





Spotlight on the District

Tom Minear Assistant District Counsel

Story by Denà McClurkin, Public Affairs

To some people, maintaining the balance between work and home can be a tough job, but Tom Minear makes it all look easy.

Minear is willing to take a break from his job as assistant District counsel to teach business law at Central High School in Davenport twice a week.

"Teaching and volunteering is something that I enjoy doing," Minear said. "And even though I don't always get the feeling like I am expanding the students knowledge of law, I just enjoy the dialogue and discussions that I get to have with them."

Three years ago, Minear signed up for the Corps' Adopt-a-School program and has been involved ever since.

"Before I signed up for the program, I had a history of non-activity when it came to volunteering," Minear said. "But now I am proud of what I do and I try to encourage others to volunteer too, because it is really rewarding."

Being a volunteer teacher involves more than lecturing. Minear spends more than an hour preparing his lecture notes, researching information, gathering news articles, and even studying the students' textbook.

"A lot of the stuff I know off the top of my head, but when the students want to know about certain things I have to research a lot of that information," Minear said.

While most people are beginning to dig away at their lunches, Minear is in Christine Hester's Introduction to Business Law class leading discussions on the local murder cases and the basics of torts.

"I really appreciate Tom," Hester said. "He brings a lot of information into the class that I do not have access to.

the most realistic courses at the school."

Since Minear does not have any formal training in teaching, he takes an untraditional approach to teaching.

"I like to incorporate a lot of hypothetical scenarios into my lectures," said Minear. "So I usually ask the students questions like 'If I was to kill this girl, which law would be ...?'"

Every time a student answers a question right, he not only rewards them with a smile, but also a piece of candy.

"Tom has a gift of holding the students' attention longer than an hour," Hester said. "Since he has been teaching, the students tend to read the newspaper more and want to know more about their local government."

To provide the students with a different view of the law, Minear has also arranged field trips to the Scott County jail.

"On one particular field trip, a student was recognized by one of the inmates," Minear said. "I think this really made the kid think about where he was headed."

Though Minear takes his own personal leave time to participate in this program and has no problem sacrificing his lunch breaks, he is not alone. Other Corps employees like Jim and Sally Aidala, Donna Willey, Liz Robinson, and Rick Nickel have also participated in the Adopt-a-School program.

"The best thing about this program is that you get to amaze the kids with how much stuff you know and in the end you get some type of feeling that you are doing something good for these kids," Minear said. 🍬



Tom Minear teaches business law to students at Central High School, Davenport, Iowa. Photo by Denà McClurkin, Public Affairs.

"I just wish more kids had an opportunity to have professionals like Tom to teach in their classes, because these individuals bring the textbook materials to life," Hester added.

Though Minear doesn't think he has a major impact on his students, the facts paint a different story.

"We usually offer this course once a year, but because it has become so popular, we are offering it twice a year," Hester said. "A lot of students sign up for this class because they think it is one of

Tower Times
U.S. Army Corps of
Engineers
Rock Island District
Vol. 24 No. 1
September/October
2001

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This newsletter is an authorized publication for members of the U.S. Army. Contents of the Tower Times are not necessarily official views of, or endorsed by, the U.S. Government, Department of Defense, Department of the Army, or the Rock Island District U.S. Army Corps of Engineers.

It is published monthly using offset press by the Public Affairs Office, Rock Island District, U.S. Army Corps of Engineers, Clock Tower Building, Box 2004, Rock Island, IL 61204-2004. Phone (309) 794-5730. Circulation 1,500.

The deadline for submitting articles for the Tower Times is the 7th of the preceding month. Send articles to Editor, Public Affairs Office, U.S. Army Corps of Engineers, Clock Tower Building, P.O. Box 2004, Rock Island, IL, 61204-2004. The Tower Times is printed on recycled paper.

