



ZERO IN on safety

*B*ehind the drone of safety statistics are hundreds of stories, ranging from the simple to the complex, the mundane to the macabre.

The statistics say that the number of NPS visitor fatalities declined for the first time since 1967 with 165 visitor fatalities during 1970 as compared to 182 in 1969—and that the Service currently has about \$11 million pending in tort claims.

The stories tell of a father's anguish as he watched his son scald to death in a thermal pool and of a girl's screams as she was torn limb from limb by a grizzly bear.

Both describe the huge economic and personal cost of human suffering—and the need for an effective safety program in the Park Service.

Zeroing In

On October 23, 1970, President Nixon announced a Governmentwide two-year safety drive called "ZERO IN on Federal Safety" to begin in January 1970. Its purpose is to locate and remove the work hazards that injure employees.

As a result, the Interior Department has selected several areas for special emphasis in employee safety and, through the efforts of the departmental safety officer, Bill Pope, has set up a new computer system

for collecting and analyzing accident information.

In addition, Director Hartzog has included visitor, concessioner and contractor safety in the NPS ZERO IN program.

"Safety has never suffered for lack of attention and support in the Park Service," says NPS's chief safety officer, John Hasé. "But recently we've had an increase in emphasis on public safety."

In the area of public safety, NPS has asked for six additional full-time professional safety positions in the FY 1972 Budget; prepared a list of Safety Program Standards for the entire Service (currently under review by the National Safety Council); developed new safety

training programs; directed all superintendents to annually review and update their safety programs; and expanded communication efforts to promote safety.

The Park Service recently hosted the Departmental Safety Management Planning Conference held March 29-April 2 at Yosemite. An annual event, the conference brought together over 130 people from the various bureaus of Interior to discuss safety problems and plan ways to strengthen public and employee safety.

The conference was lively and stimulating and, as the highlights of it on the following pages show, the story behind the statistics is equally revealing.

By Loretta DeLozier



"The problem with most NPS safety offices is that they're just collateral duties. There's not enough time to do everything that should be done.

"On the other hand, mine is a full-time job. I serve as safety officer for three areas (WRO, WSC, Pacific NW), review all accident reports, set up the safety training program, furnish information to field areas, act as tort claims officer and write proposals.

"The amount of research is tremendous. For instance, I just received a question on cadmium. When you research something like that you have to be careful not to give an industrial answer.



"Then you have to convince people of your results. For example, trying to convince them to use seat belts on trucks with roll bars. If you use a seat belt but not a roll bar, you can get crushed."

—Vera Poston
Safety Officer
Western Regional Office



Don Proulx, WASO

Cliff Chadderton, NCP

Richard Knowlton, NCP

"For every single property damage accident costing \$1,000 or more, there are 50 costing less than \$100 each— and 25 of these were of the \$50 or less variety. These facts clearly show the economic sense of investigating both the big and the small."

—Richard Knowlton
Safety Officer
National Capital Parks

"Safety works hand and glove with maintenance. Our problems are not enough people, money or equipment."

— Joseph L. Davis
Maintenance Specialist
Southern Utah Group



Joseph Davis

"Training is not always the answer. Often an employee can do what you want him to but won't. For instance, what happens when a person is taught safety but his supervisor doesn't do it?"

"We first have to remove the barriers to effective training: poor working conditions, lack of clear policies or management support, and inept leadership."

—Andrew Ondrof, Chief
Division of Employment & Training
Department of the Interior

"A significant effect of the American Public's ever-increasing use of the National Park System is a definite need for greater visitor protection.

"To meet this need is a paramount objective of the National Park Service as the 1971 summer vacation season approaches.

"It is not merely the sheer numbers of people now visiting the Park System that presents a problem—an increase from 79 million visits in 1960 to 172 million in 1970, for example. What is equally significant—is the fact that many of these millions of new, first time visitors are from urban backgrounds.

"One National Park Service study showed that 44 percent of park visitors queried were from communities of 100,000 or larger and 75 percent were from towns of 2,500 or larger . . .

"In our publications, guided tours, campfire talks, exhibits, displays, and personal contact with visitors, we are trying to help these people adjust from the highly civilized environment of our cities to the primitive .. natural surroundings of the National Park System."

