What you need to know for volunteering at Dewey Short Visitor Center

Updated 1/6/2016

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Position Description

Visitor Center Volunteer
The primary duty of a Visitor Center Volunteer is operation of the Dewey Short Visitor Center. Volunteers will provide up to 3 days of service per week (singles will be scheduled for 4 days) and at least 2 months of service. Visitor Center hours will be 10 am – 5 pm daily. Volunteer hours of work will be 9 am – 5:30 pm on each assigned day. Extra hours are allowed for opening, closing, assisting with daily cleaning, and other duties as needed. Volunteers will be required to wear a red volunteer vest or red shirt while working at the information desk and during education programs and events. Visitor Center Hosts who wish to receive camping in return for volunteer services will be assigned a campsite with water, electric and sewer hookups.

Specific duties include:

a. Answer questions and assist customers both in person, at the Visitor Center information desk, and by phone regarding directions, recreation opportunities, area amenities, and other resources.
b. Open and close the Visitor Center (instructions provided).
c. General housekeeping duties in the visitor center: Maintain cleanliness of floors (sweeping, mopping, and vacuuming), clean restrooms, clean windows, remove fingerprints, restock toilet paper, and empty trash receptacles as needed.
d. Pick up litter and debris around the visitor center grounds.
e. Assist park rangers with special events and educational programs both at the visitor center and at other off-site locations.
f. Perform landscape maintenance activities such as weeding, watering, or mulching.
g. Maintain brochure racks and reorder brochures when supplies are low.
h. Help update interpretive displays as needed.
i. Hosts may also assist with other duties as available and scheduled.

Sample Schedule -- *This is a sample of daily duties and will vary by day or season*

9-9:45 am – Ensure the building is clean and in working order for the day. Normally a park ranger or O&M staff will provide restroom cleaning. Volunteers assist with vacuuming; removing fingerprints from windows, stainless, and exhibits; sweep or dust mop concrete floors, dust displays. Volunteers should also check and restock brochure racks at the main entrance. If cleaning is finished and **floors are dry, janitor closet closed, and office area door (by recycling) locked,** the building may be opened early.

9:45 am – Open Visitor Center doors. Doors are opened on the Main Entrance, Rear Entrance Main Level, Rear Entrance Upper Deck, and Rear Entrance Lower Level. Automatic door opener should be turned on.

10:00 – 5:00 pm -- Volunteers assist customers at the information desk. Restrooms should be checked at least once in the morning and once in the afternoon to restock paper products and spot clean. Lower level exhibit area and upper deck should be checked at least once in the morning and once in the afternoon to address clean-up, safety concerns or vandalism. When available, Park Rangers will relieve volunteers for lunch.

4:45 pm – If there are two volunteers on duty, one volunteer may begin checking employee doors to ensure they are locked. These will include Employee Hallway, Boardroom, Break Room, Multi-Purpose Room, Outdoor Storage (x3), Mechanical Room.

5:00 pm – All other doors can be locked to include the Main Entrance, Rear Entrance Main Level, and Rear Entrance Lower Level. Automatic Door Opener should be turned off. All restrooms (x4), the Theater, Boardroom, Break Room, Work Room, Offices (x4), and Multi-Purpose Room should be checked to ensure no one remains in the building. When public is gone and all doors secured, the upper deck door may be locked and the volunteers may leave.

Who is the US Army Corps of Engineers

The Official Word…
The U.S. Army Corps of Engineers has approximately 37,000 dedicated Civilians and Soldiers delivering engineering services to customers in more than 130 countries worldwide.

With environmental sustainability as a guiding principle, our disciplined Corps team is working diligently to strengthen our Nation's security by building and maintaining America's infrastructure and providing military facilities where our service members train, work and live. We are also researching and developing technology for our war fighters while protecting America's interests abroad by using our engineering expertise to promote stability and improve quality of life.

We are energizing the economy by dredging America's waterways to support the movement of critical commodities and providing recreation opportunities at our campgrounds, lakes and marinas.
And by devising hurricane and storm damage reduction infrastructure, we are reducing risks from disasters.

Our men and women are protecting and restoring the Nation's environment including critical efforts in the Everglades, the Louisiana coast, and along many of our Nation's major waterways. The Corps is also cleaning sites contaminated with hazardous, toxic or radioactive waste and material in an effort to sustain the environment.

Through deeds, not words, we are BUILDING STRONG.

The History…
George Washington appointed the first engineer officers of the Army on June 16, 1775, during the American Revolution, and engineers have served in combat in all subsequent American wars. The Army established the Corps of Engineers as a separate, permanent branch on March 16, 1802, and gave the engineers responsibility for founding and operating the U.S. Military Academy at West Point.

Since then the U.S. Army Corps of Engineers has responded to changing defense requirements and played an integral part in the development of the country. Throughout the 19th century, the Corps built coastal fortifications, surveyed roads and canals, eliminated navigational hazards, explored and mapped the Western frontier, and constructed buildings and monuments in the Nation's capital.

From the beginning, many politicians wanted the Corps to contribute to both military construction and works "of a civil nature." Throughout the 19th century, the Corps supervised the construction of coastal fortifications and mapped much of the American West with the Corps of Topographical Engineers, which enjoyed a separate existence for 25 years (1838-1863). The Corps of Engineers also constructed lighthouses, helped

develop jetties and piers for harbors, and carefully mapped the navigation channels.

In the 20th century, the Corps became the lead federal flood control agency and significantly expanded its civil works activities, becoming among other things a major provider of hydroelectric energy and the country's leading provider of recreation. Its role in responding to natural disasters also grew dramatically.

Assigned the military construction mission in 1941, the Corps built facilities at home and abroad to support the U.S. Army and Air Force. During the Cold War, Army engineers managed construction programs for America's allies, including a massive effort in Saudi Arabia. In addition, the Corps of Engineers also completed large construction programs for federal agencies such as NASA and the postal service. The Corps also maintains a rigorous research and development program in support of its water resources, construction, and military activities.

In the late 1960s, the Corps became a leading environmental preservation and restoration agency. It now carries out natural and cultural resource management programs at its water resources projects and regulates activities in the Nation's wetlands. In addition, the Corps assists the military services in environmental management and restoration at former and current military installations.