On the web, in living color, at:
<http://www.mvr.usace.army.mil>

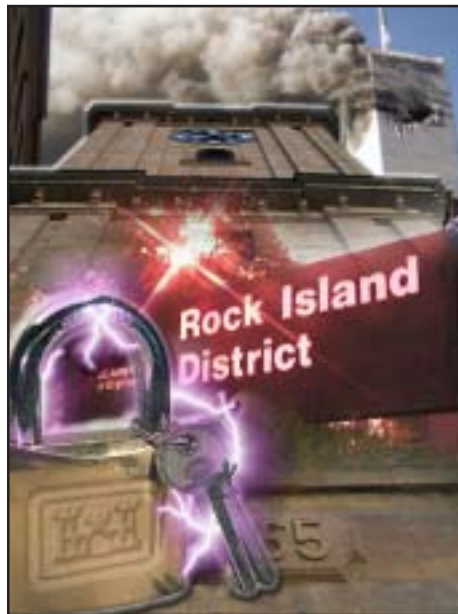
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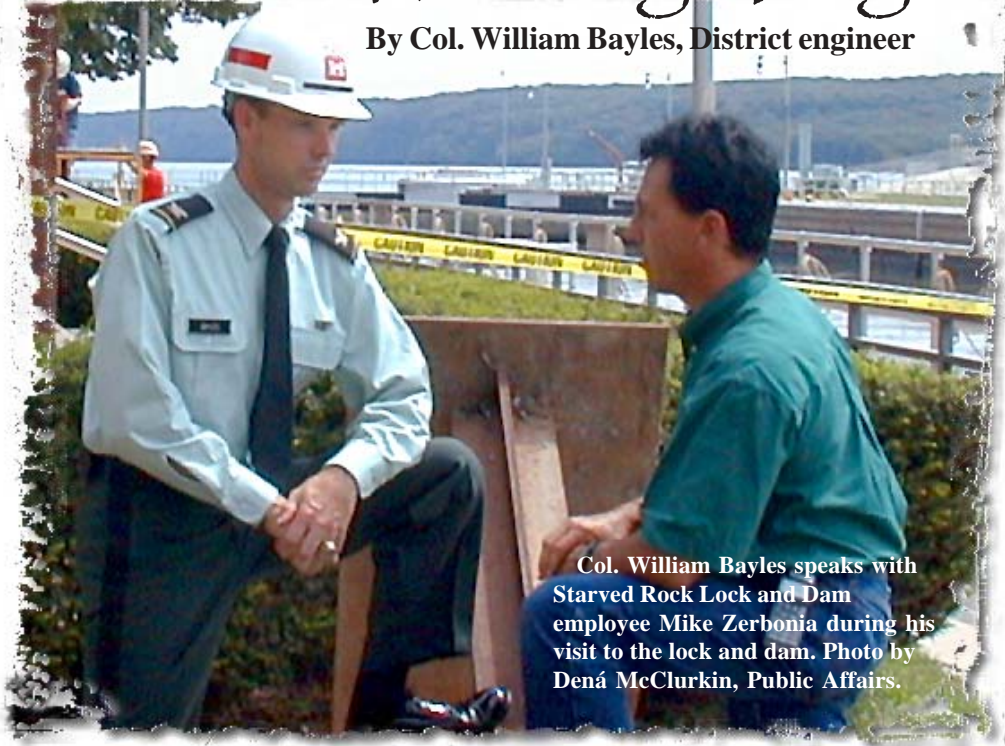
Rodney Stover and Jeffery Magen, Mississippi River Project Office, jackhammer the concrete from the main lock chamber of Locks and Dam 15, where the number three miter gate anchor channel enters the concrete wall. See page 11 for the full story. Photo by Dená McClurkin, Public Affairs.



Hey Ranger, I Need Some Help 12

Working Together, Smarter

By Col. William Bayles, District engineer



Col. William Bayles speaks with Starved Rock Lock and Dam employee Mike Zerbonia during his visit to the lock and dam. Photo by Dená McClurkin, Public Affairs.

Starting last month, I promised to write a little about each of the quality-improvement criteria included in the Army Performance Improvement Criteria. You probably don't recall all seven criteria areas, so as a reminder, they are: leadership, strategic planning, customer and market knowledge, information and analysis, human resources, process management, and business results.

Last month, I explained the leadership criterion and hope that I explained that good leadership and good followership go hand-in-hand. Hopefully, I convinced you that everyone has a part to play in leading this District into the future.

This month, I'll move on to the second criterion: strategic planning. Strategic planning affects all of us, and hopefully it's something we all do. Strategic planning is planning beyond the immediate future. Most of us make daily, weekly, even monthly plans for our immediate responsibilities. But how many of us make plans that extend five or even seven years into the future? Perhaps we should.

This criterion has two sub criteria, strategy development and strategy

deployment. To explain these simply, think about a journey by car. Strategy development is deciding where to go and whether the trip will be a leisurely journey or a quick "there and back." Strategy deployment is the detailed road map and travel plans with rest stops, side journeys, and the like.

In more formal terms, strategy development is the process the organization uses to develop strategies that will strengthen its performance and enhance its competitiveness. This is accomplished by addressing challenges and requirements that might affect the organization's future opportunities and direction, analyzing and accounting for risks the organization faces, and finally, identifying current and future requirements of the organizations' customers. Forward-thinking organizations use these information challenges, opportunities, risks, and customer requirements - to develop their goals and strategies.

Once the organization determines the "what" of the strategy, the next step is to determine how to accomplish the strategy, translating the strategy into action plans and finding ways to measure progress.

This is done the same way as when we use our car's odometer to see that we are moving toward our destination. Our action plan includes key performance requirements and measures and an outline of related human-resource requirements, as well as intermediate goals.

The Chief of Engineers gave us a strategic goal earlier this year: To be "the world's premier public engineering organization responding to our nation's needs in peace and war ... a full spectrum Engineer Force of high quality, dedicated soldiers and civilians: trained and ready, a vital part of the Army, dedicated to public service, an Army values-based organization." His staff developed what they called a campaign plan to move the entire Corps toward fulfilling that vision. The campaign plan focuses on three main areas: people, process and communications. The Mississippi Valley Division and the Rock Island District will make their supporting campaign plans later this fall.

What can we do, from each office, cubicle, and work barge or lock wall? First, have a strategy for yourself. What job do you want to have in five to seven years? How will you prepare yourself for that job? How will you teach those who come after you how to do your job? Second, ask yourself how you can do your job better. Is there a tool or process that needs to be changed? Do you deliver what your teammates need for your team to be the most successful? Can you and your team grow in capabilities and efficiency, and can you lead the way to make these gains in efficiency happen?

Finally, ask how you and your team fit into the strategies for the next higher level (that's what I'm doing with the Mississippi Valley Division). We need to all pull the same way to pull ourselves towards success. Remember TIPS (Talk with people, keep them Informed, make their lives Predictable, and be Sensitive to their legitimate needs) and remember the "Just Do It" card Lt. Gen. Flowers gave us. Those are two great tools to make us successful in 2010 and beyond. ■

Corps Assists in Aftermath of Terrorist Attacks

By Public Affairs

George Palmer (below, center), Mobile District, speaks with Corps emergency operations members at "ground zero" in New York. Palmer is part of the Corps' Deployable Tactical Operations Center.



