

US Army Corps
of Engineers®

Tulsa District

TULSA

DISTRICT RECORD

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Lisa Whitt, center, Viking Corporation, demonstrates how to take the portable gas chromatograph/mass spectrometer apart for cleaning. Employees of the Chemistry and Industrial Hygiene Section taking the training are, left to right, Frank Roepke, Andrew Mattioda, Greg Williams, Eddie Mattioda and Chris Kennedy.

District's Environmental Arsenal Grows

Andrew Mattioda
Chemistry and Industrial Hygiene Section

TULSA DISTRICT'S ENVIRONMENTAL CAPABILITIES RECENTLY GREW THANKS TO THE ACQUISITION OF A PORTABLE SYSTEM WHICH COMBINES TWO OF THE MOST WIDELY USED INSTRUMENTS IN THE ENVIRONMENTAL FIELD.

The Chemistry and Industrial Hygiene Section now has a Viking field portable gas chromatograph coupled with a mass spectrometer (GC/MS). Gas chromatography is the technique used to separate complex mixtures of chemicals. Mass spectroscopy serves as a detector, and

identifies the chemicals based on their molecular weights.

The GC/MS is capable of analyzing soil, water and air samples because its design allows environmental samples to be introduced through thermal desorption and direct injection as well as purge and trap.

This instrument gives Tulsa District the ability to perform soil gas surveys in addition to the analysis of groundwater, surface water, drinking water and soil samples. The system is also capable of

running samples in accordance with EPA methods for both volatile and semi-volatile compounds.

Recently, Chris Kennedy, Andrew Mattioda, Frank Roepke, Eddie Mattioda and Greg Williams, members of the CIH Section, completed training on the GC/MS instrument. It is anticipated that the instrument will be ready for field use beginning in the third quarter.

For more information or scheduling, call Rex Ostrander, chief of CIH, at 7071.

**Colonel's
Corner**



Col. Timothy Sanford
District Engineer

Area and Lake Managers – Underused Resources

I WANT TO COMMEND EVERY MEMBER OF THE DISTRICT TEAM FOR THE SUPERB JOB YOU ARE DOING IN EXECUTING YOUR MISSION. Brig. Gen. Miller and the staff of the Southwestern Division just completed their bi-annual Command Inspection of the district. We did extremely well! I was most proud of the repeated comments that **our focus was clearly on serving customers** and that we were **leading the way in making the Southwestern Division a true Regional Team**. You should be very proud of the superb work you are doing. We are on our way to being the Corps Standard in Customer Care and Professionalism. Keep up the great work!!

Delivering Quality Products and Services depends on having the right interface with the customer. Our Operations Division area and lake managers are key leaders who serve as this vital interface to many of our customers. Unfortunately, we have not been fully utilizing the tremendous resource we have in these men and women and the teams they lead. Our area and lake offices cover the entire district area. They deal directly with local leaders and organizations, state and federal agencies, congressional leaders and their staffs, and the public using our facilities. We clearly see and admire the superb job they do in accomplishing their direct missions in the operations arena. What we have been underutilizing, however, is the very valuable leadership they provide in marketing our services and developing and sustaining relationships with key leaders in their area of the district. We have largely not used our Area and Lake Managers in the oversight and management of our real estate leases and water

storage sales, and we have failed to fully exploit their tremendous local contacts in our support for others marketing efforts.

These oversights are a thing of the past! We are beginning an effort to make the area and lake managers and their teams the district's interface for all activities in each of their areas of responsibility. Just like our resident engineers at military installations, they should be contacted and know about any district activity in their area of operations. More than just knowing, however, they should be involved. Their resources, knowledge and natural contacts in the area should be fully utilized to best serve our customers. This is a new way of doing business. A better way of using the talents of the full District Team. Get to know our area and lake managers. Let them help you be more effective and successful.



Spotlight

Congratulations to **Liz Herman** of Engineering Geology and Soil Mechanics Section who has been chosen to attend the Army Management Staff College. Liz was one of only six Corps employees selected to attend this year.

