

DEPARTMENT OF THE ARMY
ROCK ISLAND DISTRICT CORPS OF ENGINEERS
SAYLORVILLE LAKE PROJECT
5600 NW 78th AVENUE
JOHNSTON, IOWA 50131

STANDARD OPERATING PROCEDURE
SOP No. 04-02

CEMVR-OD-S

21 January 2004

1. Purpose. To establish procedures and policy for the collection of Day Use Fees at Entrance Stations.
2. References.
 - a. ER 1130-2-500 Chapter 10, The Corps of Engineers Volunteer Program
 - b. EP 1130-2-500 Chapter 10, The Corps of Engineers Volunteer Program
 - c. EP 1130-2-429 Volunteer Coordinators Handbook
 - d. ER 1130-2-500 Chapter 9, Recreation Use Fees
3. Applicability. This SOP applies to all staff members, volunteers, and potential volunteers.
4. Procedures.
 - a. The primary duties of the Day Use Entrance Station Hosts are to collect day use fees, sell annual day use passes; balance funds and receipts, and be able to follow written and verbal instructions.
 - b. Day Use Entrance Station Hosts shall operate a cash register and collect fees according to the policies and procedures outlined in the Day Use Fee Handbook.
 - c. Day Use Entrance Station Hosts shall assist customers by providing accurate information concerning Saylorville Lake, fee information and all other recreation polices and procedures as directed.
 - d. Fees shall be collected in person from the entrance station only. No roving fee collection is allowed.
 - e. All hosts shall possess a valid drivers license and be capable and physically able to perform all duties and fulfill all requirements of the volunteer agreement. Physical work requirements include standing, walking, sitting and using a cash register for long periods. The work also requires excellent communication skills, providing assistance and information to the public and interacting with the public in a calm, polite and courteous manner even under trying circumstances.
 - f. The Corps of Engineers will conduct a two-day training session the week before the Day Use Entrance Stations open. The training session will include: cash

register training, operating procedures, and Corps of Engineers and Saylorville Lake policies and procedures.

g. Recreational Use Fees Program

- (1) Fee Collection. Volunteers are authorized to sell permits and collect fees from the public at campgrounds, day-use facilities, visitor centers, administration offices and other locations where fee collection is normally performed as a government function. The accepting official shall ensure that volunteers sign a statement (on the volunteer agreement or other document) that accepts the risk and liability of handing government funds. The accepting official shall also ensure that volunteers are properly trained.
 - a. Volunteers are agents of the Army and are protected under 31 USC 3527(a). This statute states, in part, that “the Comptroller General may relieve an accountable official or agent of the agency responsible for the non-negligence loss or deficiency of public money, when the head of the agency decides that the official or agent was carrying out official duties when the loss or deficiency occurred, and the loss or deficiency was not the result of fault or negligence by the official or agent.” Volunteers are strictly liable for all funds received and may be required to prove non-negligence for any loss in order to gain relief under the above statute.
 - b. Volunteers must be able to obtain a fidelity bond from a federally approved bonding institution for losses outside the purview of the above statute. Government funds will be used to cover the cost of fidelity bonds for the volunteer. A fidelity bond is not a grant of relief for the volunteer nor does the Corps relinquish its rights against the bond or volunteer in a non-negligent loss case.
- (2) The Day Use Entrance Stations shall be staffed and fees collected on scheduled days and duty hours as arranged with the program coordinator and staff supervisor.
- (3) Day Use Entrance Station Hosts shall collect fees in the exact amounts due; no additional service fee, gratuity, or other benefit shall be accepted from the public for providing volunteer service.
- (4) Day Use Entrance Station Hosts shall collect fees from the entrance stations only and **shall not** collect fees deposited in the self-registration vaults; which are available for customer use when the entrance stations are closed. The fees in the vaults will be collected by Park Rangers and delivered to the Administration Building for accounting and remittance. Upon arrival to the entrance station each day, hosts shall inspect the self-registration vaults and advise the shift supervisor if the vault is full.
- (5) The Corps of Engineers will be responsible for remitting all fees collected from the Day Use Entrance Station Hosts and fees collected in the self-registration vaults. These fees will be entered into CEFMS at least twice a week.
- (6) The Day Use Entrance Station Hosts will provide and maintain a \$50.00 change fund to be used while staffing the entrance stations.

