

Iowa Department of Natural Resources

PERFORMANCE REPORT

Performance Results Achieved for
Fiscal Year 2008
(July 1, 2007 – June 30, 2008)



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INTRODUCTION

The work of the Department of Natural Resources impacts the lives of all Iowans. Iowans deserve a clean environment and quality natural areas for public use and enjoyment. This report reflects the progress made during fiscal year 2008 toward our goals and provides information regarding the condition of our state's natural resources and the effectiveness of our programs.

Major accomplishments over the past year include:

DNR operations were significantly impacted by the **floods of 2008**. DNR staff were critical in assisting communities by; 1) helping to protect drinking water supplies; 2) assisting wastewater treatment plants; 3) setting up household waste disposal sites; 4) managing debris collection; 5) conducting extensive water monitoring, and 6) assisting with rescues and providing security.

Construction of **Honey Creek Resort State Park** on Lake Rathbun began in October 2006. Flooding events delayed the opening of the Lodge and damaged a portion of the golf course. The Great Lodge officially opened on September 19th, 2008, as did 9 holes of the golf course. Construction of 28 cabins, RV campground, trails, boat ramp, marina, and day use area is ongoing and should conclude in 2009.

The **Lake Restoration Program** is linking water quality and watershed investments with economic benefits and improved quality of life to local

communities. As a result of watershed and in-lake efforts, Lake Icaria in Adams County and Slip Bluff and Nine Eagles Lakes in Decatur County have recently been removed from the impaired waters list. In addition, projects have recently been completed at Crystal Lake, Lake of Three Fires, Red Haw Lake, and Viking Lake. Projects at Storm Lake, Clear Lake, Lake Darling and Green Valley Lake are nearing completion.

The Department's magazine, ***Iowa Outdoors***, continues to do well after being completely redesigned in January 2007 and now maintains twice the subscriptions as there were prior to the redesign.

Other exciting strategic challenges include:

On February 21, 2008, Governor Culver signed Executive Order Six, establishing a **Green Government Initiative** for the State of Iowa. This order sets goals to improve energy efficiency in three areas (buildings, materials, and biofuels), and also requires a review and audit of executive branch agencies' current practices related to energy use, efficiency and conservation. As the agency responsible for environmental protection, conservation and stewardship, we are looked upon by other state agencies and the general public to be leaders in this initiative. While we have already implemented many

practices throughout our agency, much more remains to be done.

Sustainable Funding for Natural Resources continues to be a priority for our Department and for the State legislature. In 2007, a special legislative committee made a recommendation for a protected funding source to be provided for natural resource needs, such as cleaner water. During the 82nd General Assembly, legislation was passed by both the Senate and House to amend the Iowa Constitution and dedicate a portion of the next sales tax increase to a natural resources and outdoor recreation trust fund. In Iowa, a constitutional amendment must pass two General Assemblies before it can go to a vote of the people, which could occur as early as 2010.

Water quality and quantity issues continue to be a major concern of Iowans. The Department is continuing work on a State Water Plan by taking a comprehensive look at issues, policies, institutions, and priorities required to focus on improving Iowa's precious water resources. Improving flood plain management will be a top priority of this effort.

Air Quality issues became prominent this past year as areas of Scott and Muscatine were declared as non-attainment areas by the U.S. EPA due to violations of air standards for particulate matter 2.5. To address this issue, the DNR is developing a **state wide air plan** that will identify sources (industry, municipal, agricultural) and control strategies

for pollutants (i.e., particulate matter, ozone) that threaten Iowa's air quality.

Legislation was passed in 2008 creating the **Iowa Climate Change Advisory Committee**. This diverse committee has issued a report containing guidance and policy solutions for Iowa on issues dealing with climate change. Our state has never produced such a report and the Department is poised to act on many of the recommendations.

The 2008 Legislature also appointed a **Deer Policy Advisory Committee** to study the best way to maintain a sustainable, safe and socially acceptable deer population in Iowa while meeting the needs of agriculture and the economy.

In order to provide Iowans with a quick reference on the status of their natural resources, the Department is creating an **Environmental Report Card**. This annual report will be available on Earth Day and provide relevant and easily understandable information regarding wildlife trends as well as indicators of the quality of Iowa's air and water resources.

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

Richard A. 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."

