

# OFFICE OF STATE PARKS

## DEPARTMENT OF CULTURE, RECREATION & TOURISM

---

### INTRAAGENCY CORRESPONDENCE

---

#### FIELD MEMORANDUM #2013-001

**TO:** All Site Managers and OSP Headquarters

**FROM:** Reginald Dumas, Reservation System Director

**RE:** Blocking Facilities

**DATE:** September 19, 2013

Administrative Code Title 25 gives the Assistant Secretary of State Parks the authority to approve the closure of sites for special use, maintenance and emergencies. The Reservation Center is responsible for managing all approved fee waivers and closures by either reserving the site or blocking the site from reservations.

All requests from OSP staff must be emailed to the Assistant Secretary of State Parks with a copy to the Deputy Assistant Secretary. Once obtained, the approved request must be emailed to 'Parks Inventory'. The Reservation Center will **not block** any site without a copy of the approval from the Appointing Authority (Assistant Secretary or Deputy Assistant Secretary). With the exception of emergency closures, telephone requests will **not** be accepted. Under no circumstances will the helpdesk block sites for customers to prevent other customers from renting those sites.

#### Special Use Requests

Upon receipt of an approved fee waiver request, the Reservation Center will determine whether a reservation needs to be made or if a block should be placed on the requested site.

If the request is for an OSP staff member traveling on business, then a reservation will be made and all fees waived.

If the request is for a site to hold training, a program or have a meeting, then a block will be placed on the site.

Once a reservation has been made or a block has been placed, the Reservation Center will send a confirmation email to the requesting party.

#### Maintenance/Renovations



All closure requests for maintenance must contain the type of maintenance to be done, the site numbers affected and the length of the closure.

Upon receipt of an approved closure for maintenance, the Reservation Center will place a block on the sites for the period requested.

Once the block has been placed, the Reservation Center will send a confirmation email to the requesting party.

It is the responsibility of the requesting party to evaluate the progress of the maintenance project and to update the Reservation Center, by emailing Parks Inventory, of any changes needed to the closures on a weekly basis. Any change that increases the length of time of the closure must be approved by the Appointing Authority.

### **Emergencies**

Emergencies could be natural or man-made disasters that would make the sites unsafe or unusable for guest. Other emergencies are issues that would cause guest great discomfort such as, no electricity, no water, AC went out, etc.

Emergency situations are the only times the Reservation Center will block a site by telephone. The request to block a site for an emergency must come from the Park Manager or PMT on duty.

Upon receipt of an emergency telephone call from the Park Manager or PMT on duty, the Reservation Center will block the site(s) requested for the length of time requested.

The Reservation Center, through Park's Inventory email address, will follow-up with a confirmation to the Park Manager, Assistant Secretary and Deputy Assistant Secretary that an emergency closure had been requested, who made the request and the details of the closure.

If it is necessary to block facilities for an undetermined length of time, weekly updates are required until such time as a firm date is established.

It is the responsibility of the Park Manager to evaluate the progress of the emergency and to update the Reservation Center, by emailing Parks Inventory, of any changes needed to the closures on a weekly basis. Any change that increases the length of time of the closure must be approved by the Assistant Secretary.

  
\_\_\_\_\_  
Assistant Secretary