

SERVICE FIRST

Land Management Agencies Working Together

What is Service First?



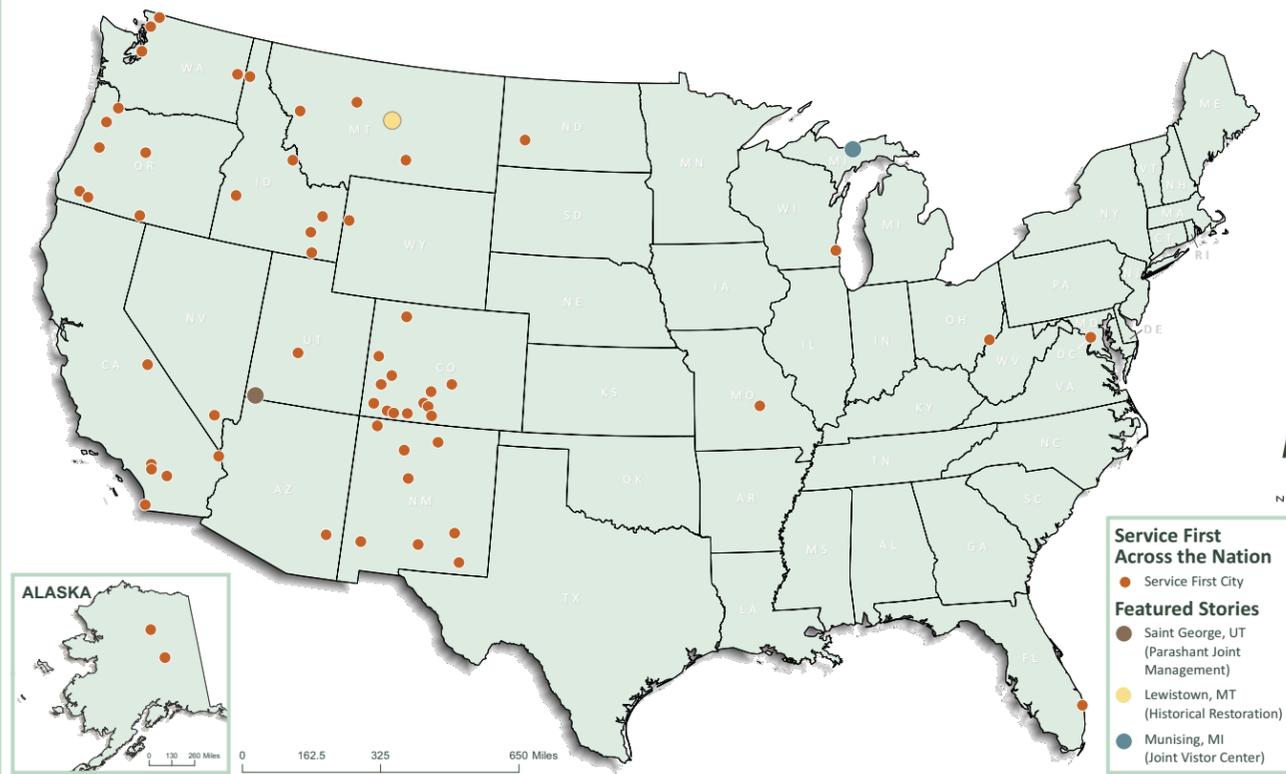
Service First is a permanent authority (PL-1274) granted to the Bureau of Land Management (BLM), National Park Service (NPS), the US Fish and Wildlife Service (FWS), and the Forest Service (FS) to "...conduct projects, planning, permitting, leasing, contracting and other activities, either jointly or on behalf of one another; [and] may co-locate in Federal offices and facilities..."

Service First has three broad goals:

1. Improve customer service;
2. Increase operational efficiency; *and*
3. Enhance land stewardship, resource protection, and conservation.

The **philosophy** behind Service First authority strives to meet the public and resource needs regardless of organizational or agency boundaries. Under the Service First authority agencies can **pool resources** to design, develop, and **implement joint projects** that will provide a greater benefit to citizens and natural resources. Service First provides the authority for agencies to form and **promote partnerships** across agency boundaries in order to address public land management issues in an integrated way; collaboratively developing **joint solutions** to common problems. The Service First authority is intentionally very broad; it gives maximum flexibility to the agencies to enhance their ability to **create efficiencies**.

Where is Service First Being Used?



Service First Across the Nation
 ● Service First City
Featured Stories
 ● Saint George, UT (Parashant Joint Management)
 ● Lewistown, MT (Historical Restoration)
 ● Munising, MI (Joint Visitor Center)

