

December 7, 2012

In this issue

1. Customer survey yet another milestone for Customer Service and Outreach	2. Radio-collared wolf treks into Illinois and history
3. E-Cycle Wisconsin electronics collection approaching 100 million pounds	4. Watch your mail for new health insurance ID cards
5. Top 10 emergency preparedness gifts tell others that you care	6. Worth 1,000 words...images of us at work
7. Celebrating diversity in Wisconsin and at DNR	8. First Facebook photo contest a success
9. Links of interest...don't miss them	10. Consider an online chat to inform the public about your program
11. Around the state...DNR employees shine	12. Nineteen century hunting licenses hung outside Customer Service & Licensing

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

Customer survey yet another milestone for Customer Service and Outreach

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

The Bureau of Customer Service and Outreach has marked yet another milestone in serving those who enjoy Wisconsin's outdoors. Customers now will be able to provide immediate feedback after contacting DNR's Call Center.

This is the first of several new customer feedback tools that Customer Service is working on," said Bureau Director **Diane Brookbank**. "I would like to thank everyone who was involved in developing the survey questions, evaluation criteria, and developing the system functionality to make this work. This tool will help us measure customer satisfaction and identify where we are successful in meeting customer expectations and where we can make improvements. We will be developing new feedback mechanisms for e-mail, chats and over-the-counter as well."

Now, when the customer hears the initial "you have reached the Department of Natural Resources" message, they'll receive the following invitation to participate in a survey by staying on the line after their call:

"Your feedback is important to us. You are invited to participate in a short survey that will take less than one minute, at the end of your call today. It's purely voluntary, but feedback like yours will help us do our jobs better. If you are willing to take the survey today just stay on the line after your call is complete."

At the end of the each call, Call Center staff will remind the customer about the opportunity to provide feedback by saying: "Thank you for calling. Remember, you can stay on the line to complete a feedback survey."

Once staff hangs up, there will be a brief delay before the survey begins.

The survey consists of brief questions, seeks push button responses

The script for the survey gives the customer the option of a range of responses, from most positive to least positive. Here's how it goes:

"Thank you for agreeing to participate in this brief survey. Your responses will help us improve the quality of our phone customer service. With "6" being the most positive response and "1" being the least positive response, please rate the following questions using your touchtone pad to enter your answers.

"Question 1: Was your call answered by a representative in a timely manner, with "6" being very timely and "1" being not timely?

"Question 2: How satisfied were you with the information you received from the representative, with "6" being very satisfied and "1" being not satisfied?

"Question 3: Was the representative courteous and respectful, with "6" being very courteous and "1" being not courteous?

"Question 4: Please rate your overall satisfaction of our phone service, with "6" being very satisfied and "1" being not satisfied."

At the end the caller hears: "Thank you for your responses! We look forward to serving you again."

In a recent message to her staff statewide, Brookbank expressed her appreciation for their service to the public. "The service you provide is critical to the agency and valued both externally and internally. We're proud to have you representing us in the many, many daily interactions you have with our customers. Thank you!"



Radio-collared wolf treks into Illinois and history

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

"I think we're witnessing a bit of history being made here." That was the comment **Bill Ishmael**, DNR's Western Area wildlife supervisor in Dodgeville, made upon learning that a young female gray wolf wearing a radio telemetry collar recently had crossed the border into northwestern Illinois.

"US Department of Agriculture-Wildlife Services captured the female wolf (#W788F) at Fort McCoy on December 21, 2011 and fit her with a radio collar. She was a rather large pup tipping the scale at 64 pounds, and now is estimated to be about a year and a half old.



In this photo, W788 was coming out of drugs after the initial capture in December 2011. Photo courtesy of Department of Army, Fort McCoy

"We had a Wisconsin wolf killed in Indiana in 2003, but had lost track of it along the way. In 2001, a collared wolf from northern Michigan/northern Wisconsin may have passed through Illinois," said Ecologist and Wolf Specialist **Adrian Wydeven**. "But, wolf 788F is the first wolf ever tracked with radio telemetry into Illinois. It looks like I have found some parties who may be able to follow her in Illinois."

As DNR pilots tracked her (and other collared wolves) from on high each week over the past year, "W788 ventured south into Richland County in April, hung around for a week or so, and then returned to the Tomah/Ft. McCoy area," said Ishmael. "She headed south again in late July and spent much of the month of August in southern Sauk County, then continued her trek south into Iowa County in September.

"By mid-October, she was near the City of Monroe in Green County, but turned back north and travelled through Lafayette County and then back into Iowa County by mid-November."

"A few sightings have come in from the public, and the animal was 'captured' by trail cameras. She's managed to navigate through a maze of state and county highways and open agricultural lands without being noticed or causing problems," added Ishmael.

Deer hunters caught a glimpse of the wolf while hunting near the House on the Rock on opening weekend. W788 was sighted again at the north end of Governor Dodge State Park just a few days before Thanksgiving.

DNR pilots tracked #W788 as she roamed the southwest corner of the state. On December 4, DNR Pilot **Bev Paulan**, riding along with Pilot **Leo Bunderson**, reported that this wolf was "officially a flatlander," having crossed the border into Illinois. This map pinpoints W788's location when last spotted.

Because the wolf now is in another state, Wydeven said "...we'll have to let her go." His prediction about her future wasn't optimistic, based on previous experience and

habitat.



The circle marks the spot where DNR Pilots Bev Paulan and Leo Bunderson last located the radio signal from W788 on December 4. DNR Graphic

“We have at least one radio-collared wolf that we have determined to have traveled through Illinois, and of six non-collared wolves found dead in Illinois in (the) last 10 years, most if not all probably came from Wisconsin.

“But, wolf 788F is the first wolf our pilots actually tracked by radio tracking moving into Illinois. It will be interesting to see what becomes of her. But on the other hand, suitable habitat is pretty limited and without other wolves in the area, she will either need to figure out how to head back north or will die somewhere along the way.”

