

Game and Fish Department

Mission and philosophy

Conserving Wildlife – Serving People

Results of outcomes

Objective: Department Administration

FY04 was another year of change for the Wyoming Game and Fish Department (Department) and its administration. Governor Dave Freudenthal took office in January. Director Brent Manning resigned in September, and Gregg Arthur served as Interim Director from September to December 2003. Department veteran Terry Cleveland was appointed Director by Governor Freudenthal in December 2003. The focus of Department Administration remained: providing policy-level support and leadership, legal service, prioritization and coordination of activities, direction of Department programs and policies, allocation of Department resources, and effective coordination and interaction with other entities.

During FY04, a number of major accomplishments deserve mention. The relationship between the Department and the Wildlife Heritage Foundation of Wyoming (WHFW) continued to mature, and Governor Freudenthal again donated his 20 complimentary hunting licenses to the WHFW to administer their distribution for the benefit of wildlife. Efforts to develop an electronic licensing system and manage chronic wasting disease and brucellosis continued. Because of Brucellosis outbreaks in three Wyoming counties, the Department was an active participant in the Wyoming State Governor's Brucellosis Coordination Team.

The 2004 Budget Session of the Wyoming State Legislature was significant for the Department Administration as several important bills were approved by the legislature and signed by the Governor. The Department received \$4.075 million for capital construction and major maintenance at three fish hatcheries and rearing stations (Dubois, Speas, and Wigwam) and the Yellowtail Habitat Management Area. This is believed to be the first general fund money received by the Department in more than 60 years. A bill passed allowing the Wyoming Game and Fish Commission (Commission) to establish a preference point system for nonresident elk, deer, and antelope. Sales commissions paid to license selling agents were increased. Trapping statutes were modified to allow landowners to inspect traps on their private property and made it illegal for people to remove or tamper with traps or remove furbearers or predators from traps. Residency statutes pertaining to hunting and fishing licenses were

General information

Terry Cleveland, Director

Agency contact

Chris Burkett, Strategic Management Coordinator
307/777-4510
5400 Bishop Blvd.
Cheyenne, WY 82006
Chris.Burkett@wgf.state.wy.us

Other locations

Regional Offices are located in Casper, Cody, Green River, Jackson, Lander, Laramie, and Sheridan with an additional satellite office in Pinedale.

Year established

1890

Statutory references

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

Authorized personnel

364

Organizational structure

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

Clients served

The Wyoming Game and Fish Department's clients include Wyoming resident and non-resident hunters, anglers, and others interested in Wyoming's fish and wildlife resources.

Budget information

Aquatic Wildlife Management.....	\$3,764,661.....	9%
Bird Farms.....	342,453.....	0.8%
COOP Unit Research.....	337,535.....	0.8%
Conservation Engineering	383,115.....	0.9%
Department Administration	2,379,086.....	5.7%
Education.....	534,172.....	1.3%
Feedgrounds.....	1,439,606.....	3.4%
Financial Management.....	2,388,925.....	5.7%
Fish Culture.....	4,218,403.....	10.1%
Habitat.....	3,892,288.....	9.4%
Information	1,228,863.....	2.9%
Information Technology Systems.....	1,346,061.....	3.2%
Legislatively Mandated Expenses	1,726,062.....	4.1%
Mailroom	536,945.....	1.3%
Personnel Management.....	264,835.....	0.6%
Property Rights.....	1,899,996.....	4.5%
Regional Information and Education	475,974.....	1.2%
Specialized Law Enforcement.....	797,721.....	1.9%
Strategic Management.....	480,147.....	1.1%
Support Facilities and Personnel.....	1,789,029.....	4.3%
Terrestrial Wildlife Management.....	10,233,873.....	24.4%
Wildlife Habitat Protection.....	276,781.....	0.7%
Wildlife Health/Laboratory.....	1,145,094.....	2.7%
Total.....	\$41,881,625	

Body to which the Wyoming Game and Fish Department reports
Wyoming Game and Fish Commission

Number of commissioners

Seven

Meeting frequency

Meeting frequency varies at the discretion of the commission members. Typically, the Wyoming Game and Fish Commission meets between six and eight times per year.

updated. Finally, the Commission can issue up to five elk licenses and ten deer, antelope, and turkey licenses to persons 18 years or younger with life threatening illnesses.

The Department Administration staff continued to work cooperatively with a host of other entities for the benefit of Wyoming's wildlife, with continuing efforts to obtain comprehensive wildlife funding. Administrators remain active participants and continue to provide input to the Western Association of Fish and Wildlife Agencies and the International Association of Fish and Wildlife Agencies.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to identify their level of satisfaction with the Department's overall coordination and direction. Of the individuals that answered this question, 75.6 percent indicated they were either "Very Satisfied" or "Somewhat Satisfied" with the Department's overall coordination and direction.

