



US Army Corps  
of Engineers

Waterways Experiment  
Station

# RECNO<sup>N</sup>OTES

NATURAL  
RESOURCES  
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PROGRAM

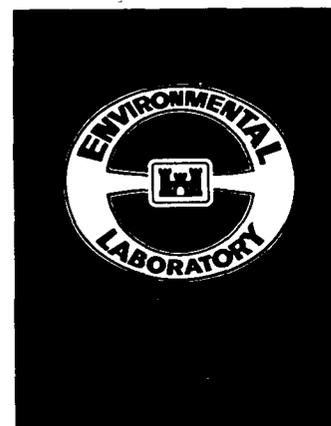
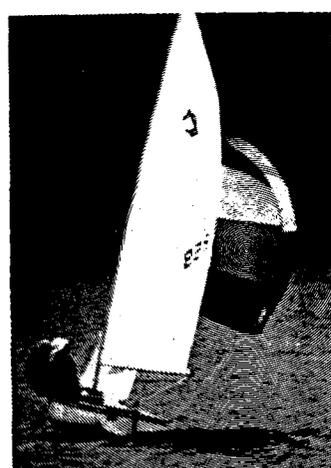
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INFORMATION EXCHANGE BULLETIN

DEC 1986

## “Take Pride in America” Campaign

*Janice Holmes, DAEN-CWO-R*



By this time I'm sure that many of you have become familiar with the Take Pride in America (TPA) campaign and have seen the videotape by Robert Dawson, Assistant Secretary of the Army (Civil Works) introducing TPA to the Corps of Engineers. I want to take this opportunity to explore the concept of TPA and how I see the campaign in relation to our resource management activities.

President Reagan introduced Take Pride in America in his 1986 State of the Union address by stating:

“All Americans should take pride in their outstanding public lands and historic sites that belong to everyone. The Departments of Interior, Agriculture, Education, and Army (Corps of Engineers) and the Environmental Protection Agency will work together on a ‘Take Pride in America’ campaign. We must all work for a renewed awareness that these lands are our lands.”

As a part of President Reagan's agenda, the campaign is now established as a multi-agency effort. A bill “to provide for a program of cleanup and maintenance on federal public lands, national parks, and recreation areas ...” was introduced in Congress by Senator Bumpers (D-Arkansas). S.1888 designates a Public Lands Cleanup Day and directs the President to issue a proclamation calling upon American Citizens to observe this day with appropriate ceremonies, programs, and activities. Secretary Dawson strongly supports and encourages Corps participation in TPA.

But what does the Take Pride in

America Campaign really mean and how will it affect the Corps? Taken literally TPA is a campaign urging Americans to take individual pride and responsibility for lands and resources that are held in the public trust. Yet TPA is more than a campaign focused on litter cleanup and vandalism. TPA provides an opportunity to emphasize a wide spectrum of resource management including overuse and careless abuse of resources through ignorance. Nationwide goals for TPA have been developed as follows:

- Increase awareness of the importance of wise use of public lands and natural and cultural resources.
- Encourage an attitude of stewardship and responsibility toward public lands and resources.
- Promote participation by individuals, organizations, and communities in caring for public lands and resources.

As I review these goals and the TPA campaign, I see two objectives to accomplish within the Corps.

**E**ducation—to educate the public on the need for careful use and preservation of public lands. One avenue may be environmental education programs which focus attention on good management practices and the negative results of depreciative behavior. This objective could be achieved not only through interpretive programs and visitor center displays but may include articles in local publications, public meetings and tours of facilities, and speaking engagements with local service clubs and school groups by resource personnel.

**I**nvolvement—public involvement is the next logical step beyond education. Once people have become aware of and learned about the issues, the opportunity should be available to apply that knowledge. The objective is to involve the public in implementing programs and activities designed to enhance and improve the quality of public lands and resources. An effort should be made to encourage and include public participation in ongoing resource management activities: it is time to go beyond the typical public meeting held only in response to controversial issues. The intent is to increase positive interaction with the local community and to increase their awareness of Corps resource management activities and how they may become involved. Every opportunity to provide interaction with the public should be taken advantage of and could include tours, workshops, project open houses, and meetings.