Brig. Gen. M. Stephen Rhoades, commander, North Atlantic Division, speaks with Corps members at "ground zero" in New York.



New York -- The U.S. Army Corps of Engineers is coordinating with the Federal Emergency Management Agency to provide disaster response support in the aftermath of the recent World Trade Center and Pentagon terrorist attacks.

As of early October, two employees from the Rock Island District (Justine Barati, Public Affairs, and Kevin Carlock, Operations Division) are deployed to assist in recovery efforts, while a third employee (Tom Lisco, Information Management) was planning to depart, and 25 others had volunteered if needed.

Several District members also serve in the


Guard and Reserve and could be called to active duty in response to recent events. Scott Pettis, Engineering Division, was recalled and is currently serving 30 days of local active duty with his Coast Guard Reserve unit, Marine Safety Detachment (MSD) Quad Cities.

The Corps is the designated Department of Defense planning and operating agent for Emergency Support Function (ESF) #3, Public Works and Engineering, of the Federal Response Plan.

The Corps is executing several missions under ESF 3, including providing technical assistance for debris removal, and electrical power and structural assessments during

operations in New York. Corps members are also providing technical assistance for debris removal and the Pentagon in Virginia.

Specifically, the Corps has a total of 13 FEMA missions, which include providing two deployable tactical operation centers and logistics support to the New York City Fire Department at ground zero, debris monitoring, technical assistance for structural assessment, waterborne transportation, and dredging the harbor for debris removal access.

As of early October, 48,000 cubic yards of material were dredged at Pier 6 and more than 151,000 tons of debris has been removed from the World Trade Center site. 

Terrorist Attacks Impact District

By Mark Kane

Shortly after terrorists crashed three commercial airliners into the World Trade Center and the Pentagon on September 11, a ripple of fear and security awareness spread throughout the Department of Defense.

At the Rock Island Arsenal, home to District headquarters, Corps members were still trying to digest the headlines and images from the disasters when nonessential personnel were instructed to go home.

Security decisions were made quick and word spread not only through headquarters, but throughout the District, its locks and dams, reservoirs, project offices, camp grounds, and ranger stations.

"The Corps follows the Department of the Army's Force Protection and Conditions regulations," said Terry Stieger, chief, Emergency Management/Security Office. "Everyone needs to be alert and don't hesitate to report something that looks suspicious."

The reason why the Corps' heightened security procedures is to provide protection of personnel while maintaining navigation on the nation's waterways.

On Sept. 24, Col. William Bayles, District engineer, held a town hall meeting with headquarters employees to talk about the Corps' role in recovery efforts and to stress priorities in the aftermath of the tragedy.

Bayles said the first priority is the personal safety of employees. The second is serving the nation in its time of need.

The third priority, Bayles said, is maintaining the Corps' missions of navigation, flood management, environmental restoration and protection and emergency response.

"We can't do our mission without security, I can't allow another victory for

our enemies and for us to become a victim of terror."

The scope of Corps-wide assets involved include 75 hydroelectric power projects, 456 major lakes and reservoirs with 385 million annual visitors, 237 locks, 4,000 recreation areas, 12 million acres of public land, 25,000 miles of commercially navigational channels, 926 shallow and deep draft harbors, and \$1.2 billion in research and development facilities.

Some of the security measures being put in place will bring visitation into the interior of lock and dam buildings to a halt, increase surveillance at offices, locks, dams and powerhouses, and while it will continue to allow normal vehicular traffic over dams with state and local highways, vehicle traffic over other facilities will be restricted.

Normal lock and dam operations, subject to U.S. Coast Guard restrictions, will continue along with the normal operation of outdoor recreation facilities. "As far as camping reservations are concerned, it's business as usual," said Stieger.

The Corps will also continue normal operations at civil works visitor centers

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and maintain communication with local law enforcement officials with jurisdiction over Corps civil sites.

District employees need to review the "District Security Protocols and Briefing for All Employees" intranet website. A link to the site is available at the top of the main intranet page. ■

On the Intranet

<http://web-server.mvr.usace.army.mil/Intranet/IntranetMenu.htm>





Family members who have been searching for their relatives since the attacks on the World Trade Center have papered New York City with photos and descriptions.

Employees can help families like this one through the CFC by having their donations earmarked for terrorist attack victims. (Associated Press photo)

CFC Serves as Tool to Help Victims

By Mark Kane

The 2001 Combined Federal Campaign kicked off on Rock Island Arsenal Sept. 25, as District employees joined Arsenal personnel on the annual CFC Rally Walk, which served as the opening event for the 2001 campaign.

District members now have the chance to make a difference in the lives of thousands of people in communities all over the world.

"Care Enough to Share" is the theme for the 2001 Illowa Bi-State CFC campaign, an annual fund drive that covers federal

and postal employees on Arsenal Island and in a 12-county region of western Illinois and eastern Iowa. The area includes District Clock Tower personnel, as well as Locks and Dams 13, 14, 15, 16, and LeClaire Base.

The CFC is the only authorized solicitation of employees in the federal workplace on behalf of charitable organizations. It continues to be the largest and most successful workplace fundraising model in the world.

The District's goal for this year's Illowa Bi-State CFC has been set at \$50,000 and

60 percent participation.

Last year, more than 40 percent of District personnel in the Illowa Bi-State CFC region gave more than \$39,600.

In light of the tragic events that occurred Sept. 11 in New York, Washington, and Pennsylvania, many District employees are looking for a way they can help the victims' families.

