

In this issue

1. Dan Kramarz and Lorie Caffrey to head up agency's training program	2. More than 400 attended public meeting on controversial CAFO
3. Flickr photo feature: More than 2,670 photos at the click of your mouse	4. Notifications to successful wolf license applicants mailed last week
5. Crawford County recognizes Armund Bartz with Outdoor Educator Award	6. Report sick deer observed while hunting or enjoying time in the outdoors
7. Links of interest...don't miss them	8. Don't be scared away from Mackenzie Education Center's Halloween Hay Ride
9. Worth 1,000 words...images of us at work	10. Annual flu shot clinic scheduled for October 18 in GEF 2
11. Around the state...DNR employees shine	12. Bat Ecologist Dave Redell loses his battle with cancer

[Secretary's Corner](#) | [Weekly News](#) | [News Releases](#) | [Outdoor Report](#)

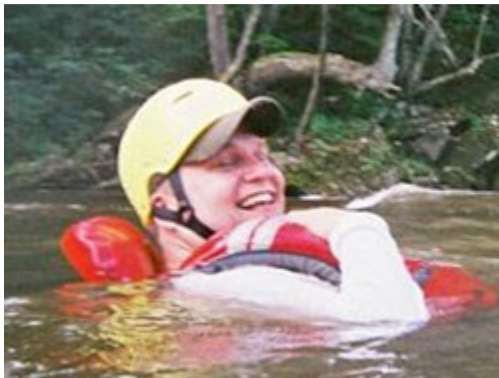
Dan Kramarz and Lorie Caffrey to head up agency's training program

By: Kristy Rogers, Office of the Secretary

[Index](#) [Next](#) [Top](#) [Print](#)

*Training Director **Ralph Schwartz** retires with 13 years of service to DNR*

With the retirement of long-time Training Director Ralph Schwartz on September 21, the department has named **Dan Kramarz** to assume the post. During his tenure, Schwartz provided quality training to countless staff and initiated the long-running Leadership Academy.



Dan Kramarz floated in the Gauley River in West Virginia at the tail end of a white water rafting trip. DNR Photo

Kramarz will focus on statewide training needs including New Employee Orientation, Leadership Academy, process improvement and overall staff development.

In addition, DNR's Employee Development and Training Program welcomes **Lorie Caffrey**, who is transitioning to the training coordinator position within the Bureau of Human Resources. This is a new role that will focus on human resources-specific training including the new supervisor training and continuing supervisor training. Caffrey and Kramarz together will identify agencywide training needs and find innovative ways to meet those needs.

Originally from the western suburbs of Illinois, Kramarz previously served as the training coordinator for the Wisconsin Department of Health Services the past three years. He completed his undergraduate work at Northern Michigan and obtained his master's degree in communication from Northern Illinois University. He worked as a communications manager at an international manufacturing company and also has taught communication courses at Northern Illinois University.



Lorie Caffrey will focus on training DNR employees responsible for human resources duties in their programs. DNR Photo

Besides enjoying the outdoors canoeing and fly fishing, Kramarz is an award-winning home brewer. He lives in the Madison area with wife Meg and daughter Ellie.

Caffrey started with DNR last September as a human resources staffing specialist. During the previous 14 years, she was national sales manager, customer service manager and hiring manager for a private transportation consulting firm. She also is a U.S. Air Force veteran having served four years of active duty.

Caffrey and her husband live in Sun Prairie. She has four adult children and a grandson. Her most interesting training experience was being hired to attend Hot Dog High at Oscar Mayer in Madison to provide annual Department of Transportation safety training to their fleet of weinermobile drivers (aka Hotdoggers).



More than 400 attended public meeting on controversial CAFO

By: Ed Culhane, West Central Region

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

Staff collected comments on environmental impacts of proposed dairy

On August 23, DNR staff held a public meeting in the Town of Saratoga to kick off the EIS (environmental impact statement) process on the Golden Sands dairy [CAFO \(concentrated animal feeding operation\)](#) application. Regional and central office employees held the meeting in two two-hour sessions, with about 420 attending.



Dan Baumann and Russ Anderson spoke to the crowd gathered in the town hall. DNR Photo

This is a controversial issue, and if you drive through nearby Wisconsin Rapids, you'll see many signs opposing the proposed CAFO. The applicant plans to clear 6,400 acres of land for crops and to install 49 high-capacity wells to support an industrial dairy with more than 5,000 cows.

Outside the town meeting hall, local activists opposed to the CAFO set up tables to collect signatures and distribute literature, signs and shirts. Both Wausau television stations sent crews, and TV 9 broadcast live from the site at 5 and 6 p.m. that day. The Wisconsin Rapids Tribune also sent a reporter.

Both sessions went well. Regional director **Dan Baumann** opened the sessions, explaining that the purpose of the meetings was to collect public input on topics to be investigated in the EIS.



DNR Hydrologist Laura Chern (background), Bureau of Drinking Water and Groundwater, was difficult to see in the midst of a crowd of meeting attendees wanting to express their views. DNR Photo

He also explained that DNR will continue to process the application unless the applicant withdraws it. The town board recently voted to change its zoning laws and institute a moratorium on CAFOs. Under challenge in court, the moratorium doesn't halt the DNR process.

