

**Iowa Department of Natural Resources**

# **PERFORMANCE REPORT**

Performance Results Achieved for  
Fiscal Year 2007

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## INTRODUCTION

The Department of Natural Resources impacts the lives of many Iowans. Each of us drink water, over 60% of our citizens visit lakes each year, we have over 12 million state park visitors, 550,000 hunters and fishers, and 1.1 million casual or active wildlife watchers. This report reflects progress in FY2007 towards our strategic goals and provides some valuable information regarding the condition of our state's resources and the effectiveness our programs.

Major accomplishments over the past year include:

1. *Iowa Outdoors*, our department's magazine about conservation and recreation, was completely revamped in January, 2007 to introduce more Iowans to the varied opportunities for enjoying Iowa's natural resources. In the first six months, circulation increased 25% following years of steady decline.
2. Construction of Honey Creek Resort State Park began in October, 2006. Iowa's first 'destination state park' on Lake Rathbun, will enable more Iowans to enjoy and appreciate our natural resources and bring increased economic opportunities to Southern Iowa.
3. The Lake Restoration Program is linking water quality and watershed investments with economic benefits and improved quality of life to local communities. Results can be seen at Lake Aquabi and Lake of Three Fires, and activities are accelerating at Storm Lake, Clear Lake, Crystal Lake and another 15 lakes.

Exciting strategic challenges are also viewed ahead:

1. Sustainable Funding for Natural Resources. A special legislative committee made a recommendation for \$150 million annually to provide funding to natural resource needs and amenities. There are challenges to find the funding, but economic benefits accruing from natural resource recreational investments totals \$3.7 billion annually, and would lead to a better environment, healthier citizens and improved rural and urban communities. Funding would make Iowa a better place to live and work.
2. Balancing biofuel production with environmental concerns is a major challenge. Iowa is a leader in biofuel technology, and the Iowa Power Fund is expected to further our leadership while seeking to cut greenhouse gases and meeting other environmental concerns.
3. Water quality and quantity issues are a major concern of Iowans. A comprehensive look at our water issues, policies, institutions, and priorities are necessary to focus activities at improving Iowa's precious water resources.

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.

Richard Leopold, 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.

In FY2007, the DNR has an operational budget of \$112 million and an overall budget of \$160 million derived from various revenue sources. Of that budget, 16 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 and water bodies. DNR is encouraging conservation investments by communities, business and individuals; such investments return economic benefits and protect our natural resources.

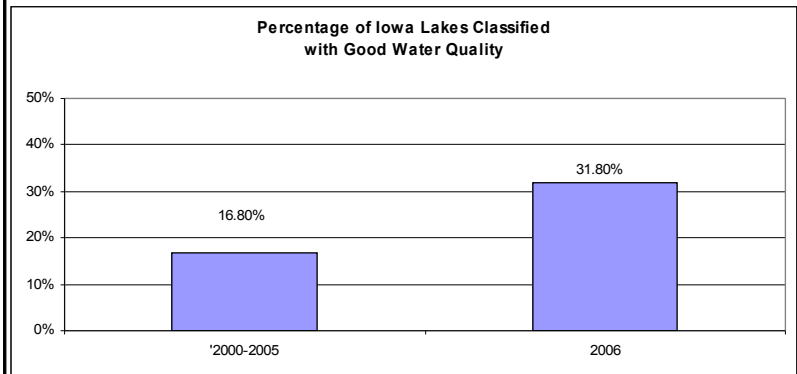
### Results

**Performance Measure:**

Percentage of Iowa Lakes with Good Water Quality

**Performance Target:**

16.8



**What was achieved:** Water quality data from 2006 greatly exceeded the baseline data from 2000-2005. The reason for improvement is not clear, but natural variability and our lake restoration activities contributed to the apparent water quality improvement. The clarity of Lake of Three Fires increased from about 2 feet to about 5 feet and fish growth accelerated as a result of lake and watershed improvements done there. Improvement activities are beginning at Clear, Crystal, and Storm lakes, with water quality improvements anticipated at these and another 16 lakes in early stages of lake restoration activities.

