

Fiscal Year 2014

(July 1, 2013 – June 30, 2014)

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Performance Report



[PERFORMANCE RESULTS ACHIEVED]

This report reflects the progress made during fiscal year 2014 toward our goals and provides information regarding the condition of our state's natural resources and the effectiveness of our programs.

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Introduction

Iowa is a place with unique riches when it comes to natural resources but also faces some unique challenges. Our rich, fertile soils make us one of the most productive agricultural regions in the entire world. Iowa is very much a “working landscape” with much of our land mass devoted to agricultural production, but at the same time, it offers some of the most beautiful scenery anywhere for the enjoyment of our citizens and visitors – from the majestic limestone bluffs of the Mississippi River to the rolling, pastoral Loess Hills that border us on the west along the Missouri River. At the Iowa Department of Natural Resources, we recognize and embrace our role in leading Iowans forward in promoting appreciation and stewardship of our precious natural resources.

This report provides insight on accomplishments we have achieved in Fiscal Year 2015 as well as some challenges we face in the not so distant future. The DNR, in partnership with the Iowa Department of Agriculture and Land Stewardship and Iowa State University, is fully engaged in the Iowa Nutrient Reduction Strategy recognized as one of the most aggressive efforts of its kind in the country to reduce nutrients reaching surface water and ultimately the Gulf of Mexico. This effort is one of the first of its kind to jointly and simultaneously address both point and non-point source water pollution.

The DNR is working cooperatively and proactively with communities – large and small - throughout the state to address aging wastewater treatment facilities. Both technical assistance and funding sources such as the State Revolving Fund are available to assist communities upgrade wastewater facilities.

The DNR has also been working proactively with the Iowa Economic Development

Authority to assist economic development prospects through the regulatory process of getting permits while still protecting Iowa’s natural resources. Our efforts have helped several economic development projects get the necessary permits in a very timely basis. Ironically, some of our challenges are born of success as evidenced by our air quality and solid waste programs. The funding mechanism for both of these programs are volume based and as the tonnage of both air emissions and solid waste have been reduced significantly in recent years, the revenue generated to administrate these programs has dropped as well. We look forward to meeting these challenges in partnership with stakeholders and state leaders.

Iowa has always been and will continue to offer an unrivaled quality of life. The success of our state is closely tied to our ability to attract and retain a quality workforce. The ability to provide outdoor recreational opportunities to our citizens is essential to Iowa’s ability to grow and prosper. To that end, Iowa has high quality state parks including a first-rate resort at Honey Creek State Park, miles of trails and top notch hunting and fishing opportunities literally from border to border.

As I so often say, the work of the DNR touches the lives of every Iowan, every day, whether it is ensuring that the air they breathe and the water they drink are safe to providing high quality outdoor recreational opportunities in every region of the state. Protecting and enhancing the natural resources in Iowa is a partnership we value with each and every one of our citizens.

Chuck Gipp, Director
Iowa Dept. of Natural Resources

Agency Overview

Vision: The vision for the Department of Natural Resources is leading Iowans in caring for our natural resources.

Mission: The mission of the Department of Natural Resources is to conserve and enhance our natural resources, in cooperation with individuals and organizations, to improve the quality of life for Iowans and ensure a legacy for future generations. The mission is outlined in the Code of Iowa 455A.2: “A department of natural resources is created which has the primary responsibility for state parks and forests, protecting the environment, and managing energy, fish, wildlife, and land and water resources in this state.”

Four strategic goals focus DNR’s attention:

1. Iowa will have a healthy and attractive environment for work and play.
2. Iowa will have abundant, high-quality resources for responsible use and enjoyment.
3. Our constituents (the public) will participate in outdoor recreation and engage in sustaining Iowa’s natural resources.
4. The Department of Natural Resources continually strives to improve organizational performance.

Major services and products of DNR:

The Department has a wide range of functional responsibilities. To meet them, the DNR core functions include:

A. Resource protection and management including:

1. Fish and wildlife populations and their habitats on public and private lands
 2. Forest resources on public and private lands
 3. Air, groundwater, surface water, and land resources while simultaneously considering economic development needs.
- B. Recreation including:
1. Healthful, outdoor recreational opportunities for 900,000 hunters, anglers, and boaters, 1 million wildlife enthusiasts and over 14 million park visitors.
 2. Own and manage 479,900 acres of public land and facilities including 85 parks, 489 wildlife areas, 275 lakes, and 10 state forests.
 3. Technical assistance to landowners, local governments, business and industry and other state agencies for environmental and natural resource management.
- C. Regulation and enforcement including:
1. License, permit and regulate hunters, anglers, and boaters, confined animal waste facilities, underground storage tanks, leaking underground tanks, public water supplies, solid waste facilities, and contaminated sites.
 2. Certification of drinking water operators, waste water treatment operators, animal waste applicators, and well drillers.
 3. Compliance inspections at various regulated facilities.
- D. Information and general assistance including:
1. The general website has more than 1.2 million page views per

month with approximately 150,000 unique visitors.

