

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

2024 HISP CX Action Plan

U.S. Forest Service

As a High Impact Service Provider (HISP), USFS focuses on improving customer experience and delivery for the following 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 will deliver in 2025:

● **Scale the e-permit special uses pilot to additional permits**

Building on the results of the e-permit pilot, USFS will launch a user-friendly online portal for submitting proposals for special use authorizations that will provide a consistent interface for users and USFS staff. As a result of an online authorization portal, the public will no longer need to apply in person at a 'local' office and will instead be able to submit their application online, saving time and costs, reducing barriers for those living further away from a USFS office, and expanding access to underserved communities such as urban dwellers, veterans, and other nontraditional communities.

● **Improve transparency of the special uses permit process**

Once operational, USFS and customers will be able to track the full life cycle of an authorization, through the proposal, application, approval, and administration. The ability to track process milestones will allow the agency to measure the full customer experience in the permitting process, as well as solicit customer feedback to drive continuous improvement.