"As we set our goals for this year it occurs to us that the District family can 'stand tall' by rallying around the CFC as our means to help the victims," said George Hardison, District CFC committee co-chair. "The CFC at the national level has received numerous calls regarding how CFC can assist in the relief efforts. They have responded by publishing and updating a list of agencies that are directly involved in the relief effort."

In a Sept. 12 memorandum for heads of federal departments and agencies, Office of Personnel and Management Director Kay Cole James wrote: "In view of the magnitude of the attacks on the World Trade Center and the Pentagon, I am authorizing department and agency heads to allow a special solicitation of federal employees at the workplace.

"Such a special solicitation will allow federal employees to assist the ongoing relief efforts in New York City and the National Capital Area with a one-time cash or check donation, outside the normal CFC procedures," she added.

Additionally, "a number of special relief funds have been created or will be created to deal with the relief efforts in the New York City and National Capital areas," James noted in the memo.

DoD's CFC campaign and associated terrorist victim relief solicitations "are starting up already for those organizations that have received supplies and have had their CFC key workers and team captains ☺

trained," said W. Stephen Kelly, director of Washington Headquarters Services' voluntary campaign management office.

A number of charitable organizations that take part in CFC are involved in the New York and Washington relief efforts, OPM Director James said. Employees can continue to direct their contributions to designated charities during the CFC, she added.

However, she added, "the CFC of the National Capital Area and the New York City CFC are uniquely equipped to receive and distribute employee contributions, either to existing CFC charities that are involved in relief efforts or to the specially created relief funds."

Federal retirees can also contribute to the CFC. Information on retiree contribution can be found at www.cfcretirees.org or by calling 888-840-2848.

Special events have always played a part in the District's CFC campaign. The annual CFC Chili Cookoff took place Oct. 1 and featured local celebrity judges

including: Paula Sands, on-air personality, KWQC-TV, Channel 6; Dan Burich, on-air personality, WQAD-TV Channel 8; Richard Nigold, new head coach of the Quad City Steamwheelers, as well as the District's Commanding Officer, Col. William Bayles.

The winners for best chili were: 1st Place - Bill Nixon, Del-Jen, "The Formula," 2nd Place - Mari Fournier, Resource Management, "MF Kickin' Chili," and 3rd Place - Paul Holcomb, Construction Division, "Ball and Chain Chili." The winners for best costume were: 1st Place - Lee Matherly and Tracey Morgan, Information Management, "Batustic Chili," 2nd Place - Gale Smith and Joy Deporter, Operations Support Command, "Liberty Chili," and 3rd Place - Teresa Cabrales, Equal Employment Opportunity, "Mexican Chili."

The 1st Place winner of the best chili award, Bill Nixon, will have his name added to the traveling "Best Tasting Chili Pot."

Jim Fisher, host of "The World According to Fisher" on WOC Talk Radio 1420, will be the celebrity auctioneer at the annual CFC Auction at the Naval and Marine Corps Reserve Center on a date to be determined. Fisher has resided in the Quad-Cities for nearly 20 years.

Questions concerning the District CFC can be directed to George Hardison, ext. 5332, or Ron Mott, ext. 5813.

For more information on the National Combined Federal Campaign and associated relief efforts for victims of the Sept. 11 terrorist attacks, see the OPM CFC Web site at www.opm.gov/cfc. ■

Gerry J. Gilmore, American Forces Press Service, contributed to this article.

On the 'Net

<http://www.cfctoday.org/>



Impacting the District STUDENT AIDES

Photo and story by Dominicka Reed,
student aide, Programs and Project
Management

Jane Norton, office automation clerk, Muscatine Ranger Station, joined the Corps family in October 2000. Norton's duties included processing incoming and outgoing mail and vehicle maintenance such as oil changes and odometer readings. Norton also coordinated and ordered supplies, produced flyers, and maintained records.

According to Cindy Temple, lead park

ranger, Muscatine Ranger Station, Norton's greatest asset to the facility is her computer skills. Norton recently used her computer expertise to produce a format now used to create flood reports for the Muscatine park rangers. "This format is the best I have ever seen," said Temple.

"Jane is the best student aide I've had, she is a quick learner and very energetic."

Though Norton made an impact at the ranger station, she decided to pursue other career interests.

Aside from loving computers and surfing the 'Net, Norton loves camping, reading, canoeing, music, and traveling.

Aug. 24 was Norton's last day working with the Corps. She is now working for a commercial insurance company. ■



Allen Morse, debris management, Mobile District (right), talks with Ben Turner, president, Phillips and Jordan Construction, Inc. (left), about the details and complications of debris removal at the World Trade Center disaster site in New York City.

As I boarded the plane to New York City, I was more than a little apprehensive. Like a bad nightmare, the events of Sept. 11 kept running through my mind. I'm normally afraid to fly, but these circumstances only made the situation worse. However, I knew I was needed and I had a job to do for the City of New York and the U.S. Army Corps of Engineers.

I didn't know what to expect. My only orders were to fly into Newark, N.J., and call a cellular number when I reached the airport. I had no idea where I was staying or where I was working.

As a public affairs specialist, I assist the media and the public with questions about how the Corps of Engineers supports the Federal Emergency Management Agency and the City of New York during this time of crisis.

Contrary to popular belief, everyone in New York has been quite friendly and helpful. I had a reservation at a local hotel and rode a shuttle bus to the hotel with some local citizens arriving back into town. They were all pleased to see the Corps and happy that we are assisting the city and FEMA.

I arrived in town very late on Wednesday, Sept. 19, and was told to report to the Disaster Field Office the following day. The Disaster Field Office is in a warehouse next to the Hudson River.