**Data Sources:** Lake Restoration Annual Report and Plan, Department of Natural Resources, December, 2006.

**Resources:** This core function 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. The Lake Restoration Program (in the graph above) has 2 FTEs and is funded for FY2007 at \$9.58 million from the Environment First and Tobacco Settlement funds. The program is supplemented with local and federal funds.

# 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.

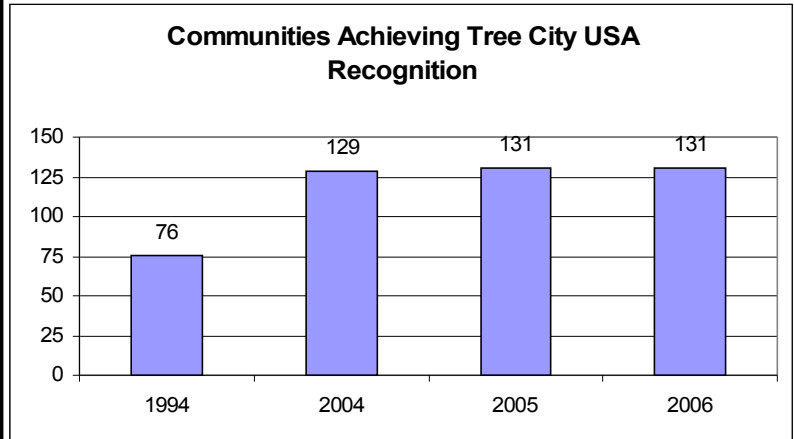
### Results

**Performance Measure:**

Number of cities designated as Tree City USA in Iowa

**Performance Target:**

200



**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:** Total funding for the forestry program displayed above in the graph is \$5.2 million with 47FTEs from State General Fund, fees and federal sources.

# 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 wasteful 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:** DNR is demonstrating technologies that show to business and citizens that conservation makes good economic sense. 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 their companies implement them. A side benefit is that many of these highly skilled students stay to work in Iowa and remain committed to furthering pollution prevention goals.

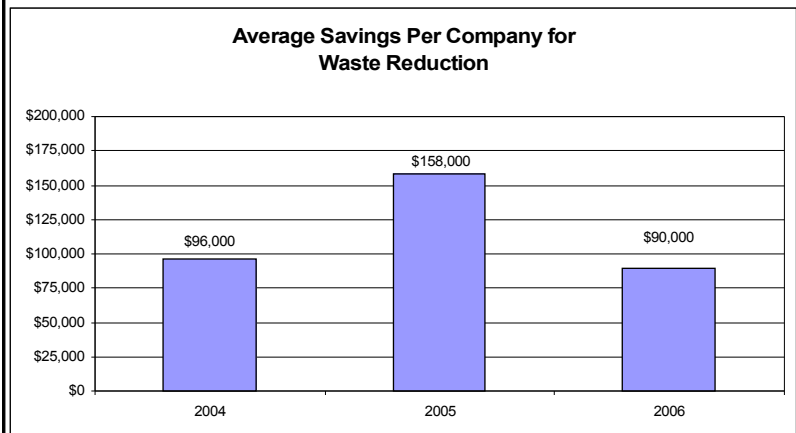
### Results

**Performance Measure:**

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

**Performance Target:**

Target: \$45,000



**What was achieved:** Thirty-seven Iowa companies saved \$3,243,671 through the interns who served them in 2006. The greatest economic benefits came from energy savings, but savings were also achieved in the areas of solid waste reduction, hazardous and special waste reductions, and water conservation.

**Data Sources:** 2006 Pollution Prevention Intern Program, Case Summaries, DNR,

**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 \$7.1 million and 35 FTEs are involved.



# KEY RESULT

## SERVICE/ PRODUCT/ ACTIVITY)

**Name:** 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 waste water 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.

