



What is Service First?

- Collaboration across agency boundaries
- A concept of organizing work with an external focus
- It's about the lands we manage and the customers we serve



Rather than focusing primarily on our agency procedures and boundaries, Service First challenges us to look at our work differently than we usually have, in order to better achieve the timeless goals of land stewardship and quality public service.



Current Legislation

- FY2006 Interior Appropriations Act
 - Expanded Service First from BLM and FS to include NPS and USFWS; extended authority through 2008; and authorized all 4 land agencies to conduct projects, planning, permitting, leasing, contracting and other activities, either jointly or on behalf of one another
 - Authorized transfers of funds and reimbursement of funds on an annual basis and for multi-year projects



Service First Goals

- **Improve customer service** (such as one-stop shopping for information, permits, maps, etc.)
- **Increase operational efficiency** (such as reduced costs where field units collocate under one roof and share costs of rent, utilities and equipment)
- **Improve stewardship of the land** (which can come when the various land agencies' staff work in an integrated unit, learn together, and deal with the land on a landscape basis.)



Lessons Learned

Where does it make sense to share resources?

- Service First activities not dictated by Washington
- No one-size-fits-all model. Each location is different; each Service First effort must be tailored.
- Inform the public about this changes, why it's occurring, how it will benefit them.
- There are no barriers to implementation that cannot be overcome with innovation and commitment.
- As much as anything, Service First is about an attitude of sharing, not hoarding; an attitude of, "we're all in this together."



Service First Programs

- **Santa Rosa and San Jacinto Mountains National Monument (FS & BLM)**
 - Co-Management/Cross Delegation/
 - Co-Location
 - Integrate Funding
- **Federal Interagency Communication Center (FS, BLM & NPS)**
 - Co-Management/Cross Delegation
 - Co-Location
 - Integrate Funding
- **California Desert Interagency Fire and Aviation Program (BLM & NPS)**
 - Co-Management/Cross Delegation
 - Co-Location
- **Desert Managers Group (BLM, NPS, USGS)**
- **California Desert Interagency Law Enforcement Program (BLM & NPS)**
 - Share Staff
- **California Desert Interagency Radio Program (BLM & NPS)**
 - Share Staff
 - Share Infrastructure