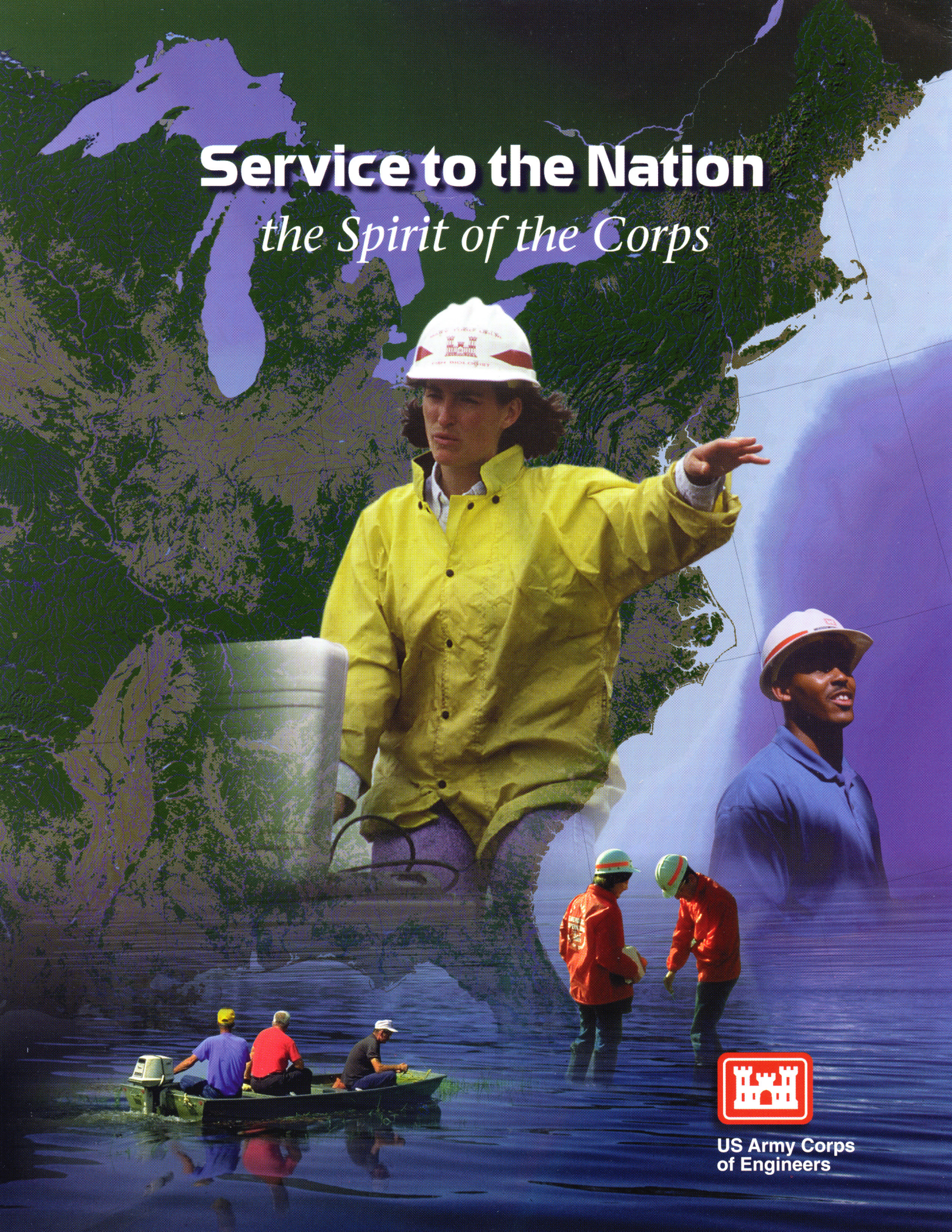
Service to the Nation

the Spirit of the Corps



US Army Corps of Engineers

You Can Count on the Corps...

