

**From:** [Greenleaf, Allison](#)  
**To:** [Ordonez, Vicente -FS](#)  
**Cc:** [Oakleaf, John](#); [Janess Vartanian](#); [Justin Martens](#)  
**Subject:** Re: Nuisance/Sightings  
**Date:** Sunday, March 1, 2015 12:55:03 PM

---

I have a few thoughts on this discussion to help improve things. These are all just my opinion, and are just words to hopefully add discussion for some positive changes.

I think the accomplishments we have made as a project have been amazing. The fact that we have doubled the number of wolves since I started full time here in 2011 is a huge success. The completion of the Final Rule which has given us the tools and management flexibility to recover wolves is also a major accomplishment. With both of these things, I think we have opened the door to our next chapter of recovering Mexican wolves, and with that comes change. One of the main things I see happening is that we are trying to work in the same capacity as we did when we had 50 wolves on the landscape. I also see a blurred direction in what peoples job duties, expectations, and goals are.

I understand that within the portion of the USFWS IFT there has been a bit of chaos in terms of Liz leaving her position, and John taking over from Albuquerque. Because of John working remotely and having to place a great deal of his time into working on the Final Rule, it seems like many of those duties and responsibilities have fallen onto Janess (not to mention the issues regarding Peter through that time). From my perspective, Janess has been doing two jobs as both the volunteer supervisor/biologist and as a fields coordinator. From my perspective, although Janess has done a fantastic job maintaining things, its also been a contributing factor for things getting a bit hectic and stressful, and possibly things being overlooked.

I think with the addition of Justin and I as biologists offer the opportunity to re-structure things in terms of responsibilities that could improve landowner relations as well as improve our work environment. There has been a lot of talk of how things are going to change with the expansion, one being that people are likely going to have to manage wolves from satellite offices. In my opinion, why don't we attempt to start that process now from Alpine? I think we could assign portions of the Forest/wolf packs to Justin, Janess, and myself. That person would be given at least one volunteer technician (two would be best) and be responsible for managing the wolves in that area. Within that, the biologist would be able to give more of his/her time to really know those landowners and hopefully build more intimate relations with them. We could change these portions of the Forest/packs up maybe on a quarterly basis as well so everyone gets to know everyone. There may be times where we need to help each other out, but I think in general this could work. Within this, I think John (or whoever ends up being our new Field Projects Coordinator) and Vicente should really take the bulk of building relations with the landowners (visiting with them one on one, making phone calls, attending meetings, etc...). I think we are all responsible for good "customer service", but I think as biologists who are primarily in the field, letting us concentrate on the biology (day to day field activities of concern, collecting data, analyzing data, recommending decisions, etc...) aspect of the project is what we are mainly here for?

This is just an idea to throw out there, that I think could pave the way to really improve things with landowners and make things more organized and less hectic on our work lives. I think it is also the way our project is going to have to go in the future, so I think starting now and seeing how things work/don't work would be a proactive step in the right direction. Ideas, comments.....?

A1

*Allison R Greenleaf*  
*Wildlife Biologist, USFWS*  
*Mexican Wolf Recovery Project*  
*PO Box 856 Alpine, AZ 85920*  
*Office: (928) 339-4329*  
*Cell: (928) 215-1098*  
*Fax: (928) 339-4218*

On Sat, Feb 28, 2015 at 1:38 PM, Ordonez, Vicente -FS <[vordonez@fs.fed.us](mailto:vordonez@fs.fed.us)> wrote:

Thanks for sharing your perspective and welcoming input. When I read your message and boil it down to its essence, to me, it's all about improving "customer service" at EVERY opportunity. This is a subject I have a very strong opinion on as I see lots of opportunity for improvement. It has been my experience that most of our "customers" (and I use this term because I feel that is the way should be treating them...and as you know that they did not ask for wolves but have to live with it) are least civil and open to talk with us. This should not be taken for granted. By not having the best customer service possible we take this relationship for granted. We lose this civility we hamper wolf recovery. The following is my opinion and based on a short time in the Wolf program but a sincere desire to improve where we can...so take it for what's its worth.

