provide probabilistic information, at best. As noted in chapter 3, decision-makers
6831 often mistake probabilistic uncertainty as a kind of epistemological failure – even though
6832 uncertainty is a characteristic of science (Brown, 1997).

6833

6834 One place where boundary spanning can be important with respect to translation is in
6835 providing a greater understanding of uncertainty and its source. This includes better
6836 information exchange between scientists and decision-makers on, for example, the
6837 decisional-relevance of different aspects of uncertainties, and methods of combining
6838 probabilistic estimates of events through simulations, in order to reduce decision-maker
6839 distrust, misinterpretation of forecasts, and mistaken interpretation of models (National
6840 Research Council, 2005).

6841

6842 Effective boundary organizations facilitate the co-production of knowledge—generating
6843 information or technology through the collaboration of scientists/engineers and
6844 nonscientists who incorporate values and criteria from both communities. This is seen,
6845 for example, in the collaboration of scientists and users in producing models, maps, and
6846 forecast products. Boundary organizations have been observed to work best when
6847 accountable to the individuals or interests on both sides of the boundary they bridge, in

6848 order to avoid capture by either side and to align incentives such that interests of actors
6849 on both sides of the boundary are met.

6850

6851 Jacobs (2003) suggests that universities can be good locations for the development of
6852 new ideas and applications, but they may not be ideal for sustained stakeholder
6853 interactions and services, in part because of funding issues and because training cycles
6854 for graduate students, who are key resources at universities, do not always allow a long-
6855 term commitment of staff. Many user groups and stakeholders either have no contact with
6856 universities or may not encourage researchers to participate in or observe decision-
6857 making processes. University reward systems rarely recognize inter-disciplinary work,
6858 outreach efforts, and publications outside of academic journals. This limits incentives for
6859 academics to participate in real-world problem solving and collaborative efforts. Despite
6860 these limitations, many successful boundary organizations are located within universities.

6861

6862 In short, boundary organizations serve to make information from science useful and to
6863 keep information flowing (in both directions) between producers and users of the
6864 information. They foster mutual respect and trust between users and producers. Within
6865 such organizations there is a need for individuals simultaneously capable of translating
6866 scientific results for practical use and framing the research questions from the perspective
6867 of the user of the information. These key intermediaries in boundary organizations need
6868 to be capable of integrating between disciplines and defining the research question
6869 beyond that which focuses on the disciplines. Table 4.1 depicts a number of boundary

6870 organization examples for climate change decision-support tool development. Section
6871 4.3.2 considers the type of organizational leaders who facilitate boundary spanning.

6872

6873 **Table 4.1 Examples of Boundary Organizations for Decision-Support tool development**

6874

Cooperative Extension Services: housed in land-grant universities in the U.S., they provide large networks of people who interact with local stakeholders and decision-makers within certain sectors (not limited to agriculture) on a regular basis. In other countries this agricultural extension work is often done with great effectiveness by local government (*e.g.*, Department of Primary Industries, Queensland, Australia).

Watershed Councils: in some U.S. states, watershed councils and other local planning groups have developed, and many are focused on resolving environmental conflicts and improved land and water management (particularly successful in the State of Oregon).

Natural Resource Conservation Districts: within the U.S. Department of Agriculture, these districts are highly networked within agriculture, land management, and rural communities.

Non-governmental organizations (NGOs) and public interest groups: focus on information dissemination and environmental management issues within particular communities. They are good contacts for identifying potential stakeholders, and may be in a position to collaborate on particular projects. Internationally, a number of NGOs have stepped forward and are actively engaged in working with stakeholders to advance use of climate information in decision-making (*e.g.*, Asian Disaster Preparedness Center (ADPC), in Bangkok, Thailand).

Federal agency and university research activities: expanding the types of research conducted within management institutions and local and state governments is an option to be considered—the stakeholders can then have greater influence on ensuring that the research is relevant to their particular concerns

6875

6876 An oft-cited model of the type of boundary-spanning organization needed for the transfer
6877 and translation of decision-support information on climate variability is the “Regional
6878 Integrated Science and Assessment (RISA) teams supported by NOAA. These teams
6879 “represent a new collaborative paradigm in which decision-makers are actively involved
6880 in developing research agendas” (Jacobs, 2003). The nine RISA teams, located within
6881 universities and often involving partnerships with NOAA laboratories throughout the
6882 U.S, are focused on stakeholder-driven research agendas and long-term relationships
6883 between scientists and decision-makers in specific regions. RISA activities are
6884 highlighted in the sidebar below. This is followed by another sidebar on comparative

6885 examples of boundary spanning which emphasizes the “systemic” nature of boundary
6886 spanning – that boundary organizations produce reciprocity of benefits to various groups.

6887

6888 **4.3.2 Regional Integrated Science and Assessment Teams (RISAs) – An Opportunity**
6889 **for Boundary Spanning, and a Challenge**

6890 A true dialog between end users of scientific information and those who generate data
6891 and tools is rarely achieved. The nine Regional Integrated Science and Assessment
6892 (RISA) teams that are sponsored by NOAA and activities sponsored by the
6893 Environmental Protection Agency’s Global Change Research Program are among the
6894 leaders of this experimental endeavor, and represent a new collaborative paradigm in
6895 which decision-makers are actively involved in developing research agendas. RISAs
6896 explicitly seek to work at the boundary of science and decision making.

6897

6898 There are five principal approaches RISA teams have learned that facilitate engagement
6899 with stakeholders and design of climate-related decision-support tools for water
6900 managers. First, RISAs employ a “stakeholder-driven research” approach that focuses on
6901 performing research on both the supply side (*i.e.*, information development) and demand
6902 side (*i.e.*, the user and her/his needs). Such reconciliation efforts require robust
6903 communication in which each side informs the other with regard to decisions, needs, and
6904 products – this communication cannot be intermittent; it must be robust and ongoing.

6905 Second, some RISAs employ an “information broker” approach. They produce little new
6906 scientific information themselves, due to resource limitations or lack of critical mass in a

6907 particular scientific area. Rather, the RISAs' primary role is providing a conduit for
6908 information and facilitating the development of information networks.

6909

6910 Third, RISAs generally utilize a "participant/advocacy" or "problem-based" approach,
6911 which involves focusing on a particular problem or issue, and engaging directly in
6912 solving that problem. They see themselves as part of a learning system and promote the
6913 opportunity for joint learning with a well-defined set of stakeholders who share the
6914 RISA's perspective on the problem and desired outcomes.

6915

6916 Fourth, some RISAs utilize a "basic research" approach in which the researchers
6917 recognize particular gaps in fundamental knowledge that are necessary as a prerequisite
6918 to the production of context sensitive, policy-relevant information. Any RISA may utilize
6919 many or most of these approaches at different times depending upon the particular
6920 context of the problem. The more well-established RISAs have had more formal
6921 processes and procedures in place to identify stakeholder needs and design appropriate
6922 responses, as well as to evaluate the effectiveness of decision-support tools that are
6923 developed.

6924

6925 Finally, a critical lesson for climate science policy from RISAs is that, despite knowing
6926 what is needed to produce, package, and disseminate useful climate information – and the
6927 well-recognized success of the regional partnerships with stakeholders, While RISA
6928 lessons have been criticized as not having had large influence on the federal climate
6929 science policy community outside of the RISAs in the past, progress has been made in

6930 recent years. Improving feedback between RISA programs and the larger research
6931 enterprise need to be enhanced so lessons learned can inform broader climate science
6932 policy decisions – not just those decisions made on the local problem-solving level
6933 (McNie, *et al.*, 2007).

6934

6935 In April, 2002, the House Science Committee held a hearing to explore the connections
6936 of climate science and the needs of decision makers. One question it posed was the
6937 following: “Are our climate research efforts focused on the right questions?”

6938 (http://www.house.gov/science/hearings/full02/apr17/full_charter_041702.htm)

6939 The Science Committee found that the RISA program is a promising means to connect
6940 decision-making needs with the research prioritization process, because “(it) attempts to
6941 build a regional-scale picture of the interaction between climate change and the local
6942 environment from the ground up. By funding research on climate and environmental
6943 science focused on a particular region, [the RISA] program currently supports
6944 interdisciplinary research on climate-sensitive issues in five selected regions around the
6945 country. Each region has its own distinct set of vulnerabilities to climate change, *e.g.*,
6946 water supply, fisheries, agriculture, *etc.*, and RISA's research is focused on questions
6947 specific to each region.”

6948

6949 *****BOX 4.1: Comparative Examples of Boundary Spanning – Australia and the U.S**

6950

6951 In Australia, forecast information is actively sought both by large agribusiness and government
6952 policymakers planning for drought because “the logistics of handling and trading Australia’s grain
6953 commodities, such as wheat, are confounded by huge swings in production associated with climate
6954 variability. Advance information on likely production and its geographical distribution is sought by many
6955 industries, particularly in the recently deregulated marketing environment” (Hammer, *et al.*, 2001).
6956 Forecast producers have adopted a systems approach to the dissemination of seasonal forecast information
6957 that includes close interaction with farmers, use of climate scenarios to discuss the incoming rainfall season
6958 and automated dissemination of seasonal forecast information through the RAINMAN interactive software.

6959
6960 In the U.S. Southwest, forecast producers organized stakeholder workshops that refined their understanding
6961 of potential users and their needs. Because continuous interaction with stakeholder was well funded and
6962 encouraged, producers were able to ‘customize’ their product—including the design of user friendly and
6963 interactive Internet access to climate information—to local stakeholders with significant success
6964 (Hartmann, *et al.*, 2002; Pagano, *et al.*, 2002; Lemos and Morehouse, 2005). Such success stories seem to
6965 depend largely on the context in which seasonal climate forecasts were deployed—in well-funded policy
6966 systems, with adequate resources to customize and use forecasts, benefits can accrue to the local society as
6967 a whole. From these limited cases, it is suggested that where income, status, and access to information are
6968 more equitably distributed in a society, the introduction of seasonal forecasts may create winners; in
6969 contrast, when pre-existing conditions are unequal, the application of seasonal climate forecasts may create
6970 more losers by exacerbating those inequities (Lemos and Dilling, 2007). The consequences can be costly
6971 both to users and seasonal forecast credibility.

6972 ***END BOX*****

6973

6974 **4.3.3 Developing Knowledge-Action Systems – a Climate for Inclusive Management**

6975 Research suggests that decision makers do not always find seasonal-to-interannual
6976 forecast products, and related climate information, to be useful for the management of
6977 water resources – this is a theme central to this entire report. As our case study
6978 experiments suggest, in order to ensure that information is useful, decision makers must
6979 be able to affect the substance of climate information production and the method of
6980 delivery so that information producers know what are the key questions to respond to in
6981 the broad and varied array of decisional needs different constituencies require (Sarewitz
6982 and Pielke, 2007: 7; Callahan, *et al.*, 1999; NRC, 1999a), and this is likely the most
6983 effective process by which true decision-support activities can be made useful.