Young wolves will travel into unoccupied range, and those from Wisconsin have been known to travel as far south as Indiana and Illinois. Not common south of the west-central counties in Wisconsin, the department knows that it isn't uncommon for them to be spotted in southern Wisconsin.

To learn more about the history and management of the state's gray wolves, visit the ["Gray wolves in Wisconsin"](#) website.



E-Cycle Wisconsin electronics collection approaching 100 million pounds

By: "Weekly News" release published December 4, 2012

[● Index](#) [▲ Prev](#) [▼ Next](#) [▲ Top](#) [🖨 Print](#)

During the first three years of Wisconsin's electronics recycling program, households and schools have taken nearly 100 million pounds of old TVs, computers and other electronics to registered collection sites, keeping harmful materials out of landfills and putting valuable resources to new and productive uses.



Staff at Cascade Asset Management in Madison carefully disassembles circuit boards. Electronics recycling is a high-tech business requiring many health and environmental safety precautions. E-cycling is a growing business in Wisconsin. DNR Photo

"This is an impressive figure," said **Brad Wolbert**, recycling and solid waste section chief. "It shows Wisconsinites' commitment to doing the right thing when it comes to their old electronics."

In 2010, Wisconsin's electronics recycling law banned many consumer electronics from landfills and incinerators and created a manufacturer-funded program, called E-Cycle Wisconsin, aimed at helping collect and recycle used electronics. During E-Cycle Wisconsin's most recent program year, participating collectors took in 39.1 million pounds of electronics, or about 6.8 pounds per capita, one of the highest collection rates in the country.

"Electronics recycling supports the local economy, and it's much cheaper and more convenient for Wisconsin residents than it used to be," said Wolbert. "With the recycling options that exist today, it's unfortunate that a few people are still putting electronics in the trash."

Wolbert said a recent DNR survey showed that landfill and transfer station operators still see electronics arrive at their facilities in trash loads daily or weekly. While the amount has decreased significantly since the electronics disposal ban took effect, recyclable materials are still being buried in landfills.

According to E-Cycle Wisconsin's recent annual report, recyclers in Wisconsin and nearby states process almost all of the electronics collected under the program. Nearly all of the metal, plastic and other materials in electronics can be separated and recycled into new products. Many electronics recyclers have opened new facilities, expanded existing facilities, added shifts or hired new employees as a result of the increased volume of electronics being collected.



Many people receive new electronics for the holidays and need to recycle their outdated electronics. There are E-cycle events around the state, usually in spring and fall, as well as permanent electronics collection sites in almost every county. This event took place in the Fox Cities area. DNR Photo

There are now more than 400 permanent electronics collection points in the state, many of which accept items for free or a small charge. The number of registered collection sites has increased 70 percent since E-Cycle Wisconsin began in January 2010.

"As we buy new TVs, tablets and other devices this holiday season, it's important to remember that old electronics can have a valuable future once they leave the house and should not be put in the trash," Wolbert said. "Electronics collectors around the state are ready to accept old electronics when new ones arrive under the tree."

The annual report and a list of collection sites by county is available by searching keyword "[E-Cycle](#)" on the [DNR website](#).



Watch your mail for new health insurance ID cards

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

If you submitted changes to your insurance plans during "It's Your Choice—Health, Anthem DentalBlue and Dental Wisconsin" open enrollment, you should be watching the mail for new ID cards by the end of December/early January.

If your ID cards don't arrive by early January, contact the plan directly. If you're still unable to obtain ID cards, contact DNR's [regional payroll and benefits staff](#). Central office employees should email [Amy Pamperin](#) or call her at 608-266-0850. VSP vision plan doesn't issue ID cards.

Also, check your December 13, 2012 earnings statements for the correct plans and premium deductions. This will be the first payroll period to take insurance premiums for 2013 coverage.

Health insurance premiums for State of Wisconsin employees eligible for the "full" employer contribution will see the following increases for 2013:

- **Tier 1:** Single rate \$85; family rate \$211
- **Tier 2:** Single rate \$124; family rate \$312
- **Tier 3:** Single rate \$230; family rate \$575

For tier levels and full cost of all active employee health plans, see ["2013 Total Monthly Premium Rates."](#)

March 15 is deadline for payment of 2012 expenses from ERA

If you're enrolled in the 2012 medical and dependent care Employee Reimbursement Account (ERA), you have until March 15, 2013 to incur expenses against your 2012 annual election funds. You'll have until April 15, 2013 to request reimbursement from WageWorks for those expenses.

If you also enrolled in the 2013 ERA program, reimbursements will be made on a "first-in, first-out" basis. This means that if you have 2012 expenses that you intend to have paid from your 2012 funds, they must be submitted and processed before you submit any 2013 reimbursement claims.

If you have questions regarding these insurance or ERA benefits, contact your [regional payroll and benefits specialist](#) or, in the central office, email [Amy Pamperin](#) or call her at 608-266-0850.



Top 10 emergency preparedness gifts tell others that you care

By: Wisconsin Division of Emergency Management

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

Many of us struggle with finding just the right gifts for our friends and loved ones during the holidays. [ReadyWisconsin](#) has some great gift ideas that not only help others get ready for emergency situations, but that also say you care and you want them to be safe.

Here is our ReadyWisconsin Top 10 List:

1. **Emergency weather radio:** A NOAA weather radio is like having your own emergency siren in your home. It is one of the best ways to protect your family in the case of a disaster. Emergency radios are a 24-hour source of weather forecasts, watches, warnings and other emergency information. You can purchase emergency radios for around \$30 at most electronic stores, hardware stores and even neighborhood drug stores.
2. **Winter weather survival kit:** Everyone should carry a winter survival kit in their vehicle. In an emergency it could save your life and the lives of your passengers. It should include:
 - flashlight with extra batteries
 - shovel
 - water
 - snack food including energy bars and raisins

- matches and small candles
- extra hats, socks and mittens
- first aid kit with pocket knife
- blankets or sleeping bag
- road salt, sand or cat litter for traction
- booster cables
- emergency flares and reflectors
- fluorescent distress flag and a whistle to attract attention

You can make your own kit or purchase kits at hardware stores and online retailers. And remember, each of these kit items makes a great "stocking stuffer."

