2014 Camp Ranger Survey

January 2014
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OBJECTIVES AND METHODOLOGY

Background and Objectives

Outdoor Program wants to determine the training needs of the Boy Scouts of America’s camp rangers. Specific objectives include:

- Understand camp ranger training needs;
- Determine which maintenance tasks and procedures are completed by camp rangers;
- Determine camp rangers’ maintenance skills;
- Evaluate the usefulness of the Council Properties Management System (CPMS);
- Identify the role of camp rangers in the camp administration process.

Methodology

To meet the objectives of the study, Research and Program Innovation designed an online survey to be sent to camp rangers. An email invitation to complete the survey was sent to 395 camp rangers on January 7, 2014 and a reminder email was sent on January 14. During the survey window, an additional 55 email addresses were added by requests from councils for rangers who were not included in the initial mailing. When the survey closed on January 21, a total of 450 invitations were sent and responses were received from 220 camp rangers for an overall response rate of 48.9 percent.

Statistically significant differences in camp ranger responses are noted when present. A complete list of the verbatim comments is included in the report appendix.
EXECUTIVE SUMMARY

Training

The majority of camp rangers indicate they have attended National Camp School and nearly all have completed the Ranger/Retraining/Ranger Rendezvous section. Most camp rangers have also completed the Youth Protection and Unlawful Harassment trainings offered by the BSA in the last two years. Several camp rangers also report completing supplemental like Weather Hazards, Safe Swim Defense, and Safety Afloat.

Camp rangers also hold a variety of other certifications including several related to health like Cardiopulmonary Resuscitation (CPR) and first aid. Many camp rangers have taken some trainings for OSHA compliance with the most common being blood borne pathogens (BBP), personal protective equipment (PPE), and the 10 hour class.

Camp rangers would most like to receive training related to refrigerator maintenance. More than one-third of camp rangers would also like more information on the OSHA of topics emergency evacuation and fire prevention plans, hazard communications, signs, electrical safety, and written plans/training. Other skills mentioned as needing additional training in include heating, ventilation, and air conditioning (HVAC), major vehicle maintenance, major or high-risk electrical projects, and septic systems.

Maintenance Skills

Camp rangers most often hire out tasks related to refrigeration maintenance. Several camp rangers use volunteers to complete tasks related program equipment maintenance, boat and canoe repair, welding, electrical, and refrigeration maintenance, while the majority indicate they personally complete tasks related to felling a tree, plumbing, carpentry, engine and equipment maintenance, welding, and electrical.

There a variety of reasons why camp rangers hire out certain maintenance tasks. Most often camp rangers selected other and gave reasons including they are able to complete minor repairs in most areas, but hire out for more advanced repairs because they lack the tools necessary to do the job, need certification, or do not have time to complete the job due to time constraints or the level of risk involved.
When asked about additional skills they feel more comfortable hiring out, several camp rangers indicate the jobs hired out depend on factors other than skill level like the size of the job, its complexity, or how time consuming it will be.

**Council Properties Management System (CPMS)**

Three-fourths of camp rangers are not using the Council Properties Management System (CPMS). Reasons for not using the system include other programs work better, the program is difficult to use, or they do not have access to it. Among those who are not using CPMS, about half are using a paper or handwritten log.

Among the few camp rangers who are using CPMS, most rate it as somewhat useful; however, one-third disagree the system is easy to use or provides the reports they need. The top uses include inventory of buildings, equipment, and vehicles; keeping records of completed tasks and projects; documenting and scheduling maintenance tasks; and maintaining a contain list of skills, materials, labor services, warranties, etc.

**Camp Administration**

Half of camp rangers indicate the job description they were shown fully describes their job, while those who indicate it somewhat describes their job would add general administration duties like paperwork and accounting; acting as a public relations officer for the camp; camp administration like camper registration; and coordinating with committees and volunteers.

Accountability for and involvement in the camp budgeting process varies for camp rangers, with the largest percentages reporting they are primarily held accountable for the maintenance budget yet are only somewhat involved in the budgeting process and have little say in the budget.
RECOMMENDATIONS

Camp rangers have a variety of technical and maintenance skills and trainings; however, many are also taking on more administration-related tasks. To help camp rangers, Research and Program Innovation recommends:

- Consider developing and offering training to assist with camp rangers’ administration needs, e.g., information related to accounting and budgeting, record keeping, scheduling and tracking, managing staff, etc. as collectively these tasks make up approximately one-fifth of camp rangers’ time.
- Evaluate what information is missing from the Refrigeration Maintenance topic of National Camp School as the majority of camp rangers would like additional information related to this topic and are completing the Ranger section of camp school.
- Conduct focus or discussion groups with councils to determine camp rangers’ needs regarding:
  - Internet and computer usage to understand how best to distribute communication and training.
  - Updates to the Council Properties Management System (CPMS) to make it more useful then provide training to camp rangers on how to use the system.
  - The value added to councils in having their camp ranger attend full course OSHA trainings.
DETAILED FINDINGS

Job Description

Camp rangers were shown the job profile description below. Slightly more than half of rangers indicate the job description fully describes their job responsibilities, while the rest indicate the description somewhat describes their job responsibilities.

Maintain and repair the facility’s structure, machinery, equipment and grounds, including plumbing, electrical and HVAC. Perform skilled trades work, such as carpentry or painting in the construction, repair or alteration of structures such as walls, roofs or office fixtures. Make periodic or special inspections of the premise to determine repair work necessary. May work from blueprints, drawings or rough sketches. Protect camp grounds by enforcing camp rules and regulations. Secure and monitor perimeters against unauthorized access. Identify and report safety hazards and maintenance problems in need of repair. Coordinate projects and support the summer camp staff.