6984

6985 Efforts to identify factors that improve the usability of seasonal to interannual climate
6986 information have found that effective “knowledge-action” systems focus on promoting
6987 broad, user driven risk management objectives (Cash and Buizer, 2005: 9). These
6988 objectives, in turn, are shaped by the decision context, which usually contains multiple
6989 stresses and management goals. Research on water resource decision-making suggests
6990 that goals are defined very differently by agencies or organizations dedicated to

6991 managing single-issue problems in particular sectors (*e.g.*, irrigation, public supply) when
6992 compared to decision-makers working in political jurisdictions or watershed-based
6993 entities designed to comprehensively manage and coordinate several management
6994 objectives simultaneously (*e.g.*, flood control and irrigation, power generation, and in-
6995 stream flow). The latter entities face the unusual challenge of trying to harmonize
6996 competing objectives, are commonly accountable to numerous users, and require
6997 “regionally and locally tailored solutions” to problems (Water in the West, 1998; also,
6998 Kenney and Lord, 1994; Grigg, 1996).

6999

7000 Effective knowledge-action systems should be designed for learning rather than knowing
7001 – the difference being that the former emphasizes the process of exchange between
7002 decision-makers and scientists, constantly evolving in an iterative fashion – rather than
7003 aiming for a one-time only completed product. Learning requires that knowledge-action
7004 systems have flexibility of processes and institutions in order to effectively produce and
7005 apply climate information (Cash and Buizer, 2005), encourage diffusion of boundary-
7006 spanning innovation, are themselves innovative and responsive, and are able to develop
7007 “operating criteria that measure responsiveness to changing conditions and external
7008 advisory processes” (Cash and Buizer, 2005). Often, nontraditional institutions that
7009 operate outside of “normal” channels, such as nongovernmental organizations (NGOs) or
7010 regional coordinating entities are less constrained by tradition or legal mandate and thus
7011 more able to innovate.

7012

7013 To encourage climate forecast and information producers and end-users to better
7014 communicate with one another, they need to be engaged in a long-term dialogue about
7015 one another's needs and capabilities. To achieve this, knowledge producers must be
7016 committed to establishing opportunities for joint learning. When such communication
7017 systems have been established, the result has been the gaining of knowledge by users.
7018 The discovery that climate information must be part of a larger suite of information can
7019 help producers understand the decision context, and better appreciate that users "manage
7020 a broad array of risks." Lead innovators within the user community can lay the
7021 groundwork for broader participation of other users and greater connection between
7022 producers and users (Cash and Buizer, 2005).

7023

7024 Such tailoring or conversion of information requires organizational settings that foster
7025 communication and exchange of ideas between users and scientists. For example, a
7026 particular user might require a specific type of precipitation forecast or even a different
7027 type of hydrologic model to generate a credible forecast of water supply volume. This
7028 producer-user dialogue must be long-term; allow users to independently verify the utility
7029 of forecast information; and, provide opportunities for verification results to feed back
7030 into new product development (Cash and Buizer, 2005; Jacobs *et al.*, 2005).

7031

7032 Studies of this connection refer to it as an "end-to-end" system to suggest that knowledge
7033 systems need to engage a range of participants including those who generate scientific
7034 tools and data, those who translate them into predictions for use by decision-makers, and
7035 the decision-makers themselves. A forecast innovation might combine climate factor

7036 observations, analyses of climate dynamics, and seasonal/interannual forecasts. In turn,
7037 users might be concerned with varying problems and issues such as planting times,
7038 instream flows to support endangered species, and reservoir operations.

7039

7040 As Cash and Buizer note, “Often entire systems have failed because of a missing link
7041 between the climate forecast and these ultimate user actions. Avoiding the missing link
7042 problem varies according to the particular needs of specific users (Cash and Buizer,
7043 2005). Users want useable information more than they want answers – they want an
7044 understanding of things that will help them explain, for example, the role of climate in
7045 determining underlying variation in the resources they manage. This includes a broad
7046 range of information needed for risk management; not just forecasting particular threats.

7047

7048 Organizational measures to hasten, encourage, and sustain these knowledge-action
7049 systems must include practices that empower people to use information through
7050 providing adequate training and outreach – as well as sufficient professional reward and
7051 development opportunities. Three measures are essential. First, organizations must
7052 provide incentives to produce boundary objects, such as decisions or products that reflect
7053 the input of different perspectives. Second, they must involve participation from actors
7054 across boundaries. And finally, they must have lines of accountability to the various
7055 organizations spanned (Guston, 2001).

7056

7057 Introspective evaluations of the organization’s ability to learn and adapt to the
7058 institutional and knowledge-based changes around them should be combined with

7059 mechanisms for feedback and advice from clients, users, and community leaders.
7060 However, it is important that a review process not become an end in itself or be so
7061 burdensome as to affect the ability of the organization to function efficiently. This
7062 orientation is characterized by a mutual recognition on the part of scientists and decision-
7063 makers of the importance of social learning – that is, learning by doing or by experiment,
7064 and refinement of forecast products in light of real-world experiences and previous
7065 mistakes or errors – both in forecasts and in their application. This learning environment
7066 also fosters an emphasis on adaptation and diffusion of innovation (*i.e.*, social learning,
7067 learning from past mistakes, long-term funding).

7068

7069 **4.3.4 The Value of User-Driven Decision Support**

7070 Studies of what makes climate forecasts useful have identified a number of common
7071 characteristics in the process by which forecasts are generated, developed, and taught to –
7072 and disseminated among – users (Cash and Buizer, 2005). These characteristics include:

- 7073 • Ensuring that the problems forecasters address are themselves driven by forecast
7074 users;
- 7075 • Making certain that knowledge-action systems (the process of interaction between
7076 scientists and users which produces forecasts) are end-to-end inclusive;
- 7077 • Employing “boundary organizations” (groups or other entities that bridge the
7078 communication void between experts and users) to perform translation and
7079 mediation functions between the producers and consumers of forecasts;
- 7080 • Fostering a social learning environment between producers and users (*i.e.*,
7081 emphasizing adaptation); and

- 7082 • Providing stable funding and other support to keep networks of users and
7083 scientists working together.

7084

7085 As noted earlier, “users” encompass a broad array of individuals and organizations,
7086 including farmers, water managers, and government agencies; while “producers” include
7087 scientists and engineers and those “with relevant expertise derived from practice” (Cash
7088 and Buizer, 2005). Complicating matters is that some “users” may – over time – become
7089 “producers” as they translate, repackage, or analyze climate information for use by
7090 others.

7091

7092 In effective user-driven information environments, the agendas of analysts, forecasters,
7093 and scientists who generate forecast information are at least partly set by the users of the
7094 information. Moreover, the collaborative process is grounded in appreciation for user
7095 perspectives regarding the decision context in which they work, the multiple stresses
7096 under which they labor, and their goals so users can integrate climate knowledge into risk
7097 management. Most important, this user-driven outlook is reinforced by a systematic
7098 effort to link the generation of forecast information with needs of users through soliciting
7099 advice and input from the latter at every step in the generation of information process.

7100

7101 Effective knowledge-action systems do not allow particular research or technology
7102 capabilities (*e.g.*, ENSO forecasting) to drive the dialogue. Instead, effective systems
7103 ground the collaborative process of problem definition in user perspectives regarding the
7104 decision context, the multiple stresses bearing on user decisions, and ultimate goals that

7105 the knowledge-action system seeks to advance. For climate change information, this
7106 means shifting the focus toward “the promotion of broad, user-driven risk-management
7107 objectives, rather than advancing the uptake of particular forecasting technologies” (Cash
7108 and Buizer, 2005; Sarewitz and Pielke, 2007).

7109

7110 In sum, there is an emerging consensus in the field of climate forecast information that
7111 the utility of information intended to make possible sustainable environmental decisions
7112 depends on the “dynamics of the decision context and its broader social setting” (Jasanoff
7113 and Wynne, 1998; Pielke *et al.*, 2000; Sarewitz and Pielke, 2007). Usefulness is not
7114 inherent in the knowledge generated by forecasters – the information generated must be
7115 “socially robust.” Robustness is determined by how well it meets three criteria: 1) it is
7116 valid outside, as well as inside the laboratory; (2) validity is achieved through involving
7117 an extended group of experts, including lay ‘experts;’ and 3) because society as-a-whole
7118 has participated in the generation of forecast models, the information derived from them
7119 is less likely to be contested (Gibbons, 1999).

7120

7121 Finally, a user-driven information system relies heavily on two-way communication.
7122 Such communication can help bridge gaps between what is produced and what is likely to
7123 be used, thus ensuring that scientists produce products that are recognized by the users,
7124 and not just the producers, as useful. Effective user-oriented two-way communication can
7125 increase users’ understanding of how they could use climate information and enable them
7126 to ask questions about information that is uncertain or in dispute. It also affords an
7127 opportunity to produce “decision-relevant” information that might otherwise not be

7128 produced because scientists may not have understood completely what kinds of
7129 information would be most useful to water resource decision makers (NRC, 2008).
7130
7131 In conclusion, user-driven information as regards to seasonal to interannual climate
7132 variability for water resources decision-making must be salient (*e.g.*, decision-relevant
7133 and timely), credible (viewed as accurate, valid, and of high quality), and legitimate
7134 (uninfluenced by pressures or other sources of bias) (see NRC, 2008; NRC, 2005). In the
7135 words of a recent National Research Council report, broad involvement of “interested and
7136 affected parties” in framing scientific questions helps ensure that the science produced is
7137 useful (“getting the right science”) by ensuring that decision-support tools are explicit
7138 about any simplifying assumptions that may be in dispute among the users, and
7139 accessible to the end-user (NRC, 2008).

7140

7141 **4.3.5 Pro-Active Leadership – Championing Change**

7142 Organizations – public, private, scientific, and political – have leaders: individuals
7143 charged with authority, and span of control, over important personnel, budgetary, and
7144 strategic planning decisions, among other venues. Boundary organizations require a kind
7145 of leadership called inclusive management practice by its principal theorists (Feldman
7146 and Khademian, 2001). Inclusive management is defined as management that seeks to
7147 incorporate the knowledge, skills, resources, and perspectives of several actors.

7148

7149 While there is an enormous literature on organizational leadership, synthetic studies –
7150 those which take various theories and models about leaders and try to draw practical,

7151 even anecdotal, lessons for organizations – appear to coalesce around the idea that
7152 inclusive leaders have context-specific skills that emerge through a combination of tested
7153 experience within a variety of organizations, and a knack for judgment (Bennis, 2003;
7154 Tichy and Bennis, 2007). These skills evolve through trial and error and social learning.
7155 Effective “change-agent” leaders have a guiding vision which sustains them through
7156 difficult times, a passion for their work and an inherent belief in its importance, and a
7157 basic integrity toward the way in which they interact with people and approach their jobs
7158 (Bennis, 2003).