An interagency policy and steering committee has been established to develop guidelines and information on TPA. Many Corps project and district offices are located in communities where one or

more federal agencies also involved in TPA are located. I urge you to take this opportunity to coordinate program activities with agencies in your area which support TPA. Specific examples of successful local interagency groups should be forwarded through channels.

**T**he Corps has an active role in implementing TPA nationwide. Secretary Dawson has a keen interest in TPA and has asked district and division engineers to report on activities which carry out the objectives of the TPA campaign. I encourage all resource professionals at every level to actively develop and identify local programs which fit into the parameters of the TPA campaign and to keep your district and division engineers knowledgeable on these programs. TPA provides an opportunity for us to strengthen the overall resource program within the Corps for the future. Now is the time to highlight current programs or activities or to develop new ones which will have positive benefits for the resource and for the public.

## Camping Passes Provide “Customer Care”

*Dorene A. Bollman, Outdoor Recreation Planner  
Rock Island District*

**D**o you find yourself wishing for a better way to make camping refunds to visitors when legitimate circumstances arise? The Rock Island District may have found a near-perfect balance between customer satisfaction and administrative efficiency: issuing camping passes instead of monetary refunds.

★★★★★

Rather than issuing monetary refunds through the district's Finance and Accounting Office, the park manager issues a camping pass equal to the unused portion of the user permit. We developed the camping pass program to relieve the expense and administrative burden of processing cash refunds. Secondly, we hoped to provide better service to the visiting public and eliminate the campers' long wait for a cash refund.

Prior to 1984, the Rock Island District dealt with about 50 refund requests per season. Several offices between the project and district Finance and Accounting office were involved in the approval and issuance of a refund check. Due to the administrative burden, only those requests that appeared to be the result of actual emergencies were approved for payment. About 80 percent of the requests resulted in refunds at an estimated processing cost to the government of about \$50 per check. Campers fre-

quently complained about the long delays and lack of notification regarding denial or approval of refund requests.

**I**n 1984 a pilot program was put into action whereby a park manager can issue a camping pass equal to the unexpired portion of a user permit when a visit must be terminated because of an emergency. The camping pass specifies where the pass is valid (all fee areas of equal class throughout the district) and the expiration date (usually one year from the date of issue). The program has these objectives:

- Provide better service to the visiting public.
- Eliminate campers' long waits for cash refunds.
- Relieve the expense and administrative burden of processing monetary refunds.

During two seasons of use, the program has met the objectives—not one complaint has been voiced by the public or the Corps. Camper satisfaction has risen dramatically since all reasonable requests are accepted and camping passes are issued promptly. Of the 141 camping passes issued, only 58 have been used.

For details of the procedure, contact the author at (609) 788-6361 ext 483.

# WES: Getting on the Inside Track

*Carolyn Bauer, Assistant Resource Manager  
Cheatham Lake, Nashville District*

**D**o you ever wonder what it's really like at WES? Have you been curious about who the people are that do the research and write the reports that we receive at the projects, districts, and divisions? Some of you have been to WES for a meeting or for training, but you may not have had a chance to get much more than a peek at what WES is all about. The best way to learn about WES is by getting on the inside track, as I had the chance to do on a 4-month developmental assignment.

My regular duty assignment is Assistant Resource Manager at Cheatham Lake, Nashville District. The opportunity for me to come to WES was realized when Roger Hamilton, Chief of the Resources Analysis Group, was looking for someone to bring some field perspective to the research that his group at WES was doing. Roger discussed this with Ron Rains, Chief of Natural Resources Management Branch in the Nashville District, and arrangements were made for the 4-month developmental assignment. My supervisor, Mike Patterson, was very supportive of this opportunity. The expenses for my tour of duty were negotiated between the Nashville District and WES. The District agreed to continue to pay my salary and WES agreed to pick up the tab for the travel and per diem.

