

Game and Fish Department

Budget information

Aquatic Wildlife Management	\$4,648,254	10.2%
Bird Farms	\$339,729	0.7%
COOP Unit Research	\$465,000	1.0%
Conservation Engineering	\$458,165	1.0%
Customer Service	\$169,847	0.4%
Department Administration	\$2,229,750	4.9%
Education	\$754,862	1.7%
Feedgrounds	\$1,468,032	3.2%
Financial Management	\$2,439,292	5.3%
Fish Culture	\$4,401,224	9.6%
Habitat and Access Maintenance	\$1,787,478	3.9%
Information	\$1,289,786	2.8%
Information Technology Systems	\$916,317	2.0%
Legislatively Mandated Expenses	\$1,859,200	4.1%
Mailroom	\$537,936	1.2%
Personnel Management	\$235,960	0.5%
Property Rights	\$1,554,113	3.4%
Regional Information and Education	\$467,573	1.0%
Specialized Law Enforcement	\$805,971	1.8%
Strategic Management	\$491,750	1.0%
Support Facilities and Personnel	\$5,105,842	11.2%
Support Facilities and Personnel	\$11,862,449	25.9%
Terrestrial Wildlife Management	\$267,132	0.6%
Wildlife Habitat Protection	\$1,192,302	2.6%
Wildlife Health/Laboratory	\$15,747,964	
Total		

Mission and philosophy

Conserving Wildlife – Serving People

Results of outcomes

Department of Administration

Personnel involved with the Department of Administration objective are responsible for providing policy-level support, leadership, and legal service. Duties also include the prioritization and coordination of activities, the establishment and directing of agency programs and policies, the allocation of department resources, and providing effective coordination and interaction with other entities. During FY 02, the ***Strategic Outcome Internal Client Satisfaction Survey, 2002*** was used to evaluate the performance of this objective. Of the individuals that responded, 69.1 percent indicated that they had been a customer of the Department Administration during FY 02. Of these individuals, 90.8 percent indicated that they had been treated courteously and

General information

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Agency contact

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Other locations

Regional Offices in Casper, Cody, Green River, Jackson, Lander, Laramie, and Sheridan

Year established

1890

Statutory references

W.S. 23-1-103, W.S. 23-1-104

Number of authorized personnel

354

Organization structure

Office of Director, Fiscal Division, Fish Division, Services Division, and Wildlife Division

Clients served

Resident and non-resident hunters, anglers, and others interested in fish and wildlife.

professionally relative to their situation, and 91.5 percent indicated they were satisfied with the attention and timeliness provided. All survey respondents were asked to identify how satisfied they were with the overall Department coordination and direction. Of the individuals that answered this question, 65.2 percent indicated they were satisfied with the department's coordination and direction.

Also, during FY 02, the department conducted the last in a series of hunter and angler expenditure surveys. During this project, ***Hunting and Trapping Expenditures In Wyoming During the 2001 Season***, respondents were asked to rate the quality of wildlife management in the state. Results indicated 77 percent of these hunters rate Wyoming's wildlife management as either "good" or "excellent".

Terrestrial Wildlife Management

Personnel involved with the Terrestrial Wildlife Management objective are responsible for providing sustainable wildlife populations, within habitat and weather constraints, and achieve public satisfaction with both the quantity and quality of wildlife. During FY 02, thousands of hours were spent collecting and analyzing big game population data, preparing hunting season recommendations, presenting hunting season recommendations at public meetings, and preparing regulations and hunting orders.

The survey of hunters conducted with the annual harvest survey indicated over 85 percent of respondents were satisfied with their antelope hunting experience, 71 percent were satisfied with their deer hunting experience, and 68 percent were satisfied with their elk hunting experience. The rate of satisfaction coincided with harvest success rates.

The harvest survey indicates 1,228,707 days of hunting were provided in FY 02, a decline of 1 percent (10,077 days) from FY 01. This is essentially no change from the previous year.

The preliminary findings from the 2001 National Survey of Fishing, Hunting, and Wildlife Associated Recreation indicated that Wyoming provided 3,924,000 days of wildlife-associated recreation that did not involve hunting or fishing.

