



**COMPREHENSIVE STRATEGIC PLAN
2004 THROUGH 2009**

MARCH 2004

STATE OF NEVADA
Kenny C. Guinn, Governor

DEPARTMENT OF WILDLIFE
Terry R. Crawford, Director



BOARD OF WILDLIFE COMMISSIONERS

Tommy A. Ford, Chairman.....Las Vegas
Chris Mackenzie, Vice Chairman.....Carson City
Clint Bentley.....Las Vegas
Bill Bradley.....Reno
David McNinch.....Reno
John T. Moran Jr.....Las Vegas
Eric J. Olsen.....Fallon
Bradley D. Quilicy.....Lovelock
Mike Riordan.....Jiggs

Strategic Plan Revision Team

David Catalano	Ken Gray	John Himes	Ron Mills
Larry Neel	Gabe Pincolini	Jon Sjöberg	John Swisher
Chris Vasey			

The Nevada Department of Wildlife receives funds from Federal Aid In Sport Fish and Wildlife Restoration Acts. Federal and State law state that there shall be no differences in the treatment of individuals because of race, color, creed, religion, national origin, sex or disability. Anyone receiving alleged discriminatory treatment in any Department program, activity or facility should report it to either:

Director
Nevada Department of Wildlife
1100 Valley Road
Reno, Nevada 89512-2817

US Fish and Wildlife Service
Department of the Interior
18th and C Streets
Washington, D.C. 20240

AGENCY PROFILE

- A headquarters office, three regional offices and 27 field offices house the functions of agency management, information and education, public service, air operations and radio dispatch communications.
- Total staff consists of 223 full time equivalent personnel.
- Twelve wildlife management areas provide 125,000 acres of wildlife habitat.
- Four fish hatcheries annually raise 2.2 million fish for stocking into 36 streams and rivers, and 61 lakes, reservoirs and ponds.
- NDOW has responsibility for wildlife resources and the enforcement of wildlife and boating safety laws on 109,894 square miles of land, 667 square miles of water and 529 streams flowing 2,750 miles.

RESOURCE PROFILE

- In spring 2003, Nevada had estimated populations of 108,000 deer, 18,000 pronghorn, 5,300 desert bighorn sheep, 1,500 California bighorn sheep, 210 Rocky Mountain bighorn sheep, 6,600 Rocky Mountain elk, and 340 mountain goats.
- Nevada's upland game resource includes chukar and Hungarian partridge; sage, blue and ruffed grouse; snowcock; California, Gambel and mountain quail; ring-necked pheasants; mourning dove and wild turkey. Waterfowl associated with the state's aquatic resources include northern pintail, mallard, American wigeon, redhead and wood ducks as well as Canada and snow geese.
- Nevada's topography ranges in elevation from 500 to 13,000 feet. Associated vegetative communities vary from Mohave desert to alpine zones, and include the majority of the Great Basin ecosystem. Because of the wide variation in vegetative types and ecosystems, Nevada has a rich diversity of non-game wildlife which includes 450 species of birds, 128 mammal species, and 54 species of reptiles.
- Nevada's aquatic resources incorporate parts of the Colorado River and Snake River basins and numerous internal drainages. In addition to the native cutthroat trout, redband trout, bull trout and mountain whitefish, introduced game fish including black, hybrid (wiper) and striped bass, catfish, walleye, panfish, and rainbow, brown and brook trout are available for anglers. Seventy-eight species and subspecies of native nongame fish species and subspecies and twelve endemic amphibian species reside in Nevada's waters.

OUR MISSION

To protect, preserve, manage and restore wildlife and its habitat for their aesthetic, scientific, educational, recreational and economic benefits to citizens of Nevada and the United States, and to promote the safety of persons using vessels on the waters of this state.

OUR CHARTER

THE NEVADA DEPARTMENT OF WILDLIFE IS COMMITTED TO...

THE RESOURCE

- To a leadership role in the conservation and management of the state's wildlife resources.
- To a management program which is carefully designed to result in healthy wildlife populations throughout the state.
- To the wise human use of wildlife through consumptive and non-consumptive uses.
- To the maintenance and enhancement of Nevada's wildlife diversity.
- To the maintenance and enhancement of Nevada's diverse wildlife habitats.

PUBLIC SERVICE

- To recognize the social, economic, political and environmental diversity that characterizes Nevada, and strive to determine and then meet the many different needs and desires of the public.
- To increase the level of citizen interest and involvement in the management of the state's wildlife resources.
- To enhance citizen understanding of the state's extremely diverse wildlife resources and how these natural resources add significantly to the quality of life in Nevada.
- To the distribution of information that is designed to inform and educate the public about the values of the state's wildlife.
- To promote safety for the public who use and enjoy the state's wildlife, lands and waters.

OUR EMPLOYEES

- To a diverse, well trained, efficient and effective empowered work force with a collective responsibility to the mission of the Nevada Department of Wildlife.

OUR GUIDING PRINCIPLES

In doing our work to fulfill our charter and accomplish our mission, all employees will:

- Obey the law and tell the truth
- Communicate openly and honestly with each other and the public
- Treat each other fairly and equally
- Promote a safe, non-hostile and professionally satisfying work environment
- Operate within authorized budgets
- Make recommendations and decisions based on sound program principles and the best information available
- Be credible, courteous and professional with the public and each other
- Promote teamwork
- Be sensitive to all points of view
- Be responsible for the accomplishment of our mission, the image of our agency and the credibility of our products

INTRODUCTION

In 1995 the Nevada Department of Wildlife began the process of developing a Comprehensive Management System (CMS), to better meet the changing expectations of residents and visitors and better address the ongoing and significant demands on Nevada's Wildlife Resources. CMS is "a new way of doing business" through which an agency more fully involves the public in the decisions it makes with regards to its services and products. In response to that public involvement, it is the intent of the Department of Wildlife to continue to do what the agency already does well, and to change what the agency needs to do differently.

