

**Block 9****MICHIGAN STATE  
UNIVERSITY**

September 3, 2010

Dear Corps Visitor Assistance Employee:

The Corps Park Ranger Community of Practice and Michigan State University (MSU) are cooperating to better understand the experiences and opinions of Corps employees in the Visitor Assistance Program to improve employee, visitor and resource safety and security at Corps projects. This "Improving Visitor Assistance" research study builds on an initial study done by the Corps in 1995. Now we can identify trends related to the Visitor Assistance program as well as explore employee experiences and opinions about issues, situations and training new since 1995. All current Corps employees active in the Visitor Assistance Program will be surveyed. You have been selected because your position title and occupational code has identified you as working in the Visitor Assistance program.

The on-line questionnaire focuses on your opinions concerning patrol, training and trends. It asks how to improve employee, visitor and resource safety and security at Corps projects. It also asks about demographic subjects including age, education and past work experiences. Results will only be reported in aggregate (e.g. by job classification, region of the country) and those who do and don't respond will only be known to the MSU researchers. No person's name will be linked to any result. The data will be stored electronically for no more than 3 years in a password protected file at MSU accessible only to me and my graduate student. After that it will be destroyed. Raw data without subject identifiers will also be provided to the Corps Engineer Research and Development Center to assist in a larger staffing study that includes Visitor Assistance program tasks.

This study provides you a way to confidentially suggest improvements to the Visitor Assistance program, making your project and others safer for visitors, employees and resources. Please take the 30 minutes to an hour needed to complete and submit the questionnaire on the MSU website. Your participation is voluntary. You may choose not to participate at all, or you may refuse to answer certain questions or discontinue your participation at any time without consequence. When you submit the completed questionnaire on-line you indicate your voluntary agreement to participate in this study. There are no known risks associated with your participation in this study. Rather, it will improve understanding of the Visitor Assistance program and approaches to safety at Corps projects.

Your responses will be kept confidential and your name will not be associated with any results. Your privacy will be protected to the maximum extent allowable by law. If you have concerns or questions about this study, such as scientific issues, how to do any part of it, or to report an injury (i.e. physical, psychological, social, financial, or otherwise), please contact Dr. Chuck Nelson, Principal Investigator and Associate Professor at MSU by phone (517) 432-0272 or by email at nelsonc@msu.edu. Thanks for helping to improve the safety and security of employees, visitors and resources at Corps projects through the Visitor Assistance program. Please respond before September 12, 2010.

Sincerely,

Dr. Chuck Nelson  
Dept. Community, Agriculture, Recreation and Resource Studies  
131 Natural Resources Building  
Michigan State University  
East Lansing, MI 48824  
(517) 432-0272

---

Note: Do not use the "Back" button in Windows Explorer! Instead, be sure to use the

forward/backward link at the bottom right of each screen to move forward and backward in the survey. If you get disconnected or must stop taking the survey without completing and submitting it, you can later go back to your invitation letter and click on the link and it will take you back to the location of your last answer. All answers are saved until you submit the survey.

---

## **JOB COMPONENT/SCOPE OF DUTY SERIES**

---

1. Please check the title listed on your current position description

---

- Park Ranger
- Supervisory Park Ranger
- Natural Resources Specialist
- Supervisory Natural Resources Specialist
- Other: Please specify

2. Do you wear the park ranger uniform?

---

- Yes
- No

2 a. Do you perform Visitor Assistance?

---

- Yes
- No

3. Please check each of the Corps managed facilities/areas on your project.

---

- Campground
- Picnic area
- Group Shelter
- Swim Area
- Designated scenic overlook/viewing site
- Boat launch ramp
- Marina
- Designated non-motorized trail
- Designated motorized trail/OHV area
- Nature/interpretive/visitor center
- Fishing pier/dock
- Playground
- Dam/Lock
- Boundary line/Flowage easement
- Areas covered by shoreline management program
- Undeveloped project lands
- Wildlife or habitat management areas
- Other (please list)

4. In the course of a year, what months would you describe as the peak recreation season at your

project? Please check all that apply.

- January
- February
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

5. During a typical work week in peak recreation season, enter the percentage of your time that you spend working. It should add to 100% at bottom of table.

Indoor	<input type="text"/>
Outdoor	<input type="text"/>
<b>Total</b>	<input type="text"/>

5 a. During a typical work week in peak recreation season, enter the percentage of your work hours you spend in each activity. It should add to 100% at bottom of table.

