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Due to technology, Customer Service holding its first truly statewide meeting

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It used to be that the Bureau of Customer Service and Licensing had to hold two statewide meetings and training sessions, because someone had to "stay back to mind the shop," staffing phones and customer service centers. No more. On August 28-29, the automated "Call Center Anywhere" will become even more virtual, continuing to provide service 24/7 and allowing all customer service representatives to come together on the same day.

To say that bureau director Diane Brookbank is excited about the capability of DNR's call center to free up staff statewide to attend their meeting and training together would be an understatement.



Secretary Cathy Stepp (holding cup) received a tour of the "virtual call center," led by Kevin Huggins, chief of the Licensing and Information Section. Bureau of Customer Service and Licensing.

Service and Licensing director Diane Brookbank (far right) and Holly Lamers, assistant to Sec. Stepp and Deputy Sec. Matt Moroney took part in the tour.
WDNR Photo

“This is huge! It’s important to get everyone together in one place, fostering better communication and consistency amongst those who, to the public, are the face and voice of DNR,” said Brookbank.

She also expressed appreciation for those stationed at field offices for agreeing to staff service center “counters.” Nine offices will be impacted. Program employees in those offices, and even some former customer service employees, have volunteered to stand in. If they’re unable to meet the customer’s needs, they’ll refer them to someone in the community who can, for example sell a fishing license.

This isn’t the first time that the call center has gone “virtual.” Last winter, snow stranded several call center representatives at home. By logging into the system, they were able to field calls from home.

On a rotating basis throughout the course of the meeting, a customer service representative will log into the system and, using a TracPhone, answer the caller’s question. “Call Center Anywhere” is based on the department’s business needs and is able to find the appropriate customer service representative in the service center area where the customer’s call originated.

Customer Service and Licensing strives to pick up 95 percent of calls in less than a minute, said Brookbank. By that time, the caller is talking to a real person. This happens seven days a week, from 7 a.m. to 10 p.m.

“Call Center Anywhere” also accommodates Internet chats, if a caller prefers to make contact with a customer service representative via their computer. This happened about 10,000 times in 2010. For 2011, the number of chats already is at 12,000, and Brookbank expects the total for the year to be more than double that achieved last year.

You can check out the call center’s performance at the [Customer Service and Licensing](#) webpage. The bureau posts the previous days performance each day.

If you’re interested in a tour to view the virtual call center in action, contact [Brookbank](#), (608)267-7799, or Licensing and Information Section chief [Kevin Huggins](#), (608)267-9533.



Changes in health insurance costs appear on August 25 paychecks

By: Betty McWilliams, Bureau of Human Relations

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Beginning with your August 25 paycheck, the amount that you pay monthly for health insurance is as follows. Deductions for health insurance premiums will continue to be taken once per month from the "A" payroll cycle.

Single coverage

- All plans except Standard: \$84
- Standard plan: \$226

Family coverage

- All plans except Standard: \$208
- Standard plan: \$567

Exceptions

LTEs with only one appointment will continue to pay half of the total premium. Because the total premium amounts aren't changing, LTEs with one appointment won't see a change to their health insurance deductions.

Retirees already are paying the total premium, so their rates won't change.

Non-Medicare retirees will see the same 2012 changes to their health plan benefits that active state employees will see. For example, they will pay the 10% co-insurance for non-preventative medical services up to the out-of-pocket maximum, just like active employees.

Frequently asked questions

Can I change from family to single coverage, or cancel my health insurance coverage through the State of Wisconsin Group Health Insurance program because my premium increases?

Yes. If you have your employee premium contribution taken pre-tax, federal regulations governing Internal Revenue Code Section 125 usually restrict mid-year changes to your coverage. Under the rules, a significant cost change is an event that permits a coverage change. And this employee premium cost increase for health insurance coverage is deemed to be a significant increase and is a qualifying event.

You may change from family coverage to single coverage or cancel your coverage any time through 30 days after the date of the first paycheck from which the increased employee premium is to be deducted. The increased premium deductions will be effective August,

25, 2011. A change from family to single coverage or cancellation will be effective at the end of the month on or following your employer's receipt of your timely application.

As an LTE, your employee contribution share is taken post-tax, so you can change from family to single coverage or cancel your health insurance at any time by submitting an application to your employer.

State employees must have family coverage through the State of Wisconsin Group Health Insurance Program for their insured dependents to continue coverage as a survivor and to use or escrow the employee's sick leave credits to pay for health insurance, should the employee die.

State employees and their dependents that lose coverage when the employee voluntarily cancels family coverage (regardless of whether you go from family to single or cancel coverage) aren't eligible to continue under this program through COBRA provisions.

Before you choose to become covered under your spouse's or domestic partner's health insurance plan, confirm with the other plan that you can enroll if you cancel your State of Wisconsin health insurance coverage. The plan may not allow you an enrollment opportunity if you voluntarily cancel your coverage, but may allow your spouse or partner and dependents to enroll without restriction.

NOTE: You can only change back to State of Wisconsin family coverage at the following times:

- During the annual "It's Your Choice" enrollment period for coverage effective January 1.
- By submitting an application within 30 days of a marriage, domestic partnership, or a dependent's loss of eligibility or employer contribution for other health insurance coverage.
- By submitting an application within 60 days of a birth, adoption or when legal guardianship is granted.

What other enrollment opportunities are available and what new opportunities will be effective January 1, 2012?