During FY04, Wyoming's deer, elk, and antelope hunters were surveyed regarding their hunting-related expenditures. As part of this survey, respondents were asked to rate the quality of wildlife management in Wyoming. Of these respondents, 78 percent ranked Wyoming's wildlife management as either "Excellent" or "Good".

Objective: Terrestrial Wildlife Management

Thousands of hours were spent collecting and analyzing big game population data, preparing hunting season recommendations, presenting season recommendations at public meetings, and preparing regulations and hunting orders.

A total of eight local sage grouse working groups were created, with representation from industry, agriculture, and sportsmen's organizations being included within each group. Through conversion of existing positions, a statewide sage grouse coordinator was hired and located in Green River.

A prairie ecologist position was created to focus efforts on that ecosystem. In addition, black-tailed prairie dog inventories were completed as part of that effort. Black-footed ferret inventories indicated good reproduction in the wild at the initial Shirley Basin release site.

Work continued on the statewide grizzly bear management plan and a process for finalizing management strategies for grizzly bear occupancy is now in place. The public input process will involve all affected interests, including county commissions.

An extremely unusual elk die-off in the Red Rim area of south-central Wyoming garnered national and international press attention and required the division to expend thousands of hours of unpredicted work to deal with incapacitated and dying elk and determine the cause of the die-off. A species of lichen in their diet was found to be

the culprit, and future habitat management will be geared towards preventing future events of this nature.

During FY04, the Department's permanent law enforcement personnel worked 7,197 man-days and drove 704,127 miles on law enforcement activities. This effort resulted in the issuance of 2,486 citations, 2,635 warnings, and documentation of 1,122 law enforcement violations in which there were no suspects.

Wildlife damage compensated under W.S. §23-1-901 continues to absorb considerable personnel time. During FY04, Department personnel expended 930 man-days and drove 115,575 miles on activities to prevent wildlife from causing damage to private property. They expended 370 man-days and drove 27,317 miles investigating, processing and handling damage claims and landowner coupon redemption. A total of 117 damage claims worth \$456,406 were filed and the Department paid \$240,054. In addition, personnel spent 859 man-days and drove 98,000 miles responding to nuisance wildlife issues that were not considered wildlife damage under W.S. §23-1-901.

During FY04, the Department asked hunters to evaluate the quality of their overall hunt. As reported within the Annual Report of Big and Trophy Game Harvest, 2003, 85 percent of resident antelope hunters, 69 percent of resident deer hunters, and 65 percent of resident elk hunters indicated they were either "Very Satisfied" or "Satisfied" with the overall quality of their hunt. Likewise, 90 percent of nonresident antelope hunters, 78 percent of nonresident deer hunters, and 75 percent of nonresident elk hunters were either "Very Satisfied" or "Satisfied" with the overall quality of their hunt.

A compilation of data from the Annual Report of Big Game and Trophy Game Harvest, 2003 and the Annual Report of Small and Upland Game Harvest 2003 indicates that hunters spent over 1.1 million recreation days in the field during the 2003 season, the most recent year for which data is available.

The 2001 National Survey of Fishing, Hunting, and Wildlife-Associated Recreation indicates Wyoming provided over 3.9 million days of wildlife-associated recreation that did not involve hunting or fishing during 2001, the most recent year for which data is available.

Objective: Aquatic Wildlife Management

During FY04, Aquatic wildlife management work focused on providing diverse, quality fisheries resources and angling opportunities while working to conserve and enhance all aquatic wildlife and their habitats for future generations. Basin Management Plans serve as primary management and communication tools for this effort. These plans provide the basis for resource management and are constantly evaluated and revised. Fisheries crews worked in the Green River (Black's Fork River) and Sheridan (Powder River) fisheries regions to survey the distribution and abundance of native fishes. Regional fishery

managers conducted angler surveys and responded to public requests for information on fish and fishing. A significant amount of time was invested in habitat protection related to coalbed methane development. This was particularly acute in the Powder River Basin.

Regional fisheries crews invested more time working to define the distribution and relative abundance of Wyoming's native fishes, with efforts particularly focused on streams. This was an important step in updating information on native fishes. Statewide fisheries crews further fine-tuned sonar-based fish counting methods, completed preparation of a standard sampling manual for standing water fisheries, and a graduate research project was initiated to assess inter-relationships between gillnet and sonar sampling estimates of fish stocks in standing waters. Regional fisheries management and aquatic habitat personnel further developed close working partnerships for more effective management of Wyoming fishes. The project to define sauger distribution and habitat in the Wind River upstream of Boysen Reservoir was completed during FY04. The boating access program completed most major developments planned for the year.

Every indication from creel surveys, comments from angler groups, and reports received from other entities indicates that the angler satisfaction level reported FY 99 (84 percent) continues.

Within the 2001 National Survey of Fishing, Hunting, and Wildlife Associated Recreation, the U.S. Fish and Wildlife Service reported Wyoming waters provided anglers with almost 2.5 million fishing recreation days during 2001, the most recent year for which data is available.