When the Cold War ended, the Corps was poised to support the Army and the Nation in the new era. Army engineers supported 9/11 recovery efforts and currently play an important international role in the rapidly evolving Global War on Terrorism, including reconstruction in Iraq and Afghanistan. The U.S. Army Corps of Engineers stands ready to support the country's military and water resources needs in the 21st century as it has done during its more than two centuries of service.

In a Nutshell…
The Corps of Engineers is part of the US Army. It has both a military and civilian missions. USACE has nearly 800 military officers and enlisted soldiers, and over 30,000 civilian employees. Included in the civilian employees are the park rangers that you see at the lakes. We are not in the military, we just work for them.

Military Functions
•Military Construction
•Real Estate
•Overseas Contingency Operations (OCO)
•Installation Support
•Environmental of Formerly Used Defense Sites
•Interagency Support
•International Services

Civil Works Functions
- Navigation
- Flood Risk Management
- Ecosystem restoration and Infrastructure
- Hydropower
- Recreation and Natural Resource Management
- Regulatory Program: Wetlands and Waterways
- Water Supply
- Engineering and Technical Services
- Disaster Response and Recovery

Civil Works GeeWiz
- Nearly $8 in flood damages prevented for every $1 spent on Flood Risk Management
- Stewardship of 11.7 million acres of public lands
- 14,500 miles of Levees and 400 miles of shoreline protection
- 702 Dams and 926 Harbors
- 13,000 miles of Commercial Inland Waterways
- Environmental Restoration and Emergency Responses
- Recreation program generating $16 B + 270 K jobs
- 3% of Nation's Electricity: $1.5 B plus in sales
- Waterways moving goods at 50% cost of Rail and 10% cost of Trucks

Civil Works Layout

On the civil works side, the Corps of Engineers is divided into districts which are within divisions. These are decided based on watersheds (which way does your water flow) rather than state lines. This means that even though Table Rock Lake is in Missouri with other Corps lakes it is actually part of the Little Rock District. Water from Stockton, Truman, and Pomme de Terre Lakes flows toward the Missouri River so they are part of the Kansas City District. Water from Table Rock and our fellow White River Lakes flows toward the Arkansas River so we are part of the Little Rock District. The Little Rock District, along with Tulsa District, Fort Worth District and Galveston District make up the Southwestern Division of the Corps of Engineers. The Southwestern Division is headquartered in Fort Worth, TX.

Table Rock Lake

History…

In October 1954, construction of Table Rock Dam, at Branson, Missouri, was begun. Beaver Dam had been authorized a month earlier under the Flood Control Act of September 3, 1943. As with other Corps projects, these dams had a long history of proposals, refusals, counter-proposals, delays, despair, investigations, and political involvements. The Table Rock site had been under consideration for a hydroelectric power dam as far back as 1901, when the town of Hollister, Missouri, had surveyed the site for that purpose. When the Corps of Engineers entered the picture in 1928-31 in the midst of an economic depression, it made a negative decision for construction of a dam. The Corps of Engineers did report that the site was well suited for a hydroelectric dam, but added that existing economic conditions did not warrant Federal expenditures or participation.

On the eve of the economic depression of 1929, the Empire District Electric Company, a subsidiary of Cities Service, had purchased a site in the vicinity of the Table Rock site with intentions to construct a small hydroelectric power facility. The depression deferred their immediate ambitions, leaving only the hope of Federal participation for the local communities. The involved communities were well represented by civic minded leaders who were eager to devote their time labor and expenses in promoting such a project.

Unlike the Mountain Home, Arkansas area to the southeast, the Branson area was not one of chronic economic depression. The area was already recognized for its fishing; and during normal times, the community had a rather stable and moderately secure economy based on fishing and recreation, reinforced by agriculture. Lake Taneycomo had been created shortly after World War I as a result of impounded waters restrained by a privately developed power dam (Powersite), and Rockaway Beach was probably the first resort to be built in the State of Missouri. The area was hard hit by the depression, but the economy began to recover its former vitality as the Nation struggled out of its economic disaster.

If the area did not have an absolute need for a dam to assure economic prosperity, there was no question about the need for a dam to protect property in the downstream reaches from the ravages of the White River. Local citizens have etched memories of bridges being washed out, farms being washed away, houses floating down the turbulent waters, trains being shunted aside, and mud hip-deep in the middle of town. As a result of the recurring disasters the citizens of the river communities were primarily interested in a dam for flood control purposes, with hydroelectric power and recreation as attractive secondary considerations. An unusually disastrous flood in 1935 and President Roosevelt's "New Deal" to create employment through public works caused Congress to authorize a further study. This time the Corps of Engineers concluded in their report that Table Rock Dam should be built, and the dam was authorized by the Flood Control Act of 1941, for "flood control and hydroelectric power, and other beneficial water uses."

