



2016 Park Ranger Community of Practice Advisory Board Meeting Highlights



Who Are We?

What is the Park Ranger CoP Wheelhouse?

- Voice for the park rangers!
- Conduit for change.
- HQ Liaison to the field and to SME's
- Bridge gap between existing PDT's (Invite Key Players to our Monthly Meetings)
- Facilitate communication within the CoP
- Provide **direction and leadership** for the future of the NRM/Ranger program
- Provide focus on ranger safety and training
- Use our status as a team to elicit change.



Things to Remember as We Move Forward

- We won't step on toes (Respect existing SME's).
- We represent the rangers in the field
- We cannot be all things to all people. (We can't be afraid to say no when asked to take on a task)
 - **Communicate** that we are an advisory board...not the “magic wand” that can fix everything
- We're here because we represent our rangers...remind ourselves we are here for them.
- Continue to reach out to the rangers we represent.
- We need to trust our SME's.



What Should we Focus on in FY16-17?

- 1) Continue to work on getting SAFE SELF in a compatible format, and work on funding for additional scenarios.
- 2) Push for standardization of self defense tactics, promoting the Verbal Defense & Influence training methods.
- 3) Develop and analyze results of the 2016 National Park Ranger Safety Survey.
- 4) Develop and promote communications through quarterly webinars and the Gateway
- 5) Streamline Title 18 AAR reporting, and communication to the Ranger community
- 6) Promote and support rollout of updated Corp Watch program
- 7) Assist in developing policy for UAS operation at civil works water resource projects for recreation & commercial purposes
- 8) Provide feedback and assistance to the Park Ranger History subgroup with development of permanent and mobile displays



Other Items

- Ranger CoP provided comments on the Info-Graphics being developed by RLAT to better tell the Recreation and Natural Resource Management story.
- Members of the Ranger CoP presented a potential plan to help improve consistency in the FLIPL process for vehicle accidents.



Ranger Assault/Title 18

- Ranger CoP Advisory Board was asked to review the AAR's from the last 3 ranger assaults.
- The Ranger CoP Advisory board identified three main issues that need to be addressed.
 - ▶ Need for clear step by step instructions to follow.
 - ▶ Need for faster notification of Ranger Community.
 - ▶ Need for clear AAR format.



Ranger Assault/Title 18

- Ranger CoP Developed a step by step best practices template at their face-to-face meeting in April.
- Template includes a process for a Ranger Alert/Notification that should help get the word out about these events sooner than through the AAR Process.
- Ranger CoP developed an AAR template.
- These products will eventually be added to the current EP.



Ranger and Visitor Safety Survey History

- The Corps Park Ranger Community of Practice (CoP) Advisory Board established a focus on employee, visitor, and resource safety and security at Corps projects several years ago.
- The Ranger CoP Advisory Board has become the voice for the Park Rangers in the field and provides direction and leadership for the future of the program.
- Historically the Ranger CoP has utilized a survey to gain feedback from the Park Rangers in the field to collect experiences and opinions regarding the visitor assistance program, equipment, training, patrol and other issues.
- In 1995 an initial survey was implemented to gain feedback from the Corps employees that were active in the Visitor Assistance Program .
- In 2010 a follow up survey was implemented with the assistance of Michigan State University to assess the landscape of the program over the past 15 years.
- The 2010 survey was a tool to gain input on the effectiveness of the recommendations that resulted from the 1995 Visitor and Ranger Safety Final Report.



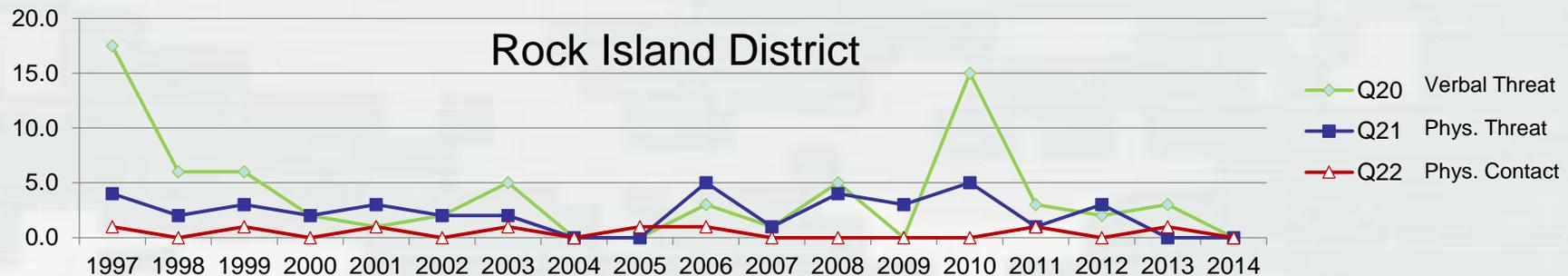
Ranger and Visitor Safety Survey History