—George B. Hartzog, Jr.
Director
National Park Service

"Ninety-five percent of losses are due to human elements. Most people think accidents are due to the victims. But they're usually caused by someone else, often the supervisor because of his personal ignorance of the subject, wrong judgment or inadequate instructions.

"Most supervisors won't tell an employee that if he does something wrong he may lose a finger."

—Mark Roach
Marsh and McLennan, Inc.
Insurance Carriers

***"That which is not
inspected deteriorates."***

— Dwight D. Eisenhower
(Quoted by Dale Marr)



John Raftery

"I'm trying to make the park safety committee more facilitative. Our park is so big that we have three committees, one for each district. If they have a problem they can't solve, they can bring it to us. We'll back the local committee with what ever they need to handle the situation."

—Jack Raftery
Assistant Superintendent
Sequoia-Kings Canyon

"Law enforcement is usually involved in public safety—in protecting people and their property.

"Speed limits are not to protect the park but to protect the people. When traffic law enforcement goes up, accident statistics go down."

—Inspector Frank Arthur
Chief
NPS Division of Law Enforcement



"To see the total accident picture, we need to note all accidents, not just lost-time ones. For instance, in the construction industry, 7 out of 100 employees had accidents going to and from work. A report shows that there's a direct correlation between these accidents and on-the-job injuries.

"Work injuries are costing industry and government billions of dollars. We've got to start paying attention."

—Dale Marr, Vice President
Operating Engineers Union
Local #3



Dick Wilburn

"There are two axioms to safety management today:

"1) If the cause of an accident is known, then that event is not 'accidental.' It is more accurately called an *operational error*.

"2) Fault finding with people for their errors adds little or nothing to the improvement of managing them."

—Dick Wilburn
Safety Officer
U.S. Park Police



John Hast, WASO

Stan Broman, SWRO

Keith Neilson, Great Smoky Mtns.

"While the past safety record of the Department is one of accomplishment, I wish to take this opportunity to establish as Interior's "ZERO IN on Federal Safety" goal, a 10 per cent reduction from our 1965-1969 average employee disabling injury rate of 6.4 disabling injuries per million man-hours of exposure. This means that our goal will be a frequency rate of 5.8 by the end of 1972."

—Rogers C.B. Morton
Secretary
Department of the Interior

"One of the main problems in safety is that there's no reward for working in a safe place. The safe way may require extra effort and take more time."

—David Jackson
Administrator and Safety Manager
Bonneville Power Administration

"Why is it so difficult for the Government to turn on to safety? Because there's no profit motive. If a private company has too many losses, management finds the reason and does something about it. 'Indirect costs add up. A \$400,000 accident can easily represent \$4 million in total costs!'"

**—Cassius C. Hooper
Chief Safety Officer
California Department of Conservation**

Carol Ponge, MWRO Jean Gray, MWRO
Stella Ortiz, SWRO Theresa Hallahan, ESC



Jim Corson

"Some accidents are predictable—like drownings by people who swim in unprotected beaches. But you can't predict everything. We have a staff of 47 permanent employees. They can break a leg at work as well as anywhere."

**—James Corson
Superintendent
Colonial NHP, Virginia**

"We assume safety has been built into the things we use. 'When a visitor comes to a park, he assumes safety has been taken care of. Usually it has, but visitors can always find new ways to get hurt."

"How do you comfort a lady who sprained her ankle by stepping into a hole filled with glass? Park employees knew about it, but thought 'somebody else' would take care of it."

"There's always 'someone else.' If we could find out who this someone else is, we'd solve a lot of problems in our parks!"

**—Jack B. Hobbs
Safety Officer
National Capital Parks**

"You can tell the people who are concerned with safety. Their attitude is different. They really get emotional about it sometimes. But safety is like religion—you can turn people off if you try to push it too hard."

**—Stella Ortiz
Safety Clerk
Southwest Regional Office**



Under our hat

JUNIOR FELLOWS: The Civil Service Commission has launched a pilot program to provide Washington, D.C. area students summer and vacation employment.

Jobs have been given to students who need financial assistance to attend college, with the expectation that they will pursue a Federal Career.

Participating students must be in the upper 10 percent of their high school graduating class, have insufficient funds to attend college, and have applied (or plan to apply) for enrollment in an accredited college. Students will be reappointed each year with promotions so long as they maintain acceptable academic standing in college and perform satisfactorily on the job.