- As is currently in place, you may enroll in the State of Wisconsin Group Health Insurance Program without any restrictions within 30 days of losing eligibility or employer contribution for other group health insurance coverage you previously held.
- Some enrollment opportunities are changing for 2012:

In October 2011, the annual "It's Your Choice Enrollment" period will become an Open Enrollment period, where uninsured and eligible State of Wisconsin employees and annuitants may file an application to join the group health insurance program to be effective January 1, 2012.

For the remainder of 2011 you may enroll at any time under the Standard Plan, but you and any insured family members older than age

19 will be subject to a 180-day waiting period for pre-existing conditions. This opportunity won't be available after December 31, 2011, however.

State employees must have coverage in force through the State of Wisconsin Group Health Insurance Program at the time of retirement or layoff to be able to use sick leave credits to pay for health insurance. Beginning January 1, 2012, State of Wisconsin employees who are planning to retire may enroll in the program immediately prior to retirement to be eligible to convert accumulated sick leave conversion credits.

What's new for coverage for adult children in 2012?

Beginning January 1, 2012, Wisconsin Act 32 lowers this age limit from 27 to 26 for adult children. This means that in 2012 coverage will end at the end of the month in which your adult child turns 26.

If your child already turned 26 on or before December 31, 2011, their coverage will end December 31, 2011.

When does health insurance coverage end for state employees when they leave state employment?

Beginning January 2012, health insurance program coverage for an employee will end at the end of the month in which the state employee terminates employment. Any premiums collected in advance will be refunded to the employer and employee, respectively. Previously, coverage continued through the end of the month in which premiums were paid.

This means employees retiring in December 2011 will have their health insurance paid through February 29, 2012. Employees retiring in January 2012 will have their health insurance paid through January 31, 2012.

Video available on health insurance changes

Employee Trust Fund's newest online video ["Health Plan Changes - 2011 and 2012"](#) (20 minutes) provides information on the changes members can expect to see to their State of Wisconsin Group Health Insurance benefits. The changes were adopted under 2011 Wisconsin Acts 10 and 32 and affect state and University of Wisconsin System employees, as well as state and UW retirees not covered by Medicare.

Footnote: *Betty McWilliams is a payroll and benefits specialist.*



Web redesign work is on track for completion in November

By: Rich Manteufel, Division of Customer and Employee Services

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Need to assure customers find easy-to-understand, consistent and current content

Viewing the web as a critical communication tool for DNR and aligning the communication strategies of programs and the department to assure consistent messages, Secretary **Cathy Stepp** directed staff to continue to work on reorganizing content and redesigning the website “based on topics and customer tasks to provide citizens and businesses with an easy to navigate, efficient, dynamic and customer focused web experience.”

So reads the mission statement guiding the many “behind-the-scenes” who are striving to enhance and, thus, make the department’s web presence more useful by:

- Providing excellent customer service to citizens and businesses 24 hours a day, seven days a week.
- Being easy to use for citizens and businesses to complete transactions with the DNR, i.e. licenses, permits or regulations
- Building and promoting partnerships among the DNR, business community and the public.
- Providing timely information regarding public health and safety.
- Providing critical information unique to DNR programs, events and initiatives.
- Improving operational efficiencies within the DNR.

Using the knowledge gained during the previous web redesign project, the focus of the deputy administrators and [division web coordinators](#) is organizing and restructuring content based on revised categories including; Outdoor Recreation and DNR Lands; Fish, Wildlife and Habitat Management; Business, Government and Landowners; Sustainable Practices and others. Under each category will be a number of topics of importance to individuals and businesses.

Sec. Stepp, the project’s sponsor, placed on hold an earlier redesigned website unveiled in December based on concerns expressed by employees she’d visited around the state. The secretary, along with the Department Leadership Team, who make up the steering committee, and the division web coordinators examined the entire scope and decided to take on one area to begin with, that being reorganizing content.

The Department of Administration (DOA) also is surveying the state’s web system as a whole and the presence of all state agencies.

Guidance from DOA may direct ongoing updating.

The plan is to reorganize the site and finalize the content by November.

Redesigning the website incrementally and implementing changes in phases over the next three months will take into consideration “preferences in regard to how trade-offs between cost, timeframe and scope should be managed,” reads the project charter. “This approach will give the project team flexibility to deal with division staffing challenges and issues.”

A charter for the project is in the works and will be available via the “Digest” when finalized. The “Digest” also will update you on the progress of the project. Roles and responsibilities will be stated in detail.

The project will identify the impacts on both internal users and external customers. As information becomes more useful for those outside the department, there will be a corresponding streamlining of “publishing practices (which) will improve operational efficiency, reduce redundancy, and reduce the web technical skills” needed to update a program’s site.

Watch future issues of the “Digest” for more information on the web redesign project, including business needs, goals and objectives, and the short-term and long-term responsibilities.

Footnote: *Rich Manteufel is DNR's web business manager.*



DNR “takes to the air” to involve public in assuring healthy deer herd

By: Davin Lopez, Bureau of Wildlife Management

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This healthy doe and her fawn are alert to the sound of people nearby.
WDNR Photo

As you may know, the Bureau of Wildlife Management has developed a new CWD (Chronic Wasting Disease) communications and outreach plan with assistance from Staples Marketing and paid for with federal grants. Working with Staples Marketing, the “brand name” created for this plan is “*Hunt. Harvest. Help.*”

Through this plan, Staples is assisting DNR with informing hunters, landowners and legislators on CWD issues. Our goal is to get information about CWD “onto the laps” of the public and legislators. By educating hunters and landowners on the details of DNR’s CWD Response Plan, we hope to motivate hunters and landowners to support the plan and take an active role in assisting the department in preserving a healthy whitetail deer herd and the rich hunting culture in Wisconsin.

