

**Iowa Department of Natural Resources**

# PERFORMANCE REPORT

Performance Results Achieved for  
Fiscal Year 2006

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## INTRODUCTION

I am pleased to present the Department of Natural Resources' performance report for fiscal year 2006. This report reflects progress towards our four strategic goals and provides some valuable information both regarding the condition of our state's resources and the effectiveness our programs.

Major accomplishments over the past year include:

- A. Linking economic development to natural resources investment both through establishment of a destination park at Lake Rathbun and through the establishment of a program for lake restoration in conjunction with local partners.
- B. Reducing the deer herd in a sustainable fashion and in a manner that encourages more healthy outdoor activity while meeting civic
- C. Reclassifying smaller streams to protect them better with water quality standards.

Key strategic challenges include:

- 1. targeting our limited resources so both natural resources and DNR services are noticeably improved;
- 2. integrating programs throughout the department to face Iowa's natural resource management issues in a comprehensive manner;
- 3. continuing our emphasis on improving our internal management systems to help promote a more successful and diverse work force that focuses on service to Iowans and working with local communities.

Exciting challenges are ahead. Iowa has always allocated modest

financial resources towards managing natural resources. A new committee is developing recommendations about sustainable funding for natural resources, and this process may provide better air, water, soil, and biological resources to support a more vibrant economy in the future. Our Parks 2020 plan, which seeks to enhance our state parks and improve recreational opportunities across the state may benefit from additional funding. Sustainable funding may also help our limited public access to land for recreational purposes. Ethanol expansion is an economic opportunity for Iowa, but its development must be accompanied by soil and water protection, and we must carefully evaluate our water quantity to protect our communities and the investments being made in ethanol plants. Animal agriculture continues to be a challenging environmental issue. It is linked to the issue of high nutrients in our waters which are making them less valuable for all purposes.

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

Jeffrey R. Vonk, 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:

- Iowans will value and engage/participate in our natural resources
- Iowans will have a healthy and safe environment.
- There will be abundant, high quality opportunities for responsible use and enjoyment of natural resources.
- DNR employees will be our greatest strength

### 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 14 million park visitors.
2. Develop and manage 425,000 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 900,000 hunters, anglers, and boaters; 4,000 confined animal waste facilities; 3,000 underground storage tanks; 2000 leaking underground tanks; 1990 public water supplies; 300 solid waste facilities; and 200 contaminated sites.
2. Certification of 2,600 drinking water operators; 1900 waste water treatment operators; 1,000 animal waste applicators; and 360 well drillers.
3. Compliance inspections at facilities resulted in 373 enforcement orders and collected \$331,531 in fines during CY 2004.

D. Information and general assistance including

1. A website accessed by up to 3 million visitors each month

2. 77,000 telephone calls by the central DNR call center
3. Distribute 26,000 *Conservationist* magazines to subscribers
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 945 permanent employees. Seasonal employees, interns and contract employees comprise the remaining positions totaling 1,092 full-time equivalent positions. Males (73%) outnumber females, and Caucasians (95%) outnumber minorities. The average employee is 45 years old with 15 years of tenure with the state. In total there are 91 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 17.9 percent of the staff.

The DNR has an operational budget of \$101 million and an overall budget of \$147 million derived from various revenue sources. Of that budget, 13 percent is appropriated from state general funds with the remainder from federal sources, fees or other sources.

## KEY RESULT

### CORE FUNCTION

**Name:** Conservation, Preservation and Stewardship

**Description:** Maintain, protect, restore, and utilize the natural resources of Iowa, including soil, water, air, plants, animals, and energy, and promote sustainable practices among all Iowans.

**Why we are doing this:** To promote the sustainable use of natural resources to make Iowa a better place to live and a better place for business to develop and thrive.

**What we're doing to achieve results:** DNR is working with Iowans in their communities to promote energy and water conservation, recycling, and the protection of watersheds. In the case of Tree City USA recognition, DNR is promoting community beautification, energy conservation, soil erosion, and water protection with our communities.

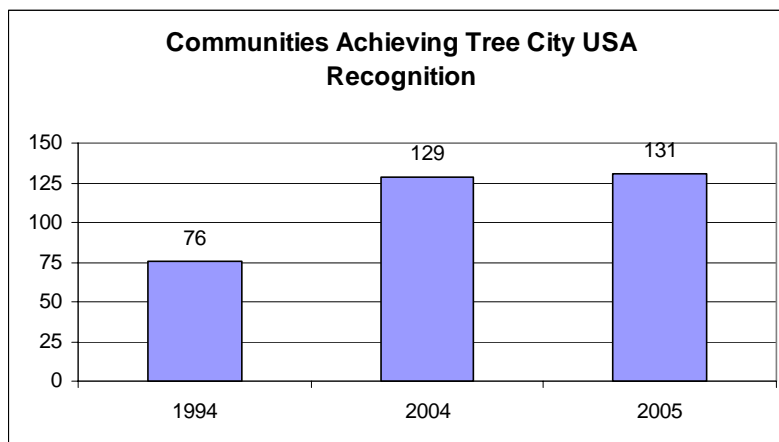
#### Results

**Performance Measure:**

Number of cities designated as Tree City USA in Iowa

**Performance Target:**

200



Insert chart or graph

**What was achieved:** The target of 200 communities is a long-term goal. Significant progress is being made towards this goal with 131 communities now designated as Tree City USA. This program requires communities to devote significant resources towards tree planting, and this promotes the energy, water quality and quality of life benefits of tree plantings.