Cell phone adapter: "Murphy's Law"...the moment you need to use your cell phone to make an emergency call is the moment you have no power left in your battery. Giving someone a cell phone adapter to plug into a car lighter is a great way to say you care.

Home emergency kit: In an emergency, basic services (electricity, gas, water, etc.) may be cut off for days or even weeks. You may be stuck in your home during that time or evacuated at a moment's notice. You probably won't have time to shop or search for the supplies you need. That's why it is important to have your own fully-stocked disaster kit ready. The kit should include items like:

- water
- non-perishable food that doesn't need electricity for storage or preparation
- flashlights with extra batteries
- first aid kit
- pet supplies

Enrollment in a CPR or first-aid class: Call your local American Red Cross or American Heart Association chapter to find a class near you or your loved ones.

Smoke and carbon monoxide detectors: Many people know that smoke detectors save lives in a fire. But did you know that carbon monoxides can save you from the "silent killer." Carbon monoxide is a colorless, odorless, tasteless gas that can be generated by improper ventilation of furnaces, generators and other devices. According to the Centers for Disease Control, carbon monoxide is the leading cause of accidental poisoning deaths in the United States, with more than 20,000 people visiting the emergency room and nearly 500 killed each year from overexposure to the gas.

Fire extinguishers: Give one for the kitchen, another for the garage, a third to keep in your car.

Foldable ladder: Keep it near a second-story window for quick escape in a fire

Pet disaster kits: Your pets will need food and water in a disaster just like you. Leashes and a carrying case or crate for safer transportation and housing during a disaster is also a good idea.

Battery-powered lamps: Not only great for camping but perfect in an

emergency when the power goes out and you need a lot of light.

And one more idea! As you gather with family and friends this holiday take a few minutes to discuss what they will do in the case of an emergency or disaster. This includes developing a simple family communications plan and identifying how you would get in touch with loved ones and where you might meet if you are separated when an emergency or disaster takes place.

For more information visit the [ReadyWisconsin](#) website. From everyone here at ReadyWisconsin and Wisconsin Emergency Management, we hope you have a safe and happy holiday season.



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

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

AT&T partners with Rib Mountain State Park to produce four-seasons video



Karen Schilling (left) presented AT&T's contribution to park manager **Bill Bursaw** (right). Pictured between Schilling and Bursaw are Natural Resources Board member Jane Wiley and Steve Engler, both members of the Friends of Rib Mountain State Park. DNR Photo

The AT&T Pioneers recently presented a check for \$3,000 to Rib Mountain State Park for the development of a video that will serve an audience of disabled visitors to the park. This video will enable people with disabilities to enjoy all of the spectacular views, hiking trails and other features the park offers.

Office of Communication's **Mary Farmiloe** will produce the video, which will portray the four seasons in the park, highlighting some of the remote areas and special events, e.g. the Friends Group "Concert in the Clouds" series and snowshoe events. The Friends Group also plans to use the video for fundraising and the local convention and visitors' bureau has asked to use it during marketing campaigns.

Learn-To-Hunt Event: Sharing old traditions with a new generation

West Central Region Conservation Warden **Scott Thiede** often speaks with Hmong hunters on public hunting lands in Eau Claire County. It was those contacts that prompted the warden to approach a group of novice hunters attending a hunter education course at the Eau Claire Area Hmong Mutual Assistance Association.

“Young people of any culture have a lot of activities that compete for their time and energy,” Thiede said. “My idea was to provide an opportunity to connect the hunting traditions of the Hmong culture with the modern Wisconsin hunting experience.”



The folks who enjoyed the learn-to-hunt event were (left to right): Warden Tim Werner, Mentor/Hunter Education Instructor (in orange) Charlie Vang and his daughter Betty Vang, KaBao Yang (holding target), Warden Ken Thomson, Mentor Chong Yang (holding rifle), Ker Xiong, Warden Supervisor Jeremy Peery, MaiCoua Xiong (in pink), and Warden Scott Thiede. DNR Photo

Ranging in age from 14-31, the Hmong hunters were a mix of young men and women. Fathers of two of the young women were mentors, one mentor a certified volunteer hunter education instructor.

Thiede used existing relationships with members of the outdoor community to move his idea forward. On a cool October Saturday morning, the learn-to-hunt event participants met in the club house at the Eau Claire Rod and Gun Club. The day began with Warden Thiede presenting field techniques for hunting; outdoor ethics and tips on landowner relations; and using natural objects to find their way in the woods. Recruit Warden **Tim Werner** spoke to the group about small game hunting regulations.

Warden Supervisor **Jeremy Peery** and Warden **Ken Thomson** joined the group later in the morning to assist the first-time hunters with shooting safety and sighting their .22 caliber rifles at the club’s target range.

“All the participants enjoyed seeing their shooting skills improve as they hit the bulls eye’s paper targets,” Thiede said. “It was a beautiful fall morning of fresh air and a bright blue sky.”

After lunch in the clubhouse and a discussion about traditional Hmong ways of preparing squirrel, the participants left with their parent or warden mentors to pursue the elusive gray squirrel on nearby Eau Claire county forests.

“The new hunters will build upon the knowledge and experience of the day as they enjoy future hunting opportunities,” Thiede said. “Hunter success was noted by the smiles, laughter, high-fives and fun enjoyed by everyone! And, that included the DNR wardens.”

