



FS Timber Permitting E&I

17 Screens
44 Conversations



Mark T.



Aviva O.



Austin H.



Laura P.



Vishal I.



Qituvra A.



Ron B.



Cordelia Y.



Jennifer D.



Amy A.



Aditi R.



Anne P.



Matt D.



Nick N.



Christine B.



Julia L.



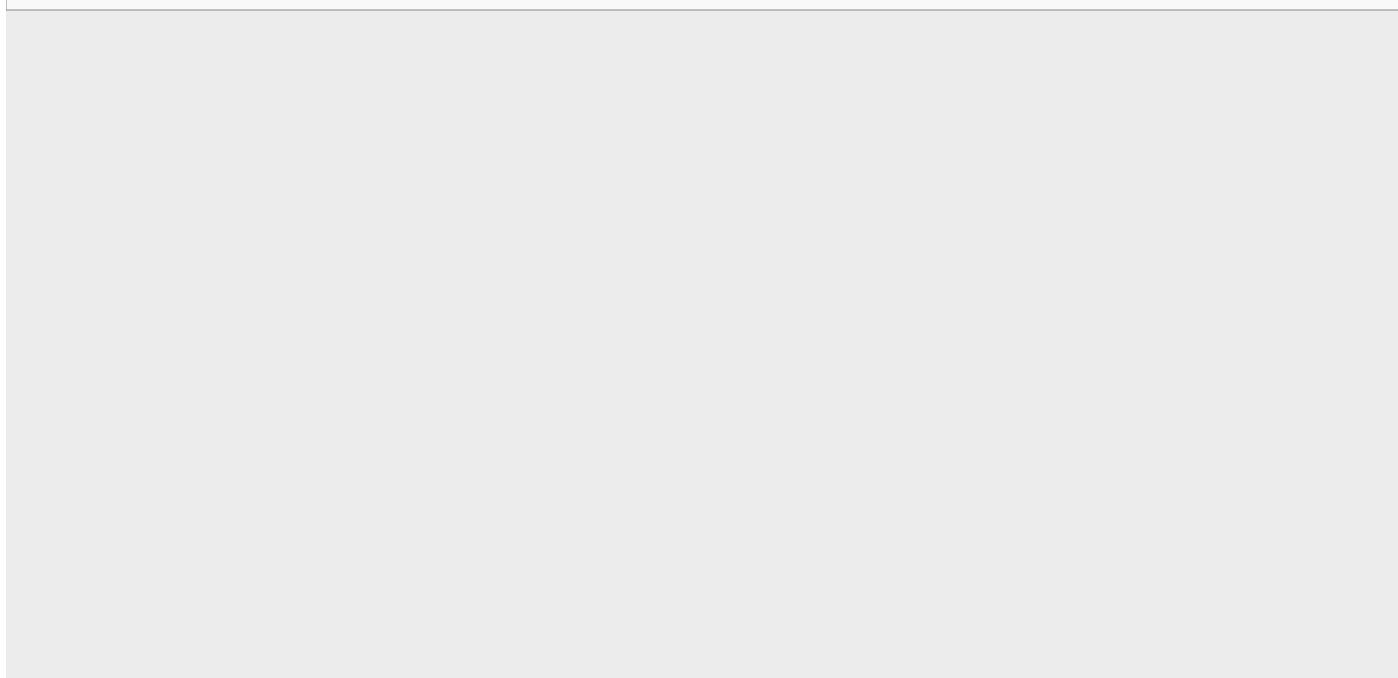
Harvesting resources from national forests

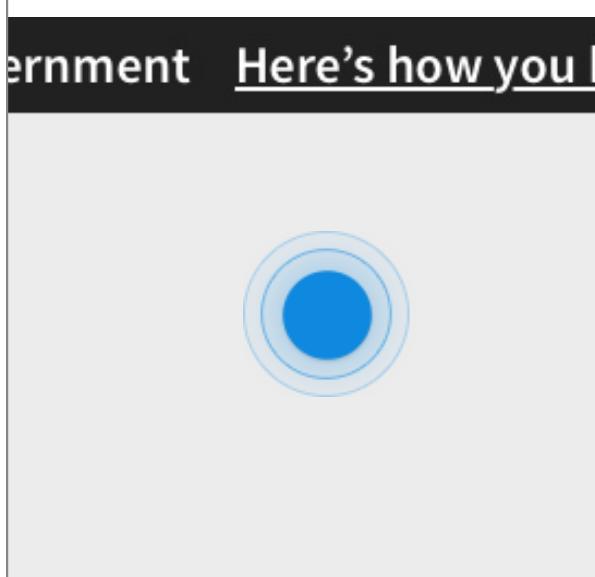
Many national forests allow you to take resources out of the forest, like mushrooms, Christmas trees, firewood, and other items. But, you may need a permit.

Choose your forest (required)

Find permits

Map of U.S.





CB

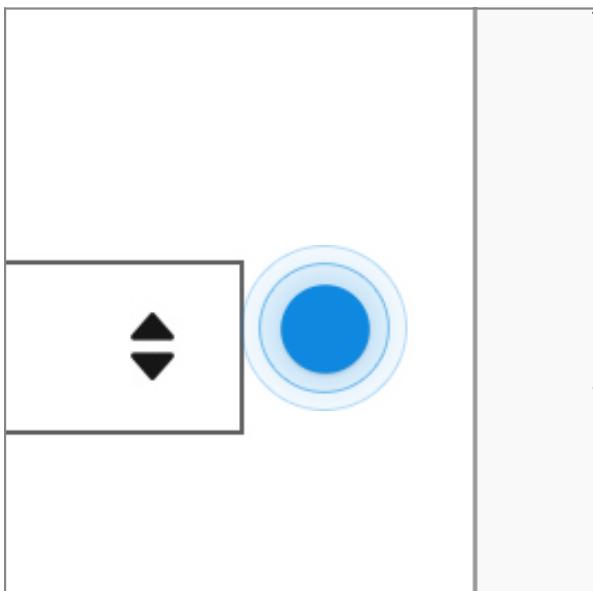
Christine Bath on Dec 12 at 3:34pm

This prototype assumes a future where users can find and buy many kinds of USFS permits online. The current open forest site provides only Christmas tree permits.

It is still to be decided which permits would be available on such a site and how users would come to such a site. Here are a few possible scenarios:

1. Users can access information on all forest product permit types (free use and charge permits) for ALL forests. Some forests would be able to sell certain permits online, others may stop at informational pages.
2. Users can access all forest product permit information (Christmas trees, mushrooms, firewood, etc) for ALL forests. Some forests would be able to sell certain permits online, others may stop at informational pages.
3. Users can access participating forest products (Christmas trees, firewood) for participating forests.

