



United States Department of the Interior

BUREAU OF LAND MANAGEMENT

Oregon State Office

P.O. Box 2965

Portland, Oregon 97208



In Reply Refer to:
1400-610 (OR-950) P

February 8, 2007

EMS TRANSMISSION 02/09/2007
Instruction Memorandum No. OR-2007-026
Expires: 9/30/2008

To: District Managers, Deputy State Directors, Oregon/Washington

From: State Director, Oregon/Washington

Subject: Consistent Office Hours - Guidelines for Front Desk and Phone Coverage DD: 03/01/2007

Purpose: This Instruction Memorandum (IM) establishes Bureau of Land Management (BLM) office hours consistently across Oregon and Washington and provides guidelines associated with telephone and front desk coverage to provide reliable public access to services across both states.

Office Hours: All public offices will open at 7:45 a.m. and close at 4:30 p.m.

The following are guidelines for telephone and front desk coverage to provide accessibility:

- All Oregon/Washington (OR/WA) BLM offices are to be staffed during published office hours. Staffing should meet the needs of the public.
- All offices will have phones answered and doors opened to the public from 7:45 a.m. to 4:30 p.m., Monday through Friday, at a minimum.
- These hours will vary only by approval from the Associate State Director, or in cases of inclement weather or emergency.

Timeframe: All Districts are required to change their published office hours no later than March 1, 2007.

Budget Impact: None

Background: Consistent office hours will provide a higher level of service to the public, and facilitate easier communications between the State Office and Districts early and late in the day.

Manual/Handbook Sections Affected: None

Coordination: Maggie Weaver, State Office Public Room; Fred O’Ferrall, Branch Chief, Lands and Mineral Resources; Dan Hollenback, Acting District Manager, Salem District; Jim Kenna, Associate State Director; Mark Colville, Human Resources Officer, State Office; Mary O’Leary, State Office Records Manager.

Contact: John Keith, Associate Deputy State Director, Management Services, (503) 808-6022.

Districts with Unions are reminded to notify their unions of this Instruction Memorandum and satisfy any bargaining obligations before implementation. Your servicing Human Resources Office or Labor Relations Specialist can provide you assistance in this matter.

Signed by
Kathy J. Eaton
Acting, Associate State Director

Authenticated by
Rita Wallberg
Records Section

Distribution
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