**Data Sources:** Department of Natural Resources, Forestry Bureau

**Resources:** This core function is very broad and overall totals about \$55.7 million and 462 FTEs. Funding for it comes from the State General Fund, Fish and Wildlife Trust, Groundwater Protection Fund, Environment First, Water Quality Protection Fund, fees and federal sources. Total funding for the forestry program displayed above in the graph is \$5.0 million with 48 FTEs.

## KEY RESULT

### SERVICE/ PRODUCT/ ACTIVITY

**Name:** Renewable Energy and Resource Efficiency

**Description:** Promotes energy and water conservation, the recycling and re-utilization of waste, conversions of waste to energy, promotes alternative fuels and energy sources, and the production of less waste in processing.

**Why we are doing this:** Reducing the use of natural resources and protection of the environment from risks are national and local goals. Business can advance these goals and improve corporate profits through increased efficiency. Such an incentive to business should serve to promote a stronger Iowa economy and improve the quality of life.

**What we're doing to achieve results:** We are trying to demonstrate technologies that show to business and citizens that alternative energy and conservation of resources makes good economic sense. In the example of the P2 intern program, DNR forms partnerships with Iowa businesses and recruits students from Iowa colleges and universities to serve as summer interns at the companies. The interns, many of whom are highly trained in engineering, identify processes in the companies that can benefit from increased efficiencies and help their companies implement them. A side benefit is that many of these students remain to work in Iowa and remain committed to furthering pollution prevention goals.

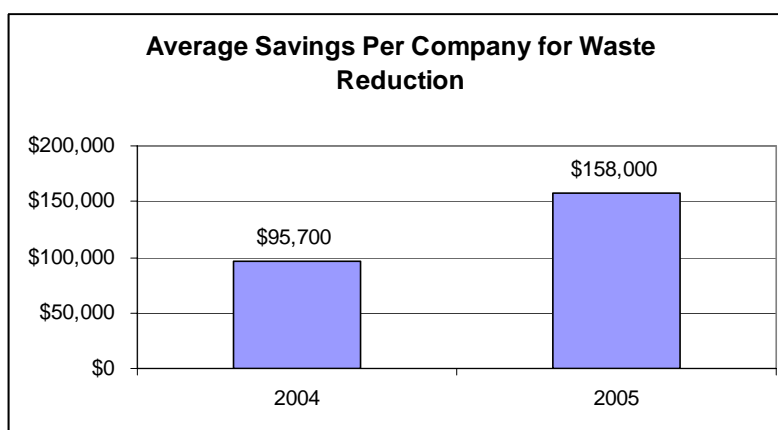
### Results

**Performance Measure:**

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

**Performance Target:**

Target: \$45,000



**What was achieved:** Among 26 Iowa companies that participated in our Pollution Prevention program, the actual average savings was \$158,000 per year. Energy efficiency accounted for the greatest cost reductions, but reductions in air emissions, water, and solid and hazardous waste also accounted for significant savings. This demonstrates that the economy and the environment can work together.

**Data Sources:** DNR, P2 Intern Program Case Summaries

**Resources:** Renewable energy and resource efficiency programs are supported by the state general fund, oil overcharge, groundwater protection fund, and the waste tire fund. The total program cost is \$8.5 million and 27 FTEs are involved.

## KEY RESULT

### SERVICE/ PRODUCT/ ACTIVITY)

#### Name: Watershed Protection and Restoration

**Description:** The protection and restoration of Iowa's waters is one of DNR's most important responsibilities. The water quality and the quality of the biologic community in the water is a function of all the rural and urban land uses and the land management throughout the area that drains to the water body, as well as the habitat immediately along and within the river or lake. This is usually private lands. The land and water are connected within the watershed. The water reflects and integrates the conditions represented in the watershed.

**Why we are doing this:** Water is vital to Iowa today and tomorrow. 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 waste water discharges and enforces permits to protect water quality. In addition, waters are being identified that are impaired, and plans are being developed to restore these waters to acceptable levels. We recently passed new standards on smaller streams that should provide use-based protection to more streams. DNR is now promoting watershed planning with local groups as we seek to maximize the benefits of water for health, wildlife, business and recreation.