At Hmong New Year celebration, wardens promoted safety, jobs and stopping invasives



Warden Scott Thiede displayed a sea lamprey, an invasive species found in our Great Lakes, while talking with three Hmong women dressed in traditional Hmong clothing. Stopping the spread of invasive species was a component of the theme of DNR's booth at the Hmong New Year's celebration. DNR Photo

The theme of the DNR law enforcement booth at the Hmong New Year event on November 10 in Eau Claire included promoting the wise and safe use of natural resources; recruitment of Hmong individuals interested in pursuing a conservation warden job; and educating outdoor users about preventing the spread of invasive species.

"In addition to the education and recruitment opportunities, the DNR presence at the Hmong New Year event provided a time to connect relationally in a celebratory environment," said Conservation Warden Scott Thiede. People of different cultures and backgrounds learned from each other; developed trust and understanding; and took away a desire to work together to accomplish similar goals."

KaYeng Vue, a DNR Water Guard in Green Bay, used his abilities to speak and understand the Hmong language to assist many of the older folks with their questions. Ten young adults expressed interest in scheduling a ride-along with Thiede to learn more about warden job.



KaYeng Vue, who also serves as a statewide diversity outreach specialist, and West Central Region Water Guard Becca

Dick pitched in at the law enforcement exhibit, where they talked about aquatic invasives. DNR Photo

“The Hmong culture has a long tradition of using the land to provide food for their families. As an agency, the Wisconsin DNR employs Hmong speaking call center staff, has an overview of the regulations written in the Hmong language, and seeks outreach opportunities to promote healthy and diverse wildlife populations and habitats.”



Celebrating diversity in Wisconsin and at DNR

By: Mike Zillmer, Southeast Region

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

DNR employee offers his perspective on the impacts of diversity.

If you're curious about what diversity is, or wonder why you should care about it as a DNR employee, you need look no further than your own family tree and the community where you grew up for a good reason to celebrate diversity. Instead of touching on the historical waves of immigrants that swelled our state's early population (a worthwhile topic to be sure), let's talk about **you**.

Start by asking yourself a simple question: Where are you from? Answer:

Whether born in this state or elsewhere, by virtue of your job, you're now from Wisconsin, the land of 14,000 lakes, rolling hills, shade filled forests, clean rivers, fertile soils, running deer, and immigrants from many distant places that gathered by a Great Lake known to local Indian tribes as "Michi Gami." With fresh water becoming an ever more scarce commodity, we should consider ourselves to be blessed to live in a land with such abundant natural resources and thankful to our forebearers for making their way here. Native Americans have long held the belief that we all belong to the land not the other way around. I see the truth of this perspective.



Southeast Region headquarters service center counter staff and co-workers posed after a diversity potluck: (left to right) May Vang, Pam Kinnie, Fran Findley, Angela Ewing, Don Almquist, Mike Zillmer and Nicole Kendricks. DNR Photo

As DNR employees, we play an important role in helping to preserve, protect, and improve the land. We ensure that others use our shared resources wisely through careful stewardship. We're connected to the land both personally and professionally by ensuring that we maintain a diverse ecosystem. By doing this, we enrich the future for each other and those that follow, so they too can enjoy the great outdoors. Wisconsin is now your homeland, a great gift and a wonderful

legacy.

Ask yourself a more complex question: Who are you and what is your cultural identity? Answer: You have a name, and you most likely identify yourself as being from one or more ethnic groups and/or a foreign country. Most folks can recall three generations of their predecessors to some degree or another through family photographs or stories. If you are from two or more cultures, ponder how many places influenced your family in the past and the effects it had on your development whether you recount two, three or ten generations of forbearers. Right now you are a vital part of Wisconsin's diverse ethnic base of immigrants and their descendants that mingled with or dwell beside the native inhabitants of Wisconsin.

If you share your family history and knowledge (and those of your spouse, significant other or domestic partner) with your children, grandchildren or friends, you're celebrating your diversity and adding to it. While you're thinking about all these generations, stop and realize that age is a diversifying factor as well, and remember to honor older co-workers for their knowledge and accomplishments.

Like many people in Wisconsin, I tell people when they ask that I am mostly German, but I'm also Norwegian, English, Scottish, French and Italian; these countries are part of my heritage. Eight generations of my family lived in Wisconsin. I am still looking to add more to our story; my extended family now includes members of Irish, Middle Eastern, Native American and Latin American decent.

There is a story behind each of your ancestor's travels before and after they reached Wisconsin. Where and whence did they come and, most importantly, why did they finally leave their homes to travel here? Some people left because of the hardship and dangers of war (there have been many), religious strife and persecution, no jobs or poor pay, famine or hunger for opportunities that were no longer available at home, or wanderlust and the need to explore a foreign land. Many escaped to Wisconsin to avoid the bitter reality of slavery. They didn't leave their home lands willingly, but they are now a part of our community.

Celebrating diversity through food

If you've traveled you likely have noticed that each foreign land has a different "flavor." It could be the foods and traditions its people have embraced and still cherish. These traditions may now be a part of your local community to some degree or other, as various ethnic groups have settled in clusters around the state. In the City of Milwaukee (once known as the "German Athens"), we gladly celebrate as many different cultures as possible during the numerous ethnic festivals and cultural observances held here and elsewhere around the state.



Mike Zillmer organized this February 2012 Chili Bowl Contest Potluck, with proceeds going to a local food pantry. Dan Hellenbrand claimed first place; second place went to Ashok Singh; and Zillmer took third place. DNR Photo

In the Southeast Region at our Milwaukee headquarters over the last two years I've been able to sponsor several potluck lunches where we've highlighted a particular ethnic group, country or region, e.g. German, Polish, Slavic, Mediterranean, North African, Middle Eastern and Southern European countries. We've also celebrated our own cultural icon New Orleans, where people really know how to deal with adversity by celebrating diversity every day through their culturally distinct Cajun, Creole, southern United States, African and French foods.