Russ Anderson, an environmental analysis and review program supervisor in the South Central Region, explained the EIS as defined by Wisconsin law and the timeline.

DNR programs set up six stations around the town hall. Staffs from the fisheries, air, drinking and groundwater, forestry, wildlife management, environmental analysis, watershed management and WPDES (wastewater discharge permits) were on hand to answer questions.

Regional Director Baumann stationed himself outside, where he spoke to as many people as possible. Interacting with anti-CAFO activists, he seemed to be enjoying himself as he greeted the dozens of people who wished to speak to him.



Answering questions at the CAFO meeting: Gretchen Wheat, agricultural runoff engineer in the Bureau of Watershed Management; Andrew Craig (wearing hat), nutrient management plan reviewer also in the Watershed Management Bureau; and Terry Kafka, animal waste specialist in the Watershed Management Wausau office. DNR Photo

This was absolutely the right way to conduct such a meeting. A traditional format would have devolved into a series of statements by individuals with strong feelings about the

proposed dairy. Instead, DNR staff and members of the public interacted one-on-one. Participants took full advantage and visited multiple stations to pursue their questions. Many of these individuals, armed with yellow legal pads, already had done a considerable amount of homework and were in the process of nailing down fine points. DNR has received over 200 comments, so far.

I was impressed, as usual, by the manner in which DNR staff conducted themselves. To a person, they were professional, calm and friendly. It was clear to me that some of these folks came to the meeting expecting a fight. Instead, they found a well-prepared and friendly DNR staff that was willing to listen and to answer questions.

Footnote: *Ed Culhane, the region's public affairs manager, wrote this meeting assessment.*



Flickr photo feature: More than 2,670 photos at the click of your mouse

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

[A woman and her "best friend" pheasant hunting](#) (Right click for full-sized image.)

DNR's photostream on [Flickr](#) is rich with 55 sets of photos of Wisconsin's outdoors. Whether a species, habitat, management activity or recreational opportunity, if you're in need of a photo, chances are great that you'll find it here. Beginning with this issue, the "Digest" will feature a photo each month to acquaint you with the collection.

Visitors to DNR's Flickr site have registered more than 93,460 photo views.



The featured Flickr photo subject for September is "A woman and her dog pheasant hunting." This photo appears in the Hunting & Shooting set. DNR Photo

If you have a high resolution photo you'd like to add to either an existing or new set in Flickr, email DNR educator and Flickr administrator [Carrie Morgan](#) or call her at 608-267-5239. Photos placed in Flickr are available to staff and the public for use. Users don't need to obtain permission to reproduce them, but DNR requests a credit.

Photos that show DNR at work, the state's abundant natural resources and people enjoying them are the primary focus of the collection. Submit photos as .jpg files with a resolution of 300 dpi, 2-3 MB or higher in size; in focus; with good color, brightness and contrast. No date stamps or text should appear on the photo.



Notifications to successful wolf license applicants mailed last week

By: September 14, 2012 news release

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

Applicants drawn to begin the wolf hunt October 15

Successful applicants for Wisconsin's 2012 inaugural wolf hunting and trapping license could have received their winner notification as early as Friday, September 14, 2012.

The department selected the successful 1,160 applicants through a random drawing from the 20,272 people who had applied for licenses. Applicants could check to see if they were successful through the DNR's [Online Licensing Center](#)

License authorizations were awarded to 1,145 Wisconsin applicants and 15 out-of-state applicants; 486 hunters and trappers from out of state had applied. Most out-of-state winners were from Illinois (5) and Minnesota (3.)



This wolf belongs to the Murray's Landing Pack in southeast Iron County. Sporting a radio collar, this animal's movements help DNR biologists determine the size of the pack and its territory via aerial observations. DNR Photo by Michele Woodford

DNR awarded the license authorizations through a random computer selection. Hunters who were unsuccessful this year have been awarded a preference point for future drawings.

"Wisconsin's wolf hunting and trapping season begins October 15, the first such hunt in modern state history. We wish the lucky applicants a safe and rewarding season," said Secretary **Cathy Stepp**. "This management hunt was made possible by a lot of hard work and dedication of staff, volunteers and partners. The wolf, once extirpated from the state, has recovered and is now being responsibly managed under state authority."

License authorizations were issued to residents of 71 Wisconsin counties and were roughly evenly spread across age groups. Of the total, 91 went to women and 1,069 to men.

Successful applicants may purchase their wolf harvest license at any license sales location or online at [DNR's](#) website (keyword "wolf") now or during the season. The cost is \$100 for residents and \$500 for nonresidents. Successful applicants have the option of transferring their wolf harvest license to a youth or an adult who meets the eligibility requirements

within 15 days of notification that they were successful in the drawing.

A wolf license authorizes both hunting and trapping. The license holder must meet the appropriate education requirements for trapping or hunting or must be participating in the Hunting Mentorship program. Successful hunters are required to tag and register their wolf. Regulations were sent to the successful applicants and are also available on DNR's website at dnr.wi.gov, keyword search "wolf."