How well does this job description match what you currently do?

<table>
<thead>
<tr>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully describes my job responsibilities</td>
<td>55.9%</td>
</tr>
<tr>
<td>Somewhat describes my job responsibilities</td>
<td>44.1%</td>
</tr>
<tr>
<td>Does not describe my job responsibilities</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers
Responsibilities not included in the job description include:

- General administration duties, e.g., budgeting, paperwork, accounting, record keeping, scheduling and tracking, managing staff, etc. (45 camp rangers)
- Act as an ambassador/community and vendor relations person (37 camp rangers)
- Camp administration, e.g., camp scheduling, reservations, check-in, check-out, etc. (27 camp rangers)
- Coordinate with committees and volunteers to determine work (24 camp rangers)
- Manage drinking water and sewage treatment systems (17 camp rangers)
- Support for year-round activities (16 camp rangers)
- Seek training (12 camp rangers)
- Fundraise and secure donations (12 camp rangers)
- Help create and run camp programs (11 camp rangers)
- Provide custodial or janitorial services (eight camp rangers)
- Provide first aid or emergency response (six camp rangers)
- Operate, stock, and maintain the trading post (five camp rangers)
- Serve in a council position, e.g., camp director, COPE director, etc. (four camp rangers)
- Maintain other council buildings, e.g., council service center, trading post, etc. (two camp rangers)

Responsibilities included in the job description, but which are not part of the camp ranger job include:

- Nothing (18 camp rangers)
- HVAC work (five camp rangers)
- Secure and monitor perimeters (two camp rangers)
- Electrical (two camp rangers)

A complete list of responsibilities is included in the appendix.
**Scheduling and Planning**

On average, camp rangers spend the largest percentage of their time during summer camp performing maintenance and buying parts/materials for camp.

Please indicate what percentage of your time you spend completing each task below during summer camp.

<table>
<thead>
<tr>
<th>Task</th>
<th>Average Percentage</th>
<th>Minimum Percentage</th>
<th>Maximum Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performing maintenance and buying parts/materials for camp</td>
<td>42.3%</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Directing work crews</td>
<td>11.8%</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Documenting and scheduling maintenance and creating work schedules</td>
<td>9.0%</td>
<td>0%</td>
<td>50%</td>
</tr>
<tr>
<td>General administration (not listed above)</td>
<td>7.1%</td>
<td>0%</td>
<td>75%</td>
</tr>
<tr>
<td>Projecting and tracking project costs</td>
<td>5.7%</td>
<td>0%</td>
<td>25%</td>
</tr>
<tr>
<td>Meetings and off-site travel</td>
<td>5.6%</td>
<td>0%</td>
<td>40%</td>
</tr>
<tr>
<td>Maintaining inventory records</td>
<td>5.1%</td>
<td>0%</td>
<td>70%</td>
</tr>
<tr>
<td>Checking in / checking out campers</td>
<td>3.7%</td>
<td>0%</td>
<td>38%</td>
</tr>
<tr>
<td>Soliciting gifts in kind</td>
<td>2.5%</td>
<td>0%</td>
<td>25%</td>
</tr>
<tr>
<td>Other</td>
<td>7.5%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers

Other tasks camp rangers spend their time on during summer camp include:

- Helping create and run program (14 camp rangers)
- General maintenance (10 camp rangers)
- Water management (nine camp rangers)
- Camp operations, e.g., rules, questions, etc. (seven camp rangers)
- Managing staff (six camp rangers)
- Mowing (six camp rangers)
- Do not operate a summer camp (five camp rangers)
- Camp administration, e.g., managing campers (four camp rangers)
- Providing custodial or janitorial services (four attendees)
- Promoting camp (four camp rangers)
- Holding a council position, e.g., program director (two camp rangers)

A complete list of other tasks rangers spend their time on during summer camp is included in the appendix.
Similar to during summer camp, camp rangers, on average, spend the largest percentage of their time outside of summer camp performing maintenance and buying parts/materials for camp.

**Please indicate what percentage of your time you spend completing each task below outside of summer camp.**

<table>
<thead>
<tr>
<th>Task</th>
<th>Average Percentage</th>
<th>Minimum Percentage</th>
<th>Maximum Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performing maintenance and buying parts/materials for camp</td>
<td>41.8%</td>
<td>0%</td>
<td>95%</td>
</tr>
<tr>
<td>Documenting and scheduling maintenance and creating work schedules</td>
<td>9.2%</td>
<td>0%</td>
<td>50%</td>
</tr>
<tr>
<td>Directing work crews</td>
<td>8.7%</td>
<td>0%</td>
<td>100%</td>
</tr>
<tr>
<td>Checking in / checking out campers</td>
<td>7.3%</td>
<td>0%</td>
<td>35%</td>
</tr>
<tr>
<td>Meetings and off-site travel</td>
<td>7.1%</td>
<td>0%</td>
<td>45%</td>
</tr>
<tr>
<td>General administration (not listed above)</td>
<td>6.9%</td>
<td>0%</td>
<td>30%</td>
</tr>
<tr>
<td>Projecting and tracking project costs</td>
<td>6.7%</td>
<td>0%</td>
<td>30%</td>
</tr>
<tr>
<td>Maintaining inventory records</td>
<td>5.5%</td>
<td>0%</td>
<td>50%</td>
</tr>
<tr>
<td>Soliciting gifts in kind</td>
<td>3.3%</td>
<td>0%</td>
<td>25%</td>
</tr>
<tr>
<td>Other</td>
<td>3.7%</td>
<td>0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers

Other tasks camp rangers spend their time on outside of summer camp include:

- General maintenance (eight camp rangers)
- Helping create and run program (seven camp rangers)
- Water management (seven camp rangers)
- Managing staff (four camp rangers)
- Promoting camp (four camp rangers)
- Camp operations, e.g., rules, questions, etc. (three camp rangers)
- Providing custodial or janitorial services (two attendees)
- Camp administration, e.g., managing campers (two camp rangers)
- Mowing (two camp rangers)
- Providing security for the camp property (two camp rangers)
- Maintaining other council buildings or equipment (two camp rangers)

A complete list of other tasks rangers spend their time on outside of summer camp is included in the appendix.
The primary safety officer at the camp property during summer camp is the:

- Camp ranger (116 camp rangers)
- Camp director (55 camp rangers)
- Health and safety officer (22 camp rangers)
- Camp medic/nurse (10 camp rangers)
- Reservation director/superintendent (five camp rangers)
- Camp manager (three camp rangers)
- Program director (three camp rangers)
- Properties director (three camp rangers)

The primary safety officer at the camp property outside of summer camp is the:

- Camp ranger (139 camp rangers)
- Camp manager (58 camp rangers)
- Camp director (six camp rangers)
- Properties director (six camp rangers)
- Campmaster (three camp rangers)
- Reservation director/superintendent (three camp rangers)
- Camp medic/nurse (two camp rangers)
- None (two camp rangers)

Complete listings of the primary safety officer during and outside of summer camp are included in the appendix.
Most camp rangers set their own work priorities.

**Who sets your work priorities?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I set my work priorities.</td>
<td>54.1%</td>
</tr>
<tr>
<td>Other</td>
<td>27.7%</td>
</tr>
<tr>
<td>My Scout executive, or his/her designee, sets my work priorities.</td>
<td>10.9%</td>
</tr>
<tr>
<td>The camping/properties committee sets my work priorities.</td>
<td>7.3%</td>
</tr>
<tr>
<td>The summer camp director sets my work priorities.</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers

Several camp rangers indicate other and report a specific position or a combination of positions set camp rangers’ work priorities. Other (27.7%) people who set camp rangers’ work priorities include:

- Combination of people which may include the ranger, the Scout executive, committee members, or camp director (23 camp rangers)
- All of the above (15 camp rangers)
- Ranger and the camp director (eight camp rangers)
- The head ranger (five camp rangers)
- Ranger and the Scout executive (four camp rangers)
- The properties director (two camp rangers)

A complete list of all people involved in setting camp rangers’ work priorities is included in the appendix.
More than half of camp rangers are currently developing a long-term maintenance plan, while more than one-third currently have a long-range plan.

Have you developed a long-term plan for maintenance?

- **Yes**: 38.2%
- **No**: 7.3%
- A long-term maintenance plan is currently being developed. 54.5%

Base: 220 camp rangers
The majority of camp rangers who have a long-term maintenance plan indicate preventative (periodic) maintenance, routine maintenance, capital improvements, and service projects by others or groups are included in the long-term plan.

**Which of the following are included in your long-term maintenance plan?**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventative (periodic) maintenance</td>
<td>91.7%</td>
</tr>
<tr>
<td>Routine maintenance</td>
<td>90.5%</td>
</tr>
<tr>
<td>Capital improvements</td>
<td>81.0%</td>
</tr>
<tr>
<td>Service projects by others, groups</td>
<td>66.7%</td>
</tr>
<tr>
<td>Other</td>
<td>17.9%</td>
</tr>
</tbody>
</table>

Base: 84 camp rangers with a long-term maintenance plan
Note: Percentages may add to more than 100 percent due to multiple responses.

Other (17.9%) things included in a long-term maintenance plan include:

- All (two camp rangers)
- Long-range plans and projects (two camp rangers)
- Conservation and land management (two camp rangers)

A complete list of comments is included in the appendix.

On average, camp rangers indicate their camp’s long-term maintenance plan covers 7.15 years.

**How many years does your long-term maintenance plan cover?**

<table>
<thead>
<tr>
<th>Minimum</th>
<th>Maximum</th>
<th>Average</th>
<th>Median</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 year</td>
<td>12 years</td>
<td>7.15 years</td>
<td>6 years</td>
</tr>
</tbody>
</table>

Base: 84 camp rangers with a long-term maintenance plan
The majority of camp rangers who have a long-term maintenance plan update the plan once a year or more.

**How often do you update your long-term maintenance plan?**

- **More than once a year**: 33.3%
- **Once a year**: 46.4%
- **Every two years**: 4.8%
- **Every three to five years**: 13.1%
- **More than every five years**: 2.4%

Base: 84 camp rangers who have a long-term maintenance plan
National Camp Accreditation Process

Most camp rangers fully understand the camp facility evaluation and accreditation portions of the National Camp Accreditation Process (NCAP), while less than half fully understand the application/authorization process. When it comes to camp ranger involvement in NCAP process, most are fully or somewhat involved in the camp facility evaluation (assessment) and accreditation portions, and about half are involved in the application and authorization step.

For each part of the NCAP process, please indicate your level of understanding and involvement in that step of the process.

