

Division of Recreation & Parks **OPERATIONS MANUAL**



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CHAPTER 1.1 FLORIDA PARK SERVICE PURPOSE

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 - [2. FPS MISSION](#)
 - [3. HISTORY](#)
 - [4. ORGANIZATION](#)
 - [5. FUNCTIONAL STATEMENTS](#)
-

1. PURPOSE [^](#)

To explain the philosophy, purpose and organizational structure of the Division of Recreation and Parks (Division), historically known as the Florida Park Service (FPS).

2. FPS MISSION [^](#)

2.1. FPS Mission Statement

Provide resource-based recreation while preserving, interpreting and restoring natural and cultural resources.

- 2.1.1. Public service is the central theme of every FPS endeavor. Traditional high standards of management and service are the FPS trademark. Quality resource-based outdoor recreational experiences assure that Florida's state parks will continue to serve as major tourist destinations, thereby contributing significantly to the State's economy.
- 2.1.2. The accomplishment of this mission requires a great degree of organizational pride and employee dedication. The traditional "FPS Team" concept ensures success.
- 2.1.3. In dealing with the various tasks and duties assigned to the FPS, we categorize everything we do into what is called the "Big Five" – Administration, Maintenance, Protection, Resource Management and Visitor Services. Though each of these areas is distinct, they are also inter-related in the execution of our daily undertakings.

2.2. FPS Responsibilities

The FPS accomplishes its mission through the acquisition, development, maintenance, and operation of a statewide system of parks that includes state parks, recreation areas, archaeological sites, historic sites, geological sites, botanical sites, preserves, reserves, ornamental gardens, museums, and trails. The management of these parks includes certain responsibilities:

- 2.2.1. Provide for outdoor recreational opportunities
The FPS provides for resource-based outdoor recreational activities. These activities will be made available through the development of recreational facilities, public education, and the teaching of recreational skills.
- 2.2.2. Provide for the preservation and restoration of natural resources
The FPS manages its properties to provide for outdoor activities in such a manner as to ensure that the natural resources within the parks are preserved and protected. Properties are also managed to restore disturbed natural systems. Management techniques may include prescribed burning, re-establishment of natural hydro-cycles, removal of exotic species, reforestation, re-introduction of native species, erosion control, and species protection and management. Management of these

resources also includes environmental education about their preservation through visitor centers, exhibits, interpretative programs, guided walks, and publications.

2.2.3. Provide for the preservation and restoration of cultural resources

Cultural resources may include historic sites, archaeological sites, museums, botanical gardens and early state park facilities. These sites are managed to ensure that the facilities are maintained and restored to their most significant period.

3. HISTORY [^]

UPDATED JANUARY 25, 2016

The following are representative portions of a sequence of events leading to the establishment and development of the Division as it exists today:

- 1872: First National Park created, "Yellowstone"
- 1899: Legislature created a commission to select a site and raise funds for the Olustee monument
- 1909: Olustee acquired by State
- 1915: Legislature gave one and one-half sections of land in Dade County to the Florida Federation of Women's Clubs to be maintained as a public Park. It was called Royal Palm State Park and is now a part of Everglades National Park
- 1933: Civilian Conservation Corps (CCC) created by the Federal Government to employ young men to improve state-owned properties
- 1935: Legislature authorized the Board of Forestry to set up a Department of State Parks
- 1941: Agency name changed to Board of Forestry and Parks, which had jurisdiction over the Florida Forest Service (FFS) and the Florida Park Service (FPS). These two branches were both answerable to the State Forester and Parks Executive who was the agency's administrative head
- 1945: Legislature authorized the Florida Park Service to operate "by and under the exclusive supervision of the Board using the funds specifically appropriated for park purposes." The FPS now had its own executive head under the Board and was on equal footing with the FFS
- 1949: Basic enabling act—Chapter 258 (commonly referred to as the "Collins Bill") created the Florida Board of Parks and Historic Memorials
- 1953: Annual visitation tops 1 million
- 1963: Outdoor Recreation and Conservation Act provided for the Outdoor Recreation Development Council and set up the Land Acquisition Trust Fund
- 1969: Governmental consolidation and reorganization created the Division under the Department of Natural Resources
- 1972: Annual visitation tops 10 million
- 1993: The Department of Environmental Regulation and the Department of Natural Resources were merged into the Department of Environmental Protection
- 1994: Annual park revenue tops 21 million
- 1999: Florida Park Service is honored with the National Gold Medal Award for excellence in park management by the National Recreation and Parks Association
- 2004: Annual visitation tops 19 million

2015: Florida Park Service celebrates its 80th anniversary

4. ORGANIZATION [^](#)

The FPS operates Florida state parks within the Division of Recreation and Parks under the Department of Environmental Protection. For more detailed information, consult the organization charts of the [Department](#) and of the [Division](#).

5. FUNCTIONAL STATEMENTS [^](#)

UPDATED AUGUST 1, 2018

5.1. Unit: Division Director's Office

Responsible for directing the overall development and maintenance of comprehensive multipurpose outdoor recreation and natural and cultural resource conservation programs for the Division. Responsible for the long-range operation of the state park system and the day-to-day operation of the state park system.

5.2. Unit: Bureau of Natural and Cultural Resources (BNCR)

Provides leadership, coordination, guidance, technical support, training, and evaluation for natural and cultural resource management activities on Division lands. For natural resources, focus is on fire management, exotic species removal, rare species conservation, natural community restoration, and coastal systems management. For cultural resources, focus is on preservation and conservation of archaeological resources, historical structures and ruins, and collections of cultural objects and artifacts; also managing a collection of digitized state park photos, including scanned historic images, and managing the Florida Park Service archives. Produces and maintains base maps for lands under the jurisdiction of the Division. Maintains and coordinates the development of the state park lands Geographic Informational Systems (GIS) database. Provides planning consultation; reviews large environmental restoration projects and all historic structure repair projects. Serves as liaison with natural and historic resource agencies and non-government organizations.

5.3. Unit: Office of Park Planning (OPP)

Develops and maintains the Florida Statewide Comprehensive Outdoor Recreation Plan (SCORP). Evaluates and recommends lands for acquisition and provides technical support to the Land Acquisition Advisory Committee. Administers matters pertaining to the disposition of lands, including easements, leases, and use agreements for lands under the jurisdiction of the Division. Coordinates the development and review of park management and conceptual land use plans, and conducts and coordinates land use planning in all state parks. Develops plans for rivers in the Florida Wild and Scenic Rivers System.

5.4. Unit: Budget Office

Oversees the Division's operating budget and fixed capital outlay budget, which includes the preparation and monitoring of the Legislative Budget Request, as well as the Division's internal operating budget and fiscal procedures involving grants.