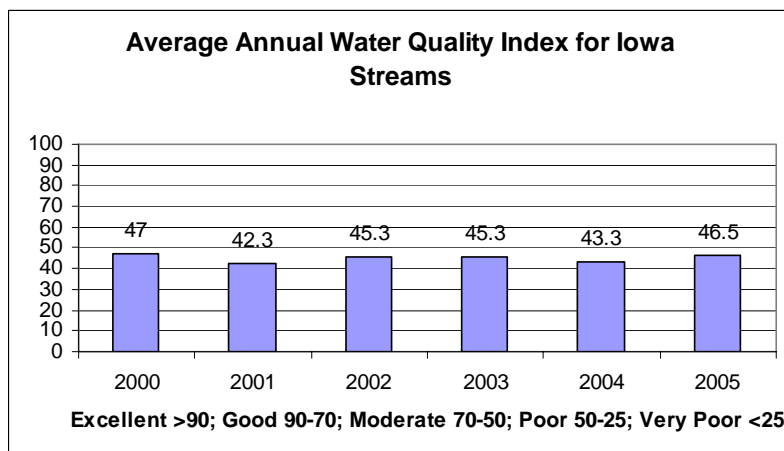
### Results

#### Performance Measure:

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

#### Performance Target:

Target: 50



**What was achieved:** Iowa now has a good base for understanding its overall stream water quality. Since the inception of our current monitoring system, the index suggests our waters have considerable room for improvement. Water quality varies across the state with land use and



geology, and fluctuates year to year with annual weather patterns. Individual monitoring sites vary month to month, and range from excellent to very poor, but 66% of the samples rate moderate or poor. Water quality reflects the overall management of the landscape and will improve as broad conservation programs influence the landscape positively, targeted conservation approaches are widely implemented, and point-source discharges are improved.

**Data Sources:** DNR, Water Monitoring Program

**Resources:** The watershed protection and restoration program totals \$18.0 million and 156 FTEs. It is supported by federal funds, State General Fund, Environment First, and fees.

## KEY RESULT

### **SERVICE/ PRODUCT/ ACTIVITY)**

**Name:** Public Lands, Fish and Wildlife and their Habitats

**Description:** State parks, forests, wildlife management areas, preserves, rivers and lakes are managed for natural resources and for public access to enjoy these resources.

**Why we are doing this:** Natural resources are important economic factors and vital for the quality of life of Iowans. Public land is important for people to enjoy healthy outdoor recreational activities and as places for plants and animals to thrive. Private lands are recognized as being vital as habitat, also, because so much of Iowa is in private land ownership. 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 attempting to provide more public land, manage the lands it has better, and work with private landowners to encourage more conservation on the land. In the case of deer, hunting is the primary management tool. DNR is making more deer permits available to increase hunting opportunities especially for female deer, and educating hunters on the need to increase the harvest of female deer to control the herd numbers.

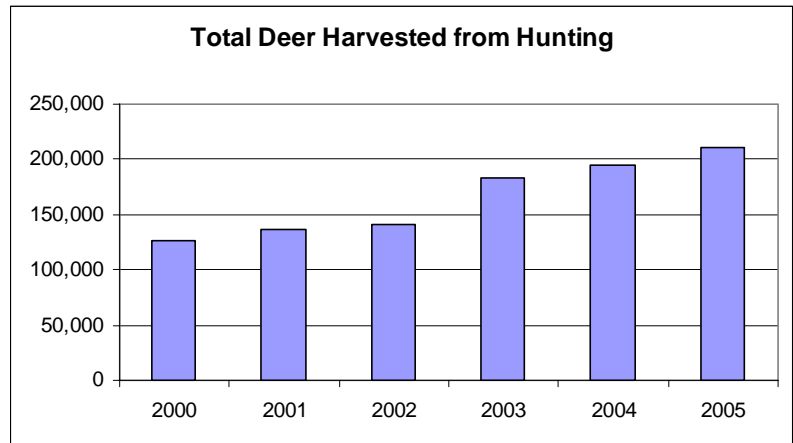
## Results

**Performance Measure:**

Annual deer harvest that will promote a healthy population

**Performance Target:**

180,000



Insert chart or graph

**What was achieved:** The number of deer taken rose to more than 211,000, a record harvest, and the increase is especially noticeable among female deer. This harvest rate is reducing the herd statewide, but there are local areas where an increased harvest is still required.

**Data Sources:** Department of Natural Resources, Wildlife Bureau

**Resources:** The fish and wildlife programs are supported by the Fish and Wildlife Trust Fund. In total there are 279 FTEs and supported with \$29.2 million.

## KEY RESULT

### CORE FUNCTION

#### Name: 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 safe outdoor activities and to 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 is essential to assure compliance.

