

State of Alaska FY2005 Governor's Operating Budget

Department of Natural Resources Public Services Office Component Budget Summary

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Component: Public Services Office

Contribution to Department's Mission

Facilitate one-stop public interface for divisions and offices of DNR.

Core Services

- Provide one-stop services to the public in Anchorage and Fairbanks
- Provide DNR's initial point of contact for the public
- Receipt payments to DNR
- Conduct land sales
- Provide, accept and process applications for authorizations from DNR
- Assist customers using DNR data bases and programs for land research
- Keep the public informed of DNR programs, policies, regulations, and activities
- Keep media, legislature and other offices informed of DNR activities and accomplishments
- Keep web pages and web content current and informative

Keep two staffed Public Information Centers available for Alaskans in Anchorage and Fairbanks:

The two Public Information Centers meet the first seven core services listed above. The centers provide a place for the public to go to ask questions, pay bills, get forms, obtain services, and complete research. The centers are the difference between a complex agency understandable only to experts versus a public-friendly agency where forms, permits, and answers to questions are easily available to everyone.

The services provided under this component allow the department to efficiently conduct business with the public. These centers provide basic essential business functions and services that insure timely processing of applications and payments. They also provide the time consuming public interface to allow other DNR employees to more efficiently conduct their assigned duties without interruption. The centers make sure the public is able to find and obtain what they need from DNR while at the same time making the public aware of the need, purpose, and value of the State's land and resource assets and their appropriate management.

Keep the public, media, legislature, and other offices informed of DNR programs, policies, regulations, activities, and accomplishments:

Through media releases, public service announcements, and interviews the Public Services Office (PSO) insures effective media coverage on current DNR actions and issues. Through coordination with other agencies and information centers the PSO helps the public to understand DNR's interagency relationships and to insure accurate and current DNR information is disseminated. The PSO also provides feedback to DNR employees about public concerns, requests, desires, or misunderstandings. The PSO assists the Commissioner's Office to keep the Governor's Office informed of DNR accomplishments and activities.

Keep web pages and web content current and informative:

Front door pages of the DNR web site are maintained by the PSO. The PSO also has the oversight to insure that the content in the DNR web pages is current, informative, and user friendly.

Major Activities to Advance Strategies

- | | |
|---|--|
| <ul style="list-style-type: none"> • Keep two staffed Public Information Centers available for Alaskans in Anchorage and Fairbanks • Respond to all public requests via emails, letters and in-person • Rent public use cabins for Alaska State Parks • Provide public access computers in the centers to | <ul style="list-style-type: none"> • Notify applicants of incomplete applications before processing • Provide accurate receipting of financial transactions • Update front desk manual • Issue internal operating procedures • Provide excellent customer service |
|---|--|

Major Activities to Advance Strategies

- allow land research
- Assist customers with land research services on web
- Keep staff fully trained to be knowledgeable in all programs and services of DNR
- Train staff to use latest technology advances
- Conduct training based on assessed need and to allow advancement of flex positions
- Train staff on all new programs and offices
- Update fact sheets and applications as needed
- Place information, fact sheets, forms and applications for all DNR programs on the web
- Catalogue all DNR programs, forms and applications
- Place all forms and applications on the web in PDF
- Assist in creating interactive application submission systems
- Provide timely processing of applications for authorizations
- Update application processing checklist
- Provide dedicated application processing time to staff
- Poll divisions on satisfaction with service provided
- Create customer satisfaction card and track results
- Train staff on customer service
- Keep public informed of accomplishments, services and changes through the media
- Edit and write press releases
- Develop communication strategies for programs
- Distribute releases electronically
- Respond to media and legislative requests for information
- Create web based system for renting State Parks public use cabins
- Develop programming framework for cabin rental project
- Utilize DOA credit card system for payment method

FY2005 Resources Allocated to Achieve Results

FY2005 Component Budget: \$384,600

Personnel:

| | |
|--------------|----------|
| Full time | 6 |
| Part time | 0 |
| Total | 6 |

Key Component Challenges

As much of the public is becoming computer literate and DNR makes many advances in the technology realm, the PSO will shift the services offered to maximize this trend. However, as we shift to many electronic services the human component of customer service will not be overlooked, as this is what most people want.

DNR is attempting to shift many of its business practices to be available by internet. The Public Information Centers are still crucial to assisting businesses, agencies, and individuals to conduct business either in person, by the phone, or on the web. The PSOs will modify business practices and services offered to match the changes in the program management in the various divisions.

Significant Changes in Results to be Delivered in FY2005

Will provide customer service for Office of Project Management and Permitting and Office of Habitat Management and Permitting. Dissemination of forms and information, answering customer queries, and other customer services need to be incorporated in the Public Information Centers.

Major Component Accomplishments in 2003

- The customer load and receipting quantities remained fairly static from FY02 to FY03.

- The PSO assisted over 23,000 customers in person during FY03.
- The PSO receipted over \$7.2 million in revenues in FY03.
- The PSO produced or assisted in distribution of over 200 media releases.
- The PSO assisted in the marketing, implementation, and in-person sales for five new land sales and other continuing sales, each with different rules of participation.
- The PSO assisted in developing and maintaining the over 50 DNR web pages that more efficiently relay information to the public.
- The PSO assisted in the development of new technology developed internally to improve customer service.
- The PSO web page alone received 63,886 unique visits in FY03 and the DNR site as a whole received over 470,000 unique visits during the same time. That is a 25% use increase in the department-wide pages.

