

# PEN



# PARK EMPLOYEE NEWSLETTER

## ADMINISTRATOR'S CORNER

*By David Morrow*

Good customer service is said to be the lifeblood of any business. I believe good customer service is what separates any business or organization from everyone else and draws people back time and time again.

Park visitors certainly appreciate well kept facilities and beautiful scenery, but I believe it is the way they are treated by park employees that determines if they will make a return visit.

A couple of weeks ago I received a very nice e-mail from some folks who took the time to express their appreciation for a park supervisor who helped them with a medical emergency. It was the fact the park supervisor went so far out of his way to help and then followed up that impressed these folks and quite frankly me.

I read an article mentioning eight simple things a business can do to improve customer service, which I would like to share:

- 1) Answer your phone. – Make certain you have someone to answer calls or a good message system that is up-to-date and helpful. Check your phone messages and return calls just as soon as you can.



- 2) Don't make promises unless you WILL keep them-Reliability is one of the keys to any good relationship, and good customer service. If you say you will call back, call back, if you promise that you will follow-up then follow-up.

- 3) Listen to your customers. - There is nothing more exasperating than telling someone what you want or what your problem is and then discovering the person hasn't been paying attention and need you to explain it all over again. By listening to your customers you can find out what they like and don't like about your business and if you are providing the type of experience they are seeking.



- 4) Deal with complaints. - No one likes hearing complaints, but if you give the complaint your honest and complete attention, you just may be able to turn the complaint into a compliment.

- 5) Be helpful, even if you can't see a profit in doing so. The other day I stopped by an automobile accessory store to see if I could get a small part for my truck rack. The proprietor said it was something he would have to order and then to my surprise he said, "Let me look out back, because I might just have a spare." He found exactly what I needed and when I asked how much he said, "Nothing, just think about us when you need parts for your truck."

- 6) Train your staff to ALWAYS be helpful, courteous, and knowledgeable. Make it a priority to personally train your staff about the importance of good customer service and share examples of what you think represent extraordinary customer service. Perhaps most importantly, give your staff enough information and power to make those small customer-pleasing decisions, so they never have to say, "I don't know, but so and so will get back at..."

- 7) Take the extra step - For instance, if someone walks into your store/park, program or section and asks for direction or help, don't just say, "It's in Aisle 3 or over there. Take the time to lead the customer to the item. Whatever that extra step may be, if you want to provide good customer service, take it.



- 8) Throw in something extra - Get out in the park and visit with folks, offer to help them get their fire started, setup their tent or to direct them to areas where they may have a really great experience. An old friend and park supervisor, who received more complimentary letters than anyone I have ever know, always took the time to get out of his vehicle and walk and talk with park visitors. He taught kids how to fish, parents how to setup their camps and how to back their rigs into tight camp sites.

If you take the time to apply these simple eight rules consistently, I guarantee you will see a difference.

"Here is a simple but powerful rule – always give people more than what they expect to get." – Nelson Boswell

**PLANNING & DEVELOPMENT (P&D)**

*By J. Steve Weaver*

With my recent “promotion” to Deputy Administrator, it appears I essentially got back my old job (Assistant Administrator, 1985-89) with a slightly different title. In any case, I expect a nearly seamless transition and look forward to some “similar but different” challenges in the coming year. We hope to have a new chief of planning and development on board around the first of the year.

Meanwhile, we will sadly be losing **Tom Tabacco** to retirement at the end of November. Tom’s exceptional expertise, productivity, work ethic, as well as, sense of humor will be especially missed. We wish you luck with your retirement ventures, **Tom**.



At last, the Beaver Dam Site Restoration project has been completed. The primary objectives were to remove the old dam and concrete spillway entirely and stabilize the huge quantity of residual sediment that built up behind the old dam into a somewhat natural looking stream environment. Nevada **Department of Wildlife** (NDOW) was the lead agency, with cooperation from us. The project came in at just over a quarter of the budget, or about \$500,000, with a 75% Federal Emergency Management Administration (FEMA) contribution. **Joe Cyphers** served as our liaison, with help from **Cody Tingey** and **Shaylen Budreau**. Meanwhile, the park’s master planning process is back on track and should be completed by our consultant sometime next spring, after another round of public workshops.



**Here’s what it looks like now, before all the willow cuttings long the creek bed take root.**

With the recent installation of a hand pump well at the Marlette Peak Campground, the Tahoe Backcountry Camping Improvements project has also been completed. The long awaited new well provides the only



reliable source of fresh water along the entire east shore segment of the Tahoe Rim Trail. **Joe Cyphers** engineered the new well, which uses third world technology capable of pumping water up to 200 vertical feet. The new well and pump cost \$40,000.

**A new ADA camp site.**



Meanwhile, **Eric Nelson** oversaw the August completion of the Ward Charcoal Ovens’ campground improvements. This \$270,000 project removed the “rough edges” on this formerly and only partially completed campground, making it much more attractive for the public. Improvements include shade ramadas, leveled pads, fire rings, tables, ADA campsites, and a potable water system to complement the 16 campsites with CXT vault restrooms.