Objective: Fish Culture

All Wyoming state fish hatcheries maintained disease free status while producing the requested numbers, pounds, sizes, and species of salmonid fishes as requested by the Aquatic Wildlife Management personnel, within +10 percent. In addition to meeting the fisheries management requirements, fish eggs and excess salmonid production were traded to other state and federal agencies. In return, Wyoming waters were stocked with cool and warm water species obtained via these trades.

Evaluations found no evidence of *Myxobolus cerebralis*, the causative parasite of Salmonid Whirling Disease, in the Story Hatchery water supplies although previous sampling in FY 03 indicated the possible presence of the parasite. Further testing and management of the water supply is eliminating the possible threat of finding the disease at the hatchery.

Endemic cutthroat trout brood stock development continued for Colorado River cutthroat and Yellowstone River cutthroat in their native drainages with assistance from Wyoming fisheries management crews, the U.S. Forest Service, and the U.S. Park Service. These operations are essential in developing and maintaining captive brood

stocks to produce the eggs needed to maintain viable cutthroat trout stocking programs. Finally, personnel continued to develop rainbow trout and other species sources within the boundaries of Wyoming to ensure the internal maintenance of unique species and protect the fish culture system from external disease influences.

Land adjacent to the Speas Rearing Station was purchased to meet future effluent discharge requirements. This acquisition, which provides additional public access to the North Platte River by creating the Wyoming Fly Casters Memorial Access Area, could not have been accomplished without funding provided by the Wyoming Fly Casters.

Objective: Habitat

There are three distinct aspects to the Habitat Objective; Regional Aquatic Habitat Management, Regional Terrestrial Habitat Management, and Habitat and Access Maintenance.

The regional aquatic habitat management personnel completed 80 percent of their annual work plan elements. Any items that were not addressed were either a low priority or could not be completed due to the actions of others either within or outside the Department. Nine trust fund projects/grants were developed and/or implemented during FY04, 15 watershed inventories were either initiated and/or completed, 28 habitat projects were either initiated and/or completed, and personnel participated in 26 major and numerous minor extension/public education efforts. Finally, aquatic habitat personnel received training related to stream restoration, watershed modeling, water law, geographic information systems, grazing management, and vegetation ecology.

Regional Terrestrial Habitat Management personnel completed 85 percent of their annual work plan elements. Any items that were not addressed were either a low priority or could not be completed due to the actions of others either within or outside the Department. Over 107 landowner habitat extension projects were developed and/or implemented during FY04, 13 trust fund projects were funded, habitat inventories were conducted on nine large landscapes, satellite imagery was used to detect and monitor changes to the shrub/steppe habitats in the Casper, Sheridan, and Laramie regions, and 176 habitat projects were implemented and 45 additional habitat projects were planned this period. Due to budget constraints, the Department was forced to suspend the habitat grants program during FY04, so no new grant projects were developed.

The Habitat and Access Maintenance Branch completed an estimated 94 percent of the planned maintenance and monitoring of wildlife habitat management areas and public fishing access areas within the limits of existing personnel and manpower. Maintenance and monitoring was completed on all facilities, structures, fences, roads, trail

systems, and wetland complexes. In addition, through the project request system, the branch received another 50 to 75 requests for aquatic and terrestrial projects statewide and assistance on 11 hatcheries and rearing stations. This amounts to 8,000 man-hours of work in addition to assigned responsibilities for all managed lands and access areas.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, agency employees were asked to evaluate the performance of personnel working within the Habitat Objective. Of respondents that had interacted with these individuals, 60.6 percent were satisfied with the number of terrestrial habitat projects, and 58.5 percent were satisfied with the number of aquatic habitat projects. Regarding the quality of projects, 72.7 percent of respondents were satisfied with the quality of terrestrial habitat projects, and 69 percent were satisfied with the quality of aquatic habitat projects. Regarding the quality of habitats on Department lands, 64 percent of respondents were satisfied with the quality of terrestrial habitats on Department lands, and 68.2 percent were satisfied with the quality of aquatic habitats on Department lands. Finally, 87.4 percent of these respondents were satisfied with the maintenance of facilities on Department lands and access areas.

Within the Strategic Outcome External Client Satisfaction Survey, 2004, hunters and anglers were asked to evaluate the maintenance of Department lands and access areas. Of respondents that were familiar with the Department's Wildlife Habitat Management Areas, 64.6 percent were satisfied with the management and maintenance of the facilities within these areas. Of respondents familiar with the Department's Public Fishing Access Areas, 66.8 percent were satisfied with the management and maintenance of facilities within these areas.

Objective: Wildlife Habitat Protection

Multiple Habitat Protection databases are maintained and made available for Department-wide access in order to facilitate accomplishment of this program's objectives. During FY04, wildlife habitat protection personnel maintained up-to-date narratives on the status of threatened, endangered, proposed, and petitioned wildlife; coal and uranium mine activity; statewide transportation problem areas; and the databases that track past and present environmental commenting. These databases can be accessed by all Department personnel and provide a quick and efficient means to find information on Department operations and positions at any time.