The Public Information Centers have produced multitudes of satisfied DNR customers, even when they were paying bills. That is because the center's staff emphasizes customer service. Regardless of the issue or the nature of the contact, the staff endeavors to see customers leaving satisfied knowing they were treated well, professionally, and with respect. This helps improve the overall image of state government that we are here to serve the people of this state.

The centers help promote use and development of state lands and resources. Many people came to the centers not knowing exactly what they wanted or not understanding how to get something from DNR. The PSO worked with the customers to provide the information needed and helped people through the permitting and regulatory process as needed. The staff have spent the hours necessary to assist people researching land status or teaching customers how to conduct their own research. If customers had to speak with others beyond the PSO, the staff refined the questions to focus the time spent with other DNR staff. This has prevented numerous hours of interrupted DNR staff time. This in turn helped produce efficiency in DNR by improving cycle times.

Statutory and Regulatory Authority

The PSO provides the public, contact and outreach required by the statutory authority of other components. It has no specific statutory authority.

Contact Information

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**Public Services Office
Component Financial Summary**

All dollars shown in thousands

| | FY2003 Actuals | FY2004 Authorized | FY2005 Governor |
|--------------------------------|----------------|-------------------|-----------------|
| Non-Formula Program: | | | |
| Component Expenditures: | | | |
| 71000 Personal Services | 319.3 | 367.1 | 346.5 |
| 72000 Travel | 2.8 | 3.0 | 4.0 |
| 73000 Contractual | 23.0 | 25.2 | 27.1 |
| 74000 Supplies | 6.9 | 4.0 | 7.0 |
| 75000 Equipment | 2.2 | 0.0 | 0.0 |
| 76000 Land/Buildings | 0.0 | 0.0 | 0.0 |
| 77000 Grants, Claims | 0.0 | 0.0 | 0.0 |
| 78000 Miscellaneous | 0.0 | 0.0 | 0.0 |
| Expenditure Totals | 354.2 | 399.3 | 384.6 |
| Funding Sources: | | | |
| 1007 Inter-Agency Receipts | 354.2 | 399.3 | 384.6 |
| Funding Totals | 354.2 | 399.3 | 384.6 |

Estimated Revenue Collections

| Description | Master Revenue Account | FY2003 Actuals | FY2004 Authorized | FY2005 Governor |
|---------------------------------|------------------------------|-------------------|----------------------|--------------------|
| Unrestricted Revenues | | | | |
| None. | | 0.0 | 0.0 | 0.0 |
| Unrestricted Total | | 0.0 | 0.0 | 0.0 |
| Restricted Revenues | | | | |
| Interagency Receipts | 51015 | 354.2 | 399.3 | 384.6 |
| Restricted Total | | 354.2 | 399.3 | 384.6 |
| Total Estimated Revenues | | 354.2 | 399.3 | 384.6 |

**Summary of Component Budget Changes
From FY2004 Authorized to FY2005 Governor**

All dollars shown in thousands

| | <u>General Funds</u> | <u>Federal Funds</u> | <u>Other Funds</u> | <u>Total Funds</u> |
|--|----------------------|----------------------|--------------------|--------------------|
| FY2004 Authorized | 0.0 | 0.0 | 399.3 | 399.3 |
| Adjustments which will continue current level of service: | | | | |
| -Changes to Retirement and Other Personal Services Rates | 0.0 | 0.0 | 13.7 | 13.7 |
| Proposed budget decreases: | | | | |
| -Staffing changes and eliminations reduce personal services costs | 0.0 | 0.0 | -28.4 | -28.4 |
| FY2005 Governor | 0.0 | 0.0 | 384.6 | 384.6 |

**Public Services Office
Personal Services Information**

| Authorized Positions | | Personal Services Costs | | |
|-----------------------------|------------------------------|--------------------------------|----------------------------------|----------------|
| | FY2004 Authorized | FY2005 Governor | | |
| Full-time | 6 | 6 | Annual Salaries | 238,331 |
| Part-time | 0 | 0 | Premium Pay | 0 |
| Nonpermanent | 2 | 1 | Annual Benefits | 109,001 |
| | | | <i>Less 0.24% Vacancy Factor</i> | (832) |
| | | | Lump Sum Premium Pay | 0 |
| Totals | 8 | 7 | Total Personal Services | 346,500 |

Position Classification Summary

| Job Class Title | Anchorage | Fairbanks | Juneau | Others | Total |
|--------------------------|------------------|------------------|---------------|---------------|--------------|
| Information Officer III | 1 | 0 | 0 | 0 | 1 |
| Natural Resource Spec I | 1 | 1 | 0 | 0 | 2 |
| Natural Resource Tech II | 2 | 1 | 0 | 0 | 3 |
| Student Intern I | 0 | 1 | 0 | 0 | 1 |
| Totals | 4 | 3 | 0 | 0 | 7 |