The city's emergency services are located in one warehouse and the FEMA offices are in the warehouse next door. Since the Corps is part of FEMA's operations, we are located within their office space.

As we drive to work every day, we drive by a long bulletin board with posters listing those missing since Sept. 11. I can't even explain the amount of sadness that I experience going past that board. I can only equate it to the feeling experienced when passing the Vietnam Veterans Memorial Wall in Washington, D.C.

Let me give you a little bit of information about the work the Corps is doing under the leadership of FEMA and the city. We deployed more than 150 emergency workers to New York City from around the nation in support of the federal recovery efforts. Even before federal responses were activated, the Corps' fleet of boats was lining up to take people off of Manhattan, N.Y. and away from the disaster site. In all, our boats transported more than 2,000 individuals to safety.

The Corps deployment team includes engineers, scientists and other professionals, who deployed the day after the Sept. 11 terrorist attacks to set up an Emergency Response and Recovery Office to offer immediate Corps assistance to the nation. They are providing Corps expertise to federal and civil authorities as the nation responds to the national crisis and the massive cleanup effort.

The Corps of Engineers is part of a total federal response led by the FEMA to provide disaster response in the aftermath of the catastrophic events. The Corps is designated as the Department of Defense's planning and operating agent for the Emergency Support Function #3, Public Works and Engineering, under the President's Federal Response Plan. We have responded with expertise in debris removal, structural analysis, urban search and rescue, and emergency power as requested by FEMA.

FEMA assigned multiple missions to the Corps in response to the terrorist attack. The missions are focused in the areas of structural integrity - structural engineering teams were surveying buildings and structures so the City of New York can assure the safety of search, rescue and debris removal operations; debris removal - the Corps is working with the city of New York to develop and implement means to manage the ongoing debris-removal operation; and a power mission - the Corps provided technical assistance directly to Consolidated Edison with the 249th Engineer Battalion (Prime Power) installing generators at sites selected by the city.

The Corps of Engineers has deployed two Deployable Tactical Operations Centers to New York City for command and control purposes. Each DTOC contains two Emergency Tactical Operations Centers, two Emergency Command and Control Vehicles, and one

Letter from New York City

Editorial by Justine Barati, Public Affairs

Emergency Support and Sustainment Vehicle. The support vehicle pulls a 40K generator with enough power to operate a DTOC independent of any other power source. The Corps has also deployed two Rapid Response Vehicles to New York City to enhance command and control of disaster recovery operations. These vehicles are important to the city because before that, the city was operating off of card tables. Their tactical and communication vehicles had been crushed in the collapse.

Just like everyone here, I have been astounded by the Herculean efforts of all New Yorkers in working to rescue survivors and recover from this terrible disaster. The city's firefighters are still working night and day to look for victims from this terrible disaster. They are relentless in their efforts. We are all praying for those who were impacted by the terrorist attacks. 🇺🇸



Kevin Carlock (left), Operations Division, talks with Eric Morrison (right), Omaha District, about a demographic map they're working on for the Federal Emergency Management Agency.

Corps Assists FEMA and New York City With Mapping Capabilities

Story and Photo by Justine Barati, Public Affairs

The image on the computer screen shows smoldering heat rising out of the ground where one of the towers of the World Trade Center once stood. Kevin Carlock of the Rock Island District is looking at the map to determine where the hot zones are located at "ground zero." This critical information is supplied to Corps personnel before they head down to the work site.

Geographic Information System (GIS) products are providing rescuers and other workers with needed information about dangerous areas at the World Trade Center site. Thermal imagery illustrates the location of fires still burning and pinpoints dangerous hot spots. These maps are used in safety briefings for rescuers and workers to assist in conducting rescue operations in the safest manner possible.

"I have every hope what we do will make a difference and help the people on the ground. The people at the site are the ones really doing the work and we're here to support them," said Carlock.

Carlock and Eric Morrison from Omaha District are working under the Federal Emergency Management Agency's direction to provide supplemental assistance to FEMA and the City of New York's Geographic Information System (GIS) mapping and analysis capabilities.

"There's been a good level of cooperation between the city, the Corps, and FEMA for data and information sharing. That's what's making this operation work," said Carlock.

GIS analyses are also used to advise the city on ways to efficiently remove debris from the World Trade Center site. Routes and loading and unloading facilities are being mapped to streamline the removal of debris.

Volume of debris is also being calculated through GIS analysis. This will assist the city in determining how much debris is being removed. Images are compared daily to determine changes in the site.

Morrison said the most challenging aspect of this project is dealing with the "enormity of the situation, the amount of

destruction is just devastating."

Because the destruction is so extensive, FEMA, the Corps, and other federal agencies are providing the city with maps for fire departments when needed. These maps are used for reference since landmarks formerly located at the World Trade Center are now destroyed.

The city and FEMA are using the GIS maps and information as requested for security, site planning, and other purposes as needed.

GIS maps are created from aerial photos taken daily at the World Trade Center site. A light detection and ranging system takes photos that scan the area to pinpoint exact elevations. Once these elevations are pinpointed, computer-generated maps are created.

The term Geographic Information System refers to a collection of geo-referenced data, computer hardware, software, analytical techniques, and people, which provide information that enable decision makers to evaluate site conditions and determine plans of action. ■

Maintenance Crew Completes Emergency Lock Gate Repairs

Story and photo by Public Affairs

Locks and Dam 15's original miter gate is lowered into the lock's main lock chamber using the Corps' largest crane, the Quad Cities, Saturday morning, Sept. 29.