Interpretive & water safety programs	<input type="text"/>
Patrol of lands and waters	<input type="text"/>
Computer based administrative tasks	<input type="text"/>
Staffing visitor center	<input type="text"/>
Managing volunteers or working with partners/stakeholders	<input type="text"/>
Planning for programs or events (e.g. Earth Day, NPLD)	<input type="text"/>
Contract administration	<input type="text"/>
Shoreline management	<input type="text"/>
Environmental stewardship (other than shoreline management)	<input type="text"/>
Boundary line inspection and maintenance	<input type="text"/>
Real estate responsibilities (outgrants, encroachments, etc)	<input type="text"/>
Use fee program responsibilities	<input type="text"/>
Lock & Dam responsibilities (Gate changes, etc)	<input type="text"/>
Routine maintenance of recreation areas	<input type="text"/>
Other: please specify <input type="text"/>	<input type="text"/>
Other: please specify <input type="text"/>	<input type="text"/>
<b>Total</b>	<input type="text"/>

6. Please check whether you should spend more time, less time, or the same amount of time on each activity below. The percentage displayed for each item is what you entered on Question 5.

<input type="checkbox"/>	Should spend more time	<input type="checkbox"/>	Should spend less time	<input type="checkbox"/>	Should spend same	<input type="checkbox"/>	Not applicable
--------------------------	------------------------	--------------------------	------------------------	--------------------------	-------------------	--------------------------	----------------

	on	on	amount of time on	
Interpretive & water safety programs: \${q://QID9 /ChoiceNumericEntryValue/1}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Patrol of lands and waters: \${q://QID9 /ChoiceNumericEntryValue/2}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer based administrative tasks: \${q://QID9 /ChoiceNumericEntryValue/3}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staffing visitor center: \${q://QID9 /ChoiceNumericEntryValue/4}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing volunteers or working with partners/stakeholders: \${q://QID9 /ChoiceNumericEntryValue/5}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning for programs or events (e.g. Earth Day, NPLD): \${q://QID9 /ChoiceNumericEntryValue/6}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contract administration: \${q://QID9 /ChoiceNumericEntryValue/7}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shoreline management: \${q://QID9 /ChoiceNumericEntryValue/8}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental stewardship (other than shoreline management): \${q://QID9 /ChoiceNumericEntryValue/9}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boundary line inspection and maintenance: \${q://QID9 /ChoiceNumericEntryValue/10}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Real estate responsibilities (outgrants, encroachment, etc): \${q://QID9 /ChoiceNumericEntryValue/11}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use fee program responsibilities: \${q://QID9 /ChoiceNumericEntryValue/12}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lock & Dam responsibilities (Gate changes, etc): \${q://QID9 /ChoiceNumericEntryValue/13}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routine maintenance of recreation areas: \${q://QID9 /ChoiceNumericEntryValue/14}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: \${q://QID9 /ChoiceTextEntryValue/15}: \${q://QID9 /ChoiceNumericEntryValue/15}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: \${q://QID9 /ChoiceTextEntryValue/16}: \${q://QID9 /ChoiceNumericEntryValue/16}%	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. What is the single most important change that could be made to your workload that would improve park ranger effectiveness, efficiency and safety?

8. How would you describe the current level of **visitor** safety at your project?

- Very good
- Good
- OK
- Poor
- Very poor

9. What is the trend in the level of visitor safety at your project during the time you have worked there?

- Improving
- Staying the same
- Declining

10. How would you describe your current level of personal safety while performing Visitor Assistance duties at your project?

- Very good
- Good
- OK
- Poor
- Very poor

11. During the time you have worked at your project, what is the trend in the level of personal safety while performing Visitor Assistance duties?

- Improving
- Staying the same
- Declining

## Block 2

12. Did you patrol your project within the past two years? Patrol is defined as all actions on duty outside of the office on project lands or waters.

- Yes
- No

13. Please check how frequently you patrolled the following Corps managed facilities/areas during the peak recreation season in the past 12 months?

