

Department of Commerce

❖ *Mission and philosophy*

Enhance the lives of Wyoming people and visitors through effective stewardship and advancement of quality recreational and cultural programs and places.

The Department of State Parks and Cultural Resources (formerly the Department of Commerce) recognizes that Wyoming's vast recreational and cultural resources provide Wyoming people with unique opportunities. The department believes that responsible attention to and stewardship in developing, conserving and providing education about and access to these resources will enable this and future generations to attain an unparalleled quality of life. Thus, by wisely managing programs and services, the Department of State Parks and Cultural Resources dedicates itself to facilitating the enrichment of the lives of the residents of Wyoming.

❖ *Results of outcomes*

Goal I: Enrich, educate and provide for the preservation, evaluation and development of cultural and recreational resources under the stewardship of the Department of State Parks and Cultural Resources.

Objective 1: Annually contribute to the quality of life in Wyoming through the evaluation, preservation, promotion and development of cultural resources and institutions.

Since this was the first year of implementing this strategic plan, much of the data had either never been collected previously or, if collected, had never been analyzed. For this reason, this particular year's outputs and outcomes are planned to become a base value with which future years will be compared.

Outcome: Percentage of cultural materials preserved.

- Museum artifacts preserved, 704;
- Museum artifacts entered into MCMS data base, 3,255;
- Significant archaeological resources protected, 143;
- Cubic feet of records preserved by microfilming, 609;

and

■ Items preserved by archives through conservation measures, 5,119

Outcome: Sustain and/or increase the number of cultural opportunities.

■ Museum: 15 workshops, two education programs, 14 in-house exhibits installed.

■ State Archaeologist Office: 78 archaeology investigations on significant sites, 46 archaeological sites located and recorded.

- Archives: 61 special outreach projects.
- Arts Council: eight programs.

Outcome: Sustain and/or increase the number of customers served.

- Museum: 28,599 visitors.

General information

John T. Keck, Director

Agency contact

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Other locations

Arts Council, Cheyenne; State Archaeologist, Laramie; State Historic Preservation Cultural Records Office, Laramie; State Parks and Historic Sites, statewide; Collections Center, Cheyenne; Archives South, Cheyenne.

Year established and reorganized

Established 1895, reorganized July 1, 1999, as the Department of State Parks and Cultural Resources.

Statutory references

W.S. 9-2-1701 through 9-2-1708; 9-2-2001; 36-4-101 through 36-4-123; 36-8-105 through 36-8-106; 9-2-401 through 9-2-419; 9-2-901; 9-2-91; 9-2-2017; 11-10-113; 16-6-801; 24-14-102; 36-8-301 through 36-8-320; 36-8-401 through 36-8-407; 36-8-501 through 36-8-502; 36-8-601 through 36-8-602; 36-8-801; 36-8-1001; 39-17-111.

Number of authorized personnel

168 full-time; 131 part-time

Organizational structure

Administration and Support (includes Executive Office), Division of Cultural Resources, Division of State Parks and Historic Sites

Clients served

General public (resident and nonresident), local governments, federal agencies, nonprofit organizations, special friend groups, state boards and commissions, State Legislature, specific interest groups.

Budget information

General fund	\$7,284,283
Federal	1,588,042
Other	2,036,417
Total	\$10,908,742

Goal I, Objective 1	\$4,390,254
Goal I, Objective 2	5,160,097
Goal II, Objective 1	510,799
Goal II, Objective 2	\$847,592

■ State Archaeologist office: 54 technical reports published and distributed.

■ Arts Council: 574,843 attendees related to all services; individuals in 23 counties and 123 communities are served by one or more of the programs; 300 organizations were directly served by the programs; newsletter mailing list averages 4,500 and is mailed ten times/year; 42,564 hits on the Arts Council Web page.

■ State Historic Preservation Office: 3,269 contacts with the public, 50 presentations.

■ Archives: 9,951 requests for information, 219 retention schedules legally approved.

Outcome: Maintaining a percentage of customer satisfaction.

Archives completed a survey of customers and had a 96.6 percent satisfaction rating.

Outcome: Number of partnerships.

■ Museum: 454 artifacts were loaned to other museums for viewing.

■ Arts Council: 220 grants were awarded.

■ Archives: three memorandums of understandings, one cooperative effort with Supreme Court.

Outcome: Federal, State, and private funding generated.

■ Arts Council: \$3,002,258 locally raised funds to match grants awarded by the Arts Council.

■ State Archaeologist Office: a total of nine different entities have entered into agreements with the office for archaeological services.

Objective 2: Annually provide for the preservation, protection, development, use and enjoyment and education of cultural and recreational resources under the stewardship of State Parks and Historic Sites.

Outcome: Number of cultural and recreational resources maintained.

All 24 of the different parks and historic sites located throughout the state have been maintained.

Outcome: Number of cultural and recreational resources opportunities developed.

Facilities constructed numbered 17; facilities repaired, 31; facilities restored, 12; signs constructed, 329; and equipment transported, four.

Outcome: Number of users.

There were 2,406,176 visitors for the period May 1, 1999, to October 31, 1999.

Outcome: Number of interpretive and educational services

■ Boysen: Wild West Carnival, raptor interpretive display, Heritage Expo, bat nursery interpretation.

■ Bear River: Scout and school group tours, raptor nesting boxes; bison and elk viewing.

■ Buffalo Bill: interpretive sign, volunteer assistance at Buffalo Bill Dam, new map, self-guided interpretive nature trail.