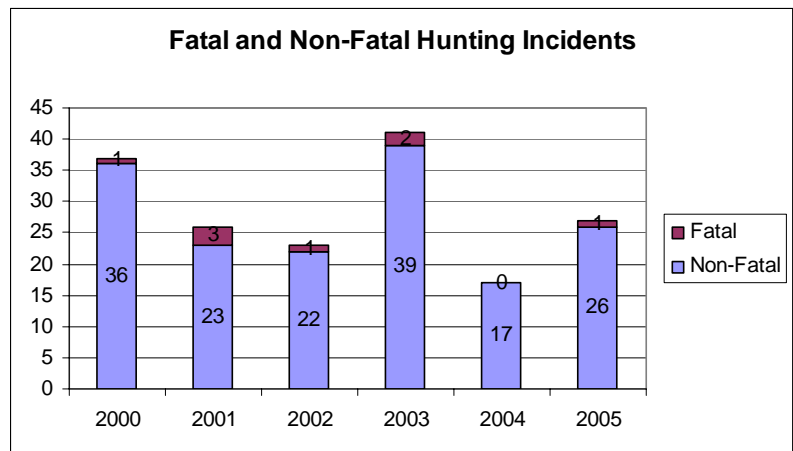
#### Results

##### **Performance Measure:**

Number of hunter incidents including fatalities

##### **Performance Target:**

29



**What was achieved:** There were 27 hunting incidents in 2005. This continues a long trend toward safer hunting that is the direct result of accident prevention educational programs and enforcement of laws in the field.

**Data Sources:** DNR, Law Enforcement Bureau Annual Activity Report 2005

**Resources:** Resources for fish and wildlife enforcement includes 103 FTEs and \$9.4 million coming from the Fish and Wildlife Trust Fund.

## KEY RESULT

### SERVICE/ PRODUCT/ ACTIVITY)

**Name:** Parks, Preserves and Recreation Areas

**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 to decide 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 constructing trails or other facilities and as they provide programs for park visitors.

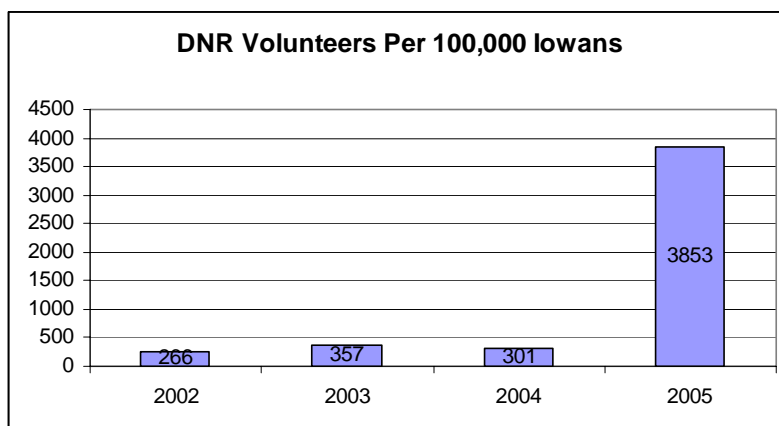
### Results

**Performance Measure:**

Rate of DNR Volunteers

**Performance Target:**

1,094



Insert chart or graph

**What was achieved:** Record volunteer participation occurred in 2005. 115,000 volunteers contributed 108,000 hours of work to enhance the parks or the enjoyment of the parks by other visitors. Many events were planned in parks to bring in many new volunteers for work experiences.

**Data Sources:** DNR, Volunteer Program

**Resources:** The parks program spends \$30.9 million and has 198 FTEs. Revenue comes from State General Fund, Environment First, and user fees. The volunteer program has 1 FTE and 0.2 million coming from federal sources and the Environment First Fund.

## KEY RESULT

### CORE FUNCTION

#### Name: 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 compliance inspections.

**Why we are doing this:** Permits and compliance monitoring is conducted to keep air, water, and soil safe for humans and other organisms. 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 Kaisan process has been utilized extensively to improve our 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, we are issuing an increasing number of official notices of violations. .

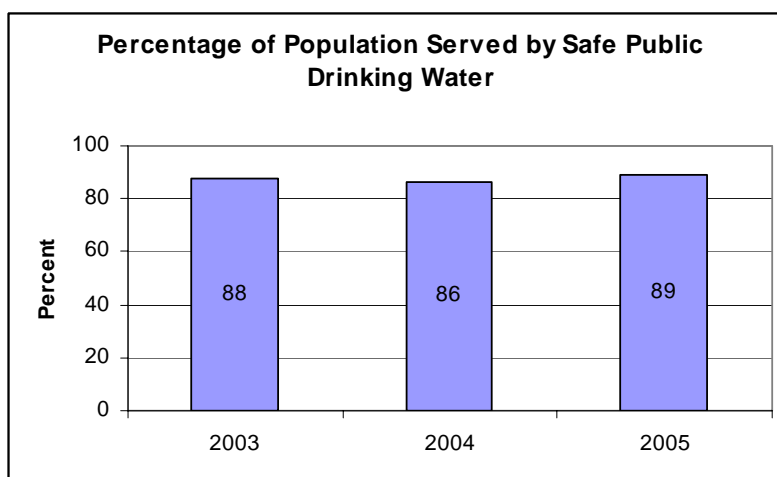
#### Results

##### **Performance Measure:**

Percentage of the population served by public water supplies that receive drinking water that meet 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, 89% of the public receives drinking water meeting all EPA drinking water standards.

