



US Army Corps
of Engineers

St. Paul District

Crosscurrents

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January 1987

Rochester gets go-ahead in water bill

By Denise Yale
Public Affairs

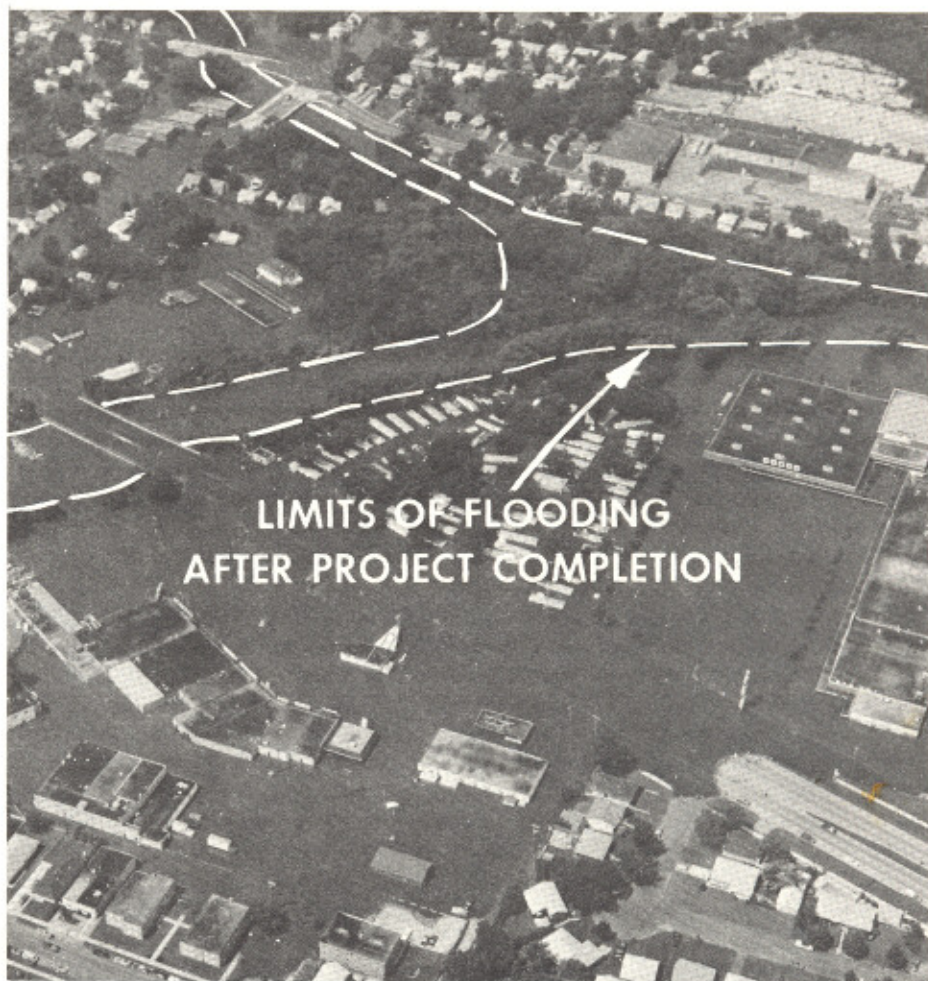
Passage of the Water Resources Development Act of 1986 opened the way for some projects that have been ready for a long time. One of the projects is the Rochester Flood Control Project, which is the largest project included in the act for St. Paul District.

"The contract for the first stage of the flood control project is expected to be awarded in August of this year," said Jim Gagnon, project manager. "The whole project consists almost exclusively of channel work on the South Fork Zumbro River, Cascade Creek and Bear Creek. The work would include deepening, widening, and slope protection consisting of riprap, concrete and steel-sheet piling."

The Corps has worked closely with the Soil Conservation Service (SCS) who has proposed a system of flood prevention reservoirs, recreation facilities, and accelerated land treatment measures in the upper watersheds. "The combination of the SCS project of seven dams and our channelization will provide the city with about 200-year flood protection," said Jim.

The total project consists of 9.3 miles of channel modifications, 2.4 miles of levees, 6 drop structures, 35 bridge alterations—14 of which are major alterations, such as removal and replacement—seven SCS reservoirs, eight miles of recreational trails and the involvement of many utilities.