5.5. Unit: Office of Greenways and Trails (OGT)

Provides statewide leadership and coordination to establish, expand and promote the Florida Greenways and Trails System (FGTS), support communities by providing technical assistance planning, and disseminate information to the public. The primary functions of the OGT include implementing the [FGTS System](#), designation of trails within the system, community assistance and sharing collected information with the public.

5.6. Unit: Bureau of Design and Construction (BDC)

Provides professional design, contract administration and construction services for the timely completion of Capital Improvement Projects, typically funded by the Fixed Capital Outlay budget. Prepares or procures construction drawings and specifications for new park development and major repairs/renovations of existing facilities. Provides assistance throughout the Department to help in the development or repair of non-state park facilities.

5.7. Unit: Bureau of Operational Services (BOS)

Coordinates statewide activities involving business operations within state parks, including procurement and support of concessionaire contracts, infrastructure planning and projects, and the reservation and fee collection system.

5.8. Unit: Interpretation Office

Facilitates in directing the resource-based outdoor recreation program to the public in all units of the state park system. Provides specialized services for the Division in the areas of interpretation, training and statewide meetings. Provides technical support in the design and care of exhibits and assists with the development of interpretive programing.

5.9. Unit: District Bureaus

Manages, maintains, protects and provides resource-based outdoor recreation opportunities to the public on those properties administered by the Division. Balances the requirements of resource protection with public demand for resource-based outdoor recreation through planning and management. Provides planning, coordination and training for personnel in administration, maintenance, protection, resource management, interpretive and recreational skills programs, special events and other types of visitor programs. Monitors park operations to ensure compliance with established statewide operational standards and procedures.

CHAPTER 1.2 GENERAL ADMINISTRATION

- [1. PURPOSE](#)
- [2. PURPOSE OF THE OPERATIONS MANUAL](#)
- [3. OPERATIONS MANUAL USE & REVISION](#)
- [4. OPENING AND CLOSING HOURS](#)
- [5. ADMISSION TO AREAS ADMINISTERED BY THE DIVISION](#)
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- [14. RECORDS MANAGEMENT](#)
- [15. DISPLAY OF UNITED STATES OF AMERICA, POW-MIA AND STATE FLAGS](#)
- [16. LOST AND FOUND ITEMS & METAL DETECTORS](#)

1. PURPOSE [^](#)

The purpose of this chapter is to allow for consistent application of general administrative procedures for the Division of Recreation and Parks (Division).

2. PURPOSE OF THE OPERATIONS MANUAL [^](#)

- 2.1.** The Operations Manual (OM) serves as a guide to provide quality assurance and consistency in Florida State Park operational procedures and provides the Division of Recreation and Parks (DRP) with a defined course of action that guides present and future decisions.
- 2.2.** OM guidance is based on applicable Florida State Statutes, Florida Administrative Code/Rules, Department directives, policy and direction of the Division Management Team.

3. OPERATIONS MANUAL USE & REVISION [^](#)

UPDATED AUGUST 1, 2018

3.1. Proper Use

The current manual is posted on [SharePoint](#) by the [Operations Manual Coordinator](#). However, there is nothing wrong with reproducing portions of the Operations Manual (OM) you feel would be beneficial at areas of the park other than the ranger station or office such as the shop or concession. When copies are made, it becomes the unit manager's responsibility to make sure the proper revisions of these copies are made at the time revisions are posted. It is of the utmost importance for every manual in the system be exactly alike to avoid conflicts.

3.2. Revisions

Each chapter of the OM has a designated author. Any suggested revisions will follow the [Operations Manual Update Process](#). Proposed changes will include reviews through the Director's Office and the Division Management Team.

3.3. Corrections of Errors

Any suggested corrections to grammatical errors or corrections or modifications to links found within the OM will be sent to the [Operations Manual Coordinator](#). If the correction is warranted, then the [Operations Manual Coordinator](#) will make the corrections and post the update. These types of corrections are considered minor and will not necessitate Division Management Review or a notification to all employees.

4. OPENING AND CLOSING HOURS [^](#)

4.1. Establishment of Official Time

- 4.1.1. The park's operating time shall be the official time in the time zone where the park is located.
- 4.1.2. The official time of sunset shall be found on the [US Naval Observatory website](#).

4.2. Operating Hours

- 4.2.1. All units of the state park system, unless otherwise designated in writing by the Division, shall be open 365 days per year from 8:00 a.m. to sundown. In order to allow ample time for visitors to exit the park after sundown, posted closing times will be displayed at 15 minute intervals, on the second quarter hour past sunset. For example, if sunset occurs between 6:45 and 6:59 p.m. then the earliest closing time posted will be 7:15 p.m., if sunset occurs between 7:00 and 7:14 p.m. the earliest closing time posted will be 7:30 p.m.
- 4.2.2. Certain units, such as historic sites, may operate on a schedule of 9:00 a.m. to 5:00 p.m. and may be closed on designated days as authorized in writing by the Division.
- 4.2.3. Closing of parks or any portion thereof, is governed by F.A.C. and DEP Directive [150](#).
- 4.2.4. Closing of state parks under disaster or emergency situations shall be done in accordance with DEP Directive [280](#).

5. ADMISSION TO AREAS ADMINISTERED BY THE DIVISION [^](#)

UPDATED AUGUST 1, 2018

5.1. Overview

- 5.1.1. Admission to areas administered by the Division requires, in most cases, paying a general admission fee. [Admission fees](#) vary depending on whether the collection is by a staffed toll collection point or by the honor system.
- 5.1.2. The Division shall apply the lowest applicable admission fee. For example, a group of eight pedestrians entering a park should not be charged a higher total admission fee than if they had entered the park in one vehicle.
- 5.1.3. Organized groups composed primarily of children should have at least one adult chaperone for every ten children or fraction thereof.
- 5.1.4. The Division must charge an admission fee at parks where a general admission fee is collected (except as in Chapter 4.2 below). In parks that have designated access points at locations other than the fee collection point, signs will be posted that notify visitors they are entering a fee area. The public trust doctrine gives the general public the right to walk into and out of beachfront property, below the mean high water line, without payment and without barriers.

- 5.1.5. All equestrian entry points must be posted with a sign, utilizing standard language found in the [FPS Sign Catalog](#), notifying equestrians of the requirement to possess proof of negative Coggin's test for Equine Infectious Anemia.