Ruling temporarily prevents hunting wolves with dogs, and training dogs to hunt wolves

DNR advised successful applicants that a recent judicial ruling has temporarily prevented or enjoined the use of dogs for hunting wolves, and also the use of dogs to train to hunt wolves. As a result of this ruling, the use of dogs for tracking and trailing of wolves isn't authorized when hunting wolves under a wolf harvesting license. Also, the use of dogs for training to track or trail free ranging wolves is not authorized at this time. This temporary injunction could be lifted at a future date. The department will issue more information as it becomes available.

Harvest zone closure and quota information

The department also advised hunters that with a new season structure, it's possible that success rates may be higher than predicted and harvest quotas could be reached prior to the end of the season in some harvest zones. The wolf hunting and trapping season runs from October 15 to February 28, 2013, however, if harvest levels reach the quota for a zone, the department will enact an emergency closure in that zone. If a zone is closed, it would not take effect until at least 24 hours after the department announces the closure.

Closures will be announced using the following methods:

- announcement on DNR's website at dnr.wi.gov;
- recorded phone-in wolf information system;
- email to anyone who subscribes to the "Wolf Harvest" email notification system, and,
- news release announcing the zone closure.

The Convention on the International Trade of Threatened and Endangered Species Gray protects wolves, and as a result, hunters and trappers are required to have the proper tags to leave the state or country with a wolf.

Anyone seeking additional information about the hunt, or anyone who would like to receive email updates about harvest and zone information, should call DNR's Call Center at 1-888-936-7463. The Call Center is open from 7 a.m. to 10 p.m., seven days a week.



Crawford County recognizes Armund Bartz with Outdoor Educator Award

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

"Working with citizens is one of Armund's greatest strengths. He has a remarkable ability to connect people to nature. His passion, aptitude and hard work have contributed to his reputation as one of Wisconsin's best ecologists." **Craig D. Thompson**, West Central

Region land program manager



Armund Bartz is described as passionate about wild things, such as this gophersnake, and uses education to transfer that sentiment to landowners along the Mississippi River. DNR Photo

Crawford County's Land Conservation Committee presented its 2012 Outdoor Educator Award to DNR Ecologist **Armund Bartz**, La Crosse. Drawn to this area of the state by the Mississippi River, he's devoted the last 16 years to managing the county's rare bluff prairie habitat for the wildlife and plants that dwell there.

"Armund works as this region's Endangered Resources Ecologist and has been an amazing advocate for natural resource conservation throughout his career," reads the award.

In addition to time spent working for DNR and the Mississippi Valley Conservancy, Bartz volunteered many hours of his time to assist private landowners with managing their land. On his own 80-acre farm he "...works to balance economic return from the land and rare species management."

A list of Bartz's accomplishments would include:

- public outreach and education on bluff prairie rarity, ecology and management;
- leading or participating in more than 30 field trips in Crawford County, partnering with agencies, organizations and entities from the local level to the federal government to educate agencies' staffs and landowners; and
- authored the Natural Resources section for the Town of Freeman Land Use Plan making the connection for residents "...of the global and continental importance of natural resources within the township.

Bartz's conservation philosophy is simple: "You protect what you love, but you only love what you understand, and understanding comes with education."

The award calls upon the words of Aldo Leopold to describe Bartz's work: "The first rule in intelligent tinkering is to save all the pieces.' Armund strives to educate people enough so

they recognize they have 'a piece' worth saving for both present and future generations."



Report sick deer observed while hunting or enjoying time in the outdoors

By: September 14, 2012 news release

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

The department is asking hunters and other outdoor enthusiasts heading out into the woods and fields to report any sick deer or observations of multiple dead deer.

In the last few weeks, DNR has received reports of people finding small groups of dead deer, primarily in the Town of Dekorra in Columbia County. The department also received information late the week of September 10 about small clusters of dead or dying deer in other areas of southern Wisconsin including Rock, Waukesha and Walworth counties.

Thanks in large part to concerned individuals contacting the department immediately after finding a deer that had recently died, DNR staff was able to submit tissue samples for testing to determine the cause. Lab finding confirmed what wildlife health experts suspected: a disease found in deer known as epizootic hemorrhagic disease or EHD.

EHD is a fairly common disease carried by midges (commonly referred to as no-see-ums, small biting insects), which are not a threat to humans," noted Eric Lobner, Southern District wildlife supervisor. "We are fortunate that the public is tuned into the deer herd and was quick to report these small pockets of problems. By sharing information about the outbreak, we are hoping to get more eyes on the ground to more clearly define the geographic distribution and number of deer impacted."

EHD is a disease that is passed to deer by small biting flies. Often fatal, the infected deer typically dies within seven days. The last EHD observation in Wisconsin was in 2002 in Iowa County where fourteen deer died from the virus.

EHD is common across southern states and occasionally shows up as far north as the upper Midwest. This year, reports have come in on outbreaks of EHD in Michigan, Illinois, Indiana and Iowa. Here in Wisconsin, the disease is typically short lived, as the flies that transmit the disease die with the first hard frost.