Five strategic goals focus DNR's attention:

- Iowa will have a healthy and safe environment.
- Iowa will have abundant, high quality opportunities for responsible use and enjoyment of its natural resources.
- DNR has resources aligned with priorities.
- DNR models and promotes sustainable practices.
- DNR clearly articulates how we fulfill our mission.

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 12 million park visitors.
2. Develop and manage 350,000 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 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. A website with more than 130,000 hits each month
2. 116,000 telephone calls by the central DNR call center
3. Distribute 42,000 *Iowa Outdoors* 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 (72%) outnumber females, and Caucasians (95%) outnumber minorities. The average employee is 45 years old with 14 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 FY2008, the DNR has an operational budget of \$119.7 million and an overall budget of \$216.7 million derived from various revenue sources. Of that budget, 17 percent is appropriated from state general funds with the remainder from federal sources, fees or other sources.

KEY RESULT

SERVICES, PRODUCTS, ACTIVITIES

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.

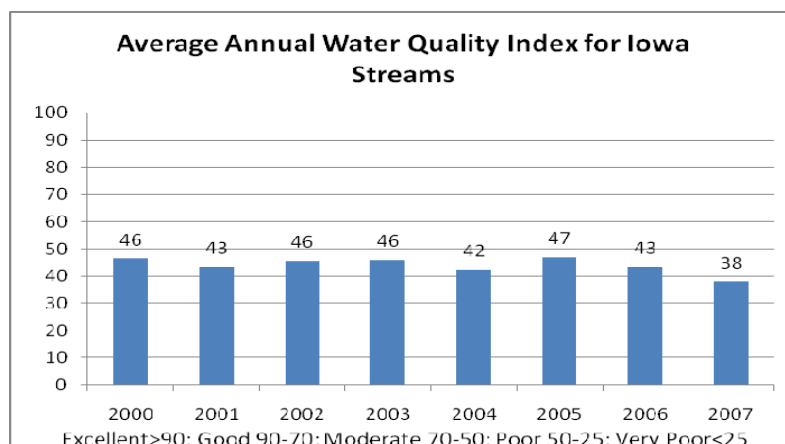
Results

Performance Measure:

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

Performance Target:

Target: 40



What was achieved: provides DNR with a evaluating and under: water quality. The Iowa (WQI) is calculated mo: stream monitoring site WQI values, water q classified as excellent, very poor. From 2: percentage of stream \ with poor or very poor w from 58% to 70%, which increase in rainfall in 2007.

Resources: Watershed protection efforts are supported by the TMDL and CWA Section 319 programs (\$4.4 million in federal funds and 20 ftes), the Lake Restoration program (\$8.6 million and 2 ftes), and the Water Monitoring program (\$547,000 from EPA through the Performance Partnership Grant and other grants, and \$2.96 million from Environment First Fund 15 ftes).

Data Sources: DNR, Water Monitoring Program

KEY RESULT

SERVICES, PRODUCTS, ACTIVITIES

Name: 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.

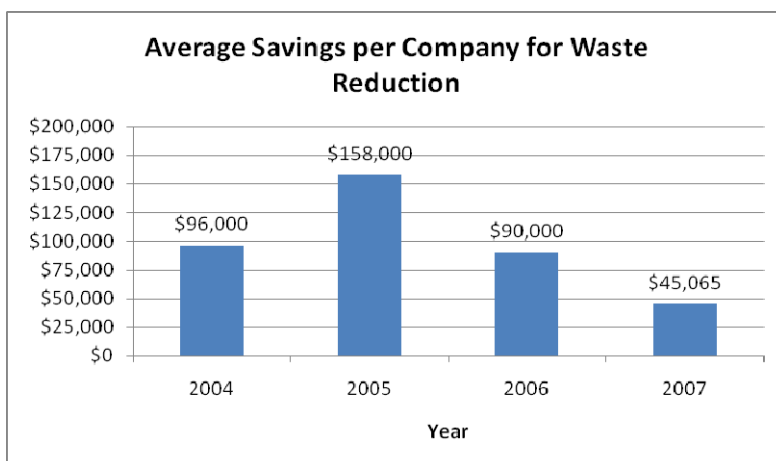
Results

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:

companies saved \$1, interns who served the greatest economic benefit energy savings, water waste reduction, and hazardous 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 13 FTEs are involved.

