

Fiscal Year 2012

(July 1, 2011 - June 30, 2012)

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Performance Report



[PERFORMANCE RESULTS ACHIEVED]

This report reflects the progress made during fiscal year 2012 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

The work of the Department of Natural Resources impacts the lives of all Iowans. Iowans deserve a clean environment and quality natural areas for public use and enjoyment. This report reflects the progress made during fiscal year 2012 (FY12) toward our goals and provides information regarding the condition of our state's natural resources and the effectiveness of our programs.

Major accomplishments include:

Improved **collaboration** with other executive branch agencies. The DNR and DOT worked very closely during the rebuilding of portions of Interstate 29 following the Missouri River flooding. This collaboration along with restructuring of DOT construction contracts allowed the road to be reopened quickly. The DNR continues to improve collaboration with other agencies, such as the Iowa Economic Development Authority, Department of Revenue, and Department of Cultural Affairs.

A three year study on the **economic impact** of Iowa's rivers was completed by Iowa State University that indicates the overall economic impact from river recreation along 73 Iowa river and stream segments supports more than

6,350 jobs with \$824 million in sales and \$130 million in personal income.

This could be part of the reason **Project AWARE** celebrated its 10th Anniversary this year. The weeklong river cleanup was held on the Iowa River from Dows to Marshalltown. Nearly 400 volunteers removed over 60 tons of trash from the river.

The **Scholastic Clay Target Program** continues its rapid growth, with a 28% increase in participants from 2011 to 2012. There are currently 71 teams registered with the DNR, most affiliated with a school.

Honey Creek Resort State Park was launched as **Iowa's Greenest Resort**, with a wind turbine, solar thermal heating panels, and solar electricity panels and light poles.

We invite citizens, businesses, government agencies and non-profit organizations to join with us in a dialogue about how we can continue to protect our resources and get Iowan's outdoors so all may benefit from Iowa's remarkable natural resources.

Chuck Gipp, Director
Iowa Department 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 974 permanent employees. Seasonal employees, interns and contract employees comprise the remaining positions totaling 1,109.95 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 FY2012, the DNR had an operational budget of \$124.37 million and an overall budget of \$205.6 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.

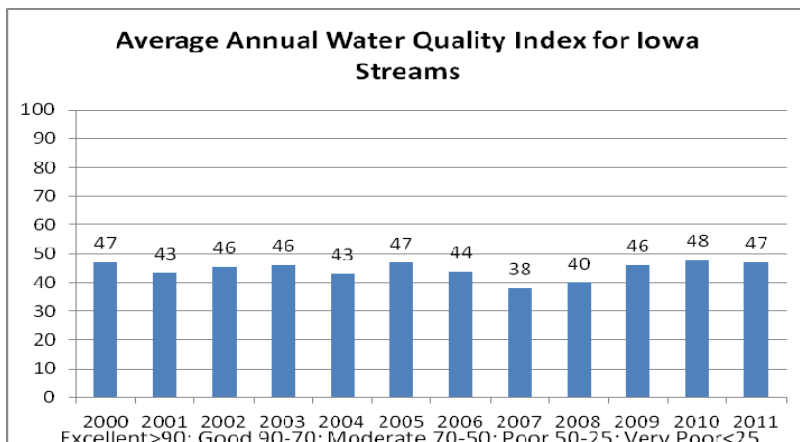
Results

Performance Measure:

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

Performance Target:

Target: 50



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 2011 is 47. From 2010 to 2011, the percentage of stream WQI values classified with poor or very poor water quality increased from 40% to 45%. However, the percentage of stream WQI values classified with good water quality also increased from 6% to 10% 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.