There are two areas of the channel that are critical to the city as far as aesthetic treatment goes: Mayo Park and the channel that runs through the downtown area. "We plan to carry the project beyond the functional stage of bare riprap slopes or concrete walls to make these sections aesthetically pleasing and acceptable to the city and to us," said Jim. "A primary consideration in selecting an AE firm for the design will be whether they can deal with the aesthetic treatment, does it have the architectural and landscaping staff capabilities to deal with us and the city." The Corps and the city will also be developing



a series of recreation trails along the entire channel wherever it is feasible. The city will assume 50 percent of the cost of recreation construction.

The current benefit-cost ratio for the project of 1.4 is high compared to most projects. The estimated cost of the project is \$68 million. In 1978, flooding caused \$59 million worth of damage in Rochester. "If that same flood were to occur today, that amount would have been \$116 million," said Jim. "We would have damages to 2,000 residences, 200 business, 21 industries and ten public buildings. This is in a city with a population of only 58,000."

Rochester's share of the project will run more than \$17 million dollars, but they

have not been caught unprepared. In 1982, the city set up a one percent sales tax in addition to the state sales tax. One half of the proceeds from the tax are earmarked for channel maintenance and park orientated activities and the other half was set aside for flood control projects. The city has already collected about \$10 million. "The city of Rochester has been struggling since the early eighties to get the project approved and they knew at that time that it would be under a cost-share program. They had great foresight in setting up the sales tax," said Jim.

The project is on an accelerated schedule and the date of completion is set for September, 1992.

Commander's Viewpoint

By Col. Joseph Briggs

January marks the beginning of the new year and a time when many of us make resolutions intended to guide our personal lives for the next 12 months.

It is also an excellent time to renew our dedication and commitment to our careers. There are two areas that I would like to emphasize as you prepare mentally for the new year.

The first item is safety. We very often wish friends and relatives a safe and prosperous New Year. We should also take the time and make the effort to make our work year safe as well. We in the Corps have long used the criteria "on time and within budget" as a measure of our success in completing projects. The real standard should be "on time, within budget, and safely." If we aren't doing it safely, we can't expect to be successful.

The second topic is Customer Care. I realize that by now, most district employees are familiar with the concept and importance of Customer Care. I want to congratulate you and thank you for the outstanding manner in which you responded to this challenge during the past year. Several of you have gone a little further

than that extra mile and we have attempted to recognize you for it.

The environment in which we work has changed in recent years and mostly likely will continue to change. Most recently, the signing of the Water Resources Development Act of 1986 by the president has significantly changed our relationship with some of our customers. Because of this, I think it is an appropriate time to renew our commitment in the area of Customer Care.

The signing of H.R. 6 in November created a new partnership between the Federal government and local people when it comes to water resources activities. With local sponsors paying at least 25 percent or more of the cost of a water project, sponsors in the future will undoubtedly have a greater say in the project they are helping to fund. Many of the implementation policies and procedures have yet to be developed; therefore we are not certain about the details and direction of this initiative at this point.

I can say, however, that from now on, local sponsors will play a much greater role in Corps projects and, as our partners, will change the way we work with them. There is little doubt that the new cost sharing rules will afford many interesting

challenges and the opportunity for imaginative and innovative solutions.

These changes will require that all of us—not just project managers or project engineers but all of us—make Customer Care the one resolution we don't break in 1987.

If all of us can do our jobs safely while caring about our customers, there is no doubt in my mind that 1987 will be a great and successful year for the St. Paul District. Happy New Year!

District receives special recognition from NCD

The St. Paul District received special recognition from the North Central Division for programs that had been nominated for the Take Pride in America Awards program. The Weaver Bottoms Restoration Project received a special award plaque on December 10th at the NCD Natural Resources Management Conference. Special recognition certificates will go to Walter Hermerding, park manager at Cross Lake, and in the name of the Big Stone-Whetstone Project. Although not selected as recipients of the OCE awards, they were cited for "representing outstanding contributions toward the Take Pride in America Program."



Mary Schommer, project manager in the Flood Plain Management and Small Projects Branch received OCE's Planning Excellence Award for 1985. Gen. Joseph Pratt presented the award to Mary on November 17th. Mary is the first employee in the district to receive the award.

Photo by Dale Lynch

Corps Calendar

Jan. 9

Talk on new Channel 2 Bldg. Rm 1219 at 12:15 p.m.

Jan. 14

Public Workshop-Lac Qui Parle Montevideo, Minn.