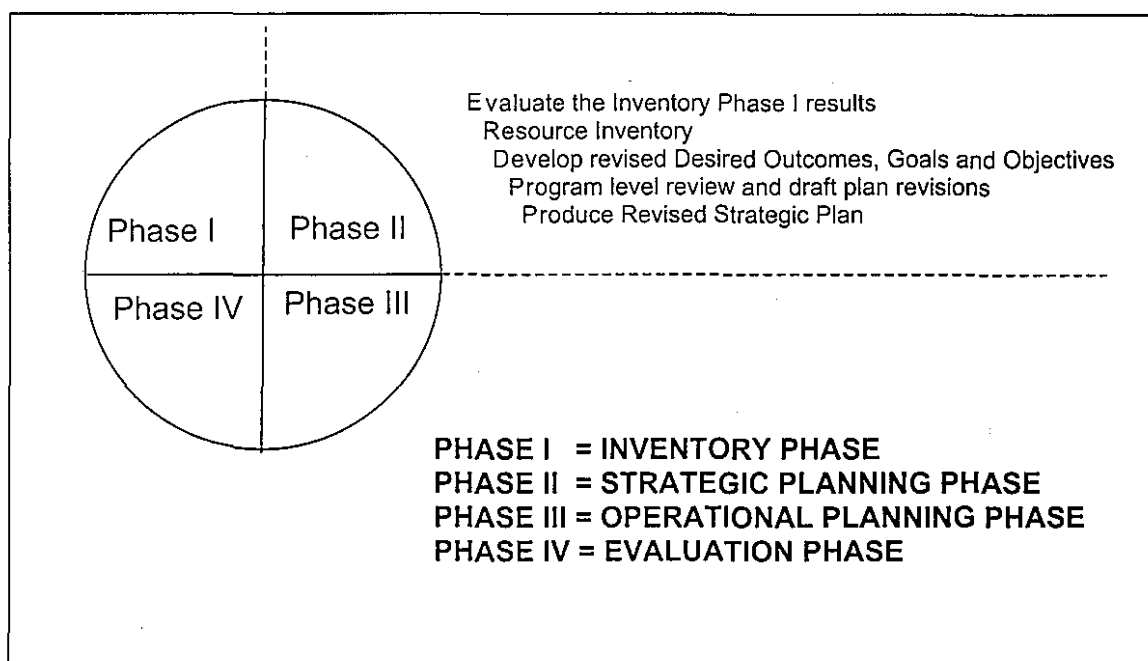


Figure 1. Comprehensive Management System Model for the Nevada Department of Wildlife detailing the Strategic Plan Revision Phase (Phase II).

The CMS process consists of four distinct phases (Figure 1). Phase I is an inventory phase in which stakeholder input is used to build and define both where the agency is now, and where we want to be in the future. Phase II is the strategic planning phase, during which an agency strategic plan is developed to define desired outcomes and map out the guidance for how to get there. Phase III is the operational planning phase in which the strategic plan is implemented, and Phase IV is the evaluation phase when the agency will measure achievements and successes and refine the strategic plan to provide guidance for another planning cycle.

The Department of Wildlife completed its first CMS Phase I inventory in July 1996, followed by an intensive process to develop a Comprehensive Strategic Plan to guide agency direction and work program activities, using the Phase I inventory data through a Phase II Planning Team composed of employees

representing a broad spectrum of agency disciplines and experience. The final strategic plan document was completed and implemented in August 1997, initiating the first round of operational CMS application for the Department. To correspond with Nevada's biennial budget planning cycle, the Department's strategic planning process is intended to apply for a 6-year period, with the initial strategic plan providing guidance through 2003.

A second revolution of the CMS planning cycle was initiated in June 2003 with appointment of an employee-based Strategic Plan Revision Team. A Phase I inventory process was initiated beginning in July 2003 to incorporate input from a variety of stakeholders including employees, sportsman and conservation groups, the Wildlife Commission and the general public. This input was incorporated into a phase II plan revision process with the end product as the completion of this document in February 2004, which will serve as the strategic planning guidance for Department operations beginning with FY05 programs and through 2009.

Unlike many agency strategic plans, this plan focuses on what the agency does (products) rather than what the agency manages (resources). In developing the strategic plan, six "product areas" were used to describe the core functions of the agency. Each product area is described in terms of what the agency currently does and what the public receives, relevant input from our 2003 Phase I inventory, desired outcomes related to agency vision and future direction, and goals and objectives (the "why" and "how much by when") to establish the program emphasis and direction for the agency through 2009. A key intent of this broad strategic direction and guidance within the plan is to provide assistance and direction for development and revision of individual, Bureau-level operational plans which will implement Department activities at the detailed work program level.

Habitat Management and Enhancement describes the agency's key role in the protection, management, restoration and acquisition of habitats which are essential for the future of Nevada's wildlife species. **Wildlife Management and Conservation**, incorporating subsections for game wildlife, aquatic wildlife resources and the maintenance of wildlife diversity, includes core agency functions for the monitoring, management and conservation of the state's resident wildlife. **Information Delivery** provides information and education to our public and the agency's employees to maximize the understanding, appreciation and use of our wildlife resources. **Resource Protection and Public Safety** represents NDOW's regulatory and enforcement functions. **Internal Services**, with subsections for agency management and funding, are activities essential to the efficient management of agency operations. **Customer Services**, including public service and documents and access, are agency programs which represent important outreach services to our traditional customer base and other citizens of the state.

CMS Phase III, or the implementation phase for this strategic plan guidance, will involve the Department Management Team coordinating with operational employees of the agency to develop and implement work plans and programs, corresponding with Bureau-level program plans which are built from the strategic desired outcomes, goals, objectives, and supplemental strategies, beginning in State FY05. A key success element of this process will be ongoing evaluation, or CMS Phase IV, as a part of operational planning and implementation. That evaluation cycle will vary depending on the individual product area and activity, but the incorporation of continual evaluation of our successes, failures, and achievement of measurable target objectives is essential to build a more effective CMS planning approach with each renewal of that planning cycle.

The Strategic Plan Revision Team recognizes the tremendous volume of valuable ideas and recommendations provided by department employees and other stakeholders during the inventory process used to develop this plan. The constraints of strategic level planning prevented incorporation of many of those specific strategies and ideas into this plan document, although they were used to build the included Desired Outcomes, Goals and Objectives and assisted greatly in identifying strategic priorities and direction. To insure that such a valuable resource is not lost that strategy-level inventory input has been incorporated into a separate Operational Planning Resource Book which is intended to assist in developing Bureau-level operational plans and priorities.

HABITAT MANAGEMENT AND ENHANCEMENT

Habitat is the key to the success of all wildlife populations. The advocacy of effective habitat management is an integral function of the Nevada Department of Wildlife (NDOW) providing a key avenue through which we accomplish our mission. NDOW is committed to the active management of wildlife habitats in Nevada and pursues opportunities to maintain quality habitats, improve deficient habitats and restore habitats that have been lost or degraded through alternate land uses or catastrophic events like wildfire. Major projects include fishery development, range preservation and restoration, wildlife water development, wildfire management, maintenance and development of wildlife management areas, water rights and land acquisitions, consultation with other land managers and water manipulation to benefit wetlands.

NDOW has acquired properties containing important wildlife habitats throughout Nevada and has applied aggressive management practices for the protection, maintenance and enhancement of these properties for wildlife and public use. The Wildlife Management Areas Program will apply the best available science to achieve the highest standards possible when managing these select properties.

Although most of our customers believe NDOW is doing a satisfactory job in protecting habitat, 80 percent of the respondents to the public survey conducted as part of this plan's development inventory felt that existing wildlife habitats could be improved. The public also acknowledged the need for more emphasis on wildlife viewing opportunities and game management as a whole. With the knowledge that habitat is the key to the health and diversity of all wildlife species, the following desired outcomes, goals and objectives will provide direction to NDOW for the protection and improvement of wildlife habitats in Nevada.