Most recently, we explored the history of settlement in Wisconsin from a territory to statehood in 1848, where French, German, Polish, Irish, Norwegian, Swedish, Danish, English, Scottish and Swiss immigrants dwelled. We tasted some traditional harvest dishes and explored a bit of their cultural histories. We'll expand our future celebrations to include new immigrants from Asian, Indian (i.e. India) and Central American cultures. I'm also interested in seeing, hearing and tasting some of the African experience during the next Black History Month celebration in February.

Now it's up to you to discover and preserve your own roots; become a proud member of our shared Wisconsin heritage, "Forward" as our state's motto proclaims. If you're interested in learning more about the history of immigration in Wisconsin or America in general there are numerous websites to explore, the [Wisconsin Historical Society](#) being just one.

Footnote: *Mike Zillmer is a hydrogeologist in the Waste and Materials Management Program.*



First Facebook photo contest a success

By: Trish Ossmann, Northeast Region

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

DNR's first [Facebook](#) photo contest went really well, with 42 entries for the Wisconsin Hunting Heritage contest. We received a nice variety of entries, too, ranging from deer hunting to scenery to duck hunting. There were no photos denied because of

their content. For a first go-around, it was a success.



Facebook photo contest winner Morgan Gradinjan proudly posed with her family and her first deer. Photo courtesy of Gradinjan family

The winner was Morgan Gradinjan of Campbellsport. A young hunter, she submitted this photo of herself, her father, her grandfather and her brother--three generations of hunters, along with her first deer. She took a nine point buck in Price County Saturday, November 24.

When I spoke with Morgan, she was excited. She did a great job sharing her entry on her Facebook page and told me she really pushed all of her friends to vote for it. This is exactly what we want to see in contests like this.

We hope to do similar contests at other times of the year, capturing the seasons and the many ways the public enjoys the outdoors in Wisconsin.

Footnote: *Trish Ossmann is the public affairs manager for the Northeast Region and one of the agency's Facebook coordinators.*



Links of interest...don't miss them

[●Index](#) [▲Prev](#) [▼Next](#) [▲Top](#) [Print](#)

- **Title & link:** ["Bridges/Connecting people to conservation in Wisconsin"](#) (click on "Fall 2012" link)

Description: The fall 2012 issue of this newsletter, which features the late **Dave Redell** and the Bat Endowment and also **Chuck Pils** (retired DNR employee), who along with his wife created an endowment.

- **Title & link** ["The Echolocater, December 2012"](#)

Description: The Bureau of Endangered Resources publishes this newsletter to keep volunteers and supporters current on bat conservation efforts in Wisconsin.

- **Title & link:** ["2013 Wisconsin Hunting and Trapping Seasons"](#)

Description: This factsheet covers the various seasons' dates, times, regulations and much, much more for those who enjoy hunting and trapping in Wisconsin. There's even information on protected species and mentored hunting.

- **Title & link:** ["November 2012 Southwick Newsletter"](#)

Description: [Southwick Associates](#) helps government agencies understand financial issues behind management of hunting, fishing and other natural resource recreational activities. "We can help agencies understand the monetary issues behind the resources they manage, the economic costs and benefits imposed on regulated entities and the public, and changes to the customer base."

DNR internal program newsletters

To better keep you updated on the work and happenings of the various department programs, this standing feature brings their internal newsletters. At this time, this list is incomplete, so be sure to check back for the addition of other newsletters.

Note to newsletter editors: Each issue of the "Digest" will include links to program newsletters. Be sure to submit new issues of your newsletter to Diane Brinson diane.brinson@wisconsin.gov, who will update the "Standing newsletters."

- ["Landscapes"](#) (Division of Land newsletter)

Miss an issue of "Landscapes?" Check out the Land Division's newsletter [archives](#).

- ["ForesTREEporter, December 7, 2012"](#) (Division of Forestry newsletter)



Consider an online chat to inform the public about your program

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

If you've read the recent "MyDNR Digest" stories on the online chats held in the central office, you know how "well-attended" and successful these discussions with the public have been. For example, the November 15 chat was the subject of the November 29 "Digest" story ["Private or public: pithy, punctual and purposeful"](#) and fielded 80 questions.

Live online chats have become a valuable way to take the pulse of the public on a range of DNR topics, while imparting information to a targeted audience. Following is a list of upcoming DNR chats. If you have an idea for a potential chat, email [Ryan Marty](#) in the Office of Communication or call him at 608-264-8976. If your program works with an Office of Communication public affairs manager, you can speak with them about doing a chat.

- **December 5:** The most recent chat, ["Cougars,"](#) with Wildlife Biologist **Adrian Wydeven**. This chat has been viewed 2,900 times.
- **December 19:** How animals survive the winter, with Zoologist **Bill Smith**,

Conservation Biologist **Rori Paloski** and Zoologist/Mapping Specialist **Rich Staffen**.

- **Pending**: When snow is in the forecast, with snowmobile/ATV Warden **Gary Eddy** and Financial Assistance Specialist **Diane Conklin**.
- **January 9**: Mining with **Larry Lynch**, hydrogeologist in the Bureau of Drinking Water and Groundwater, and Bureau of Waste and Materials Management Director **Ann Coakley**.
- **January 30**: Fisheries Biologist **Ryan Koenigs** or Fisheries Services Section Chief **Ron Bruch** will chat about sturgeon.
- **February 13**: Division of Land Administrator **Kurt Thiede** on wolves.
- **February 27**: DNR-related legislation
- **March 13**: Open
- **March 27**: **Scott Walter**, Bureau of Wildlife Management, on turkeys.
- **April 10**: Wildlife Biologist **Andy Paulios** and Research Scientist **Ryan Brady**, both with the Wildlife Management Program, will discuss birds.
- **April 17**: Wildfire prevention, with Fire Prevention Specialist **Catherine Koele** and Wildland Urban Interface Coordinator **Jolene Ackerman**.
- **April 24** : Urban forestry, tree planting and Arbor Day with Urban Forestry Specialist **Laura Wyatt**
- **May 8**: **Kimberly Currie**, deputy director for the Bureau of Parks and Recreation, on Wisconsin State Parks
- **May 22**: Firewood movement and invasive species with **Colleen Robinson Klug**, forest health educator
- **June 5**: Ozone issues with the Bureau of Air Management



