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LRDispatch

One door to the Corps

Partners sharing expertise bring success to Southwestern Division

by Valerie Buckingham
LRDispatch staff

When U.S. Army Corps of Engineers districts share expertise, a single district can serve as the local door to the Corps for the customer while bringing the resources of the entire Corps to the table. A prime example is the Air Force air traffic control tower program.

During the past four years Little Rock District has worked in partnership with Air Education and Training Command and other Corps districts to replace outdated Air Force air traffic control towers.

It started in fiscal 1998, with a partnership between the district and Little Rock Air Force Base with the objective of replacing an obsolete control tower using the Air Force's guidance. AETC, LRAFB's higher headquarters, was so pleased with the work and implementation of the design guide that it asked the district to handle all its tower replacements.

Bert Cruzan of AETC complimented how the district coordinated the tower replacement.

"Little Rock District did a good job on the tower for Little Rock AFB, and we wanted to use one district to ensure that the lessons learned were incorporated," Cruzan said.

Little Rock went on to design, manage or provide technical assistance on tower jobs from the Gulf Coast to the Pacific Coast.

By involving talent from multiple districts, as well as the Air Force, the players attained synergy. The outcome was that delivery of the towers was better than any single project manager or district could ever achieve alone. AETC this year even nominated Little Rock for Outstanding Army Military Construction District and Project Manager awards.

Jim Pfeifer, program manager for the control towers, said regional teamwork with other districts made the Corps much more effective. He explained that when working on towers at bases within other Corps Districts,

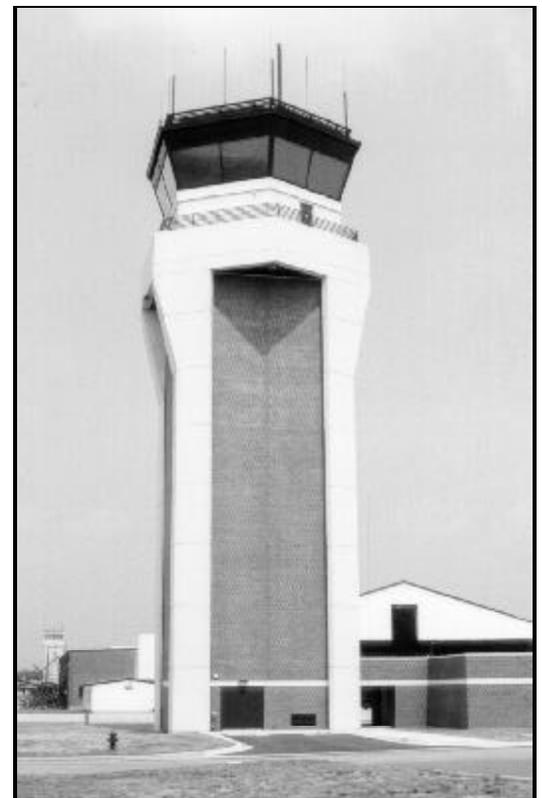
Little Rock worked through the local Corps project managers.

"We built on those relationships that had already been established between the geographic districts and the installations," Pfeifer said. "We didn't try to replace them." Meantime, Pfeifer's role as program manager ensured continuity at these widely dispersed bases.

Personnel from other districts also said it was a good partnership because they gained from each other's expertise and because it was part of the Corps commander's plan.

"I thought it was along the lines of Lt. Gen. (Robert B.) Flowers' idea of having a lot of talents within the Corps that we could draw from across district lines," said Otto Ford III, a project

(See "Partners" on Page 12.)



David Virden

Little Rock Air Force Base air traffic control tower after completion in 1998.

SWL Commander sends encouraging words

It's been another great month for Little Rock District.

We ended last month with a superb visit from our division commander, Col. (P) Robert Crear. He had an opportunity to meet many of you and was very complimentary of the quality of personnel we have in our district.

Col. (P) Crear visited Montgomery Point Lock and Dam (MPLD) to view first hand what a \$260 million project looks like as the concrete work nears completion.

He mentioned the rarity of such projects these days as the government reduces its investment in river infrastructure.

While in the area Col. (P) Crear visited the dewatering at Locks 1 and 2.

The teamwork there was impressive as crews from Pine Bluff and Russellville, plus one from Tulsa, worked in harmony to un-water, inspect, repair and re-water the lock within the 10-day window they had. This complex task was completed ahead of schedule with no accidents.

Speaking of no accidents, the dive teams have a 30-year record with no lost time accidents.

This is a truly impressive accomplishment, one that Col. (P) recognized by giving each member of the team a Southwestern Division Commander's Coin.

Col. (P) Crear's visit to Pine Bluff Project Office and the Central Arkansas Area Office went equally well with a short discussion of his philosophy and recognition of some of our employees.

Personnel matters

Personnel actions was the main topic of discussion when I attended the CPOC Commander's Conference at Ft. Riley. The commanders that are serviced by the South West CPOC welcomed the opportunity to discuss our concerns with both CPAC and CPOC.

We found them receptive to our concerns, and I believe they will improve the system and reduce the bugs in it. They are working hard under their constraints to give us the service we need.

This month we were also able to show off our great people and programs to Col. Tom Koning, commander of the New England District.

He came to Little Rock to see how we do business and plans to utilize some of the things we do here in his district. Among other things he was most complimentary of our PPEP system and impressed by our customer service.