		Daily	Weekly	Monthly	Quarterly	Annually	Never	Not applicable
Campground	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic area	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group shelter	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swim area	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Designated scenic overlook/view site	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boat launch ramp	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marina	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Designated non-motorized trail	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Designated motorized trail/OHV area	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nature/interpretative/visitor center	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fishing pier/dock	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playground	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dam/Lock	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boundary line/Flowage easement	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Areas covered by shoreline management program	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Undeveloped project lands	<input type="checkbox"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

		Daily	Weekly	Monthly	Quarterly	Annually	Never	Not applicable
Wildlife or habitat management areas		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please list)	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. During the last 12 months did you have one or more scheduled patrols after midnight and before 6am?

- Yes
- No

15. Please check how often each patrol situation occurred during the past 12 months.

		Always	More than half the time to almost always	From half the time to almost never	Never
Alone during daylight hours		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Alone after dark		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With another park ranger in daylight hours		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With another park ranger after dark		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can make contact with backup/assistance while on patrol during daylight hours		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can make contact with backup/assistance while on patrol after dark		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you patrol in a car/truck/SUV?

- Yes
- No

16 a. Please check each of the following types of equipment that is available for you to use in/on your patrol car/truck/SUV, whether it is functional, and if functional does it provide adequate service.

		Available	Not available
First aid kit		<input type="radio"/>	<input type="radio"/>
Fire extinguisher		<input type="radio"/>	<input type="radio"/>
Blood borne pathogen handling kit		<input type="radio"/>	<input type="radio"/>
Rescue throw bag		<input type="radio"/>	<input type="radio"/>
Binoculars		<input type="radio"/>	<input type="radio"/>
Camera		<input type="radio"/>	<input type="radio"/>
Throwable PFD		<input type="radio"/>	<input type="radio"/>
Flashlight		<input type="radio"/>	<input type="radio"/>
Emergency warning lights		<input type="radio"/>	<input type="radio"/>
Fixed two-way radio		<input type="radio"/>	<input type="radio"/>
PA/siren		<input type="radio"/>	<input type="radio"/>
Spot light		<input type="radio"/>	<input type="radio"/>
Park ranger decal		<input type="radio"/>	<input type="radio"/>
Corps communication mark & signature		<input type="radio"/>	<input type="radio"/>

16 b. Is the equipment functional?

		Functional	Not functional
» First aid kit		<input type="radio"/>	<input type="radio"/>

	Functional	Not functional
» Fire extinguisher	<input type="radio"/>	<input type="radio"/>
» Blood borne pathogen handling kit	<input type="radio"/>	<input type="radio"/>
» Rescue throw bag	<input type="radio"/>	<input type="radio"/>
» Binoculars	<input type="radio"/>	<input type="radio"/>
» Camera	<input type="radio"/>	<input type="radio"/>
» Throwable PFD	<input type="radio"/>	<input type="radio"/>
» Flashlight	<input type="radio"/>	<input type="radio"/>
» Emergency warning lights	<input type="radio"/>	<input type="radio"/>
» Fixed two-way radio	<input type="radio"/>	<input type="radio"/>
» PA/siren	<input type="radio"/>	<input type="radio"/>
» Spot light	<input type="radio"/>	<input type="radio"/>
» Park ranger decal	<input type="radio"/>	<input type="radio"/>
» Corps communication mark & signature	<input type="radio"/>	<input type="radio"/>

16 c. Does the equipment provide adequate service?

	Adequate	Not adequate
» First aid kit	<input type="radio"/>	<input type="radio"/>
» Fire extinguisher	<input type="radio"/>	<input type="radio"/>
» Blood borne pathogen handling kit	<input type="radio"/>	<input type="radio"/>
» Rescue throw bag	<input type="radio"/>	<input type="radio"/>
» Binoculars	<input type="radio"/>	<input type="radio"/>
» Camera	<input type="radio"/>	<input type="radio"/>
» Throwable PFD	<input type="radio"/>	<input type="radio"/>
» Flashlight	<input type="radio"/>	<input type="radio"/>
» Emergency warning lights	<input type="radio"/>	<input type="radio"/>
» Fixed two-way radio	<input type="radio"/>	<input type="radio"/>
» PA/siren	<input type="radio"/>	<input type="radio"/>
» Spot light	<input type="radio"/>	<input type="radio"/>
» Park ranger decal	<input type="radio"/>	<input type="radio"/>
» Corps communication mark & signature	<input type="radio"/>	<input type="radio"/>

16 d. What is the single most important improvement that should be made regarding equipment in your patrol car/truck/SUV?

