

**JOINT PARTNERING SESSION:
NATURAL RESOURCES &
REAL ESTATE**

“Partnering to Manage America’s Assets”

Consolidated Conference Evaluation Comments

(The comments listed below came from 41 evaluations out of 110 attendees)

Were the topics for the conference sufficient to your needs? (please explain)

- A topic that evolved (and was on an earlier agenda) has to do with the length of stay (cabins, marina campgrounds, etc.) This critical topic was never fully developed or discussed.
- I had a little difficulty following the Budget presentation, but that was to do with my more inexperience's having to do with Budgets.
- More Panels needed to discuss mutual items of interest.
- My goal here was to network, share ideas and gather some tidbits of information. The first two were met and the third was exceeded.
- The most sufficient and relevant topics were brought up in the breakout sessions. Needed more of those.
- Budget session should be expanded. Should have been presented more "corporately."
- Environmental Compliance session would be more useful if focused on current NRM and RE issues, rather than overview.
- A RE 101 class could be included to give insight to the workings of RE and a NR 101 class to inform RE of their priorities. This could be a brief overview in advance of the training.
- More on Concession Lease Issues would be helpful to me.
- Admin. fees and workload identification were very enlightening.
- Enjoyed learning what was going on outside my District, need more examples.
- Budget session could have been a workshop in itself.

Were the topics for the conference sufficient to your needs? (please explain) Con't

- All topics were sufficient, current, and informative. The Q&A sessions were helpful.
- I was very interested in the User and Admin. Fees. All Districts do things differently, so it appears, when there should be more uniformity.
- It would have been nice to have a list of topics sent out to the attendees before coming, so that I would know what the topics were in advance.
- Liked the mix of corporate and local issues.
- I especially appreciated the opportunity to meet and network with others in the COE that have similar jobs.
- It was a good presentation and gathering for OPS, RE, and Budget heads with representatives nationwide and with HQ.
- Yes, even the Alaska District has a small CA program. I gained a new perspective/insight on how important RE and OPS partnering is.
- Very good variety of topics.
- Great topics, relevant and engrossing to the various functional attendees.
- Given amount of time available, conference topics were appropriate.
- Topics presented where RE and OPS works together are important to me especially when they involve encroachments and compliance inspections.
- From an OPS perspective, I have a true appreciation of what RE does for us and where they are coming from. Let's keep up the trend.
- I feel we had too much corporate stuff, PMBP, corporate strategy, strategic planning. I am sure we had to have some of that to "sell" the meeting, but at the District I am in, we are sick of hearing it.
- Good variety of subject matter from both RE and OPS perspectives.
- Good overview of both RE and OPS perspectives towards land management. Identified several issues that hopefully can be resolved in the years to come.
- Typical of most conferences, I want less talking political heads and more substance, tools and knowledge to take back, to do my job better.

Were the topics for the conference sufficient to your needs? (Con't)

- Topics were a little bit general.
- I am new to RE, so many of the OPS topics presented provided new information and insight to the workings of their directive.

What conference topics should have been expanded?

- Need something regarding the cons of selling/giving away public lands to resolve encroachments. It's a quick fix that has long-term consequences.
- Session on PMBP should have addressed how implementation will affect OPS and RE.
- Workload Tracking and GIS.
- More Panel discussions
- Authorities that need to be delegated to Divisions and Districts, or foster processing when things have to be approved or signed by HQ.
- More land use planning solutions.
- Decision Making
- Environmental and O&M issues.
- More on the Budget and should have been presented more corporately.
- PMBP guidance and Team building among the various elements.
- How to implement and fund the Environmental Operating Principles, while our parks and facilities are declining.
- More discussion on how Districts were working their OR-RE issues. Success stories and problems.
- NRM Gateway, GIS applications, RECIS, Admin Fees & Recreation and Compliance inspections.
- Would have like to see RM here to provide information on CEFMS interface for collecting admin fees. I was hoping to see the admin fee policy be in this agenda. When do we expect implementation from HQ?