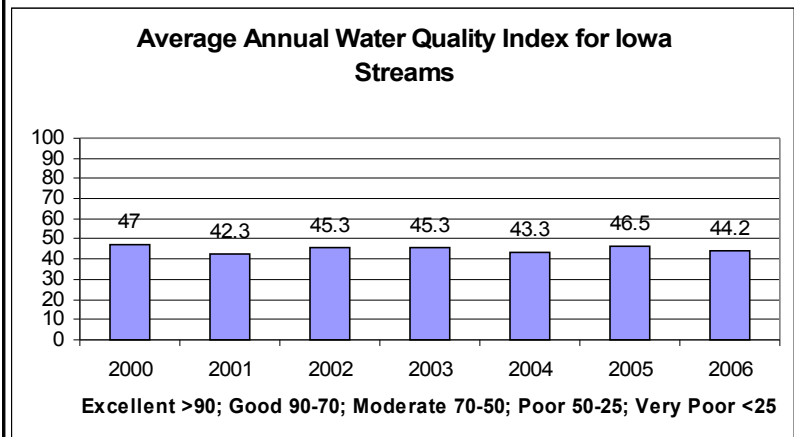
### Results

**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. Individual monitoring sites vary month to month, and range from excellent to very poor, but 69% rate poor or very poor. The index indicates our waters require improvement if we are to maximize benefits from them.

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

**Resources:** The watershed protection and restoration program totals \$18.9 million and 204 FTEs. It is supported by federal funds, State General Fund, Environment First, and fees. The Water Monitoring program is supported with \$2.96 million from Environment First.

## 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 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.

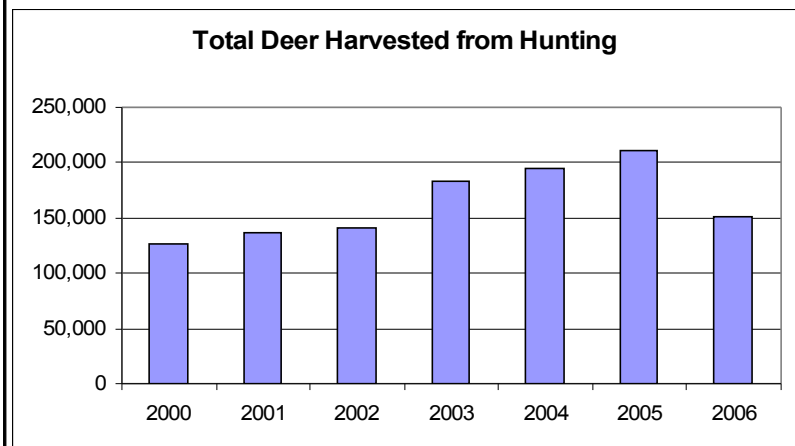
### Results

**Performance Measure:**

Annual deer harvest that will promote a healthy population

**Performance Target:**

200,000



**What was achieved:** The number of deer harvested (150,552) by hunting in 2006 appears lower than 2005, but it is thought to be equivalent and adequate to achieve the target herd population by 2012. The harvest is determined now by direct reporting rather than via estimation techniques. The harvest of females continues to increase. Local areas still require further harvesting to develop an appropriate herd and these areas will receive additional deer tags in the 2007 season.

**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 268 FTEs and supported with \$37.6 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 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.

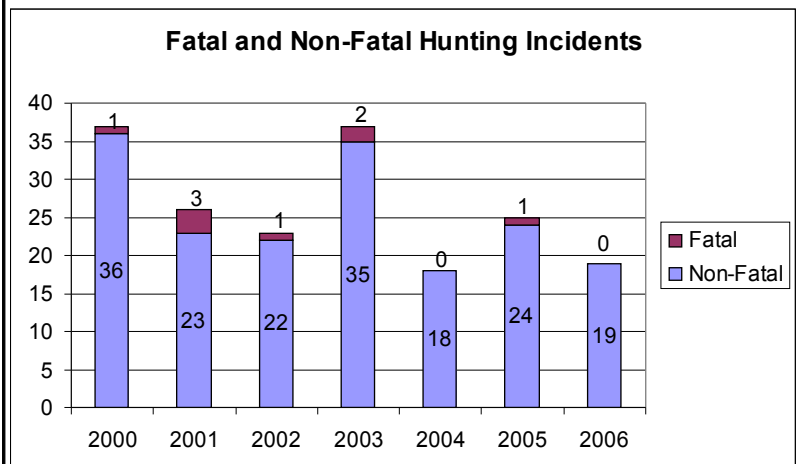
### Results

**Performance Measure:**

Number of hunter incidents including fatalities

**Performance Target:**

29



**What was achieved:** A long term decrease in hunting incidents continued in 2006 with 19 incidents and no fatalities. Active enforcement of rules by conservation officers and safe hunting educational programs are responsible for the increased safety.

