

# Fiscal Year 2011

(July 1, 2010 - June 30, 2011)

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# Performance Report



## **[PERFORMANCE RESULTS ACHIEVED]**

*This report reflects the progress made during fiscal year 2011 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

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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 2011 (FY11) toward our goals and provides information regarding the condition of our state's natural resources and the effectiveness of our programs.

Major accomplishments include:

The 2011 Legislative Session passed legislation allowing for **dove hunting** in Iowa for the first time in nearly 100 years. The inaugural season saw more than 22,000 hunters planning to hunt doves.

The Department of Natural Resources continued their **Lean** journey with the completion of six **Kaizen** events in FY2011. These events worked to improve the process for acquiring and managing conservation easements, issuing dock permits, and the engineering design process for DNR construction projects. By the end of FY2010, the DNR had conducted 67 process improvement events since 2003.

The 8<sup>th</sup> Annual **Project AWARE** event was held on 100 miles of the West and East Nishnabotna Rivers and collected

over 9 tons of trash, of which 54 percent was recycled. More than 220 citizens participated in the week-long river cleanup.

Since 2006, the Department has led a concentrated effort on assisting **unsewered communities** to meet water quality standards. To date, this has resulted in 45 communities providing treatment before effluent reaches streams and has reduced the amount of sewage reaching Iowa's waterways by 101 million gallons.

Finally, the Department of Natural Resources launched a redesigned **website** at the end of June. The new site was designed with the public user in mind and has improved the accessibility of DNR information and provides a much more dynamic experience for our customers.

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.

Roger L. Lande, Director  
Iowa Department of Natural Resources

## Agency Overview

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**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 safe environment.
2. Iowans will have abundant, high-quality opportunities for responsible use and enjoyment of its natural resources.
3. Iowans will value, engage, participate and lead 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 1,145.95 full-time equivalent (FTEs) positions. Males (70%) outnumber females, and Caucasians (95%) outnumber minorities.

The average employee is 43 years old with 14 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 17 percent of the staff.

In FY2011, the DNR had an operational budget of \$122.6 million and an overall budget of \$213 million derived from various revenue sources. Of that budget, 6.7 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.

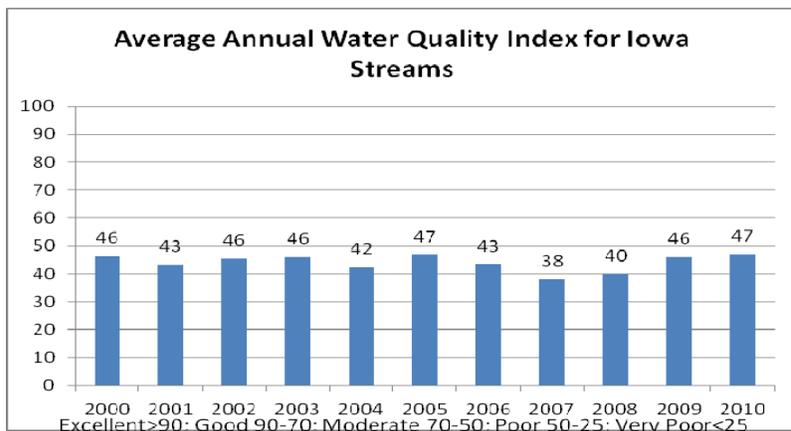
### Results

**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 2010 is 48, which is the highest yearly average recorded. From 2009 to 2010, the percentage of stream WQI values classified with poor or very poor water quality decreased from 51% to 40%. Statistical analyses found trends towards improving WQI values over time at 34 sites through 2010.

**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 (\$10 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. The interns identify processes that can benefit from increased efficiencies and help the companies implement them. After gaining experience with an Iowa company, many of these highly skilled students stay to 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:** Nineteen Iowa companies saved \$1,388,181 through the interns who served them in 2010. 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 grants. The total program cost is \$900,000 and 10.08 FTEs are involved