From where I sit

by Col. Benjamin Butler
District Engineer



September events

September is also the month for the Great Arkansas Cleanup and National Public Lands Day.

These are two great opportunities for volunteers to go out and enjoy some of the great public places in Arkansas, while at the same time, contribute to the betterment of the area.

Each of our project offices hosted one day or the other. Greers Ferry Lake was where the whole concept started 33 years ago, and now it is a national effort.

Not only do we get the public to volunteer for these events, we coordinate with commercial establishments that provide resources, such as food, drinks and t-shirts.

Our efforts were very successful this year. At Greers Ferry Lake for the GAC, we had more than 1,400 volunteers picking up trash around the lake.

On NPLD, at Russellville, we had volunteers not only picking up trash, but also building sitting benches along the trail and weeding the shrubs at the entrance to Bona Dea Trail.

If you have never joined one of these events, place it on your calendar for next year. This year the weather was outstanding and the people that participated left with a sense of pride, knowing they had helped their community.

Another event I was proud to participate in was the annual Retiree Day hosted by Operations and Public Affairs. Every one of those very active retirees praised the work you are doing.

It shouldn't be a surprise to learn they follow very closely what we are doing and note the emphases on customer care. They all said that they had enjoyed working for the Corps but that retirement is much more fun—but a lot busier.

Time for CFC

The Combined Federal Campaign is here. This is an excellent

(See "Colonel" on Page 3.)

LRDispatch



U.S. Army Corps
of Engineers
Little Rock District

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Family news

Deaths

Melannie Gracey's father, Everett Dodson, died Aug. 30. Gracey is a park ranger at Clearwater Lake.

Tom L. Tankersley, a retired district architect, died Sept. 25 in Little Rock.

Congratulations

Dana Needham, a study manager in Planning, Environmental and Regulatory Division, married Kristopher Kirby Aug. 31 in Conway.

Amanda Sartain, a project engineer at Montgomery Point Lock and Dam, married Tim Edmondson Sept. 21 in Ida.

During his Aug. 29 visit to the Central Arkansas Area Office, Col. (P) Crear presented the Southwestern Division Commander's coin to **Jim Pfeifer, Rod Garner** and **Kathy Ray**. He also presented coins to the **employees of Montgomery Point Resident Office** for their contributions to the Montgomery Point Lock and Dam construction project.

Farewell

Contracting Division Chief **Annie McClintock** retired in August.

Tell us what you think

Editor's note: The LRDispatch staff welcomes your opinions. Letters must be signed. If you choose to have your name withheld from publication, we will honor that request.

Comments and Family News submissions must be received by October 15 for publication in the next issue. Send your comments to valerie.d.buckingham@usace.army.mil or mail them to the Public Affairs Office at P.O. Box 867, Little Rock, AR 72203-0867. We reserve the right to refuse publication of any letter that is deemed libelous.

Remember to keep the criticism constructive and the questions coming.

Sandberg named Beaver Ops Manager

Jim Sandberg was named Operations Manager at Beaver Lake Project Office. He will officially take the reigns Oct. 7.

In this position, he will be responsible for planning, budgeting, developing and execution of the project's recreation, natural resource and operations and maintenance.

He said he's excited about going to Beaver Lake and working with the excellent staff.

"This job is going to present new challenges and opportunities that will help me grow personally and professionally," Sandberg said.

Although he's eager to start his new position, Sandberg said he's not implementing any changes right away.

"The staff has done an excellent job of managing its recreation and natural resources," he said. "I want to maintain the continuity of the work the project staff is doing and continue to improve

the relations with the public and surrounding communities that they have worked so hard to improve over the past few years."

Prior to this position, the Minnesota native served as the Chief Manager and Chief of Operations and Maintenance Teams at Table Rock Lake. He began his federal service in 1983 in St. Paul District at the Ronald Louis Cloutier (Crosslake) Recreation Area in Crosslake, Minn. He spent two years as a park ranger at Lake Shelbyville in St. Louis District.

He graduated in 1987 from Mankato State University in Mankato, Minn., with a bachelor's degree in recreation, parks and leisure services.

Sandberg also has a technical degree in Natural Resources Management from Brainerd Technical College in Brainerd, Minn.

He and his wife, Bernadette live in Kimberling, Mo.

Colonel

(Continued from Page 2.)

opportunity to contribute to charities and programs that benefit our nation.

Contributing through CFC is easy; just fill out a simple form.

By using payroll deduction, it is almost painless. Since the money is deducted before you see it, you are not tempted to spend it on other things.

Because so many people use this system, even little contributions add up to a great benefit to the organizations.

If you do contribute (and I hope you do), I recommend that you designate where each penny of your contribution is going. If you fail to do so, every organization signed-up gets a percentage of your money.

While there are numerous outstanding organizations, if you look closely, there are some organizations that are the antithesis of other organizations.

Thus, to prevent some of your money competing against other money you contribute, I recommend designating the organizations you support. Contribute as your heart sees fit, and remember those

organizations from which you have benefited in the past.

C'mon get healthy

October is upon us, and cooler weather is here. It is a great time to get outdoors and enjoy the beautiful natural scenery that we have here in Arkansas.

The leaves will soon be changing, painting the landscape in gorgeous hues of breathtaking color. It is a superb time to start a healthy walking program if you do not have one.

The district will soon implement a health program, which allows employees to use up to 59 minutes, three times a week, to exercise.