**Ward’s new group use area.**

**Eric Nelson** will also be getting South Fork campground improvements out to bid this winter/early spring. This project involves additional site ramadas, reconfiguration of some sites as multi-family (clustered) sites and Americans with Disabilities Act (ADA) accessible sites.

**Tom Tabacco** has been supervising the nearly completed Spring Valley shade ramadas project. Spring Valley’s day use, group use and ranch campground areas are all getting new ramadas. The campground will also be getting a new Sweet Smelling Toilet (SST) restroom and other improvements. Completion is scheduled for November.

Thanks to **Bob Beck**, the new Wild Horse fish cleaning station should soon become a reality. **Bob** drew up the plans, got the pre-fabricated station ordered and has received bids from contractors for installation that have been scheduled for completion sometime this fall. However, delays in getting the federal Boating Access grant amended to allow a contractor to do the installation will now almost certainly delay initiation of the installation until sometime in spring.

PLANNING & DEVELOPMENT (Con't)



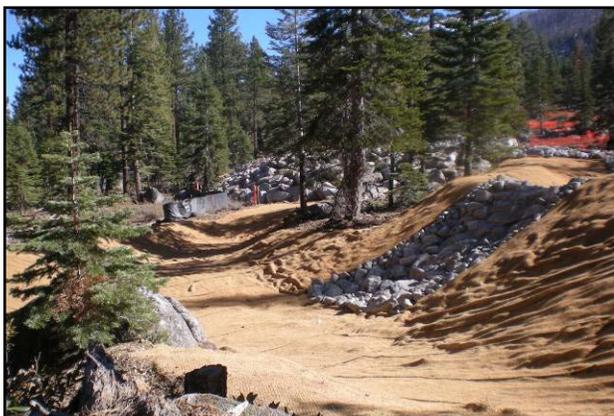
**Berlin Residence**

**Marc Lepire** just about has the Berlin Ranger Residence plans completed. We had hoped to have this Question 1 (Q1) Bond funded project completed by late fall, but the project is now expected to be bid sometime this winter for a spring/summer construction period. Likewise, **Marc** will be bidding out the new Kershaw-Ryan park office/contact station in the near future, with a late spring completion date. **Joe Cyphers** did the engineering for both proposed structures. This same team will also be working with a consultant architect this fall/winter to design the new visitor center/restroom building at Dangberg Ranch, with construction to take place next year.



**Kershaw Ryan Park Office**

**Ned Wallace** has been spending the bulk of his time in recent days supervising construction of the new \$2.8 million Van Sickle Bi-State Park project, funded entirely with Tahoe Environmental Improvement Program (EIP) bonds. The initial bids had some problems, so the project was rebid in August with satisfactory results. After nine frustrating years, developing plans and finally surmounting the impressive array of environmental and regulatory hurdles, construction finally started the week after Labor Day and is now almost half completed. The ribbon cutting ceremony is tentatively scheduled for next year's Tahoe Summit Forum in August. We are fortunate to have two persistent partners in this project, the **California Tahoe Conservancy**, which holds title to the



California portion of the park, and the **Tahoe Rim Trail Association (TRTA)**, which will be operating the Nevada trailhead facilities at TRTA's expense until we are able to secure an operating budget.



**Ned** also hopes to have the Mormon Station Wagon Shed Reconstruction project out to bid this winter, with help from **Bob Beck**. The latter will be funded by a combination of Fee Overage and Q1 bond funds, totaling about \$70,000. Construction will take place in the spring.

An interlocal agreement with Lincoln County is still pending for a new Southern Nevada Land Management Policy Act (SNLMPA) funded RV campground (with utility hookups) at Echo Canyon. This grant totals \$2 million. All engineering (**Joe Cyphers**), architectural (**Marc Lepire**) and landscape architectural designs (**Eric Nelson**) will be an in-kind match, with environmental coordination by **Jenny Scanland**. Construction is probably two years away. In addition, the existing campground at Echo will see some major improvements, including a new ADA accessible restroom building with heated showers.



Washoe Lake will be the recipient of several funding sources for numerous badly needed repairs and upgrades throughout the park, which will start getting underway this spring with construction of 2.4 miles of paved bikeway along East Lake Blvd. This project will be funded by a combination of \$175k from Washoe County, matched with \$175k from State Lands Q1 trail funds and another \$140k from our own Q1 funds. Meanwhile, planning will be initiated for a new breakwater and dock, along with other boat launch area improvements, that will likely take place in 2011. These improvements will primarily be funded by a \$375k Boating Access grant with our 25% Q1 match. In addition, an anticipated federal Land and Water Conservation Fund (LWCF) in the range of \$225k with matching Q1 bond funds will allow upgrading facilities from the south end of the main beach all the way to the north ramp area. State Public Works Board (SPWB) is also contributing up to \$230k towards ADA improvements throughout the park. **Eric Nelson, Ned Wallace, Marc Lepire, and Bob Beck** are all responsible for various facets of these projects. Finally, we will soon see completion of the installation of the California Trail Interpretive Exhibits at South Fork, Ft. Churchill and Mormon Station.

