Open Forest
2019 Season Retrospective

Presented by: Open Forest team: Aaron Burk, Eric Carlson, Brian Davidson, Rebekah Hernandez, Mike Laney, Jonathan Lerner, Shadat Mahmud, Dylan McAfee, Abdul Qureshi, Matt Reiss, Amber Sprinkle, and Aquib Sylvester.
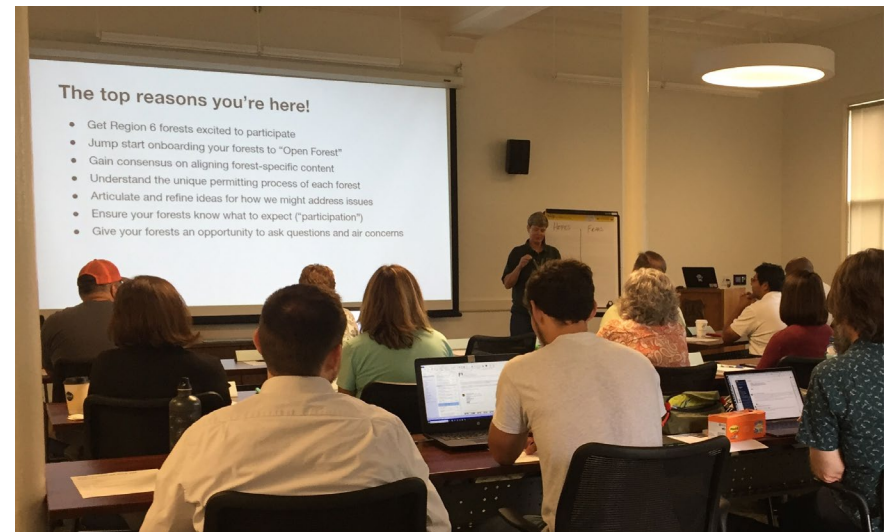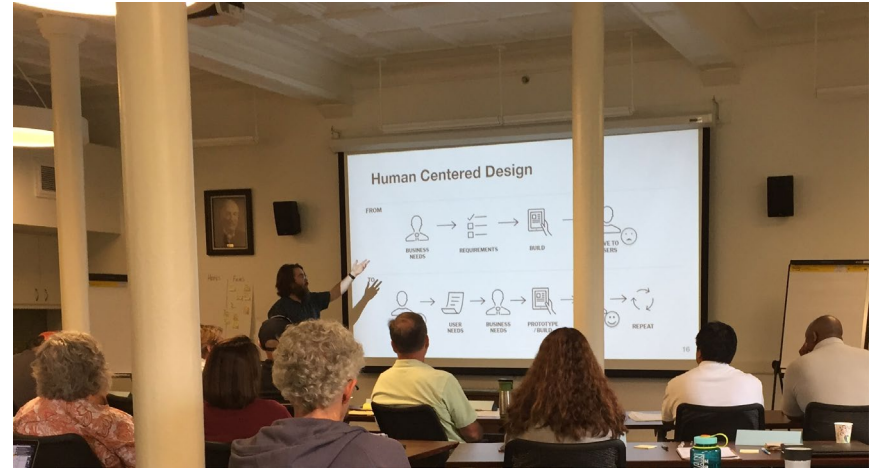
Plan for Today

- ❑ 2019 Season Recap   (5 min)
- ❑ Review the Numbers   (10 mins)
- ❑ Survey Results & Discussion   (20 mins)
- ❑ Pre-Retro Overview   (5 mins)
- ❑ Discussion Q & A   (15 mins)
- ❑ Close out Next Steps   (5 mins)