Jan. 15

Public Workshop-Lac Qui Parle Ortonville, Minn.

Jan. 19

Martin Luther King's Birthday Federal Holiday

Heritage Toastmasters meets every Thursday at noon—Room 1219

Engineering Division

Pete Fischer
Chief of Engineering Division

The Engineering Division's continued large workload coupled with limited resources will challenge its capabilities and resourcefulness in 1987. Continued progress on a large number of projects will demand a concerted effort from every member of the division. Passage of the Water Resource Development Act of 1986 promises to keep our plate full for years into the future. The continuing large federal deficit, Gramm-Rudmann-Hollings budget reductions and controls in the size of the federal workforce will add to the challenge of completing scheduled projects.

When we look at the number of designs and reports underway, the magnitude of required effort is sobering. General design memorandums will be completed this year for East Grand Forks, Marshall, Baldhill Dam Safety, Twin Valley, and Sheyenne River. We will continue or start work on feature design memorandums for Rochester, Bassett Creek, Lake Darling-Souris River, Baldhill Dam Safety, and Sheyenne

River. Plans and specifications for Rochester, Bassett Creek, Baldhill Dam Safety, Mankato-North Mankato, Lake Darling, Locks and Dams Rehabilitation, and a number of small projects will require substantial effort by the members of all engineering branches. The construction that will start at Bassett Creek, Rochester, Baldhill Dam Safety, Lake Darling urban protection works, and several small projects will require the efforts of many district people in addition to those of the engineering division. Local cooperation agreements will be negotiated to prepare a number for these projects for construction. This year we will see completion of the Bigstone-Lake Whetstone River project after about 15 years of construction.

Passage of the Water Resources Development Act of 1986 will place emphasis on a number of new initiatives. Among these are cost sharing, partnership with local project sponsors, and the cost of doing business. Our project sponsor, as full partners, will want to share in decisions including design standards, level of detail, project scope, and reasonable overhead activities. This act, more than any single ac-

tivity in the recent past, will force us to take a hard look at the way we do business and challenge us to improve productivity.

An overview of engineering division activities in 1987 would not be complete without a discussion of initiatives to improve the way we do our business. Value engineering will continue to get its share of attention as will establishing added formality to technical review and quality assurance—all leading to an emphasis on maintaining and improving quality of our products. Cost consciousness in the areas of cost effective design, accountability for costs and schedules, productive team effort, and productivity improvement will become more than just buzz words. A high level of contracted architect-engineer work will add to the problem of maintaining an adequate level of challenging work in house for our engineers.

Overall, 1987 will be an exciting and challenging year for the engineering division as we learn to work with our customers to produce quality products, on time, in a cost effective manner, but with reduced resources.

Planning Division

Lou Kowalski
Chief of Planning Division

We anticipate another busy year for the Planning Division in 1987. For the past several years, our planning emphasis has been increasing in small projects and in long-range basin planning.

The small projects program and the long-range basin planning are both progressing at a rate higher than most other Districts. Under the small projects program, we continue to work toward a balance between construction and studies. In 1987, we expect to complete construction on the Lake Pulaski, Argusville, Black Bear-Miller Lakes, Enderlin, and Devils Lake flood reduction projects, on the Zippel Bay small-boat harbor, and on several bank erosion protection projects. In addition, we plan to begin construction of small flood reduction projects at Noyes, Henderson, and Lake Charlotte, and on several streambank protection projects. We have placed special emphasis on accelerating studies that will lead to new construction in the near future. A number of new flooding and erosion problem areas have surfaced within the last few months because of high water. This new work will keep our small projects program at a high level of activity.

In 1987, we will begin work on two new feasibility studies—a reevaluation of the authorized levee project at Houston, Minnesota, and a flood control study on the Wild Rice-Marsh Rivers. We will continue to work on studies for Minnesota River 639, Devils Lake, Emergency Water Supply and Reservoir Operation studies at Lake Traverse, Highway 75 Dam, and Lac Qui Parle. Congressional interest has surfaced three potential studies—one at Grand Forks, North Dakota, one at Little Falls, Minnesota, and the other at Crookston, Minnesota.

The Souris River Basin study and the Lake Darling project were combined as part of the 1986 Water Resources Development Act and the Saskatchewan storage will be the alternative pursued at this time. Planning Division will complete the General Plan and Draft EIS in early 1987, and the remainder of the effort (aside from negotiating the agreement with Canada) will be accomplished in Engineering Division.

