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of Engineers

***Justified Levels of Service for
Recreation
&
Recreation Facility and Customer
Service Standards***

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23 Oct 02



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***Justified Levels of Service
For Recreation***

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Why Justified Levels Of Service?



- A disparity exists in levels of service for recreation provided throughout the Corps
 - Customer confusion
 - Customer complaints
 - Congressional inquiries
 - Budget inequities

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Park Entrances



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Park Entrances



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Restrooms



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Campsites



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Campsites



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Justified Levels of Service



- HQ tasked individual MSC's to address the five major civil works business functions.
- SWD received the assignment to address the recreation business function with 3 objectives:
 - Evaluation capability
 - Equity of services and facilities
 - Budget leveling

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SWD Effort



- The Southwestern Division Commander had previously established a task force including representatives from Fort Worth, Little Rock and Tulsa Districts. He laid out several guidelines for the group to use.

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Guidelines of SWD Task Force



- **Provide a variety of park classes or star ratings.**
- **The ratings are for budget purposes, not a guide for the public.**
- **Meet the needs of the maximum number of recreation customers.**
- **Be consistent across the Division.**

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Additional Guidelines from HQ for SWD Task Force



- **Simplify the original SWD matrices.**
- **Determine how level the playing field is for recreation, and use as a budget tool to level the field if necessary.**
- **Need to consider condition of facilities as well as inventory them.**

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Recreation Facilities



- **Facilities addressed:**
 - **Entrance Complexes**
 - **Restrooms**
 - **Sites**
 - **Roads & Parking**
 - **Amenities**
 - **Beaches**
 - **Boat ramps**

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Recreation Services



- **Service categories**
 - **Trash removal**
 - **Facility cleaning**
 - **Facility mowing**
 - **Visitor Assistance**
 - **Gate Attendants / Park Hosts**
 - **Short-term maintenance**

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Campground Matrix Example



A 3 star campground must have:

- 75% electric service, 5% with 50 amp
- 25% water hookups
- 90% with cookers or fire rings
- 50% constructed impact zones
- 25% hard surface pads
- 25% must have pads 70 ft. or longer
- 25% of pads are extra wide

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FACILITY RATING	One Star	Two Star (In addition to one Star)	3 Star (In addition to one and two Star)	4 Star (In addition to one, two and three Star)
Entrance	Requires: __Sign	Requires: __Gated entrance, __Lighting-Security	Requires: __Landscaping __Hosts or Gate House	Requires: __Permanent gate house
Restrooms	__Vault or portables	__One waterborne restroom __No corrugated metal or individual wood vaults or portables __At least one Universally Accessible (UA)	__At least one waterborne w/showers __Modern Vaults Acceptable	__Climate controlled (heated in winter if open) __All Waterborne, no vault restrooms __One toilet each gender per 25 sites
Sites:	Tables __90% of sites w/ tables	__25% of Tables have canopies or shade	__100% of sites w/tables __50% of Tables have canopy or shade	__75% of Tables have canopies or shade
Cookers and Fire Rings Or Combination Units	__90% of sites have Cookers or fire rings	Same as One Star	Same as One Star	__100% cookers and fire rings or combination units
Camping Pads (pads-pullouts-spurs)	__90% designated sites	__25% w/ level camp pads (Level pad has minimum 30' level for RV) __25% gravel or all weather surface	__75% w/ level pads __25% w/paved pads __25% pads 70' or longer __25% accommodate RVs with slideouts	__90% w/ level pads __75% w/ paved pads __50% pads 70' or longer __50% accommodate RVs with slide outs
Impact Zones	None Required	Same as One Star	__50% sites w/ constructed impact zones	__75% sites w/constructed impact zones
Utilities:	__Potable water in park	__Multiple water spigots within camping area	__25%sites w/ individual water hookup	__75% sites w/ individual water hookup
Water	None Required	__25% sites w/ 20/30 amp hookups	__75% sites w/ 20/30 amp hookups __5% sites w/50 amp hookup	__90% sites w/ at least 20/30 amp hookups __25% sites w/50 amp hookup
Electricity	None Required	__25% sites w/ 20/30 amp hookups	__75% sites w/ 20/30 amp hookups __5% sites w/50 amp hookup	__90% sites w/ at least 20/30 amp hookups __25% sites w/50 amp hookup
Sewage	No Dump Station	__Dump station in park	Same as Two Star	Same as Two Star
Roads & Parking	Requires: __Gravel access roads, circulatory roads, and parking areas	Requires: __Paved access roads, gravel circulatory roads	Requires: __Paved surfaced access roads, circulatory roads and parking areas w/ some striping __Extra Vehicle Parking in Park __Separation of day use and overnight users	Requires: __25% extra vehicle parking at the sites
Amenities	Requires: None	Requires: At least four	Requires: ____ At least eight	Requires: At least twelve



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Condition Indices



- Developed to assess the current condition of recreation facilities.
- Determine the need for repair or replacement
- Score each facility on a 7 point scale
- Assist in prioritizing facility repair or replacement needs

