



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
441 G STREET NW
WASHINGTON, D.C. 20314-1000

AUG 9 2010

REPLY TO
ATTENTION OF

S: 19 August 2010

CECW-CO-N

MEMORANDUM FOR CHIEFS, OPERATIONS AND NATURAL RESOURCES
MANAGEMENT DIVISIONS AND DISTRICTS, AND OPERATIONS PROJECT
MANAGERS

SUBJECT: Natural Resources Management (NRM) Park Ranger Community of Practice (CoP) Advisory Board - FY10 Accomplishments and Announcement of a Park Ranger/Visitor Safety Survey

1. Last fall, I announced the FY10 NRM Park Ranger CoP Advisory Board membership and identified the tasks that the Board would be undertaking during this fiscal year (Encl 1). I would like to take this opportunity to share several of the team's accomplishments and update you on what the Board has planned for the remainder of FY10. Listed below are just a few of the team's completed actions:

a. Conducted a comprehensive review of the South Pacific Division's "Analysis of the Corps Visitor Assistance Program" report and submitted recommendations to HQUSACE for consideration and follow-up action.

b. Conducted an NRM-wide survey with field-level managers and rangers regarding radio communication equipment and support services provided by ACE-IT. Feedback from field projects was forwarded to HQUSACE for consolidation and use in discussions with the HQUSACE, Corporate Information Office.

c. Presented a NRM briefing at the Pre-Commanders course at HQUSACE. Mr. Mark Willis, Park Ranger, Nashville District, discussed the value of the NRM program and described the unique responsibilities and scope of employment authorities of the Corps park ranger. His presentation achieved the Board's objective of having a park ranger presence at the course to help ensure that all new commanders are aware and supportive of the park ranger's role within USACE. This inaugural event was a tremendous success and we will continue these park ranger briefings at all future Pre-Commanders courses.

d. Completed an analysis and posted the results of the 3-Up/3-Down feedback exercise with all Park Ranger CoP members. The survey asked two simple open ended questions: 1) in your opinion, what are the 3 most positive aspects of the USACE Park Ranger Program and, 2) in your

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opinion, what are the 3 most negative aspects of the USACE Park Ranger Program? The results are posted on the Gateway at: <http://corpslakes.usace.army.mil/rangers.cfm>. This feedback is being used to identify current issues that need further attention as the Park Ranger CoP develops a comprehensive survey of managers and park rangers.

2. The Advisory Board's plan for the remainder of FY10 is to focus primarily on conducting a comprehensive on-line Park Ranger/Visitor Safety Survey later this month with all park rangers and managers having Visitor Assistance responsibilities. The objective of this survey is to assess the current on-the-ground situation on key items covering visitor and ranger safety, equipment, law enforcement agreements, training and other issues identified from the 3Up/3Down survey, SPD Visitor Assistance report and from other sources. The Board anticipates releasing the survey instrument to participants by the end of this month.

3. I will be providing more information on the survey in the next two weeks but want to make sure we give our temporary park rangers who will be leaving (or have already left for the season) an opportunity to complete the survey. We also understand that some temporary park rangers may not have been issued a CAC and therefore do not have access to a computer at work. I recommend that immediate supervisors inform temporary park rangers in those above circumstances of the upcoming on-line survey and offer them an opportunity to provide an alternate email address to receive the survey invitation. The supervisor must forward the full name of each individual (last name, first name) and their alternate email address to the survey team (via Outlook message to Bonnie F. Bryson@usace.army.mil) by 19 August 2010 so that they can be included in the survey distribution. An Excel spreadsheet is attached that should be used to transmit this information (Encl 2). This is a strictly voluntary option, and offered only to temporary employees who will not have access to a Corps computer during the survey period.

4. I'm very pleased with the Board's progress to date and excited to see the results of the new survey. The Board serves as a cross-functional team of advisors with a primary mission of insuring that the USACE Park Ranger remains relevant, ready and responsive, and will be appropriately positioned for the future of our organization. Questions related to the Park Ranger CoP Advisory Board should be directed to Freddie Bell, via email at Frederick.b.bell@usace.army.mil, or at 615-822-4846.