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

**Resources:** Resources for fish and wildlife enforcement includes 112 FTEs and \$11.4 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.

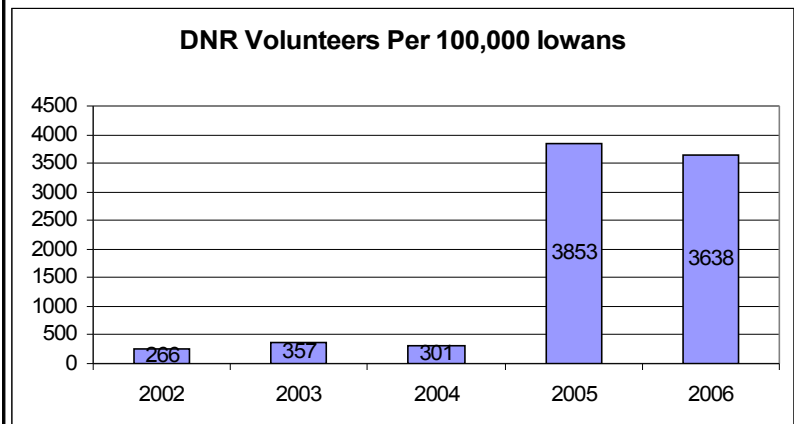
### Results

**Performance Measure:**

Rate of DNR Volunteers

**Performance Target:**

1,094



Insert chart or graph

**What was achieved:** Volunteer participation continued at levels similar to 2005 levels. One hundred eight thousand volunteer contributed 157,000 hours of work valued at over \$2.3 million. 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 \$15.5 million and has 194 FTEs. Revenue comes from State General Fund, Environment First, and user fees. The volunteer program has four FTEs 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. .

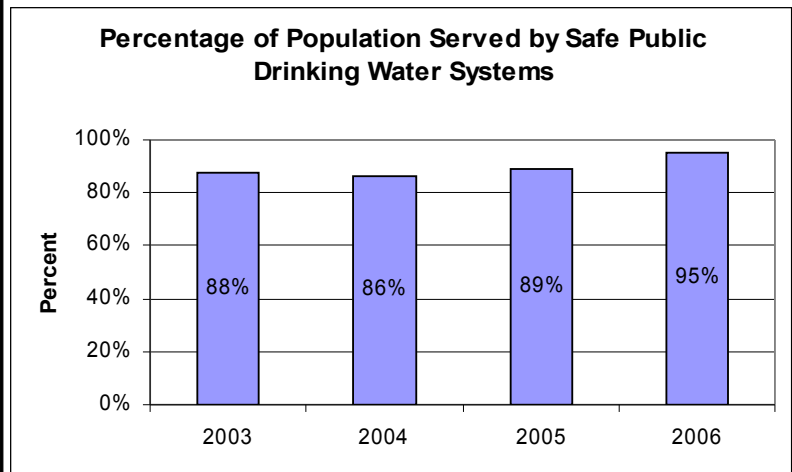
### Results

**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, 95% of the public receives drinking water meeting all EPA drinking water standards.

**Data Sources:** State of Iowa Public Drinking Water 2006 Annual Compliance Report

**Resources:** The Regulation and Compliance core function represents \$10.7 million and includes 119 FTEs. The drinking water program has 33 FTEs and utilizes \$3.8 million coming from federal sources and the Water Protection Fund.

