

# Department of Natural Resources

## Agency Performance Dashboard

Q2 FY2018

### Goal Met Key

✓ goal met, ✗ goal not met, ⌚ goal in progress. As determined by comparison of current data and target.

### Trend Key

↑ trending in favorable direction, ↔ trend is holding, ↓ trending in unfavorable direction.

## Economic Development

### Processing time to issue waterway individual permit decisions

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#### Metric Definition

Average number of calendar days from a complete application to issue a permit decision

Goal Met	Current	Previous	Target	Trend
✓	43	44.8	105	↑

**Reporting Cycle:** Quarterly (October 1, 2017- December 31, 2017)

**Additional Details:** Placement of structures, dredging and similar activities in or adjacent to navigable waters often require permits from the Department of Natural Resources. Wisconsin implements a three-tier system of authorization based on the projected level of environmental impact which includes exemptions, general permits, and individual permits. More information on the permit process is available at: <http://dnr.wi.gov/topic/Waterways>. The 105-day limit is defined in s. 30.208 as the maximum amount of time allowed to process an Individual Permit before it is presumptively approved. If a public hearing is requested, the timeframe is 120 days instead of 105 days.

### Processing time to issue wetland individual permit decisions

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#### Metric Definition

Average number of calendar days from a complete application to issue a permit decision

Goal Met	Current	Previous	Target	Trend
✓	97	27	105	↓

**Reporting Cycle:** Quarterly (October 1, 2017- December 31, 2017)

**Additional Details:** Wetlands are regulated by the U.S. Army Corps of Engineers, the Wisconsin Department of Natural Resources and by local counties, cities and villages. The excavating or placement of any material in low areas or wetlands requires a DNR permit. More information on the permit process is available at: <http://dnr.wi.gov/topic/Waterways/construction/wetlands.html>. The 105-day target represents a processing time for wetland individual permits that is parallel to waterway individual permits, but is not statutorily required.

## Processing time to issue stormwater construction site permit decisions

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### Metric Definition

Average number of calendar days from a complete application to issue a permit decision

Goal Met	Current	Previous	Target	Trend
✓	17.6	18.4	30	↑

**Reporting Cycle:** Quarterly (October 1, 2017- December 31, 2017)

**Additional Details:** The DNR storm water program has consistently met the 30-calendar day target. Minor fluctuations in average turn-around times from quarter to quarter reflect the seasonal factors that impact the level of construction site activity occurring. The DNR's online construction site e-permitting system has also had a significant positive impact on average turn-around times by facilitating a more efficient workflow process for DNR storm water program staff.

## Processing time to issue individual air construction permits

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### Metric Definition

Average number of calendar days from a complete application to issue a permit decision

Goal Met	Current	Previous	Target	Trend
✓	56	58	64	↑

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** Annual rolling average reported on a quarterly basis. The 64-day target includes a 30-day public comment period. In January 2005, the result for this metric was 76 days.

## Processing time for endangered resource reviews

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### Metric Definition

Average number of business days to complete a review request

Goal Met	Current	Previous	Target	Trend
✓	3.7	4.4	10	↑

**Reporting Cycle:** Quarterly (July 1, 2017 - September 30,2017)

**Additional Details:** DNR tracks and reports quarterly on the average number of business days it takes for the Endangered Resources Review Program to complete a review from the day the request is received. Endangered Resources Reviews are done in conjunction with landowners, businesses, communities and other customers to consider rare species and habitats. Reviews are done early in the project planning process and are a simple method for assisting the public and department in remaining in compliance with state and federal endangered species laws.

### Sustainable timber harvest levels on state lands

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**Metric Definition**

Percent of available acreage harvested

Goal Met	Current	Previous	Target	Trend
✓	111%	100%	100%	

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** The goal is to be within 10 percent of the harvest goal annually. Estimated total cord (4 ft. x 4 ft. x 8 ft.) equivalents established in fiscal year 2016 is 269,882. Actual cord equivalents harvested are not known until sales are completed.