Wildlife Management staff is focusing on informing lawmakers about the importance of an aggressive CWD management plan and encourage them to provide additional funding for DNR’s management efforts.



A deer with CWD stopped for a drink in a nearby yard.
WDNR Photo

You can read the [news](#) recently released about the launching of the new “[Hunt. Harvest. Help KnowCWD](#)” partner-hosted website dedicated to sharing information on Chronic Wasting Disease. At this site, hunters and landowners can learn more about what they can do to maintain a healthy deer herd and the state’s strong hunting traditions.

We’re really excited that race car driver and long-time Wisconsin hunter Matt Kenseth has volunteered to be the spokesperson on a [video](#) at home on the “KnowCWD” website

To better equip DNR customer service representatives with talking points about “Hunt. Harvest. Help,” should they receive questions from the public, Staples Marketing developed a series of what we believe could be common questions. You can read these questions and their answers at [“Hunt. Harvest. Help Q & A.”](#)

Footnote: *Davin Lopez is the department's CWD coordinator.*



[New biennial budget reflects cost savings and costs to provide services](#)

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The 2011-13 DNR biennial budget will be \$521.1 million for fiscal year

2011-12 and \$555.3 million for fiscal year 2012-13. Although the budget is down \$53.1 million over the two year period when compared to the previous biennial budget, most of this reduction is due to technical modifications and transfers, such as debt service re-estimates. Because employees will be paying an increased contribution for health insurance coverage and retirement benefits, the department's contribution will decrease.

These items and much more are outlined in more detail in the [2011-13 Biennial Budget Overview \(2011 Wisconsin Act 32\)](#).

In fiscal year 2012-13, about \$206.1 million annually, or 37% of the budget, represents grant assistance and debt service costs. The remaining \$349.2 million annually, reflects department costs to provide services.

The net \$53.1 million two year budget reduction is the result of offsetting additions and reductions to the budget. For example, the budget does include a two year \$30.6 million increase for standard cost to continue items as defined by the Department of Administration. Other areas that saw additional funding included increases that will be used to maintain park, forest and law enforcement operations. These areas are financed primarily by the Conservation Fund.

The budget includes no new GPR (general purpose revenue, or tax dollar funded) initiatives for the department. This budget also includes a decrease of 71.28 FTE (full-time employees) to DNR's staffing complement, bringing overall staffing to 2,637.94 FTE.

See a [summary](#) of a variety of funding issues included in DNR's biennial budget.



September 1 deadline for reporting on game bird broods seen this summer

By: Brian Dhuey, Bureau of Science Services

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The end of the 10-week game bird brood observation period was Saturday, August 20, and the Bureau of Science Services is calling for all observations of bobwhite quail, gray partridge, prairie chicken, ring-necked pheasant, ruffed grouse, sharp-tailed grouse or turkey broods spotted by staff this summer.



You may have observed a ruffed grouse chick "strutting his stuff" during this summer's game bird brood observations.

Photo by Brian Gauley

Results from the survey provide the wildlife management program with valuable information to make predictions about the upcoming small game hunting seasons. Science Services staff expects to publish its preliminary report on observations in early September, so reports are needed on or before September 1.

DNR employees have conducted this survey for over 25 years. The data acquired provides long-term indices to game bird and mammalian abundance and distribution in the state.

Report your observations using the ["Ten-Week Brood Observation Report" form](#), completing all three pages.

When you're through filling out the form, either print and mail it to me, Brian Dhuey, SS/SOC, 2801 Progress Ave., Madison, WI 53716 or click the "Submit by Email" button to email to me. Be sure to refer to your tally sheet when filling out either of the reporting forms.

Look for the final report in April 2012 in ["Wisconsin Wildlife Reports"](#) under the "Wildlife Surveys and Reports" section.

While the ten-week brood observation period has closed, the Bureau of Science Services encourages everyone to continue to record deer observations and to report them using the ["Summer Deer Observations"](#) form.

Footnote: *Brian Dhuey is a research scientist in the Wildlife and Forestry Research Section.*



Northern Region's Mary Plamann passes after battling cancer

By: Connie Antonuk, Northern Region

Mary Plamann, 55, Northern Region environmental program associate, ended her battle with appendix cancer on August 22. Mary is survived by her husband, Dewey; her children Brad, Jody, Greg, Stacey and Tim; and her granddaughter, Shaylyn.



Mary Plamann's co-workers will miss her smile.
WDNR Photo

Mary began her career at DNR as an LTE and in 1992 accepted a permanent position as a customer service specialist in Merrill. She quickly developed a legion of loyal Merrill customers, who would faithfully come to the DNR ranger station to purchase their licenses, register their boats and ask questions. Mary usually had the answer, and if she didn't, they could count on her to find it for them. She was aptly dubbed "Mary from Merrill."

In 2003, Mary went to work at the Griffith Nursery in Wisconsin Rapids. In 2006, she was promoted to environmental program associate, working for the Waste and Materials Management Program in Rhinelander.

As Mary's supervisor, I thought she was the most organized, prompt, thorough and accomplished multi-tasker I knew. Her bureau director and one-time supervisor **Ann Coakley** thought Mary shined a light like no other, and admired her love of and care for our environment and her colleagues.

Mary's DNR family rallied around her during her two-year cancer battle, and she was truly humbled by the outpouring of love and support that she received. Two requests for leave donations were made on Mary's behalf, and both times her co-workers responded in record time.