7159

7160 While it is difficult to discuss leadership without focusing on individual leaders – and
7161 difficult to disagree with such claims about virtuous leadership, inclusive management
7162 also embraces the notion of process accountability – that leadership is embodied in the
7163 methods by which organizations make decisions, and not in charismatic personality
7164 alone. Process accountability comes not from some external elected political principle or
7165 body that is hierarchically superior, but instead infuses through processes of deliberation
7166 and transparency. All of these elements make boundary organizations capable of being
7167 solution focused and integrative and, thus, able to span the domains of climate knowledge
7168 production and climate knowledge for water management use.

7169

7170 Adaptive and inclusive management practices are essential to fulfilling these objectives.
7171 These practices must empower people to use information through providing adequate
7172 training and outreach – as well as sufficient professional reward and development
7173 opportunities, and they must overcome capacity-building problems within organizations

7174 to ensure that these objectives are met, including adequate user support. The cases
7175 discussed below – on the California Department of Water Resources’ role in adopting
7176 climate variability and change into regional water management, and the efforts of the
7177 Southeast consortium and its satellite efforts – are examples of inclusive leadership which
7178 illustrate how both scientists as well agency managers can be proactive leaders. In the
7179 former case, decision-makers consciously decided to develop relationships with other
7180 western states’ water agencies and partnership (through a Memorandum of
7181 Understanding [MOU]) with NOAA. In the latter, scientists ventured into collaborative
7182 efforts – across universities, agencies, and states – because they shared a commitment to
7183 exchanging information in order to build institutional capacity among the users of the
7184 information themselves

7185

7186 ***Case Study A:***

7187 ***Leadership in the California Department of Water Resources***

7188 The deep drought in the Colorado River Basin that began with the onset of a La Niña
7189 episode in 1998 has awakened regional water resources managers to the need to
7190 incorporate climate variability and change into their plans and reservoir forecast models.
7191 Paleohydrologic estimates of streamflow, which document extended periods of low flow
7192 and demonstrate greater streamflow variability than that found in the gage record, have
7193 been particularly persuasive examples of the non-stationary behavior of the hydroclimate
7194 system (Woodhouse *et al.*, 2006; Meko *et al.*, 2007). Following a 2005 scientist-
7195 stakeholder workshop on the use of paleohydrologic data in water resource management
7196 (http://www.climas.arizona.edu/calendar/details.asp?event_id=21), NOAA RISA and
7197 California Department of Water Resources (CDWR) scientists developed strong
7198 relationships oriented toward improving the usefulness and usability of science in water
7199 management. Since the 2005 workshop, CDWR, whose mission in recent years includes
7200 preparation for potential impacts of climate change on California’s water resources, has

7201 led western states' efforts in partnering with climate scientists to co-produce
7202 hydroclimatic science to inform decision-making. CDWR led the charge to clarify
7203 scientific understanding of Colorado River Basin climatology and hydrology, past
7204 variations, projections for the future, and impacts on water resources, by calling upon the
7205 National Academy of Sciences to convene a panel to study the aforementioned issues
7206 (NRC, 2007). This occurred, and in 2007, CDWR developed a Memorandum of
7207 Agreement with NOAA, in order to better facilitate cooperation with scientists in
7208 NOAA's RISA program and research laboratories (CDWR, 2007).

7209

7210 ***Case Study B:***

7211 ***Cooperative extension services, watershed stewardship: the Southeast Consortium***

7212 Developing the capacity to use climate information in resource management decision-
7213 making requires both outreach and education, frequently in an iterative fashion that leads
7214 to two-way communication and builds partnerships. The Cooperative Extension Program
7215 has long been a leader in facilitating the integration of scientific information into decision
7216 maker of practice in the agricultural sector. Cash (2001) documents an example of
7217 successful Cooperative Extension leadership in providing useful water resources
7218 information to decision-makers confronting policy changes in response to depletion of
7219 groundwater in the High Plains aquifer. Cash notes the Cooperative Extension's history of
7220 facilitating dialogue between scientists and farmers, encouraging the development of
7221 university and agency research agendas that reflect farmers' needs, translating scientific
7222 findings into site-specific guidance, and managing demonstration projects that integrate
7223 farmers into researchers' field experiments.

7224

7225 In the High Plains aquifer example, the Cooperative Extension's boundary spanning work
7226 was motivated from a bottom-up need of stakeholders for credible information on
7227 whether water management policy changes would affect their operations. By acting as a
7228 liaison between the agriculture and water management decision-making communities,
7229 and building bridges between many levels of decision-makers, Kansas Cooperative
7230 Extension was able to effectively coordinate information flows between university and
7231 USGS modelers, and decision-makers. The result of their effort was collaborative

7232 development of a model with characteristics needed by agriculturalists (at a sufficient
7233 spatial resolution) and that provided credible scientific information to all parties. Kansas
7234 Cooperative Extension effectiveness in addressing groundwater depletion and its impact
7235 on farmers sharply contrasted with the Cooperative Extension efforts in other states
7236 where no effort was made to establish multi-level linkages between water management
7237 and agricultural stakeholders.

7238

7239 The Southeast Climate Consortium RISA (SECC), a confederation of researchers at six
7240 universities in Alabama, Georgia, and Florida, has used more of a top-down approach to
7241 developing stakeholder capacity to use climate information in the Southeast's \$33 billion
7242 agricultural sector (Jagtap *et al.*, 2002). Early in its existence, SECC researchers
7243 recognized the potential to use knowledge of the impact of the El Niño-Southern
7244 Oscillation on local climate to provide guidance to farmers, ranchers, and forestry sector
7245 stakeholders on yields and changes to risk (*e.g.*, frost occurrence). Through a series of
7246 needs and vulnerability assessments (Hildebrand *et al.*, 1999, Jagtap *et al.*, 2002), SECC
7247 researchers determined that the potential for producers to benefit from seasonal forecasts
7248 depends on factors that include the flexibility and willingness to adapt farming operations
7249 to the forecast, and the effectiveness of the communication process – and not merely
7250 documenting the effects of climate variability and providing better forecasts (Jones *et al.*,
7251 2000). Moreover, Fraisse *et al.* (2006) explain that climate information is only valuable
7252 when both the potential response and benefits of using the information are clearly
7253 defined. SECC's success in championing integration of new information is built upon a
7254 foundation of sustained interactions with agricultural producers in collaboration with
7255 extension agents. Extension specialists and faculty are integrated as members of the
7256 SECC research team. SECC engages agricultural stakeholders through planned
7257 communication and outreach, such as monthly video conferences, one-on-one meetings
7258 with extension agents and producers, training workshops designed for extension agents
7259 and resource managers to gain confidence in climate decision tool use and to identify
7260 opportunities for their application, and by attending traditional extension activities (*e.g.*,
7261 commodity meetings, field days) (Fraisse *et al.*, 2005). SECC is able to leverage the trust
7262 engendered by Cooperative Extension's long service to the agricultural community and

7263 Extension's access to local knowledge and experience, in order to build support for its
7264 AgClimate online decision-support tool (<http://www.agclimate.org>) (Fraisie *et al.*, 2006).
7265 This direct engagement with stakeholders provides feedback to improve the design of the
7266 tool and to enhance climate forecast communication (Breuer *et al.*, 2007).

7267

7268 Yet another Cooperative Extension approach to integrating scientific information into
7269 decision-making is the Extension's Master Watershed Steward (MWS) programs. MWS
7270 was first developed at Oregon State University
7271 <<http://seagrant.oregonstate.edu/wsep/index.html>>. In exchange for 40 hours of training
7272 on aspects of watersheds that range from ecology to water management, interested citizen
7273 volunteers provide service to their local community through projects, such as drought and
7274 water quality monitoring, developing property management plans, and conducting
7275 riparian habitat restoration. Arizona's MWS program includes training in climate and
7276 weather (Garfin and Emanuel, 2006); stewards are encouraged to participate in drought
7277 impact monitoring through Arizona's Local Drought Impact Groups (GDTF, 2004;
7278 Garfin, 2006). MWS enhances the capacity for communities to deploy new climate
7279 information and to build expertise for assimilating scientific information into a range of
7280 watershed management decisions.

7281

7282 **4.3.6 Funding and Long-Term Capacity Investments Must Be Stable and**

7283 **Predictable**

7284 Provision of a stable funding base, as well as other investments, can help to ensure
7285 effective knowledge-action systems for climate change. Stable funding promotes long-
7286 term stability and trust among stakeholders because it allows researchers to focus on user
7287 needs over a period of time, rather than having to train new participants in the process.
7288 Given that these knowledge-action systems produce benefits for entire societies, as well
7289 as for particular stakeholders in a society, it is not uncommon for these systems to be
7290 thought of as producing both public and private goods, and thus, needing both public and

7291 private sources of support (Cash and Buizer, 2005). Private funders could include, for
7292 example, farmers whose risks are reduced by the provision of climate information (as is
7293 done in Queensland, Australia – where the individual benefits of more profitable
7294 production are captured by farmers who partly support drought-warning systems). In less
7295 developed societies, by contrast, it would not be surprising for these systems to be
7296 virtually entirely supported by public sources of revenue (Cash and Buizer, 2005).

7297

7298 Experience suggests that a public-private funding balance should be shaped on the basis
7299 of user needs and capacities to self-tailor knowledge-action systems. More generic
7300 systems that could afterwards be tailored to users' needs might be most suitable for
7301 public support, while co-funding with particular users can then be pursued for developing
7302 a collaborative system that more effectively meets users' needs. Funding continuity is
7303 essential to foster long-term relationship building between users and producers. The key
7304 point here is that – regardless of who pays for these systems, continued funding of the
7305 social and economic investigations of the use of scientific information is essential to
7306 ensure that these systems are used and are useful (Jacobs, *et al.*, 2005).

7307

7308 Other long-term capacity investments relate to user training – an important component
7309 that requires drawing upon the expertise of “integrators.” Integrators are commonly self-
7310 selected managers and decision-makers with particular aptitude or training in science, or
7311 scientists who are particularly good at communication and applications. Training may
7312 entail curriculum development, career and training development for users as well as
7313 science integrators, and continued mid-career in-stream retraining and re-education.

7314 Many current integrators have evolved as a result of doing interdisciplinary and applied
7315 research in collaborative projects, and some have been encouraged by funding provided
7316 by NOAA’s Climate Programs Office (formerly Office of Global Programs) (Jacobs, *et*
7317 *al.*, 2005).