Around the state...DNR employees shine

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

Central office success story

"I want to extend my appreciation for the Town Hall webcast crews, and **Brent's (Alderman, Office of Communication)** leadership. We are all very busy and town hall meeting webcasts are a production that requires several behind-the-scenes staff/volunteers (YOU). YOU not only get-r-done, but done well. Thanks for always stepping up to the plate and hitting a home run each time. I know **Cathy(Stepp)** and **Matt (Moroney)** appreciate how many, and how smoothly the recorded Town Hall meetings run." **JD Smith**, *chief of the Communication Section, Office of Communication*

"Thank u ALL! We could never connect to as many of our coworkers as we do without your expertise. I appreciate u all very much!" *Cathy Stepp, secretary*

"Folks, your team deserves all the credit for this type of compliment. Please pass along our appreciation for all they do." *Matt Moroney, deputy secretary*

Northeast Region success stories

- **Mike Baumgartner** (fisheries technician): "I would like to thank your staff for being very upbeat and accommodating when we visited the facility today (Besadny Fish Facility). My grandson really enjoyed watching the salmon. He was very happy to adopt a sturgeon. When we got home he talked about it to his father and mother. He explained the photos we took to them. My friend who came with us had never seen the facility. He was very impressed with it and the work your people do. I explained to my grandson that maybe someday the sturgeon he adopted may swim past our home on Lake Michigan. Thank You." *Greg Martell, Manitowoc* Cutline: 20121213-16.jpg
Posing with Greg Martell's grandson are former DNR naturalist **Kathryn Prince** and Fisheries Technician **Austin Gabrielse**.
- **Kathy Sylvester** (hydrogeologist, Remediation and Redevelopment Program): "Thank you for setting up the November 14, 2012, Green Team meeting for the potential Goodwill Facility at 867 Green Bay Road in Neenah. Your efforts are greatly appreciated on this project. Don Gallo, Reinhart Boerner Van Deuren SC Thank you for your time yesterday and the notes of the meeting. Your help is greatly appreciated." *J. Peter Jungbacker, Alexander & Bishop Real Estate Capital Markets, LLC*
- Warden **Joe Paul** and Warden Supervisor **Ben Tremel**: The following was sent in a letter to Chief Warden **Randy Stark**: "I would like to take a moment to thank you for your agency's contribution in making the recent Oconto County drug trafficking organization (DTO) investigation a resounding success. Your efforts helped to ensure that our National Forest lands will continue to be safe for the use and enjoyment of the public for which we serve. The solid execution of this operation was due in large part to the assistance provided by the Wisconsin DNR. Your staff's efforts made an overwhelming impact on the success of the operation. You should be proud of their accomplishments. I would like to specifically recognize Warden Supervisor Ben Tremel and Warden Joe Paul for their outstanding contributions as part of this multi-agency team. This group consisted of professionals from Federal, State, and Local law enforcement agencies, all working seamlessly to provide the level of expertise that an operation of this magnitude requires. These individuals along with the many others who assisted should be commended for the leadership and professionalism they displayed while representing the Wisconsin DNR. As we continue to fight the ever growing threat posed by these well organized, funded, and dangerous DTO's, I appreciate your staff's efforts that permit us to forge this path to even greater accomplishments. Please thank them once again for their efforts, and for their continued service to the protection of our Nation's public lands. Sincerely" *Mary V. King, Special Agent in Charge, US Forest Service*
- The following message was sent to the DNR Website: "We have been having problems with a reckless group of hunters in our area and wanted to praise Warden **Matt Meade** for effectively resolving the situation and bringing back order to the woods in our area. Great work by the DNR Warden in Marinette County!" *Carrie Alloy/Crivitz*
- Water Regulation and Zoning Specialists **Scott Koehnke** and **Crystal Schiefelbein**: "Just a note of 'Thanks' for making your presentation to the class yesterday. It means a lot to me and the students for taking time out of your schedule to share your passion for protecting our natural resources.

Thanks again and I hope you have a great day! Take care." *Scott Heinritz, Fox Valley Technical College.* "After the presentation, four students asked to job shadow one or both of the presenters this winter and next spring."

Northern Region success story

From **Pat Murphy**, nursery team supervisor: "Hayward Nursery bridges partnerships"

On a wet, chilly November morning enthusiastic staffs from Baldwin's Western Prairie Habitat Restoration Area project, the Division of Forestry and Department of Transportation clad in raingear huddled around pre-augured holes at the Hayward State Tree Nursery to embrace a new partnership and pilot project involving the endangered prairie plant, dotted blazing star (*Liatris punctata*).

The story really started in 2006 when the Stillwater, Minnesota lift bridge rehabilitation project across the St. Croix River, a designated National Wild and Scenic River, was first broached. After years of controversy, compromise and dialogue, the project ultimately ended up as legislation authorized by President Obama in March 2012. Now on a fast track for completion by 2016, preliminary bridge work was started this summer.

An endangered prairie plant was known to exist on Wisconsin's side near where the bridge abutments would be placed. In October, wildlife staff with the support of The Prairie Enthusiasts and DOT dug the first six plants that required protection; these were planted at the Baldwin Service Center for safe keeping.

A few weeks later, 49 more plants were carefully retrieved; 39 entrusted to the Hayward Nursery with the balance planted at a DNR-managed prairie seed farm near New Richmond to promote diversity in planting sites and growing conditions.

