

Annual Report of the CRFL Implementation and Support Project

**Project No:**

**Project Title:** Coastal Recreational Fishing License Implementation and Support

**Grant Duration:** Start Date: January 1, 2007 End Date:

**Period Covered by This Report:**

Start Date: January 1, 2010 End Date: June 30, 2010

**Project Costs:**

|          |                 |          |                  |
|----------|-----------------|----------|------------------|
| Proposed | CRFL: \$385,594 | Grantee: | Total: \$385,594 |
|----------|-----------------|----------|------------------|

|             |       |          |        |
|-------------|-------|----------|--------|
| This Period | CRFL: | Grantee: | Total: |
|-------------|-------|----------|--------|

**Study/Job Title:** CRFL Implementation and Support (L&S and IT)

**Study/Job Objectives:** To provide the NCDMF the necessary technical support and infrastructure to implement the Coastal Recreational Fishing License. These funds will be used to retain positions to provide direct customer support and sales and to support the development and implementation phase of the license, including database administration and overall data administration and any augmentation to the licenses, as required. Funds will be used to hire a Processing Assistant IV and two six-month Temporary Processing Assistant IVs to meet the demands of increased license sales and customer support, and a Business Technology Applications Analyst to provide the necessary technological support to maintain data integrity and provide data access. These funds will also be used to provide additional space for customers and staff, computers and infrastructure to support the positions.

**Activity This Period:** Funds from this project are divided between the License and Statistics and the Information Technology sections within the Division.

License and Statistics

Funds were used to support one Processing Assistant IV processing assistant in the Manteo district office. This additional license sales position allowed the Division to handle the extra workload associated with selling recreational licenses and continue to provide excellent customer service during heavy license sales periods.

Due to declining commercial license sales we found that the temporary processing assistants were again not needed in FY2010.

During this project period, 1,203 CRFL's (not including for hire licenses) were sold at DMF license offices with 170 sold at the Manteo District office staffed by CRFL funded position. In addition, there were 507 CRFL for-hire licenses sold at DMF license offices during this period.

License staff continued to distribute mail renewal notifications for all CRFL for-hire license holders. For hire license holders were notified approximately 30 days prior to their license expiration date.

#### Information Technology

The Business and Technology Applications Analyst position as funded by this project was vacant during most of this period, advertised, and interviews completed. The position was filled on May 1.

The existing FIN Application and Development Team personnel implemented the following projects during this time period:

- Development and implementation of a web-based CRFL Sales Summary Reports application.
- Support of the web-based CRFL Sales Summary Reports application.

**Deviations:** None.