5.2. Free Entry to Areas Administered by the Division

- 5.2.1. The established admission fee shall be waived only for persons meeting the criteria specified below. This procedure pertains only to the admission fee to the park. No other fees shall be waived for any of the below listed exceptions.
- 5.2.2. According to [Chapter 62D-2.014, F.A.C.](#) admission fees shall be waived by authorized Division personnel for representatives of any government agency and for salesman, tradesmen or other individuals who will benefit the park or state park system and who present proper identification. Admission fees shall also be waived for:
- Children under six years of age.
 - Patients of Florida State Mental Institutions and clients of the Department of Juvenile Justice and the Department of Children and Family Services, and other similar institutions that are fully funded by federal, state, or local government, when such patients and/or clients are part of an organized group or program under the sponsorship and supervision of their respective institutions or parent agencies.
 - Florida school groups, including vocational schools, colleges and universities, accompanied by one or more teachers, and bearing a letter from the school principal, professor or other appropriate official, certifying that the park visit is related to a specific school curriculum and is for educational purposes rather than a purely recreational outing.
 - Division employees and their families.
- 5.2.3. Other exceptions include:
- Individuals and groups who are signed up as park volunteers and are on assignment.
 - Individuals presenting a special letter of authorization from the Division
 - Representatives of any federal, state, municipal or county agencies, who must enter the park in performance of their official duties. Proper identification is required.
 - Those individuals presenting a valid, signed copy of a Research/Collection Permit ([DRP-046](#)) issued by the Division and whose intent is to conduct the permitted research and collection activities at the specified park.
 - OneDEP Free Entry (**TEMPORARY POLICY: EVALUATED ANNUALLY**)
To celebrate the OneDEP Initiative, the Secretary has authorized an annual promotion to include Free Entry to all Florida State Parks for employees. This includes Day-use park entry for up to a total of eight people entering as a group*, except at Ellie Schiller Homosassa Springs Wildlife State Park and Weeki Wachee Springs State Park where admission will be provided for up to two people, including the DEP employee; and a 33% discount at the Skyway Fishing Pier State Park. See the [OneDEP FAQ](#) for additional guidance.

*A group is defined as all of the occupants (up to a total of eight people) in the pass holder's vehicle; or up to two motorcycles, including the pass holder; or up to a total of eight people (including the pass holder) entering on foot or on bicycles.

5.2.4. Additional Guidance

- 5.2.4.1. Individuals who benefit the park or state park system might include:
- Media members interested in obtaining park experience or attending a park event for informational or promotional purposes benefiting the park or the state park system.
 - Local tourism development councils or convention and visitor bureaus accompanying groups of media members.
 - Department management team retreat or legislative tour members.
- 5.2.4.2. If a sales representative wants to check supplies in a park shop, they should never be allowed to visit the shop without the presence of park staff.
- 5.2.4.3. This policy does not waive the admission fee for scouts, church groups, and similar groups (unless they qualify as a Florida school group or volunteer group as identified above).
- 5.2.4.4. All others must pay the established admission fee.

5.3. Free Entry to Camping Areas

Camping fees shall be waived only for persons presenting a letter of authorization from the Division and for individuals and groups in connection with assigned work and projects as park volunteers.

6. ATTENDANCE REPORTING [^](#)

UPDATED FEBRUARY 22, 2018

- 6.1.** Each park has an Attendance Reporting Plan (ARP) ([DRP-091](#)), which lists the visitor counting method for each location in which visitation is collected. The park manager determines the areas within the park that are counted. Each ARP must be approved by the district bureau chief. For unique situations within each park that do not allow for standard counting, the district bureau chief can approve alternate counting methods that will be detailed on the approved ARP. The district office reviews park operations for compliance with the ARP annually as part of the fiscal compliance review. The ARP is updated as required.
- 6.2.** Parks having staffed ranger stations will make an actual accurate count of visitors and report this count in the prescribed manner through Store Manager or Field Manager.
- 6.3.** Parks not having staffed ranger stations where an actual count of visitors is possible will use a traffic counter and/or estimate attendance based on the Division's [Methodologies for Estimating Park Attendance](#) as approved by the district bureau chief. Every effort should be made to use a traffic counter where feasible. The traffic counter total for vehicles is multiplied by three to get the visitor count. No other multiplier is approved. Estimated attendance should be entered through Store Manager or Field Manager.

- 6.4. For estimating attendance on State Trails, traffic counters are placed near each trailhead. In addition, longer stretches of trail away from trailhead can have traffic counters installed at known points of entry or major road crossings where appropriate. It is understood—based on visitor trail use patterns—that some visitors will be counted two or more times, while other visitors will not be counted at all. However, the overall average results in consistent visitor reporting. The locations of traffic counters must be approved by the district bureau chief and detailed on the approved ARP.
- 6.5. Care should be taken to place the traffic counter so that vehicles or visitors are counted once. If the traffic counter captures vehicles or visitors twice, then the daily count should be divided by two to achieve the correct total.
- 6.6. Collection of visitation figures from traffic counters must be done at a minimum of once per week.
- 6.7. If there is a known malfunction with the traffic counter, then the honor envelope count, multiplied by three, is used until the malfunction is repaired. If the traffic counter location is in an area that does not have an honor station, then historic visitation counts for that location, or counts from a nearby ranger station or other traffic counters with correct counts, should be used to extrapolate the visitation percentage.
- 6.8. Overnight visitors should be counted on the day they arrive and for each day thereafter. On the day of departure, overnight visitors should be counted as day visitors as they have the potential to enjoy full access to all day-use facilities after checking out.
- 6.9. It is possible that visitors access the park from starting locations outside of the park. For example, a visitor launches from a county boat ramp but goes through the waters of the park. In these instances, the park may use visitation numbers collected by another agency or private vendor. The method must be approved by the district bureau chief and included on the ARP.
- 6.10. All attendance data should be entered in to Store Manager or Field Manager.

6.11. Definitions Relating to Attendance Reporting

6.11.1. Visitor – Those who are included in actual or estimated visitation. All of the below are to be issued a receipt when entering at a staffed ranger station except those indicated by ***

- All paid visitors manually counted at ranger station
- All visitors entering the park with an annual pass or volunteer pass***
- All visitors entering the park with a free entry, or free entry promotional events
- Citizen support organization members using their 12 free entries or on designated CSO free entry days (as approved by park manager)
- Scientific researchers with a research permit
- School groups including chaperones and teachers
- Visitors of concession staff
- Visitors provided 15-minute pass to look at camping and recreational opportunities whether or not they decide not to stay