# 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.

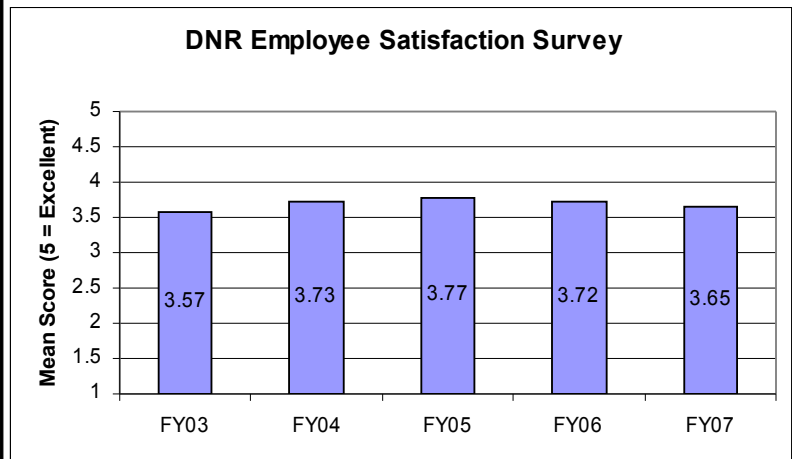
### Results

**Performance Measure:**

Average Score on DNR Employee Satisfaction Survey

**Performance Target:**

3.6



**What was achieved:** There has been no statistically significant change in DNR staff satisfaction levels through the five year history of our annual staff survey, although the levels have varied a bit. This is despite substantial improvements to internal processes, supervision, and hiring practices.

**Data Sources:** DNR, Annual Staff Survey, 2007

**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	234	274	<p>What Occurred: The 2006 Draft List of Impaired Waters was submitted to the US Environmental Protection Agency in May, 2007. Approval may take months, and the exact number is expected to change by some rather small number.</p> <p>Data Source: Watershed Protection Program, DNR</p>
2. Percentage of Significant Public Lakes Classified as Good for Water Quality	16.8	31.8 %	<p>What Occurred: An index of Lake Water Quality was developed based on the first five years of lake monitoring results at 132 lakes in Iowa. Statistics from that baseline allow lakes to be classified based on annual water quality from continued monitoring.</p> <p>Data Source: DNR, Fisheries Research</p>
3. Number of Cities Designated as Tree City USA in Iowa	200	131	<p>What Occurred: The total cities currently certified as Tree City USA by the National Arbor Day Foundation has remained stable. Performance target represents a long range goal.</p> <p>Data Source: DNR Forestry Bureau</p>
<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	\$90,000	<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. Thirty-seven programs saved \$3.2 million by reducing energy usage, air emissions, hazardous waste, and water use.</p> <p>Data Source: Iowa Department of Natural Resources P2 Program Case Summaries, 2006</p>
2. Percentage of Renewable Electricity Generated	2.2	6.2%	<p>What Occurred: Wind generation continues to be developed as energy companies attempt to incorporate more renewable energy into their distribution systems.</p> <p>Data Source: US Energy Information Agency; Iowa Utilities Board.</p>