People who see deer exhibiting the following signs are encouraged to report their observations to the DNR:

- excessive salivation or foaming around the nose and mouth;
- appearing weak and approachable by humans;
- in or near water sources, where they'll often lie in water to cool down or drink.

"Our goal is to have a better handle on the distribution and the number of deer that are impacted by the disease," said Lobner. "Keeping a close eye on the health of our deer herd is important. Though there is little we can do to prevent the disease, with the onset of cold weather and frost, this outbreak should be over soon. Any information we can get will help us better understand the impact of the disease on our herd. "

To report a sick deer observation call the DNR call center toll free at 1-888-WDNR-INFO at

1-888-936-7463; email [DNRInfo](#), or use the [chat feature](#) on the DNR website. Staff is available seven days a week from 7 a.m. to 10 p.m. When contacting the call center, be prepared to provide details about the condition of the deer and the exact location where you saw the deer. You can find more information on sick deer in Wisconsin as well as your local Wildlife Management contacts at [DNR's website](#), keyword "sick deer."

See "[Epizootic Hemorrhagic Disease Frequently Asked Questions](#)" to learn more about how this disease impacts Wisconsin's deer herd.



Links of interest...don't miss them

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

- **Title & link:** "[2013-15 Biennial Budget Proposal](#)"

Description: In her transmittal letter to the Natural Resources Board, DNR Secretary **Cathy Stepp** refers to the department's proposed 2013-15 Biennial Budget as "...a restrained budget package, reflecting the national economic climate and the Department of Administration's policy guidance. The proposed two-year DNR budget is \$553.6 million for 2013-14 and \$553.0 million for 2014-15."

- **Title & link:** [September 2012 edition of "It's Your Benefit"](#)

Description: This issue of the Employee Trust Fund newsletter about "Health insurance and other benefit programs for state and local government employees and retirees" announces the "Its Your Choice" open enrollment/health insurance company change period, prescription drug information and ERA (Employee Reimbursement Account) information for the upcoming 2013 benefit year.

- **Title & link:** "[Metallic Mining in Wisconsin](#)"

Description: **Ann Coakley**, director of the Bureau of Waste and Materials Management, presented this PowerPoint to the Senate Mining Committee on September 18. This slideshow provides information on the locations, characteristics and status of various metal deposits around the state.

- **Title & link:** "[In summer, toxic blue-green algae blooms plague freshwater](#)"

Description: This story from the Center for Investigative Reporting includes references to Wisconsin's lakes Petenwell and Menomin, as well as Tainter Lake. Dunn County has passed an ordinance requiring landowners, including farmers, to leave a 35-foot unmowed buffer up to the waters' edge to stop runoff of phosphorus. DNR's Buzz Sorge talks about what it will take to deal with this situation.

- **Title & link:** "[Wild rice will be a hunt this year](#)" (Go to time stamp 14:37 for start of story.)

Description: A reporter from Newswatch 12 in Rhinelander flew along on August 30 and the next day aired this story on DNR's wild rice survey flights.

- **Title & link:** [“WRS News” \(“Wisconsin Retirement System News”\)](#)

Description: The September 2012 newsletter includes information on everything from the health of Wisconsin’s pension plans to the take of the new director of the State of Wisconsin Investment Board’s on the challenges facing public pension plans across the country.

- **Title & link:** [“A Thriving Partnership, National Association of State Foresters and the Arbor Day Foundation”](#)

Description: In 2009, the Arbor Day Foundation formed a partnership with the National Association of State Foresters, and since then has planted more than ten million trees in twenty states, including Wisconsin, and Puerto Rico to restore critical forest ecosystems and habitat. These trees are planted on state lands and in state forests. The foundation soon will call for proposals for planting projects in the next fiscal year.

- **Title & link:** [“Attorney General J.B. Van Hollen and the U.S. Drug Enforcement Administration encourage Wisconsin residents to drop off unwanted prescription drugs during this month’s national ‘Take Back’ day”](#)

Description: Wisconsin became the third largest state to contribute to the drop off of unwanted medications on April 28, after the U.S. Drug Enforcement Administration (DEA) reported that a record 37,642 pounds of prescription drugs were dropped off at collection sites throughout the state.

- **Titles & links:** [“Waterway and wetland permits: wetland disturbance”](#)

[“Wetland Individual Permits”](#)

Descriptions: This new DNR website explains under what circumstances someone needs to obtain a permit if they’re planning a project that will disturb a waterway or wetland. The PowerPoint describes the process to follow to obtain an individual permit and the standards DNR applies when considering issuing a permit.



Don’t be scared away from Mackenzie Education Center’s Halloween Hay Ride

By: Ruth Ann Lee, MacKenzie Environmental Education Center

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

Bring your family and friends to the sixth annual Haunted Hay Ride held at the MacKenzie Environmental Education Center (MEEC) on October 26 and 27. It’s such ghoulish fun, that more than 1,000 people have braved the evening’s spookiness each year.



Not too scary themselves, these visitors to a past Halloween Hayride were ready for whatever they encountered on the ride's route. DNR Photo

Between 6:30 p.m. and 9:30 p.m. each night visitors enjoy the family-friendly Halloween celebration with haywagon rides through the grounds at the MEEC, where they're spooked by zombies, a headless horseman, ghosts and many other scary, but fun characters. Guests also will have the opportunity to enjoy a campfire with s'mores, popcorn and hot chocolate.