Our efforts in implementing the Upper Mississippi River Environmental Management Plan will increase as we enter the second year of this program. Planning Division activities will center around planning and preliminary design of projects to rehabilitate and enhance fish and wildlife

habitat along the Upper Mississippi River and participation in the development of a long-term resource monitoring (LTRM) program for the river. Both the habitat projects program and the LTRM require extensive cooperative efforts with the U.S. Fish and Wildlife Service and the state resource management agencies. Another major challenge will be completion of Part III of the Master Plan for the Upper Mississippi River.

Changes in the leadership of the Planning Division will take place in January 1987 with the 18-month reassignment of the assistant division chief and several of the branch chiefs, as follows:

—Dave Haumersen will be Assistant Chief, Planning Division.

—Bob Northrup will be Chief of Econ.-Soc.-Rec. Branch

—Wayne Knott will be Chief of Plan Formulation Branch.

—Chuck Workman will be Chief of Environmental Resources Branch.

—Chuck Crist will continue as Chief of Flood Plain Management and Small Projects Branch.

The passage of the Water Resources Development Act of 1986 will place new challenges on Planning Division but will also create opportunities for the future.

Continued on page 8

JANUARY

Lt. Gen. Heiberg III announced the 1986 theme—"Leaders in Customer Care".

The district expanded its computer capabilities with the installation of the Local Area Network (LAN).

FEBRUARY

Pete Fischer was recognized as Outstanding Engineer for the Corps by the American Society of Civil Engineers.

Maj. Mike Nelson was promoted to Lieutenant Colonel.

MARCH

The district honored a towboat captain and crew for assisting injured lock employee Gerald Deering.

The Senate passed the Omnibus Water Projects Bill, marking the first time since 1976 that a water resource development bill had been passed by both the House and the Senate and sent to conference.

APRIL

Col. Briggs briefed Lt. Gen. Heiberg and Assistant Secretary of the Army Robert K. Dawson on district activities during a stop-over on their return trip from China.



High water was the normal situation this year along the Upper Mississippi River. This year marked on the highest annual flows on the river in the last 95 years. High water scenes such as this at Blackhawk Park south of LaCrosse were repeated along the Mississippi from spring to fall.

MAY

National Maritime Day was held for the first time in the Twin Cities.

The district was honored by Augsburg College as Cooperative Education Employer of the year.

The district hosted the Division Engineer's Commanders Conference.

JUNE

A new pension plan for federal employees was approved, replacing the Civil Service Retirement System for new employees.

Mary Schommer, project manager in the Flood Plain Management and Small Projects Branch, was chosen by OCE for the Planning Excellence Award.

The 50th anniversary of the signing of the Flood Control Act of 1936 was commemorated on June 22nd.

On June 9th, the Motor Vessel Frank Peavy and its tow ran aground near Wabasha, Minn. The channel was closed for six days.

Local cooperation agreements were signed for an environmental enhancement project at Blackhawk Park near DeSoto, Wis., and for the Bassett Creek Flood Control Project in Minneapolis.

JULY

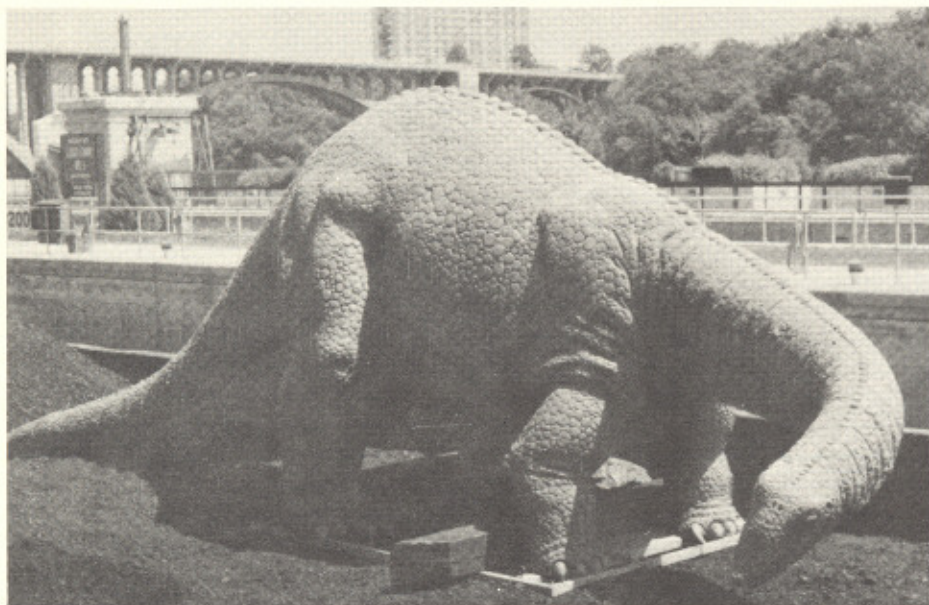
Cross Lake celebrated its 100th anniversary.