Mary would always think of others before herself. She'll be remembered for her charismatic smile, joyful laughter, willingness to help, and the incredible strength and grace she displayed during her illness. She will be missed more than words can say.

A celebration of Mary's life will begin at 11 a.m. on Saturday, August 27 at the [Council Grounds State Park](#) shelter house in Merrill. The family requests that memorials be directed to the American Cancer Society for continuing research. The August 24 Wausau Herald carries the complete [obituary](#).

Footnote: *Connie Antonuk is the Northern Region's Air and Waste leader.*



Grants will help tackle invasive species, protect beaches

By: U.S. Environmental Protection Agency news release

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On August 17, the U.S. Environmental Protection Agency (EPA) awarded eight Wisconsin organizations and agencies a total of \$3,754,554 in grants under the Great Lakes Restoration Initiative (GLRI). These grants are among 70 totaling nearly \$30 million that EPA awarded under the GLRI in 2011, including two grants for the DNR:

- Wisconsin Department of Natural Resources (Reducing Invasive Plant Species in Trade in Great Lakes Water Bodies): \$385,307
- Wisconsin Department of Natural Resources (Red Swamp Crayfish Prevention, Containment and Eradication): \$286,843

"The president's Great Lakes Restoration Initiative aims to rehabilitate the ecosystem that is the foundation of this region's economy," said Cameron Davis, the EPA's senior advisor to the administrator on the Great Lakes. "For the regional economy to thrive we need to accelerate our efforts to comprehensively attack problems such as habitat loss, invasive species and pollution that causes algae that choke beaches and fish life. Today's investment will help make that happen."

Davis announced the grants with Milwaukee mayor Tom Barrett at Discovery World on Milwaukee's lakefront. EPA will announce additional grants across the Great Lakes basin in the weeks ahead.

"The Great Lakes and its tributaries are central to our quality of life in southeastern Wisconsin," said mayor Barrett. "From manufacturing, to agriculture, to recreation, a healthy lake and rivers makes it all possible."

Funded projects will advance the goals and objectives of the [GLRI Action Plan](#), which EPA developed with 15 other federal agencies in

2010.

The funded projects announced in Milwaukee include:

- University of Wisconsin-Milwaukee (Stormwater Management at UW-Milwaukee Power Plant): \$85,733
- University of Wisconsin-Oshkosh (Implementation Mitigation Strategies at Wisconsin Beaches): \$1,073,630
- Northland College (A Targeted Landowner Approach to Watershed Protection): \$300,000
- Northland College (Lake Superior Binational Forum Lakewide Management Plan Implementation): \$173,000
- Door County Soil & Water Conservation District (Implementation of Beach Management Practices to Improve Water Quality): \$702,300
- Outagamie County Land Conservation Department (Plum and Kankapot Creeks Riparian Protection): \$747,741

The Great Lakes provide 30 million Americans with drinking water and support a multi-billion dollar economy. Since February 2009, President Obama has championed the GLRI, the largest investment in the Great Lakes in two decades.

The GLRI Action Plan, which covers fiscal years 2010 through 2014, calls for aggressive efforts to address five urgent priority "Focus Areas:"

- Cleaning up toxics and toxic hot spot Areas of Concern.
- Combating invasive species.
- Promoting near-shore health by protecting watersheds from polluted runoff.
- Restoring wetlands and other habitats.
- Tracking progress, education and working with strategic partners.

The plan also ensures accountability by including measures of progress and benchmarks for success over the next three years.

In addition to the EPA, the Great Lakes Interagency Task Force that coordinates federal and bi-national restoration efforts includes:

- White House Council on Environmental Quality
- U.S. Department of Agriculture
- U.S. Department of Commerce
- U.S. Department of Health and Human Services
- U.S. Department of Homeland Security
- U.S. Department of Housing and Urban Development
- U.S. Department of State
- U.S. Department of the Army
- U.S. Department of Interior
- U.S. Department of Transportation

FY 2011 awards are published on the multi-agency ["Great Lakes Restoration"](#) website, as well as information on the president's GLRI

and the Action Plan.



EPA's \$6 million challenge to restore Great Lakes and create jobs

By: U.S. Environmental Protection Agency news release

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On August 23, the U.S. Environmental Protection Agency (EPA) announced that the Great Lakes Restoration Initiative (GLRI) is setting aside approximately \$6 million for federal agencies to sign up unemployed workers to implement restoration projects in federally-protected areas, on tribal lands and in Areas of Concern in the Great Lakes basin. To qualify for funding, each proposed project must provide jobs for at least 20 unemployed people. EPA will fund individual projects up to \$1 million.

"These projects will help to restore the Great Lakes and put Americans back to work," said EPA Great Lakes national program manager and regional administrator Susan Hedman. "In a sense, we will be using these funds to create a small-scale 21st century Civilian Conservation Corps."

Funded projects will advance the goals and objectives of the GLRI Action Plan, developed by EPA with 15 other federal agencies in 2010. Projects must:

- provide immediate, direct ecological benefits;
- be located in areas identified as federal priorities such as national lakeshores or areas of concern;
- include a detailed budget, and produce measurable results. EPA will award funding for selected projects by the end of September.

The Great Lakes provide some 30 million Americans with drinking water and supports a multi-billion dollar economy. Since February 2009, President Obama has championed the GLRI, the largest investment in the Great Lakes in two decades.

