



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

S: 12 January 2017

CECW-CO-N

DEC 01 2016

MEMORANDUM FOR CHIEFS, OPERATIONS AND NATURAL RESOURCES
MANAGEMENT, MAJOR SUBORDINATE COMMANDS AND DISTRICT COMMANDS

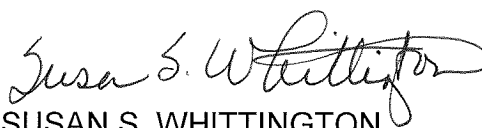
SUBJECT: USACE Park Ranger Safety Survey

1. I'm pleased to announce a new U.S. Army Corps of Engineers (USACE) Park Ranger Safety Survey that has been prepared to obtain feedback from the park ranger community on an annual basis in order to determine critical trends concerning ranger/visitor safety and effective operation of the Visitor Assistance/Natural Resources Management (NRM) program.
2. Please forward this memorandum to your Operations Project Managers for distribution to all Park Rangers and Natural Resource Specialists who work under the NRM program at your water resources development projects.
3. The survey is now open through 12 January 2017 and is available at <https://intranet.mvr.usace.army.mil/rangerapp/>. Select the Email Certificate when prompted. Immediately following the Ranger Safety Survey is a quick 3-Up and 3-Down assessment of the NRM program. The survey is anonymous, even though it is CAC enabled, there is no personally identifiable information captured.
4. Paper copies of the surveys (Encl 1) are available on the main menu of the above link for employees who do not have a CAC or access to a USACE computer. Individuals who complete the paper survey should send the document to their Major Subordinate Command (MSC) representative on the Park Ranger Community of Practice (CoP) Advisory Board. The Advisory Board members and their contact information is attached (Encl 2).
5. This survey is drafted from the Rock Island district Park Ranger Safety Survey that the district has been conducting on an annual basis during the past 20 years. Rock Island district will be compiling the information directly from the survey for distribution to all MSCs. Last year, Rock Island and Sacramento district's pilot tested the new survey with successful results.
6. This survey is the product of the Park Ranger CoP Advisory Board (Board) whose goal is to establish a focus on employee and visitor safety, and security at USACE projects. The Board recognized that the NRM surveys from 1995 and 2010 provided valuable insight into the evolution of the role of the USACE Park Ranger and NRM program but that more timely data collected on an annual basis was required to stay relevant in a rapidly changing environment.

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7. I appreciate the outstanding work of the Park Ranger CoP Advisory Board and the Rock Island district for preparing this survey that will provide management with timely and critical information on an annual basis.

8. The technical point of contact for this survey is David Reynolds, Rock Island District at 309-794-5650, david.b.reynolds@usace.army.mil. Program management POCs for this action are Michelle Frobose, Chair, Park Ranger CoP Advisory Board at 209-772-1343, michelle.t.frobose@usace.army.mil, and Stephen Austin, Senior Policy Advisor for Park Ranger Activities at 202-761-4489, stephen.b.austin@usace.army.mil.



SUSAN S. WHITTINGTON
Acting Chief, Operations and Regulatory Division
Directorate of Civil Works

Encls

1. Park Ranger Safety Survey
2. Advisory Board Contacts

USACE Park Ranger Safety Survey

This anonymous survey is conducted annually within the Park Ranger Community of Practice to provide for both an immediate reading regarding the conditions impacting park ranger and visitor safety and to determine overall trends on the effectiveness of the USACE Visitor Assistance/Natural Resources Management program.