The district's new smoking policy went into effect on July 7th.



Pine River Dam celebrated its 100th anniversary in July with a special Centennial ceremony. Retiree Ed Fitzpatrick (center) and park manager Walt Hermerding unveil a centennial plaque as Col. Briggs watches.

review



In June, two model dinosaurs on a coal barge attracted hundreds of people to Lock and Dam No. 1. The unusual cargo was shipped from Minneapolis to St. Paul as part of a promotional event publicizing a new dinosaur exhibit at the Minnesota Museum of Science in St. Paul.

Minnesota Governor Rudy Perpich and Wisconsin Governor Anthony Earl toured the Mississippi River on July 28th. They viewed the Corps' channel maintenance improvement activities and other environmental related activities.

The first NCD "Champion in Customer Care" awards were presented to 10 district employees.

AUGUST

Emergency Management sponsored a flood training exercise in Mankato, Minn.

Maj. George Hazel, Project Management, was named the new deputy district commander for Chicago District.

SEPTEMBER

A media tour for Weaver Bottoms and Island 42 projects was held in late September.

The district had record rainfall and some parts of the Mississippi River registered the highest flow in 95 years.

Public meetings were held in Winona, Minn., LaCrosse, Wis., and Lansing, Iowa, to present two draft plans supporting the Mississippi River master planning effort.

The Dredge Dubugue returned to the district after spending the last three years on the Ohio River.

Richard L. Lindberg, former chief of procurement branch, received the 1986 Hall of Fame award at the Old Timer's luncheon.



Jim Ryan, Lock and Dam No. 1, points out features of the project to a visitor during the National Maritime Day celebration held in St. Paul in May.

OCTOBER

The district was honored by the Federal Women's Program for its contributions and support.

Construction began on the pumping system for Lake Pulaski.

Congress passed the Omnibus Water Bill and sent it to the White House for the president's signature.

NOVEMBER

The Water Resources Development Act of 1986 was signed by President Reagan on November 17th.

The St. Louis District held a public meeting in St. Paul concerning construction of a second lock at Lock and Dam 26.

Bob Post was named to replace Pete Fischer as chief of Engineering Division, effective in January.

DECEMBER

Lock and Dam No. 2 was dewatered the first week of December in order to begin major rehabilitation work and maintenance.

Construction-Operations Division

Bill Goetz
Chief of Construction-Operations
Division

With the passage of the Water Resources Development Act of 1986, the Construction-Operations Division anticipates a busy schedule for the coming year.

CONSTRUCTION BRANCH

The future looks bright for Construction Branch in 1987 and beyond. Major construction projects, such as Rochester flood control, should insure a large and steady workload for the next several years. In addition, continued work on major maintenance and rehabilitation of the locks and dams, Mankato, Bassett Creek, environmental restoration projects and Superfund work will insure a healthy construction program far into the future. With the increased workload, the present construction staffing should substantially increase over the next few years.

PROJECT OPERATIONS BRANCH

Work on the Mississippi River will include new lock machinery for Lock 10 and Locks 2 through 5a, plus controls for Locks and Dams 2 through 10 will be acquired. Lock 2 was dewatered in December to begin major concrete repair and structural and foundation inspection and repair. Lock #3 is scheduled to be done next winter. Contracting for construction of a new storage yard and service bridge repair will be initiated in 1987. Blackhawk Park renovation will be initiated using dredge material. This will include raising the access roads and the construction of a new well.

The branch will also be busy in the headwaters area. Emergency action plans will be completed this year. Dam Safety Reconnaissance plans will be completed at Pine, Leech, and Pokegama and initiated at Gull Lake. Plans will be completed to rehabilitate the bridge at Winnibigoshish.