The GLRI Action Plan, which covers FY 2010 through 2014, ensures accountability by including measures of progress and benchmarks for success over the next three years. It calls for aggressive efforts to address five urgent priority "Focus Areas:"

- Cleaning up toxics and toxic hot spot areas of concern.
- Combating invasive species.
- Promoting near-shore health by protecting watersheds from polluted run-off.
- Restoring wetlands and other habitats.
- Tracking progress, education and working with strategic partners.

In addition to EPA, the Great Lakes Inter-Agency Task Force that

coordinates federal and binational restoration efforts includes the White House Council on Environmental Quality and several federal agencies.

More information on the GLRI and the Action Plan is available at the multi-agency [GLRI](#) website.



Links of interest...don't miss them

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- **Title:** "Enterprise Agency and Q/A with Secretary Cathy Stepp"

Description: In this live webcast, Sec. Cathy Stepp and Secretary's Office staff provide an overview of the new "enterprise agency" initiative and what it will mean for the DNR. This news release has been posted and distributed to statewide and outdoor media.

Link: "[Enterprise Agency and Q/A with Secretary Cathy Stepp](#)"

- **Title:** "2011 Wisconsin Wolf Management Update"

Description: DNR's mammal ecologist Adrian Wydeven, Park Falls, made a presentation to the Natural Resources Board at its August 10 meeting on the status of the grey wolf in Wisconsin. Wydeven spoke about the federal proposal to delist the wolf as an endangered species.

Link: "[2011 Wisconsin Wolf Management Update](#)"

- **Title:** "Teacher's guide to Fish Packs"

Description: Description: "Fish Packs" are a great way for middle-school kids to learn about Wisconsin fish as they explore our lakes and rivers. In Whether with their families, youth groups or school classes, kids will learn about the underwater life of lakes, hear some fish stories, and find out about their role in taking care of our lakes and rivers that are home to fish.

Educators can borrow the packs, which are great for independent learning stations. There aren't, however, sufficient materials for large groups. Educators can follow this link to locations where they can borrow a Fish Pack or build their own.

Link: "[Teacher's guide to Fish Packs](#)"

- **Titles:** "Metallic Mining in Wisconsin"

"Mining in Wisconsin"

Description: Ann Coakley, director of the Bureau of Waste and Materials Management, delivered a presentation to the Natural Resources Board on the location/type of mineral deposits and companies that may mine them in Wisconsin.

Link: "[Metallic Mining in Wisconsin](#)" (Mediasite)

["Mining in Wisconsin"](#) (webpage)

- **Title:** "Winnebago Walleye Fishery"

Description: Walleye are a favorite target of anglers on Lake Winnebago, Wisconsin's largest inland lake. Regional public affairs manager Marcus Smith, video producer/director Mary Farmiloe and water program public affairs manager Lisa Gaumnitz worked with staff from DNR's fisheries program to develop a series of videos about this important fishery and what it takes to keep it healthy.

Links: "[Winnebago Walleye Fishery Introduction](#)"

["Walleye Shocking"](#)

["Walleye, Winnebago Habitat"](#)

["Walleye Sonic Tagging Study"](#)

- **Title:** "Climate change could drive native fish out of Wisconsin waters"

Description: Check out this UW news release on inland lake cisco/climate change work. Bureau of Science Services research scientist **John Lyons** also worked on this study that produced significant results and ultimately will lead to better fisheries management through adaptive management.

Link: ["Climate change could drive native fish out of Wisconsin waters"](#)



Around the state...DNR employees shine

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Departmentwide success stories

- *Paper Industry Applauds Common Sense DNR Initiative:* Wisconsin Paper Council president Jeff Landin applauded the Department of Natural Resources' Enterprise Agency Pilot program. "This is common sense. It's the kind of innovative cost-reduction thinking that has been going on in the paper industry for decades. Governor Walker, DOA Secretary Huebsch, and DNR Secretary Stepp should be commended for bringing this kind of thinking to state government operations." Landin added, "It's great to see how creative employees respond when given the opportunity to contribute. We're confident that this pilot program will be a model for the rest of state government."

- *Wisconsin Manufacturers & Commerce vice president of Government Relations James Buchen* released the following statement in response to the Department of Natural Resources Enterprise Agency pilot program: The business community applauds the efforts of Secretary Stepp and Governor Walker to make the DNR a more responsive and accountable agency. Timely permits and consistent application of regulations are critical to the successful operation of Wisconsin businesses, and today's announcement should improve the DNR's performance in both of those areas. We believe the enterprise agency pilot holds tremendous potential for increasing the level of customer service from the DNR by establishing measurable and transparent goals for agency operations."

- *From Secretary **Cathy Stepp** to web administrator **Jeff Margenau** in the Bureau of Technology Services:* Jeff! Once again we're reminded of the many unsung heroes in our department who go above and beyond to move our agency forward. Thank you for your help in this. I hope now you can go on vacation!! (Tell your family thank you also! I know I have to remind myself of that now and then!)

*Office of Communication director **Laurel Steffes** also thanked Margenau:* How do I thank you for all you did yesterday!? I know you cancelled a family vacation -- reservations and all--to be here this week to support the Enterprise and organization realignment announcements. Your webpage is wonderful. You are amazing, Jeff. It needs to be said that over the years, whenever I've asked you to help,

you have NEVER failed to deliver--quickly and innovatively, and always better than I could have hoped for. Thank you so much.