2. The central DNR call center answers over 70,000 calls and approximately 10,000 email inquiries.
 3. Circulation of 50,000 copies per issue of the Iowa Outdoors magazine.
 4. Provide weekly news packets on environmental and natural resource issues.
- E. Research, natural resource inventory, and data collection
- F. Financial assistance, including loans and grants to individuals, businesses, industries, schools and other government entities.
- G. Internal customer services to administer all DNR programs.

The DNR has 948 permanent employees. Seasonal employees, interns and contract employees comprise the remaining positions totaling 1,145.95 full-time equivalent (FTEs) positions. Males (70%) outnumber females, and

Caucasians (95%) outnumber minorities. The average employee is 44 years old with 15 years of tenure with the state. In total there are 78 job classifications used within DNR. Professional positions comprise the largest group, especially those requiring education and training in scientific, engineering and conservation fields. Three labor unions represent DNR staff: American Federation of State, County and Municipal Employees, Iowa United Professionals, and the State Police Officers Council. Non-contract employees represent 22 percent of the staff.

In FY2014, the DNR had an operational budget of \$128.5 million and an overall budget of \$221.1 million derived from various revenue sources. Of that budget, 10 percent is appropriated from state general funds with the remainder from federal sources, fees or other sources.

Key Results

Services, Products, Activities: Watershed Protection and Restoration

Description: The protection and restoration of Iowa's waters are among DNR's most important responsibilities. Iowa's waters reflect the integration of rural and urban land management within the watersheds.

Why we are doing this: Water is vital to Iowa today and in the future. Quality water is necessary for business and industry, human consumption, wildlife, recreation, and for creating the quality of life Iowa communities need to thrive and grow.

What we're doing to achieve results: DNR issues permits for wastewater discharges and enforces permits to protect water quality. In addition, waters are being assessed and prioritized for protection and improvement programs. DNR is now promoting watershed planning with local groups as we seek to maximize the benefits of water for health, wildlife, business and recreation.

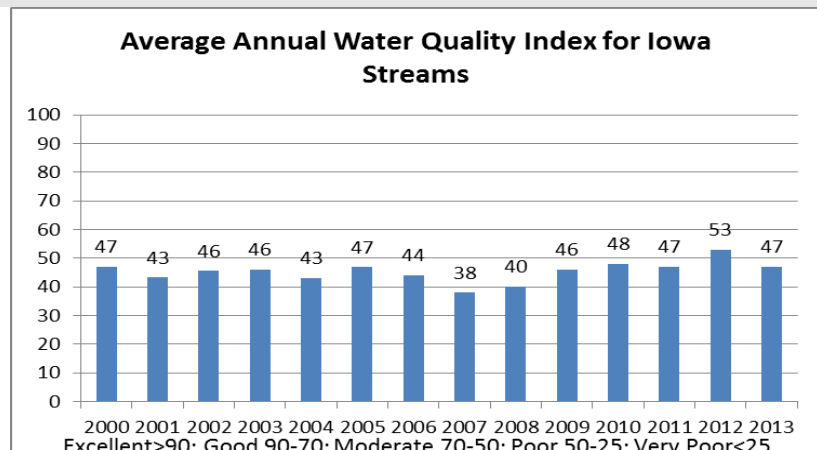
Results

Performance Measure:

Water quality index for Iowa streams
(Iowa Water Quality Index)

Performance Target:

Target: 40



What was achieved: Water monitoring provides DNR with a scientific basis for evaluating and understanding our stream water quality. The Iowa Water Quality Index (WQI) is calculated monthly at DNR ambient stream monitoring sites. Water quality in streams is classified as excellent, good, fair, poor, or very poor based on WQI values. The average WQI in 2013 is 47. From 2012 to 2013, the percentage of stream WQI values classified with poor or very poor water quality increased from 41% to 55%. Additionally, the percentage of stream WQI values classified with excellent or good water quality decreased from 28% to 26% during the same period.