Comments:



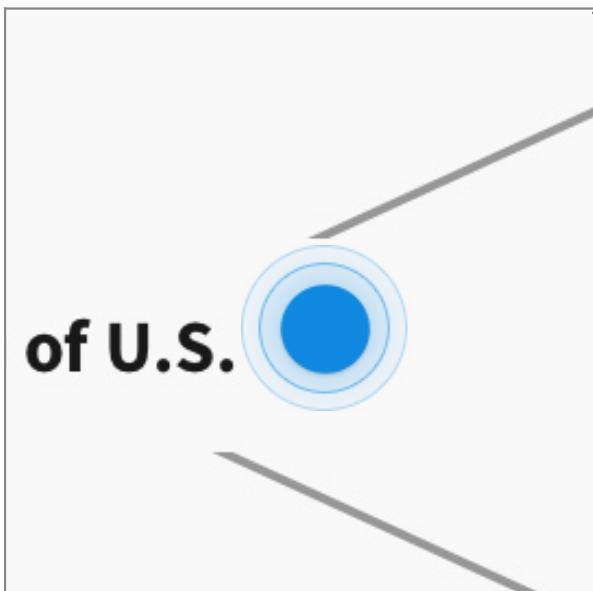
CB

Christine Bath on Dec 16 at 9:14pm

Future state:

Depending on the size and scope of this list, this may do better as a type-ahead search, perhaps one that would let you match by name, or search by proximity to cities or zip codes.

Comments:



Christine Bath on Dec 30 at 8:12pm

There have been discussions about previewing where forests are on a map after a user selects a forest. This could help users see if they are selecting the correct forest.

This could be particularly useful if the site is searching lots of forests across the country.

This could also be helpful for a pilot to easily know if you are looking in the right pilot area (for example if I'm in FL but all map points are in WY, I may opt out)

Comments:



CB

Christine Bath on Dec 30 at 8:28pm

Participant feedback:

We heard that "harvesting" is an insider term used by Forest Service staff. Consider rephrasing to a more plain language term.

Comments:

Christine Bath on Dec 30 at 8:30pm
Participant feedback:
One participant expected forest and permit type selection to happen at the same time.

Comments:

Comments area (empty)

the United States government



CB

Christine Bath on Jan 2 at 3:24pm

The purpose of this page is to...

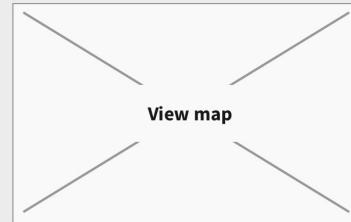
- give users a sense of what they can do on this site and what they can't do.
- help users select the forest that they want to learn more about

Comments:



Huron-Manistee National Forest

Located in Michigan between Lake Michigan and Lake Huron.



You need a permit to collect...

[Christmas trees](#)

[Firewood](#)

United States government

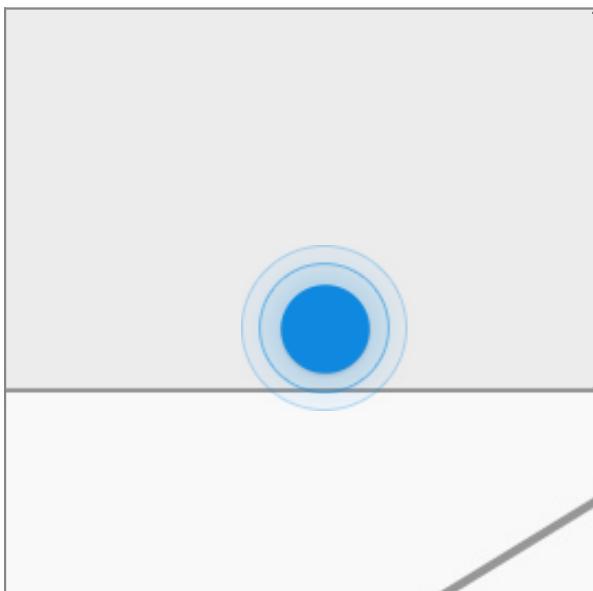
CB

Christine Bath on Dec 30 at 8:34pm

The purpose of this page is to:

- make the user confident they selected the correct forest
- explain what is available in the selected forest, and give users enough information so they can pick a permit type to investigate further

Comments:



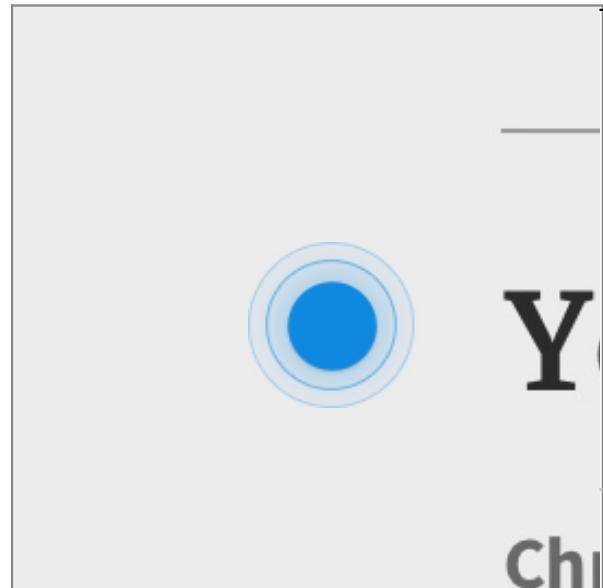
CB

Christine Bath on Dec 30 at 8:37pm

This map placeholder could be used in a few ways:

- To show where the forest is located geographically / its key boundaries.
- To give users a place to get directions (like Google maps)

Comments:



CB

Christine Bath on Dec 30 at 8:39pm

Participant feedback:

Some participants expected to see all the permits available, including free use and commercial, up front on the forest page. One participant suggested making the distinction clear between personal and commercial permits, and explaining that resale of products requires a commercial permit.

Comments:



CB

Ch
Fi

Christine Bath on Jan 2 at 3:26pm

What is included in this section depends on the scope of the site.

It could be that this section includes links to information on ALL forest product permits, just personal user permits, or just permit types available online.

Comments:

Huron-Manistee National Forest

Firewood permit information

With a firewood permit, you can cut and collect firewood from the Huron-Manistee National Forest.

Getting a firewood permit

When to cut firewood

Firewood permits are valid through the calendar year. However, firewood cutting is not allowed at certain times of year in parts of the forest.

Cost

Firewood permits are \$20.00 for 5 cords of wood. All permits are nontransferable.

Buy a permit

You can buy firewood permits online or in person at one of our district offices.

Where to find firewood

Where you can cut

Cutting and gathering is only allowed in areas open to cutting or gathering on the firewood maps.

Download a firewood cutting map

- Baldwin/White Cloud District
- Cadillac/Manistee District
- Mio and Manistee Shores (Keweenaw/Tawas)

Prohibited areas and restrictions

- No cutting or gathering of dead or live wood will occur within 20 feet of any live, standing dead trees, unless they are within 200 feet of a legal public road.
- On portions of the Huron-Manistee National Forest where no firewood cutting map exists, cutting and gathering from standing dead trees is authorized only between September 1st and April 1st for the protection of the endangered Indiana bat.
- Live trees may not be cut or damaged.
- Standing dead trees may be cut or felled if they are within 200 feet of a legal public road.
- No gathering or removal of any dead trees identified by living tree marks or broad height and/or diameter of dead trees which have died naturally, basal stem rot, animal or insect damage or are broken.