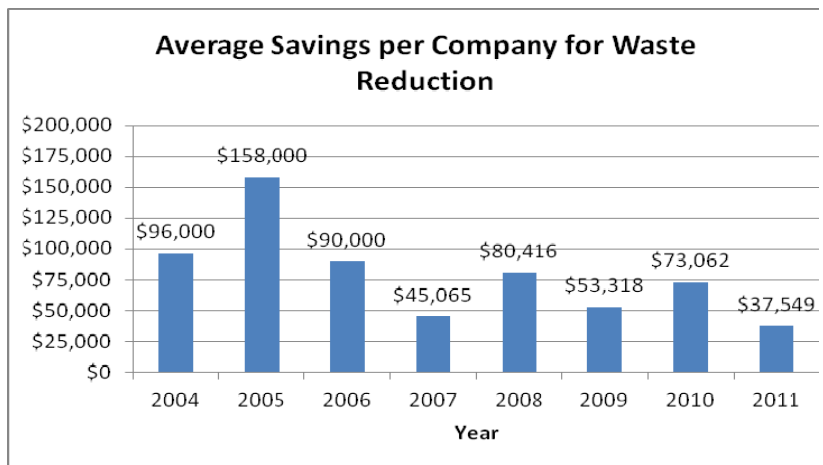
Results

Performance Measure:

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

Performance Target:

Target: \$100,000



What was achieved: Twenty-three Iowa companies saved \$863,621 through the interns who served them in 2011. The greatest economic benefits came from energy savings, water conservation, solid waste reduction, and hazardous and special waste reductions.

Resources: Renewable energy and resource efficiency programs are supported by the groundwater protection fund and US EPA and USDA grants. The total program cost is \$900,000 and 5.85 FTEs are involved

Data Sources: 2011 Pollution Prevention Intern Program, Case Summaries, DNR

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.

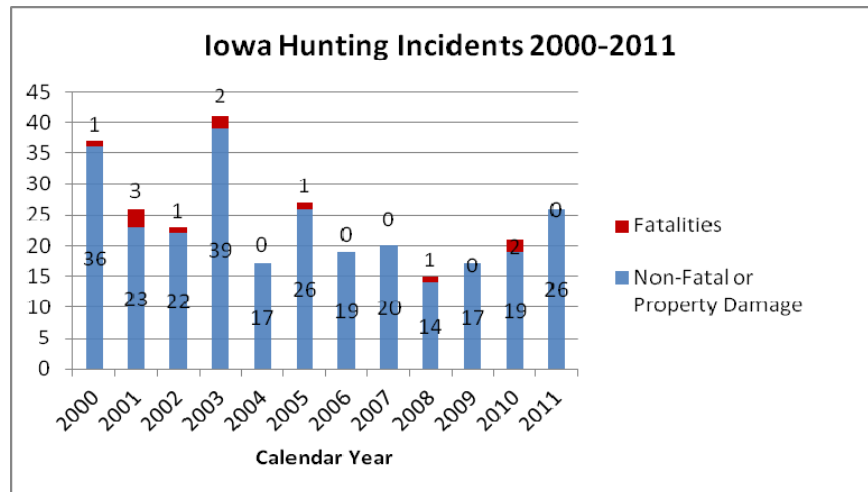
Results

Performance Measure:

Number of hunter incidents

Performance Target:

25



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.

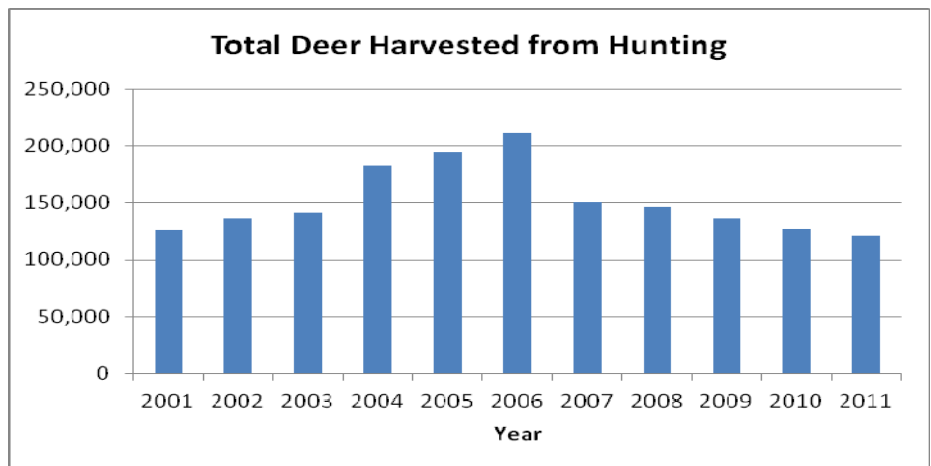
Results

Performance Measure:

Annual deer harvest that will promote a healthy population

Performance Target:

140,000



What was achieved: Hunters reported harvesting 121,407 deer in Iowa during the 2011-12 seasons, which is 4.5 percent lower than the 127,094 deer reported in 2010-11. To date, Iowa's deer population has been reduced by 30 percent from its peak in 2006, and is still declining. In areas where deer numbers have not reached the department's goal, hunters will still have the option to kill extra does. Many of these areas are near cities and towns where hunting is restricted due to safety or in southern Iowa where hunting pressure is

lower. There were 392,930 deer licenses issued during 2011-12, down slightly from the previous year's total of 394,298. Does were the majority (52 percent) of the reported harvest for the seventh consecutive year.

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 Iowans 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 Iowans.

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.

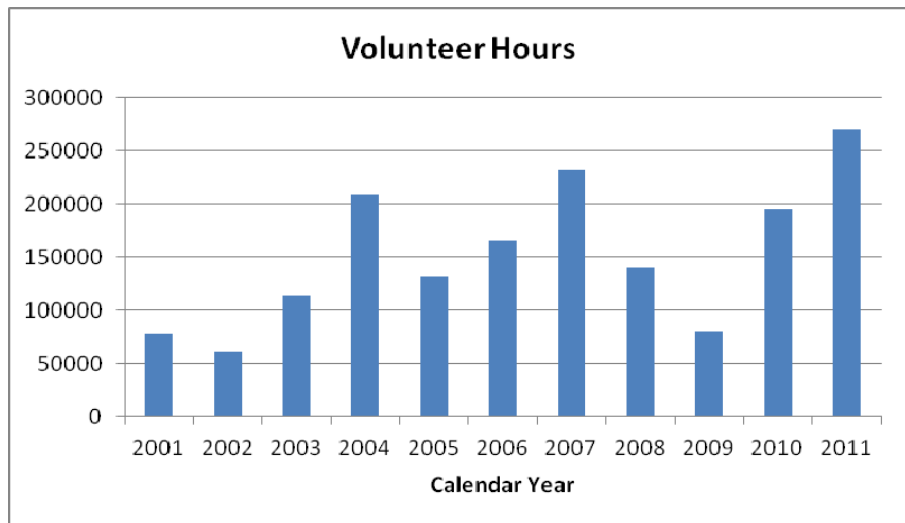
Results

Performance Measure:

Number of Hours donated by DNR volunteers

Performance Target:

150,000 hours



What was achieved: The DNR had 19,205 volunteers donating over 270,294 hours of their time to our state's natural resources. Their time represents the equivalent of nearly 130 full-time staff and is valued at nearly \$4.6 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.