17. Do you patrol in a vessel?

- Yes
- No

17 a. Please check each of the following types of equipment that is available for you to use in/on the patrol vessel, whether it is functional, and if functional does it provide adequate service.

	Available	Not available
First aid kit	<input type="radio"/>	<input type="radio"/>
Fire extinguisher	<input type="radio"/>	<input checked="" type="radio"/>

	Available	Not available
Blood borne pathogen handling kit	<input type="radio"/>	<input type="radio"/>
Rescue throw bag	<input type="radio"/>	<input type="radio"/>
Binoculars	<input type="radio"/>	<input type="radio"/>
Camera	<input type="radio"/>	<input type="radio"/>
Throwable PFD	<input type="radio"/>	<input type="radio"/>
Wearable PFD for each occupant	<input type="radio"/>	<input type="radio"/>
Flashlight	<input type="radio"/>	<input type="radio"/>
Emergency warning lights	<input type="radio"/>	<input type="radio"/>
Fixed two-way radio	<input type="radio"/>	<input type="radio"/>
PA/siren	<input type="radio"/>	<input type="radio"/>
Spot light	<input type="radio"/>	<input type="radio"/>
Park ranger decal	<input type="radio"/>	<input type="radio"/>
Corps communication mark & signature	<input type="radio"/>	<input type="radio"/>

### 17 b. Is the equipment functional?

	Functional	Not functional
» First aid kit	<input type="radio"/>	<input type="radio"/>
» Fire extinguisher	<input type="radio"/>	<input type="radio"/>
» Blood borne pathogen handling kit	<input type="radio"/>	<input type="radio"/>
» Rescue throw bag	<input type="radio"/>	<input type="radio"/>
» Binoculars	<input type="radio"/>	<input type="radio"/>
» Camera	<input type="radio"/>	<input type="radio"/>
» Throwable PFD	<input type="radio"/>	<input type="radio"/>
» Wearable PFD for each occupant	<input type="radio"/>	<input type="radio"/>
» Flashlight	<input type="radio"/>	<input type="radio"/>
» Emergency warning lights	<input type="radio"/>	<input type="radio"/>
» Fixed two-way radio	<input type="radio"/>	<input type="radio"/>
» PA/siren	<input type="radio"/>	<input type="radio"/>
» Spot light	<input type="radio"/>	<input type="radio"/>
» Park ranger decal	<input type="radio"/>	<input type="radio"/>
» Corps communication mark & signature	<input type="radio"/>	<input type="radio"/>

### 17 c. Does the equipment provide adequate service?

	Adequate	Not adequate
» First aid kit	<input type="radio"/>	<input type="radio"/>
» Fire extinguisher	<input type="radio"/>	<input type="radio"/>
» Blood borne pathogen handling kit	<input type="radio"/>	<input type="radio"/>
» Rescue throw bag	<input type="radio"/>	<input type="radio"/>
» Binoculars	<input type="radio"/>	<input type="radio"/>
» Camera	<input type="radio"/>	<input type="radio"/>
» Throwable PFD	<input type="radio"/>	<input type="radio"/>
» Wearable PFD for each occupant	<input type="radio"/>	<input type="radio"/>
» Flashlight	<input type="radio"/>	<input type="radio"/>
» Emergency warning lights	<input type="radio"/>	<input type="radio"/>
» Fixed two-way radio	<input type="radio"/>	<input type="radio"/>
» PA/siren	<input type="radio"/>	<input checked="" type="radio"/>



	Adequate	Not adequate
» Spot light	<input type="radio"/>	<input type="radio"/>
» Park ranger decal	<input type="radio"/>	<input type="radio"/>
» Corps communication mark & signature	<input type="radio"/>	<input type="radio"/>

17 d. What is the single most important improvement that should be made regarding equipment in your patrol vessel?

18. Please check the communication equipment that is available for you to use during your patrol, whether it is functional, and if functional does it provide adequate service?

	Available	Not available
Cellular phone	<input type="radio"/>	<input type="radio"/>
Satellite phone	<input type="radio"/>	<input type="radio"/>
Multi-frequency scanning radio	<input type="radio"/>	<input type="radio"/>
GPS (Vehicle)	<input type="radio"/>	<input type="radio"/>
Laptop computer	<input type="radio"/>	<input type="radio"/>
Other (please list) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

18 a. Is the equipment functional?