Resources: Watershed protection efforts are supported by the TMDL and CWA Section 319 programs (\$4.4 million in federal funds and 12.5 FTEs), the Lake Restoration program (\$8 million and 2 FTEs), and the Water Monitoring program (\$374,856 from EPA through the Performance Partnership Grant and other grants, and \$2.96 million from Environment First Fund 13 FTEs).

Data Sources: DNR, Water Monitoring and Watershed Improvement Sections

Key Results

Services, Products, Activities: Renewable Energy and Resource Efficiency

Description: Promotes energy and water conservation, the recycling and re-utilization of solid waste, reduction or elimination of hazardous waste, conversions of waste to energy, promotes alternative fuels and energy sources, and the generation of less waste in processing.

Why we are doing this: Increasing the efficient use of natural resources and protecting our environment are national and state goals. Business can advance these goals and improve corporate profits which promote a stronger Iowa economy and improve our quality of life.

What we're doing to achieve results: The DNR is demonstrating that conservation technologies make good economic sense to both businesses and private citizens. The DNR forms partnerships with Iowa businesses and recruits students to serve as interns at participating companies. Staff identify processes that can benefit from increased efficiencies and interns conduct research, analysis and help the companies implement them. After gaining experience with an Iowa company, approximately 25% of these highly skilled students are offered positions to stay and work in Iowa and remain committed to furthering pollution prevention goals.

Results

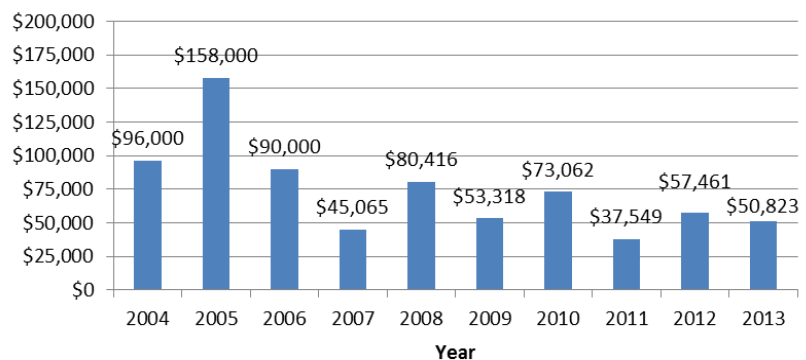
Performance Measure:

Average dollars saved per company annually through verifiable implemented waste reduction practices recommended by Pollution Prevention interns

Performance Target:

Target: \$50,000

Average Savings per Company for Waste Reduction



What was achieved: Eighteen Iowa companies saved \$914,817 through the interns who served them in 2013. The greatest economic benefits came from energy savings and solid waste reductions.

cost is \$900,000 and 5.85 FTEs are involved

Data Sources: 2013 Pollution Prevention Intern Program, Case Summaries, DNR

Resources: Renewable energy and resource efficiency programs are supported by the groundwater protection fund and US EPA and USDA grants. The total program

Key Results

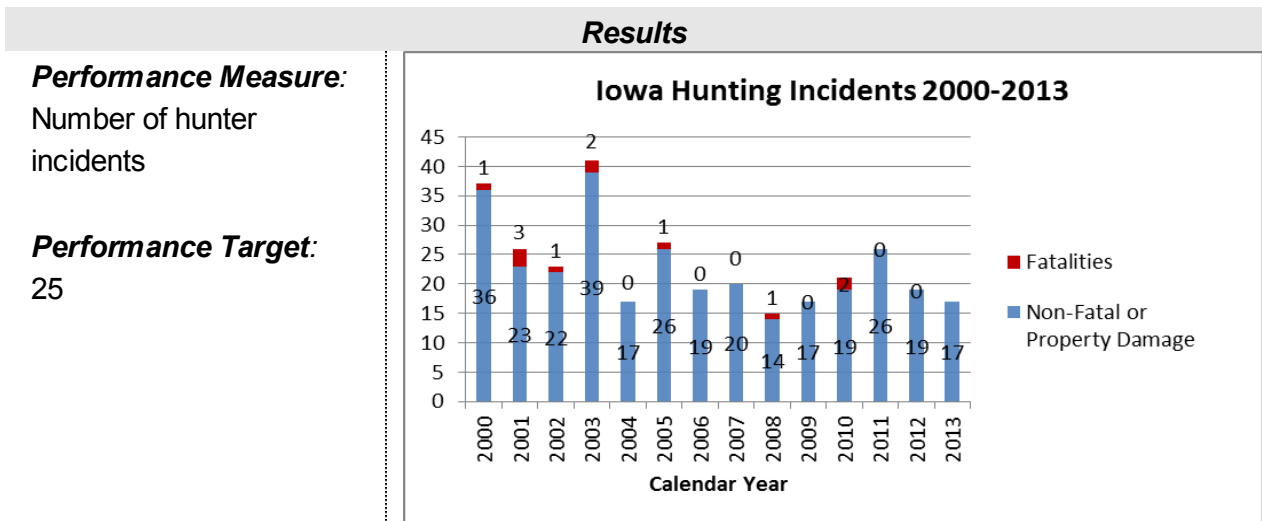
Core Function: Enforcement and Investigation