How to cut your firewood

Equipment you'll need

What to expect

Tagging your load

Before hauling a load out of the forest, you will need to fit four loading straps across the back of your vehicle. The loading helps law enforcement see that you have a valid permit and have collected your wood legally.

You'll get your load tags after you purchase your permit. Each load tag is equal to a 1/2 cord of wood.

How many tags do you need?

Filling out tags for online permits

Online firewood permit buyers are emailed black and white load tags that you will need printed with your permit.

To validate your tag, you'll need to:

- Fill in the day and month that you're harvesting the wood with a black marker. For example, if you harvested on the 4th of July, you would fill in "4" for day and "7" for month.
- Punch holes in the dotted lines.
- Place each tag in its own zip-top bag, and close the bag.
- Nail your tag(s) to a piece of wood in the back of your load so that it is visible to cars behind you.

Filling out tags for in-person permits

You will receive a council load tag tag when you buy your permit from a district office or a ranger station.

To validate your tag, you'll need to:

- Punch out the month.
- Punch out the date.
- Nail your tag(s) to a piece of wood in the back of your load so that it is visible to cars behind you.

Using your firewood

How to plan your trip

Contact us

Baldwin/White Cloud Ranger Station and District

Cadillac/Manistee Ranger Station and District

Huron Shores Ranger Station and Tawas and Harrisville Ranger Districts

Mio Ranger Station and District



CB

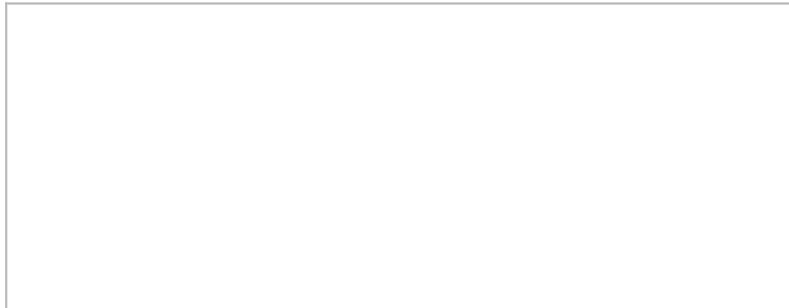
Christine Bath on Dec 11 at 11:02pm

Recommended alternative language if
no permits would be:

Firewood season has ended
Season reopens Jan 1, 2020

With button going from green to dark
gray.

Comments:



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ts of the 

CB

Christine Bath on Dec 11 at 11:03pm

This could be a place where we could link to fire precaution levels and when they affect cutting.

Question: Do all forests limit firewood cutting during high fire precaution levels? It was not mentioned for this specific forest.

Comments:

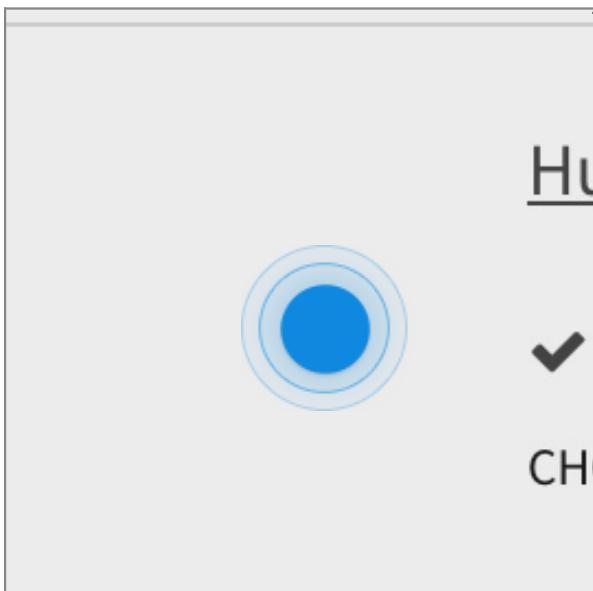
CB

Christine Bath on Dec 11 at 11:03pm

This could be an in-page link to the
"measuring your load" section with
details on what a cord is.

Comments:

4 cords of wood. A



Christine Bath on Dec 12 at 3:50pm

Something to consider:

When do breadcrumbs and progress bar become the same thing? Do we need both?

Should the progress bar be more about the time of each section? When should it start?

Comments:



CB

Christine Bath on Dec 30 at 8:40pm

For our last participant, we experimented with a "secured by login.gov" footnote to the key button to smooth the way to the login.gov process.

We did not observe a noticeable difference with that participant.

More testing is needed on how users perceive the relationship between login.gov and the USFS.

Comments:

17

D
Ba

CB

Christine Bath on Dec 30 at 8:42pm

These maps will be PDF downloads for MVP, which is what many forests currently provide.

We observed many permit purchasers ask "Can I cut here" and working with frontliners to read printed maps to verify if a location was open for cutting. An interactive map where users could navigate to a specific location and get a yes / no / it depends answer could be useful to consider in the future.

CB

Christine Bath on Jan 2 at 7:20pm

This is currently slated for release 3 on the product roadmap.

Comments:

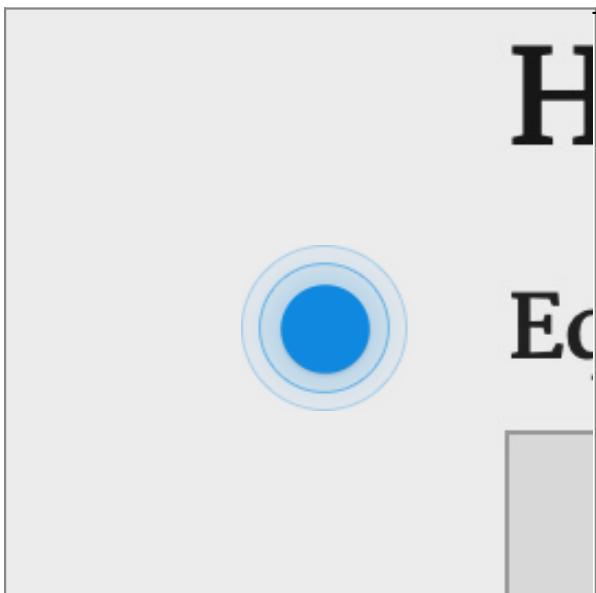
CB

Christine Bath on Dec 30 at 8:42pm
Participant feedback:

Important conditions and load tag concepts (including the need for a marker and zip-top bag) were lost. Consider breaking up groups of conditions with introductory or explanatory images.

Comments:

[REDACTED]



Christine Bath on Dec 30 at 9:19pm

This section could act as a checklist of things you'll need to bring with you. A starter list may include:

- A vehicle that you can haul wood in, like a truck or a trailer.
- A chainsaw (including requirements like spark arrestors, etc)
- Your permit
- Your tags
- Cutting map
- Info sheet
- A nail and hammer, or staple gun, to affix the load tag to your load
- A pen to fill our your product quality report

If you have print-out tags

- A marker to fill out your tag
- A zip-top bag to put your completed tag inside

Comments:

CB

Christine Bath on Dec 30 at 9:20pm

This section could be used to describe that firewood gathering is a laborious process, and people often do it in a group. This area could also set expectations on the number of trips they may need to take to collect their full permitted amount.