7318

7319 **4.3.7 Adaptive Management for Water Resources Planning – Implications for**
7320 **Decision Support**

7321 Since the 1970s an “adaptive management paradigm” has emerged that emphasizes
7322 greater public and stakeholder participation in decision-making; an explicit commitment
7323 to environmentally-sound, socially just outcomes; greater reliance upon drainage basins
7324 as planning units; program management via spatial and managerial flexibility,
7325 collaboration, participation, and sound, peer-reviewed science; and, embracing of
7326 ecological, economic, and equity considerations (Hartig, *et al.*, 1992; Landre and Knuth,
7327 1993; Cortner and Moote, 1994; Water in the West, 1998; May *et al.*, 1996; McGinnis,
7328 1995; Miller, *et al.*, 1996; Cody, 1999; Bormann, *et. al.*, 1993; Lee, 1993). Adaptive
7329 management traces its roots to a convergence of intellectual trends and disciplines,
7330 including industrial relations theory, ecosystems management, ecological science,
7331 economics, and engineering. It also embraces a constellation of concepts such as social
7332 learning, operations research, environmental monitoring, precautionary risk avoidance,
7333 and many others (NRC, 2004).

7334

7335 Adaptive management can be viewed as an alternative water resource decision-making
7336 paradigm that seeks insights into the behavior of ecosystems utilized by humans. In

7337 regards to climate variability and water resources, adaptive management compels
7338 consideration of questions such as the following: what are the decision-support needs
7339 related to managing in-stream flows/low flows? How does climate variability affect
7340 runoff, degraded water quality due to higher temperatures, impacts on cold-water
7341 fisheries lower dissolved oxygen levels, and other environmental quality parameters
7342 related to endangered or threatened species? And, what changes to runoff and flow will
7343 occur in the future, and how will these changes affect water uses among future
7344 generations unable to influence the causes of these changes today? What makes these
7345 questions particularly challenging is that they are inter-disciplinary in nature².
7346
7347 While a potentially important concept, applying adaptive management to improving
7348 decision-support requires that we deftly avoid a number of false and sometimes
7349 uncritically accepted suppositions. For example, adaptive management does not postpone
7350 actions until “enough” is known about a managed ecosystem, but supports actions that
7351 acknowledge the limits of scientific knowledge, “the complexities and stochastic
7352 behavior of large ecosystems,” and the uncertainties in natural systems, economic
7353 demands, political institutions, and ever-changing societal social values (NRC, 2004;
7354 Lee, 1999). In short, an adaptive management approach is one that is flexible and subject
7355 to adjustment in an iterative, social learning process (Lee, 1999). If treated in such a

² Underscored by the fact that scholars concur adaptive management entails a broad range of processes to avoid environmental harm by imposing modest changes on the environment, acknowledging uncertainties in predicting impacts of human activities on natural processes, and embracing social learning (*i.e.*, learning by experiment). In general, it is characterized by managing resources by learning, especially about mistakes, in an effort to make policy improvements using four major strategies that include, 1) modifying policies in the light of experience – and 2) permitting such modifications to be introduced in “mid-course, 3) allowing revelation of critical knowledge heretofore missing and analysis of management outcomes, and 4) incorporating outcomes in future decisions through a consensus-based approach that allows government agencies and NGOs to conjointly agree on solutions (Bormann, *et al.*, 1993; Lee, 1993; Definitions of Adaptive Management, 2000). .

7356 manner, adaptive management can encourage timely responses by encouraging
7357 protagonists involved in water management to bound disputes, discussing them in an
7358 orderly manner, investigating environmental uncertainties, continuing to constantly learn
7359 and improve the management and operation of environmental control systems, learning
7360 from error, and “reduc(ing) decision-making gridlock by making it clear that decisions
7361 are provisional, that there is often no “right” or “wrong” management decision, and that
7362 modifications are expected” (NRC, 2004).

7363

7364 The four cases discussed below illustrate varying applications, and context specific
7365 problems, of adaptive management. The discussion of Integrated Water Resource
7366 Planning stresses the use of adaptive management in a variety of local political contexts
7367 where the emphasis is on reducing water use and dependence on engineered solutions to
7368 provide water supply. The key variables are the economic goals of cost savings coupled
7369 with the ability to flexibly meet water demands. The Arizona Water Institute case
7370 illustrates the use of a dynamic organizational training setting to provide “social learning”
7371 and decisional responsiveness to changing environmental and societal conditions. A key
7372 trait is the use of a boundary-spanning entity to bridge various disciplines.

7373

7374 The Glen Canyon and Murray-Darling basin cases illustrate operations-level decision-
7375 making aimed at addressing a number of water management problems that, over time,
7376 have become exacerbated by climate variability: namely, drought, stream-flow, salinity,
7377 and regional water demand. On one hand, adaptive management has been applied to “re-
7378 engineer” a large reservoir system. On the other, a management authority that links

7379 various stakeholders together has attempted to instill a new set of principles into regional
7380 river basin management.

7381

7382 **4.3.8 Integrated Water Resources Planning – Local Water Supply and Adaptive**
7383 **Management**

7384 A significant innovation in U.S. water resources management that affects climate
7385 information use is occurring in the local water supply sector – the growing use of
7386 integrated water resource planning (or IWRP) as an alternative to conventional supply-
7387 side approaches for meeting future demands. IWRP is gaining acceptance in chronically
7388 water-short regions such as the Southwest and portions of the Midwest – including
7389 Southern California, Kansas, Southern Nevada, and New Mexico (*e.g.*, Beecher, 1995;
7390 Warren, *et al.*, 1995; Fiske and Dong, 1995; Wade, 2001).

7391

7392 IWRP’s goal is to “balanc(e) water supply and demand management considerations by
7393 identifying feasible planning alternatives that meet the test of least cost without
7394 sacrificing other policy goals” (Beecher, 1995). This can be variously achieved through
7395 depleted aquifer recharge, seasonal groundwater recharge, conservation incentives,
7396 adopting growth management strategies, wastewater reuse, and applying least-cost
7397 planning principles to large investor-owned water utilities. The latter may encourage
7398 IWRP by demonstrating the relative efficiency of efforts to reduce demand as opposed to
7399 building more supply infrastructure. A particularly challenging alternative is the need to
7400 enhance regional planning among water utilities in order to capitalize on the resources of

7401 every water user, eliminate unnecessary duplication of effort, and avoid the cost of
7402 building new facilities for water supply (Atwater and Blomquist, 2002: 1201).
7403
7404 In some cases, short term least cost may increase long-term project costs, especially when
7405 environmental impacts, resource depletion, and energy and maintenance costs are
7406 included. The significance of least-cost planning is that it underscores the importance of
7407 long and short-term costs (in this case, of water) as an influence on the value of certain
7408 kinds of information for decisions. Models and forecasts that predict water availability
7409 under different climate scenarios can be especially useful to least-cost planning and make
7410 more credible efforts to reducing demand. Specific questions IWRP raises for decision-
7411 support-generated climate change information include: how precise must climate
7412 information be to enhance long term planning? How might predicted climate change
7413 provide an incentive for IWRP strategies? And, what climate information is needed to
7414 optimize decisions on water pricing, re-use, shifting from surface to groundwater use, and
7415 conservation?

7416

7417 ***Case Study C:***7418 ***Approaches to building user knowledge and enhancing capacity building – the Arizona***
7419 ***Water Institute***

7420 The Arizona Water Institute was initiated in 2006 to focus the resources of the Arizona
7421 state university system on the issue of water sustainability. Because there are 400 faculty
7422 members in the three Arizona universities who work on water-related topics, it is clear
7423 that asking them and their students to assist the state in addressing the major water
7424 quantity and quality issues should make a significant contribution. This is particularly
7425 relevant given that the state budget for supporting water resources related work is
7426 exceedingly small by comparison to many other states, and the fact that Arizona is one of

7427 the fastest-growing states in the U.S. In addition to working towards water sustainability,
7428 the Institute’s mission includes water-related technology transfer from the universities to
7429 the private sector to build economic opportunities, as well as capacity building to enhance
7430 the use of scientific information in decision-making.

7431

7432 The Institute was designed from the beginning as a “boundary organization” to build
7433 pathways for innovation between the universities and state agencies, communities, Native
7434 American tribal representatives, and the private sector. In addition, the Institute is
7435 specifically designed as an experiment in how to remove barriers between groups of
7436 researchers in different disciplines and across the universities. All of the Institute’s
7437 projects involve faculty members from more than one of the universities, and all involve
7438 true engagement with stakeholders. The faculty is provided incentives to engage both
7439 through small grants for collaborative projects and through the visibility of the work that
7440 the Institute supports. Further, the Institute’s structure is unique, in that there are high
7441 level Associate Directors of the Institute whose assignment is to build bridges between
7442 the universities and the three state agencies that are the Institute’s partners: Water
7443 Resources, Environmental Quality, and Commerce. These Associate Directors are
7444 physically located inside the state agencies that they serve. The intent is to build trust
7445 between university researchers who are often viewed as “out of touch with reality” by
7446 agency employees, and researchers who often believe that state workers have no interest
7447 in innovative ideas. Physical proximity of workspaces and daily engagement has been
7448 shown to be an ingredient of trust building.

7449

7450 A significant component of the Institute’s effort is focused on capacity building: on
7451 training students through engagement in real-world water policy issues, on providing
7452 better access to hydrologic data for decision-makers, on assisting them in visualizing the
7453 implications of the decisions that they make, on workshops and training programs for
7454 tribal entities, on joint definition of research agendas between stakeholders and
7455 researchers, and on building employment pathways to train students for specific job
7456 categories where there is an insufficient supply of trained workers, such as water and
7457 wastewater treatment plant operators. Capacity-building in interdisciplinary planning

7458 applications such as combining land use planning and water supply planning to focus on
7459 sustainable water supplies for future development is emerging as a key need for many
7460 communities in the state.

7461

7462 The Institute is designed as a “learning organization” in that it will regularly revisit its
7463 structure and function, and redesign itself as needed to maintain effectiveness in the
7464 context of changing institutional and financial conditions.

7465

7466 ***Case Study D:***

7467 ***Murray-Darling Basin – sustainable development and adaptive management***

7468 The Murray-Darling Basin Agreement (MDBA), formed in 1985 by New South Wales,
7469 Victoria, South Australia and the Commonwealth, is an effort to provide for the
7470 integrated and conjoint management of the water and related land resources of the
7471 world’s largest catchment system. The problems initially giving rise to the agreement
7472 included rising salinity and irrigation-induced land salinisation that extended across state
7473 boundaries (SSCSE, 1979; Wells, 1994). However, embedded in its charter was a
7474 concern with using climate variability information to more effectively manage drought,
7475 runoff, riverine flow and other factors in order to meet the goal of “effective planning
7476 and management for the equitable, efficient and sustainable use of the water, land and
7477 environmental resources (of the basin)” (MDBC, 2002).