	Functional	Not functional
» Cellular phone	<input type="radio"/>	<input type="radio"/>
» Satellite phone	<input type="radio"/>	<input type="radio"/>
» Multi-frequency scanning radio	<input type="radio"/>	<input type="radio"/>
» GPS (Vehicle)	<input type="radio"/>	<input type="radio"/>
» Laptop computer	<input type="radio"/>	<input type="radio"/>
» Other (please list) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

18 b. Does the equipment provide adequate service?

	Adequate	Not adequate
» Cellular phone	<input type="radio"/>	<input type="radio"/>
» Satellite phone	<input type="radio"/>	<input type="radio"/>
» Multi-frequency scanning radio	<input type="radio"/>	<input type="radio"/>
» GPS (Vehicle)	<input type="radio"/>	<input type="radio"/>
» Laptop computer	<input type="radio"/>	<input type="radio"/>
» Other (please list) <input type="text"/>	<input type="radio"/>	<input type="radio"/>

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

19. Do you wear body armor while on duty and/or patrol?

- Yes  
 No

19 a. Did you use personal funds to purchase the body armor?

- Yes  
 No

19 b. If the Corps changed its policy to allow O&M (Corps) funds to be used to purchase body armor for park rangers, would you buy and wear body armor?

- Yes  
 No

20. Please enter the percentage of each type of patrol done during the past 12 months. It should add to 100% at bottom of table. If no patrol of a certain type was done, leave zero.

Vessel/Boat	<input type="text"/>
Car/truck	<input type="text"/>
Bicycle	<input type="text"/>
Foot	<input type="text"/>
OHV/ATV/ORV/UTV	<input type="text"/>
Snowmobile	<input type="text"/>
<b>Total</b>	<input type="text"/>

21. Does your project have any cooperative agreements/contracts for law enforcement services?

- Yes  
 No

21 a. Across all cooperators, please rate their performance.

- Very good  
 Good  
 OK  
 Poor  
 Very poor

21 b. If you have one or more cooperative agreements/contracts for law enforcement services in place, do you believe that at your project:

	Yes	No	Uncertain
Visitors are safer because of it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employees are safer because of it?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21 c. Does your agreements/contracts result in a shorter response time on calls for assistance?

- Yes  
 No

21 d. Do you have problems contacting law enforcement agencies when safety concerns arise?

- Yes  
 No

If yes, please explain

---

21 e. What is the single most important change that should be made regarding cooperative agreements/contracts for law enforcement services at your project?

---

22. Do you have access to National Law Enforcement Telecommunications System (NLETS) or Originating Agency Identifier (ORI) information?"

---

- Yes  
 No

23. Do you have problems obtaining vehicle/vessel registration information using NLETS or ORI?

---

- Yes  
 No

If yes, please explain.

---

## INCIDENT SERIES

24. Please rank the three crimes/violations that you believe most frequently endanger **visitors** at your project? (e.g. 1: most frequently endanger visitors, 2: second most frequently endanger visitors, and 3: third most frequently endanger visitors)

---

- Arson
- Drugs Production
- Drug Sales
- Shooting (indiscriminate)
- Suicide
- Littering/Dumping
- Resource violations besides fish & wildlife (theft of cultural resources, timber theft, illegal ORV use)
- Traffic/Parking violations
- Fish and wildlife violations
- Murder
- Rape/sexual assault
- Domestic violence
- Gang activity
- Under influence of Alcohol/Drugs
- Fights/Assault/Disorderly Conduct
- Vandalism
- Theft
- Other (please specify)

25. Please rank the three crimes/violations that you believe most frequently endanger **park rangers** at your project? (e.g. 1: most frequently endanger park rangers, 2: second most frequently endanger park rangers, and 3: third most frequently endanger park rangers)

---

- Arson
- Drugs Production
- Drug Sales
- Shooting (indiscriminate)
- Suicide
- Littering/Dumping
- Resource violations besides fish & wildlife (theft of cultural resources, timber theft, illegal ORV use)
- Traffic/Parking violations
- Fish and wildlife violations
- Murder
- Rape/sexual assault
- Domestic violence
- Gang activity
- Under influence of Alcohol/Drugs
- Fights/Assault/Disorderly Conduct
- Vandalism
- Theft
- Other (please specify)

26. Please rank the three most frequent **visitor complaints** about crime/violations at your project? (e.g. 1: most frequent, 2: second most frequent, and 3: third most frequent)