**Data Sources:** DNR, Drinking Water Section

**Resources:** The drinking water program has 33 FTEs and utilizes \$3.8 million coming from

federal sources and the Water Protection Fund.

## KEY RESULT

### CORE FUNCTION

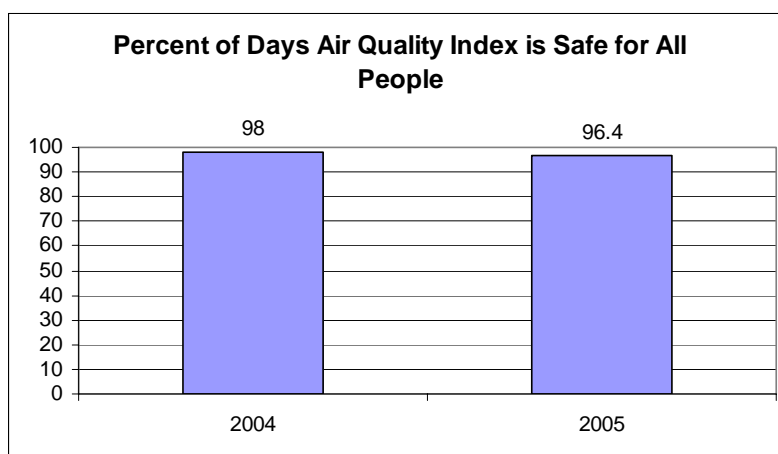
#### Results

**Performance Measure:**

Percentage of Days the Air Quality Index is Good or Moderate

**Performance Target:**

98%



**What was achieved:** Iowa generally has good or fair air quality, below an EPA Air Quality Index value of 100, that meets healthy air requirements for everyone. In January, 2006, temperature inversions caused air quality to exceed 100, a value considered unhealthy for sensitive groups such as asthmatics or the elderly. Although there were a few alerts, there were no violations of the national ambient air quality standards reported for Iowa.

**Data Sources:** Department of Natural Resources; Air Quality Bureau

**Resources:** The air quality program receives \$9.9 million from federal sources, state general fund, and Title 5 permit fees. There are 73 FTEs involved in the program. In total, Regulation and Compliance totals 177 FTEs and an expenditure of \$33.2 million. Revenue comes from the State General Fund, Groundwater Protection Fund, federal funds, and fees.

## KEY RESULT

### STRATEGIC GOAL

**Name:** Resource Management

**Description:** This includes all of the administrative support functions of DNR, including agency management, budgeting, personnel, data processing, communications, purchasing, licensing, engineering, and clerical support.

**Why we are doing this:** Administration is conducted to facilitate the natural resource functions of DNR and to provide services to the public. It provides the internal services for staff and their functions, and an external contact for citizens.

**What we're doing to achieve results:** DNR is attempting to improve systems and thereby increasing efficiency and satisfaction. Attention recently has gone towards developing best management practices for supervisors and improving the hiring system. Staff is DNR's biggest asset as we need highly qualified staff to manage complex natural systems with our citizens. Employee satisfaction is thus a significant element in providing better service to our citizens.

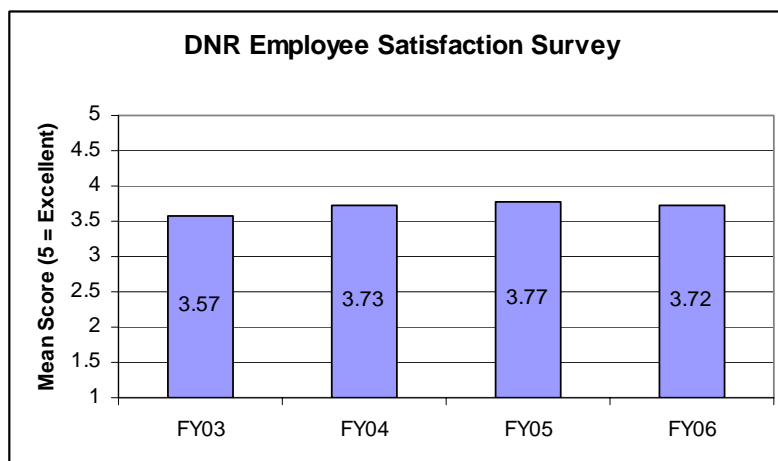
#### Results

**Performance Measure:**

Average Score on DNR Employee Satisfaction Survey

**Performance Target:**

3.6



**What was achieved:** A general improvement in staff satisfaction has been measured since we began using a survey in 2003. However, the improvement has not been statistically significant

**Data Sources:** DNR, Annual Staff Survey

**Resources:** Resource management has 82 FTEs to support DNR functions and manages on \$8.0 million from State General Fund and, mostly, indirect costs.