Description: The Law Enforcement Bureau ensures compliance with regulations by hunters, anglers, boaters, fur-harvesters, snowmobile and ATV operators, and park visitors; investigates violations of laws; and promotes safe outdoor recreation practices.

Why we are doing this: Law enforcement is done to protect the natural resources of Iowa and to promote safe, lawful enjoyment of these resources by Iowa citizens.

What we're doing to achieve results:

Education is the key to enjoying outdoor activities safely and to develop compliance with applicable laws. Safety classes are provided for hunting, boating, snowmobiling, and all terrain vehicle operation. In addition, a friendly but professional presence in the field by conservation officers is essential to assure safety and compliance.



What was achieved: Proactive hunting education programs focused on the safe and lawful use and enjoyment of Iowa's natural resources continues to be a main factor in Iowa's low number of hunting incidents.

Resources: Resources for fish and wildlife enforcement includes 125.3 FTEs

and \$12.5 million coming from the Fish and Wildlife Trust Fund.

Data Sources: DNR, Law Enforcement Bureau

Key Results

Core Function: Recreation

Description: State parks, forests, wildlife management areas, preserves, rivers and lakes are managed to protect natural resources and encourage the public to enjoy Iowa's natural resources.

Why we are doing this: Natural resources are important economic factors and vital for the quality of life of Iowans. Both public and private lands are important as vital habitat and as important for Iowa's use. Private lands provide most of the watershed area that provides runoff for our streams and the habitat for our fish and other aquatic life.

What we're doing to achieve results:

DNR is trying to provide more public land, and work with private landowners to encourage more conservation on their lands. In the case of deer, hunting is the primary management tool available to control herd size. DNR is making more deer hunting permits available and encouraging the harvest of does.

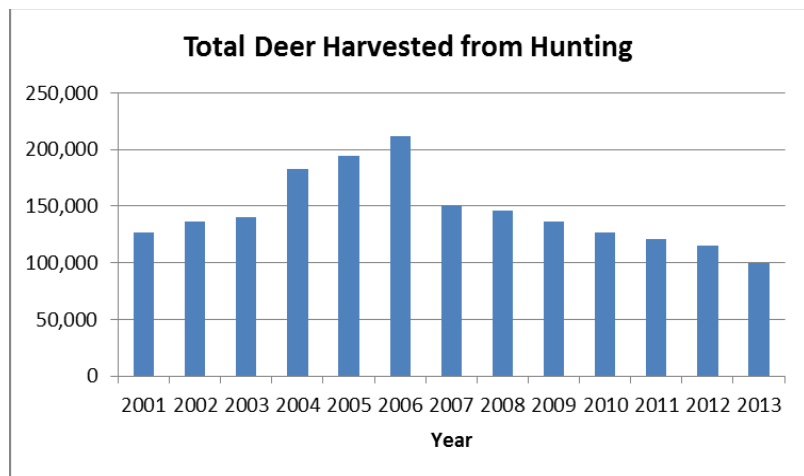
Results

Performance Measure:

Annual deer harvest that will promote a healthy population

Performance Target:

140,000



What was achieved: Hunters reported harvesting 99,406 deer in Iowa during the 2013-14 seasons, which is 14 percent lower than the 115,606 deer reported in 2012-13. To date, Iowa's deer population has been reduced by 35 percent from its peak in 2006, and is still declining in some areas. While deer numbers are at or below the department's goal in all counties there are still areas near cities and towns where hunting is restricted due to safety or in southern Iowa where hunting

pressure is lower that will require careful monitoring to ensure that deer numbers do not increase. There were 359,956 deer licenses issued during 2013-14, down slightly from the previous year's total of 378,454. Does made up 50% of the reported harvest.

Resources: The fish and wildlife programs are supported by the Fish and Wildlife Trust Fund. In total there are 265 FTEs supported with \$24.6 million.