### Processing time for timber cutting notices

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**Metric Definition**

Average number of days from a complete timber cutting notice to approval

Goal Met	Current	Previous	Target	Trend
✓	4.7	7.5	30	↑

**Reporting Cycle:** Quarterly (October, 2017 - December 31, 2017)

**Additional Details:**The DNR's cutting notice approval is one part of a multiple step process for our external customers (forest landowners, forest operators, and forest industry). The 2015-2017 budget modified the process for approving cutting notices, providing an exemption for some foresters. As a result, the statistics now reflect only those notices requiring DNR approval.

### Visitors to the Wisconsin State Parks System

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**Metric Definition**

Number of visitors

Goal Met	Current	Previous	Target	Trend
✓	17,613,272	16,987,963	14,400,000	↑

**Reporting Cycle:** Annual (July 1, 2016 - June 30, 2017)

**Additional Details:** The Wisconsin Parks System generates annual estimates of the number of individuals visiting State Parks. These statistics fluctuate with the season and are reported at the end of the state fiscal year. State Parks stickers can be purchased at the entrance to State Parks, self-registration stations, DNR service centers, or over the phone by calling the DNR at 888-936-7463.

### Hunting licenses sales

**Metric Definition**

Number of licenses sold

Goal Met	Current	Previous	Target	Trend
✓	3,923,142	2,836,703	2,836,703	↑

**Reporting Cycle:** Annual: License Year 2016 (March 13, 2016 - March 6, 2017)

**Additional Details:** Hunting and fishing license sales are compiled annually by license year. The license years begin in March to provide customers time to acquire licenses before the seasons begin on April 1. The number reported here represents the number of licenses and harvest authorizations/tags sold.

### Fishing licenses sales

**Metric Definition**

Number of licenses sold

Goal Met	Current	Previous	Target	Trend
✗	1,709,264*	1,816,156	1,816,156	↓

**Reporting Cycle:** Annual: License Year 2016 (March 13, 2016 - March 6, 2017)

**Additional Details:** Hunting and fishing license sales are compiled annually by license year. The license year begins in March to provide customers time to acquire licenses before the seasons begin on April 1. Target represent the number of fishing licenses issued for all sport and recreation fishing.

\*The number reported as current does not include LY 2016, 2-day charter fishing licenses which are being tabulated at this time.

## Redevelopment of brownfields

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### Metric Definition

Number of acres of abandoned/contaminated properties cleaned up and made available for redevelopment

Goal Met	Current	Previous	Target	Trend
✓	248	318.5	200	↓

**Reporting Cycle:** Quarterly (October 1, 2017- December 31, 2017)

**Additional Details:** The cleanup of contaminated properties returns underutilized or vacant land to a higher and safer use. Most often these sites are properties located in areas that already have existing utilities and infrastructure (i.e., sewer and water), access to public transportation, and an able and ready workforce. A recent EPA study determined that brownfields cleanups can increase the overall property values within a one-mile radius by \$0.5 to \$1.5 million.

## Reform and Innovation

## Use of online hunt/fish/trap license system

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### Metric Definition

Percent of purchases completed online

Goal Met	Current	Previous	Target	Trend
✓	42.0%	35.9%	26.9%	↑

**Reporting Cycle:** Quarterly (October 1 - December 31, 2017)

**Additional Details:** Each quarter of the fiscal year is cumulated into the report. License year 2016 yielded the highest internet sales in recent years and is the baseline for this target. The count includes all transactions for each sales channel that include a hunting or fishing related product.

## Support to small business through the Small Business Environmental Assistance Program (SBEAP)

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### Metric Definition

Number of connections with small business

Goal Met	Current	Previous	Target	Trend
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✓	80,857	60,794	60,000	↑
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**Reporting Cycle:** Annual (July 1, 2016 - June 30, 2017)

**Additional Details:** The SBEAP assists businesses having 100 or fewer employees with understanding the environmental rules by providing plain-English tools and resources that summarize the requirements and help the businesses to comply. Our measured business contacts include: answering questions via phone or email, conducting on-site visits, giving presentations, sending electronic newsletters, and staffing conference exhibit booths to answer questions or provide materials. More information at: <http://dnr.wi.gov/topic/smallbusiness>. The fiscal year 2017 target is 60,000 and the target for FY 18 is 66,000.