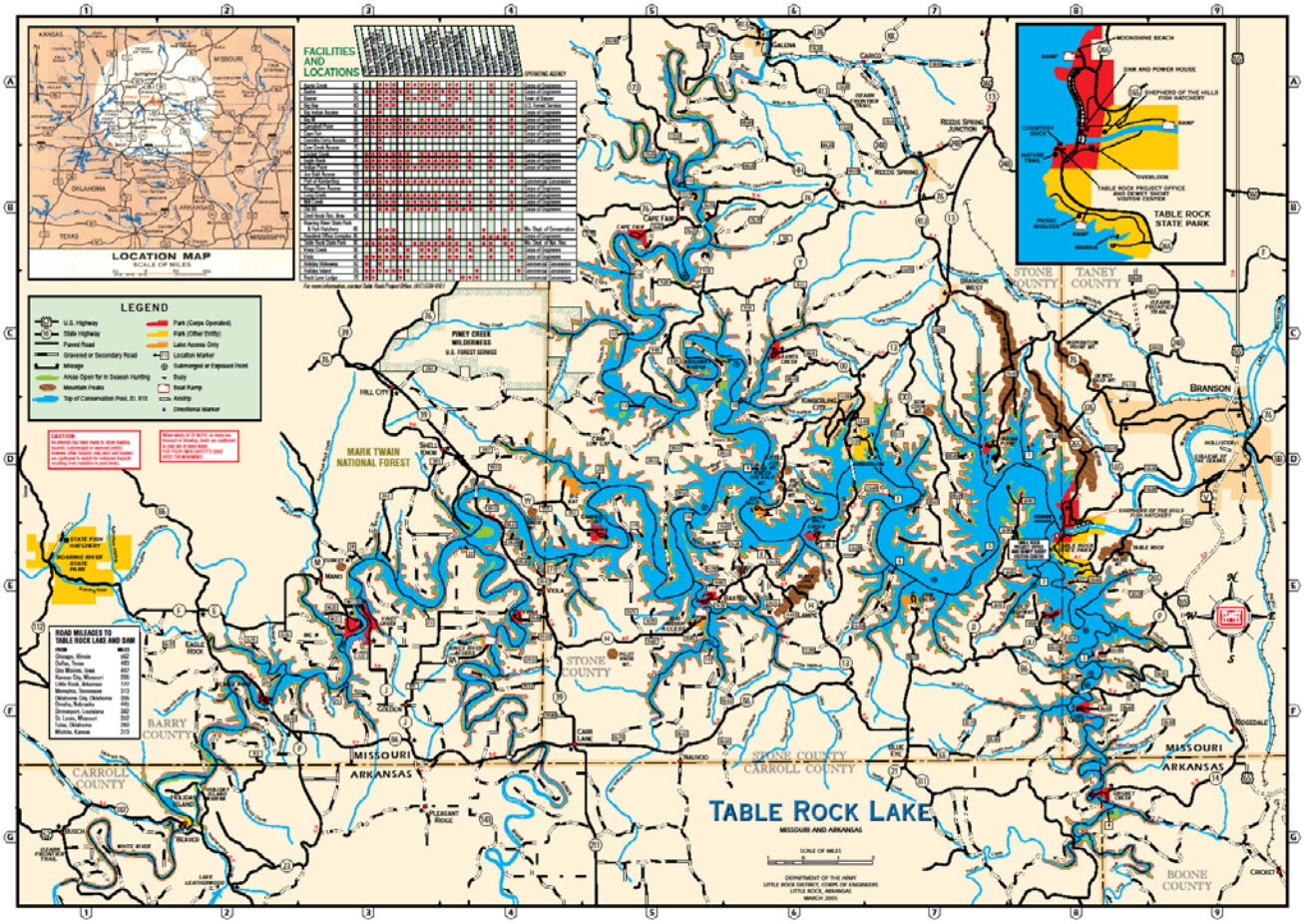
As though to emphasize the need of the dam for flood control, the rains of 1957 brought on flooding conditions while the dam was yet under construction. Some of the monoliths near the center of the dam were still being poured when rising flood waters to the back of the incomplete dam crested over these incomplete monoliths to cascade downstream into the old river bed. Though the waters were sufficiently contained to prevent downstream flooding, the unexpected quick rise in the reservoir surprised property owners who were still in the process of moving their houses and property out of the reservoir area. The towns across from Branson were saved from considerable damage. The flood delayed construction for a short period, but the project was completed in August of 1958 and power production was online in June of 1959. Two additional generating units were completed in April and August of 1961, overall construction was concluded at a cost of approximately $65,420,000.

Table Rock Dam's spillway capacity was evaluated as a result of a dam safety program in the 1990's. Using improved weather data and more modern technology and safety requirements, engineers determined that the lake would rise ten feet higher during the worst-case flood than previously calculated. An event of this magnitude would overtop the earthen embankment and destroy Table Rock Dam with catastrophic losses in downstream areas including Branson. To prevent the potential loss of life and property damages, congress approved and authorized construction of the Dam Safety Project. After considering several options and gathering considerable public input, an auxiliary spillway was determined to be the best solution. The auxiliary spillway was completed in 2005 at a cost of approximately $65,000,000.

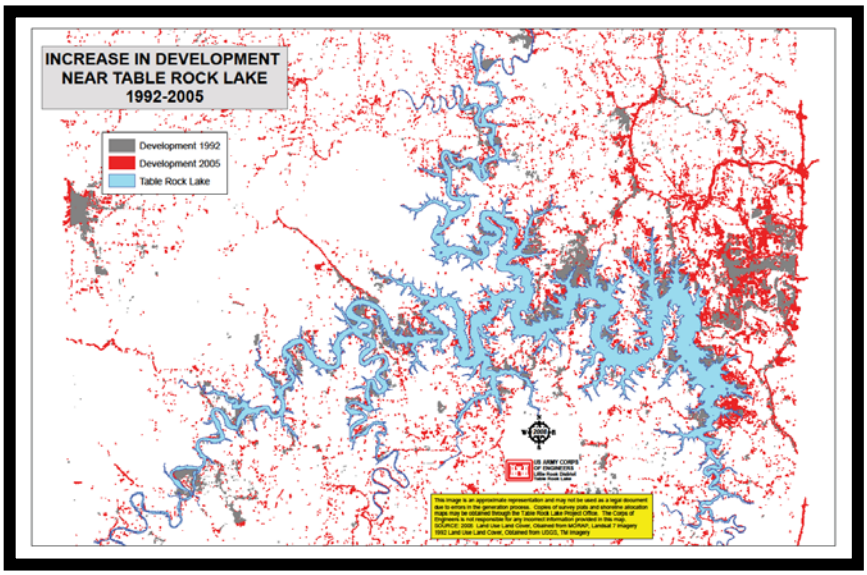
Today…

There are 12 Corps of Engineers operated recreation areas on Table Rock Lake. These areas include campsites (some with water and electric), swim beaches, and picnic pavilions. Corps operated parks include Moonshine Beach, Indian Point, Aunts Creek, Mill Creek, Baxter, Campbell Point, Cape Fair, Old Hwy 86, Cricket Creek, Viola, Big M, and Eagle Rock. The lake receives more than 15 million visitors annually and collects more than $1 million in fees. Reservations for campsites and picnic pavilions are taken through a nation-wide service called Recreation.gov or by calling 1-877-444-6777.

The lake also has 13 commercial marinas that provide boat rentals, slips and services. In addition, there are several parks that have been leased to other entities including Table Rock State Park (operated by Missouri Department of Natural Resources), Big Bay Recreation Area (operated by the US Forest Service), Long Creek Recreation Area (operated by Bass Pro Shops), Port of Kimberling (operated by Port of Kimberling Marina and Resort), and Beaver RV Park and Campground (operated by the Town of Beaver, AR).