Data Sources: DNR, Wildlife Bureau

Key Results

Services, Products, Activities: Public Lands and Outdoor Recreation

Description: The management of the infrastructure and natural resources at state parks, recreation areas, campgrounds, and state preserves that protects the animal, plant and water resources, and allows lowans to enjoy these beautiful public areas in many ways.

Why we are doing this: Outdoor recreation is important to health and quality of life for Iowa citizens. Our state parks are also important revenue generators to communities around them. Further, recreation can be an important factor for businesses deciding where to locate or for people to decide where they want to live. DNR parks are among the public lands most accessible to lowans.

What we're doing to achieve results: DNR is attempting to upgrade facilities and opportunities in the parks. Volunteers are a part of this as they assist in the construction and maintenance of recreational trails and facilities within state parks as well as serve as campground hosts and provide educational programs for park visitors. The DNR continues to compete with other organizations for volunteers. The addition of a volunteer grant program this year allowed for volunteer groups to compete for funds to purchase materials for projects while donating the labor.

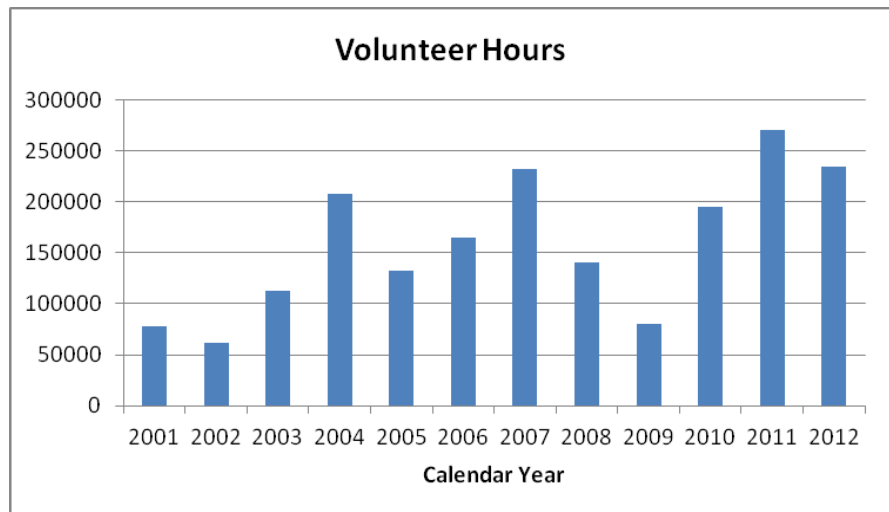
Results

Performance Measure:

Number of Hours donated by DNR volunteers

Performance Target:

300,000 hours



What was achieved: The DNR had 34,391 volunteers donating over 234,615 hours of their time to our state's natural resources. Their time represents the equivalent of nearly 112 full-time staff and is valued at nearly \$4 million.

Resources: The volunteer program has 1.5 FTEs funded through \$100,000 from the general fund and the Environment First Fund.

Data Sources: DNR, Office of Volunteer Services

Key Results

Core Function: Regulation and Compliance

Description: Activities that release significant quantities of pollutants into the environment are regulated to meet air, water and soil standards through permitting activities and through regular compliance inspections.

Why we are doing this: Permits and compliance monitoring is conducted to keep air, water, and soil safe for humans and the environment. Standards used for permits and compliance activities are based on health standards for humans or other organisms.

What we're doing to achieve results: The Kaizen process has been utilized extensively to improve various permitting processes. This brings together all stakeholders to discover systematic weaknesses and identify new strategies to make the process more efficient. Further, staff works towards coaching compliance, but when that fails, the Department issues official notices of violations or Administrative Consent Orders requiring compliance.

Performance Measure:

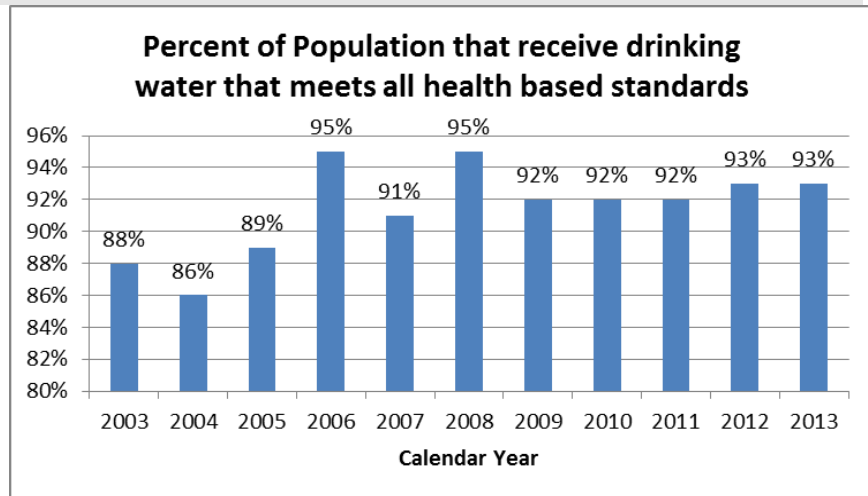
Percentage of the population served by public water supplies that receive drinking water that meets all health-based safe drinking water standards

