



US Army Corps  
of Engineers  
New Orleans District

# Riverside

[www.mvn.usace.army.mil](http://www.mvn.usace.army.mil)

September - October 2002

**West Bay:  
prototype for  
future diversions**

**Challenge Day**

**MVN receives equal  
opportunity award**

# Carrollton Gage



**Col. Peter J. Rowan**

## *Focus on Communication*

On Aug. 16, the chief of engineers presented the “Communications Principles” to the Corps. In a short introductory memorandum, he reinforced proactive communication as a cornerstone of our business processes. In every task we do, communication – the ability to clearly, concisely and relevantly transfer both information and ideas to our audiences – plays an essential part in our social and professional interactions. To quote from the principles:

*“... two-way communication ... helps us build positive, mutually respectful relationships that are important to the successful accomplishment of our mission. To build and maintain these relationships by fostering a climate of effective, two-way commu-*

*nication, the Corps dedicates itself to the following principles. The Corps will:*

*Listen to all constituencies both inside and outside USACE regarding issues of importance to them, respecting their viewpoints. Seek opportunities for synergy.*

*Communicate early, clearly, completely, honestly, accurately, and often with all constituencies on issues of importance.*

*Incorporate communication as an integral part of the project management business process.*

*Be accessible to all constituencies and respond promptly without censorship or misinformation.*

*Proactively inform the public and other constituencies of the Corps’ vital role in areas where we have special expertise.*

*Do what we say we will do.*

In a free and open society, communication is key to the exchange of ideas in a public forum. Those exchanges rely on a dialog of individuals, agencies and organizations. They allow for the resolution of complex problems for the progress of society while accounting for and respecting the diversity of opinions on solutions.

Our objective of nurturing a learning organization is supported by those communication principles. Communication begins with informal, individual interactions and extends into the project teams. They form the basis for building professional respect, trust and consensus. The teams that develop solutions based on these principles are better prepared for the debate of ideas and solutions in the public forum. Successful project teams are those that best apply the principles every day. Try it, you’ll like it.

Some highlights of the upcoming month:

- ❖ CFC Kick-off - I anticipate a great event thanks to the many volunteers.
- ❖ Arrival of fall weather (when do the leaves change around here?)
- ❖ The start of another great fiscal year at MVN.

## **Riverside**

September - October 2002

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**Commander**

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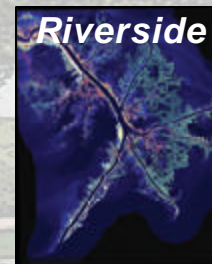
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Elena Napolitano, Anne Marino

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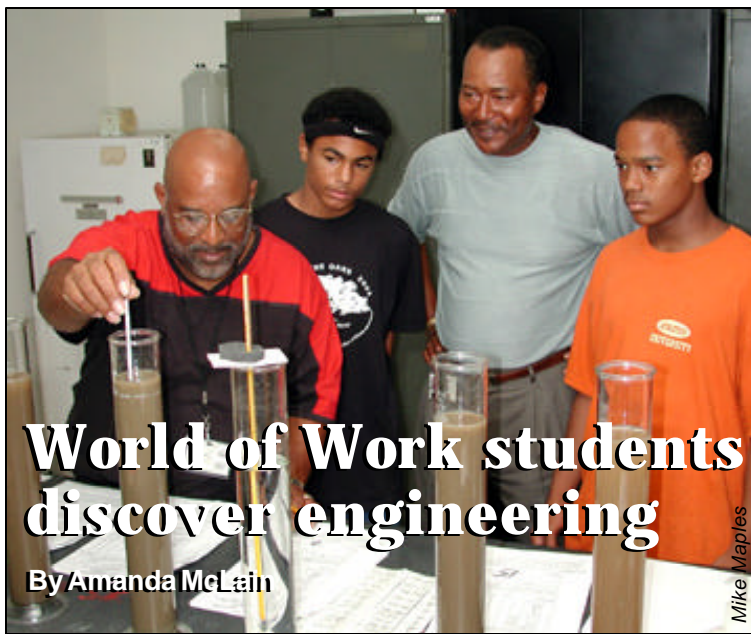


Head of Passes is the site of the West Bay Diversion Project, a prototype for possible future projects along the river.

In July the district again participated in the Orleans Parish World of Work Academy. Middle school students shadowed employees of various offices for about three weeks. The goal was to show them how doing well in school can help them in the career they might pursue.

Van Nguyen, a civil engineer in Operations, worked with two of the students, Shantelle Batiste and Malik Jones. "Both of these students were so eager to learn about what the Corps can do for the people and the nation. They asked me a lot of questions about my job, what I do everyday," said Nguyen. "And they did not forget to say thanks many times before they left the district."