FOR THE COMMANDER:

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MICHAEL G. ENSCH
Chief, Operations
Directorate of Civil Works



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WASHINGTON, D.C. 20314-1000

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MEMORANDUM FOR CHIEFS, OPERATIONS DIVISIONS, MAJOR SUBORDINATE
COMMANDS AND DISTRICTS, AND OPERATIONS PROJECT MANAGERS

SUBJECT: FY10 Natural Resources Management (NRM) Park Ranger Community of Practice
(CoP) Advisory Board

1. I'm pleased to announce the members of this year's NRM Park Ranger Community of Practice Advisory Board and the Board's new Chair, Mr. Freddie Bell, Park Manager, Old Hickory Lake. The Park Ranger CoP Board consists of a representative from each of the Major Subordinate Commands, as well as the program manager/committee chair from the various park ranger-related national NRM programs. The Board serves as a cross-functional team of advisors with the goal of providing an ongoing support platform for the U.S. Army Corps of Engineers Park Ranger Program. The current membership includes:

Park Ranger CoP Board Chair (four-year term)

- Freddie Bell, Park Manager, Old Hickory Lake

MSC Representatives (four-year terms)

- John Pasa, Park Ranger/NRM Specialist, NWD Representative
- Carrie Richardson, Senior Park Ranger, SPD Representative
- Traci Robb, NRM Specialist, SWD Representative
- Sandra Spence, Operations Project Manager, MVD Representative
- Scott Strotman, Natural Resources Program Manager, SAD Representative
- Tara Whitsel, Park Ranger/NRM Specialist, NAD Representative
- Todd Yann, Park Manager, LRD Representative

National Program Managers/Committee Chairs

- Pat Barry, Interpretive Services and Outreach Program Manager
- Carolyn Bauer, Volunteer Clearinghouse Program Manager
- Chris Gallagher, Partnerships Advisory Committee Chair
- Bill Jackson, Visitor Assistance Lead PROSPECT Instructor
- Marilyn Jones, NRM Career Development Program Chair
- Rick Magee, National Sign Program Manager
- Lynda Nutt, National Operations Center for Water Safety Manager
- Jim Runkles, NRM Uniform Committee Chair

Headquarters Support

- Steve Austin, Headquarters Proponent
- Dr. Bonnie Bryson, ERDC Support Specialist

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2. The Park Ranger CoP Advisory Board will undertake a number of critical tasks in FY10 as identified in the Board's Project Management Plan, including:

- Publishing the results and analysis of the 3-Up and 3-Down Survey.
- Conducting a comprehensive survey to assess visitor and ranger safety, staffing levels, training needs, equipment requirements, etc.
- Developing plans and tools to communicate the role of the ranger to Commanders, other Corps elements and the public.
- Exploring various park ranger associations and supporting the establishment of a Corps Park Ranger Association.
- Supporting Park Ranger conferences at the division, district and national levels.
- Developing guidance for succession and retention planning for Park Rangers and conducting exit surveys.
- Reviewing and providing recommendations to the SPD's "Analysis of the Visitor Assistance Program" report.
- Supporting the National Recreation Program Road Map with emphasis to increase external awareness of the Corps Recreation Program.
- Reviewing the functional relationships between the Park Ranger CoP and the various ranger-related national NRM programs and recommend ways to improve the overall coordination and operational efficiencies of these groups.

3. A special thanks goes to Mr. Charlie Burger, outgoing Chair, for his assistance in establishing the CoP Board and to Ms. Emily Tennill, outgoing SWD representative, for hosting the initial board meeting. Charlie and Emily did a great job last year.

4. Please join me in congratulating and thanking this year's Advisory Board members for their willingness to serve on the NRM Park Ranger CoP Advisory Board. Additional information on the NRM Park Ranger CoP can be found at <http://corpslakes.usace.army.mil/rangers.cfm>.

FOR THE COMMANDER:



MICHAEL G. ENSCH
Chief of Operations
Directorate of Civil Works