NEVADA DAY PARADE

By Alyce Cloutier



**Eric Johnson, Patricia Blanchard, Kirsten Hettrick, Mark Jensen, Alyce Cloutier, Fallon Merbs, Natasha and Dalton Wells, Triston Jones, Stacey Johnson, Terrill Ozawa, Todd Anderson.** Special thanks to the driver, **Charlie Wells** who worked with **Kevin Griffiths** putting many hours in making the covered wagon. **Donna Silva** made the State Park Logo sign in front of Abe Lincoln (above the cab) and the Lincoln Bicentennial signs on each side of the float. **Debbie Wren** made the aprons for the walkers and **LaDonna Hughes** made Lindsay's pioneer outfit. To those I accidently left out, thank you for volunteering and your donation of time and equipment. You ALL made this year's float a success!

Congratulations to all the volunteers who worked on the float, rode on the float and were parade walkers for State Park's 2009 Nevada Day Parade float. Their efforts did not go unnoticed. State Parks received two first place awards for the float entry; the Parades Judges Award and the Community Award. We received the same two awards in the 2007 Nevada Day Parade.

The parade theme this year was "A Salute to President Lincoln." To tie in with the parade's theme, the float depicted Abe Lincoln (**Jay Howard**, park supervisor at Lake Tahoe) on top of the cab, a pioneer family camping near their covered wagon and a soldier (**Paul Schmidt**, park supervisor at Fort Churchill) shooting off the cannon within the old fort (sign showing Fort Churchill). The pioneer family is **Jennifer**



**Lindsy and Kyle Hettrick as children.**

(Washoe Lake park supervisor) and **Will Dawson** and their infant daughter, **Katherine** with **Lindsay** and **Kyle Hettrick** (**Kirsten Hettrick's** children) riding in the wagon. Our float entry theme was "Preserving Nevada's History."

Parade walkers and volunteers who worked on the float include:



**The Dawson Family pioneers.**



LAKE TAHOE NV STATE PARK

By Dale Conner

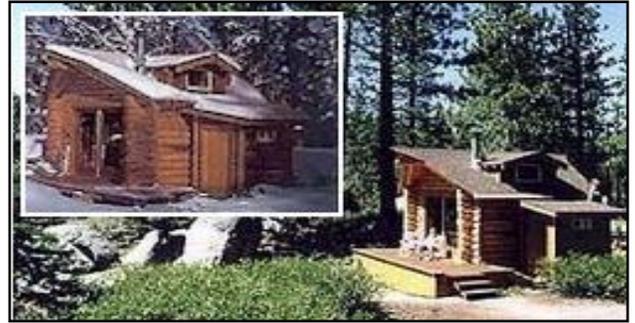


Well, the usual masses of people during the summer have mostly gone home for the season. This is a great time to visit and work here. Lots of people are hiking or biking up towards Marlette Lake to see the fall colors, kayakers have had some perfect glassy days on the water and there is now plenty of parking for everyone. It's nice to be able to take a step back from all the summer madness and see this truly beautiful park.



Water levels at Tahoe are very low right now, which led to the Sand Harbor boat ramp closing in early August. Although people can still launch at Cave Rock, we are hoping for a wet winter so lake levels rise next year. In the meantime, we are working on installing new tire rippers and gates in the Sand Harbor boat ramp parking lot which will allow boaters to stay out on the lake after the invasive species inspectors leave. It's a long story, but they really will be a positive addition for our boaters!

The visitor center at Sand Harbor increased sales for the third consecutive year. Much of the credit for that goes to our Nevada State Parks Cooperative Association (NSPCA) salesperson, **Kerrin Nichols**. She has done a great job with bringing in higher quality merchandise, as well as finding some terrific artists to display their photographs in the visitor center. We have our fingers crossed that NSPCA will approve our grant request to help fund a new interpretive display about the local history at Sand Harbor. We are fortunate to have **Linda Bauder**, with her background as an architect, to help that project along.



When you get the chance, come and check out the two hike-in cabins situated along the North Canyon Road above Spooner Lake. They are operated by the **Spooner Lake Outdoor Company** and are available for people to rent out for the night. I had the opportunity to stay at the Wildcat Cabin earlier this summer and found it to be a fun experience.

Hope everyone had a safe, enjoyable summer. Hope to see many of you at the Park Academy early next year.

**NORTHERN REGION**

**BERLIN-ICHTHYOSAUR STATE PARK**

By Jeff Morris



The dedicated staff here at Berlin continues to provide quality outdoor experiences for visitors as we anxiously await the filling of our vacant non-commissioned Park Ranger I position. When not conducting fossil tours or running the visitor center, the staff has been busy helping the Nevada Division of Forestry's (NDF) **Tonopah Conservation Camp** with phase three of the mistletoe/bark beetle infestation project on the forested areas of the park.

Volunteers **Brian and Darlene Berry** recently spent several days in the park after returning from their volunteer duties with Missouri State Parks. They have been instrumental in the process of cataloging of artifacts. Brian has a great understanding of the PastPerfect software program and has been able to log over 600 artifacts to date. They also provided furnishings for the upper seasonal cabin and Darlene was able to operate the visitor center and fossil shelter when staff was unavailable. We want to extend our appreciation and thank you to our V.I.P.'s.