- Meeting groups that are not on park related business (outside organizations, other State of Florida Departments, etc.)
 - Special event visitors and performers, demonstrators, non-FPS organizing staff, concessionaires, exhibitors at special event
 - After-hours special event visitors and performers, demonstrators, non-FPS organizing staff, concessionaires, exhibitors at special events***
 - Boaters actively recreating in park boundary waters counted via visitation estimation methodology***
 - Occupants of other non-typical visitor traffic on public roadways maintained by the Division or others***
 - Visitors who enter the park and utilize limited facilities without reaching the ranger station or fee collection area***
- 6.11.2. Non-Visitors – Those that are not to be included in actual or estimated visitation. None of the below are issued receipts.
- Staff – FTE, OPS and Volunteers on duty
 - Resident park staff & resident volunteers and visitors of resident park staff & resident volunteers
 - Contractors on business
 - Community Service Workers
 - Concession personnel on business
 - Delivery, sales or service personnel on business
 - Representatives of any federal, state, municipal or county agencies, who must enter the park in performance of their official duties
 - Occupants traveling on through-traffic public roadways, maintained by others, but not through staffed ranger station

7. STATE PARK FEE STRUCTURE [^](#)

UPDATED SEPTEMBER 1, 2018

7.1. General Philosophy

- 7.1.1. The fee structure should be set to achieve an equitable balance between appropriate use and protection of the resource. The paying of a fee results in higher quality use and greater appreciation by the visitor for the recreational opportunity available.
- 7.1.2. Competition with Private Enterprise and Fee Determination
It is the practice of this Division not to engage in direct competition with private enterprise unless the public interest clearly dictates otherwise. To avoid unfair competition, the following factors should be considered in establishing a fee for a particular activity: the cost of providing and maintaining the facilities associated with an activity; the cost of providing special services and the number of services provided specifically to the participant in any given activity.

7.2. Setting Specific Fees

- 7.2.1. Fee increases within established ranges shall be recommended through the district bureau chief, to the Director's Office, for approval by the division director prior to implementation.
- 7.2.2. General Admission Fees
 - 7.2.2.1. General admission fees should cover those activities that are basic to the nature of a particular park.
 - 7.2.2.2. The general admission fee does not include other special use activity fees such as those required for tours, boat launch, or gardens admission. These are collected as additional fees.
 - 7.2.2.3. Any Florida economically disadvantaged resident participating in the Food Stamp Program is eligible for a 50% discount on the park admission fee. The park should ask to see their Federal Benefit Security Card.
- 7.2.3. Special Considerations
 - 7.2.3.1. Special Service/Facility Fees

Special services and facilities are provided on an individual park basis and include such activities and facilities as tours, picnic pavilion rentals, boat ramps, formal gardens, paddle boats, canoes, bicycles, beach equipment, visitor programs, special events, etc. The fee for special services and facilities may vary according to the condition of the facilities, the demand, and the cost of providing the service.
 - 7.2.3.2. Special Use Permits

The fee for special use permits will be set entirely on an individual basis due to the varying circumstances involved. These permits will include such non-recreational uses of park lands as grazing, bee hives and other such activities as may be inherited by the Division through land acquisition or that are justified as a part of the Division's resource management program. In some instances, when it can be determined no harm to the resource or interference with public use and enjoyment of the park will result, the Division may issue this type of permit as a public relations consideration.
 - 7.2.3.3. Short Term Vendor Permits

The short-term vendor permit is designed for use at special events to solicit food vendors, craftsmen, suttlers and other appropriate vendors. The presence of these vendors should add significantly to event marketability. These permits should be used for short periods (1-3 days). Fees should be set by the park manager in consultation with the district bureau chief on a per event basis. Considerations in arriving at fees are expected attendance, number of vendors invited, event duration, and projected daily gross sales per vendor. A minimum of \$25.00 per day should be charged for an event.

Demonstrations where no orders for goods will be taken or sales made do not require a permit. Fees collected should be reported as miscellaneous receipts.

7.3. Annual Entrance Passes

7.3.1. Purpose & General Information

- 7.3.1.1. These passes are designed to serve as a convenience to the visitor and to the park by reducing the time spent with entrance fee transactions.
- 7.3.1.2. Annual Entrance Passes allow park entrance in lieu of the daily entrance fee.
- 7.3.1.3. Annual Entrance Passes do not waive other special use fees charged at some parks for special events, camping or activities such as boat tours, tubing, fishing piers, gardens admission, etc.
- 7.3.1.4. Additional local fees may apply (example: Monroe County Surcharge).
- 7.3.1.5. Annual Entrance Passes are not transferable.
- 7.3.1.6. Annual Entrance Passes are not valid unless all required information has been filled in.
- 7.3.1.7. The name of an individual must be filled in for each Annual Entrance Pass purchased - Annual Entrance Passes are not valid for use by organized groups, clubs, agencies, churches, etc. or any commercial entity.
- 7.3.1.8. When the Annual Entrance Pass is purchased as a gift, the name of the gift recipient (the pass holder) must be listed on the Annual Entrance Pass.
- 7.3.1.9. Use of electronic copies of these passes Annual Entrance Passes are not acceptable.
- 7.3.1.10. Annual Entrance Passes may not be sold at prices above that listed in the Florida State Park Fee Schedule.
- 7.3.1.11. Additional information and resources (including the pass application and benefits sheets) about the Annual Entrance Pass Program are available [here](#).

7.3.2. Uses

7.3.2.1. Family Annual Entrance Pass

- The Family Annual Entrance Pass allows entry for up to eight people (including the pass holder) entering as a group, except at Ellie Schiller Homosassa Springs Wildlife State Park and Weeki Wachee Springs State Park where the Family Annual Entrance Pass is good for admission of up to two people, including the pass holder. The Family Annual Entrance Pass provides a 33% discount at the Skyway Fishing Pier State Park.
- A group shall consist of one of the following combinations:
 - All the occupants in a vehicle (up to a total of eight people) including the pass holder.
 - Up to two motorcycles, including the pass holder.

- Up to a total of eight people (including the pass holder) entering on foot or on bicycles.
- To accommodate a single-family member/friend arriving at the park at a different time than the group staff may accept the Annual Entrance Pass Receipt (document that is issued to the visitor at the time of pass sale) as an Individual Annual Entrance Pass.
- The online sale confirmation page cannot be used as a means of entry to a park.
- Duplicate Annual Entrance Passes will not be issued.
- Any form of photo identification is acceptable proof of being the pass holder.

7.3.2.2. Individual Annual Entrance Pass

- The Individual Annual Entrance Pass allows only the person named on the pass to enter the park for day use.
- The online sale confirmation page cannot be used as a means of entry to a park.
- Any form of photo identification is acceptable proof of being the pass holder.