<table>
<thead>
<tr>
<th></th>
<th>UNDERSTANDING</th>
<th>INVOLVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FULLY UNDERSTAND</td>
<td>SOMEWHAT UNDERSTAND</td>
</tr>
<tr>
<td>Application/Authorization</td>
<td>44.5%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Camp facility evaluation (Assessment)</td>
<td>70.5%</td>
<td>28.6%</td>
</tr>
<tr>
<td>Accreditation</td>
<td>60.9%</td>
<td>36.8%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers
The majority of camp rangers somewhat or strongly agree the National Camp Accreditation Process (NCAP) is helping them improve camp operations.

**Please indicate your agreement or disagreement with the following statement.**

**The National Camp Accreditation Process (NCAP) is helping me improve camp operations.**

- **Strongly agree**: 28.2%
- **Somewhat agree**: 56.4%
- **Somewhat disagree**: 6.8%
- **Strongly disagree**: 1.4%
- **I have not used/am not involved in the NCAP process**: 7.3%

Base: 220 camp rangers
Training

The majority of camp rangers have attended National Camp School.

Have you attended National Camp School?

- Yes: 90.0%
- No: 3.2%
- No, but I'm scheduled to: 6.8%

Base: 220 camp rangers
Among camp rangers who have attended National Camp School, the largest percentage of camp rangers have attended the Ranger, Ranger Retraining, or Ranger Rendezvous courses, followed by fewer who have completed Resident Camp Administration and Project COPE/Retraining.

**Which National Camp School courses have you completed?**

<table>
<thead>
<tr>
<th>Course</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ranger/Retraining/Ranger Rendezvous</td>
<td>98.0%</td>
</tr>
<tr>
<td>Resident Camp Administration</td>
<td>17.7%</td>
</tr>
<tr>
<td>Project COPE/Retraining</td>
<td>13.1%</td>
</tr>
<tr>
<td>Shooting Sports/Retraining</td>
<td>6.1%</td>
</tr>
<tr>
<td>Climbing/Retraining</td>
<td>5.6%</td>
</tr>
<tr>
<td>Aquatics/Retraining</td>
<td>3.0%</td>
</tr>
<tr>
<td>Outdoor Skills</td>
<td>2.5%</td>
</tr>
<tr>
<td>Camp Commissioner</td>
<td>2.5%</td>
</tr>
<tr>
<td>Cub Scout/Webelos Day Camp Administration</td>
<td>2.0%</td>
</tr>
<tr>
<td>Trek Leader</td>
<td>1.5%</td>
</tr>
<tr>
<td>Ecology/Conservation</td>
<td>0.5%</td>
</tr>
<tr>
<td>Chaplain</td>
<td>0.5%</td>
</tr>
<tr>
<td>First-Year Camper</td>
<td>0.0%</td>
</tr>
<tr>
<td>None of the above</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Base: 198 camp rangers who have attended camp school
Note: Percentages may add to more than 100 percent due to multiple responses.
In the last two years, most camp rangers have also completed the Youth Protection and Unlawful Harassment trainings.

**Which additional BSA trainings have you completed in the last 2 years?**

- **Youth Protection**
  - 97.7%
- **Unlawful Harassment**
  - 80.9%
- **Other**
  - 23.2%
- **Payment Card Industry (PCI)**
  - 1.4%
- **None of the above.**
  - 0.9%

**Base: 220 camp rangers**

Note: Percentages may add to more than 100 percent due to multiple responses.

Other (23.2%) trainings camp rangers have completed in the last 2 years include:

- Hazardous weather (29 camp rangers)
- Safe swim defense (13 camp rangers)
- Safety afloat (12 camp rangers)
- Woodbadge (five camp rangers)
- Cardiopulmonary Resuscitation (CPR)/Automated External Defibrillation (AED; five camp rangers)
- First Aid (four camp rangers)
- Trek Safely (four camp rangers)
- Climb On Safely (three camp rangers)
- National Camp Accreditation Process (NCAP; two camp rangers)
- Wilderness First Aid (two camp rangers)
- Paddle Craft Safety (two camp rangers)
- All or most online trainings (two camp rangers)
- Scoutmaster trainings (two camp rangers)
- Cub Scout trainings (two camp rangers)

A complete list of BSA trainings completed by rangers is included in the appendix.
When asked what certifications/licenses they hold camp rangers mention:

- Cardiopulmonary Resuscitation (CPR)/Automated External Defibrillation (AED; 53 camp rangers)
- First Aid (43 camp rangers)
- Water treatment (35 camp rangers)
- Certified Pool Operation (CPO; 29 camp rangers)
- Firefighter, especially wild land (21 camp rangers)
- Other BSA trainings (19 camp rangers)
- Emergency Medical Technician (EMT) or paramedic (18 camp rangers)
- ServSafe (food safety; 15 camp rangers)
- Chain saw (14 camp rangers)
- National Rifle Association, including range safety, pistol, and/or archery (13 camp rangers)
- Pesticide applicator (12 camp rangers)
- All-Terrain Vehicle (ATV; eight camp rangers)
- Other forestry or tree-related training, e.g., arborist, logger rescue, Game of Logger, timber harvester (eight camp rangers)
- Commercial Driver's License (CDL; seven camp rangers)
- Lift operator, e.g., forklift, man lift (JLG), boom lift, hydraulics (seven camp rangers)
- Heating, ventilation, and air conditioning (HVAC; six camp rangers)
- Red Cross trainings (five camp rangers)
- First responder (five camp rangers)
- College education, e.g., associate's, bachelor's, etc. (five camp rangers)
- Blood borne pathogens (BBP; four camp rangers)
- Hazardous material (four camp rangers)
- Law enforcement (four camp rangers)
- Vehicle-related, e.g., ASE, industrial trucks, etc. (four camp rangers)
- OSHA trainings (three camp rangers)
- Weather-related, e.g., storm spotter, etc. (three camp rangers)
- Contractor certification or trained in code regulations (three camp rangers)
- Search and rescue (two camp rangers)
- Amusement ride inspector (two camp rangers)
- EPA training (two camp rangers)
- National Incident Management System (NIMS; two camp rangers)
- Education or teacher certification (two camp rangers)
- Lead paint certification (two camp rangers)
- Driver’s License (two camp rangers)

A complete list of all other certifications held by camp rangers is included in the appendix.

