

Invasive Forest Pests

- **Oak Wilt**
 - Phasing in new firewood requirement
- **Hemlock Woolly adelgid**
 - Detected in 5 State Parks
 - Management underway
- **Asian long horned beetle**
 - ALB survey rangers



Cancellation/Modification Policy

- 34% of the modifications happen within 15 days of arrival. – No incentive to modify early to allow people to plan a trip
- Over 50% left vacant (high volume parks included)
- Prior to 2018, cancellation fee of \$10. Resulting in \$720,000 in fees by 2017.
- New policy encourages visitors to make a more realistic reservation by reducing refund amounts as the reservation gets closer to arrival date.
- Result:
 - Reservations up 2%
 - Nights down 5%
 - Changes down 5%



Infrastructure

- Back log of projects
- Infrastructure Alternatives
 - Full Hook Up (\$85,000)
Vs Building (\$350,000)
 - Food Truck Pads Vs. traditional concession
 - Study of cost benefit of 50amp electric service in electric upgrades
- Asset Management System
 - Department Wide
 - Equipment & Infrastructure



Ranger Training

- Previous Ranger Academy was focused primarily on Law Enforcement
- 2018 Academy was split into two segments
- First segment focused on basic Ranger skills
- Second segment to focus on the Law Enforcement portion of the job
- New emphasis on credentialed training to ensure consistency

