



# Enterprising People

An Enterprise Program Newsletter –  
Supporting communications between Enterprisers  
and our partners

Issue 42  
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## Spotlight on AMSET Fuel and Fire Research

Adaptive Management Services Enterprise Team (AMSET) recently completed unique research funded by the Joint Fire Science Program. AMSET gathered data on fuels and fire behavior before and after fuel treatments involving mastication and prescribed fire in the Red Mountain Fuel Treatment area on the Sequoia National Forest, California. Mastication is a fuel treatment where small trees and brush are shredded into chunks which are left on site. Little information exists on how masticated fuels burn and how forests respond to fire in this fuel type. The Fire Behavior Assessment Team module of AMSET measured fire behavior on the prescribed burn completed at Red Mountain. AMSET also derived potential wildfire behavior estimates for the treated areas to give land managers an idea of the effectiveness of the fuel treatments in modifying wildfire behavior. The fuels, fire behavior and tree survival data from this research project will help the Sequoia and other forests utilizing mastication/prescribed burn treatments make decisions affecting safety and forest health. The final report for the Red Mountain project can be found at:

<http://www.fs.fed.us/adaptivemanagement/projects/mastication/index.shtml>.

AMSET embodies the Enterprise Unit spirit by maintaining a team of highly skilled members who work hard to bring land and fire managers quality services. The Fire Behavior Assessment Team module of AMSET is the only group in the U.S. that offers quantification of fuel, weather and fire behavior to incident command teams with the experience and rapport needed to mesh seamlessly with operations. AMSET prides itself in providing useful science to land and fire managers through projects like Red Mountain. For more information on how AMSET can assist your unit, please contact Unit Lead, David Kerr at [davidkerr@fs.fed.us](mailto:davidkerr@fs.fed.us).

## Enterprise Program Update

As you have probably heard, in 2010 the Enterprise Program (EP) will not have an agency-wide request for proposals for new Enterprise Units. Chuck Myers, our Deputy Chief, made this decision. There were a number of reasons why he made it. Two include: (1) a survey of recent EP clients and a reply due sent to the Regions, Stations, Area, and WO Staff Directors did not demonstrate a compelling need for new units outside of what we currently offer, or could offer, from existing units, and, (2) In an era of probable declining federal budgets it may make more sense to continue to solidify our base rather than add new units. This does not mean we would not continue to grow the program from within; we may well do so, but in as

deliberate and considered manner as possible.

So, instead of a focus on growth, I am now that much more focused on quality assurance. While we all know our quality is quite good, as evidenced by our client and employee surveys, there is always room to improve. It is in relation to the work we do for our clients and all aspects of employee

satisfaction. It also relates to our roles and responsibilities in the various administrative processes we all work with on a daily basis. On page 3 of this newsletter, the topic of quality and how we can continue to strengthen this fundamental aspect of Enterprise is further explored.

It is now getting into the busiest time of the year. In addition to being ever watchful around safety considerations – our first priority is always to get home safe and sound each and every day – please continue to think about how you can make your unit improve upon what you have already accomplished. I am not saying it will be easy, but I am asking you to think about, discuss, and act upon how we might do so. I want Enterprise to be the first choice for clients because of our exceptionally high quality when it comes to the products and services we offer. Focusing on these efforts will continue to further strengthen our position in the coming years.

- Bill Helin, Director, Enterprise Program

Prescribed fire in the Red Mountain fuel treatment area, Sequoia National Forest, California.



## Enterprise Goes Tropical

Enterprise Unit projects and programs reach far and wide throughout the Forest Service. Recently, several Enterprise Units had the opportunity to partner and work on one special project located on the Hawaiian Islands. The project involves the development of Research and Education Centers for the Hawaii Experimental Tropical Forest (HETF). The HETF is a collaborative effort led by the Hawaii Department of Land and Natural Resources Division of Forestry and Wildlife and the Forest Service Institute of Pacific Islands Forestry. This experimental forest was established in 2007 for conducting research for restoration, conservation, and management of forests in Hawaii and across tropical areas served by the Pacific Southwest Research Station; provide education facilities for the public; and serve as a site for local, regional, and global long-term environmental monitoring data.

Enterprise has assisted in various aspects of this project, namely in the development of the Research and Education Centers. Those Enterprise Units participating and the nature of the work on the project include:

### Enterprise Technical Services (ETS) –

- NEPA project planning, development of proposed actions and alternatives, ID Team leadership, on-site surveys, and coordination with state and other federal agencies.
- Phase I Environmental Assessments
- Award winning topographic survey work by detailers from the Chugach and Tongass NF survey staff including: topographic plats prepared for the HETF PuuWaaWaa site won 1st place in the 2010 Topographic Plat category at the ACSM (American Congress on Surveying and Mapping)/NSPS (National Society of Professional Surveyors), HETF Laupahoehoe topographic plat won 1st place in the 2009 Topographic Map category, and the HETF Laupahoehoe Road survey plat won 3rd place in the miscellaneous category.

### Recreation Solutions –

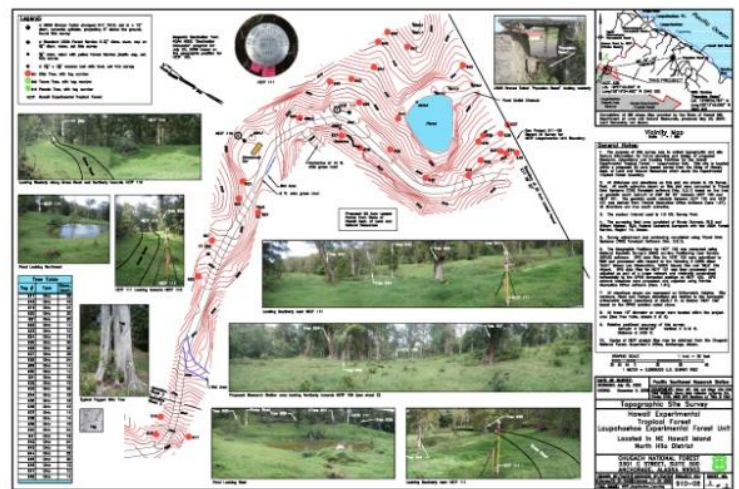
Provided an on-site project manager and landscape architect for project planning and coordination with partners and stakeholders.

### TEAMS –

Provided specialists in wildlife biology, hydrology, and archeology.



Hawaii Experimental Tropical Forest (HETF)



Award winning Laupahoehoe topographic survey work for the HETF.

For more information on HETF, visit <http://www.hetf.us>.

Contact the participating Enterprise Units as follows:

ETS, Lisa Whitcomb,  
[lwhitcomb@fs.fed.us](mailto:lwhitcomb@fs.fed.us)  
Recreation Solutions, Vivian Salcido,  
[vsalcido@fs.fed.us](mailto:vsalcido@fs.fed.us)  
TEAMS, Chris French,  
[cfrench@fs.fed.us](mailto:cfrench@fs.fed.us)

## **Enterprise News**

### **Enterprise Web Highlights Units**

New to the Enterprise websites are several highlights from projects across the country. Located on the homepage, these tidbits offer an insight into the diversity of work Enterprisers routinely engage in and illustrate the quality of work that has come to be expected from the Enterprise Program. View the highlights at <http://www.fs.fed.us/enterprise> and <http://fsweb.wo.fs.fed.us/enterprise-program>. More highlights will be added in the coming months.

### **Chief's Sensing Group Includes**

#### **Enterpriser**

Chief Tidwell listens regularly to a group of employees from every unit, including Enterprise representative Toni Stafford, Executive Officer, ODE Enterprise Unit. During the calls, the Chief's Sensing Group generates a list of concerns that, if fixed, would improve the morale of employees. Enterprisers are welcome to call (870.447.2203), email ([tstafford@fs.fed.us](mailto:tstafford@fs.fed.us)), or text (707.567.3012) Toni with their thoughts, concerns, and complaints so that she can pass them along to the Chief.

### **From the Editor**

Enterprising People is a quarterly publication focusing on Enterprise teams and their partners. Both Enterprisers and partners encouraged to share topics and ideas or join our electronic mailing list by contacting editor Kristi Bray at [kabray@fs.fed.us](mailto:kabray@fs.fed.us). If you're interested in contributing to the next issue, please send your submissions by August 9, 2010.

Produced by  
Recreation Solutions



The Enterprise Program "fully met expectations" when clients were surveyed about the quality of our services in 2009. How can we shift "fully met" to "exceeded" expectations?

## **Building Enterprise Quality Everyday**

In the 2009 Enterprise Program Client Survey, the Enterprise overall quality rating scored a very respectable 85%. Of this percentage, 31% of Enterprise work "fully met expectations" (see graphic below). The 2009 Employee Survey mirrored these results. These results illustrate the quality work that is expected from Enterprise. Can we do more? When your work is rated "fully successful," are you satisfied?

Our goal in the Enterprise Program, with every project we take on, should be to exceed our client's expectations. With budgets declining and Enterprise providing an easy, affordable solution for many units, offering services and products that exceed the client's expectations not only strengthens the foundation of the Enterprise Program but also adds value and reliability, and instills continued trust in the Program.

So, the question is, **how do we shift from "fully meeting expectations" to "exceeding expectations"?** Whether you're an Enterprise Program employee or a client of Enterprise, join us on the FS Enterprise Blog to share your perspective on how we can better exceed client expectations. Login at <http://apps.fs.usda.gov/roller/enterprise>. Visit this discussion on Govloop.com at <http://www.govloop.com/group/fsenterprisers/forum/topics/building-enterprise-program>.

### ***2009 Enterprise Program Client Survey***

How would you rate the overall quality of ALL SERVICES RECEIVED from the Enterprise Unit? (Choose one)

- Exceeded expectations
- Fully met expectations
- Significantly exceeded expectations
- Significantly underachieved expectations
- Underachieved expectations