- *Thanks from **Kent Van Horn**, migratory game bird ecologist in the Bureau of Wildlife Management to those involved with the (addition of) duck hunting zone and waterfowl regulation process and outcome at Natural Resources Board meeting: I appreciate the recognition and compliments from **Cathy (Stepp)** and others regarding the duck hunting zone and waterfowl regulation process and outcome at last week's Natural Resources Board meeting. I submitted the final paperwork to the federal government today, so we can have a duck season. We are now in the process of communicating the changes to staff and our customers. In a normal year it is lots of work to coordinate with the other states, USFWS and our customers to bring together a final decision on waterfowl seasons and the last year was particularly interesting as we created new hunting zones that will last for five years. The public input process went so well that I even had a couple of thank you emails last week after the NRB meeting from Lake Michigan duck hunters that did not get what they wanted!*

While I may be the face and voice the customers and cooperators see and hear regarding waterfowl hunting. I am certainly not the hands and feet that get the job done in the background. It is a team effort with many team members. I would like to try and extend my thanks to the folks who work on various aspects of this process. (My apologies in advance if I forgot anyone.) **James Christopoulos, Bill Vander Zouwen, Tom Hauge, Cathy (Stepp), (Scott) Gundy Gunderson, Kurt (Thiede), Matt (Moroney), Michelle (Olson) , Holly (Lamers) Diane (Greisinger), Scott Loomans, Meaghan Proctor, Tim Weiss, Tim Andryk, Laurie Ross, Linda Haddix, Winston Piotrkowski and the "Darwin gang," Tia Kropf, Customer Service and Licensing staff, regional wildlife and law enforcement employees (Tim Babros, Mike Zeckmeister, Ken Jonas, Jeff Pritzi, Josh Jackl, Ryan Propson, Deb Roszak, Tom Isaac, and Brian Glenzinski), Todd Schaller, Tom Van Haren, Bob Manwell, Laurel Steffes, Paul Holtan, the Migratory Game Bird Committee of regional wildlife staff, law enforcement, science services staff (Tim Babros, Eric Borchert, Pete Engman, Ron Gatti, Brian Glenzinski, Bill Hirt, Jim Holzward, Tom Isaac, Brenda Kelly, Charlie Killian, Ricky Lien, Jason Fleener, Tom Meier, Mark Randall and Todd Schaller), Jordan Petchenik and Kari Lee-Zimmerman.**

Northeast Region success stories

- To **Jack Hylinski** (forester) and **John Cooper** (forestry technician) (both stationed in Keshena) thank you for your recent efforts on behalf of our property. Mike and I thoroughly enjoyed traipsing the property lines (even if you had to find them yourselves!) around our 40. Your insight and observations about the diversity of the flora and what you were seeing was fascinating and we certainly felt proud of the property our Grandfather willed to us. I know he was listening in

when you both spoke about the big oak in the NW corner...All in all we had a great outing during the short time we spent in your company and we can tell that Wisconsin's forests are in good hands with the likes of your selves looking out for habitat diversity and balancing the landowner's and states' need for money with an eye kept on environmental diversity and preservation of habitat. My wife works as the Development and Communications Director at the Aldo Leopold Nature Center here in Madison and having been involved with that organization for ten years I was encouraged to see the soldiers on the forefront of the land development battle be such staunch stewards of the land ethic Professor Leopold devised. Again, thank you for your favorable comments about our piece of property and I look forward to our MFL plan amendment forthcoming. *Very best regards, Mark Van Egeren (water resources specialist, Bureau of Watershed Management)*

- To **High Cliff Customer Service**: (Bureau of Parks & Recreation) director **Dan Schuller** received a cell phone call last week from a Kansas University professor on his way home from a visit to High Cliff State Park. The customer took time out of his drive home to contact the bureau to compliment **Linda Guelig** (visitor services, High Cliff State Park) on her exemplary customer service.

- I recently purchased a sailboat and required assistance to register and title it. After going through the online registration process, I realized I needed help from one of your DNR representatives. My initial contact was with (customer service representative, Green Bay) **Billie VanKlooster**. She was professional, prompt, knowledgeable and timely. I could not have completed this transaction without her help. Her cheerful attitude and follow up phone calls were above and beyond what I expected. My thanks to her for all of her help. She is a great asset to the DNR and its customers. *Richard Saathoff*

- To **Darryl Hasz** (customer service representative, Peshtigo): The Oconto Falls Cub Scouts would like to thank you for the donation for our Family Camping event. With your donation we were able to provide each of the children that attended our event Fishing Regulation booklets and Wisconsin Wildcard packets. *Thank you, Sue & John Gonnering*

- To **Jean Romback-Bartels** (acting regional director), **Jim Zellmer** (waste management supervisor), **Sally Hronek** (waste management engineer), and **Craig Stemler** (air management engineer) on Veolia (Hickory Meadows) dedication of their Biogas facility: Thank you Jean for your attendance and contribution to the ribbon cutting. Your presentation was a large benefit to the event and we appreciate your effort. Hickory Meadows has enjoyed a good working relationship with the DNR and we appreciate the effort your department has made to our success. Please extend our appreciation to Jim Zellmer, Sally Hronek, and Craig Stemler they have been a great help and represent your department very well. *Mark Manske, site manager, Veolia-Hickory Meadows Landfill*

- I am the New London Police Department intern for the summer of 2011 who rode along with warden **Bryan Lockman** (New London) on July 14, 2011. I want to thank you for allowing me to observe one of your warden's typical workdays. As a young person just about to enter the police academy and determine which

direction to take in law enforcement, this ride-along provided me a very good opportunity to see what being a DNR warden is all about. I was thoroughly impressed with warden Lockman's professionalism and ability to deal with the public on a very personable level throughout the evening. Besides being a person with unquestionable character in general, he also was a very good example of how to politely deal with people from all walks of life, while still performing his job to the best of his abilities. I cannot say enough about the skills and hard work ethic of warden Lockman. *Sincerely, Katelyn Dexter*

- To warden supervisor **Carl Mesman** (Wautoma): On August 2, 2011, warden **Mike Young** (Wautoma) gave a presentation to 118 students in our Hunter Safety Class. Mike did an outstanding job talking to the kids and does a great job representing the Department of Natural Resources. We thank the DNR for their continued support of our Hunter Safety Program. *Sincerely, Lee Hammen, HE Instructor*

- From **Jean Romback-Bartels** (acting regional director) to **Ellen Barth** (Lakeshore Area wildlife supervisor): You are perfect! Thank you a million times over. And thanks to the museum staff and Oshkosh officers for acting properly in the circumstances.