Cheering and applauding as they traveled through Lock 15's main 600-foot chamber, passengers of the American Queen cruise ship thanked the Corps' Mississippi River Maintenance Crew for seven days of exhaustive, around-the-clock work that allowed them to continue their journey downriver.

Following hundreds of hours of careful planning and precision work, maintenance crew members set the 81.7-ton gate into the lock's sill early the morning of Aug. 22. After adjustments to both downstream gates, the chamber was filled and by 10:30 a.m. the Corps' vessels Rock Island, Bettendorf and Tangent, along with the Gatelifter Quad Cities, were moved from the chamber to make way for the American Queen.

Repairs to the corroded lock components began Aug. 15, when the Corps closed Locks and Dam 15's main lock chamber to all river traffic. The 110-foot-wide x 600-foot-long chamber was closed for emergency repairs of lock components because time, weather and 67 years of use had taken their toll.

Corps crews discovered the damage while pulling the number three-miter gate for scheduled repairs. They also found severe corrosion and section loss of the embedded channel that attaches the perpendicular eye-bar/anchor bar. In addition, areas on the flange on the underside of the channel were rusted away, and sections on the top flanges had remaining steel of approximately 1/8" thick.

"Locks and Dam 15 underwent a major rehabilitation project from 1993-1996 at a cost of \$19.2 million, but every piece of

hardware was not replaced," said Bill Gretten, Mississippi River Project Office. "So, when crews recently discovered a problem with a gate anchor, the Corps determined it needed to be fixed immediately so that the gate wouldn't end up falling into the river."

The conditions were severe enough that Locks and Dam 15's main chamber was closed to all river traffic for seven days while repairs were underway. Corps' crews worked 24 hours a day throughout the repair work.

While the main lock remained closed, all boat traffic passed through the Locks and Dam's auxiliary lock, which required as many as five lockages for a double tow configuration. Lockage times varied from five to eight hours per tow rather than the one-to 1-1/2-hour lockage time when using the main, 600-foot-long lock chamber.

Gretten said the corrosion and section loss were worst at the point where the anchor channel entered the concrete. In some of the early major lock and dam rehabilitation projects, concrete was removed and all embedded anchorage was replaced.

"During the Locks and Dam 15 rehabilitation, and most others in the District, this work was not completed due to limited rehabilitation funding," said Gretten.

The damaged miter gate was repaired at LeClaire Base, Iowa, and Sept. 29 the Mississippi River Structures Maintenance Unit removed the temporary gate and reinstalled the original gate before noon that day. 🏗️



Left - District rangers receive hands-on self-defense training during a recent ranger refresher course.

Below - District rangers inspect their first-aid bag before going out on patrol.



Hey Ranger, I Need Some Help

By Scott Strotman, Operations Division

There isn't a job that Corps rangers can't handle. Whether it is a lost boater needing directions, a camper with a complaint, a child at a playground needing a bandage, or an adjacent landowner requesting a permit, Corps park rangers are trained and ready to provide a wide range of services to assist our customers.

Many would agree that visitor assistance is the most important function performed by Corps park rangers each and every day. In fact, the Corps is the second leading provider of recreation in the United States, and Corps rangers have an awesome task when it comes to helping our customers.

Authority

Our rangers can be seen at our reservoirs and ranger stations sporting a shiny badge on their uniform on any given day of the year. A badge can represent authority and before a park ranger earns the right to wear the badge, that ranger must be trained.

Park ranger training is essential, but the knowledge and skills our rangers acquire are different from the city police. Those that envision a Corps park ranger toting a gun, a baton and handcuffs have an incorrect image of our rangers. They might envision a ranger's training to entail intense martial arts, gun handling, or working with crowd-control weapons. These stereotypes don't apply to Corps park rangers.

Although charged with enforcing regulations the ironic twist, which must be tactfully negotiated by Corps rangers, is that they have very limited authority. They cannot detain, search, seize, arrest, carry weapons, or otherwise force anyone to do anything. Rangers must learn how to gain voluntary compliance.

Fortunately, this typically does not present a problem, as most people are willing to comply. For the more extreme problems, rangers rely on the local sheriff, Department of Natural Resources, or other enforcement agencies because ranger safety takes precedence. In fact, all

projects contract with local sheriff's departments for additional patrols above what would normally be provided in Corps recreation areas. Training is especially critical because of the ranger's limited authority. An entire day is set aside to teach tactical communications. Learning the art of friendly persuasion is one of the greatest strengths a ranger can acquire. Converting an unwilling visitor to voluntary compliance is a primary measure of success.

Training

The Corps has an extensive training program all rangers must complete before being granted citation authority and being empowered to issue warnings and citations. This training includes 40 hours of visitor assistance training, first aid and cardiopulmonary resuscitation training, blood-borne pathogens training, and other site-specific training that may include defensive driving, understanding cultural resources, historic property protection, water safety, and boat licens-

ing and operation. Additionally, refresher training is required on an annual basis for all rangers (permanent, summer-hire, temporary, and the Student Career Experience Program members) in order to maintain citation authority.

Experienced rangers from each project and others within the District serve as instructors. Where expertise is lacking within the District, other instructors are brought in to teach subjects such as self-defense, drug and gang awareness, and tactical communications.

Tom Minear, Office of Counsel, always does an excellent job of presenting information on torts and liability. Since rangers may find themselves in court, the local magistrate volunteers his services and discusses courtroom procedures. Supervisory Rangers Steve Fairbanks, Saylorville Lake, and Randy Haas, Coralville Lake, always keep things interesting with classic "war stories." This coordinated effort, which typically occurs in the Quad Cities in early June, allows the

District to train all those in need in the most efficient manner possible.