"An event like this takes a lot of people," said Ruth Ann Lee, one of the event organizers and MacKenzie Center director. "We can't do this without help from the community. With more than 60 volunteers, the time and materials they provide are unbelievable. We owe our success to them as they've provided a lot of support for this program."

The MacKenzie Center's annual haunted hay ride is a fundraiser, with all proceeds going toward supporting the center's overall mission of educating adults and youth about the outdoors and the natural world around them. Along with DNR, the Wisconsin Wildlife Federation and Friends of the MacKenzie Center, both non-profit organizations, partner in managing the center.

For more information on events, or if you'd like to volunteer for the Halloween Hayride, call 608-635-8105 or visit the [MacKenzie Environmental Education Center](#) website.

Footnote: *Ruth Ann Lee is director of the MacKenzie Environmental Education Center and chair of the Wisconsin Wildlife Federation's Education Committee.*



Worth 1,000 words...images of us at work

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

Department employees take advantage of Project WILD and WET training



Eager educators (L-R): Ross Schulz (New Glarus Woods State Park); Haley Weisert (Cave of the Mounds Educator); Zach Larson, Kayla Braley and Eric Dunham (Yellowstone Lake State Park); Ka Yeng Vue (Bureau of Law Enforcement water guard); Mike Degenhardt (Yellowstone Lake State Park); Cassie Young (New Glarus Woods State Park); Dennis Wells (Yellowstone Lake State Park); Samantha Lindquist (Bureau of Law Enforcement water guard); Jeremy Oestmann (Cave of the Mounds educator); Brenda VonRueden (Bureau of Law Enforcement hunter education coordinator); Ryan Jenson and Gwenn Fischer (Yellowstone Lake State Park); and Linda Olver (Bureau of Law Enforcement Learn to Hunt/Shooting Sports coordinator). DNR Photo

This summer, 20 DNR employees from around the department attended environmental education training through DNR's [Project WILD](#) and [Project WET](#) programs.

Assistant Coordinator **Kim Anderson** and regional trainers led these employees, who gained valuable experience learning how to present natural resource topics to school groups, park visitors and clubs. Each participant received activity guides with more than 100 lesson ideas to use in their work.



Ross Schulz and Cassie Young from New Glarus Woods State Park test the surface tension of water during H2Olympics. DNR Photo

The employee training experience will help the participants as they get requests to provide programs explaining key natural resource topics and current issues facing Wisconsin citizens. DNR employees can check out the statewide ["Teacher Workshop & Events Calendar,"](#) for this free (to DNR employees) training.



These "Whooping Cranes" get ready for a Migration Headache, an activity about wetland protection and migratory waterfowl. DNR Photo

Or, you can schedule a dedicated employee training workshop for groups of 10 or more. Email State Coordinator [Janet Hutchens](#) or by calling her at 608-261-8453.



Annual flu shot clinic scheduled for October 18 in GEF 2

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

DNR once again will sponsor a seasonal flu shot clinic to be held in GEF 2 on Thursday, October 18. Home Health United will be on hand to administer the vaccinations. State employees interested in receiving a seasonal flu shot can sign up for the clinic, which will run from 8 a.m. to 2 p.m. in room G09 on the ground floor.

November through January is the most common period for the spread of the flu. According to State Department of Health and Family Services, employees can help minimize their chances of catching the flu by being vaccinated.

As with any medication or health care, you should first talk with your doctor if you have any questions or concerns. This year the flu shot will cover both the seasonal flu and H1N1. As before, the shots will be mercury free, but keep in mind that the mercury free shots do contain a small amount of latex, so anyone allergic to latex will have to get the flu shot that is not mercury free. The intranasal vaccine also will be available.

For further information, email [Marty Karow](#), or call her at 608-246-7988 or see the ["Have You Had Your Flu Shot Yet?"](#) poster.



Around the state...DNR employees shine

[Index](#) [Prev](#) [Next](#) [Top](#) [Print](#)

Central office success story

- "I just learned about a [Wisconsin Trails blog](#) that features a recent Foundation field trip led by two DNR employees: **Paul White** and **Heather Kaarakka**. Thought you might like to share it via the DNR Digest.

"Here's a great quote: 'We were led on our Natural Resources Foundation field trip by Paul White and Heather Kaarakka. Young and fit folks, both were perfect ambassadors for this

area and this animal, with their energy and obvious love and enthusiasm for these creatures coming through clearly.

"We are so grateful to DNR for helping us offer these kinds of trips, and for what they do to show off the very best of Wisconsin. Cheers." *Maria Sadowski, director of Communications, Natural Resources Foundation of Wisconsin*

- "Hi **Kevin (Huggins)**, Bureau of Customer Service and Licensing), I Recently Applied For A Wi. Crossbow Permit. I Must Tell You, Without **Alix's (Lumina)**, customer service representative). Extreme Patience With Myself, I Would Have Never Got Through This Process. Alix Is The Definition Of Customer Service.

