

RAC Closeout questions and comments February 15, 2013

Question was raised about service first and the issues of service first

Lori Armstrong-Service first is between four agencies. It broadens the authority, allows us to do things together and save money. Dual Delegation-delegates authority to one agency. Dual Delegation isn't around anymore but service first is. Colorado still uses service first.

RAC Member- realized nature of the problem –dual delegation/service first was promoted to the public. The name is unfortunate, a little misleading. Perception problem in what service first means. Perception from the public that the agencies are abandoning what service first means.

Helen Hankins-Rick Cables and I decided not to continue dual delegation for line officers; we continue dual delegation in fire and some other areas. We received input from the community, we visited every office, visited employees about dual delegation, Each manager, employee was supposed to be knowledgeable about policies and regulations for Forest Service and BLM, which proved to be difficult for the employees. The employees were responsible for signing documents for both agencies, which was not right. Received feedback but things were not working well. Now with Service First things are working better. Other comments, some employees felt they didn't belong to either agency. All these things led us to eliminating dual delegation. This was a Forest Service initiation. Rick Cables and Helen Hankins hired a Service First coordinator, to oversee Service First. Our policies are different between BLM and Forest Service. The Service First Coordinator will coordinate the two differences. Dual Delegation was not working, hopefully we can fix that.

Connie Clementson- If you see a dramatic change in service to the public, please let us know. Give us feedback.

Wally White, RAC Member - We gave feedback that the process was working well, and how well that was working. We were disappointed, because we were blindsided by the discontinuation of dual delegation. There is an acute sense of disappointment, we thought it was a good approach; we could communicate with both agencies through one person.

Helen Hankins – We were not planning on eliminating dual delegation, but it wasn't something BLM initiated.

Wally-It's disappointing that it was initiated then cancelled.

Lori-There were entities that were pleased and not pleased and we heard that at the county level. We still want that ability for the public to come into one office and get information. We are still following through with our commitment.

Paul Tigan-San Luis Valley- Service First remains a daily conversation between all the managers, district managers, etc. There's a mix of disappointment about the idea. We think strong agencies are in the best position to serve the public. Our level of cooperation with other agencies has opened the door in other areas. It's not just a matter of signing documents, but other daily projects.

No other questions, comments or concerns were raised.