**Data Sources:** 2010 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.

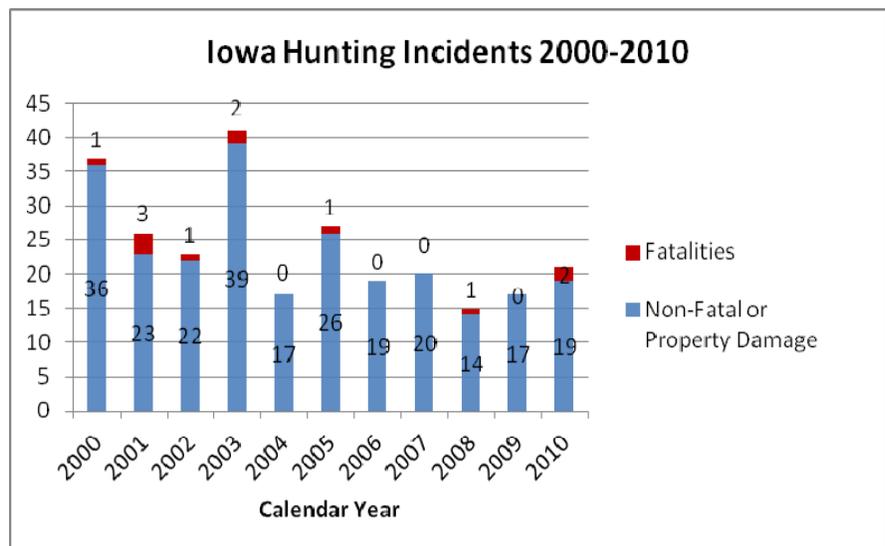
#### Results

**Performance Measure:**

Number of hunter incidents

**Performance Target:**

25



**What was achieved:** Hunting incidents have remained significantly lower over the past five years, with 21 total incidents in calendar year 2010. Proactive hunting education programs focused on the safe and lawful use and enjoyment of Iowa's natural resources and active enforcement of rules by conservation officers are responsible for the increased safety.

**Resources:** Resource for fish and wildlife enforcement includes 120 FTEs and \$11.1 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, manage it better, 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.

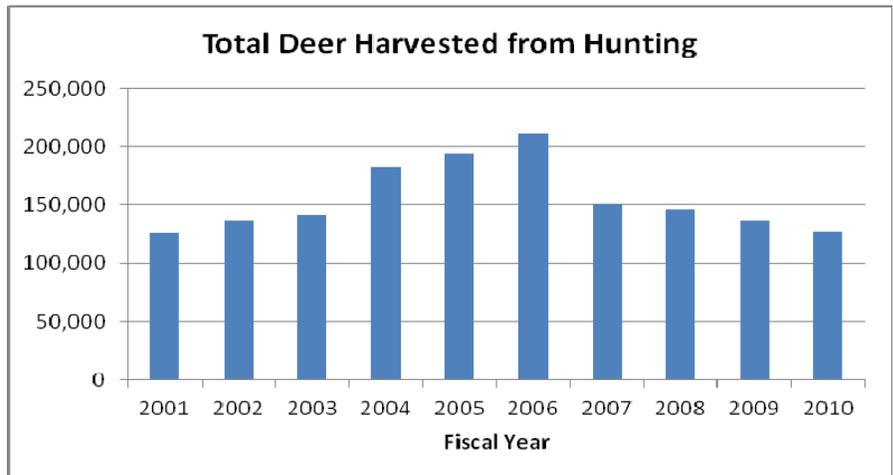
#### Results

**Performance Measure:**

Annual deer harvest that will promote a healthy population

**Performance Target:**

140,000



**What was achieved:** The number of deer harvested (127,094) by hunting in 2010 - 2011 is lower than prior years, due to a 30% reduction in deer numbers over the past 5 year. The current harvest is thought to be adequate to achieve the target herd population by 2012 due in part to the increasing harvest of females, but reductions in the number of antlerless licenses are needed to keep from driving deer numbers below the goal. Further harvesting is still needed locally to develop

and maintain an appropriate herd in some areas.

**Resources:** The fish and wildlife programs are supported by the Fish and Wildlife Trust Fund. In total there are 265 FTEs supported with \$23.5 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.

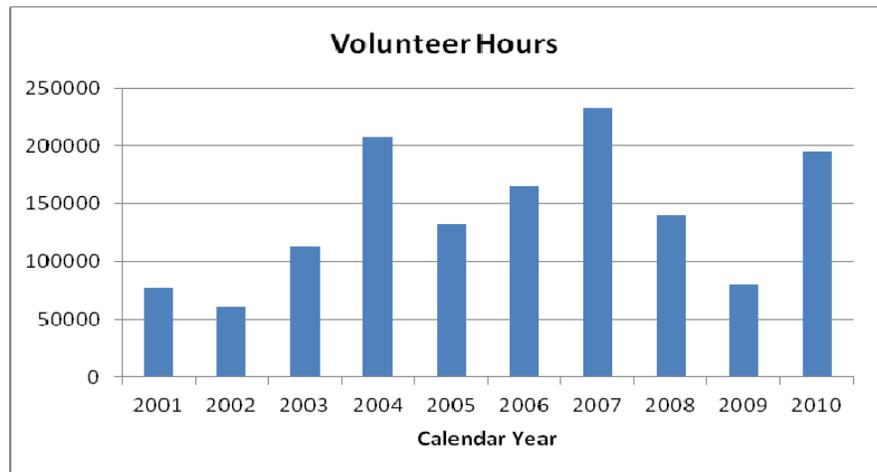
#### Results

**Performance Measure:**

Number of Hours donated by DNR volunteers

**Performance Target:**

150,000 hours



**What was achieved:** The DNR had more than 26,073 volunteers donating over 195,205 hours of their time to our state's natural resources. Their time represents the equivalent of 94 full-time staff and is valued at nearly \$3.27 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.