The district hosted from four to



## World of Work students discover engineering

By Amanda McLain

Mike Maples

seven students three hours a day over the course of three weeks. The students went to Engineering, Operations, Program Management, Information Management, Public Affairs, Safety and Occupational Health Office, Resource Management and Office of Counsel. They also saw the dredge Wheeler and rode a Corps vessel to view dredging at the Port of New Orleans.

Besides sitting in on probably too many meetings, they learned how to

Ronald Lawrence and Jerome Gordon, Engineering, explain a soils lab experiment to two World of Work students.

find their homes on GIS maps. "What I did that was the most fun was the science lab, where we took water samples," said Kerry Taylor.

"I learned what the Corps does," said Taylor. "I didn't know

what it did before. I got a chance to see what I might like to do."

Je'Maal Bailey said he was mainly interested in the Office of Counsel. "I want to be a lawyer for a long time and eventually be a judge," Bailey said. He also wants to be an engineer. In OC he was able to meet and talk with several lawyers, including one who is also an engineer.

See STUDENTS, page 9

## Jeselink: goals are learning, giving back

By Amanda McLain

Major Stephen Jeselink was recently assigned to the New Orleans Area Office as a project engineer. The job gives Jeselink the opportunity to return to his home state.

Jeselink and his wife, Barbara, are both natives of Monroe. The major attended Northeast Louisiana University at Monroe, where he received an undergraduate degree in construction management. He also attended Webster University of St. Louis, Mo., where he received a master's degree in human resources.

Jeselink began working as an Army engineer at Fort Polk in 1987 and from there went on to serve at many other military assignments. Most recently, he was assigned to Fort Drum, N.Y., where he worked with the 41<sup>st</sup> Engineer Battalion (Light), 10<sup>th</sup> Mountain Division

(Light Infantry).

Jeselink wanted this assignment at the Corps for several reasons. "I thought it would diversify me," he mentioned. Working on the civil

works side of the Corps was quite a change for him. "It's different. It's still important to the Army and the nation, but without the pressure."



Lane Lefort

See JESELINK, page 5

By Eric Lincoln  
and Amanda McLain

To accentuate National Disability Employment Awareness Month, 14 employees volunteered to be “challenged” on October 1 with limited use of the eyes, ears, voice or hand for four hours to learn how a disabled person copes every day.

Even as he sat at his desk helplessly looking at his computer screen, sight-challenged volunteer Burnell

Thibodeaux, chief of Hydraulics and Hydrologic

Branch, said the day is good

experience for him. “I’m happy I’m doing it. I’ve been doing regular things, going to meetings, talking on the phone ... though at the meeting I

“You don’t appreciate it until you’re in their shoes,” said Fairless.

couldn’t read the black-board.”

“I’m learning some things I didn’t know,” said Bob Fairless, assistant chief of Engineering, from his wheelchair. “You know people have difficulties, but you don’t really appreciate it until you’re in their shoes. Opening doors, going up ramps, just getting up and down the hall takes a lot more effort.”

Challenge Day was sponsored by the Special Needs Action Panel (SNAP) to bring awareness to the district about what it means to be challenged with a disability.

“Employees with disabilities are 9 percent of the district’s workforce,” said Barbara Dickerson, Equal

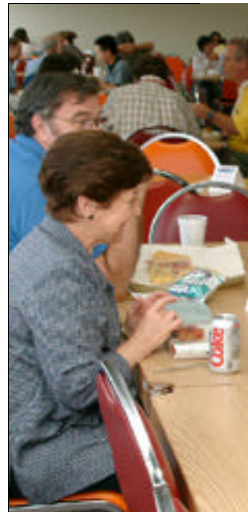
Employment Opportunity Office and SNAP manager.

“If we understand the challenges individuals with disabilities face, then we can provide the assistance and accommodations they need to integrate into the workplace more efficiently.”

The panel also sponsored a presentation for managers about handling workplace accommodations for disabled employ-

ees and put up a display in the center lobby with pictures and comments of Challenge Day volunteers and disabled employees.

Elena Napolitano, Reprographics, challenged with limited use of one arm, said, “A few times I’ve actually



*Volunteers work with disabilities for a day*  
**Challenge Day promotes disability awareness**

All photos, Lane Lefort

**Top:** volunteer Bob Fairless, assistant chief of Engineering, sits with Bob Northey, Office of Counsel, and Jeff Heap, Information Management. “You know people have difficulties, but you don’t really appreciate it until you’re in their shoes,” Fairless said. **Right:** volunteer Jim

Gautreaux, chief of Operations Division, Support Management, uses the phone relay system. **Opposite, top:** volunteer Bill Lewis, chief of

Real Estate, eats a quiet lunch with co-workers. **Opposite, bottom:** volunteer Burnell Thibodeaux, chief of Hydraulics and Hydrologic Branch, challenged with loss of eyesight, tries to take notes; in the background stands Elena Napolitano, Reprographics, challenged with the use of only one arm.



surprised myself with how well I performed certain tasks ... A lot of people think I've really broken my arm and there's a lot of concern."

