



Wisconsin Facts: Customer And Employee Services

One Division: Two Customers

DNR's Customer and Employee Services Division provides customer service to the citizens of Wisconsin and within the Department of Natural Resources

CAES Division Serves the Citizens of Wisconsin

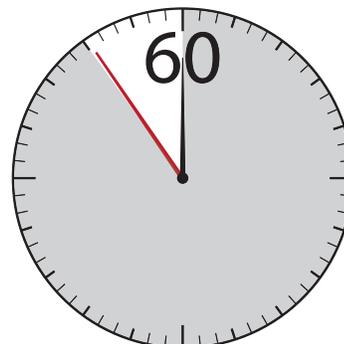
Core Services: hunting, fishing and occupational license sales, grants and loans for community support of natural resources and outdoor recreational activities

- Issued 3,298,994 licenses, permits and stamps in license year 2013 and generated more than \$70 million in revenue.
- The customer call center supports the public by phone, chat or email every day; responded to 389,733 contacts in 2014.
- In calendar year 2014 the customer call center met its goal of answering 95 percent of all calls within one minute.
- Distributed millions of regulation pamphlets and brochures.
- Awarded \$79 million in grants to protect public health and safety, natural resources and the environment, and provide outdoor recreational opportunities statewide in 2014.
- Provided low-interest loans totaling \$175 million to municipalities for drinking water, wastewater and brownfield projects in 2014.
- Saved municipalities money by sharing DNR vehicles and equipment for emergencies and specialized projects
- Supported more than 1,600 private business partners that offer DNR services at locations statewide.

\$70 Million in Revenue



No Wait!
95% of all calls answered in less than a minute



400,000 Questions Answered



Customer Satisfaction

Survey: Call Center Earns 5.5 out of 6



DNR Customer Service averaged a score of five points or higher out of a possible six in every month in 2014. 3,971 customers responded to customer service survey through telephone, chat and email contacts.

CAES Division Provides DNR's Core Services

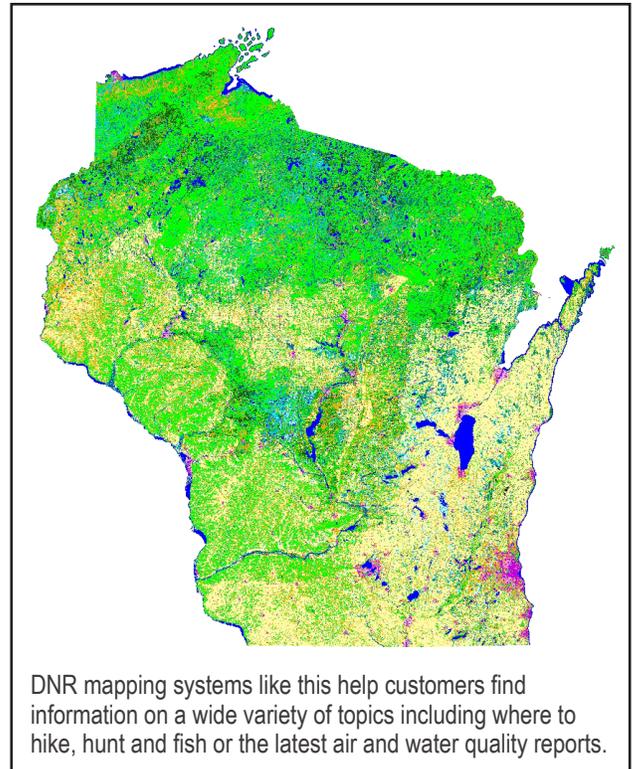
Core Services: human resources, information technology, budget and finance, vehicle and equipment services

These services include:

- Fleet and equipment maintenance to support the department's work in protecting our state's natural resources
- Talent management, compensation and benefits administration
- Budget analysis, planning, coordination and development
- Ensuring the confidentiality, integrity and availability of agency and public information
- Ensuring the safety of department staff and properties while managing risk to reduce financial impacts
- The department's financial and human resources systems
- Statewide essential information technology services

New Services on the Horizon

- Smartphone license sales
- Real-time harvest reporting
- Kiosk license sales
- Mobile-friendly applications
- Self-service options in harvest registrations
- Plain paper or paperless licenses



DNR mapping systems like this help customers find information on a wide variety of topics including where to hike, hunt and fish or the latest air and water quality reports.

- Geographic information systems (GIS) to map and analyze of large amounts of data through one database
- STAR Project: statewide initiative to consolidate finance and human resources IT systems for improved efficiency and better consistency among state agencies

Contact:

Diane Brookbank
CAES Division Administrator
Wisconsin Department of Natural Resources

Phone: 608-266-2241
Email: Diane.Brookbank@Wisconsin.gov