More than half of camp rangers have not taken any trainings for OSHA compliance.

### Have you taken any training for OSHA compliance?

![Pie chart showing 38.6% Yes and 61.4% No]

**Base: 220 camp rangers**

OSHA compliance trainings camp rangers have completed include:
- Blood borne pathogens (BBP; 29 camp rangers)
- Personal Protective Equipment (PPE; 17 camp rangers)
- 10 hour class (14 camp rangers)
- Hazard communication (nine camp rangers)
- 30 hour class (eight camp rangers)
- Confined space (eight camp rangers)
- Ladder safety (eight camp rangers)
- Chain saw (seven camp rangers)
- Forklift/fork truck (six camp rangers)
- Trained in all or some, but refresher courses would be nice (six camp rangers)
• Occupational injury (five camp rangers)
• Hazardous materials (four camp rangers)
• Scaffolds and roofs (four camp rangers)
• Safety Data Sheets (SDS/MSDS; four camp rangers)
• Those received through ranger school (four camp rangers)
• Machine guarding (three camp rangers)
• Fire prevention (three camp rangers)
• Aerial lifts (two camp rangers)
• Fall protection (two camp rangers)
• Lock out/tag out (two camp rangers)
• Reporting (two camp rangers)
• Trench safety (two camp rangers)
• Hazardous weather (two camp rangers)
• Emergency and evacuation plans (two camp rangers)
• Safe work place (two camp rangers)

A complete list of all OSHA trainings completed by rangers is included in the appendix.
Emergency evacuations and fire prevention plans, hazard communications, signs, electrical safety, written plans/training, sanitation and housekeeping, and personal protective equipment are the top OSHA topics camp rangers would like more information about.

### Which OSHA topics would you like more information about?

<table>
<thead>
<tr>
<th>Topic</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency evacuations and fire prevention plans</td>
<td>44.1%</td>
</tr>
<tr>
<td>Hazard communications</td>
<td>40.0%</td>
</tr>
<tr>
<td>Signs</td>
<td>39.1%</td>
</tr>
<tr>
<td>Electrical safety</td>
<td>38.6%</td>
</tr>
<tr>
<td>Written plans/training</td>
<td>37.7%</td>
</tr>
<tr>
<td>Sanitation and Housekeeping</td>
<td>33.2%</td>
</tr>
<tr>
<td>Personal protective equipment (PPE)</td>
<td>31.8%</td>
</tr>
<tr>
<td>Occupational Injury and Illness Recording and Reporting</td>
<td>29.1%</td>
</tr>
<tr>
<td>Blood borne pathogens (BBP)</td>
<td>23.6%</td>
</tr>
<tr>
<td>Machine guarding</td>
<td>22.7%</td>
</tr>
<tr>
<td>Ladders</td>
<td>22.7%</td>
</tr>
<tr>
<td>None of the above.</td>
<td>19.5%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers

Note: Percentages may add to more than 100 percent due to multiple responses.
Maintenance Skills

Camp rangers most often hired out tasks related to refrigeration maintenance. Most camp rangers indicate they are personally able to complete tasks related to felling a tree, plumbing, carpentry, engine and equipment maintenance, welding, electrical, boat and canoe repair, and program equipment maintenance. Additionally, more than two in 10 camp rangers indicate they use volunteers for tasks related to program equipment maintenance, boat and canoe repair, welding, electrical, and refrigeration maintenance.

Please select which skills you personally are able to complete and which skills you are more comfortable hiring out.

<table>
<thead>
<tr>
<th>Skill</th>
<th>I (PERSONALLY) AM ABLE TO COMPLETE THESE SKILLS</th>
<th>I USE VOLUNTEERS TO COMPLETE THESE SKILLS</th>
<th>I AM MORE COMFORTABLE HIRING THESE SKILLS OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Felling a tree</td>
<td>95.5%</td>
<td>3.6%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Plumbing</td>
<td>94.5%</td>
<td>3.2%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Carpentry</td>
<td>89.5%</td>
<td>9.5%</td>
<td>0.9%</td>
</tr>
<tr>
<td>Engine and equipment maintenance</td>
<td>72.7%</td>
<td>15.5%</td>
<td>11.8%</td>
</tr>
<tr>
<td>Welding</td>
<td>70.0%</td>
<td>26.4%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Electrical</td>
<td>68.2%</td>
<td>25.0%</td>
<td>6.8%</td>
</tr>
<tr>
<td>Boat and canoe repair</td>
<td>59.5%</td>
<td>34.5%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Program equipment maintenance (e.g., skis, bikes, guns and rifles, bows and arrows, etc.)</td>
<td>52.3%</td>
<td>41.8%</td>
<td>5.9%</td>
</tr>
<tr>
<td>Refrigeration maintenance</td>
<td>10.0%</td>
<td>21.4%</td>
<td>68.6%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers
Additional skills camp rangers feel more comfortable hiring out include:

- Skills/tasks hired out depend on factors other than skills, e.g., the size of the job, how complex it is, or how time consuming it will be (26 camp rangers)
- Heating, ventilation, and air conditioning (HVAC; 23 camp rangers)
- Major vehicle maintenance (17 camp rangers)
- Major or high-risk electrical projects (12 camp rangers)
- Septic systems (11 camp rangers)
- Large building construction (10 camp rangers)
- Kitchen equipment repair (10 camp rangers)
- Propane or natural gas (seven camp rangers)
- Roofing (seven camp rangers)
- Some tree felling, e.g., near buildings, power lines, etc. (six camp rangers)
- Fire system and extinguisher inspection or maintenance (six camp rangers)
- Skills/tasks hired out depend on state laws (five camp rangers)
- Pest control (three camp rangers)
- Gunsmithing or gun repair (three camp rangers)
- Masonry or mortar work (three camp rangers)
- Refrigeration or cold storage (two camp rangers)
- Locksmithing (two camp rangers)
- Fiberglass (two camp rangers)

A complete list of other skills camp rangers hire out is included in the appendix.
Overall, camp rangers hire out certain maintenance skills for a variety of reasons. Often, when selecting some other reason, camp rangers indicate they are able to do minor or basic maintenance related to each task, but note that they hire out larger jobs due to lack of necessary tools, needing certification, or the job is better completed by a professional due to time constraints or the job is too dangerous.

### Why do you hire certain skills out?

<table>
<thead>
<tr>
<th></th>
<th>CODE REQUIREMENTS</th>
<th>NO TIME</th>
<th>NO SKILLS</th>
<th>JOB IS TOO LARGE</th>
<th>PHYSICAL LIMITATIONS</th>
<th>OTHER</th>
<th>BASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Felling a tree</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>50.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>2</td>
</tr>
<tr>
<td>Plumbing</td>
<td>20.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>40.0%</td>
<td>5</td>
</tr>
<tr>
<td>Carpentry</td>
<td>50.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>2</td>
</tr>
<tr>
<td>Engine and equipment maintenance</td>
<td>0.0%</td>
<td>30.8%</td>
<td>50.0%</td>
<td>11.5%</td>
<td>0.0%</td>
<td>38.5%</td>
<td>26</td>
</tr>
<tr>
<td>Plumbing</td>
<td>0.0%</td>
<td>12.5%</td>
<td>50.0%</td>
<td>12.5%</td>
<td>0.0%</td>
<td>50.0%</td>
<td>8</td>
</tr>
<tr>
<td>Electrical</td>
<td>66.7%</td>
<td>13.3%</td>
<td>53.3%</td>
<td>6.7%</td>
<td>6.7%</td>
<td>40.0%</td>
<td>15</td>
</tr>
<tr>
<td>Boat and canoe repair</td>
<td>7.7%</td>
<td>15.4%</td>
<td>61.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>46.2%</td>
<td>13</td>
</tr>
<tr>
<td>Program equipment repair</td>
<td>0.0%</td>
<td>7.7%</td>
<td>30.8%</td>
<td>23.1%</td>
<td>0.0%</td>
<td>53.8%</td>
<td>13</td>
</tr>
<tr>
<td>Refrigeration Maintenance</td>
<td>20.5%</td>
<td>11.9%</td>
<td>76.2%</td>
<td>2.0%</td>
<td>70.0%</td>
<td>32.5%</td>
<td>151</td>
</tr>
</tbody>
</table>

Note: Percentages will add to more than 100 percent due to multiple responses and base sizes vary by the number of camp rangers who indicate they hire skills out.

Other reasons skills are hired out include:

- Felling a tree (two camp rangers)
  - Able to handle smaller trees, but hire out large trees for safety (one camp ranger)
  - Does not apply (one camp ranger)
- Plumbing (two camp rangers)
  - Able to do most jobs, but hire out the big jobs (one camp ranger)
  - State law requires a licensed plumber (one camp ranger)
• Engine and equipment maintenance (10 camp rangers)
  o Able to do some of this maintenance (five camp rangers)
  o Due to safety issues, this is best done by a professional (two camp rangers)
  o Lack the necessary tools (two camp rangers)
  o To maintain any warranties (one camp ranger)
  o It is better for someone certified to do this work (one camp ranger)
• Welding (four camp rangers)
  o Lack the equipment (three camp rangers)
  o Not much need for this and the work is dangerous (one camp ranger)
• Electrical (six camp rangers)
  o Can do the basic maintenance (four camp rangers)
  o Camping committee has a contractor who helps out (one camp ranger)
  o Is too dangerous (one camp ranger)
• Boat and canoe repair (six camp rangers)
  o Hire out the motor repair (two camp rangers)
  o Too much work for a part-time employee (one camp ranger)
  o Other ranger does this work (one camp ranger)
  o Able to do most of this work (one camp ranger)
  o Do not have boats (one camp ranger)
• Program equipment maintenance (seven camp rangers)
  o Gun repairs should be done by a gunsmith (five camp rangers)
  o Able to do minor maintenance (one camp ranger)
  o Able to do most of these jobs (one camp ranger)
  o Hire out the bike maintenance (one camp ranger)
• Refrigeration Maintenance (49 camp rangers)
  o Lack the necessary equipment (29 camp rangers)
  o There are code, certification, or licensing requirements (23 camp rangers)
  o Time limitations to avoid spoiled goods (four camp rangers)
  o Lack the necessary skills (three camp rangers)
  o To maintain the equipment’s warranty (two camp rangers)
  o Depends on the level of maintenance required (two camp rangers)

A complete list of reasons tasks are hired out is included in the appendix.
When asked about maintenance skills they hire out for which they would most like to receive trainings, most camp rangers indicate they would like training in refrigeration maintenance. Fewer are interested in training related to electrical, welding, engine and equipment maintenance, and program equipment maintenance.