Desired Outcome: Wildlife habitats that are in good ecological condition, capable of supporting a diverse array of wildlife species

GOAL: Habitat is the key to the success of all wildlife populations. Effective habitat management is an integral function of the Department of Wildlife. ***NDOW will preserve and protect quality habitat and enhance deficient habitats.***

Objective: Maintain, protect and enhance wildlife habitats on wildlife management areas (WMA) by applying good science and best management practices through the implementation of Comprehensive Management Plans on all WMAs through 2009.

Objective: Rehabilitate a minimum of 10,000 acres of critical big game habitat by 2009.

Objective: Actively support and implement protection or restoration actions for important wildlife habitats identified in species management plans,

conservation agreements, recovery plans and other planning processes, through partnership with other cooperators.

Objective: Secure at least five significant conservation easements or land and/or water acquisitions for lands with high wildlife values to protect important habitats for a diversity of aquatic and wildlife species by 2009.

Objective: Improve 180,000 acres of habitat for upland game species and 700,000 acres of habitat for big game species through enhancement of natural water sources, and improvement and creation of constructed water developments by 2009.

Objective: Inventory, evaluate and apply maintenance where required to all constructed wildlife water developments in the state by 2009.

GOAL: The Nevada Department of Wildlife functions in consultation with other agencies and entities in order to provide the best scientific data, technical assistance and cooperative management toward the improvement of wildlife habitat. Communication and cooperation with other governmental agencies, public and private landowners and the mining industry is essential in accomplishing NDOW's mission. ***NDOW will consult and cooperate with all of these entities to effect permit compliance, best management practices, protection, and enhancement of Nevada's wildlife and their habitats.***

Objective: Maximize positive proactive communication and cooperation with state and federal government agencies, other public and non-governmental organizations, and private landowners with wildlife or land management (wildlife habitat) responsibilities resulting in the best management, protection, and enhancement of Nevada's wildlife and their habitats, including WMAs, through 2009.

Objective: NDOW will insure permit compliance, and pursue and implement all opportunities to mitigate impacts from active mining activities through appropriate habitat conservation strategies through 2009.

Desired outcome: Aquatic habitats that are in good ecological condition, representing Nevada's variety of natural and man-made aquatic habitat types.

GOAL: Active management and restoration of Nevada's aquatic habitats is essential to preserve the state's natural heritage and maximize the potential for healthy aquatic ecosystems and angling opportunities. ***NDOW will pursue and support the management and restoration of aquatic habitats to insure the maintenance of healthy sport fish and native aquatic species populations.***

Objective: Actively support the management and restoration of key riparian aquatic habitat to benefit sport and native fish species, including native salmonids, as identified in fisheries management plans, species management plans and other planning processes.

Objective: Develop and implement habitat improvement/enhancement projects for lake and reservoir fisheries identified in fisheries management plans or other planning processes.

Objective: Actively support and implement protection or restoration actions for important native aquatic species habitats identified in species management plans, conservation agreements, recovery plans and other planning processes.

WILDLIFE MANAGEMENT AND CONSERVATION

GAME AND FURBEARER MANAGEMENT

Nevada has a rich legacy of innovative and successful game wildlife management. Important game species such as desert bighorn sheep and pronghorn, which were severely depleted in the early 20th century, have been restored to abundance in suitable habitats. NDOW has been aggressive in the release of big game animals and upland game birds into unoccupied habitats or habitats that were well below carrying capacity, and most of these releases have resulted in the establishment of viable game populations that are now enjoyed by sportsmen and the public, including the introduction of species such as chukar and wild turkey. These efforts will continue. Significant concerns remain regarding wildlife habitat conditions in many areas of the state and over declines in some key species such as sage grouse; to insure the continuation of past successes, significant species planning and an aggressive effort to rectify degraded habitats has occurred and will be continued. Species plans will be realistic, will be implemented and most important, they will result in improvements for wildlife. Wildlife health and disease issues must be addressed through improving habitat, keeping animals within the carrying capacity of habitats, and monitoring and then reacting to health and disease problems. Monitoring efforts (survey and inventory) will be used to determine how populations are doing in relation to habitat conditions and harvest strategies. Monitoring will be used to detect health and disease problems, and it will be used to determine the successes and failures of habitat projects and game reestablishment efforts. The air operations program will continue to be a vital tool used to monitor the achievement of goals and objectives of the agency. Other appropriate survey and inventory techniques will be applied as well.

The protection and improvement of critical game habitat will be paramount. Although the Department will manage populations to the capacity of existing habitat, NDOW will always strive to improve and increase habitat and thus wildlife populations. The Game and Habitat bureaus will work hand in hand to meet the many challenges and opportunities that will confront the agency when addressing habitat issues.

Predator management will continue to be a controversial issue. However, by using scientific processes in predator management along with educating the public on predator management issues and monitoring results, this issue will decrease in intensity.

Our game resources belong to the people of Nevada, and the public must be educated and informed on in-depth and up to date issues affecting Nevada's game resources and their habitats. The Game and Conservation Education bureaus will work together to insure that the proper information is being distributed in a factual manner.

Desired Outcome: Healthy and secure game and furbearer populations in concert with their habitats, providing the public with recreational opportunities including hunting, trapping, and viewing.

GOAL: Wildlife resources in Nevada belong to the people of the state and the preservation, protection, management, restoration and use of these resources are the responsibility of the Department of Wildlife. ***NDOW will maximize game populations within the carrying capacity of existing habitats in concert with species management plans using sound scientific practices.***

Objective: Establish or enhance at least one big game herd per year using active trapping and transplant through 2009.

Objective: Establish or enhance at least four upland game bird populations per year pending the availability of donor stock, through 2009, with priority emphasis on native upland game bird species (sharptail grouse, mountain quail), ruffed grouse and turkey.

Objective: Ensure the consistency of statewide waterfowl population management objectives with Pacific Flyway Council species management plans through 2009.

Objective: Update and/or complete game species management planning processes to insure timely guidance for program planning and budget purposes through 2009.

Objective: Evaluate existing survey and inventory efforts required to meet the biological, scientific and management needs of game and furbearer species, and modify as required by January of 2005.

GOAL: Wildlife that are in poor condition or animals that are concentrated within their habitats are more likely to contract diseases. That is why wildlife health, quality habitat conditions and wildlife diseases are so interrelated. It is important that the Department monitors for diseases and then reacts to these diseases using the best scientific practices available. It is also important that the Department try to prevent disease outbreaks by maintaining healthy wildlife populations, which includes keeping game populations within the carrying capacity of their habitats. ***NDOW will be responsive to wildlife health issues***

that may play a role in the well being of wildlife populations and human health.

Objective: Establish a wildlife health and disease program by fall of 2004

Objective: Minimize die-offs of big game populations through 2009 by maintaining populations at carrying capacity, excluding artificial feeding and minimizing adverse interactions with domestic livestock.

Desired Outcome: Wildlife damage to agricultural crops and private land infrastructure is prevented, reduced or mitigated to an acceptable level.