The program is designed to get employees in the habit of doing healthy things.

To participate, you must have specific goals that you are trying to meet, and a program approved by your supervisor that will assist in achieving those goals. The program specifics will be published soon.

Have a Great Month and be healthy.

Table Rock transformers near completion stage

by Dorothy Seals
LRDispatch staff

Keeping a 43-year-old powerhouse fully functional is a never-ending task. But the can-do crew at Table Rock found a solution to what appeared to be a daunting task when one transformer was limping and the other died completely.

Routine system tests in September 2001 revealed deterioration in one of the powerhouse's two transformers. Arrangements were made to replace and modify it, said Lee Beverly, a project manager in Programs and Project Management Division.

Then in May, the second transformer failed, forcing the powerhouse into operating at half-capacity with a transformer that might not last much longer. Unfortunately, the failure came during a high water event in the White River Basin that closed all but one of Table Rock Lake's swim beaches and forced White River system engineers to release water from Table Rock Dam's spillway.

Ideally, generating hydropower with the excess water is the best solution when the need arises for releasing it from the lake. This time, however, spilling the water was the only option because of the transformer problems.

It was three months before a new transformer arrived. Instead of being used to replace the worn transformer, it was used to

replace the broken one. The contract was modified to buy another replacement for the worn transformer, and that one is expected to be installed by January.

Hydropower Section Chief Conrad Miller said simply repairing the transformers was not an option.

"These transformers have design flaws that have caused them to overheat during the summer months for the last 40 years," Miller said. "This produced water and acids in the system that weakened the insulation, causing short circuits and arcing. This type of damage is not repairable."

But even under normal circumstances, replacing an 18-foot tall steel box is not an easy job. It takes about 11 months to build and ship a transformer because each is made for a specific application. Installation usually requires two weeks.

Miller said the new transformers are smaller than the originals, have improvements to help prevent these problems from reoccurring in the future and are more efficient.

"Each is manufactured with improved steel to reduce the internal heat build-up and better paper insulation which resists water and acid damage," he said.

Beverly pointed out that teamwork kept the situation from becoming more difficult and costly.

"There has been great coordination between the field office, Operations and Contracting divisions to get the transformers replaced as quickly as possible," he said.



(Left) Contract workers at Table Rock install the electrical bus enclosure, which protects the transformer connections from the elements. (Below) A full view of the new transformer after it's installation.



Photos courtesy of Table Rock Powerhouse

Employee responds to platelet donation needs

by Valerie Buckingham
LRDispatch staff

More and more people are falling ill to various diseases, as well as the increasing occurrence of auto accidents, natural disasters, fires and other incidents. People are in greater need of blood platelet donations than ever before.

What are platelets you ask? Platelets are one of the four components of the blood, along with red and white blood cells and plasma. They are responsible for the coagulation of the blood.

Jean Whatley, telephone donor recruiter, with American Red Cross Greater Ozarks-Arkansas region, said the demand for platelets is continually rising. One reason is because patients undergoing chemotherapy, radiation treatment, bone marrow transplants or surgery are unable to produce enough platelets. Only five percent of the country's population are platelet donors, but Whatley said the main reason people don't donate is unawareness.

"During an emergency when there is a need for blood, people will donate. But there is a continual need for platelets," she said. "Most donors come from personal experience where a family member needed platelets and afterwards they just continued to donate."

One Little Rock District Corps employee regularly donates platelets, not because of a personal experience, but because of her willingness to help others.

Susan Swift, secretary with Information Management Office, has been donating for the past five years. She first started donating when a tornado hit the local area, and she went to donate blood. Instead, she discovered their desperate need for platelets.

"I think everybody has a responsibility to help in whatever way they can," Swift said. "I'm a great believer that the opportunities are there. You just have to take them. This is something that I can do, and I don't mind. I know it's helping people."

Swift recalled a situation that occurred during the Sept. 11 attacks when she was contacted by the Red Cross to donate platelets for someone who was involved



Valerie Buckingham

Brenda Mays, collection specialist with American Red Cross, connects Susan Swift's tubing for her blood platelet donation. The process takes about two hours, which gives Swift time to catch up on some reading.

in the New York incident. The only matching platelet donors found were Swift and one other Arkansan.

"It's a tremendous feeling of responsibility," she said. "Knowing that someone is depending on me. It became more personal for me."

The need for platelets is constantly on the rise. Emmett Jones, hospital services manager for the Red Cross, said an average day for platelet distribution is about 70 units, but the Red Cross still has to import about 115 platelet units per week to fulfill the organization's support obligation to local hospitals.

"Last year we saw about an 8 percent growth of platelet distribution. One reason is because as more and more treatments are approved for cancer, many times the patient will need platelets," Jones said.

The process for donating platelets takes about two hours. This is done through a method called apheresis (ay-fer-ee-sis) where whole blood is separated into components, and the platelets are removed. The rest of the blood is returned to the body. According to Food Drug Administration guidelines

a person may donate as often as every 48 hours but no more than 24 times a year.

Frances Smith, charge nurse with Red Cross, said there is no harm in donating regularly because donors aren't depleting their supply of platelets. The body replenishes platelets in five days.

Some people have fears about donating because they think they will come in contact with something that will be detrimental to them. Smith said there is no harm in donating because it is a sterile procedure.

"A closed system kit is placed in the machine. The donor's blood never mixes with anyone else's," Smith said. "When the procedure is finished, the needles, tubing and everything is thrown away."