Two major BRAC construction projects at McAlester are about to be awarded: the USADACS Administration Complex and the General Instruction, Applied Instruction and Test Facility. These were challenging, fast track projects. Getting them designed and ready for construction took a great team effort. This was a regional team effort which included support from our sister district in Fort Worth. Members of our own E&C team that made this happen were **Joanne Hensley, Doug Russell, James Allard, Jeff Dugan, Carl Webster, Tom Hensley, Colleen Diven and John Horner**. Congratulations on a job well done.

Due to great efforts by Operations personnel, the downstream buoy line at Kaw Dam is now 100 percent in compliance with safety regulations. The teamwork demonstrated to make this happen was superb. The work had a great deal of political interest and was completed with the least possible amount of public impact. Great job by all involved!!

We recently completed briefings on district programs and activities for the staffs of our congressional delegations in Kansas, Texas and Oklahoma. We did briefings for each state both locally in the state and in Washington D.C. **Debra Mills, Jean Eberhardt and Lori Hunninghake** of PPMD and **Ruth Norris** of the Executive Office deserve special thanks and a great deal of credit for the outstanding success of these briefings.

I received a call recently from a contractor who does work for us. He told me a year ago that we weren't listening to customers and we weren't using the assets available to us very well. In short, he felt we weren't doing a very good job. In his recent

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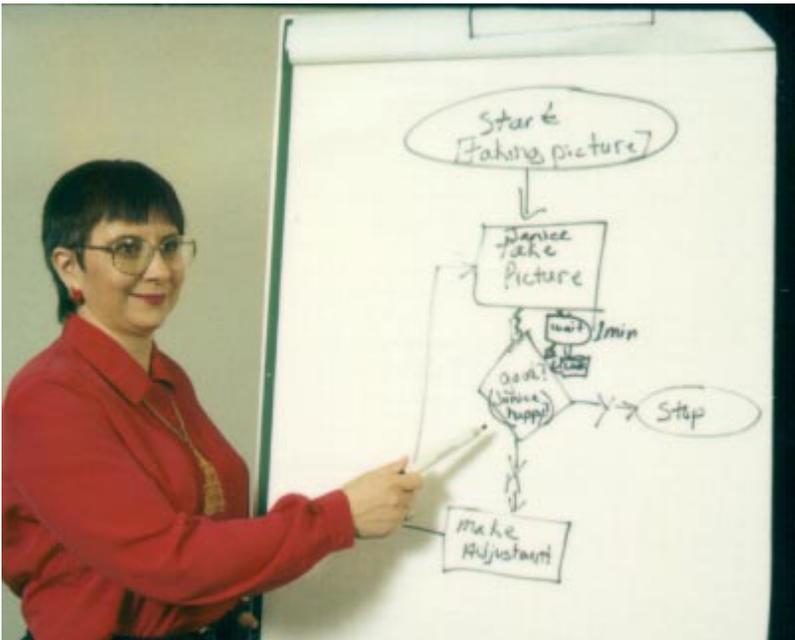
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While Janice Orvis takes her picture, Julie McCollough, Tulsa District's Total Quality Coordinator, maps the picture-taking process.

A Map of the Present, to the Future

Margaret Johanning, Planning Division

THE TULSA DISTRICT STRATEGIC PLAN FOR FY97 IS SUMMARIZED IN SIX CONCISE PAGES WHICH LIST THE DISTRICT'S FOUR GOALS AND OUTLINE SPECIFIC OBJECTIVES FOR MEETING THOSE GOALS. The FY97 Objectives were identified by the Total Quality Steering Committee which consists of the commander, the deputy district engineer, the deputy district engineer for project management, all division and office chiefs, and the Total Quality coordinator.

The goal, "Deliver Quality Products and Services," has resulted in the process mapping of key business functions within each division and office.

The first level of mapping was to be completed district wide by the end of March and detail level mapping by the end of June. The processes are to be analyzed with improvements identified and implemented by the end of September.

Process mapping or flow charting is a technique which uses pictorial illustrations to identify the steps taken in completing a task. A process map can also show the actual path a product or service follows in reaching our customers. Process mapping is a useful tool which can help our cus-

tomers understand what we do, train new employees, identify problems, determine where changes can be made and recognize what may happen when a change is made.

