

United States Department of the Interior

BUREAU OF LAND MANAGEMENT

Nevada State Office
P.O. Box 12000
Reno, Nevada 89520-0006
<http://www.nv.blm.gov>

IN REPLY REFER TO:
1132 (NV-950) P

EMS Transmission 02/24/2000
Information Bulletin No. 2000-070

To: Field Managers, Nevada
Deputy State Directors and Staff Chiefs, NSO

From: Deputy State Director, Support Services

Subject: FY2000 Customer Service Workshop

DD: 3/3/2000

Nevada State Office will be hosting a workshop in Reno, Nevada, on Tuesday, March 21, 2000, beginning at 1:00 p.m. and ending at 4:00 p.m. on Wednesday, March 22, 2000. The workshop will be held in the Peavine Conference Room at the Nevada State Office. The workshop will focus on the closeout of the FY 1999 Customer Service Action Plan and the development of the FY 2000 Customer Service/Service First Action Plan.

The workshop is intended for the Nevada Customer Service Team which is composed of Customer Service leads at each Field Office and at the Nevada State Office. Representatives from management are also invited to attend.

Customer Service Team members are requested to submit their suggestions for additional workshop topics via e-mail to Ted Angle by close of business on March 3, 2000. Attached is a copy of the FY 1999 Customer Service Action Plan for your review in preparation for the workshop. If you have any questions, please contact Ted Angle, Supervisory, Customer Service Representative, 775-861-6401.

Signed By:
Theresa R. Coleman
DSD, Support Services

Authenticated By:
Patti Webber, Staff Assistant
Division of Support Services

1 Attachment
1 - FY 1999 Customer Service Action Plan (3 pp)

NEVADA FY99 CUSTOMER SERVICE ACTION PLAN

Customer Group Arena - Leverage Item	Action Plan Summary	Expected Results - How will we know	Percent Increase on Future Survey	Manager Contact
Employees	<p>State Director and Associate State Director will visit all offices and meet with employees to discuss employee concerns/issues.</p> <p>Make more employee information available through the use of the Internet.</p> <p>Develop and implement exit interview procedures in order to better understand and address workplace issues that can be improved to retain employees.</p> <p>HRDC - The Human Resources Development Committee will seek resolutions/recommendations for employees issues/concerns.</p> <p>Implement New Employee Orientation "Local Perspectives" - This training course will provide information to new employees regarding BLM local/statewide issues/information and specific instruction.</p> <p>Labor Management Agreement - BLM will negotiate a Labor/Management Agreement with the National Federation of Federal Employees (NFFE) in order to build a constructive and cooperative relationship, which will aid in achieving the mission of the BLM and the well-being of the employees.</p>		5%	Bob Abbey/Paul Ward

	<p>Establish a partnership counsel in order to meet in a collaborative matter to discuss employee concerns and quality of worklife issues. The counsel will meet on a quarterly basis.</p> <p>Utilize trained, neutral mediators to help resolve workplace conflicts.</p>			
	<p>Form partnerships with local schools in order to provide knowledge of BLM mission; improve quality of school; and employee community involvement.</p>			
<p>Public Room Users</p> <p>Communicating and Collaborating with the Public</p>	<p>Expand current services at the Nevada State Office to include an Interagency Information Center (one stop shopping) as a convenience to customers of public lands. This center will allow for interagency information, permits, and sales. The Interagency Information Center will begin with BLM and FS and will expand to include other Federal, State, and local agencies, Interpretive Association, etc.</p>	<p>Increase Customer Satisfaction</p> <p>Comment Card</p>	5%	Tom Leshendok

<p>R/W Regulations and Guidance</p> <p>Service Quality and Processing Grants</p>	<p>Improve communication/knowledge regarding Washington Office/State Office guidance for right-of-way processing by issuing an Information Bulletin to all Field Offices that lists all current manual releases, handbooks, Instruction Memoranda, etc. The creation of this IB will ensure consistent application of the guidance for right-of-way issuance. The IB will be reviewed annually and updated when appropriate. The State Office, Lead Realty Specialist will review Field Office practices to ensure consistent statewide compliance.</p> <p>Review office practices and consider new methods for expediting the right-of-way process, including the use of outside assistance from the private sector/right-of-way applicants.</p> <p>Track the current time required to process rights-of-way grants in each Field Office. The results will be used to identify Field Offices with lengthy processing times. The Lead Realty Specialist will evaluate problem areas and provide direction for improvement.</p>	<p>R/W Comment Card</p>	<p>5%</p>	<p>Dan Rathbun</p>
<p>Mining Claim Service Quality</p>	<p>Improve timeliness of Mining Claim Recordation information by entering all Mining Claim Recordation annual filings into the automated database within 19 days of receipt.</p>		<p>5%</p>	<p>Tom Leshendok</p>