



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

REPLY TO
ATTENTION OF

CECW-CO-N

S: 4 March 2011

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 - Announcement of Visitor Assistance Program Management Survey

1. Last August, Michigan State University (MSU) distributed a comprehensive on-line Park Ranger/Visitor Safety Survey to all project-level park rangers (including temporary appointments) and NRM managers that implement the Visitor Assistance (VA) program at the field level (Encl). The primary purpose of the survey was to collect park ranger and field-level manager experiences and opinions regarding VA patrol, equipment, training and trends so that we can better understand and improve employee, visitor and resource safety and security at Corps projects. Last fall, Dr. Charles Nelson at MSU collected all the responses from the survey and is currently conducting an analysis of the results. However, in order to complete our assessment of the overall health of the VA program, we are proceeding with the 2nd phase of our assessment by initiating the Visitor Assistance Program Management Survey, to obtain additional information from our Chiefs and other management team members that support the VA program at the MSC, district and project levels.
2. I am requesting that all MSC Natural Resources Management Chiefs/POCs, district Chiefs of Operations/Natural Resources Management/Technical Support Branches and their district VA program POCs, as well as all Operations Project Managers and lake/lock-level NRM managers complete the Visitor Assistance Program Management Survey by 4 March 2011. The survey can be accessed from the NRM Gateway at <http://corpslakes.usace.army.mil/employees/visitassist/survey.cfm>. District Chiefs of Natural Resources Management and Operations Project Managers should forward this message to their VA program POCs and NRM lake/lock managers respectively.
3. This purpose of the survey is to obtain feedback regarding the Visitor Assistance program from the experience and perspective of those who oversee and/or manage the program and from others who also have a role in administering the VA program. This management survey was developed in a collaborative effort between the Park Ranger CoP Advisory Board Chair, ERDC and Dr. Charles Nelson. The NRM Gateway will only serve as a portal to gather information. The aggregate results will be provided to Dr. Charles Nelson for analysis and to supplement results from the 2010 Park Ranger/Visitor Safety Survey.

CECW-CO-N

SUBJECT: Natural Resources Management (NRM) Park Ranger Community of Practice (CoP) Advisory Board - Announcement of Visitor Assistance Program Manager Survey

4. We understand this is the second survey invitation distributed to many OPMs and field-level NRM managers regarding the Visitor Assistance program - this is by design. The initial 2010 Park Ranger/Visitor Safety Survey provided OPMs and NRM managers who are still actively patrolling projects an opportunity to provide input from an on-the-ground VA perspective. The Visitor Assistance Program Management Survey will provide them an opportunity to provide input from a management and oversight perspective.

5. FAQs about the survey have been added to the NRM Gateway, and can be viewed at this link: <http://corpslakes.usace.army.mil/employees/visitassist/survey-faqs.cfm>. Survey participants that have technical questions or issues related to the survey should contact Dr. Bonnie F. Bryson at ERDC via email at Bonnie.F.Bryson@usace.army.mil. Questions related to the Park Ranger CoP Advisory Board should be directed to Mr. Freddie Bell, via email at Frederick.b.bell@usace.army.mil.

6. Thank you for your support of and participation in both surveys. I look forward to examining the results and final report that will assist us in improving our Visitor Assistance Program. We anticipate releasing the final report mid-2011.

FOR THE COMMANDER:

Encl



MICHAEL G. ENSCH
Chief, Operations
Directorate of Civil Works



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

AUG 16 2010

REPLY TO
ATTENTION OF

CECW-CO-N

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

SUBJECT: Distribution of the on-line Park Ranger/Visitor Safety Survey -
Natural Resources Management (NRM) Park Ranger Community of Practice (CoP) Advisory
Board

1. Last week, I announced the NRM Park Ranger CoP Advisory Board's plan to provide a comprehensive on-line Park Ranger/Visitor Safety Survey before the end of the month (Encl 1). I am pleased to announce that the on-line survey is ready for distribution and survey invitations will be e-mailed to participants within a few days. The population selected for this study includes all project-level park rangers (including temporary appointments) and managers that implement the Visitor Assistance (VA) program at the field level. Other NRM professionals that support the VA program such as Chiefs, Operations/NRM/Technical Support branches/sections and their staffs, and Operations Project Managers that do not perform VA duties will be contacted separately at a later date to ensure that we also hear their opinions and perspective about the program and ranger/visitor safety.
2. Dr. Charles Nelson, Michigan State University (MSU), developed the on-line survey (with input from the Corps and other resources) and is responsible for survey distribution, collection, analysis and providing a report of findings to the Advisory Board and CECW-CO. We collaborated with Dr. Nelson because of his experience and success administering surveys to other natural resources agencies and we also wanted an independent view during the development of our survey and analysis of the results. Dr. Nelson has been involved in survey research for the past 30 years including visitor assistance and security. He directed the MSU Park Law Enforcement and Ranger Institute field employee training program for 17 years and has recently evaluated visitor and resource security programs for the Wisconsin and Montana state parks agencies.
3. The primary purpose of this survey is to collect park ranger and manager experiences and opinions regarding the visitor assistance program, equipment, training, patrol and trends so that we can better understand and improve employee, visitor and resource safety and security at Corps projects. The survey directly asks for suggestions on how to improve in all these areas and input on the effectiveness of all the required equipment, training, tools and procedures that resulted

Enclosure

CECW-CO-N

SUBJECT: Distribution of the on-line Park Ranger and Visitor Safety Survey - Natural Resources Management (NRM) Park Ranger Community of Practice (CoP) Advisory Board

from the recommendations in the 1995 Visitor and Ranger Safety Final Report. I know that some of you participated in the 1995 VA review process and were involved in implementing many of the subsequent recommendations, but for those who are relatively new to the NRM community, I've attached a summary of the actions taken in response to the report's 54 recommendations and the changes/improvements made in the VA program since the final report was released (Encl 2).

4. I've reviewed this new on-line survey and look forward to studying the results of the analysis and final report. I believe it will be very beneficial in our continued effort to make improvements within the VA program and enhance our support capabilities at all levels of management within the Park Ranger CoP. I encourage everyone who receives a survey invitation to respond promptly before the survey's expiration date of 3 September 2010. I also strongly encourage supervisors to provide time during the workday for team members to complete the survey. This survey is just one of many products the Advisory Board has completed this fiscal year, and I am pleased with their progress to date. Survey participants that have questions or issues related to the on-line survey should contact MSU in accordance with the instructions provided in the survey invitation. 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:

2 Encls


MICHAEL G. ENSCH
Chief, Operations
Directorate of Civil Works