"I Quickly Became Frustrated & Pretty Much Had Given Up On The Permit. Alix Kept Her Composure, Even After A Couple Of Not So Nice Emails From Me.

"I Spent Most Of My Working Life In Supervision & Know First Hand How We Forget The People Who Really Deserve All The Credit. Kevin To be Honest, You Just Don't Expect Service Like I Received From Alix. In Today's Work Force, People Who Actually Care Is The Exception To The Rule. Let Me Tell You She Cares!!! *Kelly Applin*

"Anyway, Thanks Again. Kevin Give Alix A++ For Her Job At The Wi. DNR."

- Received a call from a woman who wanted to let me know how much she and her sons are enjoying [Read to Lead](#). Her oldest son saw the "win a Kindle fire" when they were camping at Copper Falls and was suddenly all about reading the books on the list. She said it's great to see them reading, especially some nonfiction, and enjoying it.

She wanted me to pass along that she thinks it was a great idea and thank everyone involved in putting this program together, so "thanks." *Carrie Morgan, DNR educator and coordinator of ["EEK!-Environmental Education for Kids."](#)*

- DNR Wildlife Webmail received this in response to a DNR website information request for hunting and trapping information: "DNR has certainly upgraded its customer service and its ability to listen to the sportsman of the state. That is greatly appreciated. Thank you for your time and for your service to our state and its natural resources."

Tia Kropf-Beringer, who manages the Wildlife Webmail site, had this to add in a message to **Kevin Wallenfang** (Bureau of Wildlife Management) and **Ryan Marty** (Office of Communication), who conducted the recent hunting and trapping web chat: "Love this! And nice job on the chat today. I have revisited to answer some webmail."

- "Hi **DNR Web Team**: I just want to congratulate and thank you for taking on this extra server migration testing in the midst of our content migration, and making yet another critical deadline. This was especially important as we work with our sister bureau (BTS) and another agency (DOA/DET) to accomplish a goal. I continue to be extra proud of you all and consider it an honor to work with you." *JD Smith, communications chief, Office of Communication*

- IT Professional **Matt Rehwald**, Bureau of Watershed Management, recently received this kudo: "I recently met with my WMS (water management specialists) to go over performance reviews. All of them mentioned the database improvements as a good thing and especially appreciated your communications on database updates.

"My two senior guys, **Keith (Patrick)** and **Will (Stites)** mentioned that you have really made a big difference and the database is better and more efficient.

"Will specifically mentioned he greatly appreciated your willingness to design and implement change from the "use case" perspective. I didn't know what that meant so Will explained it was from the perspective of the user, i.e. the WMS.

"I couldn't agree more, but I believe the fact that the positive recognition comes from our WMS means you are doing a great job. Thanks a ton." **M. Scott Watson**, *waterways supervisor*

Northeast Region success stories

- "On August 1, a group of nearly twenty campers from the Zerbe Reunion descended on the Thunder River Rearing Station for a tour of the facility. We enjoyed the assistance of the foreman, **Amy Gardon**. It was a pleasure for us to know that the DNR has such competent and congenial personnel on staff. Our questions were answered and it was a pleasurable two hours. Thank you." *Donald Peterson*
- **Jennifer Borski** thank you for attending part of the Kimberly Clark internal Green Tier meeting to help "make real" the SPOC role. The KC team members left the meeting with the intention to take the next steps for a Tier I charter. As I expected, the team members were sold on Green Tier prior to coming (yes, they did their homework). The group needed to talk very tactically about the XMill approach and the time commitment involved with Green Tier I and II. The XMill team is committed to assist the KC WI locations in applying for and joining the Green Tier program. Thank you for taking the time to bring me up to speed on the Green Tier program and continuing the XMill and WDNR relationship. The relationship is truly unique, one that I hope to model in the future. *Susan Tarr, director of Experimental Mill, Kimberly Clark*
- "To **Brett Bockhop** (forestry team leader), I would like to express my appreciation for the assistance from your **ranger staff** on the NHAL State Forest. On Sunday 09/02/12 the Vilas County Sheriff's Office received a complaint of a possible JA (juvenile alcohol) party in the Township of Plum Lake (Vilas County) WI. Forester-Ranger Dan Perry and three other rangers (**Jacob Link** and **Christopher Bartelt** and **Dale Romback**) assisted my staff with handling the JA party. Through the use of your staff we made contact with twenty seven kids. Most of which had been consuming intoxicants. Their assistance also yielded a drug related arrest. Once again, I am grateful for their assistance. Thanks." *Lt. Ritter*
- To (Point Beach State Parks') **Guy Willman** (superintendent) and **Erin Dembski** (ranger-operations): "Thank You for allowing me to use your mower throughout our banding season. Without hesitation you have always allowed me access to your equipment. I want to extend a big Thank You to not only you but your entire crew for their help this year. You may think it's just a little thing but for me it's huge. Without your equipment I wouldn't be able to mow our banding site the way I want it. In turn, we wouldn't be able to capture the amount of birds we do. I wanted to take this time to Thank You and your crew for helping us this year. It seems that cross program cooperation is a rarity, but not in the NER! Thanks." **Kyle Christianson**, *wildlife technician*
- Addressed to **staff at Peninsula State Park**: "I would like to express our thanks for having one of the best state parks anywhere in the US. My wife and I camped at the park last weekend and enjoyed our stay as always. We have camped at Welkers for the past 25 years and keep coming back for more. We enjoy your park immensely, and your staff is always kind, friendly and efficient. Our three girls have grown up with fond memories of your park, and have also

returned with their husbands, and boyfriends. In fact our middle daughter always wanted to be proposed to at Welkers Point. So after her now husband camped with us two years he made it possible one Christmas by enlarging one of our photos of Welkers point and had it prominently displayed when he proposed. Of course she was speechless, but said yes.