An Example

After the FY97 objectives were finalized in October 1996, Tim Hunt, chief of the Logistics Management Office, shut his operation down for one hour to meet with the Logistics staff. This one meeting began a journey for all the employees in Logistics. The entire organization began to examine the way they were doing business and how they might improve their customer service. One of the first things they found was that they needed to be able to meet and still keep the office open for business. They did this by dividing into two groups.

Each group is working on two of the four district goals and the specific objectives for those goals. In addition, they have established Logistics-specific objectives in support of the district objectives. All of the employees are involved in process mapping and are working hard to "Be

the Corps Standard in Customer Care and Professionalism."

If large-scale reorganization were to occur in Southwestern Division, Hunt wants Tulsa District poised to house the Logistics Office! He philosophized that it is "better to know what tomorrow could look like today than wait for tomorrow to get here."

Our Vision

Be the Corps Standard in Customer Care and Professionalism

Our Goals

- ◆ Deliver Quality Products and Services
- ◆ Create Satisfied Customers
- ◆ Develop an Empowered Work Force
- ◆ Develop and Be a Caring Professional Team

Outreach Plan Developed

by Anne Keever Cannon
Southwestern Division

SOUTHWESTERN DIVISION REPRESENTATIVES WILL STRENGTHEN TIES WITH EXISTING CUSTOMERS AND SEEK OUT NEW ONES UNDER A REGIONAL OUTREACH PLAN NOW BEING DEVELOPED. A team from SWD and its districts wrote the plan under the guidance of Rich Taylor of the Engineer Strategic Studies Center in Alexandria, Va.

After approval from Brig. Gen. Henry S. Miller Jr., SWD commander, outreach proponents at each district will put the strategy into action.

The plan is designed to mesh closely with the outreach training about 200 divi-

rent and potential customers. They also developed a "regional team" concept.

A regional customer is one that has existing or potential work in more than one Corps of Engineers district, the group decided. A regional team manager will be chosen for major partners based on the person's geographic location, the size of the agency's program in various districts and existing relationships with agency officials.

Each regional manager will oversee contacts with the agency's regional headquarters. The team will learn about the agency, find out what it needs that the

Team members looked at the division and its missions; identified strengths and weaknesses, threats and opportunities; and listed current and potential customers. They also developed a "regional team" concept.

sion employees received in December and January, said Tom Hudspeth, outreach proponent for SWD. Staff members ranging from Miller to mid-level managers learned the basics of outreach planning, strategy and tactics. Trainers showed how to prepare and deliver a presentation to a customer. The students used "real-world" situations for presentations, Hudspeth said. Districts have already made some agency contacts based on that work.

Active outreach is a new concept for engineers and program managers, Hudspeth said, but it shouldn't be too hard to learn. "Engineers are proud of the Corps' work," he said, "and they want to help other agencies solve problems."

The regional outreach plan builds on the training to outline how the SWD office and districts can approach new civilian and military customers and get new work from existing partners. Team members looked at the division and its missions; identified strengths and weaknesses, threats and opportunities; and listed cur-

rent and potential customers. They also developed a "regional team" concept.

Each team will have as mentor an "executive sponsor" (generally a GS-15 or higher official at a district or the division office). The sponsor will meet periodically with high-level agency officials to reinforce existing contacts and learn how to further improve the relationship.

Team members will come from districts that have current or potential work with an agency, Hudspeth said. Teams may cross division boundaries, and in some cases a team leader may be in another division. Team members will stay in regular contact, sharing information about the agency and swapping "lessons learned."

Because manpower is limited, not all agencies will have regional teams, he said. "Customer advocates" will maintain contacts with organizations that have a lower Corps workload. If more work develops, a team will be established.

. . . Column

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call, he raved about the turn-around he had seen in the past year. He applauded the fact that we were listening to customers and the great regional teamwork he was seeing, especially the teamwork between Tulsa and Fort Worth. He was especially complimentary of the work **David Epperly** was doing in conjunction with Fort Worth to serve customers at Fort Polk. My hat's off to David specifically and to all of you who have made listening to customers and providing them quality products and services the standard for the district. Keep up the superb customer support and regional teamwork!!