GOAL: State law mandates that NDOW address big game depredation issues on private land. Several programs are available to assist landowners who are experiencing problems with big game depredation including the Deer and Antelope Damage Compensation Program, the Elk Incentive Program and the Elk Damage Compensation Program. In order for these programs to be successful, it is important that they be administered in a timely and consistent manner across the state. ***NDOW will implement effective programs to prevent, reduce where prevention is impossible, or mitigate where necessary wildlife damage to private lands and property in a consistent manner.***

Objective: Develop and implement a program which provides long term solutions to private landowners for reducing mule deer and pronghorn impacts by 2007, including necessary Legislative support.

Objective: Achieve no less than an 80 percent satisfaction rate from private landowners who have filed complaints by 2007.

Desired Outcome: Predator populations actively managed in acceptable balance with game populations and species of special concern at localized levels.

GOAL: Predatory animals are an integral element of Nevada's wildlife resources with both positive and negative effects on the maintenance of healthy, productive ecosystems. Nevadans appreciate predators for the role they play in maintaining healthy ecosystems, but many sportsmen are concerned that predators are out of balance with game populations within the state. The Department now receives additional funding from hunting application fees for the management of predators. Predator management needs to be based on good science and projects must be designed so that the outcomes can be monitored and results disseminated to the public. ***NDOW will implement predator management to provide a balance between predators and populations of game and sensitive wildlife that are in jeopardy.***

Objective: Develop and implement science based, annual predator management plans to prioritize predator control needs and actions based on specific wildlife population data and monitoring.

Objective: Revise and implement the Mountain Lion Plan by January 2005.

AQUATIC SPECIES MANAGEMENT

Although Nevada is the driest state in the nation from a climatic perspective, it offers a tremendous variety of opportunity for sport angling. Aquatic resources are under continuous demand for enhanced opportunities in the face of increased population growth and a desire on the part of the public for recreational pursuits. NDOW must actively manage existing sport fishing resources to meet those demands and expectations, seek expanded opportunities, and address changing demands for the types of angling opportunities while dealing with cyclical changes in climatic conditions that significantly impact the extent and quality of aquatic resources. New and innovative approaches, such as the increased development of urban fishing programs accessible to rapidly expanding urban populations and increased reliance on self-sustaining and under exploited fishery resources, are essential to meet the future needs of our stakeholders. Fishery maintenance through salmonid production and stocking will continue to be a key element of NDOW's sport fishing programs, but cannot be relied on to accommodate all of the future demands for angling recreation. Significant opportunities exist through underexploited sport fish resources statewide, and an aggressive marketing and information approach is essential to insure that our stakeholders are aware of and can effectively utilize those resources.

Nevada is also unique in having one of the highest levels of aquatic species endemism in the nation, but our unique endemic aquatic species are highly threatened as a consequence of isolated species distributions, inherent climatic variability, and historic practices which have negatively altered key aquatic habitats. The protection and preservation of Nevada's unique aquatic species resources will be an important focus of our fisheries program into the future. Responsible management and an increased interest in endemic aquatic species other than fishes by the scientific community and the public will require changes in program emphasis to insure that native aquatic systems are managed from an ecosystem approach incorporating the needs of a full suite of aquatic species including endemic fish, amphibians, mollusks and crustaceans. Substantial threats exist to both native aquatic species and sport fisheries from undesirable, invasive aquatic species which already exist in Nevada or have a high potential for future introduction. An aggressive and proactive approach to planning and management for native aquatic species will be required to insure healthy and viable populations of all endemic species into the future, to conserve aquatic species currently requiring State or Federal protected status to the point such protections are no longer needed, and to preclude the necessity of future species

listings under the ESA which would substantially limit management opportunities and constrain state authority.

Desired outcome: Recreational fishing opportunities within the potential of fish populations and their corresponding habitats.

GOAL: Sport fishing resources in Nevada are widely distributed but limited, and because of that are under significant and increasing demand from the public to provide a broad variety of angling opportunities, ranging from stream fishing for native salmonids to reservoir angling for trophy quality warm water species such as striped and black bass. ***NDOW will manage Nevada's existing fisheries resources in an efficient and productive manner to maximize and diversify recreational opportunities for Nevada's angling public.***

Objective: Increase angling use days by 10 percent statewide by 2009, compared to the 1994-2003 angler use trend baseline.

Objective: Develop and implement Fisheries Management Plans (FMPs) based on sound science and management principles for all major waters in the state by 2007.

Objective: Provide a diversity of angling opportunities statewide through 2009.

Desired outcome: Secure, stable and diverse native aquatic wildlife populations.

GOAL: Nevada has a substantial and important natural heritage of endemic aquatic wildlife species and is ranked sixth nationally in species endemism, but is also ranked fourth nationally in endemic species at risk, a legacy of past land management practices and the unique characteristics of our isolated aquatic habitats. Aggressive and innovative management is essential to preserve and protect the state's unique aquatic natural heritage. ***NDOW will proactively manage native aquatic wildlife species using sound scientific principles to provide long term stability, avoid declines in status, and to recover State and Federal special status species.***

Objective: Improve special status and federally listed aquatic species status and where feasible, remove or reduce threats to the point that special status protection is not required.

Objective: Actively conserve all native aquatic wildlife species to insure healthy, viable populations; to the extent possible preclude any additional protected status designations or ESA listings for native aquatic wildlife species.

Desired outcome: Aquatic habitats free of Aquatic Nuisance Species.

GOAL: Aquatic nuisance species represent a significant and ongoing threat to endemic aquatic species and sport fisheries nationwide, and Nevada is particularly vulnerable to new species introductions because of its numerous isolated aquatic habitats, many of which contain imperiled endemic species. Impacts from already extant nuisance species are substantial and a severe impediment to aquatic species conservation and management of existing fisheries. ***NDOW will reduce the impacts from aquatic nuisance species to resident sport and native fisheries, and implement strategies to prevent the introduction of new nuisance aquatic species.***

Objective: Reduce the impacts of aquatic nuisance species to important sport fish and native aquatic wildlife populations and habitats through 2009.

Objective: Develop and implement a program for the prevention and control of aquatic nuisance species introductions by 2007.

CONSERVATION OF WILDLIFE DIVERSITY

NDOW is charged by statute to protect, preserve, manage and restore *all* of Nevada's wildlife. NDOW is dedicated to maintaining healthy populations of and habitats for all wildlife species through sound science, data management and synergistic partnerships. Through our efforts the aesthetic, scientific, educational, recreational and economic values of Nevada's wildlife will be enhanced and preserved for all generations.

NDOW will strive to be recognized as a leader in the knowledge of Nevada's wildlife diversity and ecological processes, with the most comprehensive interactive database for wildlife in Nevada. The primary products of our program are exemplary public service, highly respected science and significant restoration of naturally functioning ecosystems. The outcome of investment in those products is a well-educated, informed public that is actively supportive of Nevada's diverse wildlife heritage.

Desired Outcome: Healthy, diverse wildlife populations and habitats within naturally functioning ecosystems.