In addition to public facilities, Table Rock Lake has more than 1800 private floating facilities (boat docks) and 100 resort leases. We also have more than 1200 Vegetation Permits which give specific permissions to adjoining land owners to alter vegetation on government owned land. Development is a continuing story around the lake. To put in a boat dock or make any type of change to government owned property a permit is required. There are many restrictions on these and anyone asking questions should be referred to the Project Office.



Stats…

Length of the dam – 6423 feet
Length of the Concrete Section – 1602 feet
Length of the Earth Embankment – 4821 feet
Maximum height of the dam above the streambed – 252 feet
Concrete in the dam – 1,230,000 cubic yards
Earth embankment – 3,320,000 cubic yards
Length of the spillway – 531 gross feet
Spillway crest gates (10) size – 45 ft x 37 ft
Outlet conduits (4) size – 4 ft x 9 ft

Elevations
Top of the dam – 947 feet above mean sea level
Spillway crest – 896 feet above mean sea level

Power Development
Generating Units – 4
Rated capacity of each unit – 50,000
Station installed capacity – 200,000

Top of the flood control pool – 931 feet above mean sea level
Top of the conservation pool – 915 feet above mean sea level
Seasonal conservation pool (June - November) – 917 feet above mean sea level

Surface area of the lake
Top of flood-control pool – 52,300 acres
Top of conservation pool – 43,100 acres

Shoreline length
Top of flood-control pool – 857 miles
Top of conservation pool – 745 miles

Storage Capacity
Flood control – 760,000 acre feet
Power drawdown and dead – 2,702,000 acre feet
Lake total – 3,462,000 acre feet

Hydropower...

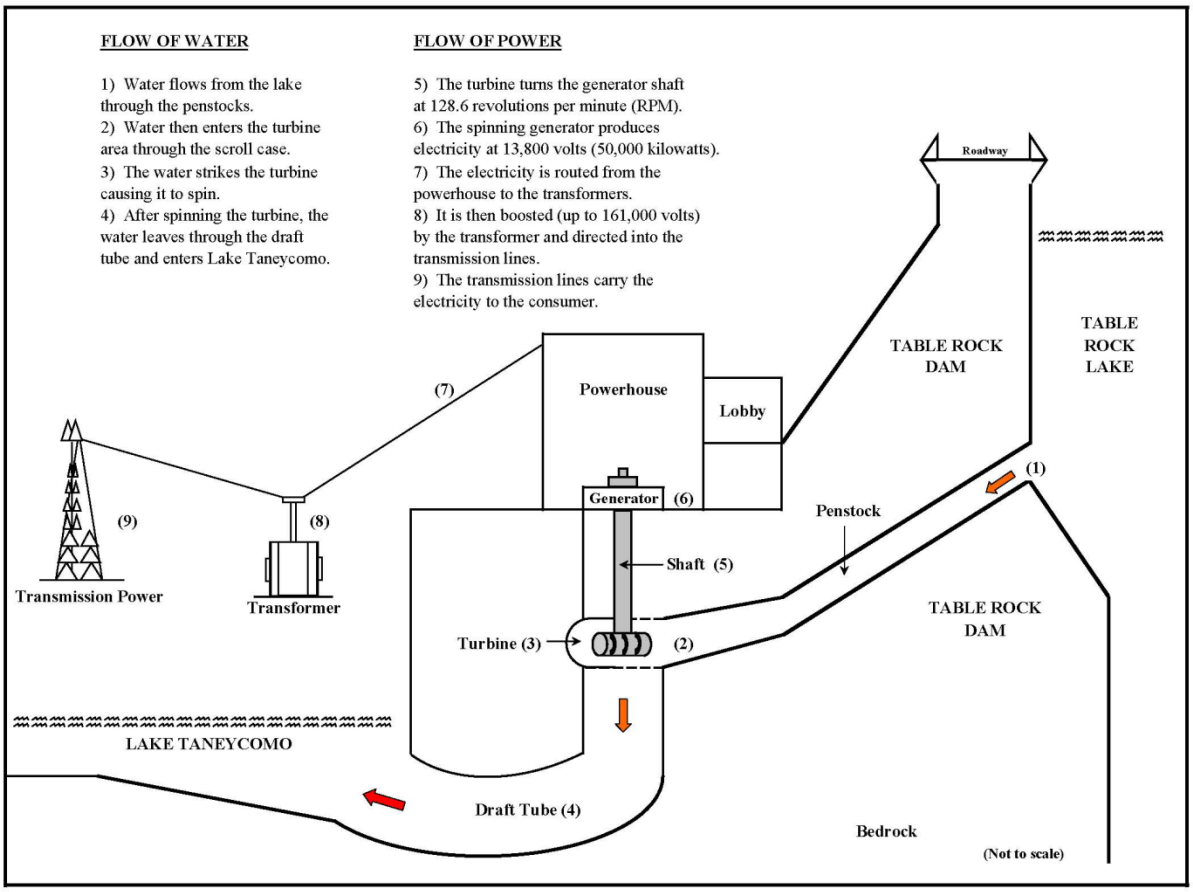


Figure 1

The primary purpose of Table Rock dam is for flood control. It is estimated that at least $300 million has been saved by flood control though 2011. Secondary purpose of Table Rock Dam is power generation. Hydroelectricity is cheap to produce, but is limited by the supply of water. It is generally used to meet peak demands such as when people get up in the morning or return home from work/school in the evenings.

Steam is the primary source of electricity in the US, generated by oil, coal and nuclear plants and used to meet demand on a constant long term basis. These facilities take a long time to get up and running but rarely shut down. Hydroelectric power plants can start producing electricity in 5 minutes, allowing quick response to peak demands.