We are the United States Army Corps of Engineers. Proud of our past. Building for the future. *Dedicated to providing quality, responsive service to the Nation in peace and war.*

We are nearly 37,000 Americans located in 13 divisions, 40 districts and hundreds of area, project and resident engineer offices worldwide.

Our teams include people with skills from A to Z:

- Accountants
- Anthropologists
- Archaeologists
- Architects
- Botanists
- Chemists
- Computer scientists
- Construction managers
- Contract specialists
- Dredgers
- Economists
- Electricians
- Engineers—civil, structural, mechanical, hydraulic, environmental, electrical, and more
- Foresters
- Geologists
- Hydropower plant operators
- Landscape designers
- Lawyers
- Lock operators
- Mechanics
- Natural resource managers
- Park rangers
- Physicists
- Project managers
- Real estate specialists
- Sociologists
- Soldiers
- Urban and environmental planners
- Wetland specialists
- Writers
- Zoologists

... and hundreds of others.

Every member of the Corps of Engineers is committed to providing the highest quality service to *you—our customers*. Our Corps values — integrity, quality, professionalism and caring — infuse all that we do, shaping our work as we prepare to meet the challenges of the future.

Customer Service

The Corps of Engineers serves you, our customers, by providing comprehensive engineering, management and technical support to the Department of Defense , other agencies, State and Local governments. We help defend America's security—militarily, economically and environmentally. Specifically, we:

- Manage the design and construction of living, working and training areas for the Army and Air Force;
- Plan, design, build and often operate and maintain projects that provide river and harbor navigation, flood control, water supply, hydroelectric power, environmental restoration, wildlife protection and recreation;
- Protect the Nation's waterways and wetlands;
- Undertake disaster relief and recovery work;
- Operate the Nation's largest real estate program, with holdings the size of Kentucky at our military installations and civil projects;
- Search for new technologies through research and development;
- Put to work our engineering, contracting and construction management skills for other Federal agencies on missions ranging from toxic waste clean-up for the Environmental Protection Agency's "Superfund" to construction of space facilities for NASA.

The President's National Performance Review recently called on Federal agencies to set standards for service to their customers. To us, these standards provide a further definition of "quality, responsive engineering and technical services."

Each of our 40 districts provide similar services, but they may differ in areas of expertise to meet their areas' unique needs. Thus, we allow each to develop standards for their specific work. We have, however, also adopted the following nationwide standards.

If you are **a soldier, airman or member of a military family** living and working on an Army or Air Force installation, you can count on the Corps to:

- Design and build quality housing and working areas within available funding.

If you are **an installation commander,** you can count on the Corps to:

- Promptly offer our expertise to help you meet your construction, maintenance, environmental, engineering and other technical needs.

If you are **a state, city, county or tribe with a water resource problem,** you can count on the Corps to:

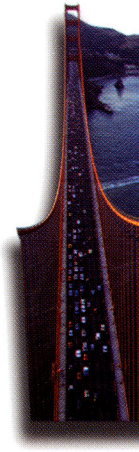
for Small Projects,
- Analyze the problem and get ready for construction within 1-3 years;

for Large Projects,
- Define the problem and potential solutions within 12-18 months;
- Develop the best alternative solution within 3-4 years;
- Design that solution within 2 years after the project is authorized for construction by Congress;
- Ensure that our construction contractors provide a quality product;
- Consult with you on all changes in project design, schedule or budget;
- Provide you with information on actions you can take to reduce flood risk through our Flood Plain Management Services and Planning Assistance to States programs.

If you are **a user of the Nation's ports and inland waterways,** you can count on the Corps to:

- Maintain harbor and waterway channels at navigable depths;
- Keep navigation locks on the waterways open at least 97 percent of the time;
- Notify you of scheduled lock outages at least 60 days in advance and maintain procedures for notification of unscheduled outages;
- Share information with the navigation industry, and with state and local officials, on potential flood conditions.