Data Sources: 2007 Pollution Prevention Intern Program, Case Summaries, DNR

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 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.

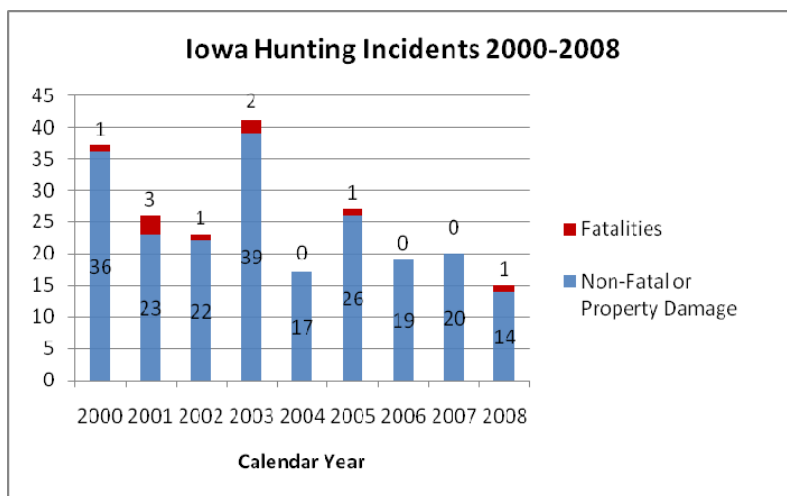
Results

Performance Measure:

Number of hunter incidents

Performance Target:

29



What was achieved: It remained significantly three years, with 15 calendar year 2008. education programs for lawful use and enjoyment resources and active enforcement conservation officers are increased safety.

Resources: Resources for fish and wildlife enforcement includes 118 FTEs and \$12.6 million coming from the Fish and Wildlife Trust Fund.

Data Sources: DNR, Law Enforcement Bureau Annual Activity Report 2007

KEY RESULT

CORE FUNCTION

Name: 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 Iowan'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.

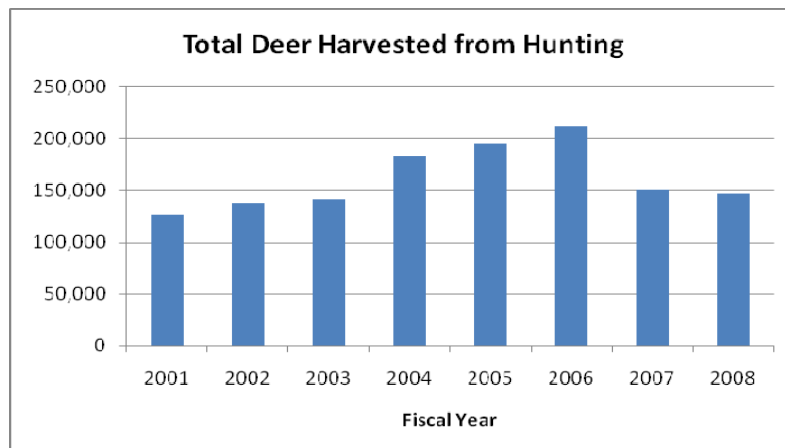
Results

Performance Measure:

Annual deer harvest that will promote a healthy population

Performance Target:

160,000



What was achieved:

harvested (146,214) by lower than prior years, adequate to achieve population by 2012 (increasing harvest of harvesting is still need and maintain an appropriate areas.

Resources: The fish and wildlife programs are supported by the Fish and Wildlife Trust Fund. In total there are 268 FTEs supported with \$37.6 million.

Data Sources: DNR, Wildlife Bureau

KEY RESULT

SERVICES, PRODUCTS, ACTIVITIES

Name: 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.

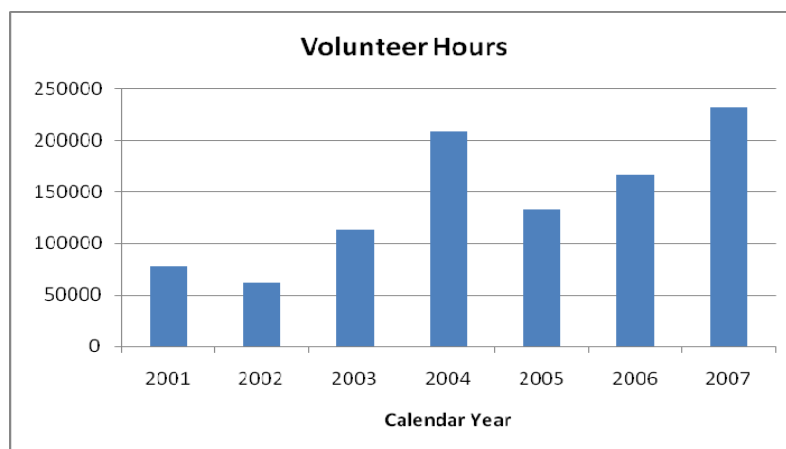
Results

Performance Measure:

Number of Hours donated by DNR volunteers

Performance Target:

150,000 hours



What was achieved: Participation at DNR parks has grown. During calendar year 2007, 33,000 volunteers donated 230,000 hours of their time to DNR state parks. Their time is equivalent of 112 full-time jobs valued at nearly \$3.5 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 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 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.

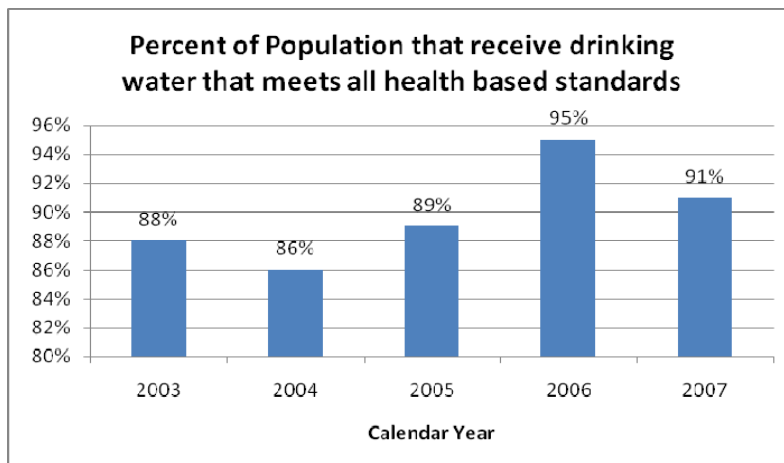
Results

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, 91% of the public receives drinking water meeting all EPA drinking water standards.

Resources: Regulation and Compliance core functions represent 119 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 2007 Annual Compliance Report

KEY RESULT

CORE FUNCTION

Name: Resource Management

Description: The Department of Natural Resources has conducted an annual Employee Satisfaction Survey since 2003. The survey is used to assist management in identifying the strengths and weaknesses of the organization.

Why we are doing this: Department Leadership is committed to building a productive workplace for our employees. By conducting the annual Employee Satisfaction Survey, we can evaluate areas of need and areas where satisfaction and performance are above average.

What we're doing to achieve results: DNR is attempting to improve systems and thereby increasing efficiency and satisfaction. Actions taken as a result of the employee survey are tracked and shared with staff. Staff is DNR's biggest asset as we need highly qualified staff to manage complex natural systems with our citizens. Therefore, employee satisfaction is a significant element in providing better service to our citizens.

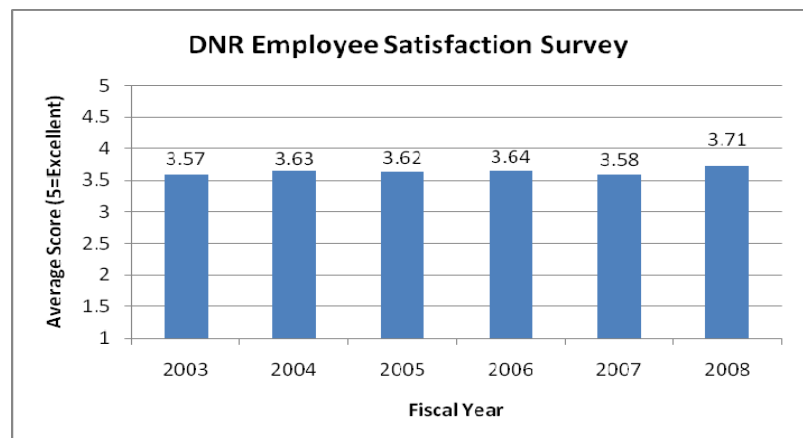
Results

Performance Measure:

Average Score on DNR Employee Satisfaction Survey

Performance Target:

3.6



What was achieved: highest average score Satisfaction survey, as number of responder within the Departmen providing the best wor utilizing the results of th they manage staff.