- (7) The Day Use Entrance Station Hosts shall accept cash, personal checks, and traveler's checks. Hosts shall not accept credit cards. The hosts will not be held accountable for checks returned for insufficient funds unless such checks were accepted from individuals listed on a Government "returned check" list and such list was provided to the hosts prior to the host accepting a check from that individual.
- (8) Day Use Entrance Station Hosts shall not make cash refunds. Refunds are prohibited under day use fee program guidelines. Hosts shall direct customers who are insistent about obtaining a refund to a Corps Park Ranger for assistance.
- (9) Day Use Entrance Station Hosts shall accept Golden Age and Access Passport cards for a 50% reduction of day use fees. Annual Day Use Passes, valid camping permits, and marina passes shall be accepted allowing use of an area free of additional charge.
- (10) Safeguarding Fees. Day Use Fee Hosts shall secure and safeguard all fees as described in this SOP, their position descriptions, the Day Use Fee Handbook, and the provided training/orientation. The amount of collected fees must balance with the cashier reading at the end of each shift. Day Use Entrance Station Hosts shall reimburse the Government for all shortages or loss of funds, regardless of reason for the loss. Hosts shall immediately report any loss of funds to the shift supervisor. Money and accountable forms shall be deposited in the safe daily for ranger pick-up.
- (11) Depositing fees in the safe. Fees collected each day will be deposited into a sealed or secured money bag and deposited into the entrance station safe. Hosts will log their daily deposits, which will be kept up-to-date and accurate.
- (12) Record Keeping Duties. All Day Use Entrance Station Hosts shall maintain written records including but not limited to the following:
 - a. Damaged and/or malfunctioning facilities and equipment (on maintenance work order forms).
 - b. Number of vehicles and/or people turned away when area is full.
 - c. Lost and found property forms.
 - d. Visitor complaint and comment forms.
 - e. Daily log of activities, problems, comments, etc.
 - f. Daily log of violator vehicles/licenses in day use areas.
 - g. Other written records as directed by the Corps of Engineers.
- (13) Day Use Fee Collection Coordinator
 - a. The coordinator will be in charge of maintaining a current Day Use Entrance Station host schedule. All changes must be submitted to the staff supervisor once a week. The coordinator will fill in at Lakeview and Cherry Glen when the regular volunteers are unavailable.
 - b. The coordinator will drive through the parking lots of Sandpiper and Oak Grove Day Use Areas at least 5 times a week, issuing "Failure to Pay Day Use Fee" notices as needed and logging them on the log sheet.

- c. The coordinator will also routinely restock Day Use Fee brochures, Saylorville Recreation Guides and the self-registration envelope box on the outside of the entrance station.
- d. The coordinator routinely will check the self-registration ink pen and replace as necessary, and also the self-registration “Iron Ranger,” shake down envelopes as necessary and advise shift supervisor if it’s full.
- e. The coordinator will assist with counting fees from the “Iron Ranger” vaults and funds collected from the entrance station safes at days and times determined by the Staff Supervisor at the Administration Office.
- f. The coordinator may staff the entrance station at Oak Grove and Sandpiper as assigned by the staff supervisor. The guidelines and procedures outlined in this SOP and the Day Use Fee Handbook will be followed.

(14) Ranger Responsibilities

- a. A ranger may be notified either by the shift supervisor or by a Day Use Entrance Station Host, that the parking lot tour was not completed because of incoming traffic. A ranger should report to the Day Use Area and complete the tour issuing notices as needed and filling out the log.
- b. Each morning, two rangers will collect the moneybags from the day use entrance station safes and log their pick-up. Collection times should be staggered each day so a pattern isn’t developed from day to day. Upon returning to the administration office, secured moneybags will be logged in and deposited into the office safe until funds are counted.
- c. The disposable moneybags will be counted at least twice a week at the administrative office by the volunteer host coordinator and a ranger with the fees entered into CEFMS. Maximum dollar amount in the safe shall not exceed \$5,000.00.
- d. Rangers will routinely tour the day use area parking lots, especially Oak Grove and Sandpiper, citing any fee violations that occur.

/s/

Stephen B. Fairbanks
Operations Manager
Saylorville Lake