GOAL: Recognizing that healthy, naturally-functioning wildlife populations and ecosystems are vital to the quality of life for human populations that draw physical and intellectual sustenance from the resources within them, ***NDOW will maintain healthy, diverse wildlife communities that satisfy mankind's desires for diversity, knowledge, and enjoyment and meet our responsibility to maintain species diversity at the local, regional, and global scales.***

Objective: Fully incorporate program priority species into species, taxa or habitat plans by 2009.

Objective: Implement conservation actions for key species as identified by species priority matrix rankings through 2009.

Desired Outcome: Effective conservation of priority wildlife species through the completion and implementation of cooperative planning products.

GOAL: Collaborative conservation planning has become the premier method for effecting achievable, meaningful, on-the-ground wildlife conservation. Conservation challenges are often too big to be adequately addressed by any single agency. The "cost of doing business" (setting aside lands, manipulating habitats, redistributing populations, monitoring results, etc.) has become prohibitive and often requires the pooling of effort and resources if real change is to be expected. ***NDOW will work closely with stakeholders and conservation partners to develop and implement functional wildlife conservation plans that will have a positive effect on the conservation of priority wildlife species.***

Objective: Complete and implement a Comprehensive Wildlife Conservation Plan (CWCP) incorporating all wildlife species to satisfy Federal requirements for agency access to Wildlife Conservation and Re-investment Program (WCRP) and State Wildlife Grant (SWG) funds by October 1, 2005.

Objective: Complete and implement a Comprehensive Sage Grouse Plan (with all Local Plans fully integrated) meeting Policy for the Evaluation of Conservation Efforts (PECE) requirements by June 10, 2004.

Objective: Actively participate in collaborative planning process including Nevada Partners in Flight, Intermountain West Joint Venture (IWJV) and Bird Conservation Region (BCR) conservation planning and implementation, utilizing timelines and priorities defined in the Wildlife Diversity program plan, to achieve mutual conservation objectives through 2009.

INFORMATION DELIVERY

NDOW is a public service agency. The success of the agency is directly related to its ability to communicate with its stakeholders. The agency, including each individual employee, is responsible for maintaining communications with the public. The Department offers structured communication through programs such as Hunter Education, Angler Education, Wildlife Education, the Volunteer Program, Public Affairs, and Boating Education in order to insure a safe, knowledgeable user public. While structured programs are essential, successful public relations ultimately depend on the day-to-day contact of the Department's employees with customers. It is essential that all NDOW employees have an in-

depth understanding of the principles of effective communications, that they are well informed with current knowledge about a wide variety of the Department's activities and policies, and that all employees participate in information delivery on a formal or informal level.

The primary purpose of educational programs is to foster a more informed public able to make well informed decisions about Nevada's wildlife. A variety of educational opportunities are provided by employees when Department programs are represented, ranging from informal field or office contacts to formal Wildlife Commission and advisory board presentations.

Department methods to inform the public include telephone contacts, press releases, newspaper articles, e-mail, web site, radio and TV programs, and other direct communication methods. The primary purpose of this level of public contact is to answer specific hunting, fishing, trapping and boating questions, and provide information about wildlife in general. In doing so, NDOW serves as a valuable resource to both the sporting public and general public. The public has indicated a desire for increased NDOW programs teaching wildlife conservation in the schools and a need for more information about hunting, fishing, and wildlife. This will be accomplished by utilizing NDOW employees as points of public contact; promoting NDOW as a source for wildlife and recreation information; and emphasizing NDOW's role in public education.

Desired Outcome: Well-informed employees with timely full access to current information.

GOAL: NDOW employees throughout the state are expected by the public to be reliable sources of information on a variety of topics, agency issues, and initiatives that change constantly and rapidly. The job demands of our employees require quick access to information resources and an internal communications network capable of facilitating a wide array of job-related transactions and information deliveries. ***NDOW will improve information delivery to and information access for all its employees, enhancing their job and public contact effectiveness, through electronically-facilitated networking.***

Objective: Develop and implement an agency-wide intranet system, with proficiency training to allow participation by all employees, by 2009.

Desired Outcome: Data management capabilities to addresses the informational and analytical needs of NDOW employees, other agencies, and the public.

GOAL: Today's wildlife management applications and solutions require detailed knowledge of species distribution and status, and an understanding of how species interact with the changing landscape. The ability to store, process, analyze, and share data electronically with meaningful geo-referencing is essential to successfully implement science based wildlife and habitat management programs. ***NDOW will develop and maintain a progressive, interactive data management program accessible to all internal and external customers.***

Objective: Provide a fully functional interactive data management program for internal customers by the end of 2005.

Objective: Provide appropriate data management system access for all external customers by the end of 2007.

Desired Outcome: A public educated in the basic principles of and issues affecting wildlife management, so they can make informed decisions on wildlife related issues.

Goal: During the inventory segment of this planning process, many employees felt that there was a strong need to provide the public with more in-depth information on the biological processes involved in wildlife management including habitat relationships and predator management. A knowledgeable public will be able to make well-informed decisions about Nevada's wildlife and enhance their view of wildlife as a positive quality of life indicator. ***NDOW will contribute to the public's knowledge by providing information and implementing programs that teach wildlife conservation principles.***

Objective: Develop information delivery programs for the following topics through 2009: predator/prey relationships; habitat loss; wildlife/habitat relationships; human/wildlife conflicts; endemic terrestrial and aquatic species; and nuisance aquatic species.

Objective: Provide at least one outdoor wildlife interpretive facility in each NDOW region by 2009.

Objective: Develop and implement seminars for at least three additional species by 2009.

Objective: Develop a wildlife viewing program centered on a collection of well-established wildlife watching opportunities, including appropriate facilities on NDOW WMAs, by 2009.

Desired Outcome: A public with greater tolerance and understanding for wildlife that has been displaced by human development or is attracted to areas of human activity.

GOAL: Nevada's human population is increasing at the highest rate in the nation, and the urban expansions associated with that population growth will continue to encroach on wildlife habitat. The resulting conflicts cannot be resolved solely by individual incident responses. ***NDOW will work to minimize human/ wildlife conflicts by developing greater public acceptance of wildlife near human living space.***

Objective: Decrease human/wildlife complaint calls by five percent per year, using a 2003 baseline adjusted for urban population growth, through education of the public on resolution strategies.

Objective: Pursue regulatory changes to allow assistance from private contracted services for resolution of urban wildlife conflict incidents.

GOAL: Wildlife interactions involving public safety concerns will continue to occur and must be dealt with as a priority agency responsibility. ***NDOW will provide a timely and efficient response and resolution to all human/wildlife conflicts that pose a threat to public safety.***

Objective: Provide appropriate training, equipment and resources to all appropriate personnel for properly resolving wildlife complaints involving threats to public safety by 2007.

Desired Outcome: A public that appreciates Nevada's wildlife resources, informed of and making use of wildlife-related recreational pursuits.