Comments:

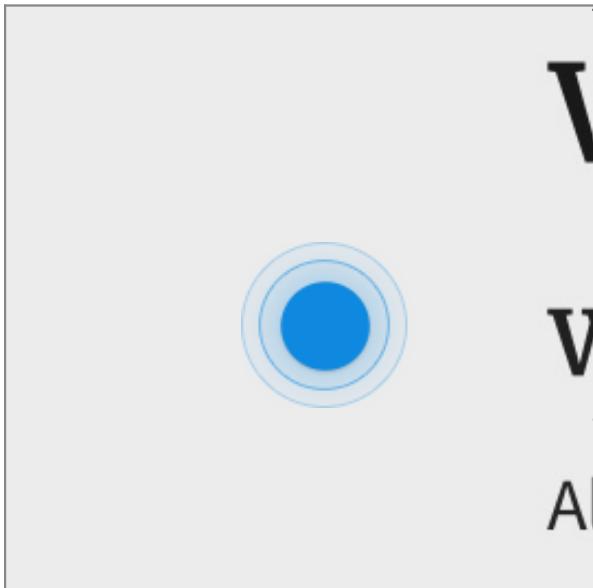
CB

Christine Bath on Dec 30 at 9:22pm

This section can explain how to measure the load for a certain vehicle size, and how many tags they should use.



Comments:



Christine Bath on Dec 30 at 9:23pm

Some forests also have regulations on what species of wood can be collected.

And, some forests provide guidance on what types of wood are best for burning. This kind of guidance could exist here as well.

Comments:



CB

Christine Bath on Dec 30 at 9:32pm

This section may evolve as more research is done. But our current thinking is this section can provide guidance on how to plan your trip. Possible conditions include:

- Don't rely on GPS (also on xmas tree permits)
- Tell a friend where you are going (also on xmas tree permits)
- Check the weather and fire prevention level
- Check the map and the latest timber sales to make sure where you are planning to go is open for firewood cutting
- Make sure you have what you need (see equipment link)

Comments:

CB

Christine Bath on Dec 30 at 9:33pm

Some forests provide guidance on storing and "seasoning" wood. That guidance could live here.

This could be important information for users who rely on firewood for heat. However, it would be interesting to know where users currently get this information.

Comments:

CB

B



Christine Bath on Dec 30 at 9:36pm

This section can provide the district offices' contact information so that users who need to come into an office can still do so.

Possible information includes:

- Office address, phone number and/or email
- Open hours
- Get directions link

Comments:

United States government



RE
TURE

CB

Christine Bath on Jan 2 at 3:34pm

The purpose of this page is to

- Give users the information they need to decide if they want to buy a firewood permit
- Show users how to buy a permit, online or in person
- Be a reference for current updates and regulations for firewood cutting

Comments:

An official website of the United States government



The U.S. Forest Service is using login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

Sign In

Don't have an account? [Create an account](#)

[Sign in with your government employee ID](#)

[≤ Back to Open Forest](#)
[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

CB

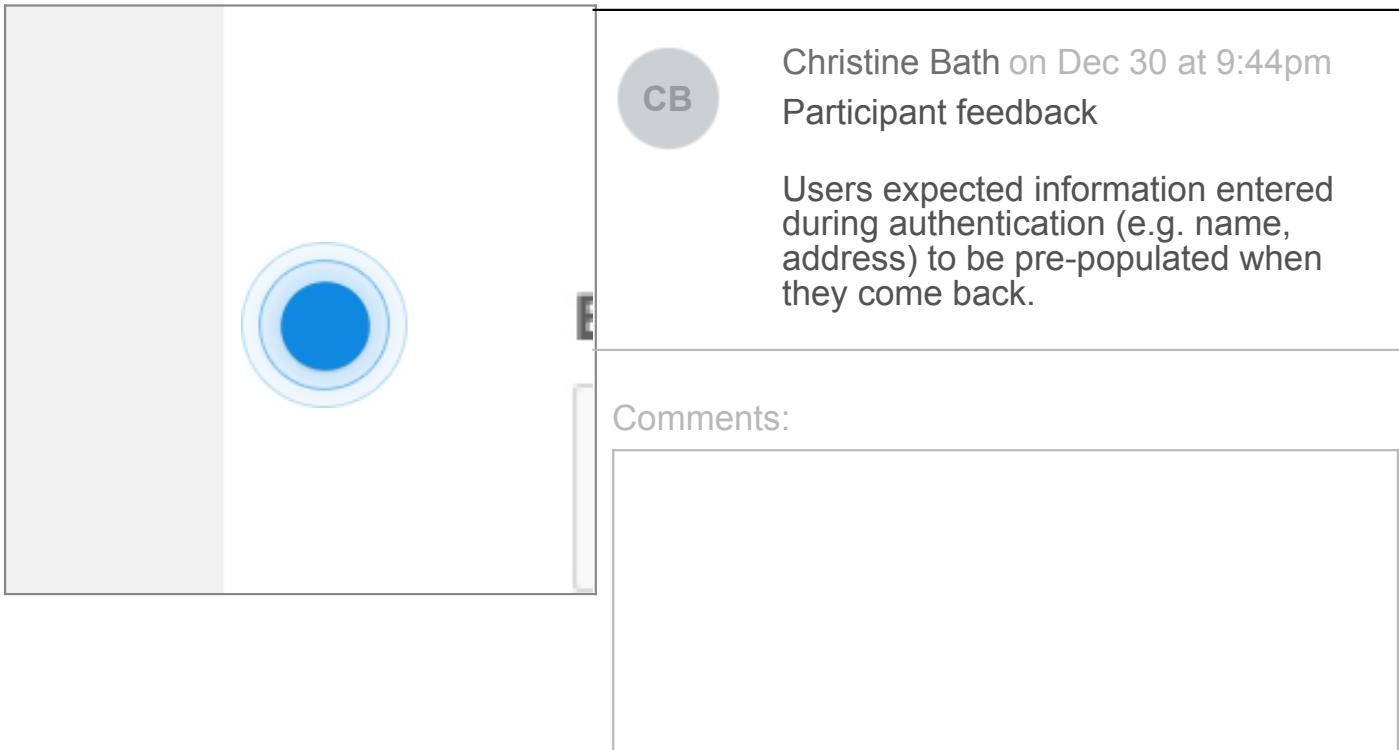
Christine Bath on Dec 30 at 9:44pm

The team is continuing to evaluate login.gov as a tool to verify permit purchasers' identity. For the purposes of this short usability test, we showed the login.gov starter screen and discussed what they expected to happen.

The purpose of this page is to

- Introduce login.gov
- Log users into login.gov if they already have an account, or have them create a new account

Comments:



CB

Christine Bath on Dec 30 at 9:44pm
Participant feedback

Users expected information entered during authentication (e.g. name, address) to be pre-populated when they come back.

E

Comments:

An official website of the United States government. Here's how you know ✓

Huron-Manistee National Forest / Firewood permit information / Buy a permit

CHOOSE FOREST → CHOOSE PERMIT → PERMIT DETAILS → PAYMENT → PRINT PERMIT

Huron-Manistee National Forest

Buy a firewood permit

You are purchasing a...