Of the skills camp you hire out or have volunteers assist with, for which skills would you most like to receive training?

<table>
<thead>
<tr>
<th>Skill</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigeration maintenance</td>
<td>61.4%</td>
</tr>
<tr>
<td>Electrical</td>
<td>20.5%</td>
</tr>
<tr>
<td>Welding</td>
<td>19.5%</td>
</tr>
<tr>
<td>Engine and equipment maintenance</td>
<td>13.3%</td>
</tr>
<tr>
<td>Program equipment maintenance</td>
<td>11.0%</td>
</tr>
<tr>
<td>Boat and canoe repair</td>
<td>8.1%</td>
</tr>
<tr>
<td>Carpentry</td>
<td>3.8%</td>
</tr>
<tr>
<td>Plumbing</td>
<td>1.4%</td>
</tr>
<tr>
<td>Felling a tree</td>
<td>1.4%</td>
</tr>
</tbody>
</table>

Base: 210 camp rangers who hire work out
Note: Percentages may add to more than 100 percent due to multiple responses.
Many camp rangers determine which maintenance activities require local or state permits or inspections by checking with the local or state building department(s) or researching the code online.

**How do you determine which maintenance activities require local or state permits or inspections?**

- Check with the local or state building department(s) [68.2%]
- Research the local or state code online [45.9%]
- Contact a contractor [28.6%]
- Other [14.1%]

Base: 220 camp rangers

Note: Percentages may add to more than 100 percent due to multiple responses.

Other (14.1%) ways camp rangers determine which maintenance activities require local or state permits or inspections include:

- Checking with volunteers (nine camp rangers)
- Asking someone who is knowledgeable (eight camp rangers)
- Checking with the properties committee (five camp rangers)
- Checking online (four camp rangers)
- Checking the code book or have taken a course on the code (four camp rangers)
- All of the above (two camp rangers)

A complete list of ways they determine which tasks need permits or inspections is included in the appendix.
Technology

Most camp rangers have high-speed internet access at their camp.

**What type of Internet access do you have?**

- High-speed: 84.5%
- Dial-up: 9.5%
- I do not have Internet access: 3.6%
- I don’t know: 2.3%

Base: 220 camp rangers
The majority of camp rangers are not using the Council Properties Management System (CPMS) at their camp.

**Do you use the Council Properties Management System (CPMS) at your camp?**

Base: 220 camp rangers
Among camp rangers not using CPMS, about one in five camp rangers indicate either the system is too time consuming, they have never heard of it, or it is too difficult to use.

**Why are you not using CPMS at your camp?**

- **Other** (46.0%)
- **The system is too time consuming.** (25.8%)
- **I have never heard of it.** (22.7%)
- **The system is too difficult to use.** (16.0%)
- **I do not know how to use it.** (8.6%)

Base: 163 camp rangers who are not using CPMS at camp
Note: Percentages may add to more than 100 percent due to multiple responses.

Close to one half of rangers mention other (46.0%) reasons camp rangers are not using CPMS including:
- Other programs work better (26 camp rangers)
- The program has issues, e.g., is hard to use, not useful, or too time consuming (16 camp rangers)
- They do not have access to the program (12 camp rangers)
- The program is not available on their computer (eight camp rangers)
- They have not had time to set the program up (six camp rangers)
- They are just now starting to use it (five camp rangers)
- No computer access at camp (two camp rangers)
- Someone else may use it (two camp rangers)

A complete list of reasons camp rangers are not using CPMS is included in the appendix.
Among camp rangers not using CPMS, almost half are using a paper or handwritten log to track their camp’s assets, maintenance needs, etc.

**What are you using to track your camp’s assets, maintenance needs, etc.?**

- **Paper/handwritten log** (49.7%)
- **Another computer software package** (28.8%)
- **Other** (21.5%)

Base: 163 camp rangers who are not using CPMS at camp

Other computer software packages (28.8%) camp rangers are using include:
- MS Excel (23 camp rangers)
- MS Office (four camp rangers)
- MS Access (three camp rangers)
- Lodgepole (three camp rangers)
- AxisFM (two camp rangers)
- ManagerFM (two camp rangers)
- MP2 (two camp rangers)
- Database they created themselves (two camp rangers)

Other tracking methods (21.5%) camp rangers are using include:
- Self-created computer forms or system (11 camp rangers)
- MS Excel (10 camp rangers)
- Hand-written logs (seven camp rangers)
- Spreadsheet (six camp rangers)
- Nothing (six camp rangers)
- Someone else is responsible for tracking (two camp rangers)

A complete list of other tracking methods is included in the appendix.
Among the 57 camp rangers using CPMS to help them, most are using CPMS to complete inventory of buildings, equipment, and vehicles; and keeping records of completed tasks and projects. Several use it for documenting and scheduling maintenance tasks; and maintaining a contact list of skills, materials, labor, services, warranties, etc.

**Which tasks do you use the CPMS to help you complete?**

![Bar chart showing the percentage of camp rangers using CPMS for different tasks.](chart)

- Inventory of buildings, equipment, and vehicles: 87.7%
- Keeping records of completed tasks and projects: 52.6%
- Documenting and scheduling maintenance tasks: 47.4%
- Maintaining a contact list of skills, materials, labor, services, warranties, etc.: 35.1%
- Creating work schedules: 19.3%
- Other: 17.5%
- Tracking budget costs: 14.0%
- Developing cost forecasts: 7.0%
- Managing unforeseen tasks: 5.3%

Base: 57 camp rangers who are using CPMS

Note: Percentages may add to more than 100 percent due to multiple responses.