Barth's account: Today at 11:45 I got a call from the Paine Museum and Gardens in Oshkosh. They had a deer in their gardens that had a broken leg. After discussing options, it was decided that the Museum would call the Oshkosh Police Department to come and kill the deer. I went over there around 12:15, two officers with guns and two officers without guns were on site. Two museum staff were also out in the gardens. The museum staff had cleared the garden area of visitors (3), told the visitors in the museum that they'd have to stay inside until museum staff told them they could go outside. I saw the deer (female), it was able to move quickly, but did have a broken front leg. I was told it had been hit by a car and got into the gardens through an open gate. The deer was finally dispatched around 12:45 and was taken to the Menominee Zoo in Oshkosh for food for the wolves. The Police Department had called the zoo and had made arrangements for the zoo to take the carcass for wolf food. After the deer was moved off site the gates were unlocked and the public could go into the museum and out into the gardens. One woman leaving the museum asked if we "caught" the deer. I told her that the deer was taken care off and that everything was good. No media, no other questions. That's the news from Oshkosh. Call if you've got questions.

Southeast Region success stories

- Special thank you to **all Southeast Region staff** who worked at the 2011 State Fair *from Secretary Cathy Stepp*: Wow...The 2011 State Fair was the best ever! Best weather, highest attendance and the best DNR exhibits throughout our DNR Park. Thank you all for spending the time in West Allis to show the people of Wisconsin, and some folks from out of state too, all the fantastic things we do.

Kids learned how to shoot a bow, got their T-shirts printed, and took a few casts with a fishing rod with huge smiles on their faces. Parents talked to park managers about where to stay this fall, saw how to grow a butterfly garden in their backyards, and again this year, debated which fish was bigger in the fish tanks. As I walked around the exhibit and worked the front desk, I was proud to say that my name was Cathy, and I am the secretary of the Department of Natural Resources. What a great opportunity to interact with our public, to listen to what they are interested in and to share stories and information with them. I had a blast. A special thanks to **Greg Pilarski** (program manager) and **Doug Hoskins** (program manager) for getting the buildings in such great shape and for making the grounds look so inviting. Oh, and for the 15 hour days too. Next year we are going to do even more and have even better exhibits. I can't wait. It is already on my calendar. I hope to see you there.

- Congratulations to **DNR staff** who helped at the Kids Casting area at State Fair from *Statewide Urban fisheries biologist* **Matt Coffaro** : The 2011 Kid's Casting event at the State Fair was another huge success. There were two rain days but other than that the weather was great. For the eleven day run of the Fair, we had 1,681 kids participate, falling just twenty-four shy of the all time record set last year. Overall our volunteers were excellent. **Scott Gunderson** (executive assistant) assured that we will have a bigger and better presence at the fair next year. Most gratifying were the parents that told me that Kid's casting was their favorite part of the Fair and the reason they come back every year. Many thanks to all that contributed.

- Congratulations to the following Southeast Region employees involved in the Kinnickinnic River environmental restoration project including **Marsha Burzynski**, water resources specialist, **Ted Bosch**, wastewater engineer; **Sharon Gayan**, basin supervisor; **Rachel Sabre**, water management specialist; **Frank Schultz**, waste and materials supervisor; **Bizhan Sheikholeslami**, waste management engineer; **Will Wawrzyn**, fisheries biologist; and **Steve Westenbroek**, water resources engineer: Several employees were among those honored on June 7 for their role in successfully dredging PCB (Polychlorinated Biphenyls) and PAH (Polycyclic Aromatic Hydrocarbons) contaminated sediments from Milwaukee's Kinnickinnic River. Department employees are on the team of federal and local stakeholders who received the First Annual Environmental Excellence Award from the Western Dredging Association, which covers North, Central and South America, at the organization's annual conference in Nashville. Western Dredging Association has selected the Kinnickinnic River Environmental Restoration Project from among six projects located nationwide in Louisiana, Maryland, Texas, Oregon, Washington and Wisconsin. After assessing the extent of contamination, the Kinnickinnic River Project began in 2001, followed by engineering design and sediment removal that was completed in 2009. Approximately 170,000 cubic yards of contaminated sediment were removed, and the project achieved the goal of cleaning up the river with the support and involvement of the public.

- Congratulations to assistant superintendent **Jason Quast** from *Southeast Regional land leader* **Frank Trcka** for a rescue in the Kettle Moraine Northern

Unit: One member of a group of campers at a Kettle Moraine State Forest–Northern Unit backpack shelter site last week was overcome by the heat, humidity and mosquitoes. Assistant superintendent Jason Quast sent facilities repair worker **Lenny Riemersma** with a ranger vehicle to pick them up at the closest road crossing and take them back to their vehicle at the trailhead, approximately 10 miles. They sent a grateful thank-you note to the KMNU staff.