Reservoir Operating Plan Evaluations (ROPE) will be completed at the Lake Traverse Project. The ROPE determines balanced reservoir operation considering all interests including flood control, recreation, water quality, fish and wildlife and public interest. Evaluations will be initiated at Lac Qui Parle and Big Stone-Whetstone.

The main entrance road at Eau Galle will be repaired and paved. The joint program to enhance and protect water quality will be continued with Waterways Experiment Station (WES). New gate lifting equipment will be installed at Lac Qui Parle and the branch hopes to contract replacement of

low flows gates at Orwell. A new construction start at Baldhill that will expand the spillway capacity is scheduled and will be initiated when the spillway locations are determined.

Expansion of our new wildlife management program with tree planting and food plot development is moving ahead.

MAINTENANCE BRANCH

The Maintenance Branch will begin 1987 with a new permanent branch chief, who has yet to be selected before this issue was printed. A major reorganization of the branch will be implemented in 1987 and full operating details will be furnished to the district at that time.

Equipment improvements planned for the year include supplementing the Dredge Thompson's pumping reach capability by placing into operation two booster pumps obtained from the Detroit District. An expansion of the Service Base to accommodate additional dredging equipment acquired over the past ten years is planned. The new electronic hydrographic survey equipment which includes processing equipment for the district office will be fully operable in 1987. This will significantly enhance the district channel maintenance program and provide additional capability to do work for other offices in the district. The Service Base and hired labor work force will continue to provide the district with an in-house capability to perform a variety of functions.

The branch's channel maintenance mission will keep progressing towards an organized long-range program, highlighted in 1987 by completion of phase I of the Weaver Bottoms work. Relocation of

dredged material at Crats Island and Lansing will also be accomplished this year. Channel improvement studies at Winters Landing and Wilds Bend will be completed.

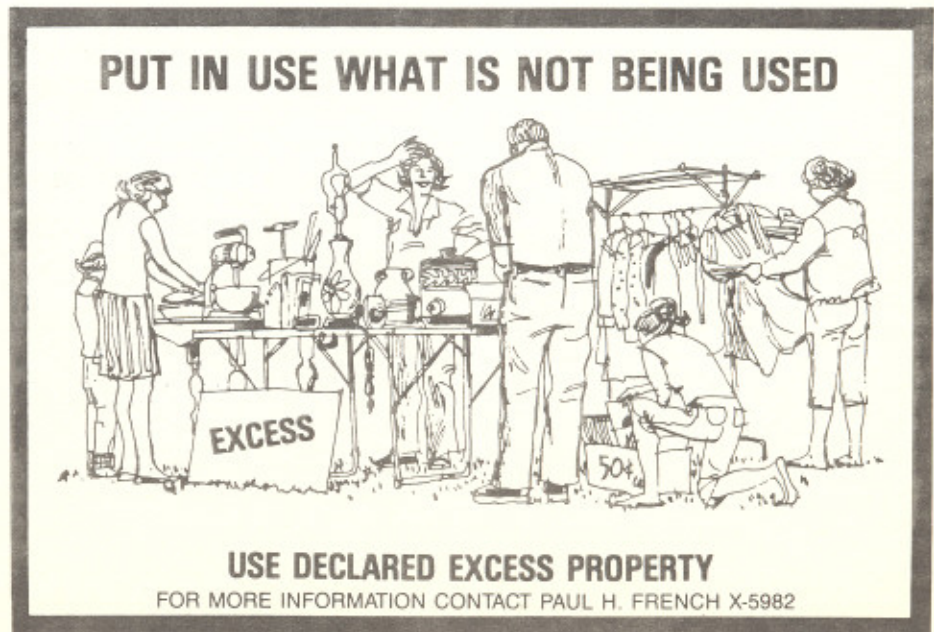
REGULATORY FUNCTIONS

Regulatory Functions Branch has received new regulations that were published on November 13th. These regulations consolidate interim and proposed regulations and contain changes resulting from consideration of public comments. Protecting endangered species, historic properties and the rights of Indian tribes are conditions that have been added to the nationwide general permits. We are hopeful that the publication of the consolidated regulations will serve as an impetus for concluding an agreement with the Wisconsin Department of Natural Resources of regional conditions for the nationwide permits.