Napolitano said there have been a few frustrating moments, as well. "Trying to use the computer, eat lunch and go to the restroom. The restroom experience was a nightmare."

Jeff Heap, who works in Information Management and is disabled, says that using the

computer with "sticky keys," a Windows setting which allows the user to type shift-letter combinations with one hand, makes his job as a computer specialist less of a challenge.

"There are adaptive tools that make it much easier to do small tasks, typing, things like that," Heap said.

The annual observance of disability month is a time "to recognize the many contributions Americans with disabilities have made ... and to examine progress toward integrating and accommodating individuals with disabilities in the workforce," said Col. Rowan, district commander.

"We must become more aware of the challenges

faced by employees with disabilities ... (and) work to create an environment that is supportive and fully accessible."

Dickerson said that she is pleased with the way the district participated in the event. "We were a little concerned about people not taking it seriously, but I think everyone involved learned a lot more than they expected to."

Dickerson thanked Mike Maples, Amanda Jones, Joseph Chow, SNAP members and the volunteers and their assistants for making the day a success.

"It's a good program," said Fairless. "I know it benefited the participants and I think it will benefit a lot of people in the district.

"These types of handicaps can happen to anyone," he said.



## National Disability Employment Awareness Month

In 1945, Congress enacted Public Law 176, designating the first week in October as "National Employ the Physically Handicapped Week." The president's Committee on Employment of People with Disabilities was appointed by President Truman to carry out this act.

In 1962, the word "physically" was removed from the week's name to recognize the employment needs of all Americans with disabilities.

In 1988, Congress expanded the week to a month and changed its name to "National Disability Employment Awareness Month."

October has since become the kick-off month for year-round programs that highlight the abilities and skills of Americans with disabilities.

In 2001, President Bush passed the New Freedom Initiative for Disabled Americans, a policy aimed at increasing access to better technologies, expanding educational opportunities and increasing the ability of Americans with disabilities to flow into the workforce. The plan was also titled, "New Freedom for the 21st Century."

### JESELINK, from page 3

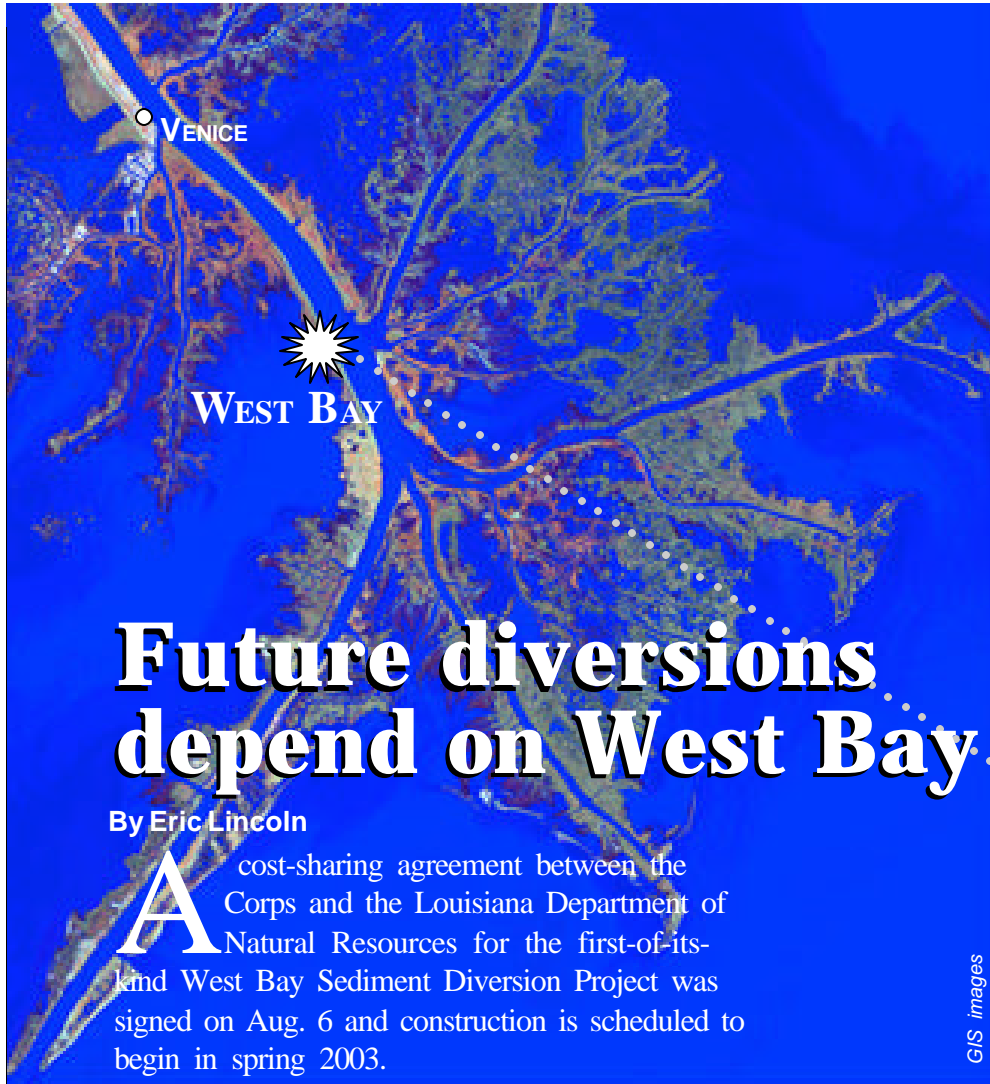
He also felt it would give him more time with his family and allow him to settle down for a couple of years. "In three years, I've moved three times," he said. Moving so often has been hard on his two sons. He wanted to give his youngest son, a junior at Slidell High School, the chance to finish school without