Another thank you is in order. In September, Park Tech. **Robin Riggs** was approached by a visitor who wanted to know about the possibility of making a monetary donation to the park for several uses. After compiling a list of needed upgrades, Berlin received a grant in the amount of \$9,397.95! This money will go a long way in upgrading park equipment and facilities. On behalf of Nevada State Parks, I would like to thank **Dr. Reinhard Richter** and **John R. Martz**, Trustees, of the **Wilhelm Hoppe 1994 Family Trust** for their generous contribution.



**CAVE LAKE STATE PARK & WARD CHARCOAL OVENS STATE HISTORIC PARK**

*By Steve Gray*

Summer is finally over. We got the new campground at Ward Charcoal Ovens completed. Terry Ivins did an excellent job overseeing the project. I just hope next season we get a jump in camping with this wonderful new addition to the park. After years of planning we have initiated our new decking on our boat dock at Cave Lake. We went with a wood called Ipe. It is a Brazilian hardwood. I put the finishing coat on last night, and it really looks sharp.



Our visitation is climbing back. We are 11% up from last year, but still down 5% from three years ago. **Tracey Doutre** and **Marla Bjorklund** were our seasonals for the summer. Both are returning seasonal and wonderful to work with.

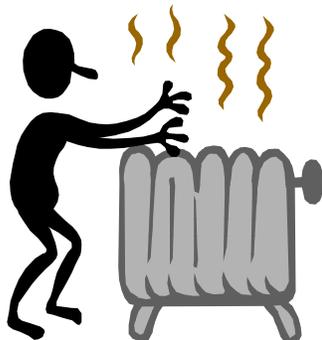
I have hired a ranger for Ward (conditional for now). Next summer, if all goes well, we will really be productive.

The **American Bus Association** has given Fire and Ice the recognition of being one of the top 100 events in North America for three years in a row. This is the first time any event in Nevada has achieved this. This is great, because this keeps the money rolling in to increase the budget for the event. Right now we are sitting at \$10,000 for three days of fun. If you would like to come help this year, please talk to your supervisors and send me an e-mail.



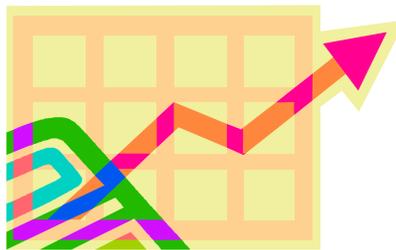
In other news, the Rotary Ice Fishing Derby now will allow catch and release fishing. You used to just be able to catch 5 and you were done. We made the change in order to keep people fishing longer and spend more money. We are slowly working towards a Special Use Permit with the White Pine County Tourism and Recreation Board. This will give us access to a whole new funding source without any stipulations for what it is used for. The first year will be rough trying to get used to it, but in the future I think it will be great.

NDF is planning a huge fuel reduction project in the park (not visible from the road or the lake) to help limit beetle and some rust problems we have in our Pinion Pines. Well hopefully the ice will form, the snow will fall, the deer will leave my yard alone, and the heater in the office stays on all through the winter. **STAY WARM EVERYONE!!!**



**DANGBERG HOME RANCH STATE HISTORIC SITE**

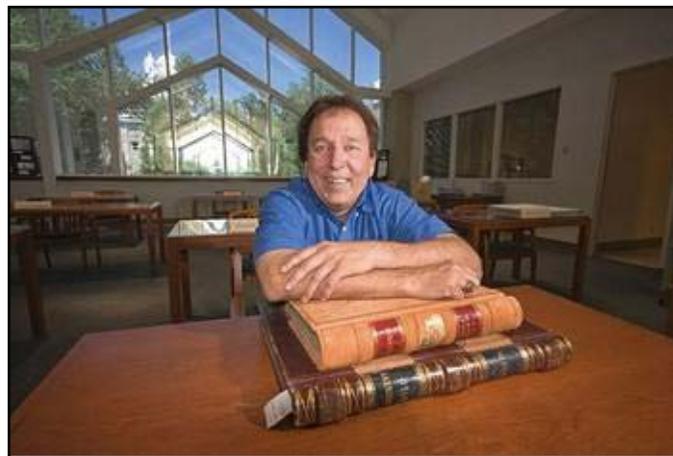
*By Mark Jensen*



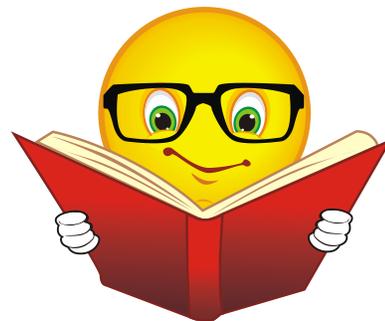
The Dangberg Home Ranch Historic Park continues to increase the attention it's getting in the local area and beyond. Overall visitation so far this year is up 32% over last year, with almost 1,200 visitors. Daily tours,

lead by the witty and informative Park Interpreter, **Mark Jensen**, adding a fountain of knowledge from Park Tech **Gail Allen**, and enthusiastic volunteers have all continued to remain popular. In addition to tours, in July, the park again hosted a stargazing party with the **Astronomical Society of Nevada** and in October was a stop on the annual bus tour conducted by the **Carson Water Sub-conservancy District**.