- Congratulations to wildlife biologist **Thomas Isaac** from *Bayside police captain Scott McConnell* for the two hour presentation on coyote biology and management along with audience question and answer session: I can not thank you enough for the presentation you gave last night. I was happy to see we had quite a few concerned citizens in attendance. I think collectively, we cleared up a few misconceptions that needed to be addressed, and overall the meeting was a huge success. Your dedication to your profession and the communities you serve does not go unnoticed. If there ever is a time you would need my assistance, please do not hesitate to contact me. I will stay in touch. Thanks again.

West Central Region success stories

- I'd like to both congratulate and thank **Brad Johnson** (wastewater specialist, Wausau) for his quick action to administer CPR to a woman at the Marathon County Fair. Brad was volunteering at the DNR booth when a visitor suddenly collapsed and took a hard fall to the concrete. Brad administered chest compressions until EMS arrived then continued compressions as EMS attempted to restart the victim's heart with a defibrillator. The woman was still in arrest during ambulance transport, but the hospital later reported she was alert and stable that evening. Brad provided critical care that saved her life. A cool head resulted in a very cool outcome. **Scott Watson**, *watershed supervisor*
- From **Bill Evans**, *hydrogeologist supervisor, Eau Claire* regarding assistance provided by **Doug Joseph**, hydrogeologist: Doug went out of his way to accommodate a Phase II review with a closure request and off-site exemption in a matter of two days to allow this transaction to occur.

From attorney Jessica Franklin, with Godfrey & Kahn in Milwaukee: Doug, as you know, our firm recently approached the Department of Natural Resources ("DNR") on behalf of a client who is contemplating a transaction involving a property affected by certain contaminants. The timeframe for our requested assistance was very short, and required the department (and you in particular) to perform a quick review of multiple complex reports containing information on a variety of technical issues. I just wanted to take a moment to extend a formal "thank you" for your office's responsiveness, fast turnaround, and willingness to assist us on such short notice. It has made a big difference.

- From **Bill Arndt**, *with the City of Black River Falls* to **Bob Sloan** (environmental enforcement specialist and risk management specialist) regarding the cleanup of the former Pines Motor Lodge in Black River Falls: A big belated thank-you to you and your co-workers for all your help, and also your patience, during the Pines

clean-up process. You were excellent to work with.

Response *from Sloan to Arndt*: Thanks, Bill. It was a very big cooperative project and the Department appreciates the efforts of the City, Warren Johnson and everyone else involved. I will forward your message to the other Department staff.

In a note to regional director Scott Humrickhouse, *Sloan named others involved in the cleanup effort*: Attached is a thank-you from the City of Black River Falls for the department's over-sight/direction/guidance for the clean-up of the former Pines Motor Lodge in Black River Falls.

Jackson Daniel (water supply specialist, Eau Claire) was involved in the well/UST/septic tank abandonments, with assistance from fire chief Schreiber; and **Brian Kalvelage** (hydrogeologist, La Crosse) and **Scott Szymanski** (waste management specialist, Black River Falls) handled the solid waste/recycling issues.

Brian Knepper (environmental warden, Eau Claire) issued the asbestos-related citations. **Troy Gansluckner** (air management specialist, Baldwin) had the most work to do providing over-sight for the clean-up of the asbestos that was co-mingled with the construction and demolition debris.



Attorney general responds to U.S. Court of Appeals ruling on Asian carp

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The U.S. Court of Appeals for the Seventh Circuit affirmed on August 24 a federal district court ruling which denied Wisconsin and other plaintiff states a preliminary injunction to stop the migration of Asian carp into the Great Lakes.

Wisconsin Attorney General J.B. Van Hollen commented on the decision, stating "While we are disappointed that the Court did not grant the immediate relief we are seeking, it did recognize the serious threat posed by Asian carp, and found significant merit in our claims. I believe the aggressive actions taken by Wisconsin and the other plaintiff states have forced the federal government to take this issue more seriously, and the Seventh Circuit acknowledges as much by suggesting that preliminary relief may very well be granted in the future, should the federal government's efforts wane."

In its decision, the Court said, "In our view, the plaintiffs presented enough evidence at this preliminary stage of the case to establish a good or perhaps even a substantial likelihood of harm. In light of the active regulatory efforts that are ongoing, we conclude that an interim

injunction would only get in the way. We stress, however, that if the agencies slip into somnolence or if the record reveals new information at the permanent injunction stage, this conclusion can be re-visited.”

Van Hollen added, “I will continue to work with the Department of Natural Resources and my partners in other Great Lakes states like Michigan to protect our waters. That work will include making important decisions about our litigation options.”

Earlier this month, DNR announced the discovery of Asian carp in the Wisconsin River below the Prairie du Sac Dam, and the discovery of Asian carp DNA in the St. Croix River.

A copy of the [decision](#) is available on the U.S. Court of Appeals website.

You can learn more about Asian carp and efforts underway in Wisconsin to fight their invasion from the ["Asian Carp Control Efforts"](#) media kit.



New bill would allow board to appoint DNR secretary

By: Paul Heinen, Office of the Secretary

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With the legislators still on recess, only one new piece of DNR-related legislation has been introduced recently. Rep. Janet Bewley introduced **Assembly Bill 218**, which would give the Natural Resources Board the power to appoint the DNR Secretary. The legislature will return on September 13.

For a summary of all DNR-related legislation, go to the ["Bill Tracker."](#)

Footnote: *Paul Heinen is a policy initiative advisor in the Secretary's Office.*



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