

IMPROVEMENT OPPORTUNITY	ACTION PLANNED AND/OR COMPLETED (START/END DATES)	RESPONSIBLE/ ACCOUNTABLE OF- FICIAL	HOW IMPROVEMENT WILL BE MEASURED
EXTERNAL CUSTOMER SERVICE IMPROVEMENT OPPORTUNITIES			
A. TAKING INITIATIVES ON ISSUES AFFECTING LAND MANAGEMENT AGENCIES TO EDUCATE, COMMUNICATE, AND COORDINATE WITH THE PUBLIC ABOUT ISSUES AND DECISIONS (STAKEHOLDERS AND PARTNERS SURVEY)	1. Each Field Office will conduct a minimum of four annual presentations in various schools within their boundaries about BLM's mission and purpose as well as its work on care of the lands. SO assistance will be available. This will begin in FY 99.	Field Managers Office of External Affairs	Each Field Office will be surveyed to assure completion of presentations. Customer service results on educating the public on land use will improve from 44% to 49% by the next survey.
	2. In addition to school presentations, each Field Office will conduct at least four awareness sessions per year in public forums or for interested groups (stakeholders and partners such as Stock Growers Association, geological association, civic groups, Chambers of Commerce, etc) within their jurisdiction. Each Field Office will begin development of a internet site. This will begin in FY 99.	Field Managers Office of External Affairs	Each Field Office will be surveyed to assure completion of presentations. Customer service results on educating the public on land use will improve from 44% to 49% by the next survey.
	3. Develop a pilot program to provide public access to appropriate BLM satellite broadcasts through either BLM Field Offices, statewide community colleges, or public libraries. This will begin in FY 99.	Field Managers	Each Field Office will be surveyed to assure completion of pilot. Customer service results on educating the public on land use will improve from 44% to 49% by the next survey.
B. RESOLVING CONFLICTS	1. Schedule meetings with state and local		

(STATE AND LOCAL GOVERNMENTS SURVEY)	governments on a regular basis.		
	<p>a. Field Office Managers or their representative, will attend county commission/county government meetings or otherwise make contact with county commissioners/county government to provide activity updates on a regular basis. Field Managers should contact counties to inform them of their availability for presentations.</p>	Field Managers	Field Managers will be asked to provide information regarding their attendance at such meetings and the results of such attendance. Customer Survey results will show an increased satisfaction with conflict resolution from 34% to 42% for FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (41%).
	<p>b. BLM will continue to make regular contact with the Wyoming County Commissioners Association or individual counties and Wyoming Association of Municipalities during FY 99.</p>	<p>DSD, Resources Policy and Management</p> <p>DSD, Minerals and Lands Authorization</p> <p>Field Managers Office of External Affairs</p>	<p>Association's meeting notes will reflect BLM's involvement with their group. Customer Survey results will show an increased satisfaction with conflict resolution from 34% to 42% for FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (41%).</p>
	<p>c. State Director will schedule regular meetings between him and his staff and the Governor and his staff for program updates.</p>	<p>SD</p> <p>Office of External Affairs</p> <p>DSD, Resources Policy and Management</p> <p>DSD, Support</p>	<p>Responsible Officials will complete reports of such meetings. Customer Survey results will show an increased satisfaction with conflict resolution from 34% to 42% for FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (41%).</p>

		Services	
	d. BLM will continue with a Legislative Representative in Cheyenne while legislature is in session.	Office of External Affairs	Customer Survey results will show an increased satisfaction with conflict resolution from 34% to 42% for FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (41%).
	e. BLM will schedule semi-annual meetings between BLM Technical Staffs and the Governor's State agencies/commissions to share information and resolve conflicts. (For example participation in Governor's Kitchen Table.)	DSD, Resources Policy and Management DSD, Minerals and Lands Authorization DSD, Support Services Office of External Affairs	Customer Survey results will show an increased satisfaction with conflict resolution from 34% to 42% for FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (41%).
C. HAVING CONSISTENT GOALS AND COMMUNICATIONS BETWEEN BLM HEADQUARTERS AND FIELD OFFICES. (STATE AND LOCAL GOVERNMENTS SURVEY)	1. WO will be asked to provide minutes from regularly scheduled WO/SO program meetings to Field Offices. WO will also be asked to place such minutes on BLM's intranet page.	DSD, Resources Policy and Management DSD, Minerals and Lands Authorization DSD, Support Services Office of External	All employee survey results will indicate an improvement in consistency and communication between Headquarters and Field Offices from 27% to 34% by FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average ((33%).

		Affairs	
	2. SO will schedule regular monthly conference calls between SO staffs and Field Office staffs to discuss policy issues.	DSD, Resources Policy and Management DSD, Minerals and Lands Authorization DSD, Support Services Field Office Managers Office of External Affairs	All employee survey results will indicate an improvement in consistency and communication between Headquarters and Field Offices from 27% to 34% by FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (33%).
	3. Zone based management, State Office and Field Office management/staff meetings will be held. Minutes from such meetings will be posted on the "Wyoming On Line" intranet site.	SD DSD, Resources Policy and Management DSD, Minerals and Lands Authorization DSD, Support Services Office of External Affairs	All employee survey results will indicate an improvement in consistency and communication between Headquarters and Field Offices from 27% to 34% by FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (33%).

