

## E-mail message to Managers

To: Corps Project Managers

Subject: Survey of recreation and natural resource trends.

1. In a 23 June 2000 letter to Division and District Commands (attached), Mr. Charles Hess (CECW-O) requested assistance from project managers in improving our understanding of Corps recreation customer needs by completing an upcoming e-mail survey concerning recreation and natural resources trends. The survey he referred to is being distributed via this e-mail message.
2. The information collected in this survey will be used to identify recreation trends on Corps projects and to help in the development and execution of recreation management and policy initiatives. This survey is an activity of the Recreation Management Support Program (RMSP). The RMSP is governed by a Leadership Team from Division, District, and Project offices and advises headquarters on recreation management and policy matters. Recreation research staff from the Engineer Research and Development Center (ERDC) collect information and perform research as directed by the Leadership Team.
3. The survey should take about 20 minutes to complete. You will be asked for your experiences and thoughts about your projects:
  - Recreation and natural resources management concerns
  - Use and need of visitor statistics
  - GIS/GPS capabilities
  - Road conditions
  - Recreation use by ethnic minorities
4. Those of you who actively manage a significant recreation program with Corps personnel should find every question pertinent to your management program. Those of you who manage small or less diverse recreation programs may find that some questions do not apply to you. We ask that you skip over those questions that address topics that do not appear to be relevant on your project(s).
5. Some of you may have a senior ranger or other staff member with more years of hands-on experience in recreation management on your project(s). If may wish to consider forwarding this message and asking that person to respond to the survey in your place. However, please do not ask concessionaires or outgrant partners to respond to the survey. We want to hear only from Corps personnel.
6. You must have access to the internet from your computer to access the survey. If you do not or if you prefer to fill out the survey by hand, please call Mercator Corp. at xxx,xxx-xxxx to have a paper copy of the survey mailed to you.
7. To access the survey, you must have version 4.0 or higher of either Microsoft's Internet Explorer or Netscape Navigator. Click here to upgrade your version of Internet Explorer <http://xxxxxxxxxxxxxxxxxxxxxx>. Click here to upgrade your version of Netscape Navigator <http://xxxxxxxxxxxxxxxxxxxxxx>.

8. When you ready to begin the survey, click once on the following link: <http://www.mercator-corp.com/corps/Corps1.htm>. Please be patient. Depending on you internet connection, you have have to wait several seconds for the survey to come up and to move from page to page within the survey.

9. The survey is being conducted by the Engineer Research and Develop Center (ERDC) and administered by Mercator Corp. If you have difficulty accessing the survey or transmitting the completed survey, you can e-mail Mercator Corp for help at [xxxxx@MercatorCorp.com](mailto:xxxxx@MercatorCorp.com). Other questions or comments regarding the survey should be sent to Richard Kasul (ERDC) at [kasulr@wes.army.mil](mailto:kasulr@wes.army.mil).

Thank you very much!

CECW-ON

23 June 2000

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS  
AND DISTRICT COMMANDS, ATTN: CHIEF,  
OPERATIONS DIVISIONS

SUBJECT: Visitor Surveys

1. The recent initiative to modernize recreation areas on Corps projects requires that we understand the needs of our recreation customers. The purpose of this memorandum is to outline two activities scheduled for this year to help define customer requirements.
2. The Recreation Facility Standards Committee is conducting the first activity. This Committee has been charged with preparing guidance on standards for improvements and future development of facilities on Corps managed recreation areas. The Committee has organized a public and stakeholder outreach effort to validate facility standards. As a part of this effort, the Committee will be requesting managers of the 17 recreation areas scheduled for modernization in FY01 to conduct a survey of visitors to these areas to identify facility and service needs. In the next month, the Committee will contact managers to request their participation and provide the survey instruments and instructions. OMB survey approvals have been obtained for these surveys.
3. The second activity addresses the challenge of meeting the needs of visitors of many ethnic backgrounds who are increasingly seeking recreation opportunities on Corps projects. During the next three months, project managers will receive an email survey from Engineer Research and Development Center staff to inquire about changes in the ethnic makeup of visitors to Corps projects. The results will be used to focus follow up efforts to define recreation needs of identified user groups in specific regions of the nation.
4. I appreciate your support in accomplishing these activities. Please advise your project level managers of these efforts, as appropriate. The Headquarters POC for this effort is Mr. George Tabb (202-761-1791).

FOR THE COMMANDER:

/S/

CHARLES M. HESS  
Chief, Operations Division  
Office of Deputy Commanding General  
for Civil Works