## AGENCY PERFORMANCE PLAN RESULTS FY 2005

<b>Name of Agency: Iowa Department of Natural Resources</b>			
<b>Agency Mission: 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.</b>			
<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	210	226	What Occurred: The 2004 impaired waters list was submitted to the USEPA on <u>date</u> and approved.  Data Source: EPA letter dated <u>date</u> .
2. Energy Intensity: Total State BTUs per Gross State Product	12,260	10,436---	What Occurred: The energy numbers are delayed and these represent 2004 numbers. However, they represent a substantial improvement over earlier results, and this should be good for Iowa's economy.  Data Source: US Energy Information Agency; State Data Center
3. Number of Cities Designated as Tree City USA in Iowa	200	131	What Occurred: 2 new cities; 26 received advanced growth awards and 103 cities were recertified as Tree City USA by the National Arbor Day Foundation.  Data Source: DNR Forestry Bureau
<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	\$45,000	\$158,000	What Occurred: Savings per participating company continues to increase from previous years, due in part to increasing effectiveness in training program interns. Twenty-six companies saved \$4.1 million by reducing energy usage, air emissions, hazardous waste, and water use.  Data Source: Iowa Department of Natural Resources P2 Program Case Summaries, 2005
2. Percentage of Renewable Electricity Generated	2.2	5.8%	What Occurred: Wind generators are being installed to produce electrical energy.  Data Source: US Energy Information Agency; Iowa Utilities Board.
3. Pounds of Garbage Landfilled per Person per Day	4.55	5.33	What Occurred: Landfilled waste in Iowa has grown since a low of 4.55 lb/person/day in 2001. However, it remains well below the 7 pounds per person per day in 1988 and compares favorably with national figures of 6.22 pounds per person. Further, the current number includes waste



			generated in Iowa, but landfilled elsewhere, unlike earlier calculations. Data Source: Iowa figures are derived from planning area goal progress reports and are based on 2005.
<b>Service, Product or Activity: Public Lands, Fish and Wildlife and their Habitats</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent Angler Satisfaction	75	94.8%	What Occurred: Surveyed anglers are from special project areas.  Data Source: DNR Fisheries Creel Surveys.
2. Deer Harvest in Iowa	180,000	211,451	What Occurred: Increased permits are having the desired impact on decreasing the deer herd statewide. Female deer are being harvested in record numbers. However, there remain local areas where additional harvest would be beneficial.  Data Source: DNR: Trends in Iowa Wildlife Populations and Harvest: 2005
3. Acres of State Natural Areas	335,200	337,000	What Occurred: During 2005, DNR acquired 1800 acres for public use.  Data Source: DNR Land Management and Acquisition Records
<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	70	66.5	What Occurred: The average index continue to vary primarily with annual weather patterns. After 7 years of monitoring, a new water quality index will be introduced that is more responsive to Iowa's water quality problems.  Data Source: DNR, Water Monitoring Section
2. Index of Biological Integrity for Fish in Iowa Streams	42	33.0	What Occurred: Fish Index of Biotic Integrity scores are annually being computed to provide a statewide snapshot of Iowa's water quality over five years. Samples are randomly selected from streams designated for aquatic life uses.  Data Source: DNR, Water Monitoring Section
3. NPDES Inspection Document Compliance with Applicable Rules (Percent)	90	57%	What Occurred: 246 notices of violation were found from 431 inspections.  Data Source: DNR 2005 Annual Minor Noncompliance Report
4. Acres of Forest, CRP and WRP	4,743,140	4,812,000	What Occurred: Total forest acres continue to increase, however Iowa's oak and hickory forest resources are shrinking. Conservation Reserve Program acres are in jeopardy as contracts are ending in the next couple years and CRP rates are not keeping up with rental rates.  Data Source: 2005 Forest Resource Analysis; Farm Services Agency and Iowa Natural Resources Conservation Service web sites.

5. Percent of Available Clean Water SRF Allocated	93%	99%	<p>What Occurred: Us of SRF funds continues to grow with improvements to processing procedures and better marketing of services.</p> <p>Data Source: Department of Natural Resources Accounting</p>
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<b>Core Function: Enforcement and Investigation</b>			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Compliance of Hunters with Applicable Rules (Percent)	90%	94%	<p>What Occurred: Computerization of conservation officer activities now allows newly accessible records on compliance.</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2005</p>
2. Number of Hunter Incidents including Fatalities	29	27	<p>What Occurred: Prevention of hunting accidents is a high priority for the Law Enforcement Bureau. Education and enforcement continue to make hunting safer.</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2005</p>
3. Number of Boating Incidents including Fatalities	57	78	<p>What Occurred: Seventy-eight boating incidents and 10 fatalities made 2005 an unusually dangerous boating year, by for the worst since 1999. Unusually good weather and continued high boat sales resulted in high numbers of boaters and the resultant high number of accidents. Snowmobile and all-terrain vehicle incidents continued to decrease.</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2005</p>
<b>Service, Product or Activity: Safe Outdoor Recreation and Conservation Enforcement</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Officer Contacts for Compliance per Week	25	28.5	<p>What Occurred: Performance was good in all districts</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2005</p>
2. Number of Hunter Safety Students Certified	13,075	12,648	<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 Annual Activity Report 2005</p>
3. Number of Boating Safety Students Certified	480	1,088	<p>What Occurred: Mandatory boating safety training for youthful boaters greatly increased the number of students certified.</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2005</p>