"I believe my wife and I have hiked all of your trails, many multiple times, and enjoyed every step. In fact the last three years we have visited your park in February while staying at Homestead suites. We have taken many long winter hikes through your beautiful park. We have amassed quite a few miles on your roads and bike paths. So much in fact, we purchased new bikes last year just for our rides.

"Needless to say I have taken many pictures on our stays, and winter strolls in your park. If you would be interested I could send some in the future, or possibly drop them off on one of our next visits, which hopefully will be again this winter.

"Again, thank you for keeping the jewel of northern Wisconsin accessible to all." *David Wallis, Dubuque, IA*

- High Cliff State Park: "**Linda Guelig** (park manager)— wonderfully kind, radiantly helpful."

Northern Region success stories

- Here are some nice thank you notes received by Warden **Jim Jung** to all the hunter safety instructors and **DNR staff** that teach the course at the Rhinelander Service Center. **David J. Walz**, *conservation warden supervisor, Woodruff Team*

"Dear DNR: Thank you for letting the Hunter Education class use the room. Without it, I would never have learned to hunt snipe with a modified choke or (that) urbanization is the leading cause of endangered species. And, I wouldn't have known so much about how they track and find wolf territories and how they know how many wolves there are from that. I wouldn't have known that rice is 2-3 times less than last year, and that it faces more threats than ever before. So thank you for all I learned." *Cade Aschenbrenner*

"DNR Rhinelander: Thank you for providing me the opportunity to participate in the Hunter's Safety course offered at your facility.

"The course instructors were most informative and knowledgeable in the various courses presented and provided hands-on and visual displays. They also added a little levity to keep the students—especially me—interested in a serious subject...HUNTER SAFETY!"

"I appreciate you allowing the classes to be held at your fine facility, which I found to be adequate for this class. Thank you." *Sarah Goddard*

- "Hi **Jay** (James Gallagher, forestry area leader): "Thanks again for your coaching assistance during our White River live meeting call on Monday. Being new to this, and with the various logistical challenges, I really appreciated having you on the call. I'd like to talk with you about some follow-up ideas (I'm bringing some example mgmt. area maps to Dave Lindsley (wildlife management technician) and **Terry Margenau** (fisheries supervisor) tomorrow & I just had a good talk with **Marc Pennucci**, lands and program management supervisor"

"Is there any chance you might lend your expertise, travel to Ashland with Scott T, and help coach the guys during their August 29 'maps-on-the-table' exercise? Also, Dana successfully located, then added the LTAs to the maps." **Beth Kienbaum**, wildlife and fisheries planner, Bureau of Land & Facilities

Kienbaum followed-up with Gallagher on September 11: "Jay, many thanks for your help keeping the ball rolling on our White River master planning efforts. You stepped up and provided great assistance and a helpful spark last month that resulted in some good maps and write-ups for me to get us to the next step. You're a great example of cross-program leadership and collaboration. Now we're on our way to getting the job done, and I didn't have to make an extra 12 hour-round trip drive." *Beth*

- "I just finished a conversation with **"Cheryl"** (**Shedlbauer**, customer service representative for the Madison Call Center in Antigo) regarding hunter safety today 09/01/2012 around 1600 hrs. I asked a lot of questions and she gave me a lot of answers along with websites for further information. She was great! In fact while I am here I need to state what a great experience we had on the four days of camping I took my family on at Ottawa Lake. The staff at the HQ of Ottawa Lake was very professional and pleasant with us and the kids. It's very rare to find good people who have work ethics and intelligence today. I work in a similar capacity. We did not want to leave. The clean beaches, clean camp site, availability to everything we needed, the great campfires, to the wildlife-the morning loons-I think they were Loons?, patrolling raccoons, the Hog nosed snake we bumped into, Deb your staffer helped us to identify, to the fishing, and the other campers around us will be very memorable. Strangely, the kids were finding a lot of insects called walking sticks on the day we were packing up to go. We had a hard time leaving. But I will be making reservations again for next year very soon. Maybe even get the kids to hike the Scuppernong trail. Looking forward to it! Keep doing what you're doing.....Best wishes to you and your staff, see again, next year! Thanks!"

South Central Region success story

Glacial Drumlin State Trail: "My sister biked the trail over the weekend with a friend and called to let me know that they had a great time, that they were really pleased with the excellent condition of the trail, and that they had a good experience with the staff who stopped them to check for trail passes (which they had). Told her I would let you know! Thanks for doing a great job. We love our state trails!!!"