The National Park Service has hired 15 students in the Washington area under this program. Yvonne Parker, staffing clerk in the Division of Recruitment and Employee Evaluation, is coordinating the program for the Service. Questions can be directed to her at 202-343-6901.

GOING UNDERWATER: The NPS Division of Archeology started in early May the largest project in underwater archeology thus far conducted in the U.S.

The project will take place in the Dry Tortugas, a series of coral keys 70 miles west of Key West. It will involve investigation of Fort Jefferson, the largest masonry fort in the western hemisphere, and surveys for historic shipwrecks in one of the major graveyards of ships in the world.

Work on the fort will involve excavation within the moat to determine the architectural condition of the fort and to recover fort-related artifacts known to be buried in the moat.

Within the 75-square miles of open water contained within the Monument, archeologists will use sophisticated metal sensing devices to locate the many important shipwrecks known to exist there, chart their precise locations, and, by test excavation underwater, attempt to identify their period and nationality.

On the basis of historical research conducted recently by the Park Service, it is known that several ships of

the 17th and 18th century, including Spanish treasure galleons and French, English, and Dutch privateers met their fate on the shoals and reefs of the Tortugas.

The project, under the direction of a team of NPS underwater archeologists headed by George Fischer, will include experts in underwater archeology from Florida and Texas and from the Canadian Historic Sites Service.

NPS team members are Jerry Petsche, WASO; Calvin Cummings, Gran Quivira National Monument; Jerry Livingston, Midwest Archeological Center; Ron Gibbs, Museum Clearinghouse; Ron Ice, Sanford Recreation Area; and Ed Sudderth, WASO.

BOND DRIVE: Director Hartzog is chairman of the team working with Jack Pound, Chief, Division of Personnel Management, to conduct the annual U.S. savings bond campaign. "Ours is a low-key, person-to-person campaign," Jack says. "Employees in Washington, the Regional Offices and parks will be contacted sometime in the month of May to give them the opportunity to begin purchasing bonds or to increase their current allotment."

ACTION IN EEO: NPS is experimenting with its own EEO counselor training model. This model, once the bugs have been worked out, will have Servicewide application and is one of several program efforts designed to bring about a total NPS community awareness of equal employment opportunity. The office for EEO will be in touch with the various regions to work on implementing a functional EEO counseling program.

MAY RETIREMENT: Employees who retire no later than May 31, 1971, will have their Civil Service annuities increased by 4.5 percent. To avoid loss of the increase, an applicant for disability retirement

must submit a written request to his supervisor to be placed in a continuous leave without pay status starting June 1, 1971. For further information contact your personnel office or the WASO Employee Relations Office.

SWAP: Two hundred disadvantaged minorities will work as seasonals in 15 national parks this summer. The opportunity comes through a pilot NPS-OEO program called SWAP, Summer Work Alliance Program.

"Past recruitment efforts have shown that some minorities and disadvantaged candidates for NPS seasonal employment are unable to finance their transportation to and from the park area," says Jeanne Randall, chief of the Division of Recruitment and Employee Evaluation.

"Now, thanks to funding from the Office of Economic Opportunity, and seasonal positions reserved by park superintendents for this program, people from minority colleges all over the country and from seven community action agencies will be hired as seasonal employees to work from early June through Labor Day."

The OEO has provided the Park Service with funds to pay transportation costs and temporary subsistence (until the first pay check) for each seasonal hired under SWAP. The seasonals are being assigned to parks as close as possible to their homes or colleges.

The type of positions offered in this program vary from park ranger to trail crew member.

"The success of this program depends on everyone involved—those of us coordinating SWAP in Washington and the park staffs, as well as the people we hire," says Jeanne.

Each of the 15 parks involved in SWAP will have a professional counselor for on-site counseling to insure harmonious living and working conditions. They will be hired

as park rangers and will work as employees of the parks with the added responsibility of counseling the SWAP participants.

Jim Hanson, deputy chief of the Division of Recruitment and Employee Evaluation is project coordinator for SWAP. He is assisted by College Relations Officer Sally Johnson and Program Specialist Wendy Williams.