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Example of Condition Indices



Paved Roads and Parking

- a. Road surface in excellent condition: smooth, uniform surface; little to no cracking; no potholes; paved surfaces are adequately drained, culverts functioning correctly, no erosion or evidence of standing water; shoulders are uniform and at grade; no vegetative encroachment
- b. Road surface in good condition: some cracking and related deterioration; minor washboarding; occasional small potholes; evidence of minor problems with paved surface drainage, erosion and/or culvert malfunctions; some minor sloughing of shoulders; minor vegetative encroachment
- c. Road surface in fair condition: Significant alligator cracking and deterioration; some potholes and/or washboarding; evidence of moderate problems with paved surface drainage, some significant erosion and/or culvert malfunctions, intermittent standing water is evident; significant sloughing of shoulders and/or drop-off at road edge; significant vegetative encroachment
- d. Road surface in poor condition: major cracking and breaking up of road base; numerous potholes; rough, uneven surface; evidence of major paved surface drainage inadequacies, severe erosion problems, inadequate or clogged culverts, water collects and stands intermittently; shoulders are severely sloughed at pavement edges; major vegetative encroachment and breaking up of edges of road

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Condition Ratings



1. ROADS AND PARKING

- ?? Count the number of roads in the park, including main and loop roads. Count the number of parking lots. Add the two totals together to get the total number of roads and parking lots in the park.
- ?? Evaluate each identified road and parking area as a whole, using the appropriate criteria for paved or gravel.
- ?? Roads and parking in excellent condition score a 7, good to excellent condition score a 6, good condition score a 5, fair to good condition score a 4, fair condition score a 3, poor to fair condition score a 2, and roads and parking in poor condition score a 1.

Excellent	Good	Fair	Poor
7	6	5	4
			3
			2
			1

- ?? Add together the scores for all paved and gravel roads and parking lots and divide by the total number of roads and parking lots to get a score for the park.

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Condition Indices Scoring Sheet



PAVED ROADS AND PARKING	Excellent	Good to Excellent	Good	Fair to Good	Fair	Poor to Fair	Poor
	(7)	(6)	(5)	(4)	(3)	(2)	(1)

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Current Issues



- **JLOS needs to be 5-tiered approach:**
 - Inventory parks utilizing matrices
 - Assess service levels utilizing matrices
 - Condition indices for evaluation of facilities
 - Customer feedback mechanisms
 - Customer needs assessment

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Current Status



- **Matrices have been revised based on comments received and coordination with HQUSACE**
- **Matrices simplified to 4 rather than 5 levels**
- **Condition Indices have been developed**
- **JLOS instruments were tested at Canton and Fort Supply Lakes in Tulsa District**
- **New USACE recreation facility standards being developed were incorporated into the matrices**
- **SWD team is finalizing report for HQUSACE**

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Outstanding Issues and Challenges



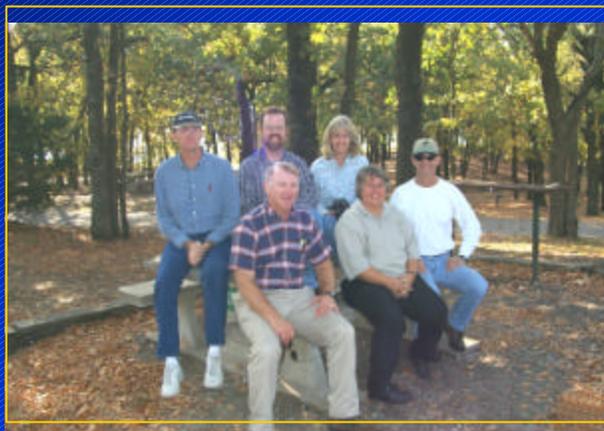
- **Funding and methodology for needs assessments.**
- **Matrices and condition indices need to be applied consistently. Develop instructions for matrices and condition indices.**
- **Measurability and Consistency for Services**
- **Internal Education of Ratings**
- **Value to our external customers**
- **HQ approval**

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The JLOS Team (-1)



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Recreation Facility and Customer Service Standards to support the US Army Corps of Engineers Recreation Program

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Headquarters Intent

- HQ established a Recreation Facilities Task Force in January 2000 to develop a commonly applied set of recreation facility standards and levels of service for the rehabilitation or modernization of Corps recreation areas
- Originally tied to recreation modernization program
- Need identified to update Corps guidance contained in EM 1110-2-400

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Facility Standards Task Force

- Purpose: Establish a uniform level of quality nationwide to meet the needs of current users, under-served populations, and future users.

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Facility Standards Task Force

- General guidance provided for:
 - Rehabilitation of existing or construction of new recreation facilities
 - Customer services
 - Evaluation activities
- Intent is to promote consistency while allowing flexibility to meet regional requirements.

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Why Is This Needed?