2019 Personal-use Firewood permit

For the Huron-Manistee National Forest

Expires December 31, 2019

- Permits are not refundable.
- Your permit must be printed to be valid and cannot be stored on a mobile device. If you do not have access to a printer, you can purchase your permit in-person from a district office.
- This permit is not intended for commercial firewood operations.

Permit details

Number of cords*

Each cord is \$5. Minimum of 4 cords.

Select ▾

i A standard cord is a stack of tightly piled wood 4 feet wide by 4 feet high by 8 feet long, or 128 cubic feet. The average half-ton pickup truck can carry a half cord of dry wood. [Learn more about cord measurements.](#)

Total cost for firewood permit: \$0

Permit holder information

First name *

Last name *

Address 1 *

Address 2 (optional)

City *

State *

- Select - ▾

ZIP code *

Email address *

Confirm email address *

By checking this box, I acknowledge that Open Forest will collect and store my name and email address. For more information, please see our privacy impact assessment.

Next

5

CB

Christine Bath on Dec 12 at 5:05pm

Would there be a "My account" option
in the nav after logging in?

Once I log in, can I log back in to see
past purchases? What would be under
"My account"?

Comments:

CB

Christine Bath on Dec 16 at 9:30pm

We still need to verify how login.gov
passes information back. For example,
does login.gov pass back email?



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en

Comments:

Christine Bath on Dec 30 at 9:47pm

Participant feedback:

Users expected this to be prepopulated if they entered it during their account creation process.

Comments:

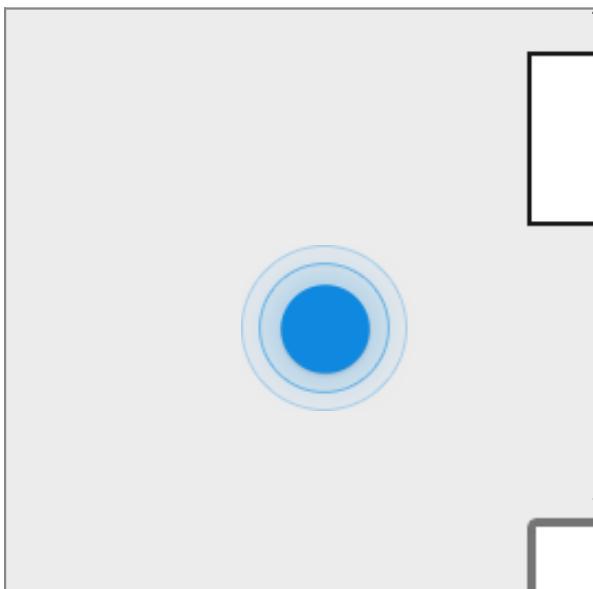
Yo
en

CB

Christine Bath on Dec 30 at 9:53pm

A note that email capture and storage could be a possible opportunity to notify people about changes. This could especially help permittees in forests that don't have info sheets.

Comments:



CB

Christine Bath on Dec 30 at 10:02pm

Participant feedback

Some participants expected to enter vehicle information. We also heard from one FS member that their forest thinks about permits by vehicle.

One participant expected to not have to reenter personal information during payment since it was entered earlier.

Comments:

The image shows a wireframe of a user interface. On the left is a sidebar containing a large blue circular icon with concentric rings. To its right is a main panel with several sections of text and a comment input field.

Permit Number Each Season

Comments:

CB

Christine Bath on Dec 30 at 10:04pm
Participant feedback

Some forests sell firewood permits by ccf instead of cords.

Question - is CCF a USFS term? Or do users think about it in that way?

Comments:

the United States government



CB

Christine Bath on Jan 2 at 3:36pm

The purpose of this page is to...
- Collect the remaining information
needed to issue a permit
- Verify information collected from
login.gov
- Finalize purchase details and
communicate total cost

Comments:

An official website of the United States government. [Here's how you know](#)



Huron-Manistee National Forest / Firewood permit information / Buy a permit

CHOOSE FOREST CHOOSE PERMIT PERMIT DETAILS PAYMENT PRINT PERMIT

Huron-Manistee National Forest Firewood cutting rules

Trees may be taken from the Huron-Manistee National Forest to be used as firewood under the below rules and guidelines. Failure to follow these rules and conditions may result in a fine.

Your permit

- Must be in your possession when collecting firewood. Copies are not allowed.
- Is for personal use only and not for commercial purposes.
- Requires the permit holder to be present at time of cutting and transport.
- Must be printed to be valid and cannot be stored on a mobile device.
- Is non-transferable, non-replaceable, non-refundable.
- Is only valid for use on the National Forest listed on the permit.
- Expires at midnight of the expiration date on the permit or when the purchased quantity of firewood have been gathered, whichever comes first.
- Cannot be reused or duplicated.
- Cannot be used to remove more products than the permit holder has purchased.

Firewood cutting

- Motorized vehicles are not allowed off existing roads that are open to the public, unless otherwise specified on this permit. Permittee parking shall not block traffic or impede fire or emergency vehicles.
- Six feet is the maximum length piece that may be removed under the firewood program without written approval.
- Cutting and gathering is allowed only on areas shown as open to cutting or gathering on the firewood maps.
- Live trees may NOT be cut.
- All dead and down trees may be gathered.
- Standing dead trees may be cut only if they are within 200 feet of a legal public road.
- No gathering or harvest of any dead trees identified by having paint marks at breast height and stump height or dead trees which have directional, trail, den tree, Animal Inn or land survey signs attached.

Tagging your load

- One validated load ticket must be attached to the back of the load for every 1/2 cord or portion thereof. Ticket must be visible from the rear.
- You must fill in your load ticket with the date of harvest.

Cutting is prohibited within:

- Within 200 feet of any lake, pond, stream or river or within 200 feet of any recreation area.
- Portions of the Manistee National Forest (as shown on firewood cutting maps) between September 1 and April 30 for protection of the endangered Indiana Bat.

* By checking this box, I acknowledge that I have read, understand, and agree to the firewood cutting rules and guidelines.

A copy of these rules and guidelines will be sent with your permit to the email address you have provided. You can print these rules and guidelines and your permit after you make your purchase.

We use Pay.gov as our trusted secure payment processor. When you click checkout, we'll redirect you to Pay.gov to buy your permit(s) and bring you back when you finish.

All permits are non-refundable.

[Continue to checkout](#)

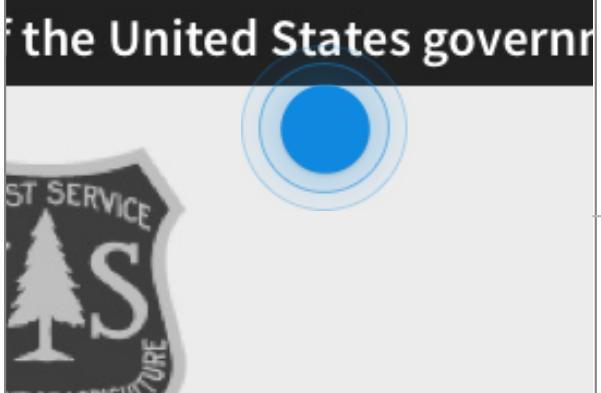
CB

Christine Bath on Dec 12 at 5:03pm
Need to verify

What rules apply to ALL forests?
What are forest-specific rules?