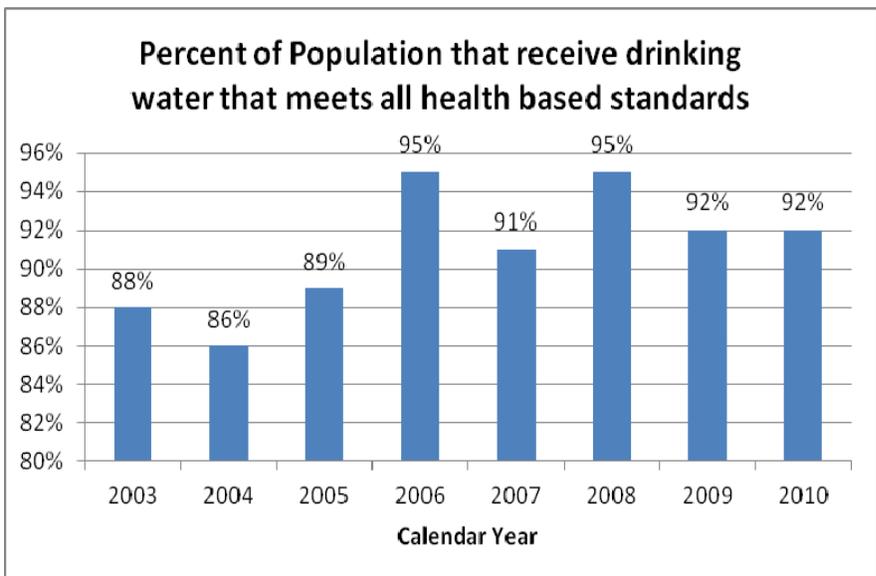
#### Results

**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:** Our drinking water program continues to work with local water systems to deliver safe drinking water to communities throughout Iowa. Currently, 92% of the public receives drinking water meeting all EPA drinking water standards.

**Resources:** Regulation and Compliance core functions represent 103 FTEs and are funded with \$10.7 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 2010 Annual Compliance Report

## Agency Performance Plan Results

<b>Core Function: Conservation, Preservation and Stewardship</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
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%	40%	<p>What Occurred: Water clarity is commonly utilized by the public to determine water quality. For calendar year 2011, 40% of the 132 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%	63%	<p>What Occurred: From data collected for the National breeding bird Survey through 2009, 38% of Iowa's nongame birds are increasing, 37% are decreasing, and 25% are stable.</p> <p>Data Source: Nongame Wildlife Program, DNR</p>

## Agency Performance Plan Results

<b>Service, Product or Activity: Watershed Protection and Restoration</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
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 2010 was up from 2009. The Department has made a renewed commitment to focus on this measure as we revamp the process we use to improve water quality.</p> <p>Data Source: DNR, Watershed Monitoring and Assessment Section</p>
2. Number of streams with sustainable trout reproduction.	35	34	<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 34 streams covering 60 stream miles. In addition, 23 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 104% 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

<b>Service, Product or Activity: Renewable Energy and Resource Efficiency</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Average Dollars Saved per Company from P2 Waste Reduction	\$100,000	\$73,062	<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. Nineteen programs saved \$1,388,181 by reducing energy usage, air emissions, hazardous waste, and water use.</p> <p>Data Source: Iowa Department of Natural Resources P2 Program Case Summaries, 2010</p>

<b>Core Function: Enforcement and Investigation</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Rate of compliance with hunting regulations among hunters checked.	92%	95%	<p>What Occurred: Conservation officers had contacts with over 28,298 hunters and issued 1,612 citations for violations during 2010.</p> <p>Data Source: DNR, Law Enforcement Bureau</p>
2. Number of Hunter Incidents including Fatalities	20	21	<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	54	<p>What Occurred: In 2010 boating incidents were down. There were also zero fatalities and boating incidents have continued to decrease since 2005.</p> <p>Data Source: DNR, Iowa Boating Education Program</p>

## Agency Performance Plan Results

<b>Service, Product or Activity: Safe Outdoor Recreation and Conservation Enforcement</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Average number of conservation officer contacts for compliance per week.	25	23	<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	10,000	<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	1660	<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