7.3.3. Discounts on Entrance Passes

7.3.3.1. A 25% discount on Annual Entrance Passes for active duty and honorably discharged veterans of the United States (US) Armed Forces, National Guard, or reserve units of the US Armed Forces or National Guard, or spouses of deployed active military. Satisfactory written documentation to prove eligibility includes:

- Current military identification card showing the bearer as active duty, reserve, or retired member of a branch of the US Armed Forces, or
- Personal identification (e.g., driver's license, identification card, etc.) and
- Most recent DD Form 214, Certificate of Release or Discharge from Active Duty, showing the named individual's Character of Service as Honorable, or
- Other current official documentation from the Department of Defense, Department of Homeland Security, Department of Veterans Affairs, or an appropriate branch of one of those agencies naming the bearer as active duty, reserve, veteran, or retired member of the US Armed Forces.
- Florida Department of Motor Vehicles driver's license or identification card with a capital "V" designation printed on the card indicating the bearer is a veteran.
- Spouses of deployed active military should provide current military identification indicating the bearer as a dependent of an active member of the US Armed Forces, and the most recent DD Form 214,

Certificate of Release or Discharge from Active Duty, showing their spouse's current deployment or a copy of their spouse's deployment orders.

- 7.3.3.2. Free for Life Family Annual Entrance Passes for honorably discharged United States veterans who have service-connected disabilities. This discount is provided by issuing a Lifetime Military Entrance Pass.
- Satisfactory written documentation to prove eligibility includes:
 - Personal identification (i.e., driver license, identification card, etc.) and
 - Current official documentation from the Department of Defense, Department of Homeland Security, Department of Veterans Affairs or an appropriate branch of one of those agencies, naming the bearer as having sustained a service-related disability, and
 - Most recent Defense Department Form 214 (DD214), Certificate of Release or Discharge from Active Duty, showing the named individual's Character of Service as Honorable, or
 - Other current official documentation from the Department of Defense, Department of Homeland Security, Department of Veterans Affairs, or an appropriate branch of one of those agencies, naming the bearer as veteran, or retired military, or
 - Florida Department of Motor Vehicles driver license or identification card with a capital "V" designation printed on the card proving that the bearer is a veteran.
 - Lifetime Military Entrance Pass holders are required to obtain a replacement pass upon expiration of their current pass.
 - Lifetime Military Entrance Passes may have an expiration date of up to five years from the date of issuance.
 - Satisfactory written documentation to prove eligibility for a replacement Lifetime Military Entrance Pass includes the existing Lifetime Military Entrance Pass and personal identification (i.e., driver license, etc.).

- 7.3.3.3. Free for Life Family Annual Entrance Passes for surviving spouses and parents of deceased members of the United States Armed Forces, National Guard or reserve units of the US Armed Forces or National Guard who have fallen in combat. This discount is provided by issuing a Lifetime Military Entrance Pass.

- Satisfactory written documentation to prove eligibility includes:
 - Personal identification (i.e., driver license, identification card, etc.) and
 - The Defense Department Form 1300 ([DD1300](#)), Report of Casualty, showing the Place of Casualty was a combat or war zone on the Date of Casualty, the Circumstances indicate that the casualty was due to enemy action and the Interested

- Persons/Remarks indicates the bearer is the surviving spouse or parent of the military member who has fallen in combat, or
- The final Defense Department Form 214 ([DD214](#)), Certificate of Release or Discharge from Active Duty, showing the date of death as the same date as the date of separation, or
 - The Defense Department Form 2064 ([DD2064](#)), Certificate of Death (Overseas), indicating the bearer is the surviving spouse or parent of the military member who has fallen in combat, or
 - A similar official US Armed Forces or National Guard form indicating the bearer is the surviving spouse or parent of the military member who has fallen in combat, and
 - A marriage certificate or license, birth or death certificate, or adoption papers showing the bearer as the surviving spouse or parent of the military member who has fallen in combat.
- Lifetime Military Entrance Pass holders are required to obtain a replacement pass upon expiration of their current pass.
 - Lifetime Military Entrance Passes may have an expiration date of up to five years from the date of issuance.
 - Satisfactory written documentation to prove eligibility for a replacement Lifetime Military Entrance Pass includes the existing Lifetime Military Entrance Pass and personal identification (i.e., driver license, etc.).

7.3.3.4. Free for Life Family Annual Entrance Passes for surviving spouse and parents of Florida law enforcement officers or Florida firefighters who have died in the line of duty. This discount is provided by issuing a Lifetime Military Entrance Pass.

- Satisfactory written documentation to prove eligibility includes:
 - Personal identification (e.g., driver license, identification card, etc.) and
 - Official documentation identifying the bearer as the surviving spouse or parent of the law enforcement officer or firefighter who had died in the line of duty. Examples include but are not limited to; a marriage certificate or license, birth or death certificate, or adoption papers, official documentation from a government agency or official documentation from a police or firefighter professional organization, and
 - Official documentation indicating the Florida law enforcement officer or Florida firefighter died in the line of duty. Examples include but are not limited to: official documentation from a government agency, or official documentation from a police or firefighter professional organization.
- Lifetime Military Entrance Pass holders are required to obtain a replacement pass upon expiration of their current pass.

- Lifetime Military Entrance Passes may have an expiration date of up to five years from the date of issuance.
- Satisfactory written documentation to prove eligibility for a replacement Lifetime Military Entrance Pass includes the existing Lifetime Military Entrance Pass and personal identification (i.e., driver license, etc.).

7.3.3.5. Families operating a licensed family foster home are eligible to receive a free Family Annual Entrance Pass each year. Satisfactory written documentation to prove eligibility includes:

- Personal identification (i.e. driver license, etc.) and
- Current Certificate of License issued by the State of Florida, Department of Children and Families. Certificate must indicate bearer is licensed to operate Level I-V foster home. Group homes/organizations are not approved to receive this discount. The certificate must have a person’s name on it (not an organization’s name) to be eligible for the discount.

7.3.3.6. Families who adopt a special needs child from the Department of Children and Families are eligible to receive a one-time Family Annual Entrance Pass at no charge at the time of adoption. Satisfactory written documentation to prove eligibility includes:

- Personal identification (i.e. driver license, etc.) and
- Original Family Annual Entrance Pass for Adoptive Parents Coupon (issued at the time of Adoption)

7.3.4. Annual Entrance Pass Transactions

7.3.4.1. Sales Locations

Annual Entrance Passes are available for purchase by visitors through the following methods:

- Purchase at a Park – Annual Entrance Passes can be purchased at all regularly staffed ranger stations and museums. Free and discounted Annual Entrance Passes are available by this method.
- Purchase Online – Annual Entrance Passes can be purchased through the Florida State Parks Online Store at (<https://shopfloridastateparks.com/>). Free and discounted Annual Entrance Passes are not available by this method. For Annual Entrance Passes purchased through the Florida State Parks Online Store, a processing fee of \$6.00 will be charged for online orders, and delivery time varies depending on selected shipping method.