<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. Park Usage per Capita	5	4.58	What Occurred: In 2005, 14,085,173 visitors were estimated for our parks.  Data Source: DNR Parks Bureau; U.S. Census Bureau
2. Customer Satisfaction with Parks (Percent)	95	95	What Occurred: Park users enjoy their park opportunities.  Data Source: DNR Parks Bureau
<b>Service, Product or Activity: State Parks and Preserves</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. State Park Camper Nights	666,891	689,851	What Occurred: The 2005 camper season had good weather and parks were busy.  Data Source: DNR Parks Bureau data
2. Percent State Parks with Adequate Utility Infrastructure	----	20%	What Occurred: The Environmental Audit documented sewer, water supply and electrical infrastructure of all parks. It was the first ever conducted. Twenty percent of the parks were found adequate for all three infrastructure systems. During the year, three campground electrical systems were upgraded and one sewage system was repaired to full compliance.  Data Source: DNR Parks Bureau; Environmental Audit 2005
3. Rate of DNR Volunteers per 100,000 Population	1094	3,853	What Occurred: At total of 115,000 volunteers donated 108,000 hours of work for parks and other facilities. Their work is valued at \$2.9 million. .  Data Source: DNR Volunteer Program
4. Number of Threatened and Endangered Species	237	237	What Occurred: No change on the list in 2005.  Data Source: DNR, Threatened and Endangered Species Program

<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. Percent of Days Air Quality Index is Good or Moderate	98%	96.4%	What Occurred: Air quality conditions that might cause some minor breathing problems for high risk individuals were found somewhere in Iowa 13 of 365 days, mostly in Eastern Iowa during January, 2005.  Data Source: : EPA AQS Database
2. Percent of Iowans Drinking Safe Drinking Water	85%	89%	What Occurred: Public water supplies continue to provide high quality water to their users.

			<b>Data Source:</b> C&E database query: Access97/keepers/ACR 2006 tables
<b>3. Compliance Rate for USTs to Meet Environmental Guidelines</b>	<b>89%</b>	<b>78%</b>	<b>What Occurred:</b> Compliance rate is improving and the rate reported is for March, 2006.  <b>Data Source:</b> US Environmental Protection Agency, Office of Underground Storage Tanks, FFY-2006 Semi-Annual Activities Reports
<b>Service, Product or Activity: Air Resource Protection</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Percent of Vehicles Reported for Excess Exhaust Voluntarily Repaired</b>	<b>50%</b>	<b>36%</b>	<b>What Occurred:</b> This is a voluntary program. 2,389 vehicles were reported with excess exhaust emissions and notified with the suggestion they make repairs. Of this number, only 127 returned feedback sheets, with only 46 of these stating that repairs were made. The program was largely educational, and is being phased out.  <b>Data Source:</b> DNR Smoking Tailpipe Response Feedback tracking.
<b>2.. Number of Violations of National Ambient Air Quality Standards</b>	<b>0</b>	<b>Zero (0)</b>	<b>What Occurred:</b> There were no violations of the National Ambient Air Quality standards. Regulation and compliance that minimizes violations allows Iowa businesses to avoid more costly regulatory requirements and keeps Iowa competitive.  <b>Data Source:</b> EPA AQS Database
<b>3.. Total Emissions from Major Sources divided by Gross State Product (Tons/Dollar)</b>	<b>0.000004 or .008 Pounds per Dollar----</b>	<b>0.000004 or .008 Pounds per Dollar</b>	<b>What Occurred:</b> There were 441,448 tons of emissions from major sources in 2005, up somewhat from 2004. The Gross State Product for 2005 was \$113.5 billion. The ratio of emissions to gross state product showed no gain in efficiency during the past year.  <b>Data Source:</b> 2005 Iowa Major Source Emissions Inventory and US Bureau of Economic Analysis