Johnny Bray, senior mechanic at Eufaula Project and Powerhouse recently served on a judges' panel for the Southeast Oklahoma District V.I.C.A. welding contest at the Kiamichi Vocational Technical campus in Stigler, Okla.

The Cost Engineering staff has been very involved recently in several Support for Others initiatives. **Tom Skelton** supported Kelly Air Force Base, Texas, with assessment and cost analysis of asbestos removal projects. **Terry Rice** teamed up with other district representatives to support Department of Energy's Office of Science and Technology. They analyzed cost savings for several innovative technologies for DOE's 10-year plan. He was also involved in preparing cost estimating material for incorporation into Fort Sill's Environmental Project Cost Estimation and Contracting Course. The staff also assisted Little Rock Air Force Base with next fiscal year's HTRW clean-up budget. Their efforts have resulted in satisfied customers and will result in additional work for the Corps and the district.

I have forwarded the names and nomination packets of several employees to the Oklahoma Federal Executive Board for this year's state-wide Federal Employees of the Year competition. Winners will be announced in May but, in the meantime, pass along your congratulations to the following for their nominations: **Rick West, Steve Harmon, Lori Hunninghake and Connie Harris**. Best of luck to each of you.

Congratulations to **Janet McCormick**, Engineering and Construc-

tion Division, and **Jonna Polk**, Programs and Project Management Division, on being named as Women of the Year. Also, congratulations to **Lori Hunninghake**, Programs and Project Management Division, and **Brenda Kinion**, Operations Division, on receiving the Administrative/Clerical Support Employee of the Year Award.

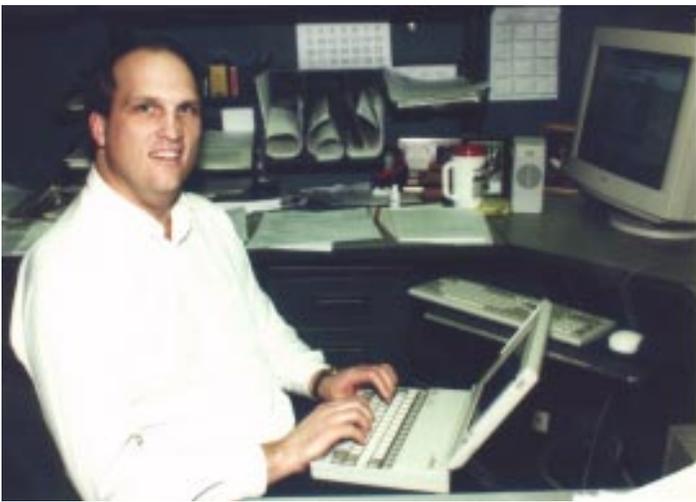
Congratulations to **Andy Comer** in our Regulatory Branch. Andy was named USACE Regulator of the Year. He will receive the Don Lawyer Award at the upcoming National Regulatory

Conference in Santa Fe, N.M., recognizing him for superiority in the field of regulatory operations. HOOAH!!

It's good to pause and laugh at ourselves occasionally, and the annual April Fool's edition gives us all an opportunity to do just that. Thanks to everyone who contributed: **Sue Haslett, Ed Rossman, Steve Nolen, Ray Kunka, Kenny Whitehead, Bill Cheatham, Bob Vandegriff, Randy Bratcher, Janice Orvis, Ross Adkins and Mary Beth Hudson.**

ESSAYONS!!

Customer Care Employees Named



Terry Rice

TWO CUSTOMER CARE EMPLOYEES HAVE BEEN NAMED FOR THE FIRST QUARTER, FY97. They are Terry Rice, Engineering and Construction Division, and Donna Dillard, Resource Management Office. Rice, a cost engineer in Cost Engineering Branch, was nominated by Howell Green, and A. W. Gibson nominated Dillard who is a budget analyst in Budget and Manpower Branch.

