

From: Tabb, George E HQ02
Sent: Wednesday, May 30, 2001 11:28 AM
To: CDL-NRM-District Offices; CDL-NRM-MSC; CDL-Operations-Managers
Cc: Bryson, Bonnie F LRL02; Rose, Jeffrey W SAS; Miller, Michael E SWL
Subject: Corps Recreation Facility and Customer Service Standards
Importance: High

The Recreation Facilities Standards Task Force has completed Chapters 1 - 3 of the draft standards document: "U.S. Army Corps of Engineers Recreation Facility and Customer Service Standards." The document is available on the NRM Gateway for field review and comment. This initial comment period is for all NRM employees to submit their comments directly to the Task Force by using the comment forms provided on the website. These electronic submissions are requested by 22 June 2001.

How to view the document and complete the forms on the Gateway: Go to this web address:

<http://corpslakes.usace.army.mil/employees/facilities/review.html>

Both the chapters and comment forms will open in new windows, providing the ability to review the chapter and enter comments simultaneously without losing data. You may view the complete draft document, or view the individual pieces:

- Table of Contents and Introduction
- Chapter 1 - Facility Standards
- Chapter 2 - Customer Service Standards
- Chapter 3 - Quality Assurance
- Glossary

Type of comments requested: Please read the introduction on the webpage to help you focus your review and comments.

Submitting your comments: There is a separate comment form for each of the 3 Chapters and the Glossary, to facilitate ease of comment and review. You must provide a correct email address when you complete the top part of the forms. When you submit each form, you will receive an email that documents the comments you submitted. NOTE: As of 17 May 2001, no electronic comments on the have been received. If you submitted comments prior to that date, please resubmit them at this time.

If you have problems accessing the site on the Gateway: The draft document and comment forms are restricted to access by computers with a .mil address, so you will not be able to access these from your home computer. During the pilot test of the forms, some locations had difficulty accessing the documents from their Corps computers due to incorrect local settings. If problems are experienced accessing the site, please coordinate first with your local IM representative to resolve the issue. If the problem cannot be solved locally, contact the NRM Gateway developer Ginny Dickerson (Outlook email address: Dickerson, Virginia).

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