# Department of Natural Resources
## Agency Dashboard Performance

## Economic Development

### Processing time to issue waterway individual permit decisions

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

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✔ | 45 | 46.3 | 105 | |

**Reporting Cycle**    Quarterly (April 1, 2017 - June 30, 2017)

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

### Processing time to issue wetland individual permit decisions

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

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✔ | 105 | 98.5 | 105 | ⬇ |

**Reporting Cycle**    Quarterly (April 1, 2017 - June 30, 2017)

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

### Processing time to issue stormwater construction site permit decisions

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

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✔ | 17.7 | 15.9 | 30 | ⬇ |

**Reporting Cycle**    Quarterly (April 1, 2017 - June 30, 2017)

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

## Processing time to issue individual air construction permits

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

| Goal Met | Current | Previous | Target | Trend |
|:---:|:---:|:---:|:---:|:---:|
| ✔ | 58 | 59 | 64 | ⬌ |

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

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

## Processing time for endangered resource reviews

**Metric Definition**   Average number of business days to complete a review request

| Goal Met | Current | Previous | Target | Trend |
|:---:|:---:|:---:|:---:|:---:|
| ✔ | 4.8 | 5.0 | 10 | |

**Reporting Cycle**   Quarterly (April 1, 2017 - June 30, 2017)

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

## Sustainable timber harvest levels on state lands

**Metric Definition**   Percent of available acreage harvested

| Goal Met | Current | Previous | Target | Trend |
|:---:|:---:|:---:|:---:|:---:|
| ✔ | 100% | 104% | 100% | |

**Reporting Cycle**   Annual (January 1, 2016 - December 31, 2016)

**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 esta
year 2016 is 269,882. Actual cord equivalents harvested are not known until sales are completed.

## Processing time for timber cutting notices

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

| Goal Met | Current | Previous | Target | Trend |
|:---:|:---:|:---:|:---:|:---:|
| ✔ | 5.7 | 6.7 | 30 | |

**Reporting Cycle**   Quarterly (April 1, 2017 - June 30, 2017)

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

## Visitors to the Wisconsin State Parks System

**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 statisti[...] the season and are reported at the end of the state fiscal year.  State Parks stickers can be purchased at the entrance to [...] 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 |
|:---:|:---:|:---:|:---:|:---:|
| ✖ | 2,863,676 | 2,836,703 | 2,941,239 | ↑ |

**Reporting Cycle**   Annual: License Year 2015 (March 4, 2015 - March 6, 2016)

**Additional Details**   Hunting and fishing license sales are compiled annually by license year. Data is finalized and submitted in mid-summer f[...] license year completion and includes all licenses issued for all species. License year 2016 information will be available in[...] Target represents the number of licenses sold in license year 2013.

## Fishing licenses sales

**Metric Definition**   Number of licenses sold

| Goal Met | Current | Previous | Target | Trend |
|:---:|:---:|:---:|:---:|:---:|
| ✔ | 2,109,645 | 1,748,746 | 1,748,746 | |

**Reporting Cycle**   Annual: License Year 2015 (March 4, 2015 - March 6, 2016)

**Additional Details**   Hunting and fishing license sales are compiled annually by license year. Data is  finalized and submitted in mid-summer [...] license year and includes all fishing licenses issued for all sport and recreation fishing.  License year 2016 information w[...] the Fall of 2017. Wisconsing mirrors a broader national trend of increasing fishing license sales.

## Redevelopment of brownfields

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

| Goal Met | Current | Previous | Target | Trend |
|:---:|:---:|:---:|:---:|:---:|
| ✔ | 512.5 | 314.5 | 200 | |

**Reporting Cycle**   Quarterly (April 1, 2017 - June 30, 2017)

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

# Reform and Innovation

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

**Metric Definition**   Percent of purchases completed online

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✔ | 29% | 20% | 15% | ↑ |

**Reporting Cycle**   Annual: License Year 2016 (March 17,2016 - March 6, 2017)

**Additional Details**   The Department launched a new licensing system in March of 2016 called GoWild.  License sales through GoWild can oc independent agents, DNR service counters and online.  The online system provides easier access to licenses for DNR's cu online license system offers 24/7 access and allows customers to get the licenses they need quickly and conveniently.  T reported here represents hunt/fish/trap license sales only. Licenses can be purchased online at: https://gowild.wi.gov/.

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

**Metric Definition**   Number of connections with small business

| Goal Met | Current | Previous | Target | Trend |
|----------|---------|----------|--------|-------|
| ✔ | 80,857 | 60,794 | 60,000 | |

**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 and resources that summarize the requirements and help the businesses to comply.  Our measured business contacts ir questions via phone or email, conducting on-site visits, giving presentations, sending electronic newsletters, and staffing exhibit booths to answer questions or provide materials.  More information at: http://dnr.wi.gov/topic/smallbusiness. 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 p under an approved plan by 2025.  The target for the July 1, 2016 - June 30, 2017 reporting cycle was 60 percent.  The m process for department managed lands is required by Wisconsin Statutes (Sections 23.091 and 28.04) and Wisconsin Ac (NR 1.60). Property master plans determine and guide the property's resource management, the types and level of recr 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 | 16 | 30 | |

**Reporting Cycle**   Annual (January 1, 2016 - December 31, 2016)

**Additional Details**

Wisconsin's fire management program of prevention, detection and suppression of forest fires is conducted in  partner departments and is based on rapid initial attack of initiating fires in order to contain the fire with minimal amount of lif resources impacted. Nationally, Wisconsin spends significantly less to suppress forest fires overall due to our equipmen rapid initial attack philosophy.

# Customer/Taxpayer Satisfaction

## Customer Satisfaction

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

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✔️ | 97% | 97% | 95% | |

**Reporting Cycle**  Quarterly (April 1, 2017 - June 30, 2017)

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

## Call center performance

**Metric Definition**  Percent of calls answered in less than 1 minute

| Goal Met | Current | Previous | Target | Trend |
|---|---|---|---|---|
| ✖️ | 24% | 82% | 95% | ⬇️ |

**Reporting Cycle**  Quarterly (April 1, 2017 - June 30, 2017)

**Additional Details**  The DNR Call Center continued to see increased call volume.  The beginning of the new license year in early March coup boat renewal demand contributed to the large number of customer contacts.  This quarter over 88,200 calls were answ average length of call was 3 minutes and 33 seconds.    Due to higher numbers of customers in queue, the hold time m scripted to provide the most frequently requested information so customers did not have to wait to speak with a Custo Representative. A total of 653,000 phone calls were received in 2016, up from 450,000 calls in 2015.

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

**Metric Definition**  Percent of CDAC members who rated favorably the customer support they received from the Department and were sat 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 gathering public opinions concerning management, reviewing information about the deer population, and providing re to the Department. This metric averages the ratios of favorable ("good"; "very good"; "satisfied"; "very satisfied") to un responses ("poor"; "very poor"; "dissatisfied"; "very dissatisfied") from two questions in an annual survey of CDAC mem metric averages the neutral or better satisfaction rating to two questions on overall satisfaction with CDAC and DNR su

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

**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 wildl focus on cooperators who receive the greatest level of service from DMAP (Levels 2 and 3).  More information on DMAI at: http://dnr.wi.gov/topic/wildlifehabitat/DMAP.html.

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