Some of the Hayward plants may be relocated in the future or retained as seed production plants for seeding on state lands.

Other partnerships in the works at the Hayward Nursery include establishing a butternut seed orchard in conjunction with the University of Wisconsin-Tree Improvement Program in 2013, followed by jack pine, red pine, white spruce and white pine seed orchards established over the course of the next several years. This endeavor will encompass 25-29 acres of nursery beds.

Expanding wildlife shrub seed production areas also is planned on site for 2013.

The Hayward facility will continue to process all conifer seed statewide for the nursery program and will serve as a northern distribution center. New efforts are underway to partner with the US Forest Service to replace the aging extractory.

South Central Region success stories

- "I wanted to pass along a thanks and kudos to a few DNR employees. My best attempt to deduce who would be their supervisor searching through the web staff directory led me to you, if I am incorrect I apologize and hopefully you

can forward this on to their respective supervisor(s). I realize all too often, especially lately, public employees tend to receive less compliments than complaints and I wanted to pass along my gratitude. (Wildlife Biologist) **Sara Kehrli** and (Forester) **Bob Nack** have been a wonderful help and resource to the [KAMO \(Kids and Mentors Outdoors\)](#) organization, in particular for our youth deer hunt at the Mackenzie center in December. They put in a ton of effort to make it a success for these young men and women in a rare opportunity for them to get out and enjoy the outdoors. I am a mentor with KAMO and appreciate all of the work that they do above and beyond what is required. I will make sure and thank them personally at the upcoming hunt, but I wanted to pass the message along. Thank you!" *Ben Gruber*

Chief of the Wildlife Health Section **Tamara Ryan** received this kudo and passed it along to Eric Lobner, who does supervise Kehrli and Nack. He had these additional words to say in forwarding the note up the chain of command: "Some well-deserved recognition for two staff that have taken the issue of hunter recruitment and retention to heart and are working closely with a partner group to provide an exceptional mentoring program. Enjoy!"

- "Dear Mr. (**Mark**) **Dudzik** (archaeologist, Bureau of Facilities and Lands): I wanted to comment on the very special [Indian Mounds](#) at Devils Lake State Park.

"Previously there was often a continuous stream of visitors walking over the mounds, particularly on the busiest weekends of the season. The mounds are low to the ground as are their historical markers. Unwitting visitors most often had no idea they were treading on 1,000 year old antiquities because the mounds appear to be part of the natural rolling terrain across the picnic meadows. However, other visitors would deliberately re-locate picnic tables right on top of the mounds (particularly the bear effigy near the railroad tracks on the north shore and the bird mound on the south shore) just to get a better view of the lake!

"I'm happy to inform you that since the park service has adopted the state recommended protocol to allow the grass to grow up on the earthworks, there now appears to be very little foot traffic over the mounds! The park service has enthusiastically implemented this protocol and apparently has plans to reintroduce prairie/drought resistant grass to further stabilize the structures. Providing this type of cover should be effective in preventing additional erosion of the antiquities.

"Higher grass on the mounds gives definition to their shape and provides a contrasting texture, greatly increasing visibility to pedestrians. Also, there is no question that the calf-high grass is a clear deterrent to both pedestrians and picnickers.

"It is so gratifying to see the extraordinary earthworks at Devils Lake being cared for in such a competent and thoughtful way. The mounds were built 1,200 years ago. With attentive care, they will likely still grace the park meadows 1,200 years from now, adding to the breathtaking beauty of the lake while inspiring new visitors every year and connecting generations of people more deeply to our historic and natural roots. Many thanks for your

attentive stewardship! Yours truly" *Linda Meadowcroft, Baraboo*

Statewide success stories

- **Editor's note:** The following kudos are in response to the first DNR Facebook photo contest: link to story?

"Great work **Trish!** (**Ossmann**" Deputy Secretary **Matt Moroney**

"What a great picture!!! This is awesome stuff! I agree, keep doing these contests! What a great way to engage folks! Keep up the great work!!!"
Executive Assistant **Scott "Gundy" Gunderson**

"Congrats to you, Trish. This was all your idea and work. A wonderful way to grow our Facebook page. Thanks." Retired Office of Communication Director **Laurel Steffes**

- From **Janel Pike**, GIS program manager, Bureau of Forestry Business Services: "Open lands mapping application a success"

Newspaper articles earlier this fall reported that private forest lands open to public hunting, hiking, fishing, cross-country skiing and sightseeing were hard to find and the DNR didn't provide a comprehensive mapping solution complete with landowner contact information (although this information had been available, for a fee, from at least a couple of private services). At the request of **Paul DeLong**, Forestry staff responded to the concerns by analyzing what could be done and had a proposed solution to Forestry management, the IT Oversight Board and the Bureau of Technology Services (BTS) for approvals to proceed. The project team consisted of six staff from Forestry, with assistance from others in Forestry, BTS and the Office of Communications. Within days the project team had a draft of the Private Lands Open for Public Recreation application on the server and within two weeks we began having additional staff testing what was being proposed.

The application went into production depicting approximate polygon locations of the lands open to the public on October 30. Feedback started pouring in! Visits to the page exceeded even web page visits on the wolf hunt within the first few days. Based on comments, we realized the representation of the data needed to be adjusted to avoid confusion. Again, the project team quickly made significant changes to how the information was being represented and was able to provide an update on November 9, six weeks after the initial conversations occurred.

To date, more than 90,000 people have logged onto the application, of which 20,000 were return customers! We will be working on putting a plan in place to convert the 60,000 historic records from microfiche into an electronic format to better serve the needs of the customers, but that will take some significant time. Overall, this was an amazing undertaking served up in a very short period of time.