## Efficient and Effective Services

Acres of DNR-managed properties under an approved Master Plan

**Metric Definition**

Percent of acres (1,406,740 total) under an approved Master Plan

Goal Met	Current	Previous	Target	Trend
✓	61%	54%	60%	↑

**Reporting Cycle:** Annual (July 1, 2016 - June 30, 2017)

**Additional Details:** DNR tracks the number of acres that are managed under an approved master plan. The long -term goal is to have 100 percent of acres under an approved plan by 2025. The target for the July 1, 2016 - June 30, 2017 reporting cycle was 60 percent. The master planning process for department managed lands is required by Wisconsin Statutes (Sections 23.091 and 28.04) and Wisconsin Administrative Code (NR 1.60). Property master plans determine and guide the property’s resource management, the types and level of recreational use, and set the framework for facilities and infrastructure development.

Wildfire Response Time

**Metric Definition**

Average number of minutes to respond

Goal Met	Current	Previous	Target	Trend
✓	13	13	30	↔

**Reporting Cycle:** Annual (January 1, 2017 - December 31, 2017)

**Additional Details:** Wisconsin's fire management program of prevention, detection and suppression of forest fires is conducted in partnership with local fire departments and is based on rapid initial attack of initiating fires in order to contain the fire with minimal amount of life, property, and resources impacted. Nationally, Wisconsin spends significantly less to suppress forest fires overall due to our equipment resources and rapid initial attack philosophy.

## Customer/Taxpayer Satisfaction

### Customer Satisfaction

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#### Metric Definition

Percent of responding customers "satisfied" or "highly satisfied" with DNR customer service

Goal Met	Current	Previous	Target	Trend
✓	96%	96%	95%	↔

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** A customer service satisfaction survey solicitation is included in the email signature blocks of all DNR staff and on the back of department business cards. DNR encourages feedback from its customers. The customer satisfaction survey can be accessed at: <http://dnr.wi.gov/customersurvey>.

### Call center performance

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#### Metric Definition

Percent of calls answered in less than 1 minute

Goal Met	Current	Previous	Target	Trend
✓	95%	59%	95%	↑

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** As expected during this time of year, call volume to the DNR Call Center increased coinciding with the fall hunting seasons. The DNR Call Center answered 109,000 phone calls of which 103,300 (95%) were answered within 1 minute, an increase of 36 percentage points. The improved response time is attributed to the addition of trained Customer Service staff; the addition of new topic work groups to respond to the most frequent reasons customers were calling the DNR to begin with; and the use of seasonal information for customers to hear on the hold-time messages. Customer Service staff were answering calls in an average of 27 seconds. The average length of call was 3 minutes and 9 seconds. Notable during this quarter is that 15% of the calls came in during November 11 through November 17, the 7-day period leading up to the opening of the gun deer season. Calls peaked on Friday between 2:00 and 3:00 p.m. with 460 calls per hour being answered in an average of 43 seconds.

## Customer satisfaction with County Deer Advisory Committees (CDAC)

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### Metric Definition

Percent of CDAC members who rated favorably the customer support they received from the Department and were satisfied with the overall CDAC process

Goal Met	Current	Previous	Target	Trend
✓	90%	92%	90%	↔

**Reporting Cycle:** Annual (July 1, 2016 - June 30, 2017)

**Additional Details:** White-tailed deer and the state's deer management policies are very important to the citizens of Wisconsin. CDACs are charged with gathering public opinions concerning management, reviewing information about the deer population, and providing recommendations to the Department. This metric averages the ratios of favorable ("good"; "very good"; "satisfied"; "very satisfied") to unfavorable responses ("poor"; "very poor"; "dissatisfied"; "very dissatisfied") from two questions in an annual survey of CDAC members. This metric averages the neutral or better satisfaction rating to two questions on overall satisfaction with CDAC and DNR support for CDAC.