To be a blood platelet donor, one must not take any medication containing aspirin for 36 hours prior to donating, be healthy and meet all of the qualifications of a regular blood donor, and be willing to share your good health with someone who needs help.

To become a platelet donor call (501) 614-4422 in Little Rock area. To become a volunteer or donate platelets, contact your local Red Cross office.

Planning, teamwork combine for successful dewatering of lower Arkansas River locks

Story and photos by Laurie Driver
LRDispatch staff

Smooth. That's how this year's dewatering of Norrell Lock and Lock 2 could be described.

"We didn't run into any problems that we didn't anticipate," said Royce Colley, chief of the Russellville Navigation Branch.

Every year, two locks on the McClellan-Kerr Arkansas River Navigation System are scheduled for dewatering and maintenance, which means each lock is inspected about once every 12 years.

"Between the Pine Bluff Marine Terminal, the district office and several folks from Clearwater and Millwood-Tri Lakes project offices, we had 68 employees looking at every aspect of lock maintenance just at Lock 2," said

Bob Harris, chief of the Pine Bluff Navigation Branch. "And that number doesn't include the seven EMTs we had on hand in case we needed them for any medical emergencies."

But an event as big as a dewatering just doesn't happen without prior planning.

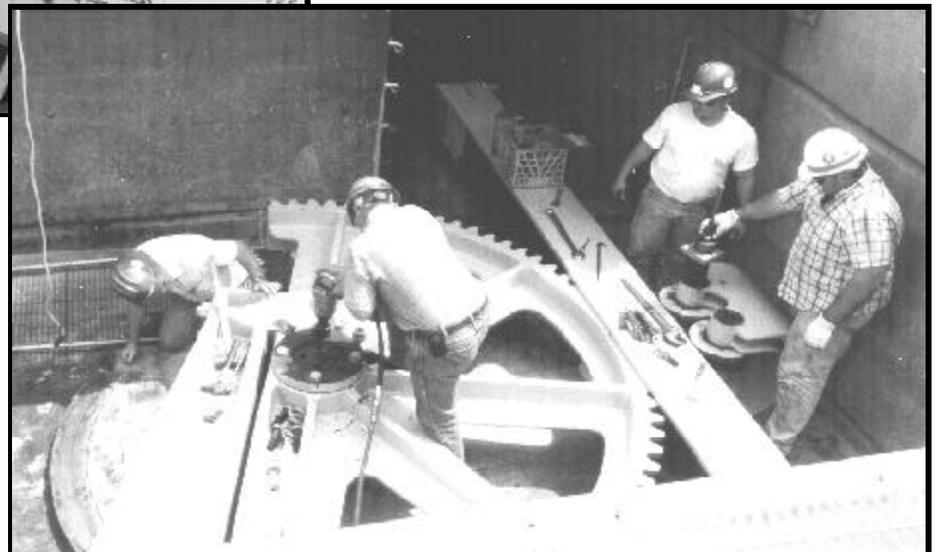
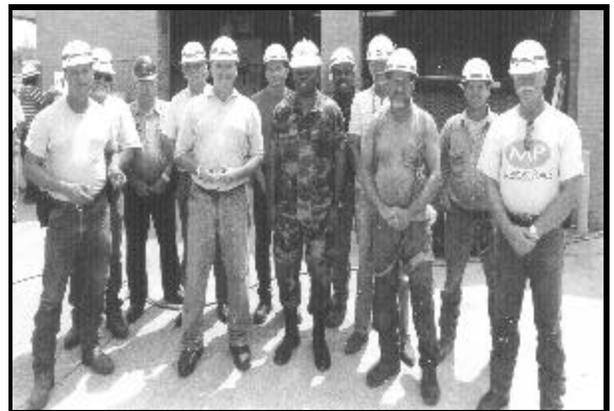
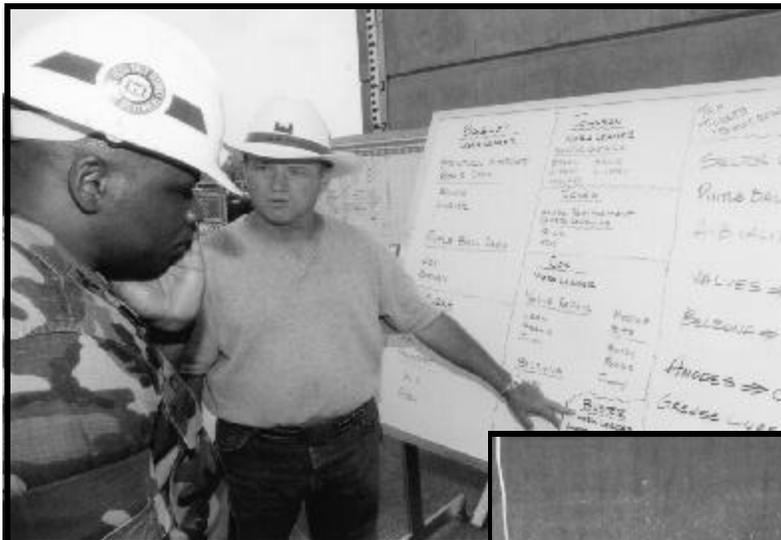
"The planning for a dewatering begins years in advance with scheduling the closure date but we actually plan a year in advance," Harris said. "We have safety plans and work plans in place at least six months in advance. Just purchasing, receiving and getting supplies, materials and rental equipment in place at the locks is a big task.