Information from their nominations follows.

Terry Rice

Mr. Rice is nominated based on his wide customer base and the promptness and professionalism of his customer interfacing. He receives many requests for cost-related information and/or products, and the requests are often accompanied by short suspense dates to meet other customers' schedules. He meets all suspense dates, and works any additional hours as necessary to ensure the customer's schedule is met.

His work encompasses all aspects of the district's cost engineering mission. He specializes in HTRW cost-related information; however, significant work is produced in military and civil works related fields.



Donna Dillard

Mr. Rice is called upon frequently to represent the cost engineering specialty in seminars, meetings and other gatherings within the Corps as well as with private industry.

Donna Dillard

Ms. Dillard has an excellent knowledge of the Corps financial/budget systems, and displays professionalism and care in customer contacts, both internal and external.

Ms. Dillard cares about people and goes the extra mile to assist. She is always willing to help when it comes to financial/budgetary issues. She willingly instructs district personnel regarding operating budget procedures, CEFMS utilization and office automation hardware/software. She displays a cheerful disposition even in stressful and difficult situations, always putting the customer first.

She interacts daily with personnel throughout the district, other Corps offices, other government agencies and private organizations. Her performance of duties has been exceptional in all aspects. In addition to regular assigned duties, she has made significant contributions to the Tulsa District that far exceed normal expectations.

Of particular note this past year during the deployment of CEFMS was her patience, understanding and assistance to the entire Tulsa District workforce.

From the Mail



To David Steele, Planning Division chief, from Keith Willett, Oklahoma State University:

This year I am teaching an undergraduate class in Environmental Economics. Recently, Dr. Edwin J. Rossman of the Economic and Social Analysis Branch met with my class to talk about his work with the community relations programs as part of the overall FUDS program. These talks were most informative for the students, and gave them a better understanding of hazardous waste cleanup programs and the related communications process.

Dr. Rossman always does an outstanding job with these presentations, and this year was no exception. His outstanding efforts are very much appreciated by myself and the students.

To Mona Wagner, HTRW Resident Office, from Mary Jane Lindaman, Jenks East Middle School:

I sure do appreciate your contribution today to the Jenks East Career Fair for my Junior Achievement class. I think it is important for eighth graders to get good, first-hand information about careers.

Even though they don't talk up much, I'm sure they listened. Their range of experience is so limited that anything which takes them "out of the box" is bound to be of benefit.

Thank you so much for your interest in the kids. I hope you enjoyed it as much as I'm sure they did.

Tulsa Family

Family additions

Bryce Christopher Dunlap, born Feb. 28 – son of Kent and Corde Dunlap. Kent is a park ranger at Eufaula Project Office.

Hannah Elizabeth Hull, born March 4 – daughter of Brad and Susan Hull. Brad works in A-E Contracts and Document Section, Design Branch.

Bailey Renae Helderbrand, born March 6 – daughter of Merl and Kristi Helderbrand. Kristie is a secretary in the Executive Office.

Henry Allan Matthews, born March 6 – son of Barry and Catherine Matthews. Barry is a in Contract Administration Branch, Engineering and Construction Division.

Andrew Jackson McVeigh V, born March 7 – son of Andrew and Sherry McVeigh. Andrew is currently in Bosnia serving with his National Guard unit.

Jermaine Lewis Jr., born March 18 – son of Lavedia and Jermaine Lewis. Lavedia is clerk/typist in Operations Division.



Apr. 22 Earth Day
May 5-11 Public Service Recognition Week
June 1-30 Savings Bond Campaign

June 13 Corps Day
Sept. 11 Retiree Breakfast
Sept. 12 Day of Caring
Sept. 16 Combined Federal Campaign begins
Oct. 10 Headquarters Building Autumn Decorations
Oct. 16 End-of-Year Closeout Picnic

Condolences

To Glenda Blakeslee on the Feb. 20 death of her father, Glen Goolsby. Glenda is a Support Services Specialist at Fort Gibson Project Office.

To Penni Walker on the March 12 death of her mother. Penni works in Chemistry and Industrial Hygiene Section, Geotech Branch.