2019 Season Recap

- Second season for Open Forest
- Multi-forest kick off session
- Added 9 new forests to the system
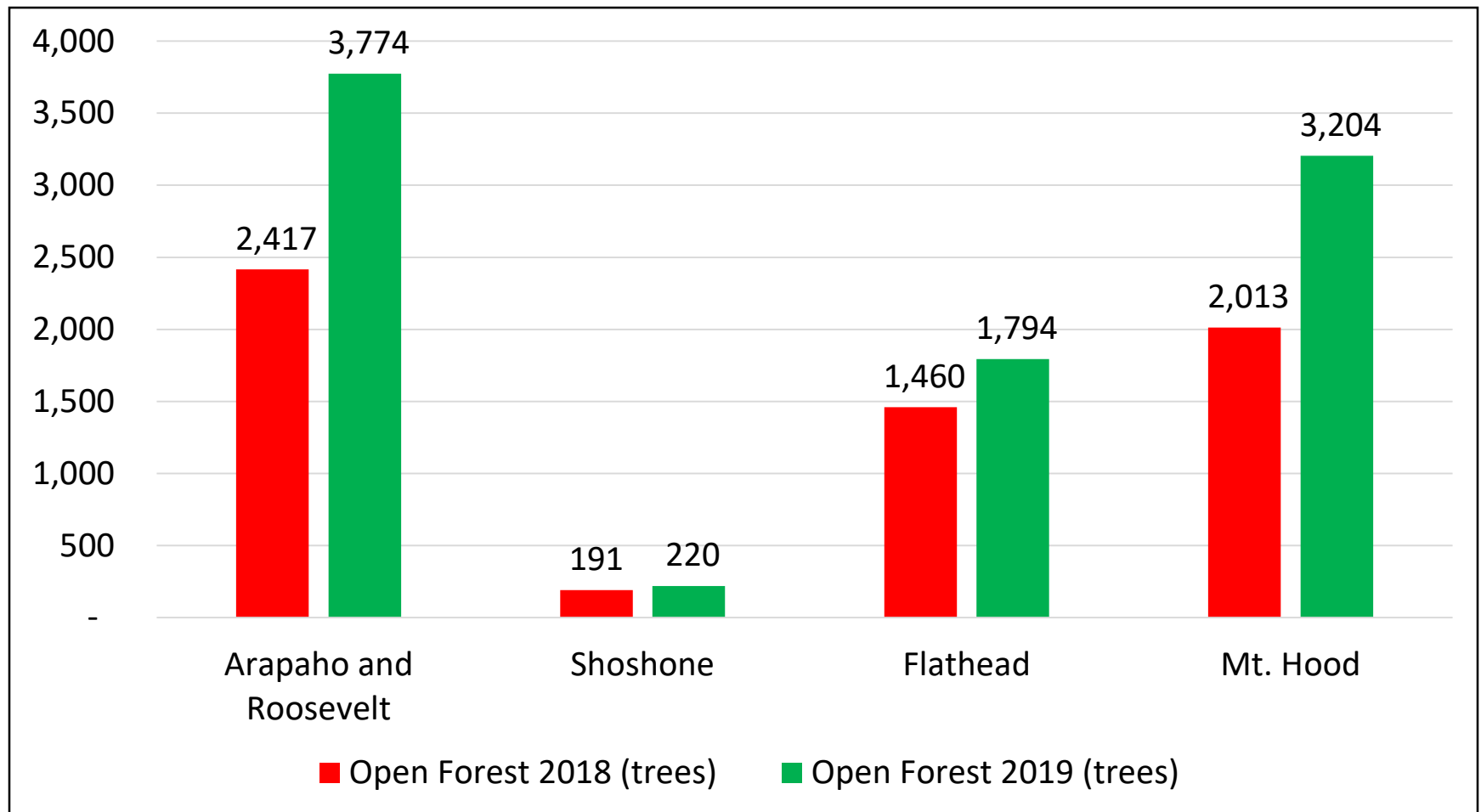- Customer support team
- Created a Feedback tool