7.3.4.2. Process for Issuing Annual Entrance

- Complete the transaction through the Park Business System (PBS) and obtain a POS receipt.
- Gather a pass card, [Annual Entrance Pass Application](#), [Annual Entrance Pass Program Benefits](#) document, single-hole punch, a permanent marker and the POS receipt.

- Prepare the Annual Entrance Pass Application:
 - Complete the Annual Entrance Pass Application to collect visitor information associated with a pass card. When issuing an Annual Entrance Pass, avoid using abbreviations and enter full park names and staff names.
 - Keep the top portion of the Annual Entrance Pass Application for park records. Retain this information until the Annual Entrance Pass has expired, per public record requirements.
 - The bottom portion of the Annual Entrance Pass Application will serve as the Annual Entrance Pass Receipt for the visitor.
- Prepare the Annual Entrance Pass Card:
 - Use a single-hole punch to punch out the type of pass being issued (I = Individual; F = Family; LM = Lifetime Military).
 - Punch out the expiration month and year on the card. Family and Individual Annual Entrance Passes expire on the last day of the month issued. For Lifetime Military Passes, punch out the latest expiration date possible on the pass card.
 - Write the pass holder's name on the pass card with permanent marker. Only one name shall be written on the pass card – this is the "Pass Holder".
- Issue to the Visitor:
 - Give the visitor the pass card, and the following items (stapled together at the time of sale) - Annual Entrance Pass Receipt (from the bottom of the Annual Entrance Pass Application), the Annual Entrance Pass Program Benefits document and the POS receipt.

7.3.4.3. Replacement Annual Entrance Passes

- Follow the above Process for Issuing Annual Entrance Passes to issue a replacement pass.
- Visitors may purchase replacement passes at any park which sells Annual Entrance Passes or through the Florida State Parks Online Store. They are not required to return to the specific sales location where the Annual Entrance Pass was originally purchased.
- Replacement passes will be issued with submittal of the original Annual Entrance Pass receipt and the original register receipt, at a cost of 25% of the original purchase price, which is a non-taxable administrative fee.
- If a visitor can show proof an Annual Entrance Pass was stolen (i.e. police report, etc.), any park which sells Annual Entrance Passes can issue a new Annual Entrance Pass at no cost to the visitor. Otherwise, the park can replace the Annual Entrance Pass at 25% of the original purchase price, which is a non-taxable administrative fee.

- Replacement passes will only be good for the remainder of the year for which they were purchased.

7.3.4.4. Process for Refunding Annual Entrance Passes

- Annual Entrance Passes Purchased at a Park
 - Refunds for Annual Entrance Passes originally purchased in a park, must be processed in a park.
 - The visitor is not required to return to the specific park where the Annual Entrance Pass was originally purchased.
 - For customer service purposes, a Park Manager may authorize a full refund for an Individual Annual Entrance Pass or a Family Annual Entrance Pass, provided the Annual Entrance Pass was purchased within the past 30 days. The visitor will be required to show receipt of original purchase and must return the original Annual Entrance Pass back to the park.
 - A full refund for an Individual Annual Entrance Pass may be provided if a visitor requests a “pass upgrade”. This will allow the visitor to apply the refunded amount to the purchase of a Family Annual Entrance Pass. The Annual Entrance Pass must have been purchased within the past 30 days. The visitor will be required to show receipt of original purchase and must return the original Annual Entrance back to the park.
- Annual Entrance Passes Purchased Online
 - Refunds for Annual Entrance Passes originally purchased at the Florida State Parks Online Store (<https://shopfloridastateparks.com/>), must be processed by the Florida State Parks Online Store. Park staff shall not refund merchandise purchased online.
 - For customer service purposes, a Florida State Parks Online Store Manager may authorize a full refund for an Individual Annual Entrance Pass or a Family Annual Entrance Pass, provided the Annual Entrance Pass was purchased within the past 30 days. The visitor will be required to show receipt of original purchase and must return the original Annual Entrance Pass back to the Florida State Parks Online Store sales location (Springs Provision Company – 4152 S. Suncoast Boulevard, Homosassa, FL 34446).
 - A full refund for an Individual Annual Entrance Pass may be provided if a visitor requests a “pass upgrade”. This will allow the visitor to apply the refunded amount to the purchase of a Family Annual Entrance Pass. The Annual Entrance Pass must have been purchased within the past 30 days. The visitor will be required to show receipt of original purchase and must return the original Annual Entrance Pass back to the Florida State Parks

Online Store sales location (Springs Provision Company – 4152 S. Suncoast Boulevard, Homosassa, FL 34446).

7.4. Administration of Procedure

This procedure will be reviewed annually by the Division to ensure current fees are consistent with the provisions contained herein and the basic philosophy of the [Fee Schedule](#) is reflective of public sentiment and trends in the recreation industry. Frequent changes in fees should be avoided to prevent confusion and administrative problems.

8. AFTER HOURS PERMIT [^](#)

UPDATED MARCH 2, 2015

8.1. Overview

- 8.1.1. The purpose of the After Hours Permit is to allow reasonable access for approved activities to designated areas of a park outside normal operating hours, which includes before the park opens and after the park closes. After Hours use is permitted at all parks following specified guidelines and in acceptable locations. After Hours permit requires an After Hours Permit form ([DRP-030](#)).
- 8.1.2. Park managers are authorized to develop specific requirements to manage after hour use. The park manager shall determine restrictions as to time, place and manner that apply for after hour use and shall stipulate on the permit the approved activities and the designated areas approved for access.
- 8.1.3. The frequency and duration of after hour use vary from park to park. After Hours Permits are valid for the period of time and type of activity determined by the park manager.

8.2. Procedure for Permit

- 8.2.1. After Hours Permits may be obtained by applying at the park where authorized after hours use privileges are desired in addition to the purchase of an Annual Individual or Family Entrance Pass.
- 8.2.2. The permit should be displayed, face up, on the dash of the vehicle.
- 8.2.3. Failure of the After Hours Permit holder to comply with park regulations or instructions from park staff shall result in revocation of the permit.

9. ANNUAL PARK INSPECTIONS [^](#)

An annual park inspection should be performed by the district bureau chief and/or the assistant bureau chief utilizing the Park Management Summary ([DRP-033](#)). This inspection includes the park manager housing inspection utilizing the Residence Inspection Report ([DRP-027](#)).

The Division's management and district staff may at any time inspect areas under supervision of the FPS. Recommendations and instructions for improvement should be provided in the inspection.