To family and friends of Ralph R. Jarboe Jr., PE, CVS and retiree, who died Wednesday, March 12. Ralph was the Value Engineering Officer for the Tulsa District from 1966 to 1980, and played a major role in the development of the VE program in the Corps of Engineers. He co-authored "Function Analysis, a Value Engineering Handbook" published by the University of Wisconsin Extension in 1977. Since retirement, he was owner of the VE consulting firm Function Analysis Systems in Tulsa.

Personnel Notes

February Hello

James Chapman, OD, Waurika Project Office

Goodbye

Lois Elges, EC, Tulsa Area Office

Nysa Sanders, RE, Mgmt and Disposal Branch

Promotions

Jim Anderson, OD, Keystone Project Office
Justin Boyle, OD, Texoma Project Office
Charles Hagan, OD, Regulatory Branch
Alice Hembree, RE, Planning & Control Br.
Charles Hiatt, OD, R.S. Kerr Project Office
Tonya Holt, OD, Physical Support Branch
Rebecca Leavitt, LO, Supply Branch
Edward Mattioda, EC, Geotechnical Branch
Jonna Polk, PP, Civil Works Branch
Robert Roby, EC, Contract Administration Br.
Debra Wilkins, EC, Geotechnical Branch

CORPORATE CHALLENGE



Some Early Results

Tulsa District teams fared well during the first weekend of Corporate Challenge competition. Early results showed district challengers placing second in volleyball, women's rowing and the co-ed swim relay.

Questions for the Human Resources Office in Fort Worth?

1-800-453-8907



ON THIS DATE

April 3, 1860

A lone rider galloped out of St. Joseph, Mo., on this date carrying mail guaranteed to arrive in Sacramento, Calif., within 10 days. It was the start of the fabled Pony Express. Each rider covered between 75 and 100 miles before passing his cargo to the next one. Although the Pony Express spawned numerous legends, not to mention movies, it was short-lived, lasting only a little more than a year and a half. Completion of the overland telegraph sealed its doom.



Retiree Responses

Editor's note: We asked retirees to share news of their lives now or memories of their time in the district. Here are some of their responses. More will be printed in future issues.

What happened to the river boat ride this year? We enjoyed it very much last year.

My wife went to meet her savior on Sept. 6, 1996. I sure miss her.

Leo Peil, Canton, Okla.

Editor's Note: Our sympathies on the death of your wife. As to the river ride, the barge wasn't available last year, but it might be this year. Stay tuned for further developments.

I would like to see a park rangers and park managers organized to include one that carried a badge and enforced Title 36 CFR. This should include all retirees and ladies' organizations to help deal with the stress of moving, promotion, etc. Also a small newsletter dealing with park managers' and park rangers' problems. Just a thought.

Earl Rodkey, Wagoner, Okla.

Thanks for everything. I am having a good time.

Velton Pugh, Talihina, Okla.

After one month of hibernating at home, I'm looking forward to the four-day getaway our children arranged for us at Eureka Springs Nov. 3-7.

Maybe I'm a glutton for punishment, but I read Martin Keating's terrifying – but fascinating book, "The Final Jihad." Now, I'm starting the Douglas-Olshaker book, "Mind Hunter," a veteran FBI agent's account of profiling serial killers. Hmmm, maybe I should enliven my retirement routine!

Eleanor Pontius, Tulsa

I enjoy the TDR so much and always look forward to it and see what the members have been doing at work or their retirement years. My interest in the families whether retired or still employed will continue on as I loved the friendly attitude of these good people.

For several months, I have wanted to write to you and tell you how proud I was when my nine-year-old granddaughter won first prize in the Martin Luther King Art Contest. She attends the Carl Sandburg Elementary School, and was a fourth grader at the time. More than 200 kindergarten through fifth graders submitted original arts illustrating love, peace or unity themes that characterized King's life and words. The Doubletree Hotels of Tulsa proudly announced and displayed the works of the top winners. Katsy won a \$100 savings bond and Sunday brunch for four at the Doubletree at Warren Place.