What conference topics should have been expanded? Can't

- Need more time on Homeland Security
- More working hands on panel sessions, or a full day of them instead of a half. Possibly scattered throughout the week, time permitting.
- More from the encroachment panel.
- Admin Fee, Encroachments and Cultural Resources
- If Admin Fee Policy is almost out, why wasn't it shared with the group?
- Lets do this conference again and soon, not wait for the topics to become stale. Next conference could focus on what the top 10 items were from each breakout session.

What Topics should have been reduced or omitted?

- Workload Tracking and Homeland Security.
- Development Plan Review/approval process for lessees.
- All topics had some importance and gave us some understanding of better processes.
- REMIS/RECIS could have been reduced to cover only most important screen entries - It was a well presented program, but needed to be more concise.
- Breakouts should have focused on technical issues, encroachments, and admin fees.
- Budget related topics

Do you think this "Joint Conference" should be continued? If so how often?

2- years 28 3 - years 3 4 - years 0 5 - years 9 10 -years 1

How do you rate the overall content of the Joint Partnering Conference?

(circle one)	Excellent	Good	Poor	Acceptable	Unacceptable
# of replies	28	12	0	1	0

Was the conference information provided, accurate and informative?

Yes Answers 40 No Answers 1

Comments in relation to this question and the appropriate answer in return.

- **Please put presenters slides into the notebooks - this should have been a priority?**

Answer from Conference Chairman. I asked for the presentation materials on three separate occasions a month in advance per my Teams drop dead dates. Five days before the conf. start, I personally called some of the presenters and that same day received theirs electronically, to which the KCD RE Division hurriedly made 150 copies, some being 20 pages long and this is what we had by Sunday afternoon April 7th. We did a our best with what we had.

- **Hotel info. had only reservation managers phone number, need a hotel number. Need an agenda sooner to decide who was to attend.**

Answer from Conf. Chair and HQ: I am surprised the hotel info. was limited to some, I felt I had covered this phase to a T. By looking on the web page for the Hotel under www.Fairmont Hotels the info. was there or you should have called me direct. I am, but an email/phone call away.

HQ: Agenda answer:

- **The Binder was confusing?**

Answer from Conf. Chair: Will work with that thought next time, or please write me an email and explain how we could better improve it.

Were the Fairmont Hotel staff helpful and polite?

The standard answer was yes. Comments are as follows.

- Excellent accommodations
- A+ Service
- Extremely warm and focused on Customer Care
- Very Polite and Helpful
- Sincere attention to detail
- Real towels in the restroom? I / we felt like a King/Queen
- Yes, but dining room expensive
- Conference Planner should have been onsite, after all he/they are in charge. (Answer: according to regulation it couldn't happen)

Were there any problems with your room at the Fairmont Hotel upon arrival and if so was the problem corrected in a timely fashion?

- Most of the answers were ok with the rooms and accommodations.

Other comments:

- Would have liked to have a coffee maker in the room.
- Corner room on the 5th floor was a little noisy, but I had them change my room and then I was fine and it turned out to be a larger room.

How do you rate your overall stay at the Fairmont Hotel in Kansas City, Missouri?

- Excellent was the norm
- Finest Hotel I have ever stayed at as a Govt. employee, how in the heck did we get this rate?
- Slept well and comfortable
- My only concern was the excessive cost of the phone bill and internet charges of a \$1.00 hookup each time I logged on.
- Salon 2 was cold, however was adjusted when asked to do so.
- Housekeeping was terrible.

Answer to the Housekeeping Issue: This was an isolated problem and the hotel employee was fired the same day, per Hotel Management. Be situation ally aware and check, your billing where ever you go.

How do you rate your overall stay at the Fairmont Hotel in Kansas City, Missouri? Con't

- The Internet hookup was high. Several of the attendees when questioning the billing in this area were told that the hotel will drop all internet 1-800 numbers, if questions arose as to this charge. They were very accommodating to us.

Were there ample restaurants, shops and things to do available nearby that enhanced your enjoyment during your stay in Kansas City, at the Plaza?

Standard answer was Yes, more than enough

Was the transportation from the airport to the hotel adequate and did the service meet your needs? (circle one) Yes 41 No 0

Any problems encountered?

- A long wait to get to motel
- Long Lines at Airport
- Initial trip from the airport to the Hotel was lengthy, but Frank has organized our departure and I am sure it will be executed to a Tee.