"Doug Eggburn, Mike Hutchison and Gary Martin did all the work required to obtain the necessary materials and rental equipment for both locks. Everyone did

an outstanding job and I am very proud to be a part of the Pine Bluff maintenance team. Lock Master Danny Smith, lock repairmen Jimmy O'Dell, Buster Shelton, Gary Book, Thurman Chappell and Jack Patterson as well as the lock operators also made significant contributions working alongside the marine terminal crews."

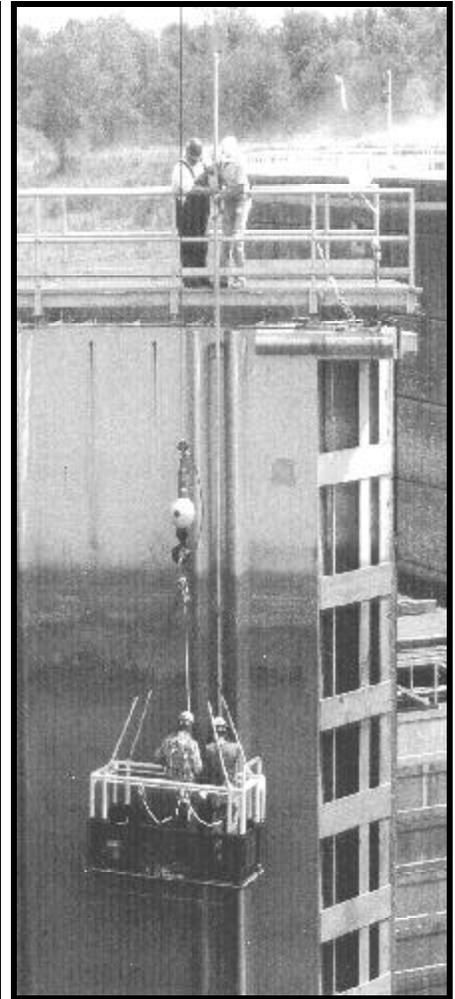
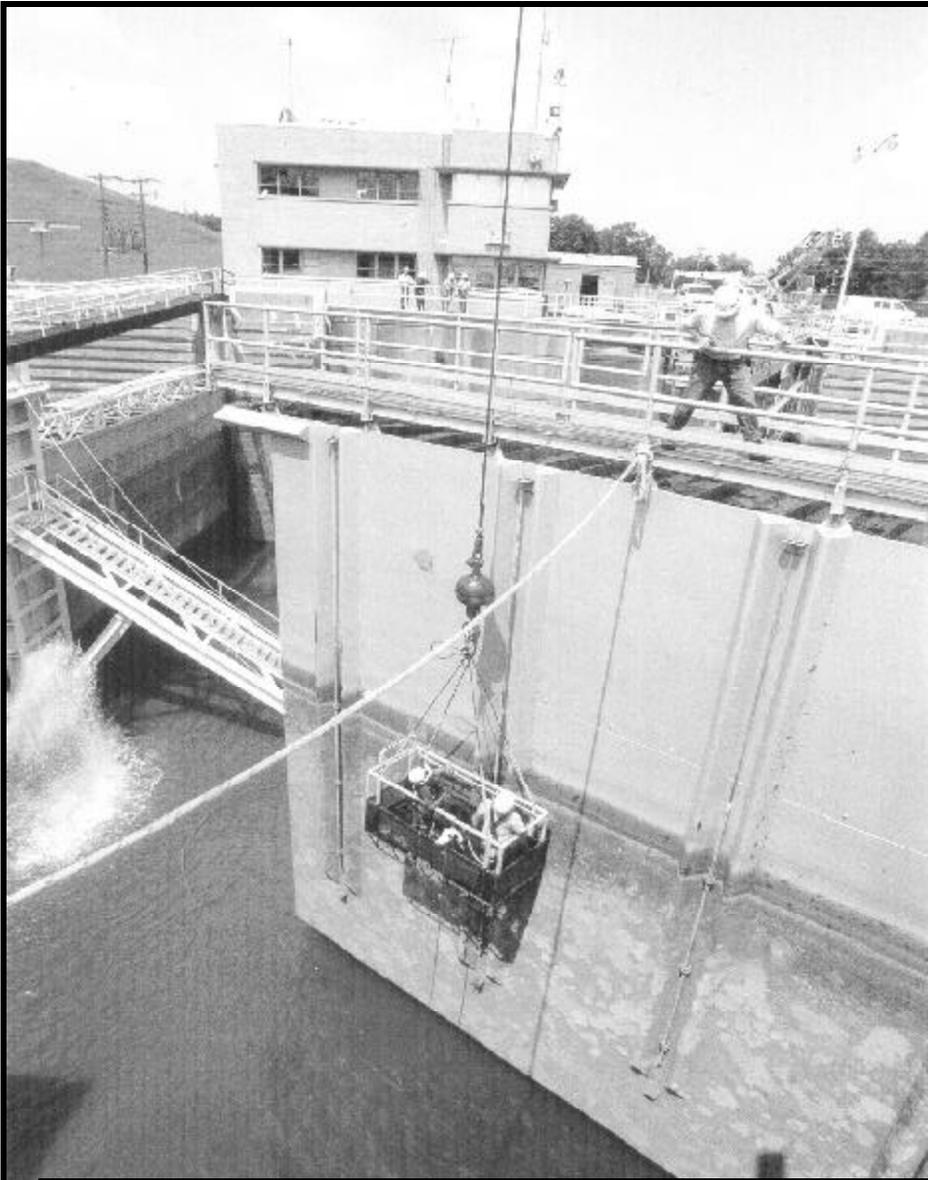
Southwestern Division Commander Col. (P) Robert Crear visited both locks during the dewatering.