**Historian and Nevada's Myth-Slayer, Guy Rocha**



A grant from the **NSPCA** funded the purchase of several shade structures, 52 chairs, and a lectern and microphones. The park put them to good use by offering a free speaker series, with the house as the backdrop. **Mike Fischer**, the director of Nevada's Dept. of Cultural Affairs and a long-time park supporter, inaugurated the series with a Chautauqua-style portrayal of H. F. Dangberg, Sr. Later in the summer, **Anita Watson** portrayed Mary McNair Mathews, a figure from Virginia City history. Others who appeared at the ranch where historian **Robert Ellison** speaking on Carson Valley pioneer Ira Luther, professor **Doris Dwyer** discussing women's experiences on pioneer trails, and historian **Guy Rocha** dispelling myths about Nevada's history. Lastly, Dangberg descendent **Steve Achard** and co-writer **Conrad Buedel** drew a record crowd when they presented their research on Dangberg's family history. The book the two men are writing about the Dangbergs will be published soon.



**DANGBERG HOME RANCH STATE HISTORIC**

**SITE (con't) Evening gowns from (l-r) 1920s, 1903 & 1930s.**

The annual clothing exhibit, held over Nevada Day weekend, was a success. This year's display featured photographs of the Dangbergs wearing some of the clothing in the park's collection. Staff and volunteers arranged numerous fancy and not-so-fancy dresses, men's suits, men's and women's hats from the 1920s through the 1940s, high-end and costume jewelry, and a variety of shoes throughout the Dangberg house.



**Baby clothing of Steve Achard, Jr. 1931. ▶**

Along with baby clothing from 1931, a main feature of the exhibit was the clothing of Fred and Gertrude Dangberg, with items as old as 1895.



Two letter sweaters from Douglas County High School (1926 and 1949) were of special interest to local old-timers, and Nevada's oldest Levi's were proudly shown. A small display about an admirer of one of the Dangberg sisters drew a lot of attention. To demonstrate that there's always a good story to tell at the Home Ranch, here's the caption (written in part by volunteer Christy Chamberlain) for that display:

"This ring, brooch, earrings and bracelet feature a rust-colored gems set in a flower and leaf relief design on the bronzed metal. While not the most flashy jewelry owned by the Dangbergs, the engraving inside the bracelet is a key to a fascinating story. The engraving reads: "To: K.M.D. From D.K.S. Xmas '40.'"

"David Kinney Sloan, Jr. swore he'd love Katrina Dangberg until death did them apart, and he did. Hailing from Pennsylvania, Sloan worked for the Dangbergs one summer on the Buckeye Ranch, and came to regard the Carson Valley as his home away from home. He curried enough favor with H. F. "Fred" Dangberg, Jr., Katrina's father, to earn Fred's endorsement for an appointment to the U. S. Naval Academy, from which he was graduated in 1938. His holiday cards to the Dangbergs, such as the one shown here, referenced his fond memories of the ranch and expressed gratitude to Fred for

helping him get into the academy. He also sent postcards from his travels in the West and around the world."

"But his true love was Katrina. In dozens of letters, he professed infinite devotion to her, cajoling, pleading and sometimes begging for her to return his affection. But it seems that Katrina was unmoved. In September 1941, Sloan wrote her from aboard the U.S.S. Swordfish to tell her he was leaving her \$500, "a token to remind you of my gratitude for the way you and your folks took me in when I was lonesome and a long way from home."



"I'm writing this on the supposition that you and I will never make it a twosome, and that possibly I shall never see you again," his letter continued. "There's never been any doubt as to your being the 'real McCoy' insofar as I'm concerned... If you do marry, I reckon he'll be a good guy and be able to take care of you, but the money's intended for you primarily, and I'm including your Ranch and family because they're so very much a part of you..."

His letter expressed the belief that he would not live through the war. Lieutenant Commander David Kinney Sloan, Jr., died November 16, 1943 while serving aboard the U.S.S. Corvina, a submarine operating in the Pacific.

The Sloan display included the letters and postcards mentioned above, his 1938 U. S. Naval Academy yearbook, photographs he sent to the family, and the jewelry set he gave to Katrina Dangberg. New stories from Nevada history are being readied for the park's holiday toy exhibit on December 4-6, and you're invited!



**The David Sloan display; Sloan is shown in the upper left photo of the open yearbook.**

**FT. CHURCHILL STATE HISTORIC PARK**

*By Paul Schmidt*

With our busy summer at an end, it's time to say goodbye to our seasonals, **Robert Groberg, Justin Starks and Howard Wren**. Our thanks go out to them for all of their hand work.