Performance Target:

Target: 95%

What was achieved: Public water supplies continue to provide high quality water to their users. Of 2.89 million people served by public water supplies, 2.58 million receive water meeting all health-based drinking water standards. Of the 1,899 regulated public water supplies, 93.4% of the systems had no violations of a health-based drinking water standard.

Results



Resources: Regulation and Compliance core functions represent 89 FTEs and are funded with \$10.4 million. The drinking water program has 33 FTEs and utilizes \$3.8 million coming from federal sources and the Water Protection Fund.

Data Sources: State of Iowa Public Drinking Water 2013 Annual Compliance Report

Agency Performance Plan Results

Core Function: Conservation, Preservation and Stewardship			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of Impaired Waters in Iowa	439	480	<p>What Occurred: The 2012 List of Impaired Waters was finalized by the US Environmental Protection Agency on 4/24/2013.</p> <p>Data Source: DNR, Watershed Monitoring and Assessment Section</p>
2. Percentage of Iowa's publicly owned lakes with water clarity (secchi depth) greater than 1 meter.	50%	51%	<p>What Occurred: Water clarity is commonly utilized by the public to determine water quality. For calendar year 2014, 51% of the 129 lakes sampled had average water clarity greater than 1 meter.</p> <p>Data Source: DNR, Watershed Monitoring and Assessment Section</p>
3. Percent of Iowa's Nongame Breeding Bird species with stable or increasing populations	66%	96%	<p>What Occurred: From data collected for the National breeding bird Survey through 2012, 19% of Iowa's nongame birds are increasing, 4.3% are decreasing, and 76.7% are stable.</p> <p>Data Source: Nongame Wildlife Program, DNR</p>
4. Number of pheasants per route of the annual August roadside surveys.	40	6.5	Data Source: 2013 Iowa August Roadside Survey, Wildlife Bureau, DNR. September 2013.
5. Number of communities identified by the U.S. Forest Service as developing or managed Urban Forestry communities.	325	313	Data Source: Forestry Bureau, DNR
6. Acres of Land in conservation easements or programs, state, county conservation board, or federal ownership, or NGOs.	3,500,000	2,238,021	What Happened: CRP acres of 1,460,286, WRP acres of 91,459, DNR owned 365,774 acres, DNR easements of 4,276 acres, County Conservation Boards of 193,624 acres, Federal Lands of 122,602 acres.

Agency Performance Plan Results

Service, Product or Activity: Watershed Protection and Restoration			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Water Quality Index for Iowa streams	50	47	<p>What Occurred: The water quality index is a composite of ten pollutants to determine the quality of our streams on a scale from 0-100. The statewide average annual index for 2013 was slightly lower than in 2012.</p> <p>Data Source: DNR, Watershed Monitoring and Assessment Section</p>
2. Number of streams with sustainable trout reproduction.	40	36	<p>What Occurred: Recent efforts in the watersheds of coldwater streams combined with in-stream improvements have resulted in consistent, natural reproduction of trout in 36 streams covering approximately 80 stream miles. In addition, 30 streams exhibit recent but inconsistent reproductive success.</p> <p>Data Source: Fisheries Bureau, DNR</p>
3. Acres of forest land plus the acres enrolled in the USDA programs of CRP and WRP.	4,850,000	4,537,745	<p>What Occurred: Total forest acres continue to increase, although Iowa's oak and hickory forest resources are shrinking. Conservation Reserve Program acres have decreased as high grain prices make renewal of CRP contracts less likely and the conservation benefits of these acres for water quality and wildlife may be reduced. Forest Land= 2,986,000, CRP=1,460,286, WRP=91,459.</p> <p>Data Source: 2012 Forest Resource Analysis; Farm Services Agency and Iowa Natural Resources Conservation Service web sites.</p>