- "Dear **Cathy (Stepp)**: During the gun deer season this year my brother and I

were discussing the improvements to the DNR web site, news casts, electronic delivery notifications, the new app for hunting hours and just all the neat new technology-embracing enhancements that we now enjoy. I just wanted to say thank you for all the hard work and effort. We are very pleased! You are doing an awesome job. Best regards" *Todd Keup, Sarona*

"Folks: Your team deserves all the credit for this type of compliment. Please pass along our appreciation for all they do." **Matt Moroney**, deputy secretary

West Central Region success story

- "Well Hi **Tim (Allen)**, forester): I just wanted to thank you for all your help assisting me with the MFL hunting lands. We ended up with a nice doe but no bucks. I must say meeting Merlend Helf was a true pleasure. His memories of his past years farming and the harshness of some winters were a blast to listen to. Here is wishing you a Merry Christmas and blessed New Year! God's Peace. *Alan Schulthess*
- Regional Director **Dan Baumann** passed along the following, pointing out that staff involved were **Jeffrey Volz** (budget and policy analyst), **Jeff Johnson** (Air Management Section chief), **Tom Woletz** (Water Program manager)

"Hey team, we have received lots of compliments on the tour earlier this month for the Legislative Fiscal Bureau and Legislative Council. Once again, your dedication to the DNR and exemplary customer service made the DNR shine."

Deputy Secretary **Matt Moroney** added: "Keep up the great work! We like to hear the compliments about your work and want to pass along our appreciation!"

- "**Cindy Casey** (urban forestry coordinator in the West Central District) recently took a significant step in implementing the multi-community concept of the new Urban Forestry Strategic Direction by giving a presentation to a group of mayors, council members and staff from seven communities in her service area on the potential impact of emerald ash borer (EAB) on their cities. A mayor in that region had heard a presentation on EAB given by Urban Forestry Coordinator **Dick Rideout** and Southern District Coordinator **Jeff Roe** at the League of Wisconsin Municipalities conference and asked Cindy to do a similar presentation at the joint cities meeting he was hosting. Her presentation was very well received and stimulated many peer-to-peer discussions. In addition to working at the multi-community level, Cindy's presentation connected with a new and very influential audience – municipal elected officials – and she is encouraging other team members to explore similar opportunities in their respective areas." *Urban Forestry Coordinator Dick Rideout*
- West Central Region Director **Dan Baumann** forwarded a [letter](#) from the Land Sustainability Coordinator for the the Franciscan Sisters of Adoration in La Crosse complimenting the assistance of **Tom Kendzierski**, Remediation and Redevelopment hydrogeologist, in removing illegally dumped barrels.
- Wanted to share with you an email that (Wildlife Biologist) **Ron Lichtie**

received from one of the physically challenged hunters that participated in the managed deer hunt in Hixon Forest Park located within the City limits of La Crosse. The hunt took place this year on December 1 and 2 and is designed to harvest an over abundant deer population within the La Crosse city limits. People with physical disabilities are selected to participate in the hunt and each hunter is assigned a mentor to assist them. Our staff coordinate and manage the hunt along with the City officials and a local R&G club. This is the fifth such hunt that we've coordinated in the La Crosse area in the past five years and each one of them has been a huge success. Enjoy!! **Tim Babros**, area wildlife supervisor

"Ron, nice photography! Hey, you sure you don't do some of this on the side? You did good! All kidding aside Ron, this was the first time attending this hunt, and I had a great time. This was a very, very well-orchestrated, nice job. I can't image the logistics that go on to hold a event like this let alone all the [c@%op](#) that you have to go through with the public sector! I was overjoyed with my success and the whole experience. Since falling from a tree while trying to get into my deer stand five years ago and breaking four vertebrae crushing one totally and nine ribs and a five inch head wound and laying out there for 12 1/2 hours to be found bleeding like a stuck something! Never in my wildest dreams did I think I would be hunting again. Thank you for giving us an avenue to do so! I was told I would NEVER walk again and be bedridden or in a wheelchair the rest of my life after my surgery, and GOD willing, I have regained some movement and feeling in my lower body. None in my right leg (Feeling) but, 75% in my left side belly button down on the left.

"I'm very happy to be able to hunt again. I'm also glad i was able to help the other hunter whom was scheduled to be in blind five, and I was supposed to be in four. He had oxygen and wasn't as mobile as I was, so it worked out great that we switched stands. I always try to help were possible to. Ron I had a mentor that worked for the DNR, **Kurt Rassmussen**, I believe. I would like to contact him if you would be able to pass along a contact address or number that would be appreciated.

"Ron, I sure hope that something like this would be able to be done again and hopeful I would be able to attend. It was a real treat and fun event too! Good Job Ron for all you do for us handi-cap." *Kent Neitzke*



Nineteen century hunting licenses hung outside Customer Service & Licensing

By: Laurel Steffes, Office of Communication

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



Replicas of the nineteenth century hunting licenses donated to the agency now hang on the wall outside the Bureau of Customer Service and Outreach in the Natural Resources Building in Madison. DNR Photo

Earlier this year, Michael Kukowski, Hager City, reached out to tell me that he had what he thought were some of the earliest issued deer and hunting licenses in the state dated 1897, 1898 and 1900. The documents were so rare, DNR attorneys recommended against assuming responsibility for them.

Ultimately Kulowski provided scanned copies which Steffes blew up and framed. The replicas now hang on the wall inside the Main St. entrance to the central office.



Kari-Lee Zimmerman, Conservation Congress liaison, views the deer and hunting licenses from the late 1800s and early twentieth century. DNR Photo

In thanking Kukowski for recognizing the department's interest in the licenses and reaching out to DNR, Secretary **Cathy Stepp** commented: "What a rare look at state history! DNR employees, especially our licensing employees who pass these images multiple times a day, can see and take pride in the rich hunting heritage of our state because of your efforts."

Footnote: *Laurel Steffes retired on December 12 as director of the Office of Communication.*



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