At Ft. Churchill, even autumn is a very busy time. We have had Lyon County Search and Rescue run scenarios in the park, weddings have taken place, senior center members

have picnicked, church groups have camped, medieval re-enactors have jostled and whacked each other with swords, Civil War Volunteers fought a skirmish on the lawn in front of the museum, equestrian groups have staged events and multiple RV groups have descended on Scout Camp for their outings. Don't tell anyone, but the U.S. Air Force has a super secret and classified fly over planned later this fall. You may be asking if it's super secret and classified how come I know about it. Sorry, but I can't tell you.

Buckland Station has also had its share of activity this fall. The Flathead Ford Club participated in a tour, photo op and picnic in September. On the anniversaries of Eliza and Samuel Buckland's birthdays, we had a Chautauqua. It featured local community organizer, **Linda Conlin** as Eliza and Ranger, **Mike Dinauer** as Samuel. It was a big success with great turnouts for the performances. We are hoping to make this an annual event.



Before closing, I would like to take this opportunity to thank some very special people who volunteer their time here week after week, month after month, year after year and decade after decade. They are **LaDonna Hughes**, who works at Buckland Station, **Jeanine Schmidt**, who works in the office and handles the NSPCA items and **Merle Harper**, our campground host.

Have a wonderful fall and winter and for those of you fortunate to be using annual leave, like me, enjoy.

**RYE PATCH STATE RECREATION AREA**

*By Jim Hawkins*

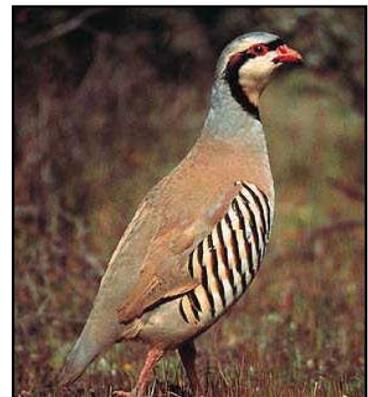


With the arrival of cooler weather, things are finally winding down after one of the busiest summers on record. Camping is up 49% from last year with huge turnouts in May and July. Even in late September and October the campers are rolling in. Fishing certainly hasn't been the big attraction; it's been dead since early August.

I noticed a lot more visitors from neighboring states like Idaho, Utah, Oregon, and especially California. After visiting with some of the folks out of California, they say recreational opportunities at parks in the golden state aren't so golden these days. Park closures and booked reservations have sent campers to Nevada. Some of the feedback I am getting is pleasing. Visitors like the fact that our park is not reservation only, our fees are far less, and the park is nicely maintained. Sadly, I think another contributor to the camping boom is that many are simply out of work. People are living as frugally as they can, saving up enough to have a vacation and a little fun locally.

I find this to be a reminder of just how important our parks are to people. I have heard some sad stories and have seen a number of destitute people passing through. I am sure those of you in other parks are experiencing some of the same. I pray these hard times are near an end.

Chukar hunting is also a big draw this year. Hunters are finding the birds are rebounding nicely from the past two years when they were nearly extinct in Pershing County. Spring rains brought up green grass that fattened up the birds for the nesting season and recruitment was healthy.



Thanks to all that rain this spring, the irrigation season ended leaving the reservoir with more than a patch of water at 11,520-acre ft. While this is a little shy of the normal 192,000-acre ft., we are 4,700-acre ft. above last year at this time and that's good news for the fishery. There's no danger of the fish suffering the loss of dissolved oxygen this winter. Over all we had an excellent year with some nice park improvements and a busy and above all safe summer. I owe a great deal to my hard working staff that helped keep things running smooth. That's it for the Patch; I wish everyone a happy holiday season!



**SOUTH FORK STATE RECREATION AREA**

*By Jim Wilkinson*



Other than an occasional shotgun blast from a waterfowl hunter, South Fork has really quieted down from the hectic summer season we experienced. It's a time to reflect back and realize that staff and the park are still in one piece.

We would like to thank seasonal staff that helped us deliver quality service to our visitors. **Oma Walliman** completed another season for us. We do not know what your future plans are, but you are always welcome to return to South Fork.



**Kate Thelen** showed an absolute knack for her computer skills in designing and updating park forms such as the road count ledger. Your cleaning efforts and great attitude were also appreciated. We hope you return in the spring.

**Caycee Robinson** has done really well in the limited time he was here. **Caycee** showed good mechanical aptitude and your safety efforts were noted. The best of luck in your efforts to complete Seminary College in Texas.

A park, especially a recreation area, cannot function without the efforts and help of seasonal employees. The two seasonals employees who stand out in my time and who I have had the opportunity to work with were **Bill Thorsen**, who I met while working at Cave Lake and **Ted Buck**, who I worked with at Lahontan.

Quality workers are ones who always show certain traits that never change such as a quality work ethic, sense of humor and just good people who you want to be around. We hope everyone has a safe and warm winter.

**WILD HORSE STATE RECREATION AREA**

*By Andrew Bass*



The Wild Horse staff was able to get a float entered in the Elko Nevada Day Parade. The float depicted "Another Golden Opportunity" at Nevada State Parks. The advertising opportunity and positive public contact is definitely worth the

effort. We even won the commercial division while we were at it. Thank you Park Ranger Patricia Blanchard for your help.

