

United States Department of the Interior
BUREAU OF LAND MANAGEMENT
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May 2, 2000

E-Mail Transmission
Information Bulletin No. BC-2000-088

To: State Directors, Colorado, Montana, Utah, and Wyoming
Attn: Property Managers

From: Director, National Business Center

Subject: Annual Department of the Interior (DOI) Property
Management Survey (Property Personnel & Property
Customers DD: 05/19/00

The Department has asked the Bureau of Land Management to participate in an annual survey for all Property Management personnel and their supported customers. The results will be used to gauge customer satisfaction and to assess program effectiveness. The period for our participation will be from May 1, 2000 thru May 19, 2000.

The survey will be available on the DOI-Management Accountability and Controls website, url:

<http://www.doi.gov/pam/pppm/pppmsurvey.html>

Your support in participating in this survey is appreciated. Once you have accessed the web site, there are two surveys available for this review. The "Property Customer" survey should be completed by customers of property management to include Custodial Property Officers (CPO's) and Accountable Property Officers (APO's). The second, "Property Office" survey, should be completed by all property managers/technicians.

The following Property Managers can provide property employees and customers with the username and password (by e-mail) to access the appropriate survey. BC-680A will also be forwarding this information to property managers/technicians and our customers. State contacts are as follows:

<u>State Office</u>	<u>Property Manager</u>	<u>Telephone Number</u>
Colorado (CO)	John Denker	(303)239-3637
Montana (MT)	Dotti Green	(406)896-5199
Utah (UT)	Kit Collings	(801)539-4173
Wyoming (WY)	Floyd Watson	(307)775-6053

The results from this survey process will be incorporated into the on-site reviews that will be conducted at your state this summer. Specific information regarding these reviews will be provided to you under separate instruction memorandum.

Your cooperation in completing the Property Management surveys is appreciated. If you have any questions or encounter technical problems, please contact Jim Crews, at (303)236-4676.

Signed by:
Dennis Sykes
Director, National Business Center

Authenticated by:
Lynne Lotvedt
Staff Assistant

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