"Col. Crear's visit to the dewatering site was great for our crews," Harris said. "He was able to see the maintenance work that is essential to keep the navigation system reliable. The crews really appreciated the time he took to see our operation and personally observe their work."



(Above) Royce Colley explains dewatering plans to SWD Commander Col. (P) Robert Crear.

(Right) Members of the district dive team were recognized for being accident-free 30 years. (Lower right) Workers inspect a gate sector gear.



Russellville named USACE project of the year

by **Jamie Oliver**
LRDispatch staff

The Russellville Project Office of the Army Corps of Engineers, which manages the Corps' Arkansas River operations from Little Rock to Fort Smith, recently was named the Corps' Natural Resource Management Project of the Year.

The Corps' chief of engineers, Lt. Gen. Bob Flowers, presented the award during the Corps' national awards dinner and ceremony in Orlando, Fla. The Russellville Project competed against 463 Corps projects nationwide.

This marks the second year in a row a Little Rock District project received this award. Beaver Lake Project Office was last year's recipient.

Russellville Project Office Lake Manager Miles Johnson; Terry James, Joel Epperson and Grieg Moe, park managers from Toad Suck, Dardanelle and Ozark field offices; and Russellville Project Forester A.J. Brigrance were all on hand to accept the award as representatives of their co-workers.

"This award is an award of excellence, it's really a team award recognizing the sum of contributions by our rangers, maintenance, administration and natural

resource staff achieve," Johnson said. "It is the first time Russellville Project Office has received the Chief's award. It is a rare honor."

The award citation recognized project office staff for "exceptional achievement in natural resources management, efficiency in the use of financial and personnel resources, success in interagency programs, initiative in public involvement and effectiveness in visitor safety."

Russellville Operations Manager Peg O'Bryan said she sees great people achieving great things everyday when she comes to work.

"I am so proud that the Russellville team was recognized with this prestigious award," she said.

"This is an honor that could not be achieved without the talent, hard work and dedication of all team members."

A team building session three years ago refocused project office staff on their job goals and what they wanted to achieve as a team.

It was during this meeting, Johnson said, that the elements were set into place for the award.

"The session was not initiated with the award in mind," Johnson said. "But

rather because each staff member takes pride in the service we provide. Since that point, we have coupled tried-and-true methods of old fashioned customer service with new ideas developed by individual team members."

Those new ideas revolve around the project office's mission statement, which reads that Russellville Project Office provides hydropower on demand, reliable navigation and exceptional recreation and resource management to the nation.

Focusing on these goals allowed every member of the project office staff to better see the contributions they were already making to Corps, and to implement other programs that would reach further into the community as well.

Johnson said that community outreach has extended to participation in events like the accessible deer hunt, hosted by Ozark Field Office staff which allowed mobility impaired hunters the opportunity to hunt in the Johnson County Waterfowl rest area.

2002 marks the fifth year the project office has participated in National Public Lands Day.

"The event brings together volunteers from various organizations from around Lake Dardanelle who are all focused on projects conducted on Corps lands that serve as city, state and Corps parks," Johnson said.

This event has made the most impact in the Russellville community, Johnson said.

"The unselfish grass roots, cross agency volunteer effort has resulted in our project becoming recognized as a significant contributor to the quality of life local folks cherish. They see the value of the project and are willing to contribute to make it better."

The Arkansas Game and Fish Commission and Ducks Unlimited have also been partners building numerous duck areas and boat ramps on Lake Dardanelle and Ozark Lake.

Volunteer park hosts have made a significant contribution to overall park safety at each of the three field offices during the past few years. Mountain bike enthusiasts built and maintain over 20



Laurie Driver

Russellville visitors enjoy an afternoon of jetskiing on Lake Dardanelle.

(See "Award" on Page 11.)

Microsoft Outlook helps organize daily duties

A task is a personal or work-related errand you want to track through completion. It can occur once or repeatedly.

Microsoft Outlook Tasks allows you to create and maintain lists to schedule, reorder and reassign tasks among other things.

Task assignments help you track the progress of work assigned to other people on a project. A manager might assign a task to an assistant, or an employee might assign a task to a co-worker in a group effort. Assignments require at least two people: one to send a task request and another to respond to it.

When you send a request, you give up ownership of the task. You can keep an updated copy of it in your task list and receive status reports, but you cannot change information such as the due date for the task.

When you receive a task request, you are the temporary owner. You can accept, decline or assign the task to someone else. You become the permanent owner if you accept it and are the only person who can make changes.

Should you decline the task, it is returned to the person who sent you the request. If you assign the task to someone else, you can keep an updated copy in your task list and receive status reports, but ownership is transferred to the person you assigned it to.

Only the owner or temporary owner can update the task. If you own a task that was assigned to other people before you accepted it, every time you make a change it is automatically copied to their task lists. And when you complete the task, status reports are automatically sent to the other people who

were assigned the task and who requested reports.