WES is an impressive place, as you might expect of the principal research, testing, and developmental facility for the Corps of Engineers. The 700 acres of WES includes an array of buildings, offices, hangars, and other facilities. Structural models of locks, dams, harbors, and rivers are used in some work areas and create a very striking physical presence. It's fascinating to see the models (which are made to scale) operate. Most of the offices look pretty typical, like the one I worked in, and have the standard array of desks, phones, and computers. It didn't take me long to realize that the most impressive research tool that WES has is the very capable staff of over 1500 people.

**T**he intellectual capability of the staff is partially evidenced by the number of people that have or are working on their masters or doctorates. Their "passion for excellence" was quite apparent, and I learned a lot from working with them. Talking to people about their research was one of the most beneficial aspects of my time at WES. It broadened



Carolyn on the job at Cheatham Lake

my horizons to get informed on some of the work that is occurring in the Corps in other areas.

Work is performed at WES for Corps military and civil works projects, other federal agencies, and occasionally state agencies, foreign governments and private concerns. It surprised me to find out that Congress doesn't appropriate specific funds for WES, but that the work is done on a reimbursable basis with the sponsoring office or agency paying the costs. The sponsor is considered the customer and the theme of "leaders in customer care" is a primary concern. When WES is doing research for our projects and districts, we are the customers that they want to please. They are looking for the answers that will solve our problems. Our responsibility is to identify our problems and give them feedback on ways they can do a better job of meeting our needs.

WES is divided into 6 research laboratories: Hydraulics, Geotechnical, Structures, Environmental, Information Technology, and the Coastal Engineering Research Center. The term laboratory isn't used as we normally think of it, but it is used more broadly to reflect the research and testing environment. I worked as an outdoor recreation

planner in the Resource Analysis Group (RAG) of the Environmental Laboratory. RAG performs work in natural resources and outdoor recreation disciplines. Current projects include the inventory and measurement of the recreation benefits of the Louisiana coastal marsh, estimating dispersed recreation use of Corps project lands, automated campground receipts study, development of visual assessment techniques, economic impacts of Corps-managed recreation areas, development of a land use methodology for Fort Benning, and teaching the *PROSPECT* class on Recreation Use Estimation Procedures. One of my responsibilities was to develop and conduct a training needs survey for Natural Resources Management personnel.

As you may have noticed in the last issue of RecNotes, Roger Hamilton plans to keep the opportunity for the developmental assignment with RAG available on a rotating basis.\* Interested applicants should contact him at (601) 634-3724 or FTS 542-3724. I heartily recommend the assignment and would be glad to discuss it with anyone that is considering applying. My office phone number is (615) 792-5697.

As beneficial as the experience was, it sure is good to be back at Cheatham Lake in the rolling hills of Middle Tennessee. I feel like I've brought back with me knowledge and experience that will be beneficial to my job performance throughout my Corps career.

\* Editor's note: See article entitled, "Developmental Assignment Opportunity," *RECNOTES*, Vol R-86-2, for additional details.



## NATURAL RESOURCES RESEARCH PROGRAM

This bulletin is published in accordance with AR 310-2. It has been prepared and distributed as one of the information dissemination functions of the Environmental Laboratory of the Waterways Experiment Station. It is primarily intended to be a forum whereby information pertaining to and resulting from the Corps of Engineers' nationwide Natural Resources Research Program can be rapidly and widely disseminated to OCE and Division, District, and project offices as well as to other Federal agencies concerned with outdoor recreation. Local reproduction is authorized to satisfy additional requirements. Contributions of notes, news, reviews, or any other types of information are solicited from all sources and will be considered for publication as long as they are relevant to the theme of the Natural Resources Research Program, i.e., to improve the effectiveness and efficiency of the Corps in managing the natural resources while providing recreation opportunities at its water resources development projects. This bulletin will be issued on an irregular basis as dictated by the quantity and importance of information to be disseminated. Communications are welcomed and should be addressed to the Environmental Laboratory, ATTN: A. J. Anderson, U.S. Army Engineer Waterways Experiment Station, P.O. Box 631, Vicksburg, MS 39180-0631, or call AC 601, 634-3657 (FTS 542-3657).