Open Forest Numbers

Pilot Forest	Permits	Trees	FLREA Contribution
Arapaho and Roosevelt[1]	3,301	3,774	$75,480
Shoshone[1]	155	220	$1,760
Flathead[1]	1,454	1,794	$8,970
Mt. Hood[1]	2,454	3,204	$16,020
Deschutes	1,791	2,153	$10,765
Ochoco	99	130	$650
Fremont-Winema	161	217	$1,085
Rogue River-Siskiyou	1,349	1,908	$9,540
Willamette	1,299	1,776	$8,880
Umatilla	356	356	$1,780
Okanogan-Wenatchee	1,325	1,637	$8,185
Mt. Baker-Snoqualmie	1,939	2,415	$24,150
Gifford Pinchot	1,100	1,490	$7,450
Total	**16,783**	**21,074**	**$174,715**

[1] Original pilot forest in 2018.

Original 4 Comparison 2018-2019

Bar chart comparing Open Forest 2018 (trees) and Open Forest 2019 (trees):

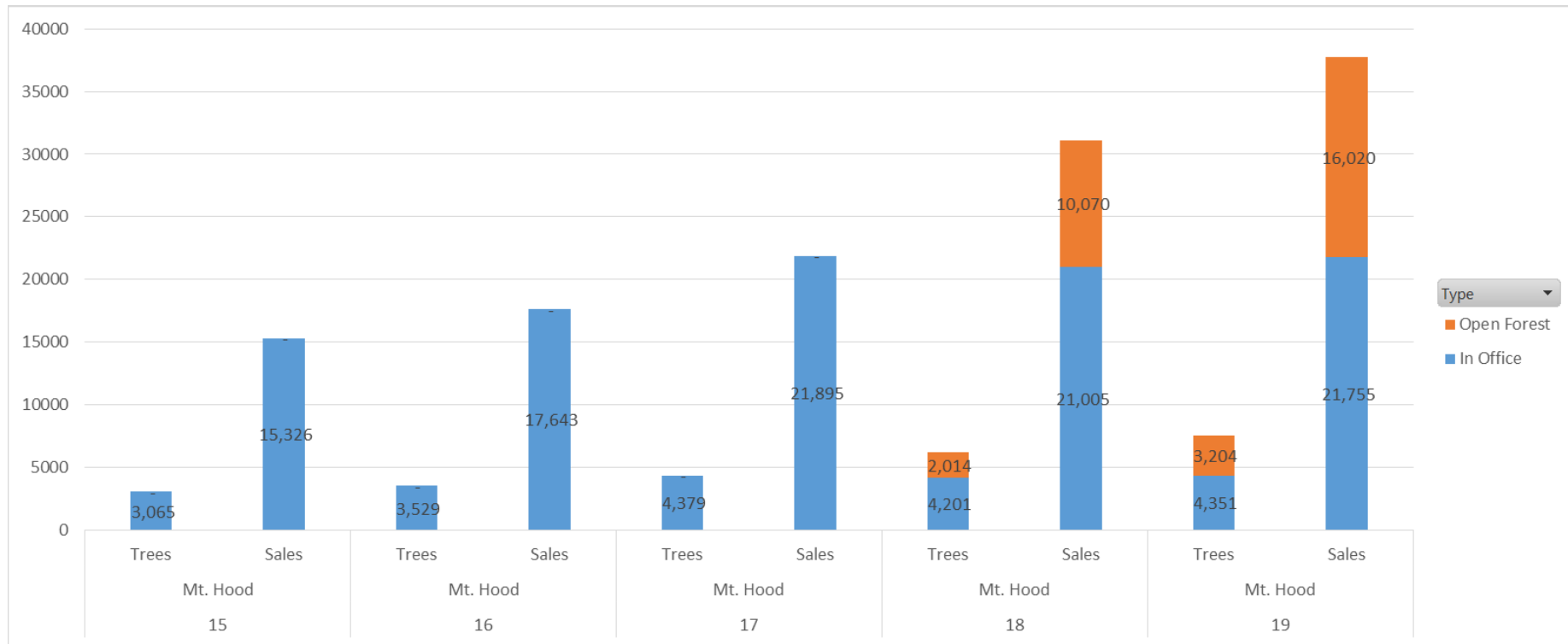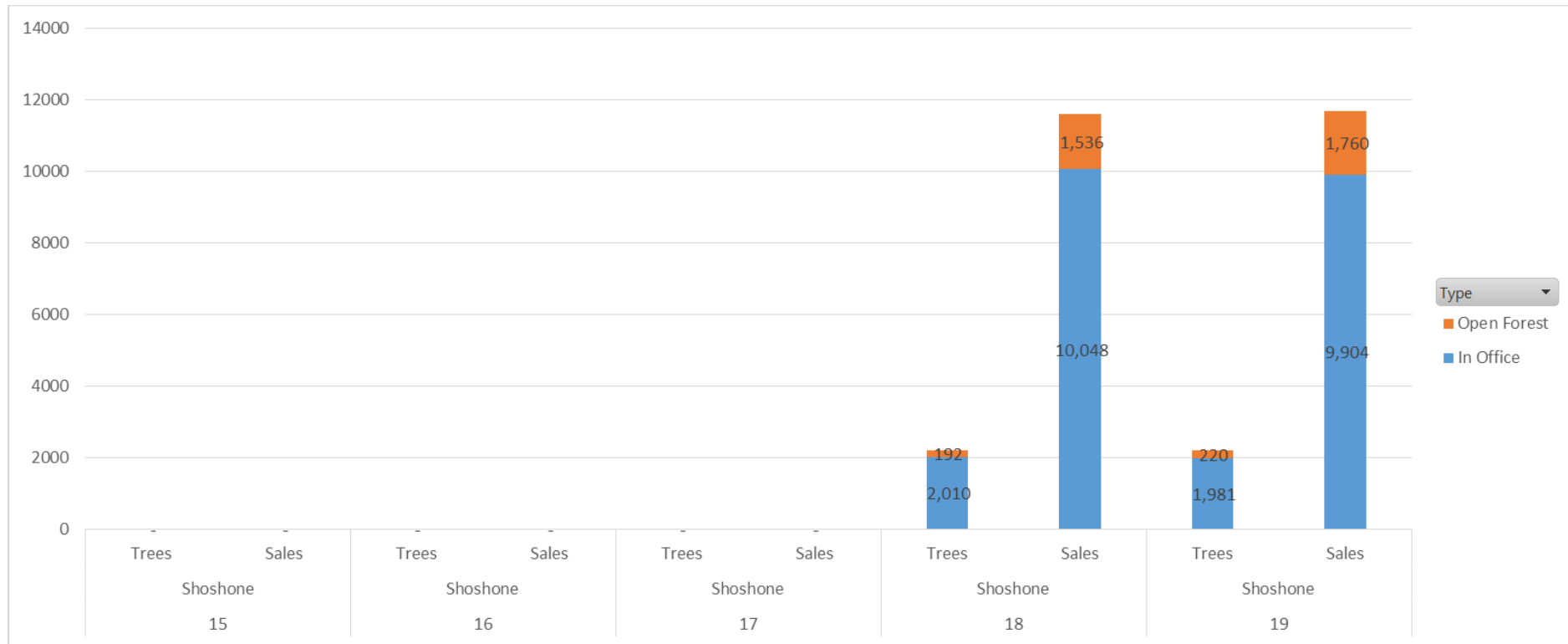| Location	Open Forest 2018 (trees)	Open Forest 2019 (trees)
Arapaho and Roosevelt	2,417	3,774
Shoshone	191	220
Flathead	1,460	1,794
Mt. Hood	2,013	3,204