<b>Core Function: Recreation</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Annual deer harvest that will promote a healthy population.	150,000	127,094	<p>What Occurred: The number of deer harvested (127,094) by hunting in 2010-11 is lower than prior years, but it is thought to be equivalent and adequate to achieve the target herd population by 2012 due in part to the increasing harvest of females.</p> <p>Data Source: DNR Wildlife Bureau</p>
2. Number of counties within 10% of deer harvest target.	70	65	<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	4.1	<p>What Occurred: During FY2011, 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.	30%	43%	<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

<b>Core Function: Regulation and Compliance</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Violations of the national ambient air quality standards (NAAQS).	0 (zero)	2	<p>What Occurred: There were two violations of the 24-hour PM2.5 NAAQS at the Garfield School site in Muscatine. This is based on the 2008-2010 data set. The standard is 35 ug/m3 and the Muscatine site design value is 37 ug/m3 for this three year period. The PM2.5 design value report is located at <a href="http://www.iowadnr.gov/air/prof/monitor/files/pm25design07_09.pdf">http://www.iowadnr.gov/air/prof/monitor/files/pm25design07_09.pdf</a></p> <p>A new violation occurred during this time period for lead in Council Bluffs. The new standard is 0.15 mg/m3 and is based on a 3-month rolling period. The 2010 monitoring data from this site shows a violation of the NAAQS.</p> <p>Data Source: EPA AQS Database</p>
2. Percent of population drinking water in compliance with all health-based standards in the Safe Drinking Water Act.	85%	92%	<p>What Occurred: Public water supplies continue to provide high quality water to their users. Of 2.82 million people served by public water supplies, 2.669 million receive water meeting all health-based drinking water standards. Of the 1,984 regulated public water supplies, 90.7% of the systems had no violations of a health-based drinking water standard.</p> <p>Data Source: State of Iowa Public Drinking Water 2010 Annual Compliance Report, June 2011.</p>
3. Compliance Rate for USTs to Meet Environmental Guidelines	89%	83%	<p>What Occurred: 83% of all facilities inspected in FY 2011 met all environmental guidelines.</p> <p>Data Source: DNR, Land Quality Bureau</p>

## Agency Performance Plan Results

<b>Service, Product or Activity: Public Lands and Outdoor Recreation</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Number of State Park camper nights.</b>	<b>665,000</b>	<b>661,793</b>	<p>What Occurred: The 2010 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>
<b>2. Number of hours worked by DNR Volunteers.</b>	<b>100,000</b>	<b>195,205</b>	<p>What Occurred: DNR volunteers are an integral part of the Department. These volunteers assist with natural resource activities around the state. In 2010, 26,073 Iowa volunteers provided the Keepers of the Land Volunteer Program with over 195,205 hours of service. That's equivalent to nearly 94 full-time employees, a value of over \$3.27 million. The Keepers of the Land AmeriCorps program also provides considerable assistance through the contributions of approximately 120 statewide AmeriCorps members.</p> <p>Data Source: DNR Volunteer Program</p>
<b>3. Acres of state natural areas.</b>	<b>350,000</b>	<b>357,086</b>	<p>What Occurred: During FY2011, DNR acquired approximately 5,156 acres.</p> <p>Data Source: DNR Realty Services</p>

## Agency Performance Plan Results

<b>Service, Product or Activity: Health and the Environment</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
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 FY2011.</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 is a new 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	264,785	<p>What Occurred: This is a new measure replacing the number of sourcewater plans written. This new measure evaluates sourcewater plans that have been implemented.</p> <p>Data Source: DNR, Sourcewater Protection Program</p>

## Agency Performance Plan Results

<b>Core Function: Resource Management</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
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>

<b>Service, Product or Activity: Department Support Services</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
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%	98%	<p>What Occurred: The local area network is very reliable and stable, although partial access problems affect services for short periods. The IT Bureau has continued to make improvements in server operation and back-up systems.</p> <p>Data Source: DNR Server Service Logs</p>
3. Proposed Property Acquisitions Negotiated Successfully	70%		<p>What Occurred: DNR is generally successful in negotiating land transactions for parks, wildlife areas, access points or other DNR lands. Negotiations can often be conducted over a number of years before they are completed. Data was not available for FY2011.</p> <p>Data Source: DNR Realty Services Bureau</p>

## *Resource Allocations*

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There were no significant resource reallocations made in FY2011.

## *Agency Contacts*

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Copies of the FY 2011 Department of Natural Resources Performance Report are available at

[http://www.dom.state.ia.us/planning\\_performance/plans\\_reports/reports.html](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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