DWAYNE G. LEE  
Colonel, Corps of Engineers  
Commander and Director

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## Natural Resources Review Task Force Makes Report

A task force made up of Resource Managers from all over the United States identified the top priorities of field managers and reported these at the Natural Resources Research Program Review in Cincinnati on May 1, 1986. Over 200 responses from the Corps resource personnel in 13 districts were compiled by the committee who was given the task of reviewing the Natural Resources Research Program.

The committee members first met in Nashville District on February 25-26 where they had an extensive briefing on the Waterways Experiment Station (WES) and the Natural Resources Research Program. Then they attacked the problem of identifying research problems that are the top priorities of field managers throughout the Corps. A four-hour session of brainstorming and discussion resulted in listing 81 problem areas that might be addressed. The list was then distributed throughout the Corps field projects by committee members for managers to identify their top 5 to 10 priorities.

The task force met again in Dallas April 14-15 to compile and consolidate their findings. The primary concern expressed by all committee members was information transfer—the need to have a central point for the distribution of information on new

technology as well as problem solving. The other top priorities identified were: trends in day use; measuring O&M efficiency and effectiveness; determining resource capability; regional recreation demand models; renovation of recreation areas; effective interpretation techniques; siltation/water quality problems; development of water safety guidelines; vandalism/litter; calculating the true cost of administering easement and boundary lines; evaluation of law enforcement contracts; wildlife management; and forest management in park areas.

The task force made recommendations intended to improve the effectiveness of the Natural Resources Research Program through funding options and to bridge the communication gap between field managers and researchers. On April 30, 1986, Debby Chenoweth, Louisville District, presented the findings to the Division office representatives for Natural Resource Management. On May 1, she presented the task force report to the formal Program Review in Cincinnati, Ohio.

For further information, contact Debby Chenoweth, (513) 897-1050.



**NATURAL RESOURCES REVIEW TASK FORCE (reading from left to right) Wayne Lanier, Barkley Lake, Nashville District; Dan Keir, Wilmington District; Mike Miller, Westpoint Lake, Mobile District; Mike Carey, Kansas City District; Owen Mason, North Pacific Division; Debby Chenoweth, Miami River Area, Louisville District; Mike Tibbs, Libby Lake, Seattle District; Lynn Murphy, Benbrook Lake, Fort Worth District; Jim Ruyak, Mississippi River Headwaters Area, St. Paul District; Don Wyese, Fort Worth District; and Dwight Quarles, Fort Worth District.**

# NATIONAL TAKE PRIDE IN AMERICA AWARDS ★ ★ ★

The National Take Pride in America (TPA) Awards Program offers an excellent chance to reward Corps efforts as well as outside individuals, organizations and corporations. If you haven't taken a look at the award program booklet, get a copy and see what it offers you!

Five winners were recently selected by our panel of judges to represent the Corps in the national TPA competition. Assistant Secretary of the Army (Civil Works) Robert Dawson personally transmitted the following to the TPA staff as our nominees for national honors.

Joan "Jo Jo" Cyr, Park Ranger  
New England Division

Crooked Creek Lake Project  
Pittsburgh District, South Atlantic Division

The Great Altoona Cleanup  
Mobile District, South Atlantic Division

WAPAMA Historic Ship Restoration  
San Francisco District, South Pacific Division

The National Campers and Hikers Association Cleanup and Camporee  
New England Division



DARRELLE E. LEWIS  
Chief, Natural Resources Management  
Branch, (DAEN-CWO-R)