<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. Deer Harvest in Iowa	200,000	150,552	<p>What Occurred: A totally new way of counting harvested deer was initiated in the 2006/2007. Hunters are now required to directly report deer killed, so this number represents a count of reported successful hunts. Previous numbers were estimated using a variety of measures. It is believed that the harvest was very similar to recent harvests, and that the deer population is generally being controlled successfully. Female deer are being harvested in record numbers. However, there remain local areas where additional harvest would be beneficial.</p> <p>Data Source: DNR: Trends in Iowa Wildlife Populations and Harvest: 2006</p>
2. Acres of State Natural Areas	337,000	342,000	<p>What Occurred: During FY2007, DNR acquired about 5,000 acres.</p> <p>Data Source: DNR Land Management and Acquisition Records</p>
<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	44.2	<p>What Occurred: A new Iowa Water Quality Index was utilized for the first time in 2006. It lowered previous index values based on analysis of data from 1999 through 2005. The target represents a statewide average score classified as 'Fair'.</p> <p>Data Source: DNR, Water Monitoring Section</p>
2. NPDES Inspection Document Compliance with Applicable Rules	90%	70%	<p>What Occurred: A total of 346 notices of violation were issued from 1194 inspections and visits.</p> <p>Data Source: DNR 2007 Annual Minor Noncompliance Report</p>
3. Acres of Forest, CRP and WRP	4,800,000	5,304,000	<p>What Occurred: Total forest acres continue to increase, although Iowa's oak and hickory forest resources are shrinking. Conservation Reserve Program acres are expected to decrease 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: 2006 Forest Resource Analysis; Farm Services Agency and Iowa Natural Resources Conservation Service web sites.</p>
4. Percent of Available Clean Water SRF Allocated	93%	88%	<p>What Occurred: Use of SRF funds has grown from 74% in FY2003 to the present level of 88% through the development of non-point source loans, improvements to processing procedures, and more effective marketing of services. Although still below the national average, the gap is closing.</p> <p>Data Source: Department of Natural Resources, SRF Loan Program</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>
<b>1. Compliance of Hunters with Applicable Rules (Percent)</b>	<b>90%</b>	<b>95.1%</b>	<p><b>What Occurred:</b> Conservation officers had contacts with almost 52,000 hunters and issued 2,523 citations for violations during the 2006 hunting season.</p> <p><b>Data Source:</b> DNR, Law Enforcement Bureau Annual Activity Report 2006</p>
<b>2. Number of Hunter Incidents including Fatalities</b>	<b>29</b>	<b>19</b>	<p><b>What Occurred:</b> 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><b>Data Source:</b> DNR, Law Enforcement Bureau Annual Activity Report 2006</p>
<b>3. Number of Boating Incidents including Fatalities</b>	<b>57</b>	<b>60</b>	<p><b>What Occurred:</b> Boating continues to increase in popularity, but the unusually high boating incidents of 2005 decreased in 2006, although the number remains too high.</p> <p><b>Data Source:</b> DNR, Law Enforcement Bureau Annual Activity Report 2006</p>
<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>
<b>1. Average Officer Contacts for Compliance per Week</b>	<b>25</b>	<b>29</b>	<p><b>What Occurred:</b> 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><b>Data Source:</b> DNR, Law Enforcement Bureau Annual Activity Report 2006</p>
<b>2. Number of Hunter Safety Students Certified</b>	<b>13,075</b>	<b>11,660</b>	<p><b>What Occurred:</b> The number of hunter safety students is thought to be normal variation from year to year.</p> <p><b>Data Source:</b> DNR, Law Enforcement Bureau Annual Activity Report 2006</p>
<b>3. Number of Boating Safety Students Certified</b>	<b>480</b>	<b>1,613</b>	<p><b>What Occurred:</b> Mandatory boating safety training for youthful boaters is greatly increased the number of students certified. This will result in safer boating for all in future years.</p> <p><b>Data Source:</b> DNR, Law Enforcement Bureau Annual Activity Report 2006</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>
<b>1. Park Usage per Capita</b>	<b>5</b>	<b>4.77</b>	<p>What Occurred: In 2006, 14,128,455 visitors were estimated using our state parks. This is a very high figure for park usage among the states. Iowans like their parks and use them heavily.</p> <p>Data Source: DNR Parks Bureau; U.S. Census Bureau</p>

<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>
<b>1. State Park Camper Nights</b>	<b>666,891</b>	<b>701,203</b>	<p>What Occurred: The 2006 camper season saw an increase of about 12,000 camper nights. Park improvements and camping reservations, along with good weather, probably account for the increases.</p> <p>Data Source: DNR Parks Bureau data</p>
<b>2. Percent State Parks with Adequate Utility Infrastructure</b>	<b>22%</b>	<b>22%</b>	<p>What Occurred: An Environmental Audit documented sewer, water supply and electrical infrastructure for all parks. Springbrook and Geode parks were updated in FY2007. Bringing all parks up to code is a part of the Parks 2020 plan.</p> <p>Data Source: DNR Parks Bureau</p>
<b>3. Rate of DNR Volunteers per 100,000 Population</b>	<b>1094</b>	<b>3,638</b>	<p>What Occurred: At total of 108,000 volunteers donated 157,000 hours of work for parks and other facilities. The volunteer efforts equate to the equivalent of 75 FTEs and \$2.3 million in donations. The program continues to develop and produces significant benefits to Iowa's natural resources and Iowa's opportunity to enjoy those resources.</p> <p>Data Source: DNR Volunteer Program</p>