Aquatic Wildlife Management

Personnel involved with the Aquatic Wildlife Management objective are responsible for providing for current and projected angling demands which meet desired outcomes. These individuals are also responsible for maintaining populations of aquatic species sufficient to meet ecological, educational, and scientific values. During FY 02, every indication from creel surveys, angler groups, and reports received indicates an angler satisfaction level of 84 percent, reported for FY 99, continues. Fishing in the Rocky Mountain region continues to be of high interest compared to the rest of the nation. Of Wyoming residents age 16 and older, nearly 31 percent

fish. Because of cost (\$35,000 to \$40,000) and a variety of factors negatively impacting the department's budget, agency personnel may not be able to conduct another formal survey in the near future. It is, however, very important to know that Wyoming's anglers believe that fishing is important to the state and they are well pleased with state fisheries work.

Due to funding shortfalls in recent years, the Fish Division has been unable to conduct a formal fishing pressure survey. Within the preliminary findings of the 2001 National Survey of Fishing, Hunting, and Wildlife-Associated Recreation, the U.S. Fish and Wildlife Service indicated that Wyoming's fisheries provided almost 2.5 million angler days to individuals age 16 and older. If the fishing activity of individuals younger than 16 had been considered in this evaluation, the number of angler days would likely have been much higher.

Fish Culture

Personnel involved with the Fish Culture objective are responsible for meeting the annual requests for fishery management programs throughout the state by providing the number and pounds of the proper species of fish at the desired time, size, and quality. During FY 02, Fish Division personnel maintained the "disease free" status of all 11 of the department's fish hatcheries and rearing stations. Likewise, the percentage of trout and salmon production requests, plus or minus 10 percent, were met for this production year.

Habitat and Access Maintenance

Personnel involved with the Habitat and Access Maintenance objective are responsible for maintaining and improving public access areas, facilities, and wildlife habitat management areas to protect and enhance wildlife habitat and recreational opportunities. During FY 02, this objective was evaluated using two survey instruments. Results from the ***Strategic Outcome Internal Client Satisfaction Survey, 2002***, indicate that 57.8 percent of respondents had interacted with the Habitat and Access Maintenance Branch. Of these individuals, 95.8 percent indicated that they had been treated courteously and professionally. Also, 87.3 percent were satisfied with the service and timeliness provided. The ***Strategic Outcome External Client Satisfaction Survey, 2002***, indicated that 33.9 percent of respondents were familiar with the Department's Wildlife Management Areas. Of these respondents, 65.3 percent indicated that they were satisfied with the maintenance of the Wildlife Habitat Management Areas. Of all respondents, 35.3 percent indicated that they were familiar with the department's Public Fishing Access Areas. Of these individuals, 70.1 percent indicated that they were satisfied with the management and maintenance of the Public Fishing Access Areas.

Wildlife Habitat Protection

Personnel involved with the Wildlife Habitat Protection objective are responsible for reviewing and evaluating proposed projects, plans, policies, and activities for their potential to adversely impact wildlife habitat, and make recommendations consistent with commission mitigation policy to minimize adverse impacts. During FY 02, information provided by the ***Strategic Outcome Internal Client Satisfaction Survey, 2002*** indicated that 39.7 percent of respondents had worked with Habitat Protection personnel. Of these respondents, 93.8 percent indicated that they had been treated courteously and professionally. Likewise, 90.1 percent were satisfied with efforts made by Habitat Protection personnel to coordinate on environmental commenting and issues. Finally, 82.7 percent were satisfied with the process this program uses to make assignments, obtain comments and recommendations, and provide feedback and assistance.

Property Rights (Lands) Management

Personnel involved with the Property Rights (Lands) Management objective are responsible for managing, monitoring, and acquiring property rights that are critical to sustain wildlife populations and provide public access and recreation. This program is evaluated using two surveys. During FY 02, The ***Strategic Outcome Internal Client Satisfaction Survey, 2002*** indicated that nearly 32 percent of respondents had interacted with the Property Rights Management staff. Of this group, 92.3 percent indicated that they were treated in a courteous and professional manner. Likewise, 83.1 percent indicated they were Satisfied with the service and timeliness provided by the Property Rights Management Section.