During the summer months, most projects are unable to manage the excessive number of visitors with limited permanent staff, and typically hire school teachers and college students to work as summer-hire rangers. To meet the training needs of new rangers, the Rock Island District provides a local visitor-assistance training program. This training program is the result of a coordinated effort between all the lake and river projects in the District.

Visitor Assistance

It all boils down to providing our customers with the best visitor assistance possible, with the greatest ranger safety possible.

It's much more than providing directions to lost visitors, or a bandage for a cut finger. Corps rangers are responsible for enforcing the rules and regulations under the Code of Federal Regulations,

Title 36, Part 327 (in accordance with Engineer Regulation 1130-2-550, Recreation Operations and Maintenance Policies, and Engineer Pamphlet 1130-2-550, Recreation and Maintenance Guidance and Procedures) and can be empowered with the authority to issue warnings and citations. The basic objectives of Title 36 and the visitor assistance program are to protect our customers from themselves and from each other, and to protect them from the environment and the environment from them. Again, the highest priority of the program is ranger safety.

To millions of visitors coming to our projects each year, park rangers are the face of the Corps of Engineers. Meeting and assisting our customers and leaving them with positive impressions of the Corps are just a few of the diverse objectives well-trained Corps rangers achieve. ■

Army Knowledge Online Accounts Now MANDATORY

By Diane A. Grant, Army News Service

Every Army civilian, soldier, and reservist is required to have an Army Knowledge Online account.

"This will apply to all Corps employees regardless of whether they currently have an e-mail account," said Tom Lafrenz, Information Management.

This requirement was spelled out in a memorandum signed Aug. 8 by Secretary of the Army Thomas E. White and Army Chief of Staff Gen. Eric K. Shinseki. The memo outlines the goals and direction for Army Knowledge Management, a strategy to transform the Army into a "network-centric, knowledge-based force." The Army Knowledge Online portal is a central part of that strategy.

"Army Knowledge Management will allow the Army to leverage its knowledge as an enterprise," said Lt. Col(P). Jane F. Maliszewski, director of Strategic Outreach, Army Chief Information Office. "Army Knowledge Management facilitates the move to an e-Business environment by harnessing best practices that will improve the efficiency and effectiveness of our management and operations."

In the future soldiers, reservists, National Guardsmen, and civilians will no longer have to send away for copies of their personnel and financial records; they will be able to access this information through an Army Knowledge Online account, officials said. Eventually, they will be able to view and update their personnel data on the Web.

All Army Knowledge Online users will also be given an e-mail

account that they can use for the rest of their career and even after retirement. The e-mail address will stay the same no matter where soldiers and civilians are stationed worldwide, officials said. "If you already have an e-mail account your AKO account should be set up to be forwarded to it," said Lafrenz.

To sign up for an Army Knowledge Online account go to: www.us.army.mil and click on "I'm a New User" to register.

After District employees have registered they have an additional step they need to follow.

"IM has to report weekly up to the Mississippi Valley Division on how many people in the Rock Island District have registered," said Lafrenz. "In order to do this we have made a web page where each person can check off saying they have registered."

Each District employee is to record the establishment of their account through the following web page: <http://web-server.mvr.usace.army.mil/intranet/ako/>.

Any employees that need assistance are encouraged to contact the Information Management helpdesk at 309-794-5000. ■





Investing In Our People

Around the District

District Earns River Award

River Action Inc. awarded an EDDY Award to the District for its educational and interpretive programs for Quad-City residents and visitors.

Water safety education, lock and dam tours, eagle watches and Eco-Meets are some of the District's accomplishments.

To educate the public about water safety, the District provided three boat-safety classes and conducted numerous boat-safety inspections.

The Mississippi River Visitor Center gave lock and dam tours to more than 6,800 people in 2000. More than 30,400 people learned about natural resources and river ecology last year through the Corps' eagle watch programs. Eco-Meets, student competitions that expose youths to natural resource problems along the river, involved nearly 650 students.

District Engineer Col. William Bayles officially presented the EDDY award to the park rangers responsible for the accomplishments Aug. 31. The rangers included C. Leon Hodges, Don Bardole, Steve Vacek, Jim Homann, Wendy Herald, and Samantha Miller.

The EDDY Awards recognizes outstanding and environmentally responsible riverfront activity or development. River Action, Inc. is a non-profit citizen's action group dedicated to well-designed riverfront development, public access, and a healthy Mississippi River.



Elliott Earns EEO Champion Award

Jeanne Elliott, chief, Information Management, earned the Equal Employment Opportunity Champion award for 2001. She received the award Aug. 29 at the District's Equality Day luncheon.

Elliott earned the award through representing the workers in her section with total commitment to their welfare and total justice regardless of race, color or gender. She is involved in the community as an artist and craftsperson.

Elliott donates her time as an artist to the community and donates her artwork to organizations such as the Gilda's Club.

Barb Arland-Fye, reporter, Quad-City Times, was the keynote speaker at the luncheon, and stressed how more can be done for women's equality.

"All of us, I believe, have a responsibility to ensure that women around the world receive the education, food and shelter, love and respect, that every human being deserves," said Arland-Fye.

Congrats ...

Congratulations to **Brad and Laura Thompson**, Programs and Project Management, on the birth of a new girl, Renee Marie, Aug. 16. She weighed 9 pounds 12 ounces.



Recent Retirements ...

Barbara J. Morgan, Contracting, Procurement Analyst, retired Oct. 1, after dedicating 25 years and 4 months to the federal government.

Sympathy ...