Items that are bolded here are based
on what a LEO circled as most
important and most misunderstood.
However, this may vary by forest.

Comments:



CB

Christine Bath on Jan 2 at 3:38pm

The purpose of this page is to...

- Have users acknowledge the firewood cutting and permit rules for their selected forest
- Communicate the firewood cutting and permit rules clearly so that users can decide if they want to continue with their purchase.

Comments:



Pay.gov®

FS ePermit Payment

Please select a payment method:

- I want to pay with a withdrawal from a checking or savings account (ACH)
- I want to pay with a debit or credit card

[Cancel](#)

[Continue](#)



CB

Christine Bath on Dec 30 at 10:08pm

Participant feedback:

There was surprise that Pay.gov allows ACH transfers. We may want to explain the Pay.gov roundtrip before it happens.

They expect information entered during authentication (e.g. name, address) to be pre-populated when they come back.

Some participants wanted to see a final list of cost, including any fees, before purchasing.

Comments:

CB

Christine Bath on Jan 2 at 3:39pm

The purpose of this page is to...

- Get payment information and pay for the permit

Comments:



An official website of the United States government [Here's how you know](#)



Huron-Manistee National Forest / Firewood permit information / Buy a permit

CHOOSE FOREST → CHOOSE PERMIT → PERMIT DETAILS → PAYMENT → PRINT PERMIT

Huron-Manistee National Forest Firewood permit confirmation

Your firewood permit has been purchased.

Your permit, load tags and required documents have been sent to abc.smith@gmail.com. If for some reason this email is incorrect, please print your documents now.

You will need to have your permit, load tags and required documents with you when collecting firewood for your permit to be valid. Your load tags will have instructions for how to fill it out and attach it to your load.

Required documents

- Your permit
- Your load tags
- Cutting map
- Include a copy of the Huron-Manistee National Forest firewood cutting regulations

[Print now](#)

These documents have also been emailed to abc.smith@gmail.com.

Order summary

Description	Quantity	Order total
2019 Firewood Permit for the Huron-Manistee National Forest	4 cords	\$20

Order details

Permit number:
0214687

Name:
Jamie Smith

Payment:
\$20

Transaction method:
Credit card

Date purchased
December 13, 2019

Additional information

Your permit, load tag and required documents have been sent to abc.smith@gmail.com.

[Return to Huron-Manistee National Forest firewood permitting information.](#)

The United States government



CB

Christine Bath on Jan 2 at 3:42pm

The purpose of this page is to...

- Communicate to users that their permit has been purchased and where their documents live (their email)
- Communicate what documents need to be printed
- Provide a way for users to print their documents now

Comments:

Instructions for tagging your load

- Fill in the day and month that you're harvesting the wood with a black marker. For example, if you harvested on the 4th of July, you would fill in "4" for day and "7" for month.
- Fold your tag on the dotted lines
- Place each tag in its own zip-top bag, and close the bag.
- Nail your tag(s) to a piece of wood in the back of your load so that the filled-in section is visible to cars behind you.

Display this section outward



DAY	MONTH
-----	-------

1/2 CORD**Huron-Manistee
National Forests**

Permit number: 8 6 5 8 2
Tag number: 8 1 4 0 2 3
Expires: 12 / 31 / 2019

FOLD

FOLD

Display this section outward



CB



Christine Bath on Dec 30 at 10:09pm
Participant feedback

Some participants mentioned wanting more tags per piece saying it'd be a lot of paper to even just hit the cord minimums.

The tools needed for validating and applying self-printed load tags to the load were often missed. Load tag affixing gear (marker, nail, hammer, bag) was expected in the “what you need” section.

Comments:



CB

Christine Bath on Dec 30 at 10:16pm

Design team feedback:

- Provide explanation of why this document exists and why it is important (perhaps woodsy or smoky could help).
- Swap month and date
- Should the "face outward" quadrant have a note on it that this is the section to display outward?
- Consider forest elements for patterns

Comments:

CB

Christine Bath on Jan 2 at 3:44pm

This is a demo of what a printable load tag may look like.

The purpose of this document is to...

- Flag for law enforcement that the driver has a valid firewood permit
- Provide instructions to permit purchasers on how to fill out and attach their tag to their load.

Instructions for tagging

Comments:

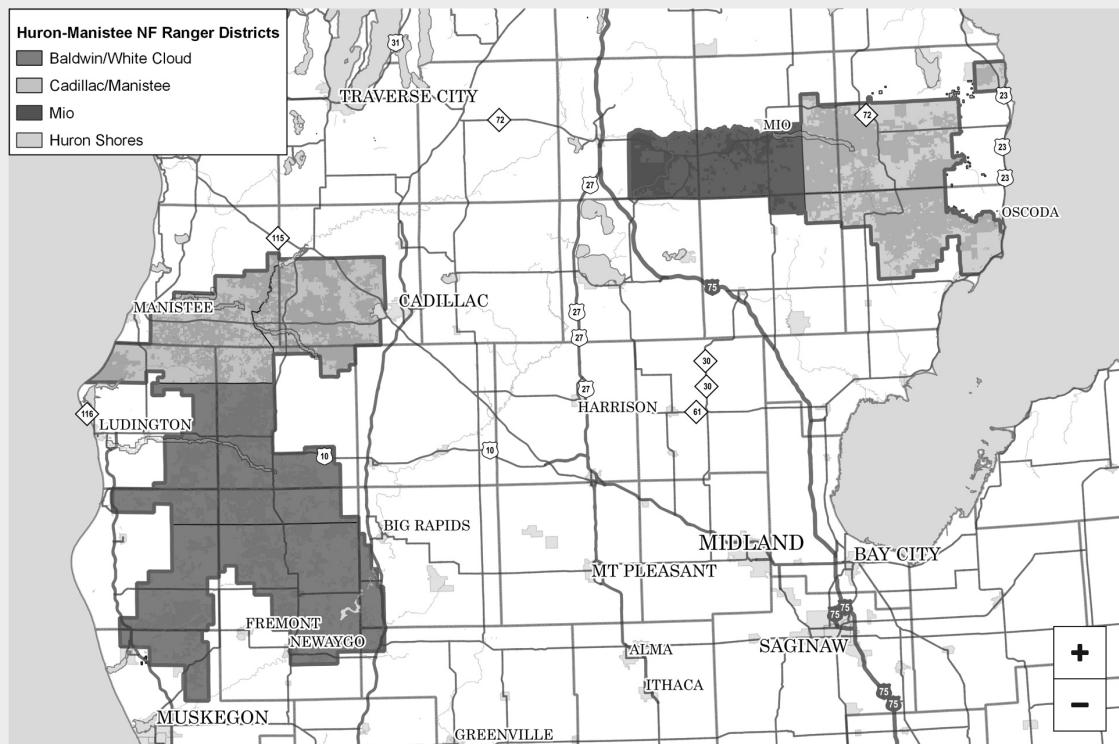


[Huron-Manistee National Forest](#) / [Firewood permit information](#) / [Check a location](#)