Wendy is the one to contact if there are questions, "Any special program can have problems," says Wendy. "I'd like to field questions early in the program so everyone can do a good job." Wendy can be reached at 202-343-4885.



Wendy Williams

Information about SWAP has already been sent to all regional offices. Names of seasonals are on their way to the parks.

NEW BOOKSTORE: A retail bookstore opened May 1 in the Harpers Ferry National Historical Park. It is offering publications and posters on subjects related to the National Park Service—ecology, environmental education, wildlife, conservation, history, archeology, and historic preservation. The sales items have been published by the Service through the Superintendent of Documents, by cooperating associations across the country, by history and conservation organizations, and by commercial firms.

The bookstore is operated by the newly formed Harpers Ferry His-

torical Association, a non-profit educational organization supporting the Park Service's activities.

"We hope to eventually develop a big mail order business at the store," says **Bradley Nash**, president of the Association. Nash is a retired deputy under secretary of the Department of Commerce and is a resident of Harpers Ferry. "About one million people visit Harpers Ferry each year," adds Nash, "and the Association hopes that many of them, as well as others, will join the Association." A lifetime membership costing \$2.50 entitles a person to a 15 percent discount at the store.

Harpers Ferry Center Director Bill Everhart is executive secretary of the Association and Jim Murfin, sales representative and editor in the Publications Division, is business manager.

For further information write the Harpers Ferry National Historical Park, Harpers Ferry, W. Va. 25425.

BOR CATALOG: The 1970 edition of "Outdoor Recreation Research" is available from the Bureau of Outdoor Recreation. The reference catalog digests 427 research projects on outdoor recreation resources, economics and participation that were active or completed in 1970. Copies may be ordered from the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402 for \$1.25.

PUBLIC LAND MANAGEMENT BOOK: Copies of WHAT'S AHEAD FOR OUR PUBLIC LANDS are still available, the Wildlife Management Institute reports. The 360-page book, sponsored by the Natural Resources Council of America, critically reviews the many recommendations in the activities and report of the Public Land Law Review Commission.

Hard-bound copies are \$3.50 and paperback copies \$2.50, including handling and mailing. The book may be ordered from H. K. Pyles, Natural Resources Council of America, c/o National Association of Conservation Districts, Suite 1105, 1025 Vermont Avenue, N.W., Washington, D.C. 20005.



Chilled?

Dear Editor:

Please reassure correspondent Carolee Dane Funk of Minuteman (NEWSLETTER No. 7, April 19) that I would not purposely have appalled her, chilled her for the world.

We agree, Carolee and I, our minds are in perfect harmony on the need to get visitors out of their cars, out of buildings, and into the parks. Most of our use of auto radio systems will be designed to do just that.

In some wildlife refuges the birds and beasts have learned to ignore cars, but people disturb them, especially during nesting or calving season. Under these conditions the thought of visitors staying in their cars should not appall Carolee, or you, or me, or even chill us.

—Marc Sagan

Chief Interpretive Planner
Harpers Ferry Center

Thank You, Mr. H.,

Dear Editor:

I am pleased, proud, and relieved to be a member of the first Federal Agency to start setting its own environmental garage in order. (See "Under Our Hat," in the April 5 NEWSLETTER).

Since automobiles are a major source of both air pollution and solid junk, the recent memo issued by the Director toward Service use of small cars wherever feasible is doubly welcome.

As the lead agency in environmental enlightenment (via our interpretive and education program), the Park Service cannot afford to lag in its management and maintenance performance. The forthright message from Director Hartzog, although it is the first of its kind in the Federal Government, is right in step with the public trend toward "only as much car as you need."

Mr. H., sir, ah'm proud to be aboard!

—Jean Worth Matthews
Staff Writer
Office of Environmental
Interpretation

REACHING

By Jim Pepper

Ray Nelson has been spreading himself a bit thin lately, so others of us from Plans and Objectives will be helping out on this column.

As you know, one of our jobs is to analyze emerging trends so that the Service can get some picture of what the future will look like.

Without this picture, long-range planning becomes a very difficult, very risky affair.

The trends developing in the general area of communication are worth talking about. The way people communicate with one another, the way they exchange information, is one of the major factors which make up the nature of a society.