When asked about other (17.5%) tasks CPMS helps with, camp rangers do not report additional tasks, but instead indicate they are just starting with CPMS (eight camp rangers), other programs are more user-friendly (one camp ranger), or someone else is responsible for managing CPMS (one camp ranger).
More than two thirds of camp rangers agree CPMS meets the needs of their camp, is easy to use, and provides the reports they need with most somewhat agreeing. In addition, one-third somewhat or strongly disagree CMPS is easy to use or provides the reports they need.

Please rate your agreement or disagreement with the following items about the Council Properties Management System (CPMS).

<table>
<thead>
<tr>
<th>Item</th>
<th>STRONGLY AGREE</th>
<th>SOMEWHAT AGREE</th>
<th>SOMEWHAT DISAGREE</th>
<th>STRONGLY DISAGREE</th>
</tr>
</thead>
<tbody>
<tr>
<td>The CPMS meets the needs of my camp.</td>
<td>17.5%</td>
<td>63.2%</td>
<td>12.3%</td>
<td>7.0%</td>
</tr>
<tr>
<td>The CPMS is easy to use.</td>
<td>14.0%</td>
<td>52.6%</td>
<td>17.5%</td>
<td>15.8%</td>
</tr>
<tr>
<td>The CPMS provides the reports I need.</td>
<td>8.8%</td>
<td>57.9%</td>
<td>24.6%</td>
<td>8.8%</td>
</tr>
</tbody>
</table>

Base: 57 camp rangers who are using CPMS
Most camp rangers using CPMS indicate the system is somewhat useful to them in managing their camp.

**Overall, how useful is the CPMS in helping you manage your camp?**

![Bar chart showing the usefulness of CPMS](chart.png)

- **Very useful**: 14.0%
- **Somewhat useful**: 61.4%
- **Not very useful**: 22.8%
- **Not at all useful**: 1.8%

**Base**: 57 camp rangers who are using CPMS

To make CPMS more useful to them, camp rangers recommend:

- Following industry standards and creating a new program that is more user-friendly (six camp rangers)
- Providing a detailed training on how it works (four camp rangers)
- Updating the system (four camp rangers)
- Allowing the system to be synced with other computers to populate the system in both computers (three camp rangers)
- Adding a reporting feature (two camp rangers)
- Integrating the system into Outlook and Excel (two camp rangers)

A complete list of all comments related to making CPMS more useful to camp rangers is included in the appendix.
Camp Budgets

Camp ranger involvement in the budgeting process varies with the largest percentage being somewhat involved in the process and having little say in the budget, followed by about one in three who have no involvement and one-fifth who are fully involved in the process.

Which of the following best describes your involvement in the camp budgeting process?

Base: 220 camp rangers
About half of camp rangers always use a purchase order system to purchase parts and materials.

### How often do you use a purchase order system to purchase parts and materials?

- **Always**: 51.8%
- **Sometimes**: 24.1%
- **Rarely**: 13.6%
- **Never**: 10.5%

Base: 220 camp rangers
Primary accountability for managing the camp maintenance budget varies with more than one-third of camp rangers being primarily held accountable for budget management, followed closely by the Scout executive and camp director.

Who is primarily held accountable for managing the camp maintenance budget?

<table>
<thead>
<tr>
<th>Accountability</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am primarily held accountable.</td>
<td>35.0%</td>
</tr>
<tr>
<td>My camp director is primarily held accountable.</td>
<td>16.8%</td>
</tr>
<tr>
<td>My Scout executive is primarily held accountable.</td>
<td>21.4%</td>
</tr>
<tr>
<td>Other</td>
<td>26.8%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers

Other (26.8%) people primarily held accountable for managing the camp maintenance budget include:

- Combination or multiple people are held accountable (10 camp rangers)
- Program director (seven camp rangers)
- Facilities/properties manager (seven camp rangers)
- Director of support services (six camp rangers)
- Director of camping or camp operations (six camp rangers)
- Work in connection with the Scout executive (four camp rangers)
- Properties committee (three camp rangers)
- Ranger (three camp rangers)
- There is no camp maintenance budget (three camp rangers)

A complete list of people primarily held accountable for the camp maintenance budget is included in the appendix.
The majority of camp rangers indicate they are part of a team that plans capital projects.

**What is your involvement in capital project planning?**

- **I am part of a team that plans the project.** 69.5%
- **I am not involved in the planning.** 26.8%
- **I plan the project.** 3.6%

Base: 220 camp rangers
Demographics

Almost half of camp rangers who responded to the survey have been a camp ranger for more than 10 years.

How long have you been a Camp Ranger?

<table>
<thead>
<tr>
<th>Duration</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year</td>
<td>6.8%</td>
</tr>
<tr>
<td>One year to less than three years</td>
<td>15.9%</td>
</tr>
<tr>
<td>Three years to less than five years</td>
<td>13.2%</td>
</tr>
<tr>
<td>Five years to less than seven years</td>
<td>10.5%</td>
</tr>
<tr>
<td>Seven years to less than 10 years</td>
<td>9.1%</td>
</tr>
<tr>
<td>More than 10 years</td>
<td>44.5%</td>
</tr>
</tbody>
</table>

Base: 220 camp rangers
The majority of camp rangers surveyed are full-time employees. Few are part-time.

**Are you full-time or part-time?**

- **Full-time**: 91.4%
- **Part-time**: 8.6%

Base: 220 camp rangers