Other accomplishments included facilitating the procurement of funding for a statewide highway/stream crossing stability study and a study of raptor protection measures. Personnel also field-evaluated the nominations for the annual Wyoming Hunting and Fishing Heritage Exposition wildlife stewardship awards, including write-ups

of each nominated project and selection of winners. During FY04, personnel continued to be extensively involved in actions related to the Endangered Species Act and mineral development issues. Personnel took the Department lead on interstate and multi-agency coalbed methane workgroups, and facilitated the Department's involvement in U.S. Forest Service and Bureau of Land Management land use planning efforts. Finally, staff continued to provide comments and recommendations on issues being addressed by the International Association of Fish and Wildlife Agencies.

The Strategic Outcome Internal Client Satisfaction Survey, 2004 indicated approximately 38 percent of respondents had interacted with the Wildlife Habitat Protection staff. Of these individuals, 74.3 percent were satisfied with efforts by the Wildlife Habitat Protection staff to coordinate with personnel on environmental commenting, 74.4 percent were satisfied with the process used to make assignments, obtain comments and recommendations, and provide feedback and assistance, and 88.4 percent were satisfied with the services provided by the Wildlife Habitat Protection staff.

Objective: Property Rights (Lands) Management

This objective is composed of two distinct parts; the Lands Management Branch and the Private Lands Public Wildlife program.

During FY04, the Lands Branch personnel were involved in a series of transactions including seven acquisitions, the disposal of two surplus properties, the renewal of two leases, the granting of nine special use permits, the granting of one permanent right of way, working to address five encroachments on Department properties or easements, coordinating six agreements with other entities, and addressing issues related to two possible property trades. Finally, Lands Branch personnel continue to monitor agency property rights, review tax assessment schedules, review new land acquisition nominations, maintain their certified appraiser credentials, review and comment on Bureau of Land Management grazing regulations, prepare information and responses to various legislative bills, and coordinate efforts with other Department, public, and private entities on land related issues.

The PLPW Access Program continues to provide valuable hunting and fishing access throughout Wyoming. During FY04, there were 21 Hunter Management Areas (HMAs) with 672,367 private acres enrolled. There were 402 Walk-in Hunting Areas (WIAs) with 426,695 private land acres, 29 stream miles and 80 lake acres. Together, the HMA and WIA hunting programs provided access to nearly 1.1 million acres of private land and 1.3 million acres of public land. Walk-in Fishing areas provided access to 110 lake acres and 81 stream miles of privately held waters on 53 areas. Most importantly, the PLPW Access

Program has helped hunters and anglers find places to pursue game, assisted landowners wishing to allow public access to their property, and aided Department personnel dealing with access-related issues such as controlling wildlife damage and maintaining wildlife population objectives, and improved public relations between landowners and sportspersons.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate aspects of the Property Rights (Lands) Management objective. Of respondents that had dealt with these programs, 70 percent were satisfied with the services provided by the Lands Branch personnel and 82.4 percent were satisfied with the services provided by the PLPW staff. Of employees that had dealt with the PLPW program, 73.6 percent were satisfied with the easements obtained.

Within the Strategic Outcome External Client Satisfaction Survey, 2004, hunters and anglers were asked to evaluate the access and habitat acquired by the Department. Of all respondents, 39.8 percent indicated they were satisfied with the level and amount of access acquired by the Department. Of all respondents, 39.3 percent indicated they were satisfied with the kind and amount of habitat acquired by the Department.

Objective: Wildlife Health and Laboratory Services

This objective is composed of two distinct parts; the Veterinary Services Branch and the Laboratory Branch.

During FY04, the Veterinary Services Branch initiated a major study to determine how the infectious agent for Chronic Wasting Disease (CWD) is transmitted among elk, continued CWD monitoring efforts throughout Wyoming, integrated a brucellosis management program aimed at reducing the prevalence of brucellosis in elk, tested 91 samples from returned elk kits, analyzed almost 350 samples for plague and distemper, analyzed over 6,100 cervid samples for CWD, and identified three positive rabies samples. Branch personnel continued teaching courses on the chemical capture and safe handling of wildlife. Finally, branch personnel were integral in dealing with the 400 to 500 elk that developed paresis in the Red Rim Habitat Area during February and March of 2004.