Table Rock Powerhouse has 4 large generators and 2 smaller station generators. Each of the four main units generate 50,000 KW / 13,800 volts. Each of the generators has these main components:

- Penstock
- Wicket gates
- Turbine

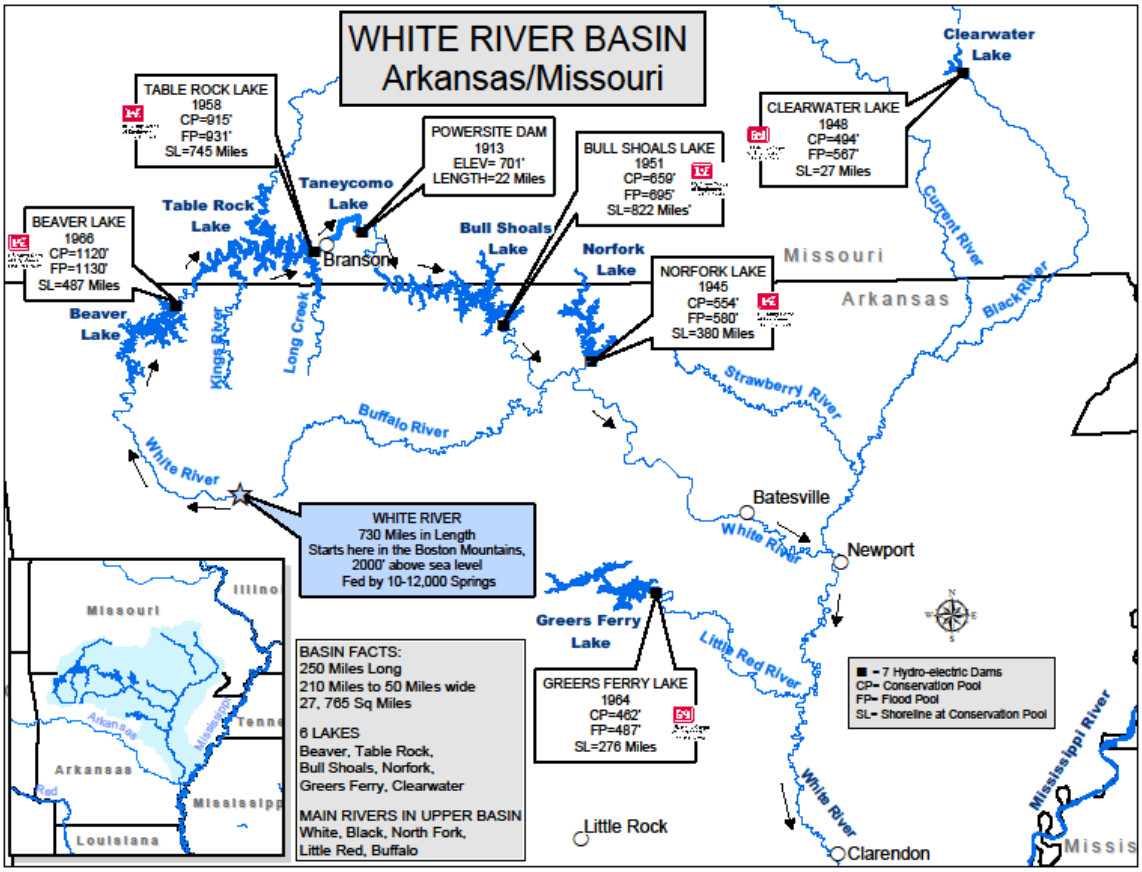
- Shaft

Head gates for the penstocks are 140 ft below the surface of Table Rock Lake. They plunge down 30 more feet through the dam to 170 ft below the lake surface. Water flows through the penstocks and enters the turbines at 80 – 85 lbs per square inch of pressure. The weight of the water turns the turbines.

There are 24 wicket gates around the large turbines. They operate like venetian blinds. When they are open water can enter the turbines, when closed- water cannot enter the turbine. The shaft conveys the rotational torque to the generator. The large shaft spins at 128.6 RPMs.

Flood Risk Management…

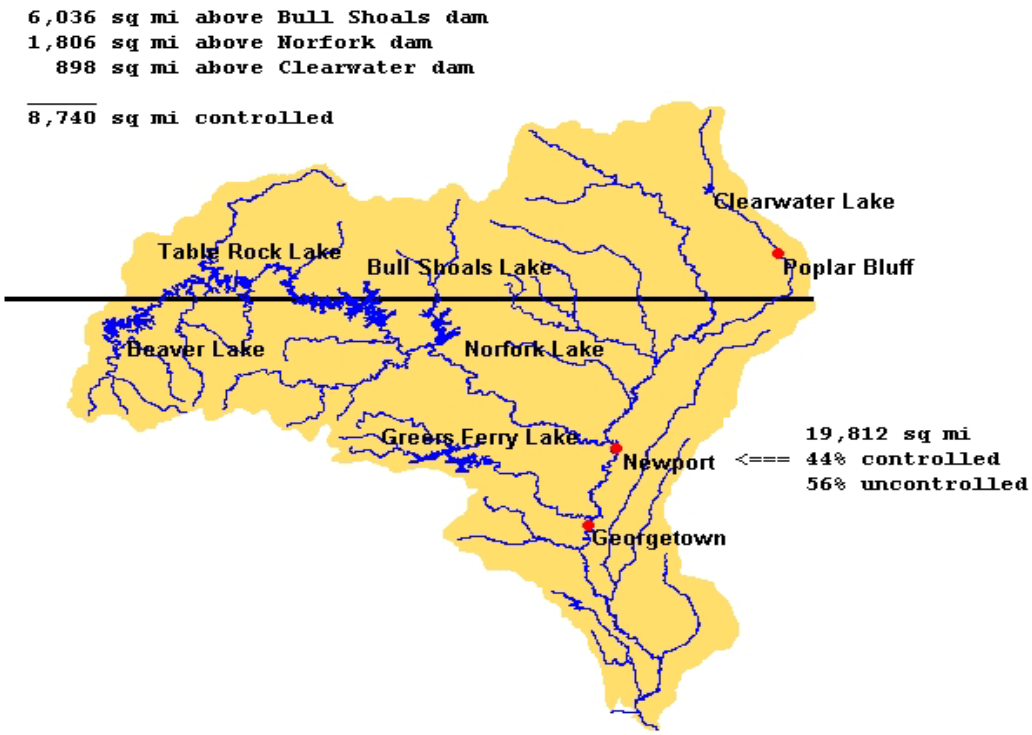
One of the Army Corps of Engineers responsibilities is to design, build and operate dams and reservoirs across the nation. The Upper White River Watershed is an area of approximately 10,000 square miles upstream from Calico Rock, AR. The Corps manages water flow in the White River using a series of four major dams.



