

The Civil Works Directorate of the US Army Corps of Engineers

For more than two centuries, the employees of the U.S. Army Corps of Engineers have been committed to serving you, our customers by providing comprehensive engineering, management and technical support to the Nation in peace and war. We are nearly 37,000 Americans located in 11 divisions, 40 districts and hundreds of area, project and resident engineer offices worldwide.

Our teams include people with skills from A to Z:

- Accountants
- Anthropologists
- Archaeologists
- Architects
- Botanists
- Chemists
- Computer scientists
- Construction managers
- Contract specialists
- Dredgers
- Economists
- Electricians
- Engineers
- Foresters
- Geologists
- Landscape Architect
- Lawyers
- Lock operators
- Mechanics
- Park rangers
- Physicists
- Project Managers
- Real Estate Specialists
- Sociologists
- Soldiers
- Wetland Specialists
- Writers
- Zoologists
- ... and hundreds of others.

Every member of the Corps of Engineers is committed to providing the highest quality service to you -- our customers. Our Corps values -- integrity, quality, professionalism and caring -- infuse all that we do, shaping our work as we prepare to meet the challenges of the future.

Customer Service and you.

We are committed to improving our services, listening to you and increasing your satisfaction. To maintain our competitive edge, we can do no less than test ourselves against the very best. We will continue to set performance goals and standards for ourselves, measure our performance against the "best in the business" and endeavor to be the best in our business.

To do this, we need your input and feedback. Each of our districts have written surveys to measure service performance and customer satisfaction in each of their service functions: planning, design, construction, real estate, regulatory programs and the operation of our projects. All Corps service providers, from the lock and dam operator to the construction manager, will survey their customers and report the results.

But we will not stop here. We will constantly improve. We stay in constant contact with our own front-line work force the people who work directly with our customers and listen to their views on improving service. The ideas of our employees and our customers help us find ways in which we can better achieve our primary mission of serving the Nation in peace and at war. *Service is the Spirit of the Corps.*

Customer Service

The Corps of Engineers serves you, our customers, by providing comprehensive engineering, management and technical support to the Department of Defense , other agencies, State and Local governments. We help defend America's security -- militarily, economically and environmentally. Specifically, we:

- Manage the design and construction of living, working and training areas for the Army and Air Force;
- Plan, design, build and often operate and maintain projects that provide river and harbor navigation, flood control, water supply, hydroelectric power, environmental restoration, wildlife protection and recreation;
- Protect the Nation's waterways and wetlands;
- Undertake disaster relief and recovery work;

- Operate the Nation's largest real estate program, with holdings the size of Kentucky at our military installations and civil projects;
- Search for new technologies through research and development;
- Put to work our engineering, contracting and construction management skills for other Federal agencies on missions ranging from toxic waste clean-up for the Environmental Protection Agency's "Superfund" to construction of space facilities for NASA.

Partners with you

"Partnering" is a way of doing business at the Corps of Engineers. We "partner" with groups ranging from local project sponsors to construction and architect-engineer contractors to employee unions.

Focusing on common goals, we aim to reduce conflict with our partners and to resolve any issues that may arise through discussion and Alternate Dispute Resolution. These efforts to reach out to our partners have reduced the "we-they" relationship that of ten prevailed in the past.

We also provide specific services to help our customers consider a wide range of project alternatives and create consensus in their communities for a chosen course of action. Among them are:

- Project management teams who stay with a project from conception to completion and serve as points of contact for all interested parties;
- "Sponsors' Partnering Kits," and the "Sponsors' Bill of Rights and Responsibilities" which spell out what partners can expect in their relationship with the Corps;
- Project cooperation agreements, detailing what the Corps will deliver, when and for how much, and what your obligations are;
- Regional conferences, bringing together Corps managers, non-Federal sponsors and key stakeholders;
- Customer satisfaction surveys.