Terry C. St. John, 52, Reynolds, Ill., passed away Sept. 25, at his home after battling cancer.

St. John worked as lockman for 29 years at Lock & Dam 16, and later at Lock & Dam 17.

In 1986, he received the American Legion Medal of Valor for saving the lives of two teenage boys while working at Lock & Dam 16.

St. John carried over two thousand hours of sick leave despite the loss of a leg in Vietnam.

"He was an employee that never let his handicap get in his way," said William Ford, lockmaster, Lock and Dam 17. "He had a point to prove and that was to prove that he could do the job as well and better than anyone else. Even in his final days at lock 17 he still was worried about not being able to pull his weight and the use of too much sick leave, which he refused to use until his last couple of weeks. He was an inspiration to all of us at Lock 17 and at LeClaire base where he worked temporarily during the flood of 2001.

"The Corps and family were his main focus on life and he wanted to make sure he left both with a lasting impression. That he did."

St. John was a member of Reynolds American Legion for 21 years and was a past commander. He served in the Army during the Vietnam War, receiving the Purple Heart.

Notes from the Mississippi*

Lock and Dam 11, Dubuque, Iowa

- ✓ Tractors, scooters and outboards serviced.
- ✓ Shift cable on pontoon repaired.

Lock and Dam 12, Bellevue, Iowa

- ✓ Fallen trees trimmed.
- ✓ Lift station troubleshoot and repaired.
- ✓ Riprap placement completed.

Lock and Dam 13, Fulton, Ill.

- ✓ Fulton High School Community Involvement program started.
- ✓ New water-temperature gauge installed.

Locks and Dam 14, Le Claire, Iowa

- ✓ Number three gate control switch in lower-control stand replaced.
- ✓ Main lock speed-reducer oil filtered.

Locks and Dam 15, Rock Island, Ill.

- ✓ Lifeboat drills conducted.
- ✓ Armor plating in main lock and auxiliary lock painted.

Lock and Dam 16, Muscatine, Iowa

- ✓ Dam safety blocks reset.
- ✓ Number four gate and valve painting completed.

Lock and Dam 17, New Boston, Ill.

- ✓ Upper storage shed cleaned.
- ✓ Upper miter gate bubbler pipes repaired.

Lock and Dam 18, Gladstone, Ill.

- ✓ Flood braces from basement removed.
- ✓ Silt from Upper parking lot removed.
- ✓ Upper one-ton jib crane motor controller replaced.

Lock and Dam 19, Keokuk, Iowa

- ✓ Lower bullnoses and marker stripes power washed and painted.
- ✓ Guard-gate control switch repaired.

Lock and Dam 20, Canton, Mo.

- ✓ Upper and lower gate catwalks painted.
- ✓ Hydraulic weather system installed.

Lock and Dam 21, Quincy, Ill.

- ✓ Upper and lower manholes pumped out to pull cable for new river-stage gauges.

Lock and Dam 22, Saverton, Mo.

- ✓ Five-ton Gaffey hoist wiring repaired.
- ✓ All lock machinery power washed and painted.
- ✓ Upper traffic-signal light repaired.

*This is a small sample of work completed at District locks and dams throughout the month.

District Commander's Award

By Joann Wilgenbusch, Resource Management

Brian M. Astifan, Engineering Division, and **William T. Gretten**, Mississippi River Project Office, were recognized Aug. 28, with the **District Commander's Award for May 2001**, by Col. William Bayles, District commander.

Astifan received the award for the preparation of daily weather forecasts which he presented to District staff and flood area engineers at daily flood briefings during the spring flood of 2001. These forecasts were extremely important, as they formed the basis for many of the decisions made by flood area engineers in the field as well as the operation of the District's water resource projects.

Gretten received the award for his efforts documenting the 2001 Mississippi River Flood. He facilitated support of the lock flood fight by providing both lessons learned from the flood of 1993 and insight and advise on necessary flood preparations for the locksites.

Kevin Holden, Engineering Division, was recognized Aug. 28, with the **District Commander's Award for June 2001**, by Col. William Bayles, District commander.

Holden received the award for his efforts through the Adopt-A-School Program. From early April until June, he spent numerous hours at Central High School, Davenport, Iowa, providing them with observations and recommendations about their Vision 2005 plan.

National Hispanic Heritage Month, Sept. 15 – Oct. 15

Excerpts from the President's proclamation

"For more than 30 years, the United States has annually celebrated the rich history and cultural traditions of our Nation's Hispanic American people. National Hispanic Heritage Month provides us an opportunity to express deep appreciation to Hispanic Americans for their countless contributions to our society and to pay tribute again to America's distinctive diversity.

"We have a great opportunity before us. By working together, we can achieve a fully democratic hemisphere, bound together by good will, cultural understanding, and free trade. The many contributions of Hispanic Americans to our Nation will help us reach this important goal by helping connect our country with the Hispanic nations to our south. This month, we celebrate the talents, culture, and spirit of Hispanic Americans, which deeply enrich our country and bless our people." - **George W. Bush**



On the 'Net



www.whitehouse.gov/news/releases/2001/09/20010928-2.html

www.defenselink.mil/specials/Hispanic2001

www.ed.gov/offices/OIIA/Hispanic

By sacrificing human life to serve their radical visions
- by abandoning every value except the will to power
- they follow in the path of fascism, and Nazism, and totalitarianism.
And they will follow that path all the way, to where it ends:
in history's unmarked grave of discarded lies.

As long as the United States of America is determined and strong,
this will not be an age of terror; this will be an age of liberty,
here and across the world.

- George W. Bush, Sept. 20, 2001