During FY04, the Laboratory Branch personnel provided a variety of analytical services to Department personnel, other agencies, and the general public. Over 39,000 tests were conducted on almost 16,400 samples in response to 1815 cases. These tests included fish health inspections and disease diagnostics for hatcheries and natural waters in Wyoming, as well as forensic analyses for enforcement purposes. Laboratory Branch personnel provided consultation to other states on evidence analysis and procedure development, developed and presented a hands-on laboratory display for the Wildlife Hunting and Fishing Heritage Exposition, assisted in the training of students

and other professionals regarding laboratory techniques, and provided presentations to various audiences on wildlife forensics and fish diseases.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the services provided by this objective. Of respondents that interacted with the Fish Health staff, 96.1 percent were satisfied with the services provided. Of respondents that interacted with the Forensics staff, all (100 percent) were satisfied with the services provided. Of respondents that interacted with the Tooth Aging staff, 91.3 percent were satisfied with the services provided. Finally, of respondents that interacted with the Veterinary Services staff, 90.5 percent were satisfied with the services provided.

Objective: COOP Unit Research

As indicated within their annual report, students within the Wyoming Cooperative Fish and Wildlife Research Unit completed nine projects that were either partially or wholly funded by the Department. These projects included evaluations of: the design of instream habitat structures relative to winter habitat characteristics and use by native trout; improvement of eyeing rates of cutthroat trout brood stocks; life history requirement of sauger in the Wind River drainage upstream from Boysen Reservoir; bentonite wetland mining; the ecology of the midget faded rattlesnake; the use of different-aged burns by sage grouse and the effects of coyote control in southwestern Wyoming; the steamboat elk project; cougar ecology, management, and population genetics in Wyoming; and the impacts of recreational shooting on black-tailed prairie dog behavior, population, and physiology.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the work of the COOP unit. Of respondents that had interacted with the COOP unit, 75.9 percent indicated they were satisfied with the quality of research being conducted or completed for the Department by the COOP unit, and 77.6 percent indicated they were satisfied with the quantity of research being conducted or completed for the Department by the COOP unit.

Objective: Feedgrounds

Snow came early in the winter of 2003-04 and feeding began sooner than in recent years. Counts indicated 16,111 elk were fed, which is the second highest number ever fed and the most fed during the past 15 years. It appears that early snow and poor forage conditions, brought on by the continuing drought, resulted in the increased number of elk that attended feedgrounds. Due to the early starting date and high elk numbers, many feedgrounds faced the possibility of running out of hay. However, snowfall was minimal during mid- and late-winter, and these conditions allowed the elk to leave earlier than expected and prevented the need to deliver additional hay into all but two feedgrounds.

A total of 8,742 ton of hay was fed during the winter of 2003-04. This amount of hay has been exceeded only twice since 1975-76 and, presumably, since feedgrounds have been in operation.

Wolves preyed upon feedground elk. A total of 39 elk were killed by wolves on 12 different feedgrounds. Elk have been killed on 15 of the 22 feedgrounds by wolves since their introduction. Management problems that resulted from wolf activity were minimal. Elk were chased from several feedgrounds at various times this winter, but they returned or were hazed back by Department personnel before damage/co-mingling problems occurred.

Objective: Specialized Statewide Law Enforcement

This Objective is divided into three distinct parts; Law Enforcement Administration and Boating Safety, the Law Enforcement Investigative Unit, and the STOP POACHING program.

Individuals involved with the Law Enforcement Administration activities focused their attentions on permitting, and the maintenance of enforcement data. Permitting efforts increased and during calendar year 2003 426 Chapter 10 permits were either issued or renewed, 145 Chapter 33 permits were issued, and numerous Chapter 56 and Chapter 45 permits were also issued. A database was developed to further integrate the Violator Compact information into Wyoming's licensing system and distribute Wyoming information to other cooperating states. A database was also developed to record all the forfeited and seized items resulting from law enforcement efforts so the final disposition of each item can be traced. Finally, Law Enforcement Administration personnel coordinated with the Department's Information Technology staff to revise the current Case Management System to ease access and increase efficiency.

During FY04, the Department experienced another very successful year for the Boating Safety Program. The Department registered approximately 26,000 watercraft. Boater violation rates varied depending upon the body of water, but, statewide, 75 to 80 percent of boaters were estimated to have been in compliance with Wyoming's boating statutes and regulations. The most frequent violation was failing to provide sufficient personal flotation devices for all individuals aboard the watercraft.

During FY04 the Law Enforcement Investigative Unit was involved in hundreds of cases of varying sizes including 37 that were initiated during this period. Investigators spent 5,582 hours on investigations, including undercover cases. The unit closed 69 cases and convicted 132 defendants. These defendants paid over \$250,000 in fines and restitution.

The Stop Poaching program is based on a calendar year, and during 2003 there were a total of 505 stop poaching reports received. Of these reports, enforcement

action resulted in 45 closed cases. A total of \$1500 in rewards were paid during 2003.