However, if you assign a task to more than one person at a time, you cannot keep an updated copy of the task in your task list. To assign work to more than one person and have Microsoft Outlook keep you up to date on work progress, divide the work into separate tasks, and then assign each one individually.

To create a task that occurs once, point to *New* on the *File* menu, then click *Task*. In the subject box, type a name for your task, then select the options you want. Now click *Save* and close.

Setting reminders for a task involves opening the task you want to set a reminder for, checking the *Reminder* box and entering a date and time. Remember, if you don't set a reminder time, the default time is used. To set the default reminder time, click the *Tools* menu, then click *Options*.

Click the *Preferences* tab, and then select a time in the *Reminder* time box.

Outlook has the capability to send a task to someone, allow him or her to accept or reject it and keep a copy of it to track.

To do this, open the *Tasks* folder and double-click the task you want to send. Click the *Assign Task* button, and the form will change to a combination task and e-mail form. Next, open your Address Book and select the contact you want to send the task to. In the text area, write a note to the recipient if the task needs clarification and send.

If you have any questions or need further assistance with tasks in Microsoft Outlook, please contact the Help Desk at ext. 6824 or 1-877-885-6675.



Randy Prentice
Customer Assistance
& Applications Section

Russellville Slack Water Harbor update

The recommended plan in the Detailed Project Report consists of a slack water harbor located on the left descending bank of the Arkansas River at navigation mile 202.6 downstream of Dardanelle Dam in Pope County.

The total cost to implement the slack water harbor was estimated at \$4,864,000, and the benefit-to-cost ratio was 1.2 to 1. The total federal share is estimated at \$3,333,000. The total non-federal share is \$1,531,000, which includes local service facilities and berthing areas estimated to cost \$610,000.

The local sponsor is the River Valley Regional Inter-model Facility Authority. The feasibility report, dated May 2001, was approved in November 2001. The Office of the Assistant Secretary of the Army for Civil Works reviewed the report and in February 2002 identified design issues.

These design issues were addressed in a supplement to the feasibility report and it was submitted for approval on June 26, 2002.

On Aug. 26, a memo from the assistant secretary's office was signed providing approval of the report and approval to proceed with the project within funds provided by Congress (currently \$2M). Little Rock District is waiting on its headquarters in Washington to formally transmit the approval

memo along with further instructions limiting project funds and items to include in the Project Cooperation Agreement.

GOT AN excellent idea?

Or even just a good one?

No need to keep it to yourself.

The Army Ideas for Excellence Program allows employees to submit suggestions for improved productivity, quality, safety or morale.

Improvements can take the form of simpler methods, procedures that save time or money, or better working conditions.

For additional information call the District AIEP Coordinator, Georganne Ramsey, at (501) 324-5511.

District employees donate books for school

by Dorothy Seals
LRDispatch staff

In order to become a well-trained engineer, students must first be equipped with the basic learning tool – a textbook.

Students at the Ethiopian Engineering Defense School are in need of this resource, and Little Rock District employees are helping these future engineers with a book drive held in conjunction with the Society of American Military Engineers.

The purpose of the drive is to help the school obtain resources for teaching engineering classes and help build a reference library, said Teresa Pohlman, PhD., chair of SAME International Action Committee.

Elmo Webb helped organize the district effort.

“The generosity of the human soul is amazing,” Webb, a civil engineer in Design Branch, said. “Engineers grow attached to their books and hate to part with them. It is very easy to give away something that you’re not attached to, but true blessings come from giving away something that you value.”

The district has collected over 100 books since June. With the slogan, “You are not losing a book, you are gaining an engineer,” Webb inspired Design Branch co-worker Amy Patrick to donate.

“As an engineer and after working with engineers, I feel we are a group of people always willing to help out,” said Patrick, a structural engineer. “College textbooks are expensive and this is only one of the ways we can to assist future engineers of the world.”

The school was developed four years ago by the Engineering College Commandant to give young Ethiopians an opportunity to earn a degree in electrical, mechanical or computer engineering.

However, it is forced to operate with minimal funding.

The book drive is only the first step of SAME’s campaign to assist the school. Pohlman said SAME hopes to gain future support from colleges and universities to obtain multiple copies of resources for classroom use. The organization also anticipates using this project as a prototype for outreach to other international engineering schools.

Although this is only the beginning, Webb considers the book drive a success.

“I am sure that the books collected will help,” Webb said. “However, if other USACE districts did something similar, the Ethiopian Defense School would have an excellent reference library.”

PPEP Class of 2003 begins leadership training activities



Courtesy photos

(Above left) PPEP-03 class participates in rope training at the Pulaski County 4-H Center. (Above right) William Dawson, Chief Interagency and International Services Division, USACE, was the keynote speaker at PPEP-02 graduation ceremony.

Communications videos added to TRC shelves

The TRC has added several new Communication Briefings videos useful to employees and managers.

"Managing Stress Before It Manages You (HF 5548.85 .M36 2000) identifies the three major sources of workplace stress and offers techniques to balance work life and home life.

"Don't Shoot the Messenger: Common Workplace Courtesies that Reduce Tension and Lower Stress" (HF 5549.5 .E42 E65 2001) teaches viewers how to "arrest" bad workplace behavior such as verbal assault, stealing co-workers' supplies, "kidnapping" co-workers' time and mismanaging meetings.