If you are **a hydro-electric power user or utility**, you can count on the Corps to:



- Provide hydropower using the most cost-effective operation and maintenance methods.

If you are **a resident of a community drawing water from a Corps project,** you can count on the Corps to:

- Deliver a reliable supply of clean water to meet your community's needs.

If you are **a visitor to a Corps recreation area**, you can count on the Corps to:

- Operate clean, safe recreation areas and visitor centers, staffed by courteous employees.

If you are **seeking a permit to do work in a wetland or waterway,** you can count on the Corps to:

- Act on your inquiry (including questions on whether a piece of land is a "wetland" or whether a general permit applies) within 60 days;
- Process your individual permit, if you need one, within 120 days;
- Consider all factors in the public interest, including needs for economic development and environmental protection, in reaching a decision on your application;
- Visit and inspect at least 25% of the sites for which individual permits were issued during the previous year.

Service to the nation. For more than two centuries, the employees of the U.S. Army Corps of Engineers have been committed to serving you–our customers by providing comprehensive engineering, management and technical support to the Nation in peace and war.

If you are **concerned with the environment,** you can count on the Corps to:

- Identify environmental issues during the planning process for military and civil projects, or before we issue a permit for work in a waterway or wetland;
- Weigh costs and benefits to the environment with economic costs and benefits;
- Seek opportunities to modify Corps projects for environmental benefit;
- Monitor environmental measures once they are in place to evaluate their success;
- Inspect Civil Works facilities on a five-year cycle to keep them in full compliance with environmental law;
- Clean up hazardous and toxic waste sites as promptly and thoroughly as funding allows; specifically:
  — Start action within 180 days of customer funding;
  — Award contracts within time frames agreed to with the customer;
  — Not exceed cost estimates by more than 15%.
- Develop new solutions to environmental concerns and make them available to others.

If you are a resident of a **community struck by natural disaster**, you can count on the Corps to:

- Help your community leaders organize flood fighting and provide sandbags, pumps and technical assistance in compliance with the law;
- Provide post-disaster technical assistance, clear and remove debris, and help restore critical public facilities or services;
- Provide water in cases of drought or contaminated local supplies for up to 30 days, or until your local government can provide safe water.

If you are **a Federal agency needing engineering support**, you can count on the Corps to:

- Provide the high quality, cost effective services called for in our agreement with your agency;

If you are **a contractor doing business with the Corps**, you can count on the Corps to:

- Operate as your partners in meeting a common goal;
- Meet with you on a regular basis while work is in progress to assist as needed;
- Use Alternate Dispute Resolution to resolve issues;
- Pay you promptly for work completed in accordance with your contract.

Customer Service and You

We are committed to improving our services, listening to you and increasing your satisfaction. To maintain our competitive edge, we can do no less than test ourselves against the very best. We will continue to set performance goals and standards for ourselves, measure our performance against the "best in the business" and endeavor to be the best in our business.

To do this, we need your input and feedback. Each of our districts have written surveys to measure service performance and customer satisfaction in each of their service functions—planning, design, construction, real estate, regulatory programs and the operation of our projects. All Corps service providers, from the lock and dam operator to the construction manager, will survey their customers and report the results.

But we will not stop here. We will constantly improve. We stay in constant contact with our own front-line work force — the people who work directly with our customers — and listen to their views on improving service. The ideas of our employees and our customers help us find ways in which we can better achieve our primary mission of serving the Nation in peace and at war. Service is the Spirit of the Corps.