7478

7479 Some of the more notable achievements of the MDBA include programs to promote the
7480 management of point and non-point source pollution; balancing consumptive and in-
7481 stream uses (a decision to place a cap on water diversions was adopted by the
7482 commission in 1995); the ability to increase water allocations – and rates of water flow –
7483 in order to mitigate pollution and protect threatened species (applicable in all states
7484 except Queensland); and an explicit program for “sustainable management.” The latter
7485 hinges on implementation of several strategies, including a novel human dimension
7486 strategy adopted in 1999 that assesses the social, institutional and cultural factors
7487 impeding sustainability; as well as adoption of specific policies to deal with salinity,
7488 better manage wetlands, reduce the frequency and intensity of algal blooms by better

7489 managing the inflow of nutrients, reverse declines in native fisheries populations (a plan
7490 which, like that of many river basins in the U.S., institutes changes in dam operations to
7491 permit fish passage), and preparing floodplain management plans.

7492

7493 Moreover, a large-scale environmental monitoring program is underway to collect and
7494 analyze basic data on pressures upon the basin's resources as well as a "framework for
7495 evaluating and reporting on government and community investment" efforts and their
7496 effectiveness. This self-evaluation program is a unique adaptive management innovation
7497 rarely found in other basin initiatives. To support these activities, the Commission funds
7498 its own research program and engages in biophysical and social science investigations. It
7499 also establishes priorities for investigations based, in part, on the severity of problems,
7500 and the knowledge acquired is integrated directly into commission policies through a
7501 formal review process designed to assure that best management practices are adopted.

7502

7503 From the standpoint of adaptive management, the Murray-Darling Basin Agreement
7504 seeks to integrate quality and quantity concerns in a single management framework, has a
7505 broad mandate to embrace social, economic, environmental and cultural issues in
7506 decisions, and, has considerable authority to supplant, and supplement, the authority of
7507 established jurisdictions in implementing environmental and water development policies.
7508 While water quality policies adopted by the Basin Authority are recommended to states
7509 and the federal government for approval, generally, the latter defer to the commission and
7510 its executive arm. The MDBA also promotes an integrated approach to water resources
7511 management. Not only does the Commission have responsibility for functions as widely
7512 varied as floodplain management, drought protection, and water allocation, but for
7513 coordinating them as well. For example, efforts to reduce salinity are linked to strategies
7514 to prevent waterlogging of floodplains and land salinisation on the Murray and
7515 Murrumbidgee valleys (MDBC, 2002). Also, the basin commission's environmental
7516 policy aims to utilize water allocations not only to control pollution and benefit water
7517 users, but to integrate its water allocation policy with other strategies for capping
7518 diversions, governing in-stream flow, and balancing in-stream needs and consumptive

7519 (*i.e.*, agricultural irrigation) uses. Among the most notable of MDBC’s innovations is its
7520 community advisory effort.

7521

7522 In 1990, the ministerial council for the MDBC adopted a Natural Resources Management
7523 Strategy that provides specific guidance for a community-government partnership to
7524 develop plans for integrated management of the Basin's water, land and other
7525 environmental resources on a catchment basis. In 1996 the ministerial council put in
7526 place a Basin Sustainability Plan that provides a planning, evaluation and reporting
7527 framework for the Strategy, and covers all government and community investment for
7528 sustainable resources management in the Basin.

7529

7530 According to Newson, while the policy of integrated management has “received wide
7531 endorsement,” progress towards effective implementation has fallen short – especially in
7532 the area of floodplain management. This has been attributed to a “reactive and
7533 supportive” attitude as opposed to a proactive one (Newson, 1997). Despite such
7534 criticism, it is hard to find another initiative of this scale that has attempted adaptive
7535 management based on community involvement.

7536

7537 ***Case Study E:***

7538 ***Adaptive management in Glen Canyon, Arizona and Utah***

7539 Glen Canyon Dam was constructed in 1963 to provide hydropower, water for irrigation,
7540 flood control, and public water supply – and to ensure adequate storage for the upper
7541 basin states of the Colorado River Compact (*i.e.*, Utah, Wyoming, New Mexico, and
7542 Colorado). Lake Powell, the reservoir created by Glen Canyon Dam, has a storage
7543 capacity equal to approximately two-years flow of the Colorado River. Critics of Glen
7544 Canyon Dam have insisted that its impacts on the upper basin have been injurious almost
7545 from the moment it was completed. The flooding of one of the West’s most beautiful
7546 canyons under the waters of Lake Powell; increased rates of evapo-transpiration and
7547 other forms of water loss (*e.g.*, seepage of water into canyon walls); and eradication of
7548 historical flow regimes are the most frequently cited problems. The latter has been the
7549 focus of recent debate. Prior to Glen Canyon’s closure, the Colorado River was highly

7550 variable with flows ranging from 120,000 cubic feet per second (cfs) to less than 1,000
7551 cfs.

7552

7553 When the dam's gates were closed in 1963, the Colorado River above and below Glen
7554 Canyon was altered by changes in seasonal variability. Once characterized by muddy,
7555 raging floods, the river became transformed into a clear, cold stream. Annual flows were
7556 stabilized and replaced by daily fluctuations by as much as 15 feet. A band of exotic
7557 vegetation colonized a river corridor no longer scoured by spring floods; five of eight
7558 native fish species disappeared; and the broad sand beaches of the pre-dam river eroded
7559 away. Utilities and cities within the region came to rely on the dam's low cost power and
7560 water, and in-stream values were ignored (Carothers and Brown, 1991).

7561

7562 Attempts to abate or even reverse these impacts came about in two ways. First, in 1992
7563 under pressure from environmental organizations, Congress passed the Grand Canyon
7564 Protection Act that mandated Glen Canyon Dam's operations coincide with protection,
7565 migration, and improvement of the natural and cultural resources of the Colorado River.
7566 Second, in 1996 the Bureau of Reclamation undertook an experimental flood to restore
7567 disturbance and dynamics to the river ecosystem. Planners hoped that additional sand
7568 would be deposited on canyon beaches and that backwaters – important rearing areas for
7569 native fish – would be revitalized. They also hoped the new sand deposits would stabilize
7570 eroding cultural sites while high flows would flush some exotic fish species out of the
7571 system (Moody, 1997; Restoring the Waters, 1997). The 1996 flood created over 50 new
7572 sandbars, enhanced existing ones, stabilized cultural sites, and helped to restore some
7573 downstream sport fisheries. What made these changes possible was a consensus
7574 developed through a six-year process led by the Bureau that brought together diverse
7575 stakeholders on a regular basis. This process developed a new operational plan for Lake
7576 Powell, produced an EIS for the project, and compelled the Bureau (working with the
7577 National Park Service) to implement an adaptive management approach that encouraged
7578 wide discussion over all management decisions.

7579

7580 While some environmental restoration has occurred, improvement to backwaters has
7581 been less successful. Despite efforts to restore native fisheries, the long-term impact of
7582 exotic fish populations on the native biological community, as well as potential for long-
7583 term recovery of native species, remains uncertain (Restoring the Waters, 1997). The
7584 relevance for climate variability decision-support in the Glen Canyon case is as that
7585 continued drought in the Southwest is placing increasing stress on the water resources of
7586 the region. Efforts to restore the river to conditions more nearly approximating the era
7587 before the dam was built will require changes in the dam's operating regime that will
7588 force a greater balance between instream flow considerations and power generation and
7589 offstream water supply. This will also require imaginative uses of forecast information to
7590 ensure that these various needs can be balanced.

7591

7592 **4.3.9 Measurable Indicators of Progress to Promote Information Access and Use**

7593 These cases, and our previous discussion about capacity building, point to four basic
7594 measures that should be used to evaluate progress in providing equitable access to
7595 decision-support generated information. First, the overall process of tool development
7596 must be inclusive. Over time, it should be possible to document the development of such
7597 an inclusive process. This could be measured by the propensity of groups to continue to
7598 participate and to be consulted and involved. Participants should view the process of
7599 collaboration as fair and effective – this could be gauged by elicitation of feedback from
7600 process participants.

7601

7602 Second, there must be progress in developing an inter-disciplinary and inter-agency
7603 environment of collaboration, documented by the presence of dialogue, discussion, and
7604 exchange of ideas among different professions – in other words, documented boundary-
7605 spanning progress. One documentable measure of inter-disciplinary, boundary-spanning

7606 collaboration is the growth, over time, of professional reward systems within
7607 organizations that reward and recognize people who develop, use, and translate such
7608 systems for use by others.

7609

7610 Third, the collaborative process must be viewed by participants as credible. This means
7611 that participants feel it is believable and trustworthy, that there are no hidden agendas,
7612 and that there are benefits to all who engage in it. Again, this can be documented by
7613 elicitation of feedback from participants. Finally, outcomes of decision-support tools
7614 must be implementable in the short term – as well as longer-term. It is necessary to see
7615 progress in assimilating and using such systems in a short period of time in order to
7616 sustain the interest, effort, and participatory conviction of decision-makers in the process.

7617 Table 4.2 suggests some specific, discrete measures that can be used to assess progress
7618 toward effective information use.

7619

7620 **Table 4.2 Promoting Access to Information and its Use Between Scientists and Decision-Makers – A**
7621 **Checklist (adopted from: Jacobs, 2003)**

7622

Information Integration

- Was information received by stakeholders and integrated into decision-makers' management framework or world view?
- Was capacity built? Did the process lead to a result where institutions, organizations, agencies, officials can use information generated by decision-support experts? Did experts who developed these systems rely upon the knowledge and experience of decision-makers – and respond to their needs in a manner that was useful?
- Will stakeholders continue to be invested in the program and participate in it over the long-term?
- Stakeholder Interaction/Collaboration
- Were contacts/relationships sustained over time and did they extend beyond individuals to institutions?
- Did stakeholders invest staff time or money in the activity?
- Was staff performance evaluated on the basis of quality or quantity of interaction?
- Did the project take on a life of its own, become at least partially self-supporting after the end of the project?
- Did the project result in building capacity and resilience to future events/conditions rather than focus on mitigation?

- Was quality of life or economic conditions improved due to use of information generated or accessed through the project?
- Did the stakeholders claim or accept partial ownership of final product?
- Tool Salience
- Are the tools actually used to make decisions; are they used by high-valued uses and users?
- Is the information generated/provided by these tools accurate/valid?
- Are important decisions made on the basis of the tool?
- Does the use of these tools reduce vulnerabilities, risks, and hazards?
- Collaborative Process Efficacy
- Was the process representative (all interests have a voice at the table)?
- Was the process credible (based on facts as the participants knew them)?
- Were the outcomes implementable in a reasonable time frame (political and economic support)?
- Were the outcomes disciplined from a cost perspective (*i.e.*, there is some relationship between total costs and total benefits)?
- Were the costs and benefits equitably distributed, meaning there was a relationship between those who paid and those who benefited?