moving. It will also give Jeselink more time for his hobbies, such as working in the yard and working on cars.

This job has already helped Jeselink and his family in one important way. "I come to work and go home at a decent, more predictable hour," he said.

Other than the benefits to his

family, the major finds personal satisfaction working for the Corps. "I think I'm going to like it, I really do. I like the people and my job. The organization is great." Despite all its advantages, Jeselink said this job is not a vacation. "To increase my knowledge, learn something, give back to my home state and to have fun. Those are my goals."



# Future diversions depend on West Bay

By Eric Lincoln

A cost-sharing agreement between the Corps and the Louisiana Department of Natural Resources for the first-of-its-kind West Bay Sediment Diversion Project was signed on Aug. 6 and construction is scheduled to begin in spring 2003.

GIS images

In phase one of the project, a dredge will cut an interim channel through the bank six miles below the offshore-oil and fishing port of Venice to divert 20,000 cubic feet per second (cfs) of water and sediment at the average river stage. The second phase will be enlargement of the channel for full-scale diversion of 50,000 cfs. at the average river stage.

"We expect to be doing more sediment diversions," said Col. Rowan, district commander. "Meanwhile, we will learn a lot from this one."

The project will be built under the federal-state Coastal Wetlands, Planning, Protection and Restoration Act, commonly called the Breaux Act.

The \$22.3 million cost will be shared 85 percent federal and 15 percent state.

"We will reap environmental benefits, with new wetlands to nurture crab, shrimp, fin fish, ducks, wading birds and other species," said Jack Caldwell, the state secretary of Natural Resources. "In addition, Venice will be protected by the marsh, which will act as a buffer to tropical storm surges."

West Bay will be an uncontrolled diversion—without control gates—that should build about 10,000 acres near the Head of Passes over the next 20 years. Because the

area is already mostly fresh water, there shouldn't be any major reductions in salinity or negative impacts on existing fisheries once the diversion is opened, said Tim Axtman, project manager, Coastal Restoration Branch.

After lessons are learned from West Bay, a second uncontrolled sediment diversion will be directed into a sister project, Benney's Bay, across the river from West Bay.

"This [West Bay] could be the model for similar future projects," said Axtman.

"West Bay in itself is a huge step. It's a prototype for this type of construction and implementation... If we can't build this diversion, then we probably can't build any land-building diversions.

"We should see results within five years," he said.

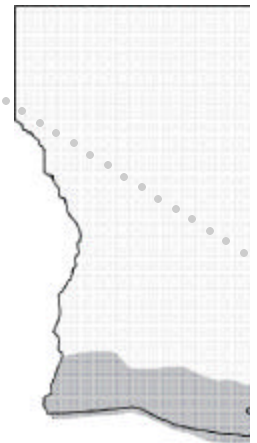
If West Bay is a success, the Louisiana Coastal Area (LCA) study

team will use the data collected to support approval and funding for possible future diversions in Plaquemines Parish above Lake Maurepas at Myrtle Grove (about 50 miles upriver from West Bay) and near Fort Jackson (about 20 miles upriver from West Bay) along the Mississippi.

