



Animal and Plant
Health Inspection
Service

Office of the
Administrator

1400 Independence
Avenue SW
Washington, DC
20250

June 11, 2015

Dear Stakeholders:

As part of our commitment to being a customer-focused Agency, APHIS is launching a new, toll-free number to make it easier for stakeholders like you and members of the public to locate Agency resources and information. The phone number is live now, and our program specialists can be reached at 844-820-2234 Monday through Friday from 8:30 a.m. to 5:00 p.m. Eastern time.

The idea for this 800 number is based on the simple premise that you should only have to make one call to get the information you need. This is especially important at an Agency like APHIS where we have a diverse mission, and it can be challenging for stakeholders to know where to look or who to call to get the information they seek.

Some stakeholders, of course, work with APHIS on a regular basis and already know which office to contact, but for those who don't, our goal is to provide a first point of contact and help you navigate the Agency. The program specialists taking your calls will work to answer your questions directly or connect you with the appropriate experts in our Agency. Whenever possible, we'll also refer you to relevant resources on the APHIS Web site to make it easier to find what you need in the future.

As Federal employees, I believe we are all customer service agents working on behalf of American tax payers. APHIS provides many valuable services from protecting and promoting U.S. agricultural health to administering the Animal Welfare Act and carrying out wildlife damage management activities, but if it's not easy for you to access these programs and services, then we're not doing our job as well as we should.

Our goal is to provide outstanding customer service, and we hope this new 800 number becomes a helpful resource for all of our many stakeholders. If you use the line in the coming days, weeks or months and would like to share your feedback, please contact Hallie Zimmers, APHIS' National Stakeholder Liaison, at 202-799-7029 or by email at hallie.zimmers@aphis.usda.gov.

Sincerely,

Kevin Shea
APHIS Administrator