

RECREATION FACILITY AND CUSTOMER SERVICE STANDARDS PROGRAM
NATIONAL OPERATIONS CENTER
LITTLE ROCK DISTRICT

The National Operations Center (NOC) is activated and available to respond to your issues regarding the standards program created in EM 1110-1-400. The NOC is located in the Operations Division, Little Rock District Office, and it is staffed by two employees on an as-needed basis. Mr. Jack K. Johnson, Outdoor Recreation Planner, is the primary point of contact and his alternate is Mr. Scott A. Hodge, Civil Engineer. The NOC is open between the hours of 0900 and 1500 each day except for weekends and federal holidays.

A listing of telephone numbers and e-mail addresses is provided below for your convenience. Each telephone is voice mail capable.

Jack K. Johnson	(501) 324-5704	Jack.K.Johnson@swl02.usace.army.mil
Scott A. Hodge	(501) 324-5119	Scott.A.Hodge@swl02.usace.army.mil

Please refer to the on-line resources that are available on the Natural Resources Management Gateway and on the US Army Corps of Engineers Home Page as your first reference to guide you in recreational facilities and customer service standards program matters. If issues remain, please contact the NOC for clarification. The NOC is funded by HQUSACE; therefore, there is no cost for off site technical support.

Messrs Johnson and Hodge are available on a limited basis to assist Operation Project Managers on site with park modernization conceptual plans incorporating the latest in recreational facilities and customer service standards. Salary and per diem rates must be paid by the requesting district/division for on site support.