---

- Arson
- Drugs Production
- Drug Sales
- Shooting (indiscriminate)
- Suicide
- Littering/Dumping
- Resource violations besides fish & wildlife (theft of cultural resources, timber theft, illegal ORV use)
- Traffic/Parking violations
- Fish and wildlife violations
- Murder
- Rape/sexual assault
- Domestic violence
- Gang activity
- Under influence of Alcohol/Drugs
- Fights/Assault/Disorderly Conduct
- Vandalism
- Theft
- Other (please specify)

27. Which three of following crimes/violations at your project do you most frequently **call in law enforcement** to handle? (e.g. 1: most frequent, 2: second most frequent, and 3: third most frequent)

---

- Arson
- Drugs Production
- Drug Sales
- Shooting (indiscriminate)

- Suicide
- Littering/Dumping
- Resource violations besides fish & wildlife (theft of cultural resources, timber theft, illegal ORV use)
- Traffic/Parking violations
- Fish and wildlife violations
- Murder
- Rape/sexual assault
- Domestic violence
- Gang activity
- Under influence of Alcohol/Drugs
- Fights/Assault/Disorderly Conduct
- Vandalism
- Theft
- Other (please specify)

**28. Please rate how beneficial or harmful each of these factors currently are for park rangers at your project.**

	Very Beneficial to Ranger Safety	Moderately Beneficial to Ranger Safety	Neither Beneficial or Harmful to Ranger Safety	Moderately Harmful to Ranger Safety	Very Harmful to Ranger Safety
Park ranger training	○	○	○	○	○
Personal safety equipment	○	○	○	○	○
Patrol vehicle	○	○	○	○	○
Patrol vessel	○	○	○	○	○
Communication equipment	○	○	○	○	○
Uniform	○	○	○	○	○
Corps back up/support from other Visitor Assistance personnel	○	○	○	○	○
Back up/support from contracted law enforcement agencies	○	○	○	○	○
Back up/support from non-contracted law enforcement agencies	○	○	○	○	○
Park ranger staff selection/hiring	○	○	○	○	○
Park ranger educational requirements	○	○	○	○	○
Level of authority for park rangers	○	○	○	○	○
Other (please list) <input style="width: 100px;" type="text"/>	○	○	○	○	○

**29. Of these factors, improvement to which one will most enhance park ranger safety at your project?**

- Park ranger training
- Personal safety equipment
- Patrol vehicle
- Patrol vessel
- Communication equipment
- Uniform
- Corps back up/support from other Visitor Assistance personnel
- Back up/support from contracted law enforcement agencies
- Back up/support from non-contracted law enforcement agencies
- Park ranger staff selection/hiring
- Park ranger educational requirements

Level of authority for park rangers

Other (please list)

30. Considering the single most important factor to improve in Q 29 above, what improvement should be made?

## THREAT SERIES

**In Questions 31-36 only count incidents that directly happened to you, NOT what you may have observed happen to another person.**

31. In the past 12 months, how many **verbal abuse incidents** did you experience while performing your official duties? Verbal abuse is defined as anger, elevated voice, derogatory comments about the ranger or agency, profanity or possible exaggerated movements. Situation where visitor has lost some self-control.

Verbal abuse incidents

32. In the past 12 months, how many **verbal threats** did you experience while performing your official duties? Verbal threat is defined as the visitor stating a threat to harm the ranger involved.

Verbal threats

33. In the past 12 months, how many **incidents of physical intimidation** did you experience while performing your official duties? Physical intimidation is defined as blocking the ranger's ability to move or leave the scene.

Physical intimidation

34. 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 weapon is defined as a gun, knife, hatchet, vehicle, etc.

Threats with a visible weapon

35. 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 touching in an aggressive manner, grabbing one, striking with a weapon. It does not include the natural touch of an arm or shoulder in routine discussion.

Physical contact/battery incidents

36. 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 35?

Bodily injuries

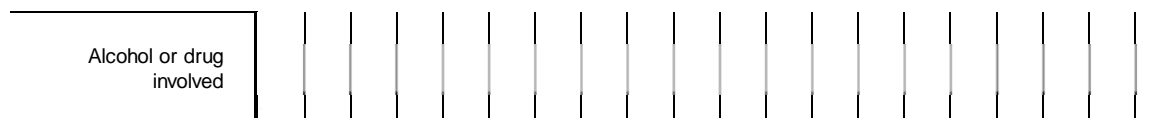
37. In the past 12 months, how many incidents are you aware of where a visitor to your project was **physically or verbally abused or threatened** by another visitor?