Objective: Strategic Management

During FY04, the Strategic Management Coordinator was responsible for a variety of different projects. These efforts included coordinating and developing the Wyoming Game and Fish Department's contribution to the Wyoming State Government Annual Report, 2003, conducting five small surveys for agency personnel, evaluating issues related to game warden housing, serving as the Department's liaison with the Western Association of Fish and Wildlife Agencies on two separate regional projects, finalizing the agency review on the creation, management, and use of citizen advisory groups to address wildlife issues, estimating the economic impact of wildlife-associated recreation on U.S. Bureau of Land Management and U.S. Forest Service lands in Wyoming, conducting a review of grant writing/grant coordination positions within state wildlife agencies, providing training sessions to three local sage grouse working groups, providing technical assistance to the Wyoming Department of Health on a survey of Wyoming anglers regarding their consumption of fish, initiating the Wyoming Game and Fish Department's efforts to develop a Comprehensive Wildlife Conservation Strategy, and coordinating agency efforts related to the 2003 audit of agency outcome measures.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the performance of the Strategic Management Coordinator. Of individuals that had interacted with the Strategic Management Coordinator, 86.7 percent indicated they were satisfied with the services provided by the Strategic Management Coordinator.

Objective: Bird Farms

During FY04, the Department raised and released 27,249 pheasants from its bird farms. These birds were released on Department lands, private lands leased through the PLPW program, and private lands where landowners allow public hunting access.

Objective: Financial Management

During FY04, Fiscal Division personnel spent much of the year addressing issues related to licensing, new federal grant programs, legislation related to funding issues, and a re-write of internal accounting systems.

A major effort involved gathering, compiling, and analyzing data related to internet applications and licensing and point of sale electronic licensing systems. This study resulted in the culmination of a report to the Wyoming Game and Fish Commission in spring 2004 with a recommended approach for development of a new licensing system. Upon acceptance of the recommendation, an Electronic Licensing Coordinator was hired in June 2004.

During FY04, the Department conducted all of its limited quota draws either on or before the published tentative draw dates. All licenses and refunds for the largest series of draws (resident deer, antelope, elk and nonresident deer and antelope) were in the mail prior to the beginning of the leftover application period, July 10th. During FY04 approximately 268,000 limited quota application fee types, which included 55,000 access and search and rescue donations, were received and processed by the Fiscal Division for over 50 different types of licenses and permits. This approximates the number of applications received in the previous year.

The number of License selling agents administered by the Fiscal Division increased from 363 to 365 active agencies.

During FY04, Fiscal Division personnel devoted significant time to a comprehensive audit of the Department's federal aid funds; a review conducted every five years by the General Accounting Office. Only two issues of significance were raised during the audit. The first related to maintenance on one piece of Department property. The second involved the disposal of Department properties acquired with federal funds and the Department's requirement to obtain written, advance, authorization from the U.S.F.W.S Federal Assistance Office prior to executing any such disposals.

The new Vehicle Management System and the new Voucher Processing System were both completed during FY04.

During FY04, approximately 41,000 expenditure transactions were reviewed by Disbursements personnel and processed directly through the State Auditor's office. This was a slight, eight percent, increase from FY03 and was primarily due to incorporating the landowner coupon system with the Voucher Processing System in order to eliminate redundancy. Time for processing payment vouchers doubled from last year due primarily due to two major factors—the loss of a long-term section employee in addition to the learning curve associated with a new system. However, processing time to generate a payment for transactions was still under four days from the date an invoice was received by the section.

The majority of Department receipts are from limited quota license applications processed between January and June. Over \$37.2 million (up 7 percent) was received from approximately 268,000 limited quota license applications during this period. This year, fortunately, the Department experienced lower turnover rates in its contracted temporary services and was able to reverse the trend of the last few years and decrease the time it took to have funds remitted to and deposited with the State Treasurer's office. During FY04 this time decreased to approximately eight business days, down from 14 working days during FY03. During January, April, and May the Department was able to have funds deposited in fewer than six calendar days after receipt. Funds were deposited prior to completed

processing of applications in order to expedite interest income.

Finally, keypunch and other errors resulted in 19 of the 109 requests being considered by the License Review board between July 1, 2003 and June 30, 2004. These requests constituted less than 0.1 percent of the 120,000 limited quota licenses, bonus and preference points, and permits issued through the License draw system.

Objective: Personnel Management

In addition to the standard human resource management actions, Personnel Management personnel were involved in a number of projects during FY04. First, the Human Resource Manager continued to coordinate the Employee Development Program, which provided six training programs for approximately 120 employees. The second project involved coordinating the classification, recruitment, and selection of approximately 29 new permanent positions. The third major effort involved conducting a nation-wide search for a new agency director. Work was initiated to revamp the Department's volunteer policy so it will conform to the newly revised statewide vehicle policy. An approved Department Safety Program was developed and will serve to reduce the workman's compensation charges over the long term. In conjunction with the Fiscal Division a total overhaul of the Department's internal Personnel and Payroll automated, pc based, program was completed. Finally, extensive time was devoted to participation on the statewide team charged with rewriting two chapters of the State Personnel Rules and the accompanying policy document that will be used to implement these rules. In addition to the above, the volume of routine personnel actions resulting from increased retirement-related turnover consumed a great deal of time and effort.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the performance of the Personnel Management section. Of respondents that had interacted with the Personnel Management staff, 92.1 percent indicated they were satisfied with the services that had been provided by this section.