- 1) I totally agree with you that we need to "re-double" our efforts and make customer service a top priority. However, I see an IFT with more work than they can possibly accomplish in a day. This is an amazingly hard working dedicated group. If improving customer service is a real goal (and I feel it should be one of our highest priorities) then leadership needs to foster this concept and allow IFT members the time to emphasize improved relationships and understand that other things may need to be deemphasized. You cannot do everything. I feel like the workload is so heavy and fast paced that customer service may be falling through the cracks.
- 2) Your idea of finding better ways, which may require a time investment, with working with the Catron County investigator would be time well spent. He is able to reach a lot of our customers so being there to share the IFT perspective is critical. It is my understanding that he attends the County Commissioner meetings and is very willing to discuss his perspective. Attending the Commissioner meetings would be a great way to insure the IFT perspective is represented to this very important customer. Not sure who you had in mind to attend these meetings but would like to be considered if I can help.
- 3) Other ways to improve/maintain relationships. We are moving from providing weekly flight information to bimonthly flight information. We just completed our surveys and went from 83 wolves to 110 wolves. So on the surface it looks like we are increasing wolf numbers and at the same time reducing the information we are providing our customers. If I was a livestock operator I would not like that formula. I would like to explore with the IFT all options on how we can continue to provide the best and timely information. In my weekly calls to permittees I inquired about their ability to access the internet. All the ones I spoke with have internet. There were many

that I just had to leave a message. I suspect most can be reached via internet. Is there a way we can send wolf location info via a mailing list? Can we send GPS collar info on the weeks we don't fly? What are the pro/cons other possibilities we are missing to improve and increase efficiency with our contacts????

Thanks...and again take it for what's its worth. I have lots to learn but enjoy the challenge of looking for ways to make things better. vo

**From:** Oakleaf, John [mailto:[john\\_oakleaf@fws.gov](mailto:john_oakleaf@fws.gov)]

**Sent:** Friday, February 27, 2015 2:12 PM

**To:** Janess Vartanian; Allison Greenleaf; Justin Martens; Jeff Dolphin; Ordonez, Vicente -FS

**Cc:** [Sherry\\_Barrett@fws.gov](mailto:Sherry_Barrett@fws.gov); Maggie Dwire

**Subject:** Nuisance/Sightings

All,

I just finished what I hope is my last discussion with OIG. I think that there is suggestions that I have tried to implement throughout the (3 interview process), but have not formally sent out. I have had some discussions with Janess, but I think we need to all implement the following, just based on the suggestions from OIG.

(1) Re-double our efforts to insure that all nuisance situations are documented and put in the database. I realize that I have talked to Janess about this but I want to make sure we have a formal process for these.

(2) Make sure that we contact (at least by phone) the individuals that have a nuisance report, even if Jess has investigated first, or taken the original investigation and says there is no follow up necessary.

Additional things to consider:

(1) Receiver for Catron County Investigator

(2) Co-investigation prioritization: I think the investigators bring up an important point that during these investigations there is a pretty one sided discussion going on if we are not present to at least have the discussions with ranchers on next steps.

(3) Training to insure that people have the right baseline. I think we have taken positive

steps with regard to our volunteer program, but just need to continue to have this general idea in our head.

(4) Attending regularly scheduled Catron County meetings or having more discussions with the commission or the county manager.

We will have to have a discussion on these two topics as we go forward, but there is some concern about these things. Anyway, just to stimulate ideas/conversations. Is there anything else that people have as relationship building ideas. I think the primary thing is to just try and improve relationships with ranchers out there in the field.

Please understand that many of these are long standing complaints that out date many of us, but I always believe that there is room for improvement from suggestions regardless of the source.

John

--

John Oakleaf

Field Projects Coordinator

USFWS, Mexican Wolf Program

(505) 761-4782 (work)

(928) 245-1910 (cell)

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.