For the last 70 years or so, forms of communication had to have a mass market to survive. The result of this now is that we have only a few newspapers per city, only 3 major TV networks nationwide, and mass circulation magazines (*Reader's Digest*, *Time*, *Look*, etc.) dominating the market.

Expect a change. Expect specialization.

New developments will so increase the number of forms of communication available that you'll be able to watch, listen, or read just about anything YOU want, when YOU want to.

—TV cassettes and cable TV will soon give you more than 10 times the choice you now have over The Box —computerized libraries will be able to make available to you just about anything in print

—machines will translate foreign languages automatically

—with your own information retrieval machine, hooked up to a central computer, just about anything you want to know, from anywhere, will be yours at the push of a button.

These and similar trends point to this: the average man will be able to learn more, faster than most heads of government today. But think. Will all this diversity make it easier or harder for men to get along with each other? Will this great mass of little bits of knowledge let us understand more, or less?

And, does all this have anything to do with the National Park Service?

Think about it.



New Faces

Ballew, Sarah Ellen, to Pers. Clk. Typing, MWRO
Bolton, Paul E., to Pvt., U.S. Pk. Police, NCP
Bowers, Eva S., to Clk. Typist, SERO
Cavallo, Aldo J., to Pvt., U.S. Pk. Police, NCP
Darnell, Dwayne K., to Pvt., U.S. Park Police, NCP
Dunfee, Raymond W., to Pvt., U.S. Pk. Police, NCP
Fergus, Leo, to Pvt., U.S. Pk. Police, NCP
Johnson, Paul N., to Pvt., U.S. Pk. Police, NCP
Johnson, Robert W., to Pvt., U.S. Pk. Police, NCP
Land, Wilbur E., Jr., to Pvt., U.S. Pk. Police, NCP
Legar, Elizabeth M., to Clk. Typist, Fire Island NS
Lomire, Donald J., to Pvt., U.S. Pk. Police, NCP
Myers, Jim E., to Pvt., U.S. Pk. Police, NCP
Ponds, David F., to Pvt., U.S. Pk. Police, NCP
Priestly, Hartley, Jr., to Electrician, Independence NHP
Roe, Donald L., to Pvt., U.S. Pk. Police, NCP
Sanders, Oral D., to Pvt., U.S. Pk. Police, NCP
Schmitt, John H., to Pvt., U.S. Pk. Police, NCP
Subert, William G., to Pvt., U.S. Pk. Police, NCP
Swigert, Alice I., to Clk. Steno., Scotts Bluff NM
Syminow, Johnny, to Automotive Worker, Theodore Roosevelt NMP
Tate, Shirley A., to Accounting & Voucher Clk., WASO
Vitaliano, Lillian, to Clk. Typist, Fire Island NS

Williams, Alfred, Jr., to Pvt., U.S. Pk. Police, NCP
Wood, Allen R., to Pvt., U.S. Pk. Police, NCP
Wynnyk, Alexander, to Pvt., U.S. Pk. Police, NCP
Zeb, Billy R., Jr., to Pvt., U.S. Pk. Police, NCP

New Places

Engquist, Dale B., from Pk. Ranger, Everglades NP, to Pk. Mgr., Biscayne NM
Fontes, Richard A., Jr., from Pk. Ranger, Albright TC, to same, Fire Island NS
Garland, Hafford L., from Admin. Off., Fredericksburg Spot-sylvania BMNMP, to Proc. & Prop. Mgmt. Asst., MWRO

Out of the Traces

Alexander, William H., from Civil Engr., ESC
Andrews, Mildred M., from File Clk., SERO
Borman, Ralph E., from Appraiser, WASO
Brady, William H., from Appraiser, ESC
Cherry, Sandra K., from Sec. Steno., NCP
Corbin, Mary Jane, from Janitor, Harpers Ferry NHP
Dooley, Charlie H., from Maintenance Foreman, Blue Ridge Pkwy.
Kegler, C. Kenneth, from Admin. Off., NCP-North
Lewis, Hilliard A., from Janitor, NCP-Central
Pettyjohn, Eugene F., from Foreman III Maintenance, Chichamauga & Chattanooga NMP
Reynolds, Barbara J., from Pers. Mgmt. Spec., ESC
Trice, James E., from Motor Vehicle Operator, NCP-North
Wright, Anita Robbins, from Teacher, Mammoth Cave NP



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