Well winter seems to be on the way with more than one significant snowfall already this year. The park is just about ready for winter so I guess I better use some furlough time and get my own sleds ready. It just about time to go flying...Wild Horse style.



**SOUTHERN REGION**

**CATHEDRAL GORGE/BEAVER DAM STATE PARKS**

*By Cody Tingey and Dawn Andone*



We have been busy down here in Lincoln County. Cathedral Gorge State Park hosted two large events in September, the 5<sup>th</sup> Annual Dutch Oven Cook-off and the Fall Star Party for the Las Vegas Astronomical Society. The Cook-off was a burning success with contestants coming from all over Nevada and Utah and attendees from all over the world including Germany and Norway.

Cloudy skies during the Star Party put a bit of damper on the 23<sup>rd</sup> year event, but the stargazers still enjoyed their stay at Cathedral's campground.



The month of September also marked the 100<sup>th</sup> year anniversary of Lincoln High School in Panaca. The celebration brought in alumni from many graduating classes with the oldest alum from the class of 1929. Cathedral Gorge was a popular stop for the graduates as they visited their old stomping grounds and reminisced about their high school days.

**CATHEDRAL GORGE/BEAVER DAM STATE PARKS (con't)**

Beaver Dam was closed to the public during the fall, but that didn't mean there wasn't work to do out at the park. Crews worked September through November to decommission the dam that was destroyed in the 2005 flood. The streambed has been returned to its pristine, pre-dam condition.



Beaver Dam has reopened and visitors to the park can again enjoy the primitive and remote eastern Nevada park. We plan to reinvent the park with its unlimited potential as the new premier hot spot in Lincoln County. We hope to pick up with the master plan update as soon as possible.

Look for a new and innovative interpretive schedule for the 2010 season in the upper Southern Region. On the 21 of September, **Dawn Andone** joined parks as the new park interpreter for all six state parks in Lincoln County. Her background in communications and science education prepared her for this interpretive position.



She will further draw on her experience working with the U.S. Forest Service and her knowledge in marketing and web design to produce her programs. We are anticipating great things with the visitor center and interpretation in general.

Now that we are at the end of the season it is time to say goodbye to our seasonal employees...see you in the spring **Nevin May** and **Marcia Wadsworth!**

**KERSHAW-RYAN STATE PARK & ELGIN SCHOOLHOUSE STATE HISTORIC SITE**

*By Jonathan Brunjes*



The fall season is officially here at Kershaw-Ryan. The Virginia Creeper have turned dark red and the fruit trees bright yellow. Park visitors are enjoying the scenic colors as they come out for family photos and fall barbeque's.

The new campground continues to grow in popularity as visitors

discover that it's here. Deer hunters and snow birds are enjoying the new facilities and atmosphere of the canyon. With the help of the Caliente Youth Center work crew along with volunteers **David Riggs** and **Samuel Martineau** we were able to install tent pads at several sites. The tent pads have already been put to good use and were the final touch to the new campground. Special thanks go out to Landscape Architect **Eric Nelson** for all his help and **Valley of Fire** for loaning us their back hoe to get the job done.

As our visitation starts to decline for the season, we are underway with several projects we look forward to completing the next few months. Maintenance Specialist **Matt Elmer** is beginning to install an irrigation system in the greenhouse and make repairs in order to get it back up and running for the planting season. We are already looking forward to spring and getting the flower beds prepped for visitors to enjoy. Thanks to a donation from former Park Supervisor **Phares Woods**, a liner has been ordered for us to install a Koi pond in the day use area. We anticipate the pond enhancing the park and becoming another attraction for all to enjoy.



On a personal note I would like to thank everyone for their warm welcomes. Our family is settling in nicely and the kids love telling their friends that "we have a pool."

**SPRING VALLEY/ECHO CANYON STATE PARKS**

*By Andrew Porter*

Although we have slowed considerably as we tend to in autumn, projects and additional duties have and will no doubt keep us very occupied even into the colder months. We may get a slight break from visitors this winter, but not from our two parks. With the supervisor position vacant, Echo Canyon has now become the responsibility of Spring Valley staff. Two parks can stretch us thin on occasion, but we are enjoying the variety.



**SPRING VALLEY/ECHO CANYON STATE PARKS (con't)**



With assistance from the local NDF, **Ben Johnson** has secured stimulus funding for a major re-vegetation effort at Echo Canyon focusing on the two campgrounds there. Dead or dying cottonwoods and non-native Russian olive have been removed to be replaced with Utah juniper, ponderosa pine, and Austrian pine. Echo Canyon has already received two deliveries totaling over 150 trees – and these are large, healthy trees with some examples measuring over 12 feet high and weighing upwards of a few hundred pounds. Greatly appreciated on this effort are **Jim Cole** and **Lee Hiatt** for their expertise and backhoe work; **Frankie Cheney** and his crew from the **Pioche Honor Camp**; and the **Great Basin Institute** work crew out of Ely. We hope to get this wrapped up before the ground freezes.