7623

7624 **4.3.10 Monitoring Progress**

7625 An important element in the evaluation of process outcomes is the ability to monitor
 7626 progress. A recent National Academy report (NRC, 2008) on NOAA's Sectoral
 7627 Applications Research Program (SARP), focusing on climate-related information to
 7628 inform decisions, encourages the identification of process measures that can be recorded
 7629 on a regular basis, and of outcome measures tied to impacts of interest to NOAA and
 7630 others which can also be recorded on a comparable basis.

7631

7632 These metrics can be refined and improved on the basis of research and experience –
 7633 while consistency is maintained to permit time-series comparisons of progress (NRC,
 7634 2008). An advantage of such an approach includes the ability to document learning (*e.g.*,
 7635 Is there progress on the part of investigators in better project designs? Should there be a
 7636 re-direction of funding toward projects that show a large payoff in benefits to decision-
 7637 makers?)

7638

7639 Finally, the ability to consult with agencies, water resource decision-makers, and a host
7640 of other potential forecast user communities can be an invaluable means of providing
7641 “mid-course” or interim indicators of progress in integrating forecast use in decisions.
7642 The Transition of Research Applications to Climate Services Program (TRACS), also
7643 within the NOAA Climate Program Offices, has as one of its mandates to support users
7644 of climate information and forecasts at multiple spatial and geographical scales – the
7645 transitioning of “experimentally mature climate information tools, methods, and
7646 processes, including computer related applications (*e.g.* web interfaces, visualization
7647 tools), from research mode into settings where they may be applied in an operational and
7648 sustained manner” (TRACS, 2008). While TRACS primary goal is to deliver useful
7649 climate information products and services to local, regional, national, and even
7650 international policy makers, it is also charged with learning from its partners how to
7651 better accomplish technology transition processes. NOAA’s focus is to infer the
7652 effectiveness of how effectively transitions of research applications (*i.e.* experimentally
7653 developed and tested, end-user-friendly information to support decision making), and
7654 climate services (*i.e.* the routine and timely delivery of that information, including via
7655 partnerships) are actually occurring.

7656

7657 While it is far too early to conclude how effectively this process of consultation has
7658 advanced, NOAA has established criteria for assessing this learning process, including
7659 clearly identifying decision makers, research, operations and extension partners, and
7660 providing for post audit evaluation (*e.g.*, validation, verification, refinement,
7661 maintenance) to determine at the end of the project if the transition of information has

7662 been achieved and is sustainable – according to the partners, and focusing on developing
7663 means of communication and feedback, and on deep engagement with the operational
7664 and end-user communities (TRACS, 2008).

7665

7666 The Southeast Climate Consortium case discussed below illustrates how a successful
7667 process of ongoing stakeholder engagement can be developed through the entire cycle
7668 (from development, introduction, and use) of decision-support tools. This experiment
7669 affords insights into how to elicit user community responses in order to refine and
7670 improve climate information products, and how to develop a sense of decision-support
7671 ownership through participatory research and modeling. The Potomac River case focuses
7672 on efforts to resolve a long-simmering water dispute and the way collaborative processes
7673 can themselves lead to improved decisions. Finally, the Upper San Pedro Partnership
7674 exemplifies the kind of sustained partnering efforts that are possible when adequate
7675 funding is made available, politicization of water management questions is prevalent, and
7676 climate variability has become an important issue on decision-makers' agenda, while the
7677 series of fire prediction workshops illustrate the importance of a highly-focused problem
7678 – one that requires improvements to information processes, as well as outcomes, to foster
7679 sustained collaboration.

7680

7681 ***Case Study F:***

7682 ***Southeast Climate Consortium capacity building, tool development***

7683 The Southeast Climate Consortium is a multidisciplinary, multi-institutional team, with
7684 members from Florida State University, University of Florida, University of Miami,
7685 University of Georgia, University of Auburn and the University of Alabama-Huntsville.
7686 A major part of the Southeast Climate Consortium's (SECC) effort is directed toward

7687 developing and providing climate and resource management information through
7688 AgClimate (<http://www.agclimate.org/>), a decision-support system (DSS) introduced for
7689 use by Agricultural Extension, agricultural producers, and resource managers in the
7690 management of agriculture, forests, and water resources. Two keys to SECC's progress in
7691 promoting the effective use of climate information in agricultural sector decision-making
7692 are (1) iterative ongoing engagement with stakeholders, from project initiation to
7693 decision-support system completion and beyond (further product refinement,
7694 development of ancillary products, *etc.*) (Breuer *et al.*, 2007; Cabrera *et al.*, 2007), and
7695 (2) co-developing a stakeholder sense of decision-support ownership through
7696 participatory research and modeling (Meinke and Stone, 2005; Breuer *et al.*, 2007;
7697 Cabrera *et al.*, 2007).

7698

7699 The SECC process has begun to build capacity for the use of climate information with a
7700 rapid assessment to understand stakeholder perceptions and needs regarding application
7701 of climate information that may have benefits (*e.g.*, crop yields, nitrogen pollution in
7702 water) (Cabrera *et al.*, 2006). Through a series of engagements, such as focus groups,
7703 individual interviews, research team meetings (including stakeholder advisors), and
7704 prototype demonstrations, the research team assesses which stakeholders are most likely
7705 adopt the decision-support system and communicate their experience with other
7706 stakeholders (Roncoli *et al.*, 2006), as well as stakeholder requirements for decision
7707 support (Cabrera *et al.*, 2007). Among the stakeholder requirements gleaned from more
7708 than six years of stakeholder engagements, are: present information in an uncomplicated
7709 way (often deterministic), but allow the option to view probabilistic information; provide
7710 information timed to allow users to take *ex ante* action; include an economic component
7711 (because farmer survival, *i.e.* cost of practice adoption, takes precedence over
7712 stewardship concerns); and allow for confidential comparison of model results with
7713 proprietary data.

7714

7715 The participatory modeling approach used in the development of DyNoFlo, a whole-farm
7716 decision-support system to decrease nitrogen leaching while maintaining profitability
7717 under variable climate conditions (Cabrera *et al.*, 2007), engaged federal agencies,

7718 individual producers, cooperative extension specialists, and consultants (who provided
7719 confidential data for model verification). Cabrera *et al.* (2007) report that the dialogue
7720 between these players, as co-equals, was as important as the scientific underpinning and
7721 accuracy of the model in improving adoption. They emphasize that the process, including
7722 validation that is defined as occurring when researchers and stakeholders agree the model
7723 fits real or measured conditions adequately, is a key factor in developing stakeholder
7724 sense of ownership and desire for further engagement and decision-support system
7725 enhancement. These findings concur with recent examples of the adoption of climate
7726 data, predictions and information to improve water supply model performance by
7727 Colorado River basin water managers (Woodhouse and Lukas, 2006; B. Udall, personal
7728 communication).

7729

7730 ***Case Study G:***

7731 ***The Potomac River Basin***

7732 Water Wars, traditionally seen in the West, are spreading to the Midwest, East and South.
7733 The “Water Wars” report (Council of State Governments, 2003) underlines the stress a
7734 growing resident population is imposing on a limited natural resource, and how this stress
7735 is triggering water wars in areas formerly plentiful of water. An additional source of
7736 concern would be the effect on supply and the increase in demand due to climate
7737 variability and change. Although the study by Hurd *et al.* in 1999 indicated that the
7738 Northeastern water supply would be less vulnerable to the effect of climate change, the
7739 Interstate Commission on the Potomac River Basin (ICPRB) periodically studies the
7740 impact of climate change on the supply reliability to the Washington metropolitan area
7741 (WMA).

7742

7743 The ICPRB was created in 1940 by the States of Maryland and West Virginia, the
7744 Commonwealths of Virginia and Pennsylvania, and the District of Columbia. The ICPRB
7745 was recognized by the US Congress, which provided also a presence in the Commission.
7746 The ICPRB’s purpose is "Regulating, controlling, preventing, or otherwise rendering
7747 unobjectionable and harmless the pollution of the waters of said Potomac drainage area
7748 by sewage and industrial and other wastes."

7749

7750 The Potomac River constitutes the primary source of water for the WMA. Out of the five
7751 reservoirs in the WMA, three are in the Potomac River Basin. The largest of the
7752 reservoirs, Jennings Randolph Reservoir, holds 13.4 billion gallons (BG) of water
7753 available to the WMA water suppliers. This reservoir is about 200 miles upstream of the
7754 water supply intakes. It takes more than a week for the releases to reach those intakes
7755 during low flow periods. The second reservoir, Little Seneca Reservoir holds 3.8 BG of
7756 water, and is only about one day's water travel time from the most downstream intake.
7757 This allows a joint operation of these two reservoirs, with the Jennings Randolph
7758 Reservoir being operated in a more strategic fashion, and the Little Seneca Reservoir in a
7759 tactical (day-to-day) mode. The third reservoir on the Potomac watershed is the Savage
7760 Reservoir, in the headwaters of the basin near the Jennings Randolph Reservoir, and
7761 owned by the Upper Potomac River Commission. This reservoir is operated under
7762 guidance from the U.S. Army Corps of Engineers and is used for water quality releases.
7763 From April, 1990 and every five years, the Commission evaluates the adequacy of the
7764 different sources of water supply to the Metropolitan Washington area. The latest report,
7765 (Kame'enui *et al.*, 2005), includes a report of a 1997 study by Steiner *et al.* of the
7766 potential effects of climate variability and change on the reliability of water supply for
7767 that area.

7768

7769 The ICPRB inputs temperature, precipitation from five general circulation models
7770 (GCMs), and soil moisture capacity and retention, to a water balance model, to produce
7771 monthly average runoff records. The computed Potential Evapotranspiration (PET) is
7772 also used to estimate seasonal water use in residential areas.

7773

7774 The results of the 2005 study indicated that, depending on the climate change scenario,
7775 the demand in the Washington metropolitan area could increase in 2030 between 74 and
7776 138 percent greater than the 1990 demand values. According to the report, "resources
7777 were significantly stressed or deficient" at that point. The water management component
7778 of the model helped determined that, with aggressive plans in conservation and operation
7779 policies, existing resources would be sufficient through 2030. In consequence, the study

7780 recommended “that water management consider the need to plan for mitigation of
7781 potential climate change impacts.” (Kame’enui *et al.*, 2005, Steiner *et al.*, 1997).