Myrtle Grove would be a small diversion, primarily for the purpose of habitat enhancement and land building. "We're still looking at it," said Axtman. "We may divert either 5,000 or 15,000 cubic feet of water (cfs) per second into the area, depending on the study results."

The diversion could be engineered to work in tandem with the Davis Pond freshwater diversion to regulate salinity. "The question there is: can we make these things work together without expanding the areas of impact? Are we willing to alter the fisheries? If so, then a large diversion is likely; if not, then we can use a smaller diversion with dredging to build land directly."

The primary purpose for the Fort Jackson diversion is to rebuild marsh in Plaquemines Parish, which took a lot of damage during Hurricane Danny in 1997. Officials



there want land built out from Bastian Bay to Tiger Pass for hurricane protection.

However, one of the discoveries from the Mississippi River Sediment, Nutrient, and Freshwater Redistribution Study (MRSNFR) study was of a high concentration of oyster leases in the area.

“We found that after Bayou Grand Liard, the leases dropped off because of a natural barrier ridge that prevented fresh water from moving up,” Axtman said. “If we fortify that ridge, water could then be directed into that area to build land and we would minimize the impact to oysters. The topography there provides an opportunity for us.”

A 567,000-gallon oil spill two years ago at Port Sulphur showed the hazard of creating a totally uncontrolled diversion, however. “Now, at Fort Jackson, we’re considering at least having a gate or some closure device in place to prevent the spread of damage from such accidents,” Axtman said.

Though they will probably be included in the LCA study, both the Myrtle Grove and Fort Jackson diversion projects are currently under Breaux Act task force consideration and were originally part of the MRSNFR study, which is completed.

The study looked at ways to optimize the resources of the Mississippi River to create and nourish wetlands while still giving consideration to the river’s primary uses

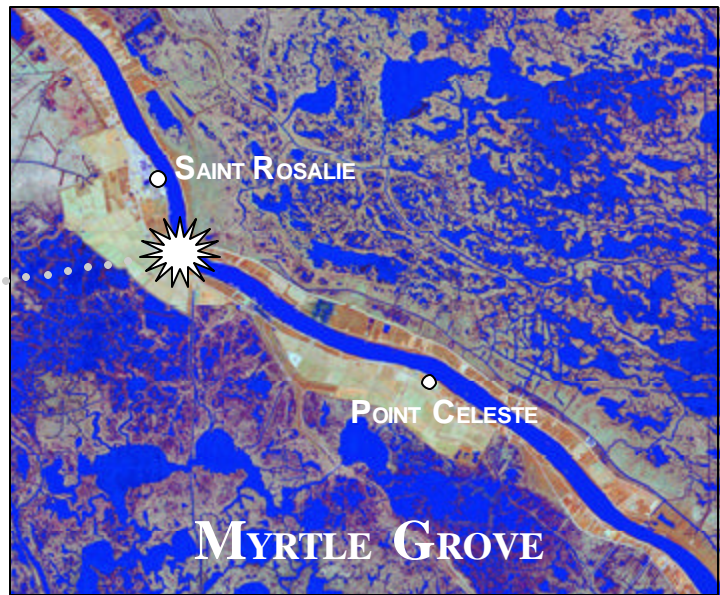
for navigation and water supply.

However, many of the alternatives investigated in that study turned out to be too costly for available Breaux Act funds, so they were targeted for incorporation into the larger LCA study, which is currently examining about 30 possible diversion sites.

The LCA study is basically the technical and engineering work absent from the Coastal 2050 planning strategy, which aims over the next 50 years to protect up to 86,000 acres of wetlands in nine hydrological regions across the coast. It will put projects on the ground, assuming funding is procured under the Water Resources Development Act.

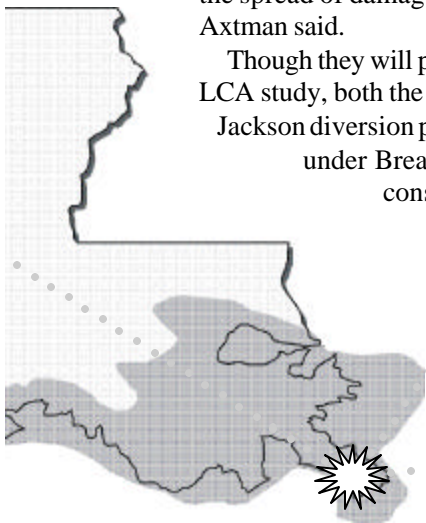


**The West Bay Diversion Project could be a model for similar future diversion projects, said Tim Axtman, project manager. Data collected from West Bay will be used by to support requests for smaller future diversions above Lake Maurepas at Myrtle Grove and near Fort Jackson, about 50 and 20 miles upriver, respectively, from West Bay.**



“In this way, MRSNFR became the basis for future projects ... It was a synergistic way for both studies to integrate,” said Axtman.