As the White River comes out of the mountains, it first flows into Beaver Lake. The water coming into the lake – or inflow – is stored, along with rainwater and runoff from the Beaver Lake watershed, until it is released downstream. Table Rock Lake stores the inflow from Beaver Lake, as well as rainfall and runoff from its own watershed, until it releases water through Lake Taneycomo into Bull Shoals. This inflow, along with that from the Bull Shoals watershed, is stored in Bull Shoals Lake until it is released downstream into the White River. There it joins the flow of the Buffalo River and outflow from Norfork Lake. The Upper White River continues, joins up with the Black River at Newport, and flows into the Mississippi River further downstream.

The reservoirs and dams in the Upper White River watershed operate as a system to provide flood risk management in the immediate areas and further downstream. Rainfall and its resulting runoff affect the amount and location of water within the system. The Corps uses gauges to monitor water levels. We then follow a detailed Water Control Plan to maintain predetermined levels as seasons and conditions change.

The lakes and dams benefit millions of people each year as they generate electricity, are a source for drinking water and irrigation, and offer many recreational opportunities. The lakes and rivers support wildlife areas and, further downstream, the water from the White River contributes to keeping barges afloat on the Mississippi River. How the Corps manages this system impacts millions of people, their livelihoods, homes and businesses, and activities both within the Upper White River watershed and far downstream.



Who was Dewey Short…

Dewey Jackson Short was born April 7, 1898, in Galena, Missouri. He was elected to Congress in 1928 where he served until 1956. While in Congress, Mr. Short was instrumental in establishing the Table Rock project, which was authorized by the Flood Control Act of 1941. World War II delayed construction of Table Rock Dam. Groundbreaking ceremonies for the project were held in October 1952 and construction of the dam was completed in 1959. As Assistant Secretary of the Army, Mr. Short participated in the dedication ceremonies.

Dewey Short Visitor Center…

The "new" Dewey Short Visitor Center opened on April 27, 2012 (the "old" visitor center is now the Project Office). The building was funded through the American Recovery and Reinvestment Act of 2009 (stimulus). The total cost was $10.8 million. The 15,000 square-foot visitor center is located near Table Rock Dam on Hwy 165, just outside the Branson city limits. The focus for the center is helping visitors learn more about Table Rock Lake/Dam and the White River Watershed. The visitor center features interactive exhibits, a theater, a rotating exhibit area, a conference room, a classroom and a lab area. The building LEED (Leadership in Energy and Environmental Design) Gold certified meaning it is very environmentally friendly. In addition, the facility is designed to be part of the natural landscape, with native plantings and dry streams winding their way through the site.

Frequently Asked Questions

Why is Moonshine Beach Closed?
Summertime = Moonshine Beach closes when all available parking spaces are filled.
Non-summer = Moonshine Beach is open from May 15 to September 15.

Where is the swimming area?
Moonshine Beach is the only designated swimming beach in this area. The next closest swimming beaches would be at Indian Point, Old Hwy 86, Cricket Creek, Mill Creek, Aunts Creek or other Corps parks. However, these beaches also close when parking has filled.

The shoreline near the older building across the parking lot has a pea gravel area that is a traditional swimming area. It is not a designated swimming area, but you may swim there. Please be aware that glass, fishing lures, or sharp drop offs may be present. No swimming is allowed off of the boat dock and no jumping or diving are allowed from cliffs, docks, trees, or any other surface.

Can people swim inside the buoys?
Yes, this is not a designated swimming area however we do allow swimming. You may not swim off the dock, or jump off the dock or bluffs. Please be aware that the water may be very deep.

Where is a good place for cliff/bluff jumping?
Cliff/bluff jumping is not allowed on Table Rock Lake.

Do you have hiking trails?
There are a variety of options for hiking trails in this immediate area. *Use the Table Rock State Park Map to show trails*.

The Lakeshore trail is an asphalt trail that runs 2.2 miles along Table Rock Lake to the State Park Marina – it is just one way. The trail is relatively flat.

Across the highway are several access points for the White River Valley Trails. These are natural surface trails which are shared by hikers and mountain bikers. There will be tree roots and rocks to climb over as well as elevation changes. Be sure to take the map with you when walking these trails as it is very easy to get disoriented. There is no water available so make sure that you take plenty.

Where is the dam?
The concrete structures and earth embankments that you see just outside the window are Table Rock Dam. The dam is 6423 feet long and holds back the waters of the White River.

Why isn't there any water coming out of the dam?
Water is only released through the large gates that you see during a flood situation when more water needs to be released that what can go through the generators to produce hydroelectricity. When we

are not in a flood situation water is being released to produce hydroelectricity. This water enters the dam approximately 140 feet below the surface of the lake. While you cannot see the water coming out, you can see the level of Lake Taneycomo rise when the generators come on-line.

When are you going to start generating?
An estimated schedule for power generation is posted by the Southwest Power Administration at http://www.swpa.gov/generationschedules.aspx. Table Rock is #12 or TRD on the schedule. This is an estimated generation schedule and is subject to change.

How high has the water been?
The record level for Table Rock Lake was 935.46 on April 27, 2011. This is about 20 feet higher than our "normal" or conservation pool of 915.

When was the last time you opened the flood gates?
The last time all 10 floodgates were opened was in December 2015.

Has the Auxiliary Spillway ever been used?
No

How big is the lake?
The surface of the lake at elevation 915 or conservation pool is 43,100 acres. The shoreline at elevation 915 is 745 miles.

How long is the lake?
The lake extends 79 miles upstream along the White River.

Straight lines from Table Rock Dam to Shell Knob and Shell Knob to Beaver Dam total approximately 35 miles.

Why is it called Table Rock Lake?
The originally chosen site for Table Rock Dam was located at Table Rock Mountain. Further geologic surveys revealed this site as unstable and therefore unsuitable. The site was changed to the present location, but the name "Table Rock" was retained.