9.1. Guideline for Inspecting Facilities and Equipment

- Highway signs
- Park entrance signs
- Park entrance
- Ranger stations
- Tools
- Nature trails
- Service roads and fire lanes
- Utilities

- Park roads and parking areas
- Picnic areas and restrooms
- Camping areas and restrooms
- Group camp
- Bathhouses
- Concessions
- Service area
- Equipment
- Residences
- Sewage system
- Signs - intra park
- Swimming area
- Water supply system
- Museums and exhibits
- Buildings
- Park boundaries and fences
- Operations Manual
- Park Protection Plan
- Park library
- Statement for Interpretation
- Current Unit Management Plan

9.2. Guideline for Inspecting Conditions or Functions

- Personnel (attitude, morale, capabilities, appearance)
- Resource management (condition of resources)
- Visitor services (interpretive and recreational programs)
- Protection (patrol and security)
- Contract services (results, standards)
- General administration and fiscal procedures (internal controls, files, archives)

10. SUPPLIES, MATERIALS & EQUIPMENT [^](#)

UPDATED MARCH 19, 2015

Each bureau chief, office head and park manager shall determine and implement the most secure methods of storing, preserving and protecting supplies, materials, and equipment in accordance with Division and Department policies and procedures.

Precautions shall be taken to prevent loss commensurate with the particular circumstances of the respective unit's operation. Special attention should be given to isolated storage areas, merchandise inventories and to parks without resident employees.

10.1. Property Management

The Division must comply with DEP Directive [320](#), State-owned Real and Tangible Personal Property.

10.2. Equipment Management

10.2.1. Objective

The objective of the equipment management program is to acquire and maintain equipment to meet operational needs.

10.2.2. Responsibility for Equipment Management

The park manager, under the direction of the district bureau chief, is responsible for maintaining a variety of equipment and establishing a schedule for vehicle and equipment maintenance to fit the conditions of the area. The district bureau chief

should periodically evaluate the procedure and schedule set by the park manager to ensure its effectiveness.

10.2.3. Equipment Color Standards

Approved state park motor vehicle and boat colors are as follows:

- Tractors and Industrial Equipment – Original factory color
- Vehicles – sedans, trucks, pickups, utility vehicles, etc. – White
- Boats – white in color - Motor vehicles and watercraft acquired by purchase, lease or rental shall be of the smallest class that can safely, adequately, and economically meet the performance and job requirements involved.
- The Department of Management Services, Bureau of Motor Vehicles and Watercraft should determine through negotiations with equipment manufacturer's technical specifications for all types of equipment.

10.2.4. Acquisition of Equipment

Equipment should be acquired to support programs and specifically identified needs and to replace equipment that meets trade criteria, damaged beyond repair, obsolete, or inadequate. Acquisition will be planned considering equipment availability, by transfer, surplus, donation, lease or purchase.

10.2.4.1. Acquisition by Transfer

- The first source to be explored to meet equipment needs is transfer from another district or park that has surplus equipment.
- Accounting for Condition of Transferred Equipment
 - The transfer of all equipment should be made with the assumption that, at the time of transfer, the equipment is and has been maintained in a condition to complete its expected life cycle. Any expenditure required to compensate for deterioration in excess of fair wear and tear will be the responsibility of the transferring district/park.

10.2.4.2. Acquisition of Equipment from Surplus Property

Equipment required to meet operational needs may be acquired from other state or federal surplus property.

10.2.4.3. Acquisition of Equipment by Donation

Equipment received as a donation must be considered within the general concepts of acquisition of equipment. The equipment should be assigned to the area having a requirement for that equipment, unless otherwise provided by formal agreement with the donor. The division director or district bureau chief must approve the acceptance of all donated equipment.

10.2.4.4. Acquisition of Equipment by Lease

Leases should be considered whenever a lease/purchase analysis clearly shows it is more economical to lease than to purchase.

10.2.4.5. Acquisition and Budget of Equipment by Purchase

- All requests for motor vehicles, watercraft, heavy-duty mowers, outboard motors, equipment trailers and mobile homes require a [DMS Form 6301](#) to be submitted to the district for further processing.
- Equipment needs must be identified in a detailed request that is submitted annually, with district approval, to be included in the next year's budget.

10.2.4.6. Property Accountability for Equipment Acquisition

New equipment should be assigned property numbers and property number decals by the Records and Inventory Management Section of the Division of Administrative Services and will be listed on the park's property inventory. DEP property number decals must be placed on a visible location on the equipment. If an assigned property number decal is unreadable or missing, or if the equipment is subject to repainting, a new decal should be requested from the Records and Inventory Management Section; or, the assigned property number can be painted or permanently marked on the equipment in an area that is readily visible.

10.2.4.7. All vehicles/vessels, once acquired, shall have the FPS logo affixed in the proper location. Magnetic decals are prohibited. Vehicles (sedans, trucks, pickups, utility vehicles, etc.) shall have the FPS logo centered on the driver and front passenger doors. Vessels should have the FPS logo affixed on the hull, centered between the water line and gunnels. Decal location for all other vehicles (ATVs, etc.) is determined by the park manager.

10.2.5. Operation of Equipment

10.2.5.1. Vehicle Rotation Policy

Each district bureau chief may follow a plan to rotate vehicles from areas of high use to areas of low use, and from areas conducive to rust and corrosion, to obtain the maximum life expectancy of each vehicle. Both vehicle age factors and mileage factors must be evaluated in the replacement schedule. Rotation is not limited to vehicles and should be considered for all types of equipment including boats.

10.2.5.2. Florida Equipment Electronic Tracking (FLEET)

To meet the reporting needs of the state's motor vehicles and watercraft, all motor vehicles, watercraft and marine engines shall be recorded electronically in the FLEET system. Data from vehicle logs for all vehicles and water crafts should be entered into the FLEET system by each unit no later than the fifteenth of each month.

10.2.6. Equipment Maintenance

Maintenance can be preventive or corrective. Preventive maintenance is that maintenance performed to keep equipment in proper operating condition. Corrective maintenance is the maintenance performed on malfunctioning equipment to make it operational. Scheduled preventive maintenance contributes to the most

efficient, economical and effective use of equipment. Maintenance should follow the manufacturer guidelines.

10.2.6.1. Emergency Equipment Inspections

All emergency equipment should be serviced, inspected and maintained or stored as listed below:

- Fire trucks should be in a state of readiness in assigned locations and not used for any other purpose unless authorized and controlled by a supervisor who will maintain current information as to location, use and condition of the vehicle.
- Daily Inspections - A visual check equivalent to the daily inspections requirements for automotive vehicles, plus check to ensure all water and fire suppression fluid tanks, containers, etc., are fully serviced and all firefighting equipment is installed.
- Weekly Inspections - A complete operational check including the daily safety check. The operational check should include operating the engine until normal operating temperatures are reached and stabilized. The pumping equipment should be used for at least a 30-second spray or stream of water from each pump or tank and hose unit. After each use, each tank should be refilled. An operational check of the radio should be made.
- Each 90 days a complete visual and operational inspection of hoses including all fabric and rubber items should be made to ensure reliability. Hoses should be charged to preclude development of cracks, creases, etc., due to storage conditions.
- Slide-In Fire Pumps - The same inspection periods as above, except that if a pumper unit is stored apart from a vehicle, a tag should be affixed to the unit showing the record of each 90-day inspection.