7782

7783 ***Case Study H:***

7784 ***Fire prediction workshops as a model for a climate science-water management process***
7785 ***to improve water resources decision support***

7786 Fire suppression costs the United States ~ \$1 billion each year. Almost two decades of
7787 research into the associations between climate and fire (*e.g.*, Swetnam and Betancourt,
7788 1998), demonstrate a high potential to predict various measures of fire activity, based on
7789 direct influences, such as drought, and indirect influences, such as growth of fine fuels
7790 such as grasses and shrubs (*e.g.*, Westerling *et al.*, 2002; Roads *et al.*, 2005; Preisler and
7791 Westerling, 2007). Given strong mutual interests in improving the range of tools
7792 available to fire management, with the goals of reducing fire related damage and loss of
7793 life, fire managers and climate scientists have developed a long-term process to improve
7794 fire potential prediction (Garfin *et al.*, 2003; Ochoa and Wordell, 2006) and to better
7795 estimate the costs and most efficient deployment of fire fighting resources. The strength
7796 of collaborations between climate scientists, fire ecologists, fire managers, and
7797 operational fire weather forecasters, is based upon mutual learning and meshing both
7798 complementary knowledge (*e.g.*, atmospheric science and forestry science) and expertise
7799 (*e.g.*, dynamical modeling and command and control operations management) (Garfin,
7800 2005). The emphasis on process, as well as product, may be a model for climate science
7801 in support of water resources management decision-making. Another key facet in
7802 maintaining this collaboration and direct application of climate science to operational
7803 decision-making has been the development of strong professional relationships between
7804 the academic and operational partners. Aspects of developing these relationships that are
7805 germane to adoption of this model in the water management sector include:

- 7806
- 7807 • Inclusion of climate scientists as partners in annual fire management strategic
7808 planning meetings;
 - 7809 • Development of knowledge and learning networks in the operational fire
management community;

- 7810 • Inclusion of fire managers and operational meteorologists in academic research
7811 projects and development of verification procedures (Corringham *et al.*, 2008)
7812 • Co-location of fire managers at academic institutions (Schlobohm, *et al.*, 2003).
7813

7814 ***Case Study I:***

7815 ***Incentives to Innovate – Climate Variability and Water Management along the San***
7816 ***Pedro River***

7817 The San Pedro River, though small in size, supports one of the few intact riparian
7818 systems remaining in the Southwest. Originating in Sonora, Mexico, the stream flows
7819 northward into rapidly urbanizing southeastern Arizona, eventually joining with the Gila
7820 River, a tributary of the Lower Colorado River. On the American side of the international
7821 boundary, persistent conflict plagues efforts to manage local water resources in a manner
7822 that supports demands generated at Fort Huachuca Army Base and the nearby city of
7823 Sierra Vista, while at the same time preserving the riparian area. Located along a major
7824 flyway for migratory birds and providing habitat for a wide range of avian and other
7825 species, the river has attracted major interest of an array of environmental groups that
7826 seek its preservation. Studies carried out over the past decade highlight the vulnerability
7827 of the river system to climate variability. Recent data indicate that flows in the San Pedro
7828 have declined significantly due in part to ongoing drought. More controversial is the
7829 extent to which intensified groundwater use is depleting water that would otherwise find
7830 its way to the river.

7831

7832 The highly politicized issue of water management in the upper San Pedro River Basin has
7833 led to establishment of the Upper San Pedro Partnership, whose primary goal is balancing
7834 water demands with water supply in a manner that does not compromise the region's
7835 economic viability, much of which is directly or indirectly tied to Fort Huachuca.

7836 Funding from several sources, including among others several NOAA programs and the
7837 Netherlands-based Dialogue on Climate and Water, has supported ongoing efforts to
7838 assess vulnerability of local water resources to climate variability on both sides of the
7839 border. These studies, together with experience from recent drought, point toward
7840 escalating vulnerability to climatic impacts, given projected increases in demand and

7841 likely diminution of effective precipitation over time in the face of rising temperatures
7842 and changing patterns of winter versus summer rainfall (IPCC, 2007). Whether recent
7843 efforts to reinforce growth dynamics by enhancing the available supply through water
7844 reuse or water importation from outside the basin will buffer impacts on the riparian
7845 corridor remain to be seen. In the meantime, climatologists, hydrologists, social
7846 scientists, and engineers continue to work with members of the Partnership and others in
7847 the area to strengthen capacity for an interest in using climate forecast products. A
7848 relatively recent decision to include climate variability and change in a decision-support
7849 model being developed by a University of Arizona engineer in collaboration with
7850 members of the Partnership constitutes a significant step forward in integrating climate
7851 into local decision processes.

7852

7853 The incentives for engagement in solving the problems in the San Pedro include both a
7854 “carrot” in the form of federal and state funding for the San Pedro Partnership, and a
7855 newly formed water management district, and a “stick” in the form of threats to the future
7856 of Fort Huachuca. Fort Huachuca represents a significant component of the economy of
7857 southern Arizona, and its existence is at least in part dependent on a showing that
7858 endangered species in the river, and the water rights of the San Pedro Riparian
7859 Conservation Area, are protected.

7860

7861 **4.4 SUMMARY FINDINGS AND CONCLUSIONS**

7862 The decision-support experiments discussed here and in chapter 3, together with the
7863 analytical discussion, have depicted several barriers to use of decision-support
7864 experiment information on seasonal to interannual climate information by water resource
7865 managers. The discussion has also pinpointed a number of ways to overcome these
7866 barriers and ensure effective communication, transfer, dissemination, and use of
7867 information. Our major findings are as follows.

7868

7869 Effective integration of climate information in decisions requires identifying topics of
7870 mutual interest to sustain long-term collaborative research and application of decision-
7871 support outcomes: Identifying topics of mutual interests – through forums and other
7872 means of formal collaboration – can lead to information penetration into agency (and
7873 stakeholder group) activities, and produce self-sustaining, participant-managed spin-off
7874 activities. Long-term engagement also allows time for the evolution of science-decision-
7875 maker collaboration, ranging from understanding the roles of various players to
7876 connecting climate to a range of decisions, issues, and adaptation strategies – and
7877 building trust.

7878

7879 Tools must engage a range of participants including those who generate them, those who
7880 translate them into predictions for decision-maker use, and the decision-makers
7881 themselves. Forecast innovations might combine climate factor observations, analyses of
7882 climate dynamics, and seasonal/interannual forecasts. In turn, users are concerned with
7883 varying problems and issues such as planting times, in-stream flows to support
7884 endangered species, and reservoir operations. While forecasts vary in their skill, multiple
7885 forecasts that examine various factors (*e.g.*, snow pack, precipitation, temperature
7886 variability) are most useful because they provide decision makers better information than
7887 might previously have been available.

7888

7889 A critical mass of scientists and decision-makers is needed for collaboration to succeed:
7890 Development of successful collaborations requires representation of multiple
7891 perspectives, including diversity of disciplinary and agency-group affiliation. For

7892 example, operations, planning, and management personnel should be involved in
7893 activities related to integrating climate information into decision systems; and there
7894 should be sound institutional pathways for information flow from researchers to decision-
7895 makers, including explicit responsibility for information use. Cooperative relationships
7896 that foster learning and capacity building within and across organizations, including
7897 restructuring organizational dynamics, are important, as is training of “integrators” who
7898 can assist stakeholders with using complex data and tools.

7899

7900 What makes a “critical mass critical?” Research on water resource decision-making
7901 suggests that agencies and other organizations define problems differently depending on
7902 whether they are dedicated to managing single-issue problems in particular sectors (*e.g.*,
7903 irrigation, public supply) as opposed to working in political jurisdictions or watershed-
7904 based entities designed to comprehensively manage and coordinate several management
7905 objectives simultaneously (*e.g.*, flood control and irrigation, power generation, and in-
7906 stream flow). The latter entities face the unusual challenge of trying to harmonize
7907 competing objectives, are commonly accountable to numerous users, and require
7908 “regionally and locally tailored solutions” to problems (Water in the West, 1998; also,
7909 Kenney and Lord, 1994; Grigg, 1996). A lesson that appears to resonate in our cases is
7910 that decision-makers representing the affected organizations should be incorporated into
7911 collaborative efforts.

7912

7913 Forums and other means of engagement must be adequately funded and supported:
7914 Discussions that are sponsored by boundary organizations and other collaborative

7915 institutions allow for co-production of knowledge, legitimate pathways for climate
7916 information to enter assessment processes, and a platform for building trust.
7917 Collaborative products also give each community something tangible that can be used
7918 within its own system (*i.e.*, information to support decision making, climate service, or
7919 academic research product). Experiments that effectively incorporate seasonal forecasts
7920 into operations generally have long term financial support, facilitated, in turn, by high
7921 public concern over potential adverse environmental and/or economic impacts. Such
7922 concern helps generate a “receptive audience” for new tools and ideas. Flexible and
7923 appropriate sources of funding must be found that recognize benefits received by various
7924 constituencies on the one hand, and ability to pay on the other. A combination of
7925 privately-funded, as well as publicly-supported revenue sources may be appropriate in
7926 many cases – both because of the growing demands on all sources of decision-support
7927 development, and because such a balance better satisfies demands that support for these
7928 experiments be equitably borne by all who benefit from them. Federal agencies within
7929 CCSP can help in this effort by developing a database of possible funding sources from
7930 all sectors – public and private (Proceedings: Western Governors Association, 2007).

7931

7932 There is a need to balance national decision-support tool production against
7933 customizable, locally specific needs: Given the diversity of challenges facing decision-
7934 makers, the diverse needs and aspirations of stakeholders, and the diversity of decision-
7935 making authorities, there is little likelihood of providing comprehensive climate services
7936 or “one-stop-shop” information systems to support all decision-making or risk
7937 assessment. Support for tools to help communities and other self-organizing groups

7938 develop their own capacity and conduct their own assessments within a regional context
7939 is essential.

7940

7941 There is a growing push for smaller scale products that are tailored to specific users but
7942 are expensive; as well as private sector tailored products (*e.g.*, “Weatherbug” and many
7943 reservoir operations proprietary forecasts have restrictions on how they share data).

7944 However, private sector products are generally available only to specific paying clients,

7945 and private observing systems generate issues related to trustworthiness of information

7946 and quality control. What are the implications of this push for proprietary vs. public

7947 domain controls and access? This problem is well-documented in policy studies of risk-

7948 based information in the fields of food labeling, toxic pollutants, medical and

7949 pharmaceutical information, and other forms of public disclosure programs (Graham,

7950 2002).

7951

7952 **4.5 FUTURE RESEARCH NEEDS AND PRIORITIES**

7953 Six major research needs are at the top of our list of priorities for investigations by

7954 government agencies, private sector organizations, universities, and independent

7955 researchers. These are:

7956 1) Better understanding the decision-maker context for tool use;

7957 2) Understanding decision-maker perceptions of climate risk and vulnerability;

7958 3) Improving the generalizability of case studies on decision-support experiments;

7959 4) Understanding the role of public pressures and networks in generating demands

7960 for climate information;

7961 5) Improving the communication of uncertainties; and

7962 6) Lessons for collaboration and partnering from other natural resource areas.