Resources: The Department employs 80 ftes as managers and supervisors, and currently maintains a supervisor to staff ratio of 1:13.

Data Sources: DNR, Annual Employee Survey, 2008

AGENCY PERFORMANCE PLAN RESULTS FY 2008

Name of Agency: Iowa Department of Natural Resources			
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.			
Core Function: Conservation, Preservation and Stewardship			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of Impaired Waters in Iowa	282	279	What Occurred: The 2006 List of Impaired Waters was finalized by the US Environmental Protection Agency on July 15, 2008. Data Source: Watershed Protection Program, DNR
2. Percentage of Iowa's publicly owned lakes with water clarity (secchi depth) greater than 1 meter.	50%	42%	What Occurred: This measure replaced the "good" lake water quality measure. Water clarity is commonly utilized by the public to determine water quality. For calendar year 2007, 42% of the 132 lakes sampled had average water clarity greater than 1 meter. Data Source: DNR, Watershed Monitoring and Assessment Section
3. Percent of Iowa's Nongame Breeding Bird species with stable or increasing populations	66%	Establishing baseline	What Occurred: This is a new measure developed to reflect the quality of habitat available throughout Iowa. Data Source: Nongame Wildlife Program, DNR
Service, Product or Activity: Watershed Protection and Restoration			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Water Quality Index for Iowa streams	40	38	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 average annual index for 2007 was the lowest since 2000. The Department has made a renewed commitment to focus on this measure as we revamp the process we use to improve water quality. Data Source: DNR, Watershed Monitoring and Assessment Section
2. Number of streams with sustainable trout reproduction.	30	32	What Occurred: Recent efforts in the watersheds of coldwater streams combined with in-stream improvements have resulted in consistent, natural reproduction of trout in 32 streams covering 60 stream miles. In addition, 21 streams exhibit recent but inconsistent reproductive success. Data Source: Fisheries Bureau, DNR

3. Acres of forest land plus the acres enrolled in the USDA programs of CRP and WRP.	4,850,000	4,743,140	<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: 2007 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%	100%	<p>What Occurred: The use of SRF funds continues to grow from 74% in FY2003 to the present level of 100% 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>
Service, Product or Activity: Renewable Energy and Resource Efficiency			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Dollars Saved per Company from P2 Waste Reduction	\$100,000	\$45,065	<p>What Occurred: Savings per participating company varies with the types of environmental savings appropriate for the companies. Interns who identify the savings continue to function at a very professional level. Twenty-five programs saved \$1,171,680 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, 2007</p>
2. Percentage of renewable electricity generated in Iowa by renewable sources.	8%	7.6%	<p>What Occurred: The percentage of renewable electricity generated in Iowa by renewable resources continues to increase as wind farms continue to be built and expand.</p> <p>Data Source: US Department of Energy</p>

Core Function: Enforcement and Investigation			
Performance Measure (Outcome)	Performance	Performance	Performance Comments & Analysis

	Target	Actual	
1. Rate of compliance with hunting regulations among hunters checked.	90%	94.5%	<p>What Occurred: Conservation officers had contacts with over 40,000 hunters and issued 2,209 citations for violations during the 2007 hunting season.</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2007</p>
2. Number of Hunter Incidents including Fatalities	29	15	<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 Annual Activity Report 2008</p>
3. Number of Boating Incidents including Fatalities	57	52	<p>What Occurred: Boating continues to increase in popularity, but the number of boats on Iowa's waters remains directly related to weather. Although there were more fatalities in 2007, the overall number of boating incidents has continued to decrease from 2005 through 2006 and 2007.</p> <p>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2007</p>
Service, Product or Activity: Safe Outdoor Recreation and Conservation Enforcement			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average number of conservation officer contacts for compliance per week.	25	31	<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 Annual Activity Report 2007</p>
2. Number of hunter safety students certified.	13,075	12,936	<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 2007</p>
3. Number of boating safety students certified.	480	1730	<p>What Occurred: 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>Data Source: DNR, Law Enforcement Bureau Annual Activity Report 2007</p>