Abused/threatened incidents

38. Considering your answers to questions 31 - 37, what percent of these incidents involved alcohol or drugs?

Percentage

0 5 10 15 20 25 30 35 40 45 50 55 60 65 70 75 80 85 90 95 100



39. Considering your answers to questions 31 - 38, briefly describe the most serious incident you experienced.

### PERSPECTIVE ON THE VISITOR ASSISTANCE PROGRAM

40. Please rate your perspective on the importance of each of these park ranger roles.

	Extremely Important	Highly Important	Moderately Important	Slightly Important	Not Important
Protecting cultural resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting natural resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting other employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting public property/facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

41. What do you believe is your direct supervisor's perspective of each of these park ranger roles?

	Extremely Important	Highly Important	Moderately Important	Slightly Important	Not Important
Protecting cultural resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting natural resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting other employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting visitors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting public property/facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protecting yourself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. In general how do you believe the public views Corps park rangers at your project? Please check all that apply.

- As resource managers
- As certified law enforcement officers
- As facility and resource maintenance
- As interpreters/information sources
- As employees with authority to only enforce Corps rules
- As eyes and ears for certified law enforcement officers

43. Do you believe wearing the Corps park ranger uniform, compared to the way other Corps employees

dress, makes you:

---

- More safe
- Less safe
- Neither more or less safe
- Uncertain

43 a. Why?

---

## **VISITOR ASSISTANCE TRAINING**

---

44. Do you have citation authority?

---

- Yes
- No

44 a. How many years have you had citation authority?

---

Years

45. Are you certified to carry Pepper Spray?

---

- Yes
- No

45 a. Do you carry it on your person while performing Visitor Assistance?

---

- Yes
- No
- Sometimes

45 b. Have you used it on an animal in the past 12 months?

---

- Yes
- No

45 c. Please describe the most recent situation in which you used it on an animal.

---

45 d. Have you used it on a person in the past 12 months?

---

- Yes
- No

45 e. Please describe the most recent situation in which you used it on a person.

---



#### 46. Please check when you last received the following training:

	Within last 12 months	13-18 months ago	19-24 months ago	More than 24 months ago	Have not received the training
First Aid/CPR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blood Borne Pathogen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PROSPECT - Visitor Assistance NRM, Course #147	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oleoresin Capsicum (Pepper Spray) initial certification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitor Assistance Refresher (including Hands-on Personal Protection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSC/District Visitor Assistance Course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pepper Spray Refresher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PROSPECT -Visitor Assistance Management and Policy, Course # 324	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gangs/Cult/Drug Awareness (Provided by local vendor and/or staff)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 47. Are there any topics you need further training on to safely perform your Visitor Assistance duties?

- Yes
- No
- Uncertain

#### 47 a. Please specify the three most important additional topics.

1.
2.
3.

#### 48. As you know, the Corps provides Visitor Assistance training and citation authority only. Do you have any certified/accredited law enforcement experience or training?

- Yes
- No

#### 48 a. Please check all that apply.

- FLETC
- State Police Officer Standards and Training Certified Officer
- Served as a federal law enforcement officer
- Served as a law enforcement officer at a state, regional or local government level
- Other, please specify/explain
- 

### QUESTIONS ABOUT PARK RANGER CoP FORM AND FUNCTION

#### 49. Have you ever entered Preliminary Accident Notification (PAN) and Serious Incident Report (SIR) data into ENGLINK?

- Yes
- No

#### 50. Please rate your satisfaction with the PAN and SIR data entry sections of ENGLINK.

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

51. What is the single most important improvement that should be made to improve efficiency and effectiveness of PAN and SIR data entry sections in ENGLINK?

---

52. Have you ever entered citation/warning data into the Operations and Maintenance Business Information Link (OMBIL)?

---

- Yes
- No

52 a. Please rate your satisfaction with the data entry portion of the OMBIL citation/warning module.

---

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

52 b. Have you ever attempted to retrieve reports from the OMBIL citation/warning module?

---

- Yes
- No

52 c. How satisfied are you with the reports portion of the OMBIL citation/warning module?