Katsy is the only grandchild of Gladys Hanson and Eugene Hanson, who passed away July 11, 1988. Mr. Hanson worked in Estimates Section.

Mrs. E. H. Hanson, Tulsa

Retired from Oologah Lake in 1981. Helped build dam. Went to work for Corps of Engineers. Best job I ever had.

Floyd Patrick, Claremore, Okla.

I haven't done anything terribly exciting since I retired. Oh, yes, I did go to Dallas and watch the Chicago Bulls play the Dallas Mavericks; that was exciting.

I've mostly been a caregiver since I retired but as my husband says, I'd rather be taking care of them than having them take care of me.

I volunteer to play the piano every Tuesday at the Tulsa Nursing Center; also play two times a month for the residents' rhythm band and when needed, Christmas, etc.. It's a rewarding service for me to give to people who need the attention and love.

Iva Pierce, Tulsa

I have been retired for 2 1/2 years, and am about to complete my new home (which I have built).

Jack Payne, Earlsboro, Okla.

It would take a book for me to share all my memories of the time spent at the Corps. I loved every minute of my time there.

When I started in 1962, we were down on Main Street; then we moved to Third and Boulder. I don't remember just what year it was that we moved. I do know at the time, right across the street from us was an apartment building, and on the southeast corner was a clothing store;

next to it was a cafeteria. On the north side of Third was a TG&Y. It has changed so much. I loved my years at the Corps so much, I still love to go back downtown just to bring back old memories.

I am so busy right now doing volunteer work and helping out at the church.

Iva Turinsky, Tulsa

Westward Ho! My wife and I moved west to Sapulpa, west to Lake Keystone and west to Guthrie. Have lived in Guthrie now three years plus. Do not intend to move to Panhandle!!

Staying busy and enjoying life. My daughter and two granddaughters are in this area. They are top-notch baseball (fast pitch) and basketball players. Life is good.

James Tobey, Guthrie, Okla.

Retired to my original hometown in Laconia, NH; serving as city engineer; Liz is liturgical coordinator for St. Joseph's.

Kids: Paul – four years Army special forces, now looking to become Franciscan; Melinda – West Point '92, now an Army captain in England; Jay – Notre Dame '93, Army first lieutenant at Fort Carson; Michael – a plebe at West Point; Susan – junior at Bishop Brady High School.

Memories: 1. The great people in TD – the best in the Corps. 2. The "Model" District and the ideas – now the standard in the Corps. 3. 3001 – one of a kind.

Still own our house in Tulsa, and bank with TFECU – Go, Jerry!

Col. Franklin Tilton, Laconia, NH

Was employed at Denison Dam for 33 years. Retired approximately 24 years ago. Am now 89. Enjoyed my time at Denison Dam!

John Taylor, Pottsboro, Tex.

I will always remember transferring to the Tulsa District in July of 1970. I was very skeptical of moving my family at first, but we have never regretted the move. Oklahoma is a great place to raise a family, and the TDO was a great place to work.

Sorry to be late in my answer, but we just returned from a Vegas vacation.

Walter Stone, Inola, Okla.

Our Vision: Be the Corps standard in customer care and professionalism.



Operations Division is compiling a travel book with information on the best places to eat in Tulsa District. Proceeds from the book will benefit the Combined Federal Campaign.

Retirees and family members, have your favorite eating establishment considered for the guide. Fill out this form, and return it to Operations Division, Tulsa District, Corps of Engineers, P.O. Box 61, Tulsa, OK 74121-0061.

Information for Restaurant Guide

Your Name, Address and Phone:

Name of Restaurant:

City:

Directions (Please include address if known):

Business Hours:

Phone:

Types of Food Served (burgers, sandwiches, steak, chicken, barbecue, etc.):

Best Known for/Specialty:

Price Range for Entrees: \$5 or less \$6- \$12 \$13 or more

Tidbits About the Place:

Do they accept American Express cards? Yes No Do they take reservations? Yes No

Do they accept groups? Yes No

Other Nearby Attractions/Local Points of Interest (shopping areas, unique stores, historical sites, etc.):