GOAL: A public well versed in outdoor pursuits and ethics will receive the maximum benefit from NDOW's programs and Nevada's wildlife resources. ***NDOW will educate the public by implementing programs that teach outdoor recreation knowledge and ethics and promote a safe recreational environment.***

Objective: Increase the participation in hunter and angler education classes by five percent statewide by 2009, compared to a 2003 baseline.

Objective: Reduce firearms safety related violations by 20 percent by 2009, compared to a 1999-2003 baseline.

Objective: Develop and implement a Wildlife Diversity element for NDOW's education program by the end of 2006.

GOAL: Providing current and timely information to the public will result in improved user satisfaction and long-term appreciation of NDOW's mission. ***NDOW will effectively inform the public about consumptive and non-consumptive wildlife recreation opportunities utilizing the most efficient and cost-effective media.***

Objective: Distribute information about recreation opportunities to 250,000 people per year.

Objective: Develop and implement an agency media plan to maximize the effectiveness of public information efforts by 2006.

Desired Outcome: A majority of the public aware of what the Nevada Department of Wildlife is and what it provides.

GOAL: To build public awareness of and participation in the agency's services, the Department must develop an increased public awareness of the agency, Nevada's wildlife, and outdoor recreation opportunities. A greater public understanding of the value of hunting, fishing and non-consumptive wildlife appreciation will help ensure a broad base of customer support for the agency and for wildlife. ***NDOW will actively generate public support for NDOW and its programs.***

Objective: Develop a marketing program and marketing plan with specific goals and objectives by 2005, and implement that program and plan through 2009.

Objective: Train and educate all employees in marketing concepts and attitudes to assist in marketing plan implementation by 2005.

Objective: Demonstrate enhanced public interest in wildlife related recreational opportunities by increasing the sale of hunting and fishing licenses by 5% by 2007, compared to a 2004 baseline.

Desired Outcome: Committed volunteers actively participating in NDOW programs and activities.

Goal: The Department's volunteer program has demonstrated since its inception that it is a valuable asset to the implementation of agency activities, and provides an important function in educating participants about the agency and wildlife. ***NDOW will maintain a vigorous Volunteer Program that connects people to wildlife, is fun and rewarding for participants and productive in very tangible ways toward achieving the agency mission.***

Objective: Increase the number of volunteer projects and volunteer hours by 10 percent by 2009, compared to the 2002 project activity baseline.

Desired Outcome: A well-informed Wildlife Commission capable of making science-based decisions to provide hunting and trapping opportunities in concert with public input and desires.

GOAL: The demand for big game hunting opportunities continues to increase in Nevada, and the desire for hunt opportunities substantially exceeds supply for both resident and non-resident hunters. The numbers of tags issued for the male segment of any big game population, within reason, and how these tags are distributed among user groups are not biological decisions but rather are sociological decisions. Close coordination and a dedicated partnership between scientists and policy makers are essential to identify opportunities for increasing big game tag numbers. ***NDOW will provide sound biological recommendations and status/trend data associated with herds or species to sportsmen, the Wildlife Commission and County Advisory Boards to Manage Wildlife.***

Objective: Increase big game hunting opportunity by at least 10 percent, compared to the 2000-2003 baseline independent of environmental conditions affecting population increases/decreases, by recommending various harvest and season setting strategies.

RESOURCE PROTECTION AND PUBLIC SAFETY

NDOW will achieve protection of Nevada's wildlife resources and enhanced public safety by utilizing well-trained employees who are prepared to inform and educate the public, and are committed to enforce wildlife and watercraft laws and regulations. Public compliance is the goal, and NDOW utilizes several avenues to achieve it. Major avenues of education and information dissemination include informational brochures, interacting with our customers on an individual or group basis, and media presentations and advertisements. NDOW also conducts patrols, investigates violations, initiates prosecutions, and involves the public through the Operation Game Thief program.

Voluntary compliance is defined as a participant's choice to abide by all rules and regulations, while willful non-compliance is defined as a participant's choice to break the rules while in full knowledge of them. Willful non-compliance is further broken down into two categories, premeditated crimes and crimes of opportunity, for the purpose of targeting these violations.

The general public and employees continue to support increased law enforcement efforts and presence.

Desired Outcome: A public that voluntarily complies with all laws and regulations, resulting in the enhanced protection of wildlife resources and greater public safety.

GOAL: ***NDOW will maximize voluntary compliance by informing and involving the public, regulating and monitoring participation, and enforcing laws and regulations.***

Objective: 90 percent of all participants in NDOW-regulated activities in voluntary compliance by 2009.

GOAL: The unique challenges to wildlife and boating law enforcement created by Nevada's combination of vast rural areas and intense urban development require aggressive maintenance of the infrastructure supporting enforcement operations. ***NDOW will utilize state-of-the-art communication and information technology to serve public and employee safety needs.***

Objective: Provide an efficient two-way communication system with improved coverage and technology by 2009.

GOAL: ***NDOW Game Wardens will be well trained in all aspects of officer safety and survival, thereby ensuring and enhancing the well-being of the officer, public and criminal element.***

Objective: Promote and enhance officer training for advanced techniques in firearms, personal defense, subject control and other areas of officer safety through 2009.

Desired Outcome: Willful noncompliance in Nevada is neither worthwhile nor advisable. Crime detection is high, risk of apprehension is high, and successful prosecution is a societal priority with substantial penalties and consequences sufficient to serve as deterrents to crime.

GOAL: ***NDOW will aggressively pursue detection, apprehension and successful prosecution of premeditated wildlife violations and crimes of opportunity against wildlife resources.***

Objective: NDOW will reach an annual rate of 90 percent for all detected crimes solved in a given year by 2009.

Desired Outcome: Knowledgeable boaters engaged in safe and enjoyable recreation on Nevada's waters.

GOAL: NDOW has the primary responsibility in Nevada for boating law enforcement and the promotion of boating safety, and recent changes in the regulatory environment will increase the challenges to maintaining our national leadership role in this arena. ***NDOW will implement programs and provide information to teach safe boating skills, meet state-mandated certification requirements, and encourage a safe boating environment.***

Objective: Reduce per capita boating accidents by 20 percent (2003 base) by 2009.

Objective: Increase voluntary boating education participation by 5 percent per year through 2009.

Objective: Ensure mandatory boating education participation at 95 percent per year through 2009.

Objective: Decrease the number of personal floatation device (PFD) violations per vessel contact by 20 percent and increase voluntary boater use of PFDs by 30 percent by 2009.

Objective: Decrease the operating under the influence (OUI) rate of all checked boaters by 20 percent by 2009.

INTERNAL SERVICES

AGENCY MANAGEMENT

NDOW has responsibility for fiscal management, including the administration and monitoring of numerous Federal Aid grants, operation of facilities, personnel management, and agency administration. To effectively maintain public trust, the Department must continue to demonstrate fiscal accountability and compliance with all regulatory authority. The Department must provide functional, accessible and safe facilities for the public and our employees. Most important to the accomplishment of our mission is a well-informed, professionally qualified, motivated work force which provides technically competent, consistent, and friendly service to our customers. The Department is committed to a well organized, cost-effective approach to mission accomplishment which is framed through the effective implementation of an agency Comprehensive Management System.