"You Are the Organization: Every Employee's Public Relations Role" (HD59 .Y69 2001) outlines the basics of professional business behavior in the areas of body language, dressing for success, and creation of a positive image through voice and e-mail contact.

"Conducting High-Impact, Low Stress Performance Reviews" (HF5549.5 .R3 C65 2001) addresses what preparation should be done, how to address goal setting, and what traps could occur to make a good review go bad.

"Interviewing Techniques that Help You Hire the Best" (HF5549.5 .I6 I57 2000) illustrates how to evaluate candidates fairly and completely, how to rate technical skills and work habits, and how to uncover crucial clues to make the hiring decision easier.



Help for Facilitators

Recent additions to the collection will interest District facilitators. "The Complete Facilitator's Handbook" (HM751 .H47) provides a thorough, analytical review of the facilitator functions as well as a discussion of the three forms of decision making.

"The Facilitator's Fieldbook" (HD66 .J87 1999) offers practical advice for both novice and experienced facilitators. Highlights of the book include checklist, templates, guidelines, and samples. Arranged by four major phase of meetings, the work provides many resources and tools.

"The Big Book of Humorous Training Games" (HF 5549.5 .T7 2000) contains dozens of games to liven up CO2 training and other meetings. Capitalizing on the new research that the best learning occurs while workers have fun, the book divides exercises into categories such as emotional intelligence, change, and negativity.

"Great Session Openers, Closers and Energizers: Quick Activities for Warming Up Your Audience and Ending on a High Note" (HF5549.5 .T7 C298513 1998) gives complete instructions for 30 activities most of which are short, but fun.

Aids for Speakers

"Speaker's Sourcebook II: Quotes and Anecdotes for Every Occasion" (PN6081 .V36 1994) offers a collection of material to enhance speeches.

Alphabetically arranged by topic, the work includes stories and quotes on ability, courage, determination, leadership, risk taking, servanthood and more.

"Toastmasters International Guide to Successful Speaking" (PN4121 .S488 1997) provides tools to increase speaking proficiency. Outlining the Toastmaster's program, the work can be used by both Toastmaster participants and self-study individuals.

Hot Website of the Month

http://www.access.gpo.gov/su_docs

Guide to Federal Information

Award

(Continued from Page 8.)

miles of bike trails in Springhill, Old Post Road and Cadron Settlement Parks.

Johnson said the staff is looking back at programs to see what could be improved for the coming year, though he said it would be hard to improve on 2001's successes in upcoming years.

"We had an exceptional year in 2001 and a great year in 2000," Johnson said. "We're having a good year this year and are enjoying the fruits of ideas that were planted five years ago coupled with employee enthusiasm to go the extra mile.

"Next year begins today and we will continue 'pulling at the traces' – striving to identify new opportunities to improve our service."

Do you want to
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Whatever your interests,
you can find an agency to support it, in the
2002 Combined Federal Campaign Resource
Guide. Through the CFC, you can choose
from over 1,400 agencies that need your help.
The annual fundraiser is Oct. 15-31. To make
a donation, contact your office CFC
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Partners

(Continued from page 1.)

engineer with Mobile District.

Little Rock District continues to work on towers, but as part of a learning organization, it has shared with other districts the knowledge it gained. Since the first control tower project Little Rock personnel have continually compiled design reviews and a shared database of lessons learned. This benefits other districts and the customer.

Pfeifer said people from other districts have contacted Little Rock District for input on control tower design.

"We want them to know what we did so they can learn from our work as well as our mistakes," he said.

Gary C. Young, a Little Rock District architect, said having established lessons learned helped catch mistakes before they could happen on other projects.

Young said he believes it is beneficial for all districts to work together to learn each other's working style.

"If we work with other districts and they do things totally different from us, that can slow things down, sometimes costing time and money," he said.

"When we do things using the same methods and procedures, it benefits both

districts."

The district had various tower projects in progress at the same time. Young said this is why the lessons learned database was beneficial, though sometimes, new obstacles still occurred.

"Although we had lessons learned from the first tower, sometimes they didn't apply to the following projects. So, we handled the situation, added it to lessons learned and moved on."

Nancy S. Perkins, a civil engineer technician with Tulsa District, said teaming up with Little Rock District was beneficial to the project's success. She said the personnel were professional, and she enjoyed working with them.

"The Little Rock personnel, and especially Gary Young, were quick to get responses to our request for information," Perkins said. "When questions came up, they were shared by Young with everyone so that even bases that had not reached a certain point were aware of potential future problems. There was always someone who had just finished in that area and would respond back to everyone with a good resolution to the problem.

"Little Rock was willing to listen to

suggestions and provide good insight as to why something was done or designed a certain way," Perkins said. "I do believe that it helped to develop a closer bond with other districts and especially for me with Little Rock. I like to get a chance to meet some of the people I just talk to on the phone or by e-mail."

The database has added to the body of knowledge that districts can tap not only for air traffic control towers, but also for insight to improve the Corp's ability to work across district boundaries on any project. For proof, just take a look at what Little Rock has now done at Pine Bluff Arsenal for the Army Materiel Command.

The district utilized the same principals to design and build a Child Development Center at the arsenal. The customer was so pleased, that Little Rock's prototype designs are being incorporated into other centers for the Department of the Army, and the district is once again sharing lessons learned across district boundaries.

How's that for an organization learning to do it right?

DEPARTMENT OF THE ARMY

LITTLE ROCK DISTRICT, CORPS OF ENGINEERS

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