For the coming year, the branch proposes to expand its public information efforts, targeting its audiences so as to reach and inform the groups most likely to be doing work in waters of the United States. A field office with a representative from the Surveillance and Enforcement Section will be opened in Bemidji early in the year.

OFFICE OPERATIONS BRANCH

The Office Operations Branch is establishing several new systems to refine and facilitate communications with other offices as well as the extensive Con-Ops field staff. These include computer programs to generate field data for budget submissions and revising and improving methods of preparing budget request submissions.



PUT IN USE WHAT IS NOT BEING USED

USE DECLARED EXCESS PROPERTY

FOR MORE INFORMATION CONTACT PAUL H. FRENCH X-5982

Safety and Occupational Health Office

Ron Scott has a one-track mind when it comes to safety. He is the chief and staff of the Safety and Occupational Health Office, located on the 14th floor. It is a small office but a very important one.

The office has several responsibilities that include investigating accidents and complaints about the building or working conditions, safety training, and representing the commander in safety matters with contractors.

There are a couple of areas that are receiving heavy emphasis now: crane safety and hazardous materials. The spotlight on crane safety is the result of two separate crane accidents that happened on the same day in the Rock Island District. Each accident resulted in a death. "The monitoring of the accident will impact on us," Ron said. "It will change the way we operate our cranes and it will also probably have an impact on the way we train our crane operators."

The new hazard communications program will deal with the handling of hazardous materials such as paint, sand from

sand blasting, greases, solvents and gasoline.

Ron responds to inquiries from contractors in the field regarding the safety manual that is a part of every construction contract. "In the case of special contracts that deal with hazardous materials," Ron said, "I would be involved in writing that portion of the specification. The current safety manual is deficient in that area."

Other areas that the safety office is responsible for include:

- acquisition of safety-related equipment, such as hardhats. Ron checks requisitions to insure that the district is buying equipment that meets the requirements of the job.

- field inspections and conducting training sessions. These can include training in radiological monitoring, crane safety and respiratory protection.

- monitoring the workman's compensation program that is administered by the Personnel Office.

Ron has been with the Corps for 22 years. He started in the St. Paul District



Ron Scott

in the Design Branch and then transferred to Seattle for a year. He returned to St. Paul and then went to New Orleans for seven years. Once more he returned to St. Paul as value engineer. Safety was tacked onto this position along with energy conservation officer. He went to the safety office full-time in February 1980.

Coping with a stalled automobile

Most people who drive are used simply to getting in their cars, starting up, and taking off carefree. After all, that's the way cars are supposed to work. But now and then cars refuse to start, or they stall part-way through a trip.

The experience is always frustrating. Towing and repair bills can make it expensive. And in some circumstances—especially during the cold months of winter—a stalled car is a threat to your safety. But by being prepared and taking precautions, you can keep this bad situation from becoming worse.

Perhaps the most important precaution you can take against stalling is to keep your car properly maintained. You should make sure your car is tuned up, has the right weight oil for your region, and has a battery with plenty of charge. You should also keep your gas tank nearly full. Otherwise, water can condense in the empty area of your tank and dilute the gasoline, making your car more likely to sputter and stall.

If, in spite of proper maintenance, your car stalls on the road, your first concern is to avoid being hit by another car. If possible, get your car to the side of the road or away from traffic. Turn on your four-way flashers, and your interior lights as well if it's dark outside.

Keep flares or reflective triangles in your car. Place one about 15 feet behind the car,

and another about 120 paces farther back to alert other drivers. Raise the hood and tie a white handkerchief to the antenna or traffic-side door to signal that you need help.

If your car won't start after sitting idle for a while, there's a good chance the problem lies with the battery. Turn on your headlights; if they are dim, your battery is probably low. Even if the lights are bright, the battery could still be too low on charge to start the car. But before you assume that you need to jump-start it, check the battery cables. If they are loose or covered with corrosion, the electric current from the battery may not be able to reach the starter. Cleaning and tightening the cables may be all that's needed to start the car.

When the battery is being charged, hydrogen and oxygen seep through the vents into the surrounding air. Any source of flame—even a spark from a dropped tool—can set off a violent explosion that splashes sulfuric acid in every direction. This acid can burn skin and cause blindness if it gets into a person's eyes.

For this reason, you should always protect your eyes when you attempt to jump-start a car. It's a good idea to keep safety goggles in your car so you will have them when you need them.

