

UNITED STATES DEPARTMENT OF THE INTERIOR  
BUREAU OF LAND MANAGEMENT  
COLORADO STATE OFFICE  
2850 YOUNGFIELD STREET  
LAKEWOOD, COLORADO 80215

July 8, 1999

In Reply Refer To:  
1132 (CO-951) P

EMS Transmission 07/08/99  
Instruction Memorandum No. CO-99-030  
Expires: 9/30/00

To: All Field Office Managers

From: State Director

Subject: Field Office Survey Cards

Within the next week you will receive a set of new Customer Service Cards. Please read the "Customer Service Guide" and customer service results booklet for background information. You should also review the self-assessment guide as it shows the "validation review" criteria that will be used to evaluate our program in the year 2000. You will need to develop your own local plan of action for making this survey program work.

This package addressed to you will also contain the following items:

1. IM-99-047 your guide for customer service card implementation.
2. Comment cards for eight external customer groups.
3. A stamp identifying your field office as the source of cards, and a sample card showing where to place your stamp for identification, **ALL CARDS MUST BE STAMPED**. This is the only way of tracking your customer service cards for the performance measures and work load indicators.

The comment cards should be distributed widely and to all potential respondents (both positive and negative), using one or more of the following methods:

- a. By mail,
- b. Specialist handing out personally,
- c. Information center,
- d. Meetings, or
- e. Camp grounds and recreation sites.

If you have any question please contact the following program leaders:

Information Access Center	David Sileo	(303) 239-3602
Oil and Gas	Sherri Thompson	(303) 239-3758
Recreational Permittees	Don Bruns	(303) 239-3732
Recreational & Educational users	Tina McDonald	(303) 239-3716
Grazing Permits & Leases	John Riel	(303) 239-3717
Mining Claim Recordation	Roy Drew	(303) 239-3772
Rights-of-Way customers	Jenny Saunders	(303) 239-3708
Land Management Transactions	Jenny Saunders	(303) 239-3708

These people will work with Connie Hackathorn to resolve any issues (303) 239-3604.

Signed by  
Mike J. Pool  
Associate State Director

Authenticated by  
Don Snow  
EMS Operator