The ***Strategic Outcome External Client Satisfaction Survey, 2002*** indicated that 40.8 percent of all respondents were satisfied with the level and amount of access acquired. Also, 44.5 percent of all respondents indicated they were satisfied with the kind and amount of habitat being acquired. Although it does not affect the percentage of hunters and anglers satisfied with the access and habitat acquired, a significant percentage of respondents provided neutral responses to the access and habitat questions, 43.1 percent for access and 47.2 percent for habitat.

Wildlife Health and Laboratory Services

Personnel involved with the Wildlife Health and Laboratory Services objective are responsible for protecting the health of wildlife by monitoring, diagnosing, certifying, reporting, and managing diseases. These individuals also provide laboratory and animal confinement facilities and other technical services to aid department personnel. Results from the ***Strategic Outcome Internal Client Satisfaction Survey, 2002*** indicated that over 49 percent of all respondents had worked with the Wildlife Health

and Laboratory Services personnel. Of these individuals, 100 percent that had worked with the Fish Health Services staff were treated courteously and professionally, and 98.1 percent of these individuals were satisfied with the service and timeliness provided by the Fish Health Services staff. All respondents 100 percent that had worked with the forensics staff indicated that they were treated courteously and professionally, and 95.7 percent of these individuals were satisfied with the service and timeliness provided by the forensics staff. Finally, 97.6 percent of respondents that had worked with the Wildlife Veterinary Research Services staff indicated that they had been treated courteously and professionally, and 96.5 percent of these respondents were satisfied with the service and timeliness provided by the Wildlife Veterinary Research Services staff.

COOP Unit Research

Personnel involved with the COOP Unit Research objective are responsible for conducting timely, applied research on wildlife management issues as requested by the department. During FY 02, the ***Strategic Outcome Internal Client Satisfaction Survey, 2002***, was used to evaluate this program. Of those individuals that responded to the survey, 37.9 percent indicated that they had been a customer of the COOP unit during FY 02. Of these individuals, 91.4 percent felt they had been treated courteously and professionally relative to their situation, 85.2 percent were satisfied with the attention and timeliness given to the research being conducted, and 79.0 percent were satisfied with the quality and quantity of research being conducted.

Feedgrounds

Individuals involved with the Feedgrounds objective are responsible for managing the elk feedgrounds in northwestern Wyoming to compensate for the loss of historic winter range, limit the number of landowner damage claims, and reduce the incidence of brucellosis in elk. During FY 02, approximately 16,083 elk were fed on agency feedgrounds. These elk were fed 8,100 tons of hay.

Specialized Statewide Law Enforcement

Personnel involved with the Specialized Statewide Law Enforcement objective are responsible for providing support for boating safety and the STOP POACHING programs in all wildlife regions. These individuals also provide special law enforcement investigations and record keeping to all wildlife regions. During FY 02, records compiled by the reservoir crews document the level of compliance of boaters with statutes and regulations reported to the U.S. Coast Guard each year. Records of the reservoir crews indicate 75 to 80 percent of boaters were in compliance with boating statutes and regulations.

In 1998, the department conducted an internal survey of employees associated with the agency's

law enforcement activities. Within the **Wildlife Law Enforcement Investigative Unit Survey**, 72 percent of respondents indicated that the investigators were effectively carrying out law enforcement investigations and obtaining convictions of persons who carry out serious wildlife violations. Unfortunately, fiscal constraints and higher priority projects have prevented this study from being repeated.

Strategic Management

Personnel involved with the Strategic Management objective are responsible for providing management science and comprehensive planning for department needs. Duties also include using management science and constituent inventory tools to measure public satisfaction, department effectiveness, public support, and trend forecasting. During FY 02, the **Strategic Outcome Internal Client Satisfaction Survey, 2002** indicated that 24.5 percent of respondents had worked with the Strategic Management coordinator on a survey, the strategic plan, the strategic plan annual report, or some other project. Of these individuals, 96 percent indicated they had been treated courteously and professionally, and 94 percent indicated satisfaction with the attention and timeliness given to their particular situation. Finally, 86 percent indicated they were satisfied with the services provided by the Strategic Management coordinator.