Where is Table Rock Mountain?
A scenic overlook is now located on a natural bluff of Table Rock Mountain. To visit the overlook, turn right out of the main gate of Dewey Short Visitor Center and drive 4 miles on Highway 165.

Why does your patch say U.S. Army Corps of Engineers?

Dewey Short Visitor Center and Table Rock Lake/Dam are operated by the US Army Corps of Engineers. We are federally funded.

Where can I get a fishing license?
The closest places are at Shepherd of the Hills Hatchery, Table Rock State Park Marina, or the Hitching Post gas station.

Where is a good place to fish from the shore?
One of the easiest and shadiest places to access the shoreline is behind the Table Rock Project Office located just across the parking lot. Table Rock State Park also has fairly easy access. If you are up for trout fishing there is a public fishing dock at the Cooper Creek Access on Lake Taneycomo.

Can I leave my boat in your dock overnight/weekend?
No

Where is a good place to eat?
Please make sure that we give multiple options and are not recommending one particular restaurant. A few local options are Dana's BBQ, The Outpost, Sonic, etc.

What is a good show?
Please do not recommend one particular show or attraction. I personally use "I have never seen a bad show in Branson" and refer them to the show brochures in the entryway. However, if you have seen several shows or attractions that might fit a particular group's needs you may give them as options.

What makes this a LEED Building?
We recycle; we use environmentally preferable cleaning products; we use paper products with recycled content; our restrooms have low flow fixtures; our lighting is primarily fluorescent,; landscaping is done with native plants which require less water; our glass wall faces north to take advantage of natural lighting without much heat; we use lake water to heat and cool the building in a system similar to geothermal; insulated concrete forms where used for the walls and the roof has insulated panels; we have concrete floors, and exposed steel and wood to help improve indoor air quality; we have hybrid and carpool parking to encourage less fuel emissions.

Why is the parking so far away?
Our building was designed to encourage healthy habits. We do, however, have a drop-off point at the front door for those unable to walk from the parking lot.

What happened to the gift shop?
In the past, the Corps worked with a non-profit who operated the gift shop, but we no longer have this partnership. *If they want more information, you may give them Leah's office phone number.*

Do you still give dam tours? Why not?
No. The Corp was working with a non-profit organization to give the tours, but we are no longer in partnership with the organization. *If they want more information, you may give them Leah's office phone number.*

We heard you were closing?
There are no plans to close Dewey Short Visitor Center.

Can I have my wedding (or other event) here?
Events on the visitor center grounds may be permissible, but will require a special event permit. *Permit forms are located in the desk drawer. These should be submitted to Leah. Permits are not final until they receive a signed SE Permit.*

Can I use a room here?
Room at Dewey Short Visitor Center are normally available for use only by non-profit or government organizations with a mission related to Table Rock Lake. These events will typically be scheduled only during operating hours. *People inquiring about room use that meet these qualifications should contact Leah on her office phone 501-340-1933.*

How do I schedule a program?
Refer inquiries to Leah's office phone 501-340-1933.

How do I volunteer?
Volunteer applications are located in the information desk drawer. Please ask them to fill one out to let us know more about their interests and availability. A volunteer coordinator will be in contact with them.

Where is a good place to camp?
There are a number of private and public campgrounds located around Table Rock Lake. The closest campground is Table Rock State Park, but you can also give them a map and corresponding information that shows Corps campgrounds.

Where is the marina/boat rental?
There are a number of marinas located on Table Rock Lake. There is a list of marinas with phone numbers at the front desk and information about which marinas rent boats on the interactive display map next to the theater. You can say that the closest marina is Table Rock State Park Marina, but please make sure you offer the complete list.

Can I get an America the Beautiful Senior or Access Pass here?
Yes, America the Beautiful Senior and Access Passes are available at the Dewey Short Visitor Center. They can only be issued in person by one of the rangers assigned to the visitor center.

Where do I get an Annual Pass (hangtag) for the Corps parks?
Annual Passes are available at the Dewey Short Visitor Center. They can also be purchased by phone using a credit card during these same hours by calling 501-340-1943. During the recreation season, they can be purchased at any Corps of Engineers park fee booth during fee booth hours (typically 9-7, W-M***)

Why is your creek dry?
The landscaping for Dewey Short Visitor Center includes a series of bioswales which slow and filter pollutants from the parking lots. The dry creek beds are part of the system and are only meant to carry water when it rains.

What does LEV stand for?
Low Emission Vehicle

Why do you have special parking for hybrid vehicles?
This is a LEED (Leadership in Energy and Environmental Design) Certified Building and part of the certification is encouraging people to drive low emission vehicles.

Why is Taneycomo called a lake and not a river?
Lake Taneycomo is formed by Powersite Dam which is located near Forsyth, Missouri.

Why isn't Taneycomo on the mural?
Taneycomo is a private dam operated by Empire Electric Company. The mural is an artist's rendering meant to highlight the dams operated by the Corps of Engineers on the White River system.

What does the horn mean?
The horn you hear blowing from the dam is to warn fisherman and others downstream that we are going to begin generating hydroelectricity and the water levels in Lake Taneycomo will rise.

What does the buzzing mean?
The buzzing is a paging system for employees working in the dam.

What is in the other building?
The older building is the Table Rock Project Office. Permits are issued from the building but there are no visitor attractions.

Who do I talk to about a Boat Dock, Vegetation Modification, Metal Detecting or any other permit?
You need to stop in at the Table Rock Project Office across the parking lot or call the office at 501-340-1950. Office hours are Monday – Friday from 8 am – 4 pm (the office is closed from 11:30-12:30).

What is the bird with the long tails?
Scissor-tail Flycatcher

What is the big, yellow flower (spring)?
Ozark Sundrop or Missouri Evening Primrose (whichever you like)

What is the tall purple flower (early summer)?
Blazing Star

What is the red flower (summer)?
Cardinal Flower

What is the tall bluish-purple flower (fall)?
Sage

What is the grass that smells like cilantro (late summer/fall)?
Prairie Dropseed

Policies and Procedures

Qualifications:
Anyone may apply to volunteer with the Corps of Engineers by completing a Volunteer Application. There is no age requirement (all volunteers under 18 must have parental or guardian consent). Volunteer positions require tack, courtesy, and the ability to deal with the general public. All volunteers are subject to a background check before beginning volunteer service.