NDOW has made substantial improvements since 1997 in agency management, which is reflected through positive feedback from our employees and stakeholders. However, achieving excellence in agency management is a continuous process; areas of successful improvement must be maintained and efforts continued to improve all facets of internal agency management. Effective and efficient program development and management, internal communication and information delivery is essential to accomplishment of our mission, and new challenges are present in areas such as integration of fiscal management systems to meet changing state government standards and requirements.

Desired Outcome: A focused and responsive agency, clearly mission-oriented.

GOAL: A comprehensive management system (CMS) is essential in focusing the direction of NDOW's work effort by establishing goals, fully describing responsibilities, establishing clear accountability and helping the agency anticipate change. ***NDOW will operate under a comprehensive management***

system including work program and biennial budget development, and operational level planning development and implementation.

Objective: Continue to implement a Comprehensive Management System through 2009.

Objective: Provide timely, adequate direction and clear two-way communication for development of budget and planning projects (Level B, etc.).

Objective: Update and revise operational planning documents, with review of supplemental strategies, to support strategic planning desired outcomes, goals and objectives, corresponding with biennial budget development processes.

GOAL: A current, integrated, easy-to-use policies and procedures manual competently guiding employee activities is vital to the efficacy of agency operations. ***NDOW will maintain a fully-current, regularly-updated policies and procedures manual accessible by all employees.***

Objective: Update *all* agency policies and procedures and ensure availability to all agency personnel by 2009.

Desired Outcome: A Department fiscal system that is fully compliant with all external and internal audit requirements; supplying reliable, current, and understandable information to employees for accurate, responsible budgeting and expenditure tracking.

GOAL: A reliable, accurate, accountable, and trusted fiscal system is essential to the management of the agency. ***NDOW will ensure that our fiscal management practices meet all regulatory requirements and management needs of the agency.***

Objective: Complete the transition to the State of Nevada Integrated Financial System (IFS) by 2006.

Objective: Implement an electronic pre-purchase order recording system by 2009.

Objective: Design and implement a comprehensive budget reporting process to all bureaus by 2007.

Objective: Conduct a comprehensive fixed asset review and physical inventory by 2005, and maintain through periodic inspection and reporting.

Objective: Implement positive pay reporting access for all employees by 2006.

GOAL: The management of Nevada's wildlife and watercraft safety programs would be impossible without the Federal Aid programs which assist in the collection and allocation of revenues. ***NDOW will maintain an efficient,***

responsive Federal grant management program which meets our billing, reporting, compliance and monitoring requirements in a timely, accurate manner.

Objective: Develop and implement a comprehensive grant management and reporting system by 2006.

<p><i>Desired Outcome: High quality, professional fulfillment of the Department mission by agency employees.</i></p>

GOAL: A professionally qualified, motivated work force, exhibiting high standards of productivity and accountability, resulting in high-quality products and services, and respected by peers, partners, and customers, is essential to accomplish the agency mission. ***NDOW will recruit qualified personnel, and promote career development through appropriate training, evaluation and professional performance standards.***

Objective: Define consistent knowledge, skill and ability standards and projected career ladders by job classification by 2009.

Objective: Each bureau will develop and implement a professional training program for its employees by job classification by 2006, incorporating continuing education opportunities for employee professional development and enhancement of job skills.

Objective: Develop application strategies for all state-mandated employee training by 2004.

Objective: Develop a "new employee" orientation program by the end of 2004.

GOAL: Effective leadership at all levels is essential to maintaining public trust, employee morale, and accomplishing the agency mission. Effective leadership in the Nevada Department of Wildlife includes empowered and ethically-treated employees, demonstrating excellence by example and discipline. ***NDOW will improve and increase leadership skills, management skills, professional expertise; and two-way communication during program and professional evaluation.***

Objective: Initiate and implement a leadership/management skills training program by the end of 2004, with all willing participants in some level of the leadership skills training program by 2009.

Objective: Develop an employee recognition program by the end of 2004.

Desired Outcome: NDOW facilities that are safe, accessible to all persons, well-maintained, and contribute to the accomplishment of the agency's mission.

GOAL: Agency infrastructure including administrative offices, fish production facilities and wildlife management areas are essential tools in effectively meeting objectives for wildlife and fisheries management. Equipment also needs to be well maintained, updated and meet current technological requirements. ***NDOW will insure that agency facilities are designed and equipped to efficiently accomplish the agency's mission and are adequately maintained to maximize longevity and minimize agency operational costs.***

Objective: Maintain Department owned and operated public, office and work facilities in a safe, accessible, serviceable and aesthetic condition through 2009.

Objective: Maintain and enhance existing fish culture facilities to meet identified fisheries program planning needs through a refurbishment program completed by 2008 and an ongoing maintenance program.

Objective: Implement maintenance, enhancement and development projects identified in WMA CMPs, to provide the infrastructure to operate WMAs and for the use and enjoyment of the public.

Objective: Implement a consistent replacement and acquisition prioritization process for vehicles and equipment by 2005.

GOAL: An efficient and well organized Engineering Services program is essential to accomplish the agency's mission and to insure that the Department meets all legal and safety requirements. ***NDOW will ensure that Engineering Services are provided to meet agency needs in a timely and cost-effective manner.***

Objective: Provide effective, timely engineering support services for agency project development, refurbishment and maintenance activities.

Objective: Create an accessible electronic records system to manage engineering records and information by 2007.

Desired Outcome: A safe and efficient air operations program within NDOW serving the agency's needs in the accomplishment of its mission and programs.

GOAL: The Department of Wildlife owns two jet ranger helicopters and one fixed-wing aircraft, and employs two full time pilots. A clear vision and structure for air operations is essential to insure that maximum value is received from this important agency resource. ***NDOW will maintain an air operations program***

within the agency that is safe, efficient and cost effective, and that will be used to carry out the many facets of the agency's mission.

Objective: Continue to maintain a zero accident rate through 2009.

Objective: Develop a pilot training and qualifications program by 2005 in order to maintain safe and proficient pilots with knowledge in wildlife conservation/air operations relationships.

Objective: Maintain a cost effective and efficient air operations program that operates at least 20 percent below the cost of contract aircraft through 2009.

FUNDING

Funding for the Nevada Department of Wildlife is generated through receipts categorized into nine areas:

- Wildlife funds are user fees received from license and tag sales, sales of special permits, stamps, and boat registration and titling fees.
- User-based federal funds provided to the states through programs derived from excise taxes paid by user groups.
- Appropriated federal funds, primarily for programs supporting non-traditional terrestrial and aquatic wildlife species
- General funds appropriated through the Nevada legislature.
- Partner-based Project Funds are special project funding sources, both federal and non-federal, which provide project- or activity-specific grants for a variety of agency actions.
- Nevada state motorboat fuel taxes.
- Bond funds generated from the Question One bond issue.
- Assessments including impact fees on the mining industry
- Court-awarded civil penalties and forfeitures.
- Miscellaneous funds including interest earned, land leases, and sales of Department-produced publications.