- The current Park Ranger CoP Advisory Board has identified that it is important to continue to gain feedback from the Park Rangers as times evolve.
- The Advisory Board decided that it would be beneficial to adopt a survey similar to a current Ranger and Visitor Safety Survey that has been used in the Rock Island District for nearly 20 years.
- A new survey was created in 2015 with the assistance of the Rock Island District to marry up with the 2010 survey.
- The new survey was beta tested in 2015 in the Rock Island District and Sacramento District with success.
- Currently the Advisory Board is recommending the survey to be dispersed nationwide to gain information on the current Ranger and Visitor Safety and potential improvements that can be made.



Ranger and Visitor Safety Survey Moving Forward

- This survey will help identify the evolution/trends and potential improvements within the Visitor Assistance Program. The graph below shows an example of the trends that can be identified over time. The information will be valuable in making future recommendations and decisions within the program.



- Looking into the future it is important to maintain the survey over an extended period of time, gain results Corps wide, and be willing to take action on items identified in the feedback. If those objectives are met this survey can enhance our Ranger and Visitor Safety and establish buy-in from all levels of the Park Ranger Program.



Corps Watch



The poster features the US Army Corps of Engineers logo in the top left corner. The main title 'Corps Watch' is in a large, bold, red font, with 'Property Protection Program' in a smaller, black font below it. The background is a collage of images: a large dam, a park pavilion, a bridge, a building, and a boat. A central text box reads 'Protect Your Park' followed by 'Report any suspicious activity or property damage done to U.S. Army Corps of Engineers facilities.' At the bottom, the word 'Hotline' is written in a large, bold, red font, with the phone number '1-866-413-7970' and the note 'Callers can remain anonymous' below it.

US Army Corps of Engineers

Corps Watch
Property Protection Program

Protect Your Park
Report any suspicious activity or property damage done to U.S. Army Corps of Engineers facilities.

Hotline
1-866-413-7970
Callers can remain anonymous

- Ranger CoP is working with Water Safety Committee on new posters
- Posters will be available for download and printing on the NRM Gateway
- Hotline is up and running.



Visitor Assistance

- Ranger CoP provided comments on the new Self-Defense videos for the VA Cadre and will help with distribution as needed.
- Comments were provided on the revision of ER 1130-2-550 Chapter 7.
- Ranger CoP is also preparing to assist with revision of 1130-2-550 Chapter 6 and possible revisions for Title 36.



Unmanned Aircraft Systems (UAS)

- Provided recommended text concerning recreational use of UAS to be included to *EC 1110-1-106 Public Operation of Drones at USACE Projects*
- Developed plans to improve resources on the Gateway
 - ▶ Policies, memos, EC, etc.
 - ▶ Example forms and permits
 - ▶ Generate a list of considerations when permitting UAS to protect human safety, wildlife, infrastructure, privacy, etc.
 - ▶ Create a communication plan for public outreach



Park Ranger History

- Phase 1: Create a Headquarters' Display
- Phase 2: Develop a NRM Gateway Page for “Ranger History” (Sep 2016)
- Phase 3: Develop “Loaner Kits” for Standardized Interp Programs about Ranger History (May 2017)
- Phase 4: “Vehicle” for Obtaining Items Surrounding “Ranger History”



Communication

Gateway Page, SmartBook and Webinars

- Ranger CoP will continue to maintain and update the Ranger CoP Gateway page and monitor and assist in answering forum questions
- Continue efforts to encourage field rangers to update Smartbook entries
- Each member of the Ranger CoP will complete a more detailed SmartBook entry which includes a photo
- Working to fill Smartbook Subject Matter Expert vacancies
- Working to create ranger success stories to post on the Good Enough to Share site
- Provided recommendations for Career Development Committee to update the Gateway Career Advancement page
- Ranger CoP is in the beginning stages of designing periodic webinars. CoP will provide updates and field rangers will share concerns/questions. The first webinar will be a general overview and introduction to the CoP and will occur NLT than June 2016.





2016 Park Ranger Advisory Board Team Members:

Back row (from left): Tennille Hammonds, Steve Austin, Stanton Rains, Bonnie Bryson, Morgan Barnes, Michelle Frobose, (guest speaker Bill Jackson), and Austin Kuhlman.

Front row (from left): Mark Klimaszewski, Scott Tichy, Natalie McCormack, Angela Jones, and Hallie Groff.

Members not present: Tom Ehrke, Jessica Lee, Dayne Magneson, Scott Kelley, Juanita Souther, Donovan Underwood, and Jake Kresel