To jump-start a car safely, park the cars

so they aren't touching. Don't allow anyone nearby to smoke. If it's dark outside, resist the temptation to illuminate the scene with a match or lighter.

Clamp one jumper cable to the positive terminal of the dead batter. Attach the other end of that cable to the positive terminal of the good battery. Clamp one end of the second cable to the negative terminal of the good battery. Then make the final connection on the stalled car's engine block away from the battery—**never on the battery itself**. This is to avoid causing a spark near the battery. Start the car with the good battery, then start the stalled car. Remove the jumper cables in the **reverse** order of how you connected them.

Don't take off your safety goggles until you have removed all cables and closed both cars' hoods.

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District Engineer Col. Joseph Briggs
Chief, Public Affairs Ken Gardner
Editor Denise Yale

Around the district

By Ken Gardner
Public Affairs

In the corporate and political worlds, important news announcements are often timed to take advantage of news media deadlines and publication schedules. But not here in the St. Paul District.

Last month, as the December Crosscurrents was going to the printer, two major personnel changes were announced on the same day . . . too late to get in that issue.

So, even though you have probably heard it already, let's make it official. In Engineering Division, **Bob Post** has been selected to replace **Pete Fischer** as chief of Engineering.

Over in Planning Division, division chief **Lou Kowalski** and **Chuck Crist**, chief of the Small Projects and Floodplain Management Branch, will remain in their current jobs after January 4th. Everyone else is changing jobs.

Assistant Division Chief **Bob Northrup** is moving to chief of the Economics-Social-Recreation Branch replacing **Chuck Workman** who will move down the hall as chief of Environmental Resources Branch. **Wayne Knott**, chief of En-

vironmental Branch, will take charge of Plan Formulation Branch, replacing **Dave Haummerson**, who will move across the hall as assistant chief.

In recent issues, I mentioned several new employees who had migrated from warmer climates to the land of ice castles and ear muffs. Here's another one. **John Welch** has returned to the St. Paul District from Los Angeles where he worked for the Air Force. He is the new chief of the Support Services Branch in Information Management. He was in ADP and Finance and Accounting when he worked here before. If you're wondering what Support Services Branch does, it provides computer support to the district including purchasing and maintaining micros and terminals and operation of the computer center.

Col. Briggs talked about Customer Care in his column in this issue of *Crosscurrents*. A couple of events come to mind which indicate that we in the Corps are not alone in our emphasis on taking good care of our customers.

My 16-year-old son worked in merchandising (gift shops) at Valley Fair amusement park this past summer. They wore

buttons proclaiming "We C.A.R.E.," which stood for "Customers Are Really Everything." More recently, I noticed that the nametag worn by a Sears employee stated that "Customer Service Is #1."

Whether its called Customer Care, C.A.R.E. or Customer Service, it all means the same thing—customers are important to our organization. Without them, there would be no need to operate locks or dams, no need to design and build flood control projects, no permits to issue nor park visitors to greet. Serving our customers—the people of this region—is our day-to-day justification for being here.

Deb Foley presents paper at ASCE Convention

Deborah Foley, ED-M, and Robert Stackowiak, formerly of IMO, presented a paper at the 1986 American Society of Civilian Engineers (ASCE) Convention on October 28-30 in Boston, Massachusetts.

Their paper, "The Local Area Network in an Engineering Office" was received by a group of about 40 engineers. "The presentation, which described the use of the Local Area Network in the St. Paul District and explained the basic principles of local area networks, was very well received," Deborah said.

The theme of the conference was computing in civil engineering and included presentations on selecting and managing microcomputer resources, microcomputer use in hydraulics and hydrology, and in construction engineering and management, legal aspects of computer use, expert systems and 3-D CADD systems.

PLANNING from page 3

Under the new policy requirements, the local sponsor will be an equal partner in the planning, design, and construction of a project. In addition to sharing in the decision-making process, the local participants will make a more significant financial commitment to funding a project and possibly accomplish some of the work items. In the long-term, implementation of the specific features of the act will keep our district healthy. In the short-term, there will be changes and new ways of doing business. We need to address these changes quickly if we are to maintain that edge over other districts that we have held in the past. We believe we can in Planning Division and we look forward to 1987.



Corina Medina, Public Affairs office, looks at one of the toys that were donated to the Santa Anonymous program. The program was held on December 8-19 in the district office with employees donating more than 50 toys for needy children.

Photo by Denise Yule