



# DEPARTMENT of GAME, FISH AND PARKS

## Draft 2020 Wildlife Damage Management Program Strategic Plan

<b>GOAL #1: Provide excellent customer service and program transparency.</b>					
<b>MAIN OBJECTIVE:</b> Ensure internal and external program accountability by engaging key staff and partners.					
<b>STRATEGY #1</b> Conduct a statewide WDM staff meeting to provide program changes/direction, answer questions and define program success.	<b>STRATEGY #2</b> Use the ADC Policy Advisory Committee (invite other appropriate stakeholders and identified entities) to resolve dispute and present program changes.	<b>STRATEGY #3</b> Host 4 regional forums annually with landowners, producers, South Dakota residents, and other key partners to assist with the development of measurable and time-bound program objectives.	<b>STRATEGY #4</b> Present strategic plan to GFP Commission and open public comment period.	<b>STRATEGY #5</b> Develop and implement a formal Training and Mentoring Program for new and existing staff using trainer positions.	<b>STRATEGY #6</b> Develop and implement a meaningful, district-level, comprehensive, and cost-effective way to determine customer satisfaction and program successes.
<b>ACTION ITEM(S)</b> <ul style="list-style-type: none"><li>▪ Obtain 6 small group/team feedback reports to ensure understanding of the program direction.</li><li>▪ Review feedback to evaluate success of the meeting.</li><li>▪ Survey WDS staff in breakout groups</li></ul>	<b>ACTION ITEM(S)</b> <ul style="list-style-type: none"><li>▪ Provide an evaluation report at the end of the meeting to ensure understanding of key themes and priorities.</li><li>▪ Review feedback to evaluate success of the meeting.</li></ul>	<b>ACTION ITEM(S)</b> <ul style="list-style-type: none"><li>▪ Provide public input opportunities on programmatic decisions and measurable outcomes to inspire trust.</li><li>▪ Capture email addresses from 80 percent of attendees to provide continuous program information.</li></ul>	<b>ACTION ITEM(S)</b> <ul style="list-style-type: none"><li>▪ Provide public input opportunities on programmatic decisions and measurable outcomes to inspire trust.</li><li>▪ Review public input and make any appropriate or necessary changes to the strategic plan.</li><li>▪ Finalize the Wildlife Damage Management Program strategic plan.</li><li>▪ Make the plan available on the GFP website, social media channels and through other targeted emails and track metrics.</li><li>▪ Share the final plan with all GFP staff, the Governor’s Office and other state agencies as necessary.</li></ul>	<b>ACTION ITEM(S)</b> <ul style="list-style-type: none"><li>▪ Implementation of a standard on-boarding process for all WDM staff.</li><li>▪ Implement training opportunities for all WDM staff.</li><li>▪ Ensure completion of annual staff performance review documents for WDM positions.</li><li>▪ Evaluate trainees of effectiveness of each session.</li><li>▪ Provide supervisors with supervisory and leadership training by July 2021.</li><li>▪ Require supervisors to complete a minimum of 2 in the field ride alongs with regional staff per year.</li></ul>	<b>ACTION ITEM(S)</b> <ul style="list-style-type: none"><li>▪ Use internal human dimensions expert to create and conduct a customer satisfaction survey with the intent to evaluate program satisfaction.</li><li>▪ Develop ‘post-service’ survey to distribute to producers to enable them to provide comments on timeliness of response, level of customer communication, determination of satisfaction with level of resolution of complaint/damage issue, etc.</li><li>▪ Survey to producers with or without losses (aimed at producer satisfaction).</li></ul>
<b>COMPLETED BY:</b> January 2020	<b>COMPLETED BY:</b> October 2020	<b>COMPLETED BY:</b> ANNUALLY	<b>COMPLETED BY:</b> December 2020	<b>COMPLETED BY:</b> July 2021	<b>COMPLETED BY:</b> April 2021



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<b>CONTINUED GOAL #1: Provide excellent customer service and program transparency.</b>					
<b>MAIN OBJECTIVE:</b> Ensure internal and external program accountability by engaging key staff and partners.					
<p><b>STRATEGY #7</b>            Increase understanding of leadership priorities, policies, goals and objectives while ensuring a mechanism is in place for staff feedback (issues, policies, training needs).</p>					
<p><b>ACTION ITEM(S)</b></p> <ul style="list-style-type: none"> <li>▪ Provide staff with 1 email per quarter on strategic plan updates, accomplishments, opportunity areas, challenges and more.</li> <li>▪ Develop an outlet to provide feedback on what is working and not working and determine who will be evaluating the information on a monthly basis.</li> <li>▪ Use information in the 1 email per quarter to staff to incorporate cross-sharing and problem-solving techniques.</li> </ul>					
<p><b>COMPLETED BY:</b> Ongoing</p>	<p><b>COMPLETED BY:</b></p>	<p><b>COMPLETED BY:</b></p>	<p><b>COMPLETED BY:</b></p>	<p><b>COMPLETED BY:</b></p>	<p><b>COMPLETED BY:</b></p>