Agency Performance Plan Results

Service, Product or Activity: Renewable Energy and Resource Efficiency			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Dollars Saved per Company from P2 Waste Reduction	\$100,000	\$50,823	<p>What Occurred: Savings per participating company varies with the types of environmental savings appropriate for the companies. Interns who identify the savings continue to function at a very professional level. Eighteen Iowa companies saved \$914,817 through the interns who served them in 2013.</p> <p>Data Source: Iowa Department of Natural Resources P2 Program Case Summaries, 2013</p>

Agency Performance Plan Results

Core Function: Enforcement and Investigation			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Rate of compliance with hunting regulations among hunters checked.	95%	95%	Data Source: DNR, Law Enforcement Bureau
2. Number of Hunter Incidents including Fatalities	20	17	What Occurred: Prevention of hunting accidents is a high priority for the Law Enforcement Bureau. Education and enforcement continue to make hunting safer for all participants. In CY2013, there were 11 personal injury and 6 property damage incidents. Data Source: DNR, Law Enforcement Bureau
3. Number of Boating Incidents including Fatalities	40	24	What Occurred: In CY2013 boating incidents were down from 31 in CY2012, with 17 personal injuries, 8 property damage, and 3 fatalities. Data Source: DNR, Iowa Boating Education Program

Service, Product or Activity: Safe Outdoor Recreation and Conservation Enforcement			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average number of conservation officer contacts for compliance per week.	35	44	What Occurred: Direct contact between conservation officers and the recreation public is vital to assuring compliance with laws and keeping activities safer. Such contact numbers with hunters, fishers, boaters and others were consistent throughout all portions of the state. Data Source: DNR, Law Enforcement Bureau
2. Number of hunter safety students certified.	14,000	11,505	What Occurred: The number of hunter safety students in increased from 9,537 in CY 2012 to 11,505 in CY2013. Data Source: DNR, Law Enforcement Bureau
3. Number of boating safety students certified.	1,500	1,538	What Occurred: Mandatory boating safety training for youthful boaters has increased the number of students certified. This will result in safer boating for all in future years. Data Source: DNR, Iowa Boating Education Program

Agency Performance Plan Results

Core Function: Recreation			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Annual deer harvest that will promote a healthy population.	140,000	99,406	<p>What Occurred: Hunters reported harvesting 99,406 deer in Iowa during the 2013-14 seasons, which is 14 percent lower than the 115,606 deer reported in 2012-13. To date, Iowa's deer population has been reduced by 35 percent from its peak in 2006, and is still declining in some areas. While deer numbers are at or below the department's goal in all counties there are still areas near cities and towns where hunting is restricted due to safety or in southern Iowa where hunting pressure is lower that will require careful monitoring to ensure that deer numbers do not increase. There were 359,956 deer licenses issued during 2013-14, down slightly from the previous year's total of 378,454. Does made up 50% of the reported harvest.</p> <p>Data Source: DNR Wildlife Bureau</p>
2. Number of counties within 10% of deer harvest target.	70	99	<p>What Occurred: The county based antlerless quota directs harvest to those counties where deer surveys and harvest indicate that deer numbers are higher than desired. These goals are based upon stakeholder attitude surveys and would represent a point where deer numbers are at a level that is acceptable to a majority of Iowa's citizens.</p> <p>Data Source: DNR Wildlife Bureau</p>
3. Average park usage per capita per year.	5.0	5.6	<p>What Occurred: During FY2013, it is estimated that Iowa's State Parks received over 17 million visitors. The recent work by the Iowa Parks 2020 initiative will continue to improve the facilities at our state parks and continue to increase user days.</p> <p>Data Source: DNR Parks Bureau</p>
4. Percent of State Parks with adequate Utility Infrastructure.	60%	50%	<p>What Occurred: An Environmental Audit documented sewer, water supply and electrical infrastructure for all parks. Bringing all parks up to code is a part of the Parks 2020 plan.</p> <p>Data Source: DNR Parks Bureau</p>

Service, Product or Activity: Public Lands and Outdoor Recreation			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of State Park camper nights.	750,000	721,412	<p>What Occurred: The 2013 season continued to see high usage by camper nights. Park improvements and camping reservations, along with good weather, probably account for the increases.</p> <p>Data Source: DNR Parks Bureau</p>
2. Number of hours worked by DNR Volunteers.	300,000	200,640	<p>What Occurred: DNR volunteers are an integral part of the Department. These volunteers assist with natural resource activities around the state. In 2013, 16,575 Iowa volunteers provided the Volunteer Program with over 200,640 hours of service, with a value of over \$3.5 million.</p> <p>Data Source: DNR Volunteer Program</p>
3. Acres of state natural areas.	375,000	365,774	Data Source: DNR Realty Services