Office and Online Comparison
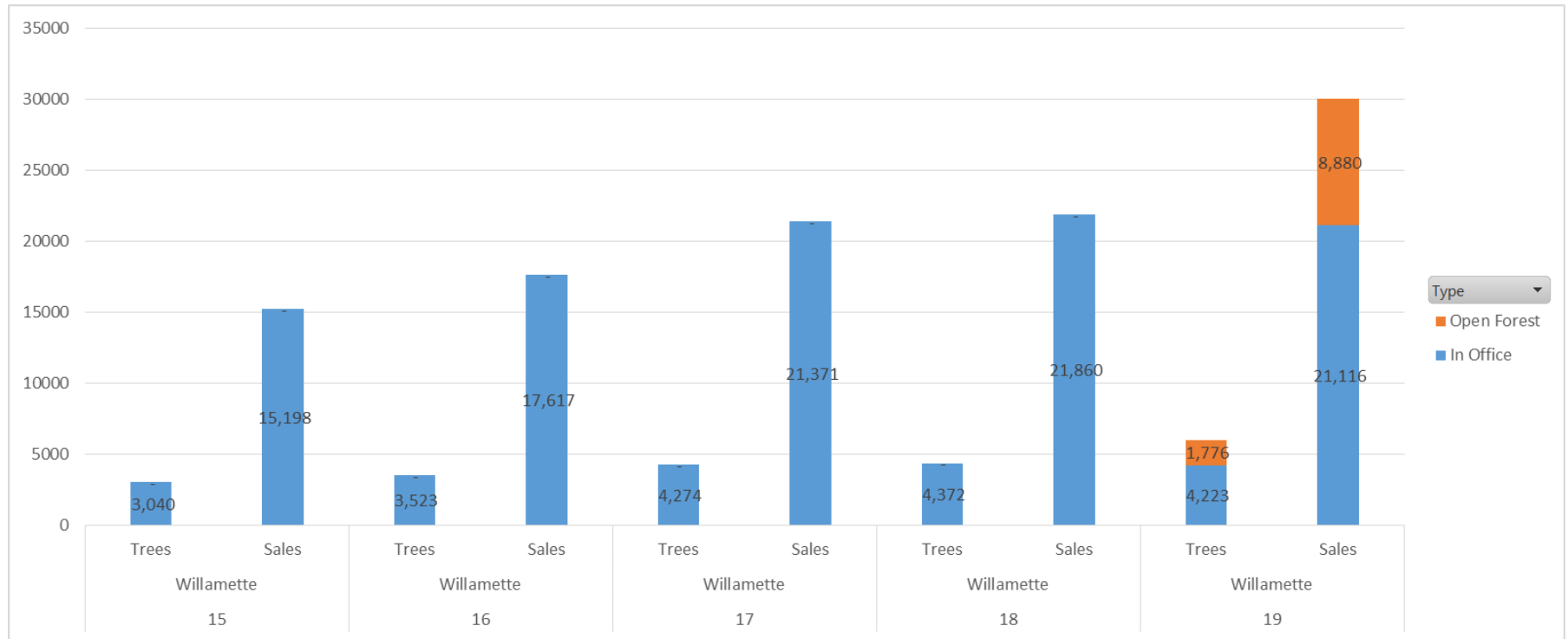
Office and Online Comparison

Office and Online Comparison

Retrospective Set Up

- Purpose
  - identify what works well and identify room for improvement.

- Rules
  - Honest feedback produces the best results
  - We'll review the survey results
  - Have some open discussion and Q&A for top items.

Survey Review

Survey Recap

- Internal FS Survey Only
- 28 Responses Received
  - Front line staff
  - Recreation Program Manager
  - SFP Coordinators
  - Timber Resource and Officers
  - Public Affairs Officers
  - Regional Managers

Satisfaction Results

- 71% - Very Satisfied
- Remaining %
  - Prefer not printing
  - Trouble downloading
  - Issues with Maps
  - Too many glitches

- 89 % - Would recommend participating next year
- Remaining %
  - Lacking human customer interface
  - Compliance concerns
  - Fix access issues