7963

7964 Better understanding of the decision-maker context for tool use is needed. While we
7965 know that decision-maker context has a powerful influence on the use of tools, we need
7966 to learn more about how to promote user interactions with researchers at all junctures
7967 within the tool development process.

7968

7969 The institutional and cultural circumstances of decision-makers and scientists are
7970 important to determining how well – and how likely – collaboration will be. Among the
7971 questions that need to be answered are the following:

- 7972 • there is much that remains to be learned in regards to organizations and
7973 experiments engaged in transferring and developing climate variability
7974 information;
- 7975 • the decision space occupied by decision-makers;
- 7976 • ways to encourage innovation within institutions; and
- 7977 • the economic status of decision makers.

7978

7979 Access to information is an equity issue – large water management agencies may be able
7980 to afford sophisticated modeling efforts, consultants to provide specialized information,
7981 and a higher quality of data management and analysis, while smaller or less wealthy
7982 stakeholders generally do not have the same access or the consequent ability to respond
7983 (Hartmann, 2001). Scientific information that is not properly disseminated can

7984 inadvertently result in windfall profits for some and disadvantage others (Pfaff *et al.*,
7985 1999; Broad and Agrawalla, 2000; Broad *et al.*, 2002). Access and equity issues also
7986 need to be explored in more detail.

7987

7988 **4.5.1 Understanding Decision-Makers' Perceptions of Climate Vulnerability**

7989 Much more needs to be known about how to make decision-makers aware of their
7990 possible vulnerability from climate variability impacts to water resources. Research on
7991 the influence of climate science on water management in western Australia, for example,
7992 (Power *et al.*, 2005) suggests that water resource decision-makers can be persuaded to act
7993 on climate variability information if a strategic program of research in support of specific
7994 decisions (*e.g.*, extended drought) can be wedded to a dedicated, timely risk
7995 communication program.

7996

7997 While we know based on research in specific applications that managers who find
7998 climate forecasts and projections to be reliable are no more likely to use them, those most
7999 likely to use weather and climate information are individuals who have experienced
8000 weather and climate problems in the recent past. The implication of this finding is that
8001 simply delivering weather and climate information to potential users may be insufficient
8002 in those cases in which the manager does not perceive climate to be a hazard – at least in
8003 humid, water rich regions of the U.S. that we have studied.³

8004

³Additional research on water system manager perceptions is needed, in regions with varying hydro-meteorological conditions, to discern if this finding is universally true. .

8005 We also need to know more about how the financial, regulatory, and management
8006 contexts influence perceptions of usefulness (Yarnal *et al.*, 2006; Dow *et al.*, 2007).
8007 Achieving a better understanding of these contexts and of the informational needs of
8008 resource managers will require more investigation of their working environments and
8009 intimate understanding of their organizational constraints, motivations, and institutional
8010 rewards. generate much interest; presenting those managers with a Palmer Drought
8011 Severity Index tailored to their state that suggests a possible drought watch, warning, or
8012 emergency will grab their attention (Carbone and Dow, 2005).

8013

8014 **4.5.2 Possible Research Methodologies**

8015 Case studies increase understanding of how decisions are made by giving specific
8016 examples of decisions and lessons learned. A unique strength offered by the case study
8017 approach is that “. . .only when we confront specific facts, the raw material on the basis
8018 of which decisions are reached – not general theories or hypotheses – do the limits of
8019 public policy become apparent (Starling, 1989).” In short, case studies put a human face
8020 on environmental decision-making by capturing – even if only in a temporal “snapshot,”
8021 the institutional, ethical, economic, scientific, and other constraints and factors that
8022 influence decisions.

8023

8024 One school suggests that a key to case study research that would make it more
8025 generalizable is adoption of a “grounded theory” approach. This approach discerns
8026 general patterns (or principles of behavior common to decisions – *e.g.*, the motives of
8027 decision-makers who collaborated on a common agreement). These patterns are not

8028 experimental – instead, they occur within real-world settings where decision-makers and
8029 the public relied on local knowledge. Thus, they produce more accurate insights into
8030 decision-making than theory building or deduction alone (Glaser and Strauss, 1967;
8031 Goffman, 1974; Fischer, 1995: 78-9). The use of grounded theory also helps us identify
8032 additional cases – at different geographic or temporal scales – to confirm or disconfirm
8033 initial findings, provides “feedback” on real world conditions, and allows us to rethink
8034 initial assumptions, thus providing a foundation for testing theories, as well drawing
8035 lessons for decision makers, citizens, and students about the those conditions that
8036 promote – and inhibit – sustainable development. Finally, cases permit researchers to
8037 reason from analogy; draw comparisons and render contrasts; and capture subtle changes
8038 in decision-maker perceptions, attitudes, or beliefs over time (Yin, 1984; Stone, 1997,
8039 Babbie, 1989).

8040

8041 **4.5.3 Public Pressures, Social Movements and Innovation**

8042 The extent to which public pressures can compel innovation in decision-support
8043 development and use is an important area of prospective research. As has been discussed
8044 elsewhere in this report, knowledge networks – which provide linkages between various
8045 individuals and interest groups that allow close, ongoing communication and information
8046 dissemination among multiple sectors of society involved in technological and policy
8047 innovations – can be one source of non-hierarchical movement to impel innovation
8048 (Sarewitz and Pielke, 2007; Jacobs, 2005). Such networks can allow continuous
8049 feedback between academics, scientists, policy-makers, and NGOs in at least two ways:
8050 1) by cooperating in seeking ways to foster new initiatives, and 2) providing means of

8051 encouraging common evaluative and other assessment criteria to advance the
8052 effectiveness of such initiatives.

8053

8054 Since the late 1980s, there has arisen an extensive array of local, state (in the case of the
8055 U.S.) and regional/sub-national climate change-related activities in an array of developed
8056 and developing nations. These activities are wide-ranging and embrace activities inspired
8057 by various policy goals – some of which are only indirectly related to climate variability.
8058 These activities include energy efficiency and conservation programs; land use and
8059 transportation planning; and regional assessment. In some instances, these activities have
8060 been enshrined in the “climate action plans” of so-called Annex I nations to the UN
8061 Framework Convention on Climate Change (UNCED, 1992; Rabe, 2004).

8062

8063 An excellent example of an important network initiative is the International Council of
8064 Local Environmental Initiatives, or ICLEI. ICLEI is a Toronto, Canada-based NGO
8065 representing local governments engaged in sustainable development efforts worldwide.
8066 Formed in 1990 at the conclusion of the World Congress of Local Governments
8067 involving 160 local governments, it has completed studies of urban energy use useful for
8068 gauging growth in energy production and consumption in large cities in developing
8069 countries (*e.g.*, Kugler, 2007; ICLEI, 2007). ICLEI is helping to provide a framework of
8070 cooperation to evaluate energy, transport, and related policies and, in the process, may be
8071 fostering a form of “bottom-up” diffusion of innovation process that functions across
8072 jurisdictions – and even entire nation-states (Feldman and Wilt, 1996; 1999). More
8073 research is needed on how – and how effectively networks actually function and whether

8074 their efforts can shed light on the means by which the diffusion of innovation can be
8075 improved and evaluated.

8076

8077 Another form of public pressure is social movements – hardly unknown in water policy
8078 (*e.g.*, Donahue and Johnston, 1998). Can public pressures through such movements
8079 actually change the way decision-makers look at available sources of information? Given
8080 the anecdotal evidence, much more research is warranted. One of the most compelling
8081 recent accounts of how public pressures can change such perceptions is that by the
8082 historian Norris Hundley on the gradual evolution on the part of city leaders in Los
8083 Angeles, California, as well as members of the public, water agencies, and state and
8084 federal officials – toward diversion of water from the Owens Valley.

8085

8086 After decades of protests – some violent – over efforts to, at first prevent and then later,
8087 roll back, the amount of water taken from the Owens River, growing pressures by
8088 environmental organizations throughout the state of California, and the nation as a whole
8089 – coupled with withering support by federal agencies that initially “looked the other way”
8090 led the city of Los Angeles to seek an out of court settlement over diversion; to look
8091 seriously at the reports of environmental degradation caused by the volumes of water
8092 transferred, and to compensate the valley for its damages (Hundley, 2001: 347ff). While
8093 Hundley’s chronicling of resistance has a familiar ring to students of water policy,
8094 remarkably little research has been done to seek to draw lessons – through the grounded
8095 theory approach discussed earlier – about the impacts of such social movements.

8096

8097 Communicating uncertainty to users of climate variability information: While uncertainty
8098 is an inevitable factor in regards to climate variability and weather information, the
8099 communication of uncertainty – as our discussion has shown – can be significantly
8100 improved. Better understanding of innovative ways to communicate uncertainty to users
8101 should draw on additional literatures from the engineering, behavioral and social, and
8102 natural science communities (*e.g.*, NRC 2005; NRC 2006). Research efforts are needed
8103 by various professional communities involved in the generation and dissemination of
8104 climate information to better establish how to define and communicate climate variability
8105 risks clearly and coherently – and in ways that are meaningful to water managers.
8106 Additional research is needed to determine the most effective communication,
8107 dissemination and evaluation tools to deliver information on potential impacts of climate
8108 variability, especially with regards to such factors as further reducing uncertainties
8109 associated with future sea level rise, more reliable predictions of changes in frequency
8110 and intensities of tropical and extra-tropical storms, and how saltwater intrusion will
8111 impact freshwater resources, and the frequency of drought. Much can be learned from the
8112 growing experience of RISAs and other decision-support partnerships and networks.
8113
8114 Research on lessons from other resource management sectors on decision-support use
8115 and decision-maker/researcher collaboration would be useful. While water issues are
8116 ubiquitous and connect to many other resource areas, a great deal of research has been
8117 done on the impediments to, and opportunities for collaboration in, other resource areas
8118 such as energy, forests, coastal zone and hydropower. This research suggests that there is
8119 much that water managers and those who generate seasonal to interannual information on

8120 climate variability could learn from this literature. Among the questions that need further
8121 investigation are those that revolve around innovation (Are there resource areas in which
8122 tool development and use is proceeding at a faster pace than in water management?);
8123 organizational culture and leadership (Are some organizations and agencies more
8124 resistant to change; more hierarchical in their decision-making; more formalized in their
8125 decisional protocols) than is the case in water management?; and collaborative style (Are
8126 some organizations in certain resource areas – or science endeavors better at
8127 collaborating with stakeholder groups in the generation of information tools, or other
8128 activities? (*e.g.*, Kaufman, 1967; Bromberg, 2000). Much can also be learned about
8129 public expectations and the expectations of user groups from their collaborations with
8130 such agencies that could be valuable to the water sector.

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