*Complete this paper copy only if you do not have access to a government computer.
Please mail the completed survey to your Division Park Ranger CoP POC.*

GENERAL

1.) How would you describe the current level of visitor safety at your project? *(Circle your answer)*

Very good Good OK Poor Very poor

2.) During the time you have worked at your project, what is the trend in the level of visitor safety?
(Circle your answer)

Improving Staying the same Declining

3.) How would you describe your current level of personal safety while performing Visitor Assistance duties at your project? *(Circle your answer)*

Very good Good OK Poor Very poor

4.) During the time you have worked at your project, what is the trend in the level of personal safety while performing Visitor Assistance duties? *(Circle your answer)*

Improving Staying the same Declining

5.) Does your project have any contracts for law enforcement services? *(Circle your answer)*

Yes No

5a.) If you have one or more contracts for law enforcement services in place, do you believe that at your project:
(Circle your answer)

Visitors are safer because of it? **Yes No Uncertain**
Employees are safer because of it? **Yes No Uncertain**

6.) Which one of the following factors will most enhance park ranger safety at your project? *(Circle ONE)*

- a. Park ranger training
- b. Personal safety equipment
- c. Patrol vehicle
- d. Patrol vessel
- e. Communication equipment
- f. Uniform
- g. Corps back up/support from other Visitor Assistance personnel
- h. Back up/support from contracted law enforcement agencies
- i. Back up/support from non-contracted law enforcement agencies
- j. Park ranger staff selection/hiring
- k. Park ranger educational requirements
- l. Level of authority for park rangers
- j. Other (please list):

7.) Considering the single most important factor to improve in Q 6 above, what improvement should be made?

EQUIPMENT

8.) What is the single most important improvement that should be made regarding equipment in your patrol vehicle/vessel?

9.) What is the single most important improvement that could be made regarding communication equipment?

10.) Do you purchase body armor at your personal expense to wear while on duty and/or patrol?

(Circle your answer)

Yes No

PERSONAL SAFETY

11.) In the past 12 months, how many verbal abuse incidents did you experience while performing your official duties? Verbal abuse is defined as abuse inflicted by one person on another by means of spoken words in a way that causes distress, fear, or similar emotions. Verbal abuse may include name-calling, insults, threatening gestures, excessive and unfounded criticism, humiliation, and denigration.

Verbal abuse incidents # _____

12.) In the past 12 months, how many verbal threats did you experience while performing your official duties? A verbal threat is defined as an intent to inflict harm on another person communicated to that person by speech.

Verbal threats # _____

13.) In the past 12 months, how many incidents of physical intimidation did you experience while performing your official duties? Physical intimidation is defined as use of one's physical presence in a threatening way as to coerce the other person. An example of physical intimidation is a visitor blocking a ranger's exit of a campsite with his body or his vehicle.

Physical intimidation # _____

14.) In the past 12 months, how many incidents did you experience that involved a threat with a visible weapon while performing your official duties? A threat with a visible weapon is defined as an intent to inflict harm on another person communicated verbally or non-verbally to that person while in possession of a weapon. A weapon is defined as a gun, knife, hatchet, vehicle, etc.

Threats with a visible weapon # _____ **Type of weapon** _____

15.) In the past 12 months, how many physical contact/battery incidents did you experience while performing your official duties? Physical contact/battery is defined as the nonconsensual touching of, or use of force against, the body of another with the intent to cause harmful or offensive contact. Examples include touching in an aggressive manner, forcibly grabbing an arm, striking with a fist or object.

Physical contact/battery incidents # _____

16.) In the past 12 months, how many bodily injuries did you experience requiring first aid or medical attention that resulted from physical/contact battery incidents reported in Question 15?

Bodily injuries # _____

17.) In the past 12 months, how many incidents are you aware of where a visitor to your project was physically or verbally abused or threatened by another visitor?

Abused/threatened incidents # _____

18.) Do you believe wearing the Corps park ranger uniform, compared to the way other Corps employees dress, makes you: *(Circle your answer)*

More safe Less safe Neither more or less safe Uncertain

18a.) Why?