Huron-Manistee National Forest

Lookup a location on the firewood cutting map

Search by road number or coordinates





Huron-Manistee National Forest / Firewood permit information / Check a location

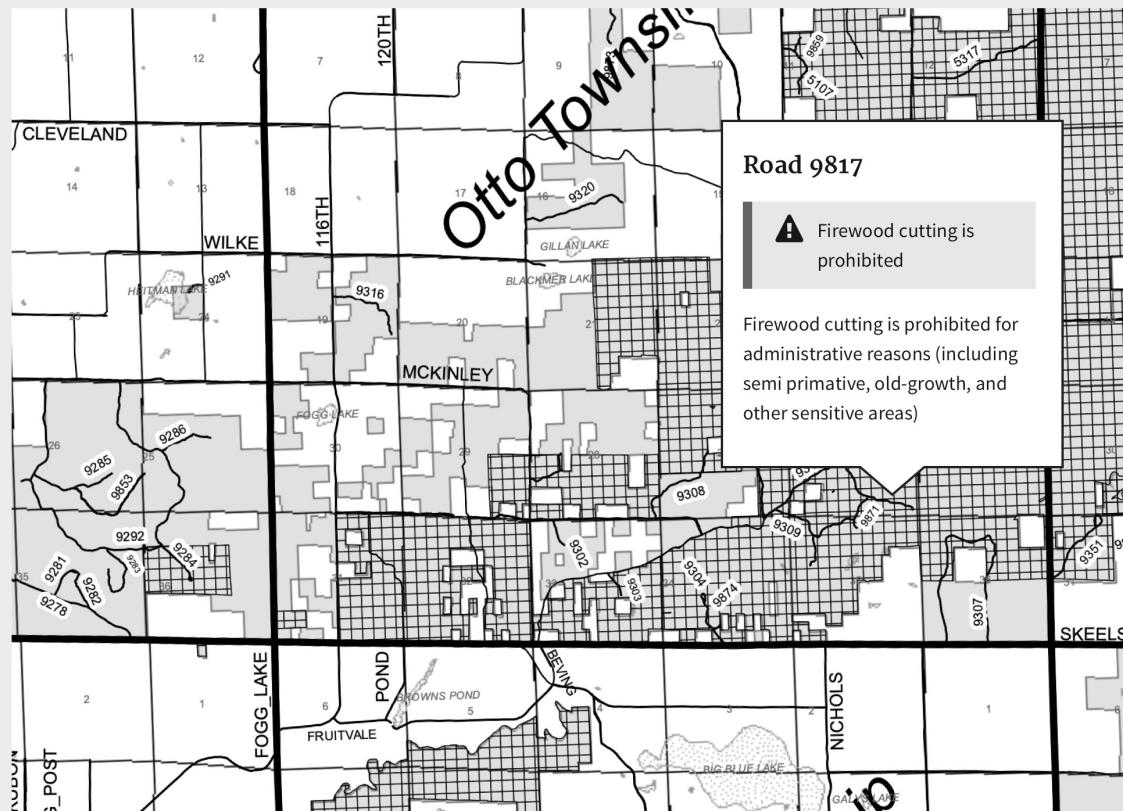
Huron-Manistee National Forest

Lookup a location on the firewood cutting map

Search by road number or coordinates

Road 9817

Road 9817



CB

Christine Bath on Dec 11 at 11:00pm
Needs a legend for different map
notations

1

Comments:



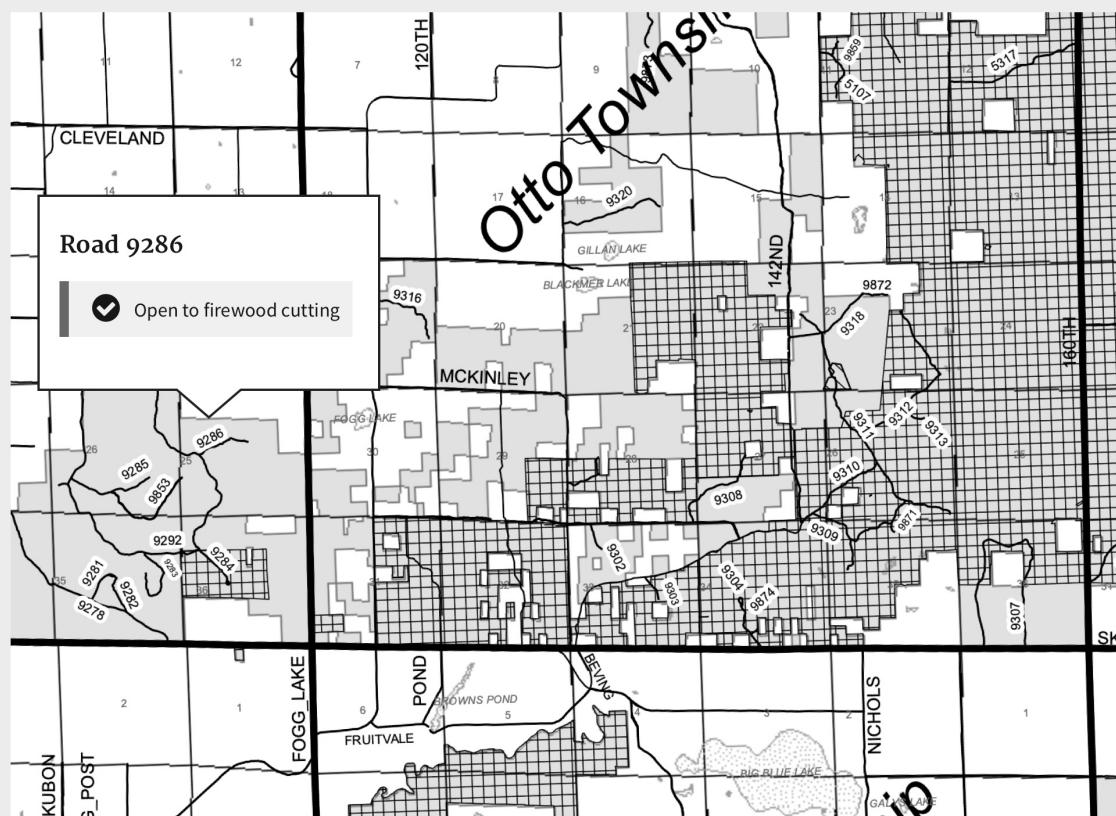
Huron-Manistee National Forest / Firewood permit information / Check a location

Huron-Manistee National Forest

Lookup a location on the firewood cutting map

Search by road number or coordinates

Road 9286





Harvesting resources from national forests

Many national forests allow you to take resources out of the forest, like mushrooms, Christmas trees, firewood, and other items. But, you may need a permit.

