

Service First

Bureau of Land Management Roseburg District/Umpqua National Forest

Issue: The public's desire for seamless, one-stop service is an opportunity to strengthen a partnership between the Umpqua National Forest and BLM Roseburg District.

Background:

- ❑ The BLM Director and Forest Service Chief directed the agencies to **emphasize Service First** in order to **improve customer service**, **efficiently use tax dollars**, and more **effectively manage** intermingled and interrelated **lands and resources**.
- ❑ **Carol Cushing** (FS) and **Marci Todd** (BLM) are the unit's appointed **Service First liaisons**, replacing a collaboration core team chartered in May 2003.
- ❑ Service First efforts include progress towards analyzing several **collocation options**, finding **ways to share work**, skills and positions, and developing our relationships during joint leadership meetings.
- ❑ The two agencies already share a **safety staff officer**, and additional staff time in recreation, engineering and public affairs

Opportunities:

Service First liaisons are working on collocation in 2006 per direction from Jim Caplan and Jay Carlson. Additional opportunities for seamless service recommended by the collaboration core team in 2004 include the following:

- ❑ **North Umpqua Wild and Scenic River Corridor Management** – Provide clear and consistent service to professional outfitters and guides as well as visitors. Customers want well-managed facilities. Explore opportunities for a fully integrated organization expanded beyond maintenance or management.
- ❑ **Seamless Special Forest Product Permits** – Develop bilingual permits, share enforcement and monitoring, jointly issue permits, and offer joint stewardship contracts. Address concerns regarding the different recordation systems due to agencies having different IT systems and security lines. Cross training is encouraged.
- ❑ **Law Enforcement** – A regional law enforcement MOU gives authority to provide assistance between agencies on an incidental assistance basis, not the operational level. BLM and Forest Service can potentially share law enforcement resources through joint law enforcement agreements and the Douglas County's Sheriff's Department
- ❑ **Fire Organization** – Explore ways to share fire fighting resources.

Stakeholders:

- ❑ Umpqua National Forest employees
- ❑ Roseburg District BLM employees
- ❑ Recreation Visitors
- ❑ Business Contractors/Vendors
- ❑ Special Use Permittees
- ❑ Retirees

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USDA Forest Service
Umpqua National Forest

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