Number who used KCI Shuttle (40) vs Taxi (1)

- However, more used the service and were not reported accurately.

Comments: These are all truth full and honest comments:

- Excellent conference, the Team and Mr. Pierce should be commended for a job well done, not being there on the last day, I would hope they all were given something by HQ at the conclusion of this event. They deserved it.
- Good relationship building, teamwork was obviously displayed, by all.
- Nametags should display, attendee's location, RE or OPS and Job Title.
- Kudos to Frank and his staff the best conference I have ever been too.

Comments: These are all truth full and honest. (con't)

- BG Fastabend is dynamic and should have had more time. PMBP needs to have a chapter on, how do you safely cut off a General during his presentation. Might be a good question for Gen. Flowers.
- Water and soda should have been offered in the afternoon like it was in the morning. Just need to collect more money for registration.
- Excellent facilities and conference as a whole, I was glad to be selected to go and then go back and share my ideas with both my RE folks and OPS teammates.
- Frank Pierce should be commended for the smooth way he ran the conference and most importantly all the recognition he gave to the presenters, staff, hotel management and HQ folks. Hope he is justly served.
- The encroachment panel was excellent, but needed more time.
- As an operations type I am compelled to express my appreciation for the attitudes and helpfulness extended by Laura, Linda and Peggy. I am super encouraged about RE in HQ. I hope the customer-focused attitude, which already exists in most Districts, will trickle down to the MSC's.
- Tremendous value meeting with a diverse group of individuals dealing with similar problems. I get a lot more out of these conferences than some structured prospect courses.
- Nice touch recognizing the KCD District sound and power point folks, that's a rarity,
- Group to large to accommodate workshop styled discussions.
- I enjoyed all of the sessions and look forward to incorporating them into my work environment to better our programs.
- Frank did a really good job as Moderator - sure sounds like Tom Bodette - at the end of each session, I thought he might say" we'll leave the light on for you". I believe he probably would.
- Great Conference and planning to bring these elements together for a better understanding of each others position. Communication is the essential element too often overlooked. Hopefully HQ will follow-up on all recommendations regardless of the outcome. Just knowing they hear us and are attempting to "answer the mail" will break down barriers that exist.

Comments: These are all truth full and honest comments, Con't:

- No feedback will only continue to drive a wedge between the field and higher authorities.
- A marvelous job was done by the Steering Committee, the Planning Team and the Kansas City District.
- The key player was missing from the partnering session, the environmental compliance folks (normally in District planning functions)
- They are, or should be heavily involved in many of the issues discussed during the week. Land Use Planning, GIS, Encroachments, Compliance, and Requests for Third Party and above all partnering. Next time lets invite them to partner with RE and OPS.
- I made some great contacts through out the Districts and MSC's that will enable me to better serve our customers and stakeholders, thanks.
- It was evident that there was a great deal of effort required to prepare this conference, and I appreciated it very much. I have a better understanding of the problems we all face, and I at least have some concrete ideas on solving a few. Thanks for all your help.
- Initially I did not really want to come, but I am very thankful I attended. The info. presented was beneficial and will be used in the workplace. I especially appreciate hearing how Tulsa and KC Districts were working their outgrant issues.
- Excellent planning committee. Attention to detail was obvious and there was surely a lot of work going on "behind the scene." Congratulations on conducting a great conference and thanks for all the hard work for our enjoyment and enlightenment.
- I feel this is a good way to get these two opponents together, uniformly and discuss various issues and for HQ to hear the Districts openly discuss situations so they're aware of any obstacles that may arise.
- I have found all Division and HQ staff in attendance looking for "win-win" solutions! They were helpful and just great - The Planning Team did a wonderful job. All presenters did excellent jobs? When you attend a conference such as this one you hope to learn new things and have the opportunity to present ideas, new solutions to similar problems and gain a better understanding of your partners. All this summed up was accomplished. It is so great to know so many people care about the Corps and its many missions. Many thanks to all of those folks who selfishly

Comments: These are all truth full and honest comments:

- gave of themselves, their time and efforts to make this Partnering Conference a huge success.

- **This concludes the consolidated evaluations for the Joint Partnering Session: Natural Resources and Real Estate Conference held in Kansas City April 8-12, 2002.**

ESAAYONS

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