Objective: Information Technology Systems

During FY04, Information Technology (IT) personnel were involved in a wide variety of efforts. In addition to consolidating IT purchasing for the agency, IT personnel completed several significant upgrades to the Department's computer network, upgraded the Department's email system, continually worked to improve the Department's ability to defend against computer viruses, developed a Chronic Wasting Disease surveillance test tracking system, upgraded the Private Lands Public Wildlife systems related to Hunter Management Area permits, converted the

Department's database management system to comply with state standards, and significantly increased the volume of information and variety of functions available on the Department's Internet website.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the performance of the Department's IT personnel. Of respondents that had interacted with the IT personnel, 67.9 percent indicated they were satisfied with the services provided by the IT staff.

Objective: Support Facilities and Personnel

The Department maintains seven regional offices, a satellite office in Pinedale, and the Cheyenne headquarters building. Two regional office managers are assigned to each regional facility for logistical support. The majority of Department employees are located either in regional offices or the headquarters facility; excepting hatchery biologists, game wardens, and some terrestrial biologists. The Department had no major repairs or remodeling to office facilities during FY04. However, in addition to routine operational costs, the Department spent \$37,400 on a walk-in freezer in the Jackson office, \$32,885 to replace a boiler and ballasts replacements in the Cheyenne office, \$7,618 for a new phone system in the Pinedale office, and \$14,800 to resurface the parking lot and add create space in the Casper regional office. Finally, \$25,920 was utilized from FY03 funding to replace carpet on the second floor of the Cheyenne headquarters.

The Pinedale office still needs to be either remodeled or replaced. However, significant overcrowding at the Cheyenne office, which required the conversion of basement storage space into offices, continues and may need to be addressed first. The potential to build a new office in Cheyenne has been discussed, but given the potential cost and the Department's current revenue stream, a new facility seems unlikely. Unless the Department is able to reallocate headquarters personnel to other regional offices, it appears that overcrowding at Cheyenne will continue. However, the Department's goal is still to provide improved service areas for external customers, adequate working space for permanent employees, and a conference room for regional meetings in each facility.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate aspects of support personnel and facilities. Of respondents that worked in a regional office, between 76.2 percent and 100 percent, depending upon location, were satisfied with the clerical, budgeting, and logistical support provided by regional support staff. Of individuals that worked either in the Cheyenne Headquarters or one of the regional offices, between 18.2 percent and 95 percent of respondents, depending upon location, indicated they were satisfied with the work space provided by the facility in which they worked.

Objective: Legislatively Mandated Expenses

The Department administers several programs in which payments are required to be made to either individuals or other state agencies, in accordance with Wyoming Statute or specific appropriation. These programs are; Landowner Coupons, Damage Claims, SALEC, Peace Officer and Early Retirement, and Cost Allocation. The Department must insure these programs meet their statutory requirements, while minimizing the amount of Department cost associated with administering these programs.

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.

Objective: Mailroom

The Mailroom personnel are responsible for handling approximately 1.2 million pieces of incoming and outgoing mail each year. This includes thousands of UPS packages as well as Priority and Express Mail parcels. Use of the postal inserting machine continues to reduce the time required to process large license mailings. More than 100,000 licenses were mailed in seven working days. Three people are needed, amounting to 21 man-days, to process licenses. Prior to using the inserting machine, a crew of 10-12 individuals would take ten working days for this same process.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the performance of the mailroom personnel. Of respondents that had interacted with the mailroom staff, 79.4 percent indicated they were satisfied with the incoming and outgoing mail services provided.

Objective: Conservation Engineering

During FY04, Conservation Engineering personnel worked on a wide variety of efforts. Personnel worked to address boating access issues in five locations throughout the state. The Ten Sleep Fish Hatchery was expanded to include a large concrete raceway, brood house, two circular raceways, and appropriate piping. A large cold storage building was constructed at the Tillette Springs Fish Rearing station, and residential improvements at the Speas Fish Hatchery were completed. Carpet was replaced on the second floor and light ballasts replaced in the original building section of the Cheyenne headquarters office. A well was drilled on the Halfmoon Wildlife Habitat Management Area near Pinedale. Finally, engineering personnel continued to work on the water rights inventory for Department-managed lands.

The Drafting section personnel designed and ordered 5,728 signs for various areas and programs, updated the ArcGIS standards and training manual; taught the Private Lands Public Wildlife coordinators the ArcGIS software;

designed and compiled maps, data and geodatabases for every county in Wyoming at 1:24,000 scale/detail. Using ArcGIS, Drafting personnel designed the booklet and web site for PLPW Walk-in Fishing program. Likewise, they created brochures and designed the webpages for 21 Hunter Management Areas. Finally, the Drafting Section continue mapping and updating information on all Department-administered lands.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the performance of the Conservation Engineering personnel. Of respondents that had interacted with the Conservation Engineering staff, 75.9 percent indicated they were satisfied with the services provided.

