Referrals & Informational Contacts

For emergencies...
Call 911 then call your property ranger/manager.

DNR Call Center
1-888-WNDR INFO (staff available: 7:00 a.m. - 10:00 p.m. 7 days per week)
Bilingual services for our Hmong and Spanish speaking customers.

Online chat at dnr.wi.gov
E-mail WDNRInfo@wi.gov

DNR Tip Line
(for minor issues for follow-up)
1-800-TIP-WDNR (1-800-847-9367)

Trails with Trail Tender Programs as of July 2009:

Military Ridge State Trail
Cindy Delkamp
P.O. Box 98
Blue Mounds, WI 53517
Phone (608) 437-7393

Capital City State Trail
Kevin Swenson
3101 Lake Farm Road
Fitchburg, WI 53711
Phone (608) 224-3606

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Some Trail Tender tasks include:

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Money from the sale of state trail passes is deposited into the parks segregated account of the State Conservation Fund. Along with state tax dollars, the trail fee revenues are used for maintaining and operating state trails, parks, and recreation areas. For trails, these costs include such things as dealing with erosion, trash removal, maintaining safe surfaces, trimming brush, removing fallen trees and law enforcement. Additional funds, which come from ATV and snowmobile registration fees, are allotted to trails that allow ATVs and snowmobiles.

Why don't snowmobilers, ATVs, and hikers need trail passes?
Snowmobilers and all-terrain vehicle riders pay for their trails through registration fees and gasoline taxes. Every state trail that allows ATV or snowmobile use receives some of this money. Wisconsin law requires those who use Wisconsin ATV or snowmobile trails to display either Wisconsin registration or an ATV or snowmobile trail pass. ATV and snowmobile trail passes are different from the state trail pass and are available through the DNR's licensing system. In general, bike, ski and horse trails are more expensive to maintain than hiking trails. Also the exemption for pedestrians enables everyone access to Wisconsin trails.

Who created the state trail pass?
Wisconsin State Statute 27.01(8) authorizes the establishment of the state trail pass. With statutory authority, the current state trail pass was approved by the Natural Resources Board in 1993 with the support of many user groups. The pass was created to raise much needed trail maintenance funds. The state trail pass complies with the State Trails Strategic Plan, completed in 1992 after comments from user group leaders and many other people around the state. The Department of Natural Resources also conducted surveys and focus group discussions with trail users and consulted the State Trails Council before recommending the fees. Wisconsin Administrative Code 45.12(3) establishes the cost of the state trail pass.
State Trail Pass Facts and History

⇒ A state trail pass is required for all people age 16 or older biking, in-line skating, horseback riding, cross-country skiing, or off-highway motorcycling on certain trails.
⇒ A state trail pass is not required for walking or hiking, or for any physically disabled person in a wheelchair.
⇒ A trail pass is issued to the person, not the bike, horse, motorcycle, etc.
⇒ Trail passes are non-transferable, meaning the pass cannot be passed from person to person or shared with others. The trail pass must be filled out to be valid.
⇒ A vehicle admission sticker is required if you park or take your motor vehicle within the boundaries of a state park, forest or recreation area.
⇒ State trail pass fees are the same for residents and non-residents.
⇒ The annual state trail pass is good for the calendar year (January 1 to December 31) and the daily state trail pass is good for the day of purchase on any state trail.
⇒ Trail pass fees are $20 for an annual pass, $4 for a daily pass.
⇒ DNR charges a trail pass fee on certain trails because of the quality of experience they offer, their popularity, their maintenance costs, and the DNR’s ability to enforce the requirement in these locations.
⇒ Trail users must purchase their state trail pass before using the trail.
⇒ A ranger coming upon a trail user without a pass will issue a courtesy notice, which is a reminder to the user that they need to purchase a pass. There is a $5 surcharge (in addition to the cost of the state trail pass) for anyone who fails to pay for a pass before using the trail. If a trail user refuses to buy a pass, a citation may be issued by a credentialed officer.
⇒ Since January 1994 the state trail pass has been required for certain off-road (mountain) bike, horse, and cross-country ski trails, as well as trails used by in-line skaters and off-highway motorcyclists. Cyclists on railroad grade trails have been charged a fee since 1978.

What do Trail Tenders do?
The Trail Tender program is not intended to replace the work of DNR employees. The first thing a trail tender should do is identify him/herself as a volunteer when approaching an individual or parties on the trail. Additionally, tenders may:

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- Avoid being drawn into an argument or debate. Remind the visitor(s) that you are a volunteer. At all times, remain neutral. When needed, give DNR contact information for follow-up on issues.
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Trail Tenders are asked to commit to a minimum of six hours per month, May–September. Although it is not required, tenders are encouraged to patrol in the "off-season." You can inquire through the Friends group associated with your preferred trail by consulting www.fwsp.org or by contacting your DNR trail manager listed by property at the DNR web site: www.wiparks.net.
Customer Service

DNR Customer Service Vision Statement
We treat all our customers as we want to be treated, setting a tone for constructive action and mutual respect. All Department employees share the common mission of protecting and enhancing Wisconsin's natural resources. We help each other so that each of us can better serve our customers. Our customers are people who are affected by, or whose activities affect, management of Wisconsin's natural resources. They include people inside and outside the Department who are directly and indirectly affected by our work.

Through active outreach efforts, we strive to maintain a productive dialogue with our customers. We make it easy for customers to use our services. Any time we have to say no, we try to do so in a positive manner and explain why.

We help our customers to anticipate and prevent problems. We respect their needs and work with them to get at the root of problems, not just treat the symptoms, helping our customers to meet their obligations. We strive for consistent and fair treatment of customers.

Some Common Sense Approaches to Customer Service
• Listen attentively
• Be polite and professional
• Be patient
• Communicate to be understood, not just heard
• Empathize and offer your help
• Ask questions until you're sure what the problem is, then restate the problem to confirm your understanding
• Work with the visitor to find solutions
• Be creative, flexible, and cooperative
• Give accurate answers and referrals
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• Give and get contact information so both of you can follow up
• Don't point fingers

Non-Verbal Communication
Visitors will pick up on more than just the words you are using. Effective communications occur when your tone and body language communicate in concert with your words.

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Military Ridge State Trail in Verona.
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