CETEC-ES, September 95

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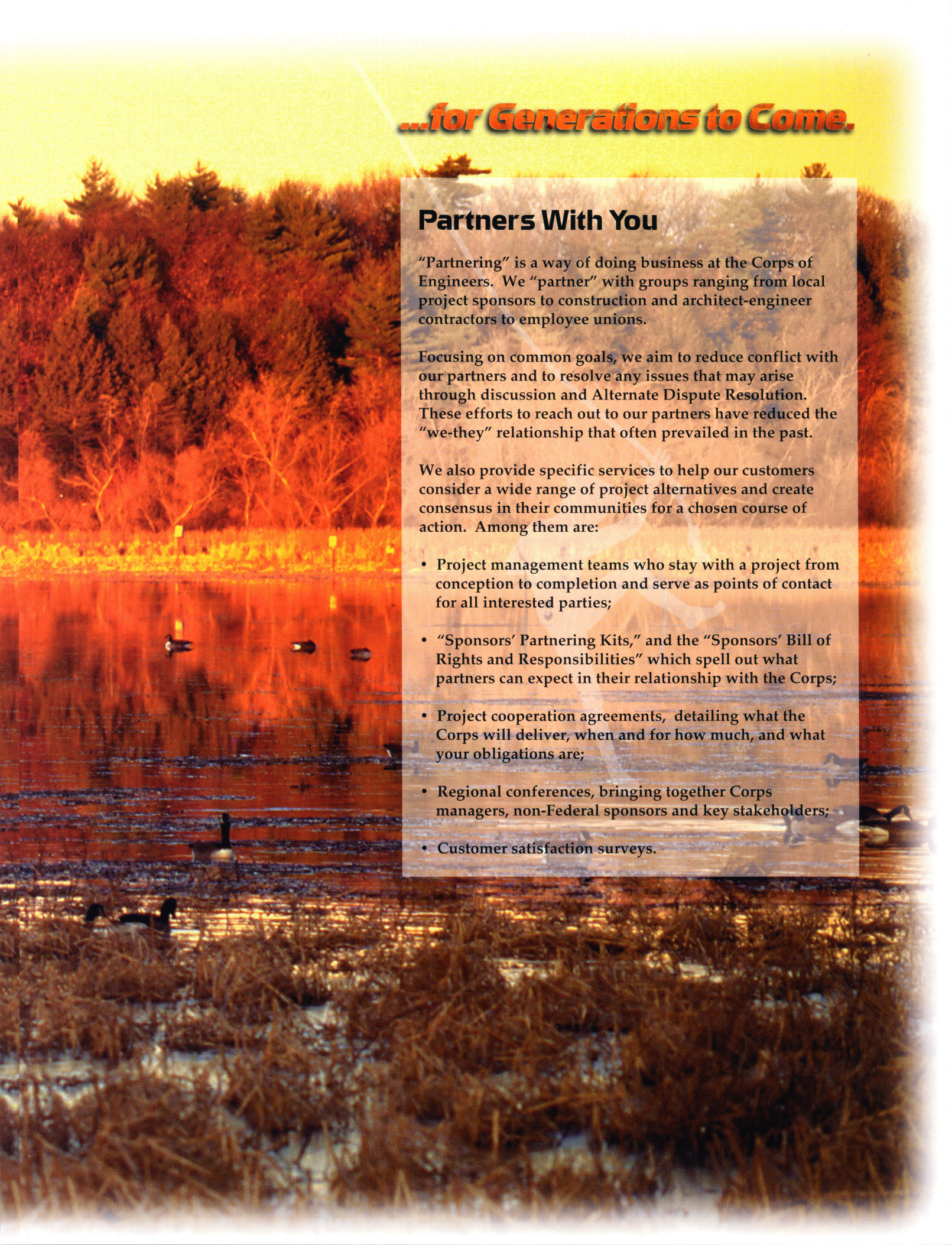
US Army Corps of Engineers



...for Generations to Come.

Partners With You

"Partnering" is a way of doing business at the Corps of Engineers. We "partner" with groups ranging from local project sponsors to construction and architect-engineer contractors to employee unions.

Focusing on common goals, we aim to reduce conflict with our partners and to resolve any issues that may arise through discussion and Alternate Dispute Resolution. These efforts to reach out to our partners have reduced the "we-they" relationship that often prevailed in the past.