Agency Performance Plan Results

Agency Performance Plan Results

Core Function: Regulation and Compliance			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Violations of the national ambient air quality standards (NAAQS).	0 (zero)	2	In 2013, there was one violation of the 1-hr SO ₂ NAAQS and one violation of the Lead NAAQS. Data Source: EPA AQS Database
2. Percent of population drinking water in compliance with all health-based standards in the Safe Drinking Water Act.	95%	93%	What Occurred: Public water supplies continue to provide high quality water to their users. Of 2.89 million people served by public water supplies, 2.58 million receive water meeting all health-based drinking water standards. Of the 1,899 regulated public water supplies, 93.4% of the systems had no violations of a health-based drinking water standard. Data Source: State of Iowa Public Drinking Water 2013 Annual Compliance Report, June 2014.
3. Compliance Rate for USTs to Meet Environmental Guidelines	89%	80%	What Occurred: Spill and overfill – 80% and release detection – 81%. Number of inspections conducted 2,042 from 4/1/12 – 3/30/13 Data Source: DNR, Land Quality Bureau

Service, Product or Activity: Health and the Environment			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Lead Time for issuing air quality prevention of Significant Deterioration permits.	180 days	154 days	What Occurred: The Air Quality Construction Permit Section issued 144 PSD permits in FY14. Data Source: DNR, Air Quality Bureau
2. Average Lead Time for issuing air quality construction permits.	30 days	77 days	What Occurred: The Air Quality Construction Permit Section issued 1229 standard construction permits in FY14. Data Source: DNR, Air Quality Bureau
3. Average Lead Time for issuing open feedlot and confinement construction permits.	60 days	50 days	What Occurred: While the average time to issue a permit typically varies depending on backlog, no draft permit has ever been issued beyond the statutory 60 day period to issue. Draft permits for confinements are typically issued in 50-55 days and 50 days for final permits for feedlots. Data Source: DNR, Field Services and Compliance Bureau
4. Average Lead Time for issuing wastewater construction permits.	180 days	6 days	What Occurred: For FY14, 402 construction permits were issued, with an average turnaround time of 6 days from the time a completed application was received to permit issued. Data Source: DNR, Wastewater Engineering Section
5. Average Lead Time for NPDES permit issuance.	180 days	1717 days	What Occurred: 176 permits for industrial and municipal NPDES were issued in FY14. Of these, 15 were new applications, and 161 were renewals of existing NPDES permits. Data Source: DNR, Wastewater Permit Section
6. Average annual savings per company for waste reduction.	\$50,000	\$50,823	What Occurred: Savings per participating company varies with the types of environmental savings appropriate for the companies. Interns who identify the savings continue to function at a very professional level. Eighteen Iowa companies saved \$914,817 through the interns who served them in 2013. Data Source: Iowa Department of Natural Resources P2 Program Case Summaries, 2013

Agency Performance Plan Results

Agency Performance Plan Results

Core Function: Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Number of DNR Website Inquiries per Month	150,000	308,652	<p>What Occurred: DNR is marketing more services and information through the use of its online presence. For FY14, the DNR website recorded a total of 3,703,828 visits, with 2,335,142 monthly unique visitors. It is estimated that this use of the Web, combined with the increased way lowans search for information, accounts for the continuing demand and website page views.</p> <p>Data Source: DNR Web Data Report</p>
2. Number of LEAN activities	6	0	<p>What Occurred: There were no Lean events in the Department of Natural Resources in FY2014.</p> <p>Data Source: DNR Director's Office</p>

Service, Product or Activity: Department Support Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percentage of Telephone Inquires Answered without Referral	75%	83%	<p>What Occurred: DNR central office received over 50,000 telephone calls at its general number. Most customers received the information requested from our calling center without the need to transfer calls to other staff.</p> <p>Data Source: DNR Automated Call Distribution Data Reports</p>

Resource Allocations

There were no significant resource reallocations made in FY2014.

Code Compliance

This report fulfills the requirements of Iowa Code Sections 7A.3, 7E.3, 8E.210, and 455A.4.

Agency Contacts

Copies of the FY 2014 Department of Natural Resources Performance Report are available at

http://www.dom.state.ia.us/planning_performance/plans_reports/reports.html.

Copies of the report can also be obtained by contacting Karen Fynaardt at 515-281-8650.

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