Core Function: Recreation			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Annual deer harvest that will promote a healthy population.	150,000	146,214	<p>What Occurred: The number of deer harvested (146,214) by hunting in 2007-08 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	29	<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	4.3	<p>What Occurred: During FY2008, it is estimated that Iowa's State Parks received nearly 13 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.	22%	27%	<p>What Occurred: An Environmental Audit documented sewer, water supply and electrical infrastructure for all parks. Projects were completed at Waubonsie, Lewis and Clark, Walnut woods, Dolliver and Geode State Parks. Bringing all parks up to code is a part of the Parks 2020 plan.</p> <p>Data Source: DNR Parks Bureau</p>
Service, Product or Activity: Public Lands and Outdoor Recreation			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Number of State Park camper nights.	665,000	687,195	<p>What Occurred: The 2007 camper season continued to see an increase in camper nights. Park improvements and camping reservations, along with good weather, probably account for the increases.</p> <p>Data Source: DNR Parks Bureau</p>
2. Number of hours worked by DNR Volunteers.	150,000	232,248	<p>What Occurred: A total of 33,189 volunteers donated time to work at parks or other facilities. The volunteer efforts are the equivalent of 112 FTEs and \$3.5 million in donations. The program continues to develop and produce significant benefits to Iowa's natural resources and the opportunity to enjoy those resources.</p> <p>Data Source: DNR Volunteer Program</p>
3. Acres of state natural areas.	345,000	346,000	<p>What Occurred: During FY2008, DNR acquired about 9,000 acres.</p> <p>Data Source: DNR Realty Services</p>

Core Function: Regulation and Compliance			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Violations of the national ambient air quality standards (NAAQS).	0 (zero)	48	<p>What Occurred: EPA promulgated new, lower standards for fine particulate matter (PM2.5) that took effect on December 18, 2006. As a result, there Iowa has violated the National Ambient Air Quality standards 48 times in CY2007 (PM2.5= 44 viols., PM10= 2 viols, Ozone= 2viols.).</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%	91%	<p>What Occurred: Public water supplies continue to provide high quality water to their users. Of 2.79 million people served by public water supplies, 2.54 million receive water meeting all health-based drinking water standards. Of the 2,000 regulated public water supplies, 90.5% of the systems had no violations of a health-based drinking water standard.</p> <p>Data Source: State of Iowa Public Drinking Water 2007 Annual Compliance Report, June, 2008</p>
3. Compliance Rate for USTs to Meet Environmental Guidelines	89%	75%	<p>What Occurred: One hundred sixty-three cleanups were completed. All underground storage tank owners were required to have third party inspection of their facilities. As a result of increased inspections, a lower compliance rate was achieved than last year.</p> <p>Data Source: DNR, Land Quality Bureau</p>
Service, Product or Activity: Health and the Environment			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. NPDES inspections documenting compliance with applicable rules.	90%	NA	<p>What Occurred: Data not available.</p> <p>Data Source: DNR Field Services Bureau</p>
2. Percent of Drinking Water State Revolving Fund moneys allocated.	85%	97%	<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	NA	<p>What Occurred: Data not available. 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	NA	<p>What Occurred: Data not available. 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>

Core Function: Resource Management			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. Average Number of DNR Website Inquiries per Month	120,000	136,553	<p>What Occurred: DNR is marketing more services and information through the use of its online presence. This use of the Web, combined with the increased way lowans search for information using the Web, probably account for the continuing demand and website 'hits'.</p> <p>Data Source: DNR Web Data Report</p>
2. Average Score on Employee Survey	3.60	3.7	<p>What Occurred: 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 3.71, generally satisfactory. 2008 marked the highest average score on the Employee Satisfaction survey, as well as the highest number of respondents. Management within the Department is committed to providing the best workplace possible by utilizing the results of the survey in the way they manage staff.</p> <p>Data Source: 2008 Employee Survey</p>
Service, Product or Activity: Department Support Services			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percentage of Telephone Inquires Answered without Referral	75%	76.5%	<p>What Occurred: DNR central office received over 116,000 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%	99%	<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%	80%	<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.</p> <p>Data Source: DNR Realty Services Bureau</p>

RESOURCE REALLOCATIONS

There were no significant resource reallocations made in FY2008.

AGENCY CONTACTS

Copies of the Department of Natural Resources Performance Report are available at www.resultsiowa.org. Copies of the report can also be obtained by contacting Chris Van Gorp at 515-281-8850.

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