Bird Farms

Personnel involved with the Bird Farms objective are responsible for annually producing and releasing pheasants to increase pheasant hunting opportunity. During FY 02, 33,580 pheasants were released from the bird farms, 19,128 at Downar and 14,452 at Sheridan. Data from the mandatory check-in at the Springer Special Pheasant Hunt showed that 2.1 pheasants were killed per hunter.

Financial Management

Personnel involved with the Financial Management objective are responsible for administering the receipt and expenditure of department funds, ensuring compliance with legal requirements, and providing timely and accurate information. These individuals also work to maximize asset return through the timely deposit and expenditure of funds and competitive pricing on asset acquisition and maintenance. During FY 02, approximately 41,000 expenditure transactions were reviewed by disbursements personnel and processed directly through the State Auditor's office. The majority of department vouchers were processed within two days of receipt. Over \$34.8 million was received from approximately 231,000 limited quota license applications. Typically, the department was able to deposit funds in eight days, however, during peak periods, processing may have taken as long as 17 days. During data entry, keypunch and other

errors resulted in approximately 75 of the 144 requests being considered by the license review board between August 1, 2001 and July 31, 2002. These requests constituted less than one tenth of one percent of the 110,000 limited quota licenses issued through the license draw system.

Personnel Management

Individuals involved with the Personnel Management objective are responsible for providing personnel services which insure department compliance with federal and state laws, regulations, and policies. These individuals also assist employees by providing information and training to promote job quality and performance. During FY 02, the **Strategic Outcome Internal Client Satisfaction Survey, 2002**, indicated 84.3 percent of all respondents had worked with the Personnel Management section. Of these individuals, 93.6 percent indicated they had been treated courteously and professionally, 90.1 percent indicated they were satisfied with the attention and timeliness given to their particular situation, and 88.4 percent were satisfied with the services provided.

Information Technology Systems

Personnel Involved with the Information Technology Systems objective are responsible for the development, implementation, and the maintenance of a comprehensive information technology infrastructure to support department employees and serve the commission. During FY 02, the **Strategic Outcome Internal Client Satisfaction Survey, 2002** indicated that 79.9 percent of respondents had interacted with the MIS or GIS personnel. Of these individuals, 92 percent indicated that they had been treated courteously and professionally, over 82 percent agreed that they had the correct or necessary equipment to do their job, and 79.1 percent indicated they were satisfied with the service provided by the MIS/GIS section.

Support Facilities and Personnel

Individuals involved with the Support Facilities and Personnel objective are responsible for insuring department facilities are safe, sanitary, secure, and provide adequate heating, cooling, and electrical capacity. Likewise, these individuals work to provide adequate accommodation, support services, and accessibility for employees and customers. During FY 02, information from the **Strategic Outcome Internal Client Satisfaction Survey, 2002**, indicated 76.5 percent of respondents worked in either a regional office or the Cheyenne headquarters facility. Of those individuals that worked in a regional office, 87 percent were satisfied with the clerical, budgeting, and logistical support provided by regional office personnel. Of all respondents working in either a regional office or the Cheyenne facility, 62.2 percent were satisfied with their workspace.

Legislatively Mandated Expenses

Personnel involved with the Legislatively Mandated Expenses objective are responsible for insuring that legislative appropriations from the Game and Fish fund to other state agencies or other dedicated purposes are paid appropriately. During FY 02, the department was able to process all payments and/or transfer funds to other state agencies as required, with no increased budget for administrative costs associated with these programs.

Mailroom

Personnel involved with the Mailroom objective are responsible for efficiently and effectively distributing mail for the department. During FY 02, the results of the ***Strategic Outcome Internal Client Satisfaction Survey, 2002*** indicated 53.9 percent of respondents interacted with mailroom personnel. Of those individuals, 90 percent were satisfied with their incoming and outgoing mail services.

Conservation Engineering

Personnel involved with the Conservation Engineering objective are responsible for providing engineering and technical support to the department. During FY 02, the ***Strategic Outcome Internal Client Satisfaction Survey, 2002*** indicated that 37.3 percent of respondents had worked with the Conservation Engineering personnel. Of the respondents, 89.5 percent agreed that they had been treated courteously and professionally, 77.6 percent were satisfied with the timeliness of Engineering's service, and 78.9 percent were satisfied with the quality of service.