Conduct:
While serving as a volunteer you are representing the U.S. Army Corps of Engineers and Table Rock Lake. Volunteers shall abide by, support, and promote all agency programs, policies, Title 36 regulations, and established procedures. Volunteers shall conduct themselves in a professional, courteous manner and be polite and respectful to all customers, USACE employees, contractors, and fellow volunteers.

Volunteers serve as liaisons between customers and the Corps. Volunteers must be friendly and enjoy assisting the public. Volunteers are expected to be a resource for lake visitors, informing them about Table Rock Lake and the Corps of Engineers, as well as local attractions and amenities.

Volunteers shall answer questions to the best of their knowledge by referring to this handbook, ranger updates, or by contacting a Park Ranger so that we avoid giving out incorrect information. If you do not know the answer to a question, please do not make one up.

Volunteers have no law enforcement authority and shall not argue with, threaten, or accuse customers of wrongdoing. Volunteers may politely remind visitors of rules, but shall not apprehend violators, nor commit Corps personnel to any type of action.

While performing volunteer duties, volunteers shall not engage in commercial activities on project lands (including but not limited to selling of arts & crafts and other homemade items) or provide childcare (unless the child is also volunteering). It is prohibited to be under the influence of alcoholic beverages or drugs (except as prescribed by a doctor) while representing the US Army Corps of Engineers.

Documentation:
1. A Volunteer Application (optional) shall be submitted by individuals interested in volunteering at Table Rock Lake.
2. A Volunteer Agreement form and Activity Hazard Analysis must be signed each year and is the documentation of the terms and conditions of the volunteer position.
3. Key and Property sign out sheet will be filled out/signed at the beginning of the volunteer experience. Items will be returned/signed in on the same form at the conclusion of the volunteer experience.

4. Volunteers shall maintain written records, as required for position. Hours worked should be documented daily. If a volunteer keeps this outside the visitor center, they should be submitted to the Volunteer Coordinator or Site Manager on the last day of work each month.
5. Document and promptly report any of the following to the visitor center site manager or a ranger on duty: unsafe conditions, emergencies, and/or customer concerns of immediate nature. Incident Reports will be provided and filled out for all accidents, suspicious activities, etc.

Supervision:
You will likely encounter Corps employees on a daily basis. When asked to do or not do something by any paid Corps employee, volunteers should follow their instruction. All staff may answer general questions that you may have concerning Table Rock Lake, the parks, and rules and regulations. Specific questions, comments, and/or concerns about your volunteer position or instructions you have been given should be directed to your Volunteer Coordinator or the Visitor Center Site Manager.

Uniforms:
All visitor center volunteers are provided a vest, a ball cap (if desired), and name tag to identify them as a volunteer. These items shall be worn at all times while performing duties. In addition to the provided uniform items, volunteers will wear sturdy shoes (no flip flops). Volunteers will not wear clothing (to include logos & wording) which is inappropriate for a family setting. Volunteers assisting with maintenance duties may be provided a polo shirt which can be worn on days when they are performing maintenance duties.

Campsites
Campsites with water, sewer, and electric hookups may be provided to volunteers who provide at least 2 days of volunteer service each week. Campsites may be either adjacent to the visitor center parking lot or at a location on the northeast end of Table Rock Dam approximately 3 miles from the visitor center. Campsites are assigned as volunteers arrive and a specific site cannot be guaranteed.

Transportation:
Volunteers are responsible for all transportation and transportation costs associated with their position unless use of a government vehicle is specifically noted in the position description. The volunteer's vehicle shall be a licensed and reliable vehicle, registered for street use. Volunteers must have access to fuel, valid vehicle insurance, and a valid driver's license. All vehicles shall be operated in accordance with posted restrictions. **Note: Operation of ATV's, golf carts, and utility vehicles is prohibited unless prior written approval is obtained through the Volunteer Coordinator.

Government Vehicles:
For a volunteer to operate a government vehicle, they must provide proof of their current driver's license to the Volunteer Coordinator and complete a required on-line defensive driving course. The vehicle is only to be used while performing official duties as described in their position description. Volunteers who drive a government vehicle are responsible for ensuring that their personal insurance will cover expenses from any accident in the government owned vehicle.

Miscellaneous Equipment:
All government equipment shall be used for its intended purpose only. Volunteers shall receive proper training prior to operating or using any equipment. Safety and personal protective equipment must be used when operating any government equipment or tool. The volunteer is accountable for the used property and it shall not be used for personal gain.

Telephones:
Visitor Center Telephones are to be used for official business only. No personal calls should be dialed out at the government's expense. Local calls or the use of a cell phone are permitted, but remember this is a place of business so please limit the amount of personal time spent on the phone or make arrangements to call after business hours.

Mail:
Volunteer mail should not be received at the project office. Mail should be setup offsite. Post office boxes are available at local post offices.

Smoking:
Smoking is prohibited in all buildings and vehicles. Please be courteous to others by not smoking around entrance/exit doors. Please remain 20-30 feet away from these doors. All tobacco products should be disposed of properly.

Pets:
Pets are welcome in areas where pets are permitted. No matter how friendly your pet some people are not fond of animals and pets should remain leashed or confined at all times. Pet owners are also responsible for disposing of pet waste properly.

People/Numbers You Should Know

Leah Deeds, Park Ranger, Visitor Center Site Manager
Desk 501-340-1933
Cell 417-335-3343
leah.c.deeds2@usace.army.mil

Todd Melton, Visitor Center Custodial Services and Maintenance
Desk 501-340-1940
Cell 417-335-1011

Duty Ranger, Assigned Park Ranger will vary by day – Based out of the project office, this ranger can answer questions about permits or other issues if a visitor center ranger is not available.
Desk 501-340-1935

** If you have an urgent Park Ranger need or question, Project Office Front Desk Personnel may be able to help and often know which rangers are in the office and available for calls.

Project Office Front Desk Volunteers
417-334-4101

Larry Hurley, Operations and Maintenance (O&M) Team Leader
Desk 501-340-1939

Jeff Farquhar, Chief Recreation Ranger (Parks)
Desk 501-340-1949
Cell 417-335-3301
Jeffrey.S.Farquhar@usace.army.mil