Find a forest

Enter your zipcode, state, or forest name

Search

Date

Location

Interviewer

Participant

ed States government H



CB

Christine Bath on Jan 3 at 9:41pm

This prototype was used as a prompt
for our Mt. Hood field trip in late Oct
2019

Comments:

**Find a forest**

Portland, OR

Show results within

100 miles



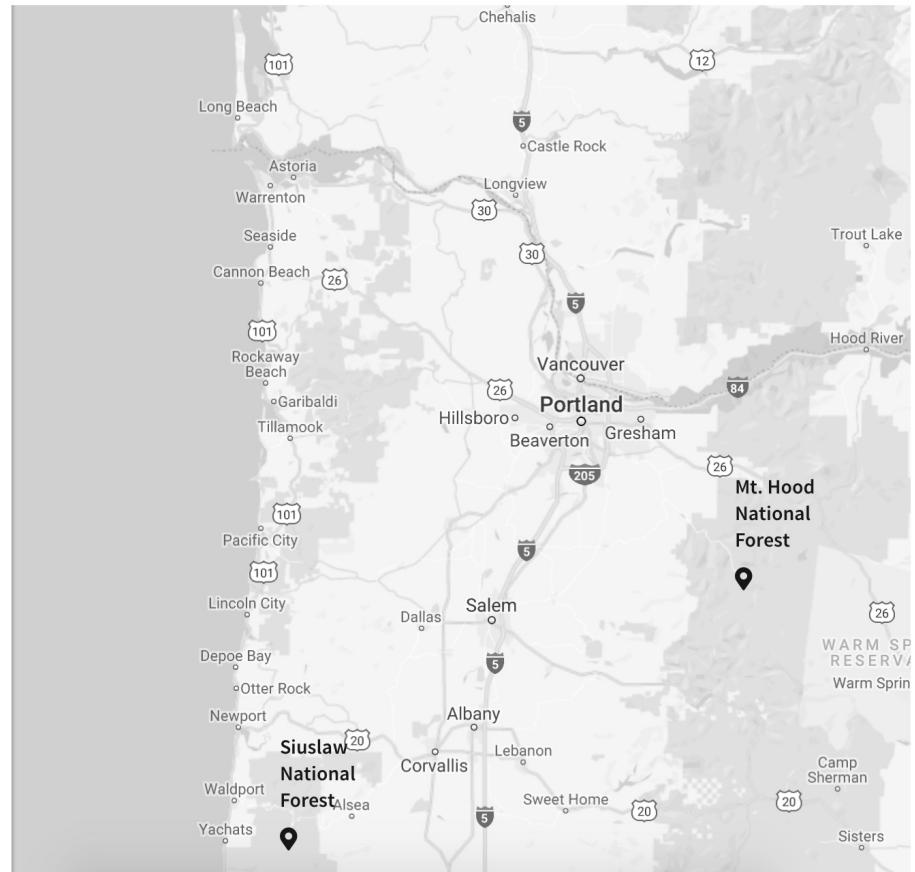
2 forests found

Filter by forest product**Mt. Hood National Forest**

47.2 miles away

Popular forest products[Christmas trees](#)[Firewood](#)[Mushrooms](#)[+ See all forest products](#)**Siuslaw National Forest**

84.8 miles away

Popular forest products[Christmas trees](#)[Firewood](#)[Mushrooms](#)[+ See all forest products](#)

**Find a forest**

Portland, OR

Show results within

100 miles

2 forests found

Filter by forest product -**Trees, timber, and wood**

- Cedar products
- Christmas trees
- Firewood
- Poles and Posts
- Specialty Pieces & Irregular Logs
- Stems
- Stumps / Root wads
- Transplants
- Yew products

Edible items

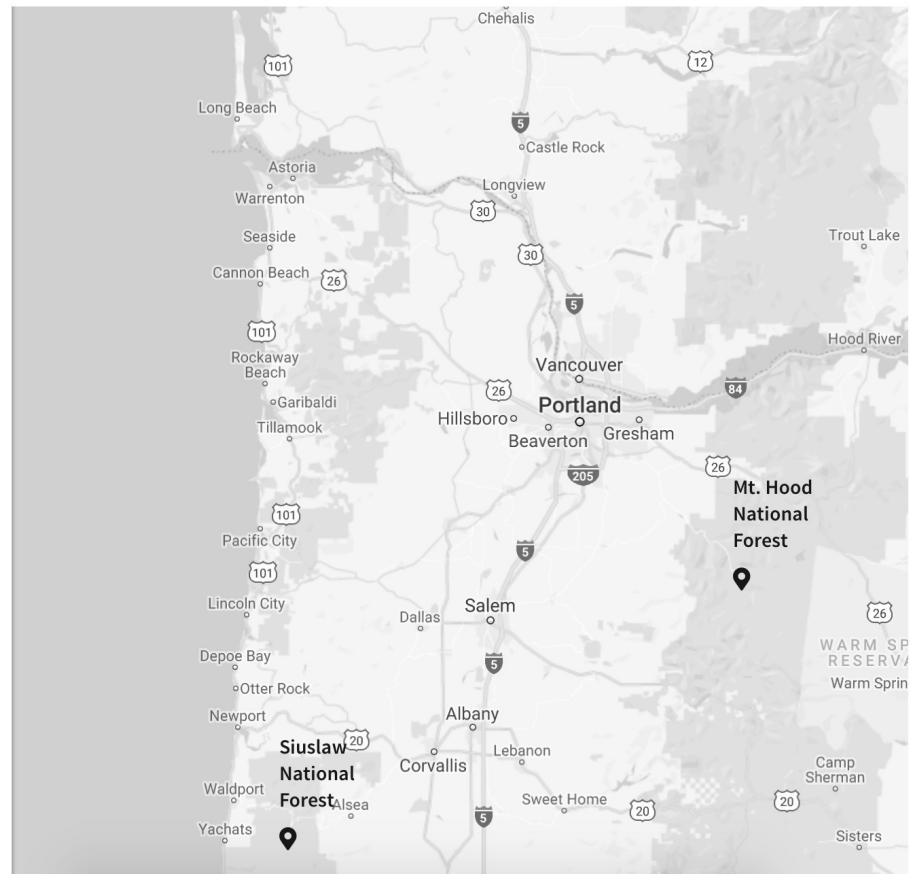
- Berries
- Medicinal
- Mushrooms

Greenery and non-edible plants

- Beargrass
- Boughs
- Cut greenery
- Ferns
- Salal
- Shrubs / Hardwoods

Other

- Seeds and dry cones





Confirm permit details

Permit type: **2019 Firewood permit**

Mt. Hood National Forest, Clackamas River Ranger District

[Select a different location or type of permit](#)**Your Order****Total:**

—

Number of cords:*There is a minimum purchase of 2 cords, and a maximum of 6 cords.*

- 2 cords, \$20
- 3 cords, \$30
- 4 cords, \$40
- 5 cords, \$50
- 6 cords, \$60

i A standard cord is a stack of tightly piled wood 4 feet wide by 4 feet high by 8 feet long, or 128 cubic feet. The average half-ton pickup truck can carry a half cord of dry wood. [Learn more about cord measurements.](#)

How do you want to receive your permit?

- Pick up at a forest service office
- By mail
- Printable version sent by email
- Sent via text message (SMS)

Next

Date

Location

Interviewer

Participant



Confirm permit details

Permit type: **2019 Firewood permit**

Mt. Hood National Forest, Clackamas River Ranger District

[Select a different location or type of permit](#)**Your Order**

x 2 \$10 per cord

Total: **\$20****Number of cords:***There is a minimum purchase of 2 cords, and a maximum of 6 cords.*

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