10.2.7. Guidance for State Vehicle and Equipment Washing on State Managed Lands

The Industrial Wastewater section of the Division of Water Resource Management recommends that Department staff involved in vehicle and equipment washing on Department managed lands take steps to minimize potential environmental impacts. Refer to the [Recommended Best Management Practices for Mobile Vehicle and Equipment Washing](#) for more information.

10.2.8. Vehicle Maintenance in Salt Prone Areas

Additional maintenance measures may be required in salt prone areas

10.2.9. Equipment and Vehicle Repairs

Repairs should be conducted by qualified personnel.

10.2.10. Vehicle Warranties

Any equipment covered by a warranty should be repaired under the warranty coverage.

10.2.11. Disposition of Equipment

The FPS equipment management program includes planning for disposition. All disposition actions are to be properly accounted for and approved by the Department of Management Services, [Bureau of Motor Vehicles and Watercraft](#) and under the authority of Chapters [273](#) and [287](#), F.S.

10.2.11.1. Methods of Equipment Disposal

All vehicles for disposal must meet the criteria as specified in FLEET and DEP Directive [320](#).

10.2.11.2. Preparing Equipment for Disposition

All state equipment, including decals and logos, must be removed from property so as to eliminate any means of associating the property with the Division, prior to disposition.

11. DEFINITIONS RELATED TO VEHICLES & USE AREAS IN STATE PARKS [^](#)

11.1. Refer to Sections [320.01](#) and [316.003](#), F.S., for definitions relating to vehicles.

11.2. Pedestrian Area

Any area or zone designed primarily for foot traffic and where motor vehicles are not allowed.

11.3. Nature Trail

A relatively short self-guided trail (usually less than one mile) designed and marked for interpretive and educational experiences, often including trail labels related to plant and animal species, natural features, cultural sites, area history and related subjects. Additionally, trailside shelters, benches and overlooks are often provided.

11.4. Bicycle Trail

A designated trail or system of trails used primarily for bicycling.

11.5. Bicycle Path

Any road that is open to bicycle travel, which is physically separated from motorized vehicular traffic by an open space or by a barrier.

11.6. Shared-Use Trail

A trail used for more than one of the following activities: hiking, bicycling, interpretive/nature viewing and experiences, horseback riding, canoeing/kayaking, exercise/jogging.

12. AUTHORIZED USE AREAS & SPEED FOR VEHICLES IN STATE PARKS [^](#)

12.1. No person should drive any vehicle (motor, off-road or other), other power-driven mobility device or Segway at a speed greater than is reasonable or prudent, having due regard for the surface width, condition and the traffic thereon, particularly when near pedestrians or bicycles.

12.2. Speed for vehicles (motor, off-road or other), and Segways should not exceed 25 mph, unless otherwise posted.

12.3. At the more congested centers and near park buildings, beaches, campgrounds and picnic and pedestrian areas, speed for vehicles (motor, off-road or other), and Segways should not exceed 15 mph or as otherwise posted.

12.4. While on a surface primarily used for foot traffic, the speed should not exceed 5 mph.

13. OPERATION OF STATE VEHICLES AND EQUIPMENT BY PERSONNEL [^](#)

Personnel must be qualified to operate state equipment. What constitutes qualification will vary with the equipment under consideration, keeping safety in mind at all times. Some equipment may require formal training or licensing. In some cases, familiarity and ability to effectively operate the equipment for its intended purpose may be sufficient.

13.1. Operators

Only Division employees (full time, temporary, and seasonal), or volunteers who have filled out the Agreement for Volunteer Services form ([DRP-058](#)), and who possess the appropriate valid driver licenses are authorized to operate agency vehicles and motorized equipment for which a driver license is required. For additional information on authorization of non-employee drivers see DEP Directive [620](#). Bureau chiefs and park managers are responsible for assuring that personnel have the appropriate licensing to operate various classes of equipment.

13.2. Use of State Vehicles and Equipment

State vehicles and equipment, including rentals, are to be used only for official Division business. State vehicles should not be used to provide transportation to and from work except for the following employees:

- 13.2.1. Employees who reside on park property and are required to be available for duty on a 24-hour basis.
- 13.2.2. District bureau chiefs are subject to call and are required to travel throughout their districts.
- 13.2.3. Other exceptions:
 - 13.2.3.1. Temporary, short-term assignment must be approved in advance by the district bureau chief.
 - 13.2.3.2. Both the district bureau chief and the assistant division director must approve permanent assignment.

13.3. Safety

A state vehicle or piece of equipment in unsafe condition must not be operated until the necessary repairs have been made. All state vehicles must be equipped with seat belts, which must be worn while the vehicle is in motion.

13.4. Passengers

Hitchhikers and other unauthorized persons are not permitted to ride in state vehicles. The transporting of persons in state vehicles must be for the purpose of expediting state business. For additional information on passengers in state vehicles see DEP Directive [620](#).

13.5. Travel

- 13.5.1. All park staff should have the approval of their district bureau chief to travel outside the district.
- 13.5.2. The district bureau chief should have the approval of the assistant division director to travel outside of their district in any agency vehicle or at state expense or on

state time unless such travel is essential to assigned tasks or is required for coordination with other districts.

13.6. Vehicle Keys

13.6.1. Non- Emergency Vehicles

13.6.1.1. The keys to all motorized vehicles stored in the service area must be removed from the vehicle and stored in accordance with the park physical security procedures.

13.6.1.2. If for any authorized reason vehicles are not stored in the service area overnight, it will be the responsibility of the driver to remove and properly secure the keys upon parking the vehicle.

13.6.1.3. When the vehicle is being used, it is the responsibility of the driver to remove the keys and lock the vehicle each time the vehicle is left unattended.

13.6.2. Emergency Vehicles

13.6.2.1. Emergency vehicles such as fire trucks and other fire-fighting equipment may be an exception to this policy.

14. RECORDS MANAGEMENT [^](#)

DEP Directive [335](#) shall govern the retention and eventual destruction or disposal of records maintained by the Division.

15. DISPLAY OF UNITED STATES OF AMERICA, POW-MIA AND STATE FLAGS [^](#)

The United States of America (U.S.), POW-MIA and State of Florida (State) flags must be flown at full-staff, in