Further decisions should be made on Myrtle Grove in a few years, “depending on when the LCA is ready to absorb the project,” Axtman said. For Fort Jackson, the Corps will approach the Breaux Act task force for design funding approval in January.



**LCA STUDY AREA  
(SHADED)**



Mike Maples

Mike Maples



Mike Maples



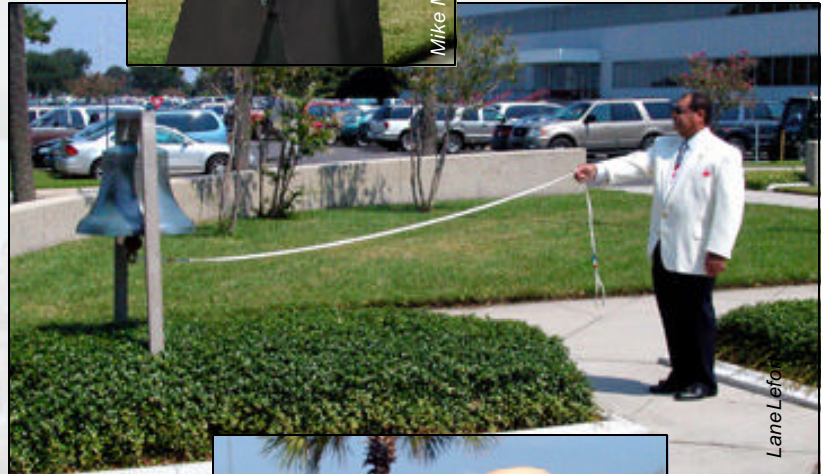
Mike Maples



Mike Maples

# Tragedy remembered at Sept. 11 ceremony

More than 300 employees turned out for a morning ceremony commemorating the one-year anniversary of the Sept. 11 tragedy. Workers marked the event by singing and reading poems or selected passages. *From top left, clockwise:* Rose Hatchett sings the National Anthem; Ed Usner plays *Taps*; Christopher Brown reads a selected work; Gonzalo Gomez sings an emotional rendition of America the Beautiful; Don Hebert rings the bell 26 times (another 111 employees also rang the bell for a total of 3,063 rings); Skip Jacobs holds the folded American flag; employees watch as the flag is lowered to half-mast.



LaneLefort



LaneLefort



LaneLefort



# MVN wins equal opportunity award

By Eric Lincoln

The district, in August, won the large agency award for excellence in equal employment opportunity from the Federal Executive Board's Equal Opportunity Advisory Council (EOAC) of New Orleans.

The EOAC is a federal agency that encourages the advancement of opportunities and affirmative action programs to eliminate workplace discrimination.

"People aren't aware of all that goes on in the EEO arena at the district, and it's easy to be negative, to say that the district isn't doing anything," said Terry Chopin, EEO manager. "This proves that we are doing something and doing it well."

"It's not just a big honor for all of us the EEO Office, but for everyone here ... these are accomplishments of the whole district."

Agencies were judged on five criteria: removing barriers to equal employment opportunity; creating innovative concepts; implementing

new ideas; enabling advancement of employees; and assisting employees in learning new skills.

The EEO Office provided the nomination for the award, citing, among other accomplishments:

- ❖ A maintained list of all employees who may need assistance during an emergency and a list of their assigned partners and alternates.
- ❖ Safety doors and elevators provided for employees who have difficulty walking.
- ❖ Use of interpreters from the Deaf Action Center for the hearing-impaired.
- ❖ A diverse Web site that features a diversity page translated into Spanish.



**Terry Chopin, EEO manager, accepts the excellence in equal employment opportunity award on behalf of the district from representatives of the Federal Executive Board.**

- ❖ The Special Needs Action Panel, Student Career Experience Program, Individual Development Program, Mentoring Program and Employee Enrichment Series.

## STUDENTS, from page 3

Law and engineering are not the only things Bailey learned about at the Corps. "I learned how people here make a difference," he said.

Bailey added, "This is an interesting program that needs to stay open. Without it people wouldn't learn as much. It makes a goal in our lives . . . to go to college."

The academy targets middle school students because they usually have more problems with school than other age groups. The program is designed to help these students get excited about school and become more focused in their career goals. The students see first hand what skills and attitudes are needed for a person to be successful.