Southeast Region success story

- Pike Lake Unit of the Kettle Moraine State Forest: "Thank you so much (**Drew Starch**, Assistant Property Manager, and camp host **Corky Neu**) for taking the time to give us help troubleshooting our (camper) fuse problem. You taught us some new things about these BASICS."
- Harrington Beach State Park: "Employee **Mike (Bernot)**, laborer and shuttle driver) was an informative, polite and fun addition to our visit to Harrington Beach. He made an otherwise rainy, dreary day a fun and learning adventure. His apparent love of nature and his job really came through."
- Kohler-Andre State Park: "I was checking in for a 'walk-in' campsite at the park's welcome center (inside) service counter when another customer pulled up at the window. This customer was extremely rude to the staff person at the counter, yelling repeatedly at her through the

window. The staff person (**Shelly Kuhn**) handled the situation in an extremely professional manner."

West Central Region success stories

- "Folks: A YouTube video the University put together on the creek restoration our OPS Habitat crew did the last 3 weeks. Our project was a very small portion of the multi-million dollar university renovation. However, the creek will become the focal point on the university's renovation. I'm sure the University will add more video when things "green up".



Restored stream with grass just starting to grow back along the banks. DNR Photo

"Our crew did an awesome job considering the logistics with other contractors, on-the-fly changes by UW-EC and timeframe. Many thanks to those guys who made it happen.

"You will have to copy and paste the address below into your browser." **Bob Hujik**, *district fisheries supervisor, Western District* <http://www.youtube.com/watch?v=onyRIA7DRoM>

"Agreed. Great high visibility project. Thanks to everyone involved!" **Mike Staggs**, *director Bureau of Fisheries Management*

"Nicely done. I'm sure it will be a wildly successful highly visibly project." **Ken Johnson**, *administrator of the Division of Water*

"Looks awesome! Good work!" **Scott "Gundy" Gunderson**, *DNR executive assistant*

- Hi **Dan (Baumann)**, West Central Region director): Just wanted to thank you and the Department for providing the loaner fishing equipment for our Celebrate Amherst/ Portage County Lakes and Rivers festivities last Saturday. The "kids fishing" program was a huge success with over 50 participants signing up to use the gear that day. I received many positive comments from parents and grandparents of the kids who were appreciative of the loaner program and the opportunity to fish with their kids. Although the fish caught that day were small, the excitement was high anytime there was a fish was on the line. Your loaner program is a great idea; we hope to take advantage of it again for next year's event. Thanks again." **Randy Slagg**, *conservation technician, Portage County Land Conservation* (According to Dan Baumann, Fisheries Manager "**Tom Meronek**, was the key to success with the tackle loaner program.")



Bat Ecologist Dave Redell loses his battle with cancer

[Index](#) [Prev](#) [Top](#) [Print](#)



Working at the Kemp Natural Resource Station in Woodruff, Dave Redell stretched out a little brown bat's wings to assess health conditions and identify age class. DNR Photo

Dave Redell, bat ecologist in the Bureau of Endangered Resources, lost his courageous fight with cancer on Monday evening, September 17. Since undertaking his graduate work in 1997 and as DNR's bat expert, Redell's influence on the management and protection of bats has been recognized well beyond the state's borders.

Redell, 42, joined the department in 2004 and served as Wisconsin's lead bat conservationist for more than a decade. He continued to work on behalf of his passion even after receiving news recently that the brain cancer he'd battled since graduate school had invaded his spine. As recently as August 10, he threw the first pitch at a [Madison Mallards game](#), a fundraising event for the Bat Conservation Fund.

In a letter of support to the U.S. Fish and Wildlife Service (USFWS) that subsequently awarded Redell the Silver Eagle Award, Division of Land Administrator **Kurt Thiede** wrote, "David Redell truly dedicated his life to the conservation of bats at both the regional and national levels. Consequently, I urge you to bestow the Silver Eagle Award to David in recognition of his unwavering commitment, dedication and generosity toward bat conservation."

On August 28, USFWS representatives personally delivered the Midwest Region's Silver Eagle Award to Redell recognizing him "...for contributions and excellence in natural resource management." Read more about this honor and Thiede's entire letter in the "Digest" story ["Dave Redell receives USFWS Silver Eagle Award."](#)



Dave Redell displayed the Silver Eagle Award presented to him by U.S. Fish and Wildlife Services' Jeremy Coleman and Rich Geboy on August 28. DNR Photo

Acting Bureau Director **Erin Crain** passed along the news of Redell's death to his colleagues: "His wife Jennifer and brother Alan were by his side, as were many of you in spirit. I know that Jennifer's and Dave's family greatly appreciate all of the support you have provided in the last few weeks--your willingness to visit Dave, donate leave, run errands and drop off many batches of home cooked meals and other goodies. Dave was our colleague, our inspiration, and our friend, and we will miss him."

The Bureau of Endangered Resources will hold a grieving session on Friday, September 21 from 2 p.m. to 3:30 p.m. Anyone who wishes is welcome to attend. As they become available, Crain will provide details on how Redell's family will celebrate his life.

