



*Volunteer Orientation
Training*



U.S. Army Corps of Engineers
Berlin Lake

Volunteer Orientation Berlin Lake

You are part of a legacy.

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.



The Corps of Engineers castle design originated from West Point and remains our emblem even today.



Who's in charge?

Lieutenant General Van Antwerp assumed command of USACE in May 2007.



Colonel Crall assumed command of the Pittsburgh District in July 2007.



Our mission

- Coastal and inland navigation
- Flood damage reduction
- Hydropower
- Irrigation
- Preservation of the environment
- Recreation
- Emergency Response
- Military

The Corps of Engineers is the nations largest provider of outdoor recreation, operating more than 2,500 recreation areas at 463 projects (mostly lakes) and leasing an additional 1,800 sites to State or local park and recreation authorities or private interests.

Navigation



Navigation was the Corps of Engineers' earliest Civil Works mission, dating to Federal laws in 1824 authorizing the Corps to improve safety on the Ohio and Mississippi Rivers.

Today, the Corps maintains more than 12,000 miles of inland waterways, operates 235 locks and maintains 300 commercial harbors, through which pass 2 billion tons of cargo each year.

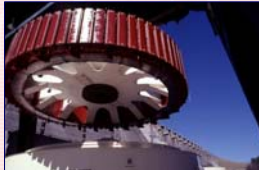
Flood Damage Reduction



Over a billion dollars of flood damage has been prevented by Berlin Dam since its completion in 1943.

The Corps was first called upon to address flood problems along the Mississippi river in the mid- 1800's. We began work on the Mississippi River and Tributaries Flood Control Project in 1928, then the Flood Control Act of 1936 gave the Corps the mission to provide flood protection to the entire country.

Hydropower



The Corps was first authorized to build hydroelectric plants in the 1920s, and today operates 75 power plants, producing one fourth of the nation's hydro-electric power--or three percent of its total electric energy. This makes us the Nation's fifth largest electric supplier.

Environmental



The Corps of Engineers carries out environmental and natural resource management programs at its projects, managing thousands of square miles as forest and wildlife habitat, monitoring water quality at its dams, operating fish hatcheries in cooperation with State wildlife agencies, and in some cases restoring the environment at projects built in earlier days.

Emergency Response



At the height of the deployment, 164 Corps personnel from around the nation were in New York City to support recovery efforts from the 9/11 attacks. In addition, the 105 personnel of North Atlantic Division and 632 New York District personnel who work in the New York City area were fully engaged in the recovery.



Recreation

FISHING AND BOATING

The Corps hosts 33% of all freshwater lake fishing in the U.S. Our lakes have 56,000 miles of shoreline with over 3,800 boat launch ramps.

CAMPING

There are over 100,000 campsites available at Corps properties nationwide.

HIKING

Corps parks include 5,000 miles of trails that are ideal for hiking and observing wildlife.

The Corps hosts about 360 million visits a year at its lakes, beaches and other areas, and estimates that 25 million Americans (one in ten) visit a Corps project at least once a year.

Recreation



BERLIN LAKE

- 348 campsites
- 140 picnic sites
- 6 playgrounds
- 2 picnic pavilions
- 4 boat launches (Mill Creek, ODNR, Dutch Harbor and Marko Landing)
- 2 marinas with over 400 slips
- 70 miles of shoreline
- Scout Area
- Amphitheater
- Proposed 1-mile interpretive trail

Bottom Line - \$

NATIONWIDE

\$15 billion is spent by Corps lake visitors on trip related expenses such as gas, food, lodging and recreation equipment each year adding 600,000 jobs to the nation's economy.

BERLIN LAKE

Over a half of a million annual visitors to Berlin Lake spend nearly \$10 million within a 30 mile radius; 68% percent of which is captured in the local economy as direct sales.

Customer Service



“If you build it, they will come” turned flood damage reduction projects into recreation destinations overnight. Eighty percent of Corps lakes are located within 50 miles of major metropolitan areas.

To accommodate the rising popularity of recreation facilities, the Corps designed customer service standards. These include the following goals:

- Ensure that interactions with our customers project a positive image of the Corps and are responsive to customer needs and expectations.

Customer Service



- Provide adequate communications channels for the public.
- Provide the customer with timely and accurate information.
- Provide the customer with quality facilities and services that ensure a clean, safe, and healthful recreation area environment.
- Monitor customer needs and satisfaction levels, and incorporate appropriate organizational responses into annual work plans, budget requests, and future development plans.

Customer Service



You represent the U.S. Army Corps of Engineers!

When interacting with our customers there are standards as well. The manual states, "Park Rangers, Park Managers, maintenance staff, administrative staff, park attendants, visitor center staff, volunteers, and other employees are public relations representatives for the Corps of Engineers. All dealings with the public shall be conducted in a professional manner that presents a positive image."

Customer Service

Comment card summary results 2006

Overall	Camping	Day Use
Overall satisfaction	4.5	4.5
Waiting times to access facilities	4.4	4.4
Safety and security	4.7	4.7
Value received for fee paid	4.5	4.5
Facilities		
Suitability of facilities	4.5	4.5
Restroom cleanliness	3.9	3.9
Appearance of park grounds	4.4	4.4
Adequacy of signs	4.5	4.5
Parking space availability	4.4	4.4
Condition of roads & parking lots	4.6	4.6
Employees		
Availability of rangers	4.4	4.4
Helpfulness of rangers	4.5	4.5
Environmental		
Landscape attractiveness	4.7	4.7
Resource quality for my activities	4.5	4.5

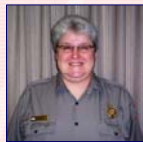
You are valuable to us.

The value of the work that volunteers do is immeasurable. Corps volunteers serve as campground hosts, staff visitor centers, conduct interpretive programs, assist maintenance personnel, restore fish and wildlife habitat, and maintain park trails.

Nationwide during 2006, nearly 53,000 volunteers contributed over 1.3 million hours of work with an estimated value of \$23.7 million.

In 2007 at Berlin Lake, 423 volunteers contributed 4643 hours at an estimated value of \$87,150.00

Chain of Command



Julie Stone – Volunteer Coordinator



Gary Cameron – Lead Park Ranger



René Berberich – Resource Manager

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Welcome Aboard!