We also provide specific services to help our customers consider a wide range of project alternatives and create consensus in their communities for a chosen course of action. Among them are:

- Project management teams who stay with a project from conception to completion and serve as points of contact for all interested parties;
- "Sponsors' Partnering Kits," and the "Sponsors' Bill of Rights and Responsibilities" which spell out what partners can expect in their relationship with the Corps;
- Project cooperation agreements, detailing what the Corps will deliver, when and for how much, and what your obligations are;
- Regional conferences, bringing together Corps managers, non-Federal sponsors and key stakeholders;
- Customer satisfaction surveys.

HOW CAN YOU REACH US?

Most of our customer service is provided by the 40 district offices listed here (along with the addresses of divisions that supervise the districts and our Washington Headquarters). District staffs want to hear from you about their successes or failures in serving you, so please call or write them. If you are not sure which district office serves you, call Corps Headquarters: (202) 761-1534.

HEADQUARTERS
United States Army
Corps of Engineers
20 Massachusetts Ave., N.W.
Washington, DC 20314-1000
202-761-0011

U.S. Army Engineer Division,
Huntsville (Military construction only)
P.O. Box 1600
Huntsville, AL 35807-4301
205-955-5740

U.S. Army Engineer Division,
Lower Mississippi Valley
P.O. Box 80
Vicksburg, MS 39180-0080
601-634-5750

U.S. Army Engineer District, Memphis
Federal Building Rm. B-202
167 N. Main Street
Memphis, TN 38103-1894
901-544-3221

U.S. Army Engineer District, New Orleans
P.O. Box 60267
New Orleans, LA 70160-0267
504-862-2204

U.S. Army Engineer District, St. Louis
1222 Spruce St.
St. Louis, MO 63103-2833
314-331-8010

U.S. Army Engineer District, Vicksburg
2101 N. Frontage Rd.
Vicksburg, MS 39180-5191
601-631-5010

U.S. Army Engineer Division,
Missouri River
P.O. Box 103
Downtown Station
Omaha, NE 68101-0103
402-221-7200

U.S. Army Engineer District, Kansas City
700 Federal Building
Kansas City, MO 64106-2896
816-426-3201

U.S. Army Engineer District, Omaha
215 North 17th Street
Omaha, NE 68102-4978
402-221-3900

U.S. Army Engineer Division,
New England
424 Trapelo Road
Waltham, MA 02254-9149
617-647-8220

U.S. Army Engineer Division,
North Atlantic
90 Church Street
New York NY 10007-2979
212-264-7101

U.S. Army Engineer District, Baltimore
P.O. Box 1715
Baltimore, MD 21203-1715
410-962-4545

U.S. Army Engineer District, New York
Jacob K. Javits Federal Building
New York, NY 10278-0090
212-264-0100

U.S. Army Engineer District, Norfolk
803 Front Street
Norfolk, VA 23510-1096
804-441-7601

U.S. Army Engineer District, Philadelphia
Wannamaker Building
100 Penn Square East
Philadelphia, PA 19107-3390
215-656-6501

U.S. Army Engineer Division,
North Central
111 North Canal Street
Chicago, IL 60606-7205
312-353-6310

U.S. Army Engineer District, Buffalo
1776 Niagara Street
Buffalo, NY 14207-3199
716-879-4200

U.S. Army Engineer District, Chicago
111 North Canal Street, Suite 600
Chicago, IL 60606-7206
312-353-6400

U.S. Army Engineer District, Detroit
P.O. Box 1027
Detroit, MI 48231-1027
313-226-6762

U.S. Army Engineer District, Rock Island
P.O. Box 2004
Rock Island, IL 61204-2004
309-788-6361

U.S. Army Engineer District, St. Paul
1421 U.S. Post Office & Custom House
St. Paul, MN 55101-1479
612-220-0300

U.S. Army Engineer Division,
North Pacific
P.O. Box 2870
Portland, OR 97208-2870
503-326-3700

U.S. Army Engineer District, Alaska
P.O. Box 898
Anchorage, AK 99506-0898
907-753-2504

