

Pursuant to Executive Order 14058 (December 13, 2021)
on *Transforming Federal Customer Experience and
Service Delivery to Rebuild Trust in Government*

2023 HISP CX Action Plan

U.S. Forest Service

As a High Impact Service Provider (HISP), USFS focuses on service assessments, collecting customer feedback, and making measured improvements for one designated service:

- 1) *Getting a recreation special use permit:*** Attaining a special use permit allows private sector professionals, nonprofits, and educational institutions to lead a range of activities on USFS lands. Recreation on USFS lands is an important economic driver that contributes more than \$13.5 billion to America's GDP and supports more than 161,000 full time jobs. USFS administers over 30,000 recreation special use authorizations.

What we delivered in 2023:

- **Analyzed USFS data to prioritize online permit pilot**

USFS analyzed operational and customer feedback data to identify and prioritize special use permit(s) to streamline and bring online through an e-permit pilot. USFS focused on recreation special use permits, working from existing efforts to enhance non-commercial group use and outfitting and guiding permits. The implementation of e-permitting will strive to remove the need to apply for a permit in person at a local office, saving customer time and costs and reducing overall burdens.

What we commit to deliver in 2024:

- **Pilot the online e-permit portal**

USFS will pilot a user-friendly online portal for submitting special use permits. Once operational, this portal will enable both USFS employees and customers to track the full life cycle of a permit, allow for the collection and measurement of customer feedback data and metrics, and support permit backlog reduction. Lessons learned from the pilot will inform expansion to include additional permits on the portal, enabling continued reduction of processing time and improved public transparency.