TRAINING

19.) Do you believe you have received the proper training to safely perform your Visitor Assistance duties?
(Circle your answer)

Yes No Uncertain

20.) Please check if you have received the following training:

- First Aid/CPR (every 2 years)**
- Blood Borne Pathogens (annually)**
- PROSPECT – Visitor Assistance NRM Course #147**
- Oleoresin Capsicum (Pepper Spray) Initial Certification**
- Visitor Assistance Refresher (including hands on self-defense)**
- Division/District Visitor Assistance Course**
- Oleoresin Capsicum (Pepper Spray) Refresher (every 2 years)**
- PROSPECT – Visitor Assistance NRM & Policy Course #324**
- Gangs/Cult/Drug Awareness training provided locally**

20a.) For each of the above training courses that you have not received please specify the reason.

21.) Are there any topics you need further training on to safely perform your Visitor Assistance duties?
(Circle your answer)

Yes No Uncertain

21a.) Please specify the three most important additional topics.

1. _____
2. _____
3. _____

SUPPORT

22.) Do you feel your project management staff is effectively addressing ranger safety issues? (Circle your answer)
Yes No

22a.) If no, please explain

23.) Do you feel that your co-workers are effectively addressing ranger safety issues? *(Circle your answer)*

Yes No

23a.) If no, please explain

24.) Do you feel that your district is effectively addressing ranger safety issues? *(Circle your answer)*

Yes No

24a.) If no, please explain

25.) Do you feel that your Major Subordinate Command (MSC) and/or Corps of Engineers Headquarters in Washington are effectively addressing ranger safety issues? *(Circle your answer)*

Yes No

25a.) If no, please explain

DEMOGRAPHICS

26.) Do you wear the park ranger uniform? **Yes No**

27.) How many years have you worked in your current field (NRM) for the Corps? **Years** _____

28.) What is your position? *(Circle your answer)* **permanent non-permanent**

29.) Do you have citation authority? *(Circle your answer)* **Yes No**

30.) Do you carry Pepper Spray? *(Circle your answer)* **Yes No**

31.) What percent of your time during the summer season is spent performing visitor contact duties?
(Circle your answer)

Less than 25% 25-50% 50-75% Greater than 75%

32.) Please write the project where you work. *(Optional)* _____

Please write the District where you work. (Survey cannot be compiled without District information.)

This survey was prepared by the USACE Park Ranger Community of Practice Advisory Board who conducts, evaluates and reports the findings and makes recommendations to HQUSACE for consideration and action.

Thank you for taking the time to complete this survey. Your safety and training needs are important to us.

Natural Resources Management
Park Ranger Community of Practice
Membership Roster

updated October 2016

NAME	EMAIL	PHONE
Chairperson		
Michelle Frobose	Michelle.T.Frobose@usace.army.mil	209-772-1343
Great Lakes and Ohio River Division		
Jessica Lee	Jessica.L.Grinnell2@usace.army.mil	270-465-4463
Mark Klimaszewski	Mark.A.Klimaszewski@usace.army.mil	615-736-7831
Mississippi Valley Division		
Scott Tichy (Deputy Chair)	Scott.C.Tichy@usace.army.mil	701-845-2970
Dayne C Magneson	dayne.c.magneson@usace.army.mil	515-276-4656 ext. 6511
North Atlantic Division		
Natalie McCormack	natalie.m.mccormack@usace.army.mil	978-318-8373
Hallie E Groff	Hallie.E.Groff@usace.army.mil	610-376-6337
Northwestern Division		
Stanton R. Rains	Stanton.R.Rains@usace.army.mil	816-389-3016
Pacific Ocean Division		
Angela Jones	angela.h.jones@usace.army.mil	808-438-2815
South Atlantic Division		
Scott Kelley	Scott.W.Kelley@usace.army.mil	706-856-0386
Juanita Souther	Juanita.Souther@usace.army.mil	336-921-3390
South Pacific Division		
Austin Kuhlman	austin.c.kuhlman@usace.army.mil	505-685-4371
Morgan James Barnes	Morgan.J.Barnes@usace.army.mil	559-689-3255
Southwestern Division		
Courtney Tennille Hammonds	Courtney.T.Hammonds@usace.army.mil	254-622-3332
Donivan Underwood	Donivan.Underwood@usace.army.mil	580-766-2701