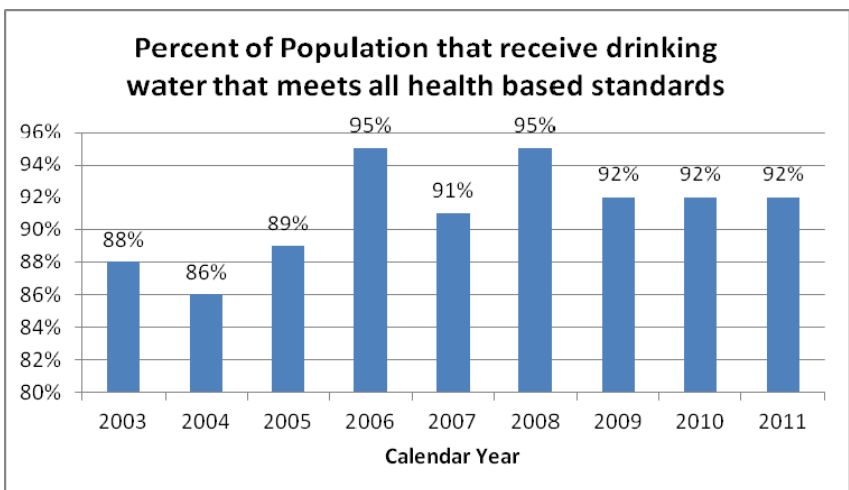
Results

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: 85%



What was achieved: Public water supplies continue to provide high quality water to their users. Of 2.88 million people served by public water supplies, 2.64 million receive water meeting all health-based drinking water standards. Of the 1,931 regulated public water supplies, 92.2% of the systems had no violations of a health-based drinking water standard.

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 2011 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	474	<p>What Occurred: The 2010 List of Impaired Waters was finalized by the US Environmental Protection Agency on June 29, 2011.</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%	38%	<p>What Occurred: Water clarity is commonly utilized by the public to determine water quality. For calendar year 2012, 38% 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%	58%	<p>What Occurred: From data collected for the National breeding bird Survey through 2010, 54.9% of Iowa's nongame birds are increasing, 42.2% are decreasing, and 2.9% are stable.</p> <p>Data Source: Nongame Wildlife Program, DNR</p>

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 2011 was unchanged from 2010.</p> <p>Data Source: DNR, Watershed Monitoring and Assessment Section</p>
2. Number of streams with sustainable trout reproduction.	35	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	4,650,305	<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.</p> <p>Data Source: Forest Resource Analysis; Farm Services Agency and Iowa Natural Resources Conservation Service web sites.</p>
4. Percentage of available clean water SRF funds allocated.	93%	106%	<p>What Occurred: The use of SRF funds continues to grow from 74% in FY2003 to the present level of 106% through the development of non-point source loans, improvements to processing procedures, and more effective marketing of services. Iowa is now above the national average of 98%.</p> <p>Data Source: Department of Natural Resources, SRF Loan Program</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	\$37,549	<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. Twenty-three Iowa companies saved \$863,621 through the interns who served them in 2011.</p> <p>Data Source: Iowa Department of Natural Resources P2 Program Case Summaries, 2011</p>

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.	92%	95%	Data Source: DNR, Law Enforcement Bureau
2. Number of Hunter Incidents including Fatalities	20	26	<p>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.</p> <p>Data Source: DNR, Law Enforcement Bureau</p>
3. Number of Boating Incidents including Fatalities	50	42	<p>What Occurred: In 2011 boating incidents were down. There were 4 fatalities, but boating incidents have decreased since 2005.</p> <p>Data Source: DNR, Iowa Boating Education Program</p>

Agency Performance Plan Results

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.	25	34	<p>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.</p> <p>Data Source: DNR, Law Enforcement Bureau</p>
2. Number of hunter safety students certified.	13,075	13,760	<p>What Occurred: The number of hunter safety students is thought to be normal variation from year to year.</p> <p>Data Source: DNR, Law Enforcement Bureau</p>
3. Number of boating safety students certified.	1000	1232	<p>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.</p> <p>Data Source: DNR, Iowa Boating Education Program</p>

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	121,407	<p>What Occurred: Hunters reported harvesting 121,407 deer in Iowa during the 2011-12 seasons, which is 4.5 percent lower than the 127,094 deer reported in 2010-11. To date, Iowa's deer population has been reduced by 30 percent from its peak in 2006, and is still declining.</p> <p>Data Source: DNR Wildlife Bureau</p>
2. Number of counties within 10% of deer harvest target.	70	63	<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.	4.6	4.7	<p>What Occurred: During FY2012, it is estimated that Iowa's State Parks received over 14 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.	40%	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>