U.S. Army Engineer District, Portland
P.O. Box 2946
Portland, OR 97208-2946
503-326-6000

U.S. Army Engineer District, Seattle
P.O. Box 3755
Seattle, WA 98124-2255
206-764-3690

U.S. Army Engineer District, Walla Walla
Building 602, City-County Airport
Walla Walla, WA 99362-9265
509-522-6506

U.S. Army Engineer Division,
Ohio River
P.O. Box 1159
Cincinnati, OH 45201-1159
513-684-3002

U.S. Army Engineer District, Huntington
502 8th Street
Huntington, WV 25701-2070
304-529-5395

U.S. Army Engineer District, Louisville
P.O. Box 59
Louisville, KY 40201-0059
502-582-5601

U.S. Army Engineer District, Nashville
P.O. Box 1070
Nashville, TN 37202-1070
615-736-5626

U.S. Army Engineer District, Pittsburgh
Federal Bldg.
1000 Liberty Avenue, Rm. 1828
Pittsburgh, PA 15222-4186
412-644-6800

U.S. Army Engineer Division,
Pacific Ocean
Building 230
Fort Shafter, HI 96858-5440
808-438-1500

U.S. Army Engineer District, Honolulu
Building 230
Fort Shafter, HI 96858-5440
808-438-1069

U.S. Army Engineer District, Far East
(Korea—Military Construction Only)
APO AP 96205-0610
011-82-2-270-7501 (DSN 721-7501)

U.S. Army Engineer District, Japan
(Military Construction Only)
APO AP 96343-0061
DSN 315-233-3575

U.S. Army Engineer Division,
South Atlantic
77 Forsyth Street, SW, Rm. 313
Atlanta, GA 30335-6801
404-331-6711

U.S. Army Engineer District, Charleston
P.O. Box 919
Charleston, SC 29402-0919
803-727-4344

U.S. Army Engineer District, Jacksonville
P.O. Box 4970
Jacksonville, FL 32232-0019
904-232-2241

U.S. Army Engineer District, Mobile
P.O. Box 2288
Mobile, AL 36628-0001
205-690-2511

U.S. Army Engineer District, Savannah
P.O. Box 889
Savannah, GA 31402-0889
912-652-5226

U.S. Army Engineer District, Wilmington
P.O. Box 1890
Wilmington, NC 28402-1890
919-251-4501

U.S. Army Engineer Division,
South Pacific
630 Sansome Street , Room 720
San Francisco, CA 94111-2206
415-705-1414

U.S. Army Engineer District, Los Angeles
P.O. Box 2711
Los Angeles, CA 90053-2325
213-894-5300

U.S. Army Engineer District, Sacramento
1325 J Street
Sacramento, CA 95814-2922
916-551-2005

U.S. Army Engineer District, San Francisco
211 Main Street
San Francisco, CA 94105-1905
415-744-3021

U.S. Army Engineer Division,
Southwestern
1114 Commerce Street
Dallas, TX 75242-0216
214-767-2502

U.S. Army Engineer District, Albuquerque
P.O. Box 1580
Albuquerque, NM 87103-1580
505-766-2731

U.S. Army Engineer District, Fort Worth
P.O. Box 17300
Fort Worth, TX 76102-0300
817-334-2300

U.S. Army Engineer District, Galveston
Jadwin Bldg., 2000 Fort Point Road
Galveston, TX 77550
409-766-3001

U.S. Army Engineer District, Little Rock
P.O. Box 867
Little Rock, AR 72203-0867
501-324-5531

U.S. Army Engineer District, Tulsa
P.O. Box 61
Tulsa, OK 74121-0061
918-581-7311

U.S. Army Engineer Division,
Transatlantic (Military Construction Only)
P.O. Box 2250
Winchester, VA 22604-1450
703-665-3935

U.S. Army Engineer District, Europe
(Military construction only)
APO AE 09242
011-49-69-151-5380
(DSN 320-5001)