Objective: Regional Information and Education

Regional Information and Education personnel are involved in media outreach, planning, and public information efforts on a weekly basis. Media releases included an average of three to five print releases per week for a total of 233 for the year, 484 radio spots and programs, 64 television public service announcements, and four Wyoming Wildlife News articles. Weekly or monthly radio shows are hosted in Casper, Worland, Kemmerer, Sheridan, Gillette, and Evanston. Regional personnel conducted and/or assisted in approximately 220 conservation education programs and workshops.

Within the Strategic Outcome Internal Client Satisfaction Survey, 2004, respondents were asked to evaluate the performance of the Regional Information and Education Specialists. Of respondents that had interacted with the Regional Information and Education Specialists, depending upon location, between 52.6 percent and 92.3 percent were satisfied with the specialists' ability to disseminate information to the public, between 64.5 percent and 93.3 percent were satisfied with the specialists' ability to disseminate information internally and act as part of the regional team, between 58.8 percent and 88.8 percent were satisfied with the specialists' ability to conduct education efforts, and between 58.9 percent and 97.5 percent were satisfied with the overall services provided by the specialists.

Objective: Education

Education Branch personnel conducted conservation education programs, workshops, and seminars for about 14,870 people. An additional 13,009 participants attended the 2003 Wyoming Hunting and Fishing Heritage Exposition.

Volunteer coordination and work for the Department is also a part of our Education Objective. Four hundred and thirty-seven volunteer instructors conducted 210 hunter education classes certifying 4,379 students. Volunteer hunter education instructors provided 11,920 hours of service to the Department, and the WILD WORK pro-

gram had 372 volunteers who provided 5,515 service hours. Wildlife In Learning Development facilitators conducted 19 workshops for 538 teachers. Three workshops were conducted for 62 teachers.

The Outdoor Recreation Education Opportunities program was presented to 23 new instructors.

Aquatic Education personnel assisted in 25 community fishing clinics for about 7,000 Wyoming youth. In addition, 5000 Wyoming youth participated in the fishing skills activities at the 2003 Wyoming Hunting and Fishing Heritage Exposition. The Aquatic Education Program completed eleven brochures on fish hatcheries and other high-priority Fish Division programs.

Over 95 percent of all participants in workshops, programs, and camps rated the program quality and content as acceptable to "excellent". The availability and accessibility of the Department's programs appear to be adequate for customer demand.

Objective: Information

Information personnel are responsible for distributing information via the mass media, agency publications, and the department's Telephone Information Center (TIC).

Information personnel are responsible for the production of news releases, radio programs, and video productions. The 1-800 radio actuality line, which was added several years ago, has provided an additional dimension to the department's news dissemination efforts. That message is now available via the MP3 format, which is being used more than the phone lines. The actuality line and the MP3 format allow radio stations access of a broadcast quality news message on a department subject. This message is updated weekly. Print news production has been greatly streamlined by reducing the number of hard copies being produced. Many news releases are now sent electronically. More than 250 subscribers have converted from hard copy to e-mail which has effected a tremendous savings in printing, postage, and personnel time needed to process news release mailings. Finally, information personnel produced approximately eight radio and video public service announcements as well as feature length video productions.

In addition to distributing information to the mass media, the department produces two publications; Wyoming Wildlife Magazine and Wyoming Wildlife News. During FY04, 12 issues of Wyoming Wildlife Magazine were produced and mailed to over 30,000 subscribers. Six copies of Wyoming Wildlife News were produced (37,000 copies per issue) and provided, free of charge, to license selling agents within Wyoming and more than 7,000 paid subscribers.

Finally, during FY04, the Department's TIC answered more than 70,000 phone calls and approximately 1,000 email messages from the public. The TIC personnel were responsible for distributing 17,500 newsletters per year,

and providing telecommunications support services to the more than 800 phone numbers used by agency personnel.

Within the Strategic Outcome External Client Satisfaction Survey, 2004, hunters and anglers were asked to evaluate the efforts of the Department's TIC. Of respondents that had contacted the TIC through either the Department's 1-800 number, General Information Number, or 1-900 number, 85.9 percent indicated their information needs had been handled in a good fashion.

Strategic plan goals

1. Manage all Wyoming's wildlife and conserve their habitat to maintain healthy ecosystems and provide a variety of quality wildlife-associated recreation opportunities, while addressing other human/wildlife interactions.
2. Continually improve service both to out external and internal customers through responsible management of our human, financial, and technological resources, and through efficient and effective provision of support services.
3. Maintain open, honest, and constructive communication with our constituents and within the Department to foster understanding of and involvement and cooperation in wildlife management.

Game and Fish Department organization chart