<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>
<b>1. Percent of Iowans Drinking Safe Drinking Water</b>	<b>85%</b>	<b>95%</b>	<p>What Occurred: Public water supplies continue to provide high quality water to their users. Of 2.78 million people served by public water supplies, 2.63 receive water meeting all health-based drinking water standards. Of the 2,015 regulated public water supplies, 90.4% of the systems had no violations of a health-based drinking water standard.</p> <p>Data Source: State of Iowa Public Drinking Water 2006 Annual Compliance Report, June, 2007</p>
<b>2. Compliance Rate for USTs to Meet Environmental Guidelines</b>	<b>89%</b>	<b>73%</b>	<p>What Occurred: One hundred twenty-three cleanups were completed. All underground storage tank owners were required to have third party</p>

			inspection of their facilities. As a result of increased inspections, a lower compliance rate was achieved than last year.  Data Source: US Environmental Protection Agency, Office of Underground Storage Tanks, FFY-2007 Semi-Annual Activities Reports
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<b>Service, Product or Activity: Air Resource Protection</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of Violations of National Ambient Air Quality Standards	0	Zero (0)	What Occurred: There were no violations of the National Ambient Air Quality standards. Rigorous permit evaluations and compliance monitoring minimizes violations allows Iowa businesses to avoid more costly regulatory requirements and keeps Iowa businesses competitive.  Data Source: EPA AQS Database

<b>Service, Product or Activity: Drinking Water Safety</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of Drinking Water SRF Funds Allocated	80%	88%	What Occurred: System improvements, new options, and marketing are improving the use of SRF funds. Iowa's use of these funds exceeds the national performance by about 2%.  Data Source: DNR State Revolving Fund Program

<b>Service, Product or Activity: Groundwater Resource Protection</b>			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Contaminated Sites with Reduced Health-Environmental Risk	245	809	What Occurred: In FY07, 68 assessments conducted. DNR staff continue to work with companies, consultants, and communities to reduce the risk of known sites. There are 1130 known sites. The number, 809, represents the sites for which investigations or remediation are complete, although new information could reopen any of them again.  Data Source: DNR Contaminated Sites
2. Communities with Sourcewater Protection Plans	132	242	What Occurred: Contractors have completed over 100 phase II plans. These plans are generally unusable and will require development of local implementation teams made up of landowners, businesses and town officials located in the identified sourcewater protection areas. At that point, sourcewater protection and/or restoration will become a reality.  Data Source: DNR Water Quality Bureau, Source water tracking system

<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>
<b>1. Average Number of DNR Website Inquiries per Month</b>	<b>120,000</b>	<b>276,000</b>	<p><b>What Occurred:</b> DNR is marketing more services and information through the World Wide Web. This use of the Web, combined with the increased way lowans search for information using the Web, probably account for this huge increase in website 'hits'.</p> <p><b>Data Source:</b> DNR Web Data Report</p>
<b>2. Average Score on Employee Survey</b>	<b>3.60</b>	<b>3.65</b>	<p><b>What Occurred:</b> Work attitudes are measured using a 1 to 5 (excellent) scale in an annual survey of staff. Annual averages have ranged from 3.57 to 3.77, generally satisfactory. It is not clear that attempts to improve systems, communications, and management practices have improved staff satisfaction, but new approaches may be attempted.</p> <p><b>Data Source:</b> 2007 Employee Survey</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>
<b>1. Percentage of Telephone Inquires Answered without Referral</b>	<b>75%</b>	<b>68.9%</b>	<p><b>What Occurred:</b> DNR central office received over 130,000 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><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>99%</b>	<p><b>What Occurred:</b> The local area network is very reliable and stable, although partial access problems affect services for short periods. Changes in backups, servers, and email should increase the reliability further.</p> <p><b>Data Source:</b> DNR Server Service Logs.</p>
<b>3. Proposed Property Acquisitions Negotiated Successfully</b>	<b>70%</b>	<b>78%</b>	<p><b>What Occurred:</b> 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.</p> <p><b>Data Source:</b> DNR Land Management and Acquisition Bureau database</p>

## **RESOURCE REALLOCATIONS**

There were no significant resource reallocations made in FY2007.

## **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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