■ Curt Gowdy: Information kiosk at Camp Jack relating to resource protection and plants and animals in the area.

■ Fort Bridger: Braille signs, interpretive signs (National Park Service), Mountain Man Rendezvous, Halloween tours, school and group tours.

■ Fort Fetterman: Trails exhibit, Fetterman Days (June 13-14) and six school group tours.

■ Fort Phil Kearny: Bozeman Trail Days (June 19-21), archaeology dig, three college tours and numerous school group tours.

■ Fort Steele: Archaeological group tour.

■ Guernsey: Trail head information kiosk.

■ Glendo: Participated in the Game and Fish Department Expo; printed and distributed site brochures.

■ Historic Governors' Mansion: The Annual Candlelight Tours in December were given, children from 35 schools as well as participants on 12 bus tours received guided tours, and 21 organizations utilized the HGM Hospitality Program.

■ Hot Springs: Wedding of the Waters Pageant Festival, Arts and Crafts Festival.

■ Medicine Lodge: Archaeological Site Visitor Center, 3/4 mile, self-guided nature trail (guide booklet), Elk Habitat Management Visitor Center (under development), petroglyph site interpretive signs, Medicine Lodge Bird Alert pamphlet, hunter awareness/education meetings regarding safety and public service, handicapped accessible fishing pathway, nature talks and nature workshops in conjunction with the Game and Fish Department, numerous school and special group tours.

■ Seminoe: Damme Memorial Information Shelter (kiosk) at North Red Hills.

■ Sinks Canyon: Popo Agie nature trail; a variety of displays and mounted specimens describing the geology, ecology and habitats of the Wind River Mountains at the Visitor Center; interpretive Sinks Overlook; the Rise Platform. In conjunction with South Pass City, a new color brochure of the site was produced.

■ South Pass City: Fourth of July Celebration, in conjunction with Sinks Canyon a new color brochure was produced, installed a new exhibit in the Butcher Shop, two new exhibits in the Visitor Center - one on winter activities and the other of Anne Tibbal's clothing, new furnishings to the saloon exhibits, new exhibit in stable, exhibit of the Smith Sherlock Store and numerous school group tours.

■ Trail End: "Keeping the Home Fires Burning" exhibit received the 1999 National Award of Merit from the American Association for State and Local History, Christmas Tour, school and group tours.

Outcome: Percent of customer satisfaction.

Customer satisfaction was measured during the 1997 summer visitor survey at all state parks and historic sites. Visitors were asked to rank specific facilities and services. The survey results were as follows:

Facility or Service	Percent of Visitors Very Satisfied/Satisfied
roads/driveways	89.4
parking areas	91.7
information signage	89.6
restrooms	82.7
picnic areas	91.7
campgrounds	90.0
boat ramps/docks	81.3
playgrounds	79.2
hiking/nature trails	85.0
interpretive signage	83.1
exhibits/displays	84.2
fishing/reservoir access	84.7
group areas	85.4
museum/visitor center	86.2
park/site staff	94.9

Customers using the state snowmobile trails were not surveyed this year.

Goal II: Operate the Department of State Parks and Cultural Resources responsibly, effectively and efficiently in an open, ethical and accountable manner.

Objective 1: Annually provide policy-level support and leadership, prioritize and coordinate activities, establish and direct department programs and policies, allocate department resources and provide for effective coordination with other entities.

Outcome: Determine confidence level of department employees with department administration.

A survey to determine the confidence level of the department employees with department administration was sent by email to 163 full time employees of the agency. A total of 35 surveys were returned with 83 percent of the respondents indicating satisfied to very satisfied with the department's coordination and direction for FY99.

Outcome: Percent of satisfaction of board/commission members with the department's programs.

A survey to determine the percent of satisfaction of board/commission members with the department was mailed to all 29 members of the Wyoming Parks and Cultural Resources Commission, the Trails Council and the Arts Council. A total of 16 surveys were returned with 100 percent of the responses indicating satisfied to very satisfied with the department's coordination and direction for FY99.

Objective 2: Annually provide support services to external and internal customers through responsible management of the human, procurement, financial, legal and management information services (MIS) resources.

Outcome: Percent of satisfaction of internal and external customers.

A survey to determine the percent of satisfaction of the department employees with the support services

provided by the administration support division was sent by email to 163 full time employees of the agency. A total of 45 surveys were returned with 98 percent of the responses indicating satisfied to very satisfied with the overall services.

❖ *Strategic plan changes*

The completion of this report revealed that the department's strategic plan is in need of additional refinement. It appears that several of the outcomes and output measures need to either be revised or dropped as they do not clearly relate to the department mission. Upon completion of the Department of Audit's review of the FY99 plan results, managers within the department will meet to discuss the needed revisions.

To date the agency has submitted two formal changes to the plan. The first change consisted of deleting the outcome, "Percentage of satisfaction of external public with department performance," for Goal II, Objective 1. The second change was the addition of a more appropriate output measure.

The deletion of the outcome was a result of discussions that concluded it was not feasible to conduct such a survey in a meaningful way without incurring prohibitive costs.

The output measure, "Number of accounting documents and contracts processed," was added to better reflect the activities of the accounting/procurement section. It was decided that data from this output measure was more meaningful and less time consuming then utilizing the output measure, "Number of contacts with customer groups."

Some State Historic Preservation program output measures were deleted because they were not measuring activities of any value.

Department of Commerce organization chart

