

**United States
Department of
Agriculture**

**Forest
Service**

R-6

OR/WA

**Bureau of Land
Management**

**United States
Department of
the Interior**

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FS-Memorandum

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To: Leadership Team of the Forest Service, Region 6 and Bureau of Land Management, Oregon/Washington State Leadership Team

Subject: FY 2007 Service First Commitments

We made significant progress in mutually identified Service First actions during 2006 and we are very proud of our accomplishments (Attachment 4). The purpose of this Memorandum/Information Bulletin is to document your Fiscal Year (FY) 2007 Service First commitments that will be incorporated into performance reviews. This implements our intent to hold ourselves accountable for Service First tasks. We ask you to identify your FY 2007 agreements by completing the attached worksheet for each task (Attachment 1). If you would like to identify additional tasks please feel free to do so. Please identify any FY 2006 tasks that you are continuing to track for FY 2007.

We will continue to work with our national offices on statewide issues that you said were important. The top Service First priorities continue to be:

1. Establishing a single integrated radio system.
2. Facilitating shared computer services.
3. Establishing one Geographic Information System.

We made a commitment to our national leadership teams to document "best practices" in Service First. Each Unit is asked to fill out the "best practice" work sheet (Attachment 2) for at least one practice that you are proud of and which we can export to other units for adoption. Identifying your top best practices will help us assure the documentation that is needed for our web-based guides too. We will assign a writer to review these so we are mostly concerned in pulling together accurate information at this point.

If you are on a unit that has changed coordinators, please send us new names to assure that you receive timely information. A list of coordinators is attached (Attachment 3). Please send your

commitments for FY 2007 to our Service First liaison, Margaret Petersen at (503) 808-2414, or email mpetersen02@fs.fed.us). Our offer stands to visit units to discuss FY 2007 Service First actions and associated progress. Please work with Margaret if you are interested in this.

/s/ James G. Kenna
JAMES G. KENNA
Associate State Director, OR/WA
USDI Bureau of Land Management

/s/ Liz Agpaoa
LIZ AGPAOA
Deputy Regional Forester, Region 6
USDA Forest Service

Authenticated by
Rita Wallberg
Records Section

4 Attachment(s)

- 1 - [FY 2007 Service First Worksheet](#) (1p)
- 2 - [FY2007 Service First Unit Coordinators](#) (1p)
- 3 - [2006 Accomplishment Report](#) (1p)
- 4 - [Accomplishments](#) (8pp)

BLM Distribution
WO-100 (MS 5660-MIB)

cc:
FS (Margaret Petersen)

FY2007 Service First Worksheet

What makes sense to do this year?

Background: Public law created the Service First tool that allows the BLM and the Forest Service to make reciprocal delegations of authorities, duties and responsibilities in support of customer service and efficiency. Are there situations or issues on your units that could benefit from the application of a Service First? Take the leadership challenge and commit to an action, project or management approach that you think would be both desirable and feasible.

Unit identifier:

What is specific action item proposed?

Description:

How does this benefit either the public or the government?

Description:

When would it be accomplished?

Date: (can be phased or multi-year)

Got problems? Are there potential barriers to accomplishing this action item that you need State and Regional office assistance in solving? Please describe the problem and the program areas that would be involved in the solution.

Description:

Affected staff areas:

Responsible official:

Name(s):

Email Address and Phone Number:

Best Practices – Questions to develop the best practices summary for Oregon and Washington

1. How would you summarize your practice? Briefly describe what was done or what “it” is.
2. What was your goal or objective when you began?
3. How did you set up the practice for success? Describe pertinent history, learning moments, and key strategies.
4. Are there key elements or documentation steps that are needed to obtain authority or to secure understanding, e.g. Inter-governmental Orders, permits, contracts?
5. Do you have copies of references, agreements or documents that you prepared and used in achieving your goal(s)? Please attach. (The idea is to put all of the tips within a reader’s easy grasp).

Attachment 2

List of Service First Coordinators

Please **verify contact** information directly with Margaret Petersen (mpetersen02@fs.fed.us)

If you do not see your unit represented, that means there is no contact information and it is sent directly to the District Manager or Forest Supervisor.

Portland Office (resources, recreation)	Angel Dawson
Colville NF, Spokane	Donna Nemeth, Gary Yeager
Deschutes NF, Prineville	Sue Olson
Malheur NF, Burns	Jennifer Harris
Fremont-Winema, Lakeview	Teresa Harshman
Mt. Baker-Snoqualmie NF, NPS	Aleta Eng
Okanogan Wenatchee NF, NPS	Robert Sheehan
Rogue River Siskiyou NF, Medford	Eric L Hodnett
Salem, Willamette NF/Eugene	Trish Hogervorst, Doris Tai
Umpqua NF, Roseburg	Carol Cushing