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)	0	Based on the 2009-2011 data set there were no violations of the PM2.5 or Ozone NAAQS. There were no violations (3-month averages) of the lead NAAQS in 2011, but the area in Council Bluffs remains in lead nonattainment. Data Source: EPA AQS Database
2. Percent of population drinking water in compliance with all health-based standards in the Safe Drinking Water Act.	85%	92%	What Occurred: Public water supplies continue to provide high quality water to their users. Of 2.88 million people served by public water supplies, 2.64 million receive water meeting all health-based drinking water standards. Of the 1,931 regulated public water supplies, 92.2% of the systems had no violations of a health-based drinking water standard. Data Source: State of Iowa Public Drinking Water 2011 Annual Compliance Report, June 2012.
3. Compliance Rate for USTs to Meet Environmental Guidelines	89%	71%	What Occurred: Spill and overfill – 86% and release detection – 81%. Number of inspections conducted 2,594 from 4/1/11 – 3/30/12 Data Source: DNR, Land Quality Bureau

Agency Performance Plan Results

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.	665,000	720,536	<p>What Occurred: The 2011 camper season continued to see an increase in 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.	100,000	270,294	<p>What Occurred: DNR volunteers are an integral part of the Department. These volunteers assist with natural resource activities around the state. In 2011, 19,205 Iowa volunteers provided the Keepers of the Land Volunteer Program with over 270,294 hours of service. That's equivalent to nearly 130 full-time employees, a value of over \$4.6 million. The Keepers of the Land AmeriCorps program also provides considerable assistance through the contributions of approximately 140 statewide AmeriCorps members.</p> <p>Data Source: DNR Volunteer Program</p>
3. Acres of state natural areas.	350,000	359,945	Data Source: DNR Realty Services

Agency Performance Plan Results

Service, Product or Activity: Health and the Environment			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. NPDES inspections documenting compliance with applicable rules.	90%		<p>What Occurred: The DNR continues to work with regulated entities to achieve compliance with all applicable environmental regulations. Data was not available for FY2012.</p> <p>Data Source: DNR Field Services Bureau</p>
2. Percent of Drinking Water State Revolving Fund moneys allocated.	85%	108%	<p>What Occurred: System improvements, new options, and marketing are improving the use of SRF funds.</p> <p>Data Source: DNR State Revolving Fund Program</p>
3. Number of contaminated sites with evaluations or cleanups completed.	50	36	<p>What Occurred: This measure replacing the number of contaminated sites with reduced health and environmental risks.</p> <p>Data Source: DNR, Contaminated Sites Section</p>
4. Population served by viable Phase II sourcewater protection plans.	98,000	321300	<p>What Occurred: This measure evaluates sourcewater plans that have been implemented.</p> <p>Data Source: DNR, Sourcewater Protection Program</p>

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	120,000	126,471	<p>What Occurred: DNR is marketing more services and information through the use of its online presence. 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. Average Score on Employee Survey	3.60	NA	<p>What Occurred: The DNR changed its employee satisfaction survey in FY2011 and the results are not compatible with the previous survey results.</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%	86%	<p>What Occurred: DNR central office received over 70,000 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>
2. Percentage of time DNR Local Area Network is Available	98%		<p>What Occurred: The Department has made changes to the system for managing the IT network and this information is no longer available directly through the network.</p> <p>Data Source: DNR IT Bureau</p>
3. Proposed Property Acquisitions Negotiated Successfully	70%		<p>What Occurred: This measure has been removed.</p> <p>Data Source: DNR Realty Services Bureau</p>

Resource Allocations

There were no significant resource reallocations made in FY2012.

Code Compliance

This report fulfills the requirements of Iowa Code Sections 7A.3, 7E.3, 8E.210, 455A.4, and 455B.484.

Agency Contacts

Copies of the FY 2012 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 Chris Van Gorp at 515-281-8850.

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