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## VICE PRESIDENT GORE COMMENDS MMS FOR NPR EFFORTS (#40066)

Utilizing interactive electronic communications, Vice President Al Gore commended employees at the U.S. Department of the Interior's Minerals Management Service (MMS) last week for their progress in reinventing government by promoting customer service excellence and partnerships with the public and private sectors, MMS officials announced today.

"On [September 20], President Clinton and I held a press briefing on Customer Service at the White House, and your customer service standards are a prominent part of those which were presented to the American people," Gore said.

"MMS is an important member of the federal family and I encourage you to continue to work together as a team to manage our natural resources," he said. "Congratulations on your initiative."

The Vice President's message came across the Information Superhighway during MMS National Performance Review (NPR) celebrations in the Pacific and Gulf of Mexico regional offices where awards were given out for team accomplishments in reinvention.

The celebrations were led by acting MMS Deputy Director Carolita Kallaur in the Gulf of Mexico region and by Associate Director for Offshore Energy and Minerals Management Thomas Gernhofer in the Pacific region. At both events, Interior Chief of Staff Tom Collier also used the bureau's electronic communications, known as "NPR Talk Back," to congratulate award recipients and "all MMS employees who support this worthy goal of reinvention."

MMS' senior managers will continue to host NPR award celebrations through the month of October at the following locations:

- Houston area employees: October 4
- Dallas area employees: October 5
- Washington/Herndon area employees: October 16 (tentative)
- Denver area employees: October 25
- Oklahoma City and Tulsa area employees: October 26

The NPR ceremonies are part of a national campaign to

highlight federal employees who have demonstrated leadership in implementing changes in the workplace. Under NPR, federal employees are empowered to take individual and collective initiative to make government work more efficiently and become more responsive to customer needs.

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