Meanwhile, Spring Valley is also undergoing its own improvements. Despite the popularity of the Group Area at the south end of the reservoir, this campsite has been lacking some of the conveniences available elsewhere in the park – namely shade and handicap accommodations. But this has been remedied with the construction of a double-roofed group Ramada complete with ADA accessibility and group grill. These features will be a nice addition to the existing horse shoe pits and group fire pit.

Our Ranch Campground has also been in the same boat for a number of years - it is a favorite of many campers, but has been uncomfortable during the hotter months due to a lack of shade. But now with the addition of seven ramadas, an ADA site, landscaping, and a new CXT toilet – we seem to have a whole new campground! With future improvements such as shade trees and new road material, I believe visitation to the Ranch Campground will drastically increase. Well that's about it – we hope to see you all at the upcoming Park Academy.

**VALLEY OF FIRE STATE PARK**

*By Don Bolton*

The fall is shaping up very nicely for us. The 100+ degree temperatures are gone, visitation is rising, campgrounds are filling up, and programs are going well.

To start off, the campgrounds are becoming full every weekend. We had not one or two, but three camp hosts this October; one for Arch Rock, one for Atlatl Rock, and one for the RV Extension. Camp hosts, along with our incredible hard working seasonal staff, have been keeping the campgrounds in immaculate condition. So much, in fact, that just about every week, while I am collecting the camping fees, I am told how wonderful they are and how they are “the best campgrounds” many visitors have ever camped. GREAT WORK camp hosts and seasonal staff!!!

In other, sadder news, we lost a great ranger. **Dean DeFoe** transferred from Valley of Fire to Spring Mountain Ranch to fill the position vacated by **Russell Nutt**. Ranger **Defoe** is already well missed, but we all wish him the very best at his new park. We know he is very happy there.

Our fall programs are going great as well. We have had a few guest speakers such as **Cap’N Dave**, our regular dinosaur expert, who so generously donates a day twice a season to perform three programs. We also had **Margie Kline** from the Department of Wildlife give a wonderful program on wildlife in southern Nevada. She too comes well prepared with a wonderful slide show and many items for the visitors to look at, feel, and enjoy.

One of our biggest family programs this fall was our Annual Halloween Jubilee, which saw an estimated 250 kids, parents, and pets all dressed in costume. Games such as Pin-the-Nose-on-the-Pumpkin, Grave Stone Toss, Treasure Toss, Sac Races, and Pumpkin Bowling with candy prizes were a hit! There was also a cup cake decorating station, cookies and orange punch, a witch’s brew, and an arts and crafts station. The MANY kids in attendance really seemed to have had a joyous time.



We look forward to the rest of the fall 2009 Season in great anticipation for the winter. We hope all of you have a great season too. Best fall wishes from Valley of Fire Staff!!!



#4162  
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Nevada Division of State Parks  
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Carson City, NV 89701-5248

Return Service Requested



### PERSONNEL *By Anke Simpson*

As our busy season is winding down, we would like to give recognition to those who have continued to work for State Parks over the years.

◀ **I finally got to see some eastern parks this year.**

### SERVICE PLAQUES & CERTIFICATES FOR 2009

- 30 YEARS** – Steve Weaver
- 25 YEARS** – Jim Hammons and Terry Hansen
- 20 YEARS** – Bill Champion and Jim Wilkinson
- 15 YEARS** – Rick Keller
- 10 YEARS** – Joe Fontaine and Steve Gray
- 5 YEARS** – Scott Egy, Michele Hudson, Marc Lepire and Scott Payne

This is a good time of the year to catch up on some mandatory or just informational classes offered by State Personnel. Several of the mandatory classes are now offered online on their website <http://dop.nv.gov/> under ONLINE TRAINING.

### RETIREMENTS

**Tom Tabacco** will be retiring on 11/30/09 from his Project Manager I position at the division office after almost 26 years of State service.

### PROMOTIONS

**Scott Egy** transferred from his Park Interpreter II position at Spring Mountain Ranch to the non-commissioned Park Supervisor I position at Old Las Vegas Mormon Fort on 8/31/09. **Nancy Miller** promoted from her seasonal position to the new Accounting Assistant II position at Southern Region headquarters on 9/7/09. **Steve Weaver** accepted a promotion from his Chief of Planning and Development position to Deputy Administrator at the division office on 9/21/09. **Mandy Keefer** promoted from her non-commissioned Park Ranger II position at the Old Las Vegas Mormon Fort to the Park Interpreter II position at Spring Mountain Ranch on 11/16/09.

### NEW PERMANENT EMPLOYEES

**Jonathan Brunjes** started on 8/24/09 as the non-commissioned Park Supervisor I at Kershaw Ryan. Jonathan previously worked several seasons as a seasonal. **Dawn Andone** was hired on 9/21/09 to fill the Park Interpreter I position at the Cathedral Gorge Visitor Center in Panaca.

### GOOD BYES

**Russell Nutt** resigned from his commissioned Park Ranger II position at Spring Mountain Ranch on 9/28/09 to move back home to Tennessee.

### TRANSFERS

**Dean Defoe** laterally transferred from his commissioned Park Ranger II position at Valley of Fire to Spring Mountain Ranch on 10/19/09.