---

- Highly satisfied
- Satisfied
- Neutral
- Dissatisfied
- Highly dissatisfied

52 d. What is the single most important improvement to improve efficiency and effectiveness that should be made with the OMBIL citation/warning module?

---

53. Have you used the Park Ranger CoP Gateway page in the past 12 months?

---

- Yes
- No

53 a. Please check all that apply:

---

- Viewed Park Ranger (PR) Chat?

—

Started a discussion thread in PR Chat?

Responded to an item in PR Chat?

53 b. What is the single most important improvement that should be made to the Park Ranger CoP Chat that would encourage your use?

---

## Demographics/Background

54. What is your Corps District?

District

54 a. During the past 12 months, how often has a member of your district/MSD staff or leadership visited your project to review or better understand your Visitor Assistance program?

- 1 time
- 2-5 times
- 6 or more times
- Never

55. What is your Pay Plan?

- GS
- Other (Please specify)
- 

55 a. Your Grade?

Grade

56. What is your position tenure?

- Full time permanent
- Full time seasonal
- Full time temporary
- Part time permanent
- Part time seasonal
- Part time temporary
- Intermittent

56 a. Have you ever participated in the Student Temporary Employment Program (STEP)?

- Yes
- No

56 b. Are you currently in the STEP?

- Yes
- No

56 c. Have you ever participated in the Student Career Experience Program (SCEP) (Co-op Program)?

Yes

No

56 d. Are you currently in the SCEP (Co-op Program)?

---

Yes

No

57. How many years have you worked in your current position for the Corps?

---

Years

58. How long have you been at your current project?

---

Years

59. How many years have you worked for the Corps in any capacity?

---

Years

60. In the past 12 months have you been deployed in support of Overseas Contingency Operations (OCO) in Iraq and/or Afghanistan?

---

Yes

No

61 a. What was the length of the deployment?

---

Months

62 b. Was your position backfilled while you were gone?

---

Yes

No

Partially

63. In the past 12 months have you been deployed on disaster duty?

---

Yes

No

63 a. What was the length of the deployment?

---

Months

63 b. Was your position backfilled while you were gone?

---

Yes

No

Partially

64. In the past 12 months have you served on a temporary promotion, reassignment or detail?

---

Yes

No

#### 64 a. What was the length of the temporary promotion, reassignment or detail?

---

Months

#### 64 b. Was your position backfilled while you were gone?

---

- Yes
- No
- Partially

#### 65. Please check any agencies that you have worked for in the past.

---

- National Park Service
- Homeland Security
- US Forest Service
- US Fish and Wildlife Service
- Bureau of Land Management
- Bureau of Reclamation
- Tennessee Valley Authority
- State natural resource/park agency
- Local (city/county/district) park agency

#### 66. What is your age?

---

Age

#### 67. What is your gender?

---

- Female
- Male

#### 68. What is your racial affiliation?

---

- American Indian or Alaska Native
- White or Caucasian
- Asian or Asian American
- Bi-racial or Multi-racial
- Black or African American
- Other

#### 69. What is your ethnic affiliation?

---

- Hispanic or Latino
- Not Hispanic or Latino

#### 70. Check your highest level of educational achievement

---

- Some High School
- High School/GED
- Some Business College Or Technical School
- Some College (Other Than Business Or Technical School)
- Business, Community, Junior or Technical College Degree Or Certificate

Bachelor's College Degree

- Some Graduate Work
- Masters Or Higher Degree

71. Please check the one subject area title of the highest academic degree you hold:

---

- Parks and recreation
- Fisheries and wildlife
- Biology/Botany/Natural science
- Forestry
- Natural resources/environmental science
- Criminal justice
- Business
- Other (please list)

72. Please check each of the national level park ranger or park law enforcement associations to which you currently belong.

---

- Park Law Enforcement Association (PLEA)
  - Association of National Park Rangers (ANPR)
  - International Ranger Federation (IRF)
  - Other (Please specify)
- 
- I don't belong to any park ranger or park law enforcement association

## To Conclude

In conclusion:

---

73. What is the single most important change the Corps should make in the Visitor Assistance Program?

---

74. Please share the most important visitor assistance success story that involved you in the past 12 months.

---

## **SUBMIT THE SURVEY!**

You are about to submit the survey. Once you click "Forward", your answers will be collected and you can not access to the survey anymore. Thank you for your participation.

---