



Appendix G, Industry Resources

Input from the following government and industry organizations and individuals was used in the development of this report:

Commercial Trust Banks	
Bank of America	Bank of America currently manages two million acres of trust lands and 115,000 interests totaling approximately two billion dollars.
Bank of Oklahoma	Bank of Oklahoma Trust Operations manages eighteen billion dollars in client assets, including 50,000 oil and gas assets
Wells Fargo Bank	Wells Fargo Trust manages a 23 state territory that includes over 6500 individual assets covering 862,000 acres and is valued at 2.6 billion dollars.

Government Agencies	
Department of Justice	The Department of Justice published Title Standards 2001
Environmental Protection Agency (EPA)	The EPA has developed and institutionalized principles of customer service and standards of performance for their key process areas
Office of the Comptroller of the Currency	The OCC is the bureau within the Department of the Treasury that is responsible for chartering, regulating, and supervising all national banks. Commercial trusts follow OCC guidelines in performing their fiduciary responsibilities.
Social Security Administration (SSA)	The SSA has incorporated several electronic initiatives in the area of beneficiary service, including interaction tracking and best practice inventories
U.S. Geological Survey (USGS)	The USGS is the science agency within DOI. USGS has a comprehensive customer service plan including elements of strategy, policy, performance reporting, and employee incentives.
Veterans Benefit Association (VBA)	In response to criticism received by the General Accounting Office (GAO), the VBA instituted a program of change incorporating customer surveys, employee training, and electronic processing improvements.



Industry Participants	
American Association of Retired Persons (AARP)	Sally Herme is an attorney with AARP, specializing in guardianship and surrogate decision making by trustees and executors
American Congress on Survey and Mapping	Curt Sumner is the executive director of the American Congress on Survey and Mapping and owner of Sumner Consulting
American Society of Appraisers	Edwin Baker is the executive vice president of the American Society of Appraisers and former chair of the Appraisal Subcommittee
Georgia-Pacific	Georgia-Pacific is among the world's leading forest product companies, and maintains a strategy for responsible and sustainable forestry.
Land Trust Alliance	The Land Trust Alliance provides programs including grants, training, technical assistance and mentoring to assist land trusts.
Lemoyne Realty	Henri Lemoyne is a member of the Appraisal Institute and the American Society of Appraisers, and was formerly the president of the American Society of Farm Managers and Rural Appraisers. He is currently with the private appraisal firm of Lemoyne Realty in Twin Falls, ID.
National Center for State Courts	Paula Hanneford is a senior research associate and staff attorney with the National Center for State Courts and has worked in collaboration with the American College of Trust and Estate Council. The National Center for State Courts published the National Probate Court Standards.
Stewart Title	Stewart Title provides title insurance and related services through over 6,100 issuing locations in the United States and internationally.
Suzanne Barker, Esq.	Ms. Barker is a probate attorney currently practicing in Albuquerque, NM
TriState Limited	Steve Parrish is a private surveyor with TriState Limited. Additionally, his background includes time spent as a Forest Land Surveyor and Regional Land Surveyor with the U.S. Forest Service, BLM Project Office Manager and Cadastral Survey Chief, and private survey consultant.



Industry Participants	
Wal-Mart	Wal-Mart is a retail success story founded upon genuine customer service and the ingenuity of its founder, Sam Walton.
Weyerhaeuser	Weyerhaeuser is among the world's leading forest product companies, and has been ranked No. 1 in its industry in social responsibility in Fortune magazine's annual corporate reputation survey for seven years

County Courthouses	
County Clerk, Bell County, TX	Bell County is located in Central Texas, and is comprised of approximately 130,000 tracts of land covering 1059 square miles.
Fairfax County Circuit Court, Fairfax, VA	Fairfax County is located in Northern Virginia, and is comprised of 327,760 taxable land parcels and 5,100 non-taxable parcels. Fairfax County has recently implemented a workflow management system (InputAccel) allowing web access to land records.