Regional Information and Education

Personnel involved with the Regional Information and Education objective are responsible for increasing public awareness of wildlife management in the regions and providing support and coordination of Information and Education (I and E) activities that address regional and statewide issues. During FY 02, ***Strategic Outcome Internal Client Satisfaction Survey, 2002***, indicated that 76 percent of respondents had interacted with a Regional I and E specialist over the past year. Of these respondents, 72.9 percent indicated they were satisfied with the Regional I and E specialist's ability to disseminate information externally, and 69.7 percent were satisfied with the Regional I and E specialist's ability to disseminate information internally and act as part of the regional team. Finally, 67.7 percent of these respondents were satisfied with the I and E specialist's ability to conduct education efforts within their region.

Education

Personnel involved with the Education objective are responsible for educating the public on wildlife management and conservation. These

individuals also provide learning and participation opportunities and furnish training on wildlife-related skills and ethical behavior. During FY 02, over 35,000 Wyoming residents directly benefited from the department's education programs, camps, the expo, fairs, and workshops. Approximately 455 volunteer instructors assisted in the hunter education program and 423 volunteers assisted in wildlife and fish management efforts. During FY 02, volunteers provided over 20,000 hours of service to the department. Over 95 percent of all participants in workshops, programs, and camps rated program quality and content as acceptable to excellent. Availability and accessibility of services was not a hindrance to customer satisfaction. Educational and communication opportunities appear to be adequate for customer demand.

Information

Personnel involved with the Information objective are responsible for disseminating information to promote public acceptance and support of wildlife and wildlife conservation and the department's management programs. During FY 02, the results of the ***Wyoming Media Survey*** indicated 100 percent of respondents were satisfied with the prepared information provided by Information personnel. All indicated the material reached them in a timely manner for use in their publications and broadcasts.

Customer Service and Marketing

Personnel involved with the Customer Service and Marketing objective are responsible for providing a promotional and marketing program relating to Wyoming's wildlife and habitat, encouraging customers to contribute to the Wildlife Trust Account, and providing information to the public via telephone. During FY 02, the ***Strategic Outcome External Client Satisfaction Survey, 2002*** indicated that 28.3 percent of respondents had contacted the telephone information center. Of these individuals, 91.7 percent indicated that the customer service representative did either a "good" or "very good" job of addressing their information needs.

Strategic plan changes

Fisheries personnel are prioritizing work obligations to best deal with impending budget reductions.

Beginning in FY 03, the Habitat and Access Maintenance objective will be eliminated. The operations of this program will then be described as a strategy under the new habitat objective. Personnel working within the Property Rights (Lands) Management objective will investigate partnerships for funding acquisitions. It is possible that results from this effort could necessitate changes to the strategic plan. Also, beginning in FY 03, a Strategy related to the Private Lands/Public

Wildlife program will be added to this objective.

The aging of ungulate animal teeth will not be done at the laboratory next year. Two contract employee positions for tooth aging and funds for reagents and supplies were cut from the FY 03 budget. Only a few furbearer and trophy game animal teeth will be processed and aged.

Beginning in FY 03, employee satisfaction with services will be eliminated as an outcome measure. It will be replaced with the number of investigations initiated by the investigative unit. The department will have to invest significant financial resources to continue moving forward with Point of Sale (POS) and Internet licensing. By either expanding the FY 03 budget or redirecting resources, the POS system can be completed within the next year and the migration of licensing systems off the mainframe could begin.

In the coming fiscal years, more emphasis will be given to training related to employee development and the education of all employees on the financial condition of the department. This redirection of effort could require changes be made to the strategic plan.

Education outcome measures related to the number of visitors, the number of volunteers, and the number of programs were eliminated as these measures are beyond the agency's control. Total number of participants in all presentations and programs is a more accurate measure. The quality, availability, and accessibility of all agency programs, and their effect on department customer's opportunities, need to be incorporated further into program effectiveness evaluations.

Game and Fish Department organization chart