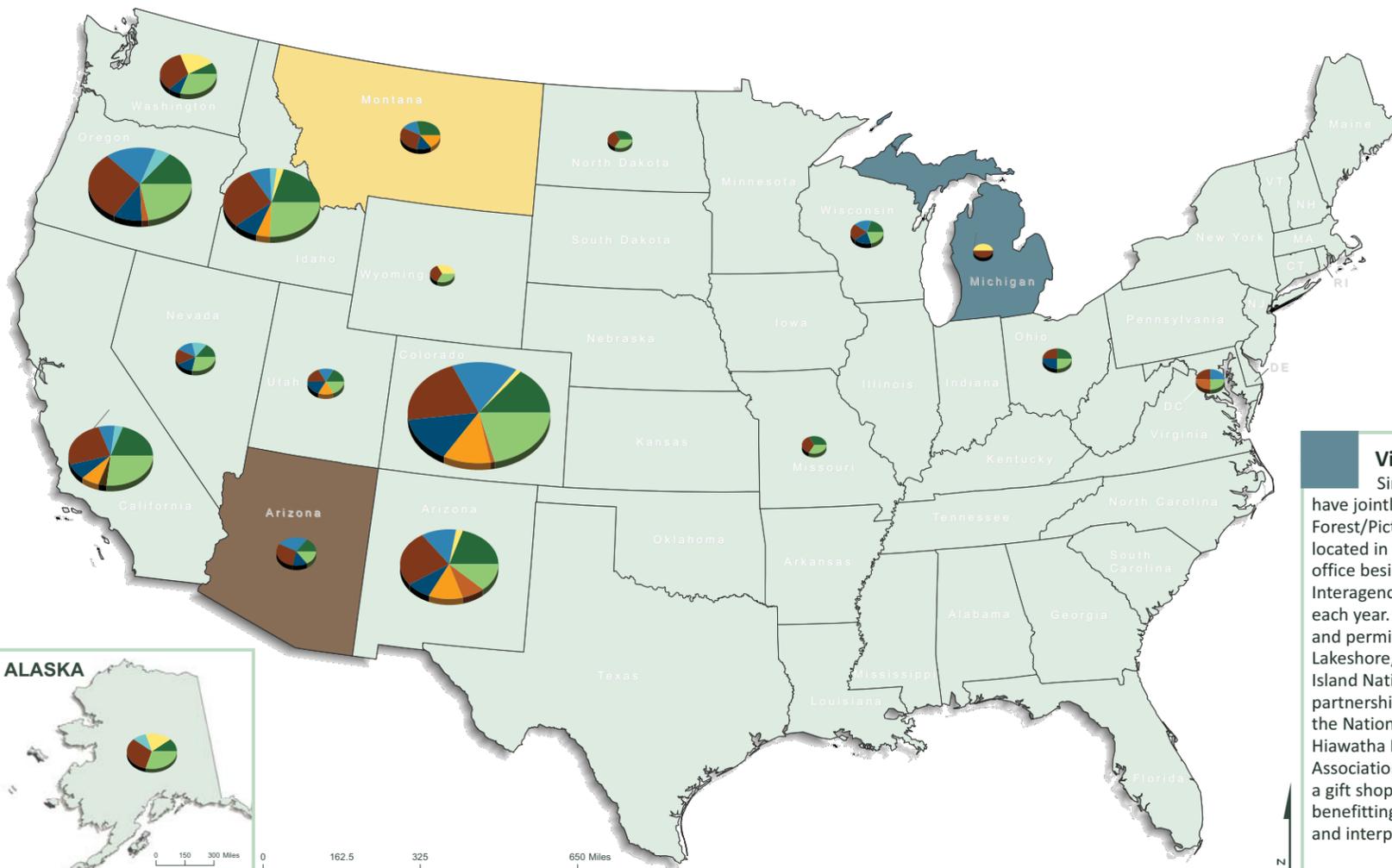
Service First Across the Nation

Service First has been successfully implemented in over 60 cities across the nation. The **National Service First Coordinator** is a jointly funded position that works closely with the senior leadership in each of the four agencies and whose main objective it to foster efficient and effective collaboration among the FS, FWS, NPS, and BLM. The current national coordinator is **Chris Moyer** (c1moyer@blm.gov; 202.503.8973)

Poster Credits: Alex Eddy (Geographer); Leonard Gore (Geographer); Alexandra Ritchie (Management and Program Analyst)



How is Service First Being Used?



Use of First Service Options

- 4 Instances of Use
- 30 Instances of Use
- Co-Location
- Joint Visitor Center
- Dual-Delegated Staff
- Shared Position
- Shared Resources
- Transfer Funds
- Fire and Dispatch
- Law Enforcement
- Service First Team
- MOU or Agreements Used

Visitor Center in Michigan

Since 1989, the Forest Service and NPS have jointly operated the Hiawatha National Forest/Pictured Rocks interagency visitor center located in the Forest's Munising Ranger District office beside Lake Superior in Munising, MI. Interagency staff serves over 70,000 visitors each year. The center offers exhibits, information and permits for uses in Pictured Rocks National Lakeshore, Hiawatha National Forest and Grand Island National Recreation Area. Through partnership with the National Forest, Hiawatha Interpretive Association provides a gift shop with sales benefitting education and interpretation.



Joint Management in Arizona

Grand Canyon-Parashant National Monument (Parashant) is a Service First Monument, jointly managed by the BLM and the NPS from a field office in Utah. Protected within the one million plus acres of the Monument is a variety of biological, geological, cultural and paleontological resources. Layers of rock have been uncovered by the eroding Colorado River, exposing two billion years of geologic history and providing breathtaking vistas. Four designated BLM wilderness areas and 188,121 acres of NPS proposed wilderness, along with numerous caves and rare desert springs are listed among the many wonders of Parashant. The landscape provides numerous learning and working opportunities for youths. The Parashant is taking full advantage of Service First opportunities by leveraging the strengths of each of the agencies.



Historical Restoration in Montana

The Lewistown Field Office of the BLM has had agreements with the FS Historic Preservation Team for over 10 years. Working together, the BLM and the Historic Preservation Team have restored several historic buildings including Nelson Homestead, Hagadone Homestead, Gilmore Cabin, and Ervin Cabin. Currently, the Lewistown Field Office personnel are working with the FS Historic Preservation Team to restore the Wartenluft Barn located on the Musselshell Trail in northeastern Fergus county, MT. The barn, which is eligible for listing on the National Register of Historic Places, has been in need of restoration for over 20 years and this year the funding and expertise became available to complete the work.

