

What's wrong with these schedules?

- 1- What's wrong with rangers and guides at Ellis Island rarely having more than five hours of assigned work a day.....especially when rangers and guides at the Statue of Liberty and screening sites are working all day, every day? For instance, at Ellis Island,

on April 9, 2011, no one was assigned more than 5 hours of work. (3.8 average),
on April 8, 2010, no one was assigned more than 4.5 hours of work. (3.2 average),
on April 3 and 2, 2011, no one was assigned more than 5 hours of work. (3.6 average),
and on April 1, 2011, no one was assigned more than 4 hours of work. (3.1 average).

- 2- What's wrong with the NPS paying for 90 to 100 hours of work a day at Ellis Island....(nine to ten rangers being paid for 10 hours of work....but then assigning them to work for only 32 to 40 hours ?

In contrast, the rangers at the Statue of Liberty work full days, with virtually no time assigned to "project time" or free time.

- 3- What's wrong with having more "project time" (aka free time) assigned to rangers than time assigned to working with visitors e.g. working as rangers working at the front desk, leading tours, meeting and greeting, roving, etc.?
- 4- What's wrong if there are only two or three rangers assigned to be with visitors during the beginning of the day or at the end of the day at Ellis Island ...when nine or ten rangers actually are being paid to be on duty?

For instance, often only two rangers are assigned positions from 8:30 to 9:45 AM with only one at the information desk and one introducing a movie; and from 4:45 to 6 PM, often there are three rangers assigned to definite positions---one at the desk, one leading a tour, and one opening the theater.

Soduring the opening hour and closing hour at Ellis Island, visitors often have no rangers working on the docks, no one greeting people or available to answer questions, and no one in the Great Hall or near the Wall of Honor. Simply stated, there are rangers being paid to work...but few are being assigned to work at specific positions.

Simply stated, what's wrong is ...that this kind of scheduling constitutes what might be considered a waste of valuable resources and a waste of money, and it borders on what might be described officially as another example of "waste, fraud, and abuse" in our government. It means visitors to one of the most important icons and monuments in America are not being helped and served as well as they could be.... and not because of a lack of funds, but because of bad management. It means we are doing less than we can....simply because of bad scheduling. And it means we aren't doing the best we can.