<b>Service, Product or Activity: Drinking Water Safety</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Percentage of Public Drinking Water Systems Meeting All Health-Based Standards</b>	<b>98%</b>	<b>89.8</b>	<b>What Occurred:</b> Data for FFY06 was reviewed for the entire state.  <b>Data Source:</b> C&E database query: Access97/keepers/ACR 2006 tables
<b>2. Public Water Supplies Providing Consumer Water Quality Information</b>	<b>70%</b>	<b>97%</b>	<b>What Occurred:</b> Community public water supplies are required to develop and provide a consumer confidence report.  <b>Data Source:</b> C&E database query: Access97/keepers/ACR 2006 tables
<b>3. Percent of Drinking Water SRF Funds Allocated</b>	<b>80%</b>	<b>89.5%</b>	<b>What Occurred:</b> System improvements, new options, and marketing are improving the use of SRF funds.  <b>Data Source:</b> DNR Accounting

<b>Service, Product or Activity: Groundwater Resource Protection</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
<b>1. Contaminated Sites with Reduced Health-Environmental Risk</b>	<b>245</b>	<b>245</b>	<p><b>What Occurred:</b> DNR staff continue to work with companies, consultants, and communities to reduce the risk of known sites</p> <p><b>Data Source:</b> DNR Contaminated Sites</p>
<b>2. Communities with Sourcewater Protection Plans</b>	<b>132</b>	<b>116</b>	<p><b>What Occurred:</b> This is the percent of all CWS with approved final source water protection plans.</p> <p><b>Data Source:</b> DNR Water Quality Bureau, Source water tracking system</p>

<b>Core Function: Research, Analysis and Information</b>			
<b>Performance Measure (Outcome)</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
Number of Internet Downloads from NRGIS Library and ISU Imageserver	-----	13,915	What Occurred: Many groups and are dependent on DNR for their GIS data applications. Use of this data helps everyone manage our natural resources better.  Data Source: DNR, Geographic Information System
<b>Service, Product or Activity: Resource Information Integration</b>			
<b>Performance Measure</b>	<b>Performance Target</b>	<b>Performance Actual</b>	<b>Performance Comments &amp; Analysis</b>
1. Percent of GIS Files Current and Documented	80%	85%	What Occurred: Many new data sets have been added and documented. Imagery is becoming a bigger percentage of available data.  Data Source: DNR GIS Section
2. Percentage of DNR Sections that routinely access NRGIS and are Dependent on it for at least one key function	50%	52%	What Occurred: Many DNR programs are dependent on GIS data for their day to day activities.  Data Source: DNR Geographic Information Section
3. Percent of Database Integration in One-Stop Program	40%	40%	What Occurred: 40% of One Stop Five-Year Plan completed by 12/31/04 including: <ul style="list-style-type: none"> <li>▪ Built "Facility Explorer" web application</li> <li>▪ Integrated the Water Supply database with One Stop</li> <li>▪ Built Iowa's Node to automate data flow to EPA.</li> <li>▪ Prepared two other databases for integration</li> </ul> Data Source: Monthly Status Report

<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	102,959	What Occurred: Errors in the way earlier reports were made produced erroneous reports over the past few years. New data reported is from 7/05 through 9/05 and represents unique individuals and an average of 2.8 million 'hits' on the website.  Data Source: DNR Web Data Report
2. Average Score on Employee Survey	3.60	3.72	What Occurred: Activities aimed at improving systems, communications, and management practices have apparently improved staff approval of working at DNR. Data Source: 2006 Employee Survey
3. Percent of Iowans Who Believe Natural Resources Are Important	---	---	What Occurred: Survey was not conducted.

			Data Source:
<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>
<b>1. Percentage of Telephone Inquires Answered without Referral</b>	<b>75%</b>	<b>79%</b>	<p><b>What Occurred:</b> DNR central office receives over 80,000 telephone calls at its general number. Most customers received the information requested from our calling center without any need transfer calls to other staff.</p> <p><b>Data Source:</b> DNR Automated Call Distribution data reports</p>
<b>2. Percentage of time DNR Local Area Network is Available</b>	<b>98%</b>	<b>&gt;98%</b>	<p><b>What Occurred:</b> There were no recorded periods in which there was an inability to log in and connect to any service during regular work hours for the reporting period.</p> <p>Certain partial outages (individual servers, printers, Internet Mail, for example), were unavailable for short periods less than a day.</p> <p>We intend to refine the metrics for network availability and publish our policies and goals, and seek input from users to enhance the meaningfulness of this performance measure.</p> <p><b>Data Source:</b> DNR Server Service Logs.MDB</p>
<b>3. Proposed Property Acquisitions Negotiated Successfully</b>	<b>70%</b>	<b>84%</b>	<p><b>What Occurred:</b> There were 76 properties which DNR sought to acquire in 2005. Ten have failed and the others have been negotiated successfully or are still moving forward.</p> <p><b>Data Source:</b> DNR Land Management and Acquisition Bureau database</p>

## RESOURCE REALLOCATIONS

There were no significant resource reallocations made in FY2006.

## AGENCY CONTACTS

Copies of the Department of Natural Resources Performance Report are available at [www.resultsiowa.org](http://www.resultsiowa.org). Copies of the report can also be obtained by contacting Bernie Hoyer at 515-281-7247.

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