Funding generated from wildlife revenues and federal excise taxes total 79 percent of the Department's annual budget for wildlife programs. This reliance on user fees makes the Department highly dependent on revenues which fluctuate with the availability of game and fish populations, and thus the annual variability in angler and hunter participation reflected through license sales.

NDOW recognizes that traditional user-based funding sources such as the Sport Fish and Wildlife Restoration Act have limited growth potential and cannot continue to provide enhanced funding at a level which will accommodate cost inflation and fully fund Department program needs. Over the last planning period, NDOW strove to expand its funding base to make it less dependent on these funding sources. Federal user-based funding sources will continue to be a core element of the Department's funding strategy, but the successful pursuit of

new and innovative funding strategies will be essential to meet our agency mission through 2009. The variety and complexity of NDOW's revenue sources also present unique challenges to insure that all budget tracking, accounting, reporting and compliance requirements are met to the satisfaction of State and Federal monitors and the public.

Desired Outcome: A broadened funding base through partnerships with our stakeholders that affords access to new sources of funding while maintaining healthy and vigorous implementation of traditional funding sources.

GOAL: Increasing demands on Nevada's wildlife resources constantly challenge the Department's financial capability. To meet these demands and fulfill its mission, ***NDOW will broaden its funding base by seeking new sources of funding and building the partnerships necessary to access those sources.***

Objective: Maintain stable funding from traditional sources (user based federal funds, General Fund, etc.) to maintain core programs and implement enhancement programs above the Level A baseline. (Level B program elements at 20 to 40 percent of work programs) through 2009.

Objective: Maximize the use of appropriation based enhancement programs to Federal Aid for wildlife (WCRP, SWG) through 2009.

Objective: Pursue conservation funding initiatives through Federal Aid and other grant programs (LIP, etc.) to provide funding for individual or programmatic private land-based conservation projects through 2009.

Objective: Develop the Department's capability to identify, compete for, and secure funding from opportunistic, partner-based, funding sources (Joint Venture, NFWF, ESA Initiatives, etc.) through 2009.

Desired Outcome: Public and employee trust from honest, wise, and efficient use of funds.

GOAL: The Department of Wildlife is committed to financial integrity and the wise use of funds. ***NDOW will continue to make honest, wise, and efficient use of all funds.***

Objective: Collect all revenues in a timely and efficient manner, and record all receipts accurately trackable by funding sources through 2009.

CUSTOMER SERVICES

PUBLIC SERVICE AND DOCUMENTS

The State of Nevada requires the purchase of various documents before the public is allowed to participate in activities regulated by the Department. These documents have an inherent value and must be carefully controlled. In addition, customer demographics are important for license certification for federal funding, historical records for privileges, statistical analysis, and marketing opportunities. Capturing customer and document information through data entry is a critical component in the Department's ability to effectively manage the public service and documents programs and for securing matching federal dollars.

The public has access to these documents through statewide programs that offer alternative opportunities to obtain the license documents. Customers can obtain licenses and/or privileges through license agents, the private contractor for application hunts, NDOW offices, and volunteer hunter education instructors. Customers can buy direct from the agents, from NDOW offices, or over the Internet or the phone, or through the mail for certain privileges.

Public input revealed that a large majority of respondents were satisfied with boat registration, license purchases, hunter safety instruction, and the tag application program. A large majority of respondents were also satisfied with their contacts with NDOW office staff.

Based on recommendations from an agency audit and severe limitations in the capabilities of the current inventory system, NDOW took a five-phase approach to plan, design, develop and implement a fully-integrated automated system for licensing. Phase I through Phase IV have been completed and NDOW is currently in Phase V, which is the development and implementation of the Nevada Wildlife Data System (NWDS). When completed NWDS will incorporate modules for: Boat Titling and Registration, Hunter Education, NDOW Licensing and Revenue, Agent Revenue and Licensing (Point-of-Sale), Citation and Revocations and Boat Safety Certificates. This system will provide customers with enhanced, 24-hour ability to transact licensing and registration business via the Internet and phone sales. NWDS will also provide significant benefits to operational aspects of NDOW's license functions. To date, the Boat Titling and Registration module of the system has been completed including Internet Boat Registration renewals. The development and implementation phase of the system will be completed by December 2005. The fully automated system is expected to greatly facilitate the achievement of strategic objectives in several delivery areas, including public service/documents, compliance and enforcement, information delivery (including conservation education), and agency funding.

Desired Outcome: A public satisfied with agency services and the procurement of required documents.

Goal: Servicing the public by providing them ready and cost-effective access to licenses and legally-required documents is essential for collection of revenue and insuring a properly licensed public. ***NDOW will monitor public satisfaction with service and document availability and will continually improve methods of product delivery.***

Objective: Maximize the customer satisfaction level with public service and documents through 2009.

Objective: Complete implementation of the NDWS system by December 2005.

Objective: Complete a Special License and Permit (SLAP) program by 2005 as a part of NWDS.

ACCESS

NDOW recognizes a strong public desire to enjoy the wildlife resources of Nevada, and the agency is dedicated to insuring that the people of this state have access to Nevada's wildlife resources. A key element in achieving this is the development of productive partnerships with landowners to allow public access to and across private lands for hunting, fishing and non-consumptive wildlife enjoyment. Additional opportunities are created through access acquisition, fishery enhancement through minimum pool agreements and purchases of land and water rights and easements. Stakeholders have expressed the desire that NDOW place a high priority on the acquisition of legal access to wildlife habitats for recreational purposes.

Desired Outcome: Improved opportunities for the public to access wildlife, wildlife habitats and recreational opportunities through enhanced partnerships with public and private partners.

GOAL: NDOW will strive to provide the opportunity for the public to experience quality outdoor recreation with improved access to wildlife by developing and implementing a Private Lands Wildlife Program. ***NDOW will actively seek and develop public access and habitat enhancement opportunities on public and private lands through productive partnerships and an active development program.***

Objective: Develop and implement a Private Lands Wildlife Program to provide public access to or through private lands, consultation service to private land owners to secure or improve wildlife habitat on private lands, and provide information and/or assistance for the development of private lands to improve wildlife values including additional fishing or hunting opportunities for the public by 2005.

Objective: Fully implement public use and access facility targets on wildlife management areas as identified and prioritized in CMPs by 2009.

GOAL: The maintenance of adequate public access for recreational angling and boating on both private and public lands is critically important to insure that the public can participate in aquatic-based recreational activities, and to meet the future demands of anglers and boaters. ***NDOW will maintain and enhance access to the variety of statewide angling and boating opportunities.***

Objective: Develop and implement a plan for maintenance and enhancement of access to the variety of statewide angling and boating opportunities, incorporating a site-based needs assessment, by 2007.