# CorpsPath completed

By Eric Hughes

We're done! New Orleans District employees completed CorpsPath Training August 16. The training was deployed to the district last January. CorpsPath was a Corps-wide training mandated to create a common knowledge to better serve the Army and the nation. The training included a double CD-ROM with Internet-based modules designed to improve teamwork, customer service, indi-

vidual and organizational success, and to teach the new way of doing business, PMBP. The district expended 54 percent of its original CorpsPath budget with a training cost of \$476,493. The actual training hours were 12,654 with each employee devoting an average of 10 hours; far below the estimated 25 hours per employee. The training will continue to be a part of the Corps and each new employee will take CorpsPath as part of their mandatory training.

# NOD at Work



Courtesy photo

**Port Allen Lock Dewatering** — An innovative technique combining cranes and balloons is used for the dewatering of Port Allen Lock on Sept. 6. The lock gate and lifting apparatus weigh about 220 tons and two cranes were available for the lift. Lifting the gate at two points required each crane to lift 110 tons. However, one of the cranes could only safely lift 80 tons. Six balloons (visible in the water), carrying 11 tons of lift each, were required to lighten the load. Lynn Tinto, Operations Division, was in charge of the heavy lifting.

## Operations

**TIGER PASS CONTRACT** — A maintenance dredging contract for Tiger Pass, in Venice, was awarded on Sept. 10 for the dredge *Mike Hooks*. The dredge will have 150

days from Sept. 12 to complete the project, in which dredged material will be used to create or replenish existing wetlands in five unconfined nearby disposal areas.

## MARATHON SWIMMER

**ESCORTED** — A district vessel cleared traffic and provided escort from New Orleans to Head of Passes in September for Slovenian marathon swimmer Martin Strel, who swam 2,350 miles from the head of the Mississippi River. Strel started July 4 and covered about 50 miles per day, and dedicated his trip to “peace, friendship and clean waters.”

## Project Management

### ARCHAEOLOGY PRESENTATION

— Joan Exnicios, Project Management, gave a presentation titled “The Defense of New Orleans” to the Louisiana Division of Archaeology at the Pharmacy Museum in the French Quarter in early October. The audience was interested in work the Corps has done over the years on fortifications in South Louisiana.

### MORGANZA APPROVAL

— The Morganza to the Gulf hurricane protection project received headquarters approval in August and is on its way to Congress. Construction cost-sharing for the \$680-million project will be 65 percent federal and 35 percent local, and will include 72 miles of levees, a

dozen floodgates and the Houma Navigational Canal Lock.

### RADIO DISCUSSION ABOUT LCA

— Charles Laborde, General & Environmental Design Branch, hosted LCA team members Bill Klein and Joan Exnicios in September on his weekly WWOZ radio program about Cajun culture. The trio discussed the LCA study and its relationship to Cajun areas in the state.

# Around the District



Beachsweep 2002

LaneLefort

Corps volunteers, along with Girl Scout and Boy Scout troops, helped clean up the Lakefront on Sept. 21 as part of Beachsweep, a national program to clear litter from coastal beaches. Corps volunteers were: Greg, Marie and John Breerwood; Beth Nord; Edmond Russo; Mike Park; Gib, April and Dirk Owen; Chris and Gwen Accardo; Julie, Chuck and Juliette LeBance; Peggy and Bob O'Hara; Jay and Andrea Joseph; Karen Lahare; Don Schnieder; Bob Martinson; Beth and Mike Walker; Bruce, Grayson and Preston Bivona; John Lopez; Mike, Joshua, Mitchell and Rachel Bourgeois; Kathleen Creely; Michael, Kimbel and Tori Burt; Erica Goostrey; Chi Nhan Nguyen; Harley Winer; Esther DeJong; Margo Dejong; Mike Maunoir; Jade and Jordon Thomas; Nancy Mayberry; Janice Ferguson; 14 scouts from BS Troop 221, eight from GS Troop 600 and six from GS Troop 494.

## Congratulations

to Howard Gonzales (PM), who was selected as the 2003 chairperson for the Mississippi Valley Division's Emerging Leaders Program.

to the Partners In Education (PIE) program, which donated \$100 for the Hispanic Employment Program Committee so it could participate for the second time in the Azucar Ball, a fundraising event for scholarships organized by the New Orleans Hispanic Heritage Foundation.

to Jane Brown (OD) and her husband, Tommy, on the birth of their first child, Isabella, on July 22.

## Farewell

to Mike Rosales (SS), who graduated in August from the Sustained Base Leadership Management Course at

the Army Management Staff College.

to Shaku Jain (NDC), who received her bachelor's in science from Tulane University on Aug. 15.

