

United States Department of the Interior
BUREAU OF LAND MANAGEMENT
Office of Fire and Aviation
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November 15, 1999

IN REPLY REFER TO:
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EMS Transmission 11/15/99
Director's Office Information Bulletin No. 2000-003

To: All FA-100 and FC-200 Employees

From: Director, Office of Fire and Aviation

Subject: 1999 Office of Fire and Aviation, Customer Service Action Plan

Last February I sent to all employees the Office of Fire and Aviation's Customer Service, Action Plan. The actions were taken as a result of the Bureau's All Employee Survey. The management team, through employee feedback, developed the action items. We have had several accomplishments over the past year that I am very pleased with. Some of the highlights are:

- During three-day retreat, Management Team redefined the Office of Fire & Aviation's Mission Statement, and produced the Working Principles that are to guide the mission, (Customer Service being one of the Principles.)
- All middle managers met with the management team to review the Mission Statement and Working Principles.
- An all-employee meeting was held at which the Mission Statement and Working Principles were presented.
- Contractor was hired to give a Customer Service presentation to all employees.

Two follow-up sessions are scheduled during the first part of 2000 to continue on with the above sessions.

- Revised new employee orientation to the NIFC facility.
- Facilitated the resurrection of NIFC Employees Association.
- Produced and distributed a quarterly newsletter, "Burning Issues," to all employees.
- Revised Office of Fire and Aviation's Internet site and established an Intranet site which provides up-to-date information on activities at the Office of Fire & Aviation, and National Interagency Fire Center. Also, post monthly OF&A calendar.

You may view the entire report on the BLM Fire & Aviation Intranet site - access through the BLM intranet. The address is: <http://web.blm.gov/internal/fire/news.htm>

We've accomplished a lot, but can always do more. I appreciate each of your efforts over the past year to work together and improve both your work environment and the BLM.

Signed by:
Lester K. Rosenkrance
Director, Office of Fire and Aviation

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Supervisory Mgmt. Asst.

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