



February 2014

# DNR Results

tracking our progress on key measures

Favorable trend



Unfavorable trend



Stable trend



## Natural Resources & Environment

What Did We Measure?	Target	How Did We Do?	Rating
<b>Brownfield Cleanups</b> Acres of abandoned/contaminated properties cleaned up & made available for redevelopment.	800 acres.	Helped prepare nearly 2,800 <u>acres for redevelopment</u> in 2013.	
<b>WI Walleye Initiative</b> Number of walleyes stocked.	403,000 large walleye fingerlings.	Stocked <u>442,961 large walleye fingerlings</u> in 2013.	
<b>Trout Restoration</b> Miles of <u>trout stream restored</u> & developed.	Annually restore / develop 25 miles of trout stream.	Restored and/or developed 27 miles between June 2012 and July 2013.	
<b>Water Quality</b> The amount of nutrients causing algae in Wisconsin waters.	Combined statewide 45% nutrient reduction.	50% combined reduction in Mississippi River and Lake Michigan basins.	

## People

What Did We Measure?	Target	How Did We Do?	Rating
<b>Call Center Performance</b> Quick response time to customer calls.	95% of calls answered < 1 min.	<u>Call center staff</u> responded to 98% of calls in less than one minute in 2013.	
<b>Online DNR Chats</b> Number of customer chats offered.	Increase the number of customer chat opportunities.	Tripled the number of chats between 2012 and 2013. 13,500 people joined a chat or read a chat transcript in 2013 with staff answering over 1,600 customer questions.	
<b>Customer Satisfaction</b> Percentage of surveyed customers satisfied with DNR customer service.	98% customer service satisfaction rate.	On a scale of very satisfied to very dissatisfied, 96% of respondents indicated they were satisfied or very satisfied with the service they received.	

# Economy

What Did We Measure?	Target	How Did We Do?	Rating
<b>Stormwater Permits</b> Turnaround time (in days) to issue stormwater construction site permit decisions.	85% of stormwater permit decisions issued within 30 days.	82% of stormwater permit decisions were issued within 30 days.	
<b>Waterway Permits</b> Turnaround time (in days) to issue waterway permit decisions.	100% of waterway permit decisions issued within 105 days.	100% of waterway permit decisions were issued within 105 days.	
<b>Air Permits</b> Turnaround time (in days) to issue air construction permit decisions.	100% of air construction permit decisions issued within 64 days.	100% of air construction permit decisions were issued, on average, within <u>64 days</u> .	
<b>Timber Harvests</b> Sustainable timber harvest levels.	100% harvest of Forest Inventory Targets.	100% of <u>harvest goal</u> met. There were 23,803 acres of sustainable forest products harvested during 2013.	

# Health & Safety

What Did We Measure?	Target	How Did We Do?	Rating
<b>Fire Protection</b> Percentage of controlled fires within DNR organized protection efforts.	100% of fires controlled within the first 12 hours.	99.7% during 2013.	
<b>Safe Drinking Water</b> Time (in days) to review public water system plans to ensure potential changes and upgrades to public water systems meet state standards and protect public health.	Reviews completed within 45 days.	Plan reviews met targeted goals.	
<b>Outdoor Safety</b> Number of safety classes held including hunting, archery, boating, ATV, and snowmobile safety.	Increase the number of available classes.	There was a 4% increase in the number of classes between 2012 and 2013. In 2013 there were 1694 classes held certifying over 38,000 people.	

# Recreation

What Did We Measure?	Target	How Did We Do?	Rating
<b>Technology in the Outdoors</b> Number of new mobile applications.	Two.	Success! The <u>WI Pocket Ranger</u> and <u>Sunrise-Sunset</u> outdoors apps were launched last year.	
<b>Learn to Hunt</b> Number of participants.	5% increase from the previous year.	There was a 23% increase in Learn to Hunt participants in 2013.	
<b>Camping</b> Number of state park campground reservations.	Increase State Park campsite occupancy year-to-year.	185,145 reservations were made in 2013. 183,236 reservations were made in 2012. This is a 1% increase.	
<b>New Hunters &amp; Anglers</b> Number of "first time buyer" licenses sold.	Increase the number of "first time buyer" licenses sold year-to-year.	Year to date, there was a 14% increase in first time angler licenses sold and a 14% increase in first time hunter licenses sold.	