## Condolences

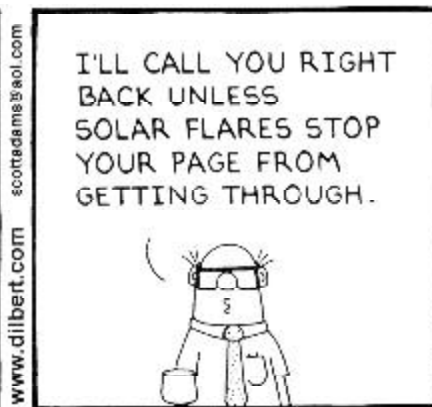
to Donald Mitchell (OD), whose mother, Virginia, passed away on Sept. 15.

to Thomas Bludsaw (IM), whose brother, Henry Reddick, passed away on Sept. 5.

to Christie Nunez (ED), whose grandmother, Leonia Nunez, died on Sept. 1. She was 90. Leonia was the mother of former state Sen. Sammy Nunez Jr. and Tookie Nunez (Christie's dad) who preceded her in death. In the March 2002 *Riverside*, Leonia was interviewed about her experiences during the Flood of 1927.

to Dave Carney (PM), whose father, William Carney, passed away on Sept. 22.

DILBERT® by Scott Adams



# TalkBack

*Last month we solicited your comments on "Modifying the MRGO." This month's winner believes that modification of the MRGO would benefit St. Bernard Parish, Lake Pontchartrain and the Corps' public image.*



## Multiple benefits

It's about time! Reduction of the MRGO draft and addition of a storm surge protection structure would put a lot of minds at ease in St.

Bernard Parish and adjacent New Orleans neighborhoods. I can't think of another single action the New Orleans District could do that would do more to help its public image.

We're not just talking about public image here, either. All it takes is one hurricane (like Georges in September of 1998) to create multi-million dollar dredging costs and disrupt the containerized shipping business for almost a year. While it is expensive to move terminal facilities to the river or deepen the IHNC Lock to provide access from the Mississippi, we will wind up having a more dependable shipping terminal in a very competitive industry.

Shallow draft vessels, barges, crew boats and commercial and recreational fishermen could continue to use the MRGO and its connecting waterways, with very little inconvenience, while the wakes from deeper draft vessels would be doing much

less damage (if any) in the Mississippi, compared to what they are currently doing to the MRGO's banks.

Another ecological benefit from this action would be that reducing the MRGO draft would also reduce a portion of the salinity in Lake Pontchartrain - - and every step taken to reduce lake salinities will preserve shoreline vegetation, the outlying marshes and the critters living there.

None of these benefits alone can justify closure, but when they are combined they present a powerful argument.

**Jack Fredine**  
**Project Management**

*\*Jack is the winner of our free parking space.*

## Focus on the environment

The MRGO has got to go. Fill it in now. We need a healthy environment above all else. If jobs are at risk, our efforts should be spent towards finding new jobs in areas that do not damage the environment.

The Corps should be looking for every canal to fill in that it can, in addition to building every freshwater diversion structure that it can.

**Paul Oakland**  
**Engineering**

TO HAVE YOUR IDEAS  
PRINTED  
IN THE NEXT ISSUE

AND

WIN A RESERVED  
PARKING SPOT FOR  
AN ENTIRE MONTH

**RESPOND BY**  
**November 12**

LET US KNOW WHAT  
YOU THINK ABOUT  
THIS MONTH'S  
TALKBACK TOPIC:

**HURRICANE  
PROTECTION**

>WHAT SHOULD THE  
CORPS DO TO IMPROVE  
OUR HURRICANE PROTEC-  
TION SYSTEM?

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# Communication Principles

*The U.S. Army Corps of Engineers has proudly served the American people for more than 200 years. In war and in peace, the Corps provides essential services to the Army and the nation, working closely with a variety of valued constituencies. Accordingly, effective, two-way communication with these constituencies helps us build positive, mutually respectful relationships that are important to the successful accomplishment of our mission. To build and maintain these relationships by fostering a climate of effective, two-way communication, the Corps dedicates itself to the following communication principles. The Corps will:*

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- **Communicate early, clearly, completely, honestly, accurately, and often with all constituencies on issues of importance.**
- **Incorporate communication as an integral part of the project management business process.**
- **Be accessible to all constituencies and respond promptly without censorship or misinformation.**
- **Proactively inform the public and other constituencies of the Corps' vital role in areas where we have special expertise.**
- **Do what we say we will do.**

*The policy of the Corps is to communicate in an open, factual, and timely way with the Corps team, the American people, the Administration, Congress, the international community, tribes and the news media. We will make relevant information fully and readily available to these constituencies consistent with law and national security interests.*