



USDA Forest Service
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USDI Bureau of Land Management
1620 L Street NW
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To: Bureau of Land Management Executive Leadership Team
Forest Service National Leadership Team
Chris Jarvi, National Park Service
Kevin Adams, U.S. Fish and Wildlife Service

Subject: National Service First Coordinator

We are pleased to announce Ms. Jennifer Eberlien as the National Service First Coordinator hosted by the Bureau of Land Management (BLM) and the Forest Service. Ms. Eberlien most recently served as the Forest Service's National Recreation Fee Program Manager in Washington, DC.

Service First improves customer service by providing streamlined, one-stop shopping across agency jurisdictional boundaries for public land users. Initiated by the BLM and Forest Service, the Service First authority was recently amended to include the National Park Service and the Fish and Wildlife Service.

Service First is a successful tool used by agencies across the country to carry out joint management activities that achieves mutually beneficial resource management goals. Service First authority has been used primarily for collocating offices, shared management, and single points of contact for resource programs.

As the first permanent full-time Service First Coordinator, Ms. Eberlien looks forward to working with employees to solve Service First issues and providing better communication tools for the Service First initiative. We invite you to contact Ms. Eberlien by phone at 202-452-5147 or through email at Jennifer.Eberlien@blm.gov.

/s/ Joel D. Holtrop

JOEL D. HOLTROP
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/s/ Laura Geperley
for
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