		Field Managers	
	4. WO will be asked to streamline channels for communication. Examples: WO Highlights on intranet, conference call notes and program specific conference call notes e-mailed to Field Offices.	DSD, Resources Policy and Management DSD, Minerals and Land Authorization DSD, Support Services Office of External Affairs	All employee survey results will indicate an improvement in consistency and communication between Headquarters and Field Offices from 27% to 34% by FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (33%).
D. INTERPRETING REGULATIONS CONSISTENTLY (STAKEHOLDERS AND PARTNERS SURVEY)	Wyoming will re-establish program leads in the State Office under the two tier reorganization. Throughout the state, when a program specialist has a question on policy, interpretation, implementation, etc., the question and the SO response will be transmitted by e-mail to all program specialists.	Field Managers DSD, Resources Policy and Management DSD, Minerals and Land Authorization DSD, Support Services Office of External Affairs SO Program Leads	All employee survey results will indicate an improvement in consistency and communication from 32% to 38% by the FY 99 survey. This is greater than a 5% increase to bring Wyoming to the bureauwide average (38%).
E. PROVIDING EXPLANATIONS OF BLM POLICIES AND	1. Schedule meetings with State and local governments on a regular basis. (will	DSD, Resources Policy and	This will increase overall satisfaction of "communicating with the public" arena

INFORMATION ON CHANGES IN PROCEDURES. (STATE AND LOCAL GOVERNMENTS SURVEY)	governments on a regular basis. (will implement some steps as those contained under action item B. Resolving Conflicts 1a through 1e)	Policy and Management DSD, Minerals and Land Authorization DSD, Support Services Field Managers	"communicating with the public" arena from 48% to 53% by the next survey. Bureauwide average (48%).
INTERNAL CUSTOMER SERVICE IMPROVEMENT OPPORTUNITIES ACTION PLAN			
A. LEADERSHIP AND SUPERVISION	1. Require at least 40 hours of supervisory/leadership training to new supervisors in their first year on the job. This will begin in FY 98. 2. Require at least 24 hours of leadership training for all managers and supervisors each year. This will begin in FY 98.	All New Managers and Supervisors All Managers and Supervisors	All employees survey results will indicate an improvement in leadership and supervision from 24% to 29% by the next survey. All employees survey results will indicate an improvement in leadership and supervision from 24% to 29% by the next survey.
B. JOB SATISFACTION	1. The State Director and/or Associate State Director will visit each office at least once a year to spend more time on the ground to gain a better understanding of work being performed, challenges faced, and accomplishments achieved. This will begin in FY 98. 2. The DSDs will visit each office at least once a year to spend more time on the ground to gain a better understanding of	State Director and/or Associate State Director Deputy State Directors	All employees survey results will indicate an improvement in job satisfaction from 41% to 46% by the next survey. All employees survey results will indicate an improvement in job satisfaction from 41% to 46% by the

	work being performed, challenges faced, and accomplishments achieved. This will begin in FY 98.		next survey.
	3. The Field Managers will make more time available for going to the field with their staff and holding more regular meetings to discuss needs and accomplishments. This will begin in FY 98.	Field Managers	All employees survey results will indicate an improvement in job satisfaction from 41% to 46% by the next survey.
COORDINATION	1. The State Director/Associate State Director will contact the Field Managers at least once a week.	State Director and/or Associate State Director	All employees survey results will indicate an improvement in coordination from 19% to 24% by the next survey.

1400-950 (830) N

JApril 28, 1998

Memorandum

TO: Director
Management Systems Group, WO-830

From: State Director, Wyoming

Subject: Response to IM No. 98-56: Interim Guidance: Leveraging
Resources to Meet the Public's Expectations

Attached is the Wyoming Customer Service Action Plan that was requested in WO IM 98-56.

To develop the Action Plan, we asked for comments from our current District Managers and DSDs. The two-tier organizational structure has been approved and Wyoming will soon be going to Field Offices. This will take our current four District Managers to ten Field Office Managers.

We are working diligently as a result of recently released employee survey results with employees and managers through meetings and one-on-one contacts to identify additional items for this action plan.

We recognize that there are a significant number of things we need to continue doing to enhance our work with the public, other federal agencies, state and local governments, permittees and other users of the public lands. We also realize there are new ideas for ways to do our business and this is only the beginning. Various members of our organization will continue to provide input and feedback to the WMT and employees on better ways to do business with our customers. We will try to pay close attention to what our customers are telling us through surveys and comment cards.

If you have any questions or concerns about the action plan that is attached, please feel free to contact Lynn Nachtigall at 307-775-6039 or Terri Trevino at 307-775-6020.