



# NATIONAL FOREST RECREATION ASSOCIATION

Responsible Recreational Use of America's Public Lands and Waters

## NEWS RELEASE

FOR IMMEDIATE RELEASE

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### Karen Finlayson and Molly Fuller Honored at Awards Ceremony

WOODLAKE, CA – The National Forest Recreation Association (NFRA) is very proud to announce that Karen Finlayson and Molly Fuller have been selected as the 2014 ‘Rangers of the Year.’ NFRA President Jennifer Roeser stated that Karen and Molly exemplify the highest standards of customer service as they work in cooperation with their recreation partners in providing services to the public.

#### Karen Finlayson

R5 NRRS Coordinator

Recreation Solutions Enterprise Unit



Steve Werner, President of American Land & Leisure, nominated Karen with unanimous support from other concessionaires. “Karen has always been interested in and engaged with concessionaires. She asks for and listens to our input when changes to the reservation system are proposed. She wants to know how Forest Service concessionaires are going to be impacted prior to implementation of a new service or change in policy rather than waiting to see the outcomes and fix things later. She is skilled at looking at issues from all sides and is not afraid to be a voice for groups that are not present in policy-making meetings.” Werner also stated that “Karen was a huge contributor to the Fall Forums that were held as the interagency reservation service came on line. Most often, she worked ‘behind the scenes’ to put together classes, demonstrations, and speakers that would benefit the biggest number of attendees. She strove to make certain many voices and opinions were shared.”

Karen is known by her peers, partners and contractors as a caring and an outstanding communicator. Karen's nomination was endorsed by her co-workers who stated that 'Customer Service is Karen's forte. She started out on the ground level in developed recreation and worked her way up to managing the customer service program in a visitor center. Karen has never forgotten the importance of standing face to face with a customer in a campground or across the counter in a visitor center when the customer is in need of help, making sure they are treated fairly and provided with the best information possible. She does this everyday whether anyone is looking or not. To Karen it's not about "my program" or "your program", it's about our program; and your customers are her customers as well. That belief and work ethic is contagious to those of us fortunate enough to work with her on the Recreation.gov program. Simply put, Karen Cares.'

**Molly Fuller**  
**Summit Ranger District**  
**Stanislaus National Forest**



Molly Fuller was nominated by Frank Helm (Dodge Ridge Ski Area), Matt Bloom (Kennedy Meadows Resort), and Laurie Cashman (Pinecrest Resort). As the District Ranger on the Summit Ranger District on the Stanislaus National Forest, Molly came into the job with a commitment to interact with the recreation partners and to be of service to the community. She established trust by being a good listener and by meeting with permittees out in the field to learn first-hand about their concerns.

Frank Helm stated that "Molly has done an excellent job of keeping the lines of communication open and she is seen regularly in the field. She understands the importance of permittee business owners to our local economy and to the members of the local community. In only two years of service at the Summit Ranger District, Molly Fuller has represented her agency with the utmost integrity, and she has rebuilt trust among the local communities and partners. Our trust and confidence in the Summit Ranger District is strong and for these reasons we have nominated Molly for the Ranger of the Year," added Helm.



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Karen and Molly were honored at the National Forest Recreation Association's 65th Annual Conference, on October 21, in Reno, Nevada. 'We are truly pleased to be honoring Karen and Molly for their outstanding contributions to working with their recreation partners' stated NFRA President Roeser. 'They deserve this special recognition.'

NFRA's 'Ranger of the Year' Award has been presented annually since 1982 to individuals who show personal dedication in the realm of recreation management, and exhibit a true sense of partnership with recreation service providers. "This is our opportunity to show our appreciation of outstanding individuals who work 'above and beyond' to provide better recreation service to our visitors," stated Roeser.

NFRA is comprised of businesses that provide camping, lodging, skiing, horseback riding, marinas, youth camps, rafting and other recreation services and facilities to the public on National Forest lands.