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<b>GOAL #2: Foster landowner relations while enhancing communications.</b> <b>MAIN OBJECTIVE:</b> Provide information and education related to the program through targeted approaches.					
STRATEGY #1	STRATEGY #2	STRATEGY #3	STRATEGY #4	STRATEGY #5	
Identify ways to increase strategic communications with landowners across a variety of channels.	Continue engagement with producers, landowners, stakeholders to make public aware of GFP efforts.	Improve public, legislative, and staff understanding of the extent and limits of current revenue and expenditures of the WDM program, the allocation and use of WDM funds, and the level of satisfaction with the program.	Develop a standard monthly email communications format to ensure landowners know what to expect and focus efforts on while enhancing two-way responsiveness and connectedness.	Retain accountability with county commissions (as they pay a small amount into the program).	
ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)	
<ul style="list-style-type: none"> <li>▪ Use both statistical information and producer testimonials.</li> <li>▪ Influencers – Identify key influencers and advocates to help tell the GFP service story.</li> <li>▪ Identify ways of inter-agency relations for communications with the Governor’s Office and the Department of Ag and Natural Resources.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Share results of customer satisfaction survey with targeted groups.</li> <li>▪ Continue use of: Conservation Digest, Landowners Matter, Podcast.</li> <li>▪ Pitch results to news publication for an exclusive article prior to formal release.</li> <li>▪ Hold input meetings at conventions (e.g. Stockgrowers, Sheep Growers, etc.) and invite producers and other stakeholder for cross-sharing of information and evaluation.</li> <li>▪ Implement a THANK YOU template message; specific to each region and service.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop ways for WDSs to share ROI stories with the communications team through testimonies, interviews, videos, annual report, etc.</li> <li>▪ Work with communications team to create a one-page document that outlines the details on expenditures and revenue.</li> <li>▪ Improve how the WDM annual report is shared.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Develop a content calendar for each month of the year that focuses on coyote removal, deer depredation assistance, Canada goose depredation assistance, and elk depredation assistance, obtaining assistance, upcoming stakeholder forums, decision-making process or need while asking a question or providing another thank you opportunity or success story.</li> <li>▪ Multi-Purpose – used to send a targeted email to external stakeholders, encouraging them to submit their questions and kudos.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Local WDS will contact and offer to attend one county commission meeting a year to share program information and previous year’s results, answer questions, hear feedback.</li> </ul>	
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<b>GOAL #3: Mitigate livestock and property loss through effective delivery of wildlife damage program services.</b> <b>MAIN OBJECTIVE:</b> Continue to increase social tolerance for wildlife through program deliverables.					
STRATEGY #1	STRATEGY #2	STRATEGY #3	STRATEGY #4	STRATEGY #5	STRATEGY #6
Enhance predator control services by obtaining required permission.	Ongoing aggressive and preventative coyote removal maintenance to reduce loss using available tools.	Develop and implement annual work plans for field operations.	WDSs will prioritize predator control activities.	Improve habitat and food plot options to mitigate wildlife damage from deer, elk and Canada geese in specific areas.	Identify opportunities to improve efficiencies in delivery of program services, tracking of work and accountability.
ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)	ACTION ITEM(S)
<ul style="list-style-type: none"> <li>▪ Increase acreage and number of producers reached.</li> <li>▪ Use cooperating landowners to assist with obtaining permission for aerial agreements.</li> <li>▪ Provide an electronic permission form.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Increase aerial predator control methods:               <ul style="list-style-type: none"> <li>○ Tribal lands</li> <li>○ Increased flexibility for permitted pilots to fly for landowners</li> <li>○ Increased flight hours through contract pilots</li> </ul> </li> <li>▪ Use of accessible tools: thermal available when needed, plane/gunner accessible, M44 regulations relayed.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide field staff with reasonable list of priority expectations and duties per month.</li> <li>▪ Provide insight of monthly workload priorities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ WDSs will focus on predator control activities from Feb 1 – June 15.</li> <li>▪ Region 1: Sept – Oct focus on lambs to pasture and pups killed.</li> <li>▪ Use seasonal help (non WDM) to help with elk, deer, Canada goose, and beaver work.</li> <li>▪ Increase 1 WDM specialist and 1 WDM program manager, both in western SD, to reduce district sizes and prioritize WDM activities.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Continue to promote and increase permanent stackyard program across the state.</li> <li>▪ Review additional opportunities to protect stored feed to increase social tolerance without increasing harvest through regular season, pool hunt and kill permits to reduce wildlife numbers.</li> <li>▪ Provide natural winter food sources and increase woody cover in problem areas where feasible.</li> <li>▪ Implement supplemental hay program for elk damage.</li> <li>▪ Develop new buffer strip or food plot incentives.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review kill permit issuance processes to improve and ensure efficiency, timeliness and accountability for both producers and the Department.</li> <li>▪ Implement electronic or on-line forms and make available on GFP website to expedite issuance and reporting for kill permits (e.g. Canada goose take permits, muskrat kill permits, etc.).</li> </ul>
<b>COMPLETED BY:</b> September 2021	<b>COMPLETED BY:</b> July 2021	<b>COMPLETED BY:</b> July 2020	<b>COMPLETED BY:</b> Ongoing	<b>COMPLETED BY:</b> Ongoing	<b>COMPLETED BY:</b> Ongoing