

Identifying Service First Fiscal Barriers

Interview Questions

Person Interviewed: _____

Title: _____

Agency: _____

Phone Number: _____

Date and Time: _____

Hello, I'm _____ with the BLM in _____. I'm working on a BLM Leadership Academy project, identifying fiscal policy and regulatory barriers to the Service First initiative. I understand your office is co-located with BLM and the Forest Service and is a Service First unit. Service First has three broad goals – improve customer service, increase operational efficiency and enhance land stewardship. My team and I are interested in identifying fiscal practices that are barriers to attaining these goals. We will submit our findings and recommendations to senior BLM and FS leadership so that they may take steps to eliminate any barriers and improve the delivery of Service First.

Your manager suggested that I talk to you about this issue. I'd like to ask you a few questions about this for the next 30 minutes or so, if that's okay. Your answers will be kept anonymous and will be summarized.

1. Please tell me about any fiscal practices, policies or regulations that prevent you and your office from providing really good customer service.
 - i. What would need to happen to reduce or remove this barrier?
 - ii. Is this barrier a result of a BLM or FS policy or both?

2. Please tell me about any fiscal practices, policies or regulations that prevent you and your office from operating efficiently.
 - i. What would need to happen to reduce or remove this barrier?
 - ii. Is this barrier a result of a BLM or FS policy or both?

3. Please tell me about any fiscal practices, policies or regulations that prevent you and your office from improving land and resource management across agency boundaries.

Appendix B: Survey Questionnaire

- i. What would need to happen to reduce or remove this barrier?
 - ii. Is this barrier a result of a BLM or FS policy or both?

4. Are there any other issues that you can think of that may not have been addressed in the questions above?
 - i. What would need to happen to reduce or remove this/these barrier(s)?
 - ii. Is this barrier a result of a BLM or FS policy or both?

Thank you very much for your time. If you think of anything else that might be helpful to our research, please call me at _____ or email me at _____.