## Customer satisfaction with the Deer Management Assistance Program (DMAP)

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### Metric Definition

Percent of DMAP participants who indicated the support they received from DNR was "good" or "very good"

Goal Met	Current	Previous	Target	Trend
✗	80%	89%	90%	↓

**Reporting Cycle:** Annual (July 1, 2016 - June 30, 2017)

**Additional Details:** DMAP provides habitat and herd management assistance to landowners interested in managing their property for wildlife. These results focus on cooperators who receive the greatest level of service from DMAP (Levels 2 and 3). More information on DMAP can be accessed at: <http://dnr.wi.gov/topic/wildlifehabitat/DMAP.html>.

## Open and Transparent Government

### Total number of public records requests received

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#### Metric Definition

Total number of public records requests received within the reporting period.

Current	Previous	Trend
1068	1225	↓

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Requests may be received verbally or in writing and are logged by the agency when received.

### Total number of public records requests completed

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**Metric Definition**

Total number of public records requests completed from 12am CST, July 1, 2017 through 11:59pm September 30, 2017.

Current	Previous	Trend
1100	1202	↓

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. Completed or closed means no further action is required by the agency. Requests completed during this reporting cycle may have been initiated during a previous quarter.

### Average time taken to fulfill public records requests

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**Metric Definition**

Total time taken (in business days) to fulfill public records requests divided by the total number of public records requests completed in this reporting cycle (from 12am CST, July 1, 2017 through 11:59pm September 30, 2017).

Goal Met	Current	Previous	Target	Trend
✓	6.6 days	7 days	10 days	↑

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** Executive Order #235 requires agencies to post public records metrics. This metric includes requests fulfilled this quarter although the requests may have been initiated in a previous quarter. Weekends, legal holidays, time spent waiting due to an open investigation or assessment, time spent waiting for payment of invoices, and time spent waiting for clarification from requestor are not counted in total business days. Requests received and fulfilled within one business day are calculated as zero days. Fulfilled means no further action is required by the agency.

Percentage of public records requests acknowledged within one business day

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**Metric Definition**

Percentage of public records requests sent to the agency's primary public requests inbox and acknowledged by the next business day.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** This does not include requests sent via channels other than the primary public requests inbox. Acknowledged is defined as a response sent back to requestor by the next business day. Business days do not include weekends or legal holidays.

Percentage of current employees completing public records training

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**Metric Definition**

Percentage of current employees that completed public records training by March 1 of each calendar year.

Goal Met	Current	Previous	Target	Trend
✗	99.6%	99.6%	100%	↔

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** Data is for Full Time Staff only. The DNR is currently developing a method to provide this training to all Limited Term Employees. Public records training is available to state employees via our enterprise learning management system. All state employees (permanent, project, and limited term) are required to complete this training. This metric is measured annually on March 1 for employees that started before February 1. Data does not include employees who completed the training, but left employment before the end of the reporting cycle.

Percentage of new employees completing public records training

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**Metric Definition**

Percentage of new employees that completed public records training within 30 calendar days of their start date.

Goal Met	Current	Previous	Target	Trend
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✘	25.5%	85.7%	100%	↓
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**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** Data is for Full Time Staff only. The DNR is currently developing a method to provide this training to all Limited Term Employees. Public records training is available to state employees via our enterprise learning management system. All new state employees (permanent, project, and limited term) are required to complete the training within 30 calendar days of their start date.

Percentage of exiting employees that received notice of public records retention obligations

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**Metric Definition**

Percentage of exiting employees that received notice of public records retention obligations on or before last day of employment.

Goal Met	Current	Previous	Target	Trend
✓	100%	100%	100%	↔

**Reporting Cycle:** Quarterly (October 1, 2017 - December 31, 2017)

**Additional Details:** It is required that all exiting employees receive notice of public records retention obligations on or before last day of employment.