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Recreation Dynamics

- **Equipment**



1960's



Now

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Recreation Dynamics

- **Equipment**
- **Diversifying populations**



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Recreation Dynamics

- **Equipment**
- **Diversifying populations**
- **Increasing use**



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Situation

- **Over use**



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Situation

- **Over use**
- **Rundown facilities**



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Situation

- Over use
- Rundown facilities
- Safety



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Situation

- Over use
- Rundown facilities
- Safety
- Equipment mismatch



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Situation

- Over use
- Rundown facilities
- Safety
- Equipment mismatch
- **Limited accessibility**



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Situation

- Over use
- Rundown facilities
- Safety
- Equipment mismatch
- Limited accessibility
- **Environmental impacts**



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Situation

- Over use
- Rundown facilities
- Safety
- Equipment mismatch
- Limited accessibility
- Environmental impacts
- **Little support for new activities**



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Task Force Process

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Basic Parameters

- Functional use, creative design, environmental harmony and economy of construction.
- Health, safety, security and comfort of our customers.
- Meet local and regional needs, both present and future.

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Basic Parameters

- Create user friendly facilities to serve all populations.
- Economy of scale and life cycle costs.
- Enhance revenue generation.
- Protect the resource, including correction of existing environmental problems.

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Basic Parameters

- Incorporate off the shelf products.
- Correct existing design problems.
- Provide for ease and economy in clean-up and maintenance.
- Meet management goals.

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How Were the Standards Developed

- Information collected regarding current recreation design standards.
- Input from industry and stakeholders.
- Input from throughout the Corps from personal contacts and document review.
- Developed to be consistent with current engineering guidance in EM 1110-2-410.

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Facility Standards

- New guidelines for rehabilitation and construction.
- Emphasize requirement for universal accessibility.
- Facility standards broken down by:
 - Required
 - Recommended
 - Optional

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Customer Service Standards

- Focus on local customers.
- Establish baseline of current customer satisfaction through customer comment cards.
- Track trends over time.

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Product

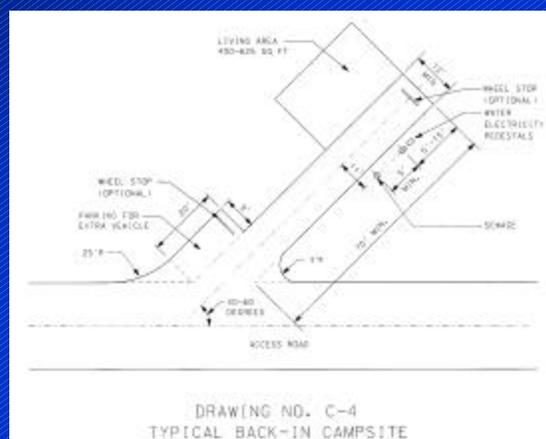
- Revised EM 1110-2-400.
- Sample drawings and illustrative photos.
- Placed on NRM Gateway for wide distribution and ease of updating (<http://corpslakes.usace.army.mil>)

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Sample Drawing Back-in Campsite

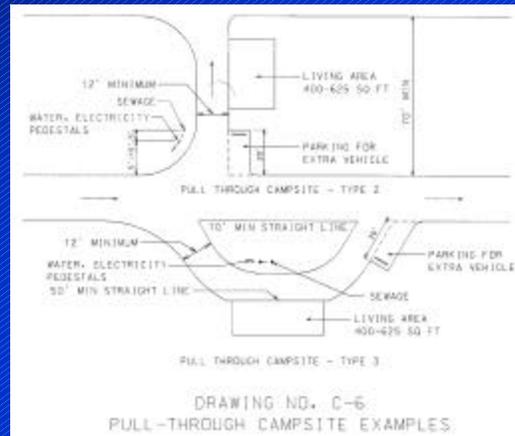


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Sample Drawing Pull-through Campsites



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Payoffs

- Satisfied customers
- Resource protection
- Program consistency
- Efficiency
- Safety
- Accessibility

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The Facility Standards Team



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Justified Levels of Service and Facility Standards

- *Putting it all together:*
 - **JLOS: What to do**
 - **Facility Standards: How to do it**

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Recap of SWD Justified Levels of Service

- **A 5-tiered approach to levels of service:**
 - **Inventory of parks utilizing 4 star matrix**
 - **Assessment of service levels**
 - **Condition indices for facility evaluation**
 - **Customer feedback mechanism**
 - **Customer needs assessment**

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Recap of Facility Standards and Customer Service Team

- **Guidelines provided for:**
 - **Rehabilitation or construction of recreation facilities – what's required, recommended or optional**
 - **Customer services**
 - **Evaluation activities**

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Justified Levels of Service

Facility Standards

4 Star Park

- 75% individual water hookups
- 75% paved pullouts
- 4.2 condition rating on 7 point scale

Standard

- Driver side rear of campsite, 5 feet from corner
- 70 feet long, min. 12 feet wide
- Customer comments are positive on comment cards

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Summary

- JLOS focus is on what level of development of recreation facilities is now being provided, what condition they are in, and what should be provided.
- Facility standards specify what is required when rehabilitating or constructing new recreation facilities.
- Both efforts rely on local customer feedback for establishing customer service levels.

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