Was it cumbersome having to work with both the Open Forest system and the existing in-office and vendor processes?
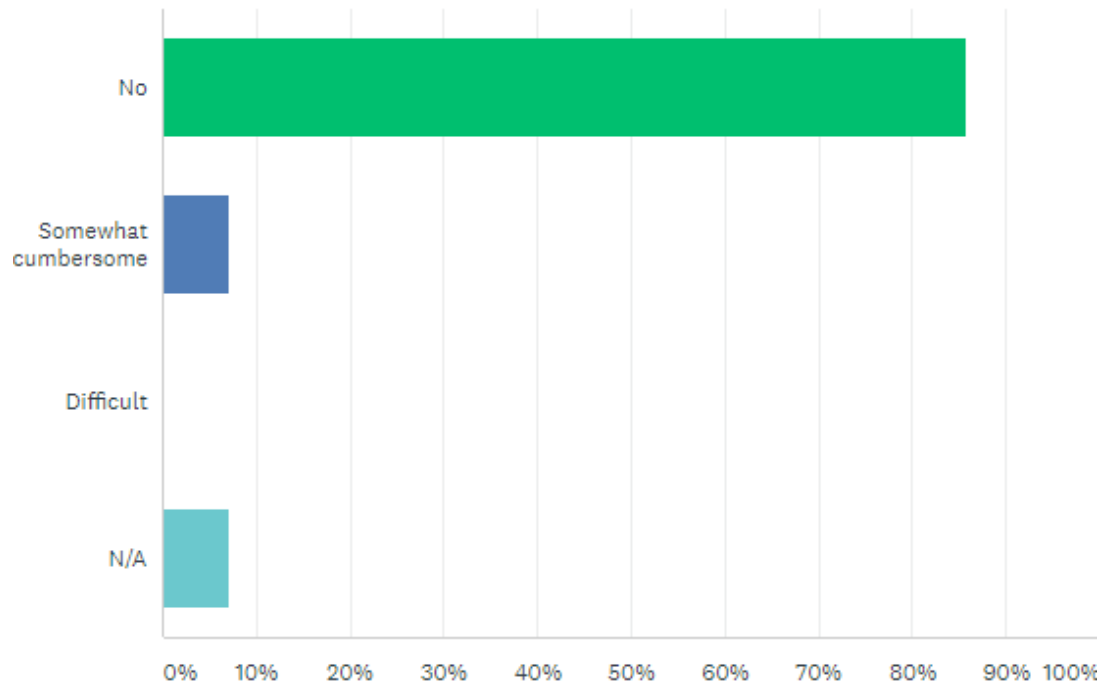

a couple of vendors were very unhappy that we were offering an online system, but it didn't seem like they sold fewer than normal this season

did require a little time away from other work to attend conference calls and preview information prior to making Open Forest live. However, the benefits far outweighed the impact on time

somewhat cumbersome to still be maintaining 2 different processes in the Region (due to only a portion of R6 Forests being included in Open Forest pilot)

From your experience, what improvements do you think would benefit you the most?
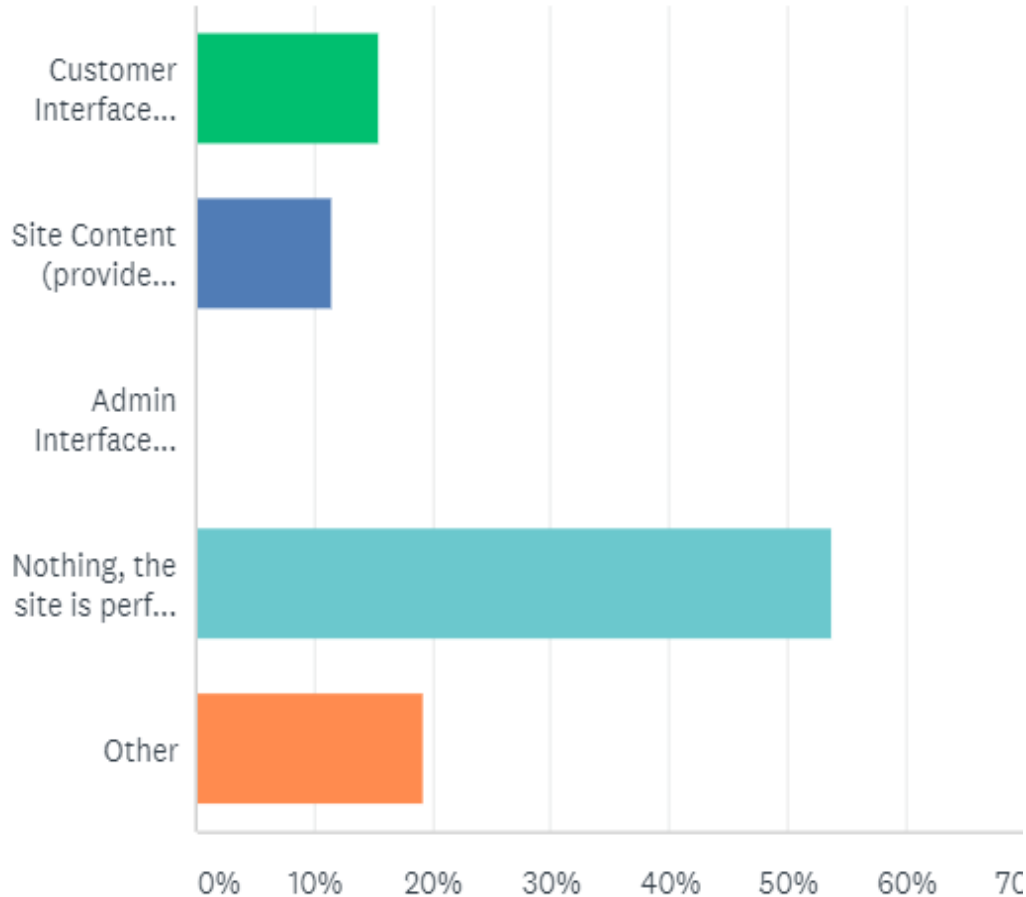
It was difficult for some people to find their way to the help desk

Harvest maps were vague

Make the site compatible across all internet browsers

Just fix the system glitches so people can use it

Survey Review

Top Dislikes

- Printing the permit.
- Missing out on meeting our customers.
- Possibility of fraud.
- No ability to gauge where people are going to get their trees.
- Browser compatibility.
- Dashboard placement.

Top Likes

- Opportunity for convenience
- Reduced workload & burden on Collection Officers
- Easy to purchase a permit
- Easy to query up sales
- Customer support
- Clarity of content
- Internal communication

Open Discussion Q & A

Any thoughts that come to mind?

Any topics that weren't shared that you'd like to discuss?

Any questions from the group?

Pre-Retro Overview

- Feedback Tool

- Customer Support Issues

- Feedback from the Field

- Program-Level Related Feedback

Feedback Tool

57 Instances of Feedback out of 16,783 Transactions

Feedback Tool Results
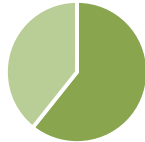
■ Constructive ■ Encouraging

Give feedback for Open Forest

Tell us what you like about the website or what we can be doing better.

Please share your feedback here:

Submit

Your feedback is anonymous. If you have questions, or would like a response, email us at SM.FS.OpnFrstCsSup@usda.gov

Return to previous page

Category	Count
Cannot Continue to Check out	18
Forest Program	2
No Email Received	5
Pay.gov Error	2
Printing	2
Saves Time	2
Scale Up	7
System Not Working	4
Thank You	5
User Friendly	5
Works Well	4
Feedback Tool	1
Total	**57**

"Site is not working ! will not go to pay.gov . So what's up a waste of my time and taxpayer's money"

"Wowzers! This is amazing! Great site! User-friendly, fast. You guys did awesome with this! Thank you! Saves a ton of time."
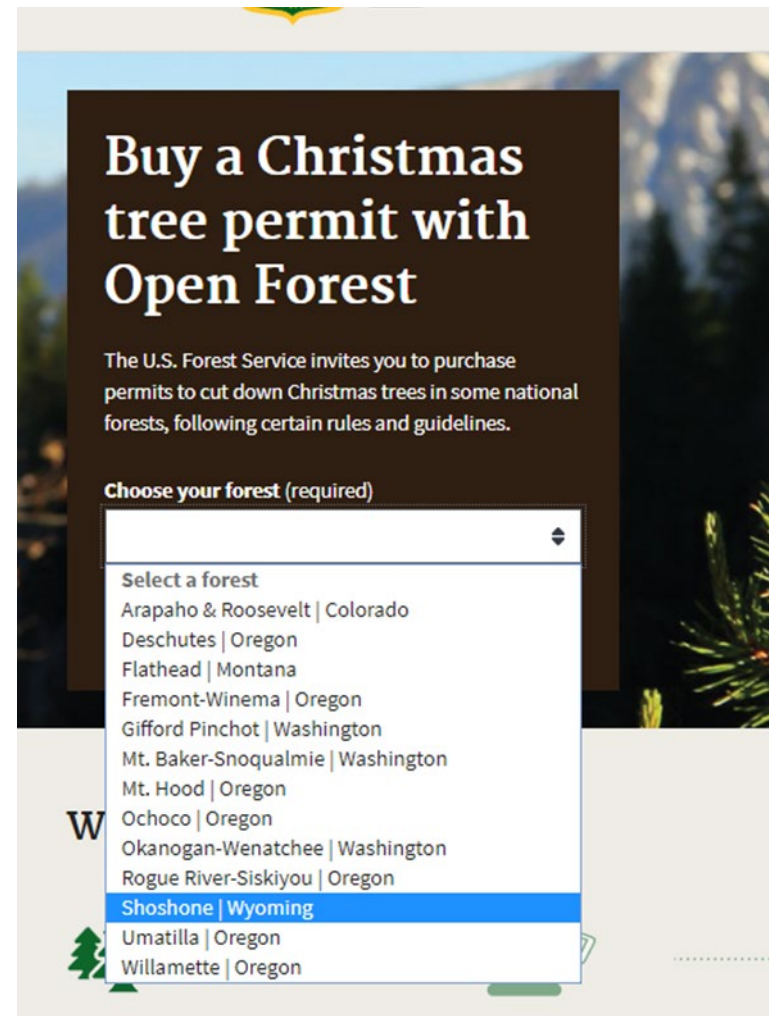
Customer Support Team

33 Help Requests out of 16,783 Transactions

- 33 support requests were received and resolved.

- An average of 18 hours from receipt to resolution.

- Some Pay.gov-related issues resulted in team coordination with ASC to process refunds, due to Pay.gov error.

Category	Count
Print or email Issue	21
Pay.gov issue	5
Administrative Access	1
No Email Received	1
Email Received No Permit	1
Pay.gov/Mobile Device	4
Total	**33**

What We've Heard: From the Field

- The permit could be improved.

- Limit the number of purchases.

- Data details & Reports.

- Selecting your Forest, and Cutting Area.

- Browser Compatibility.

- Multiple Languages.

- Understanding Open Forest team roles.

What We've Heard: From the Field

Maps

What We've Heard: Program Level

- Christmas tree definition consistency

- Start and end of season dates' consistency

- Maps

- Tree size options

- A mobile-only option for the permit.

- POSS interactions and Pulling Data (FLREA switch)

Open Discussion Q & A

Any thoughts that came to mind
from what we've shared?

Any questions from the group?

What's Next?

- Open Forest team needs usability testers for 2020.

- Understanding Expectations
  - Decisions: adding more forests.
  - Decisions: adding more products.
  - Pilot vs. non-pilot status.

- The team is already working on:
  - building a main landing page,
  - improving the process forest administrators,
  - improving the process for adding forests, and
  - Continuing the special uses application pilot.

Thank you!

Additional thoughts and questions?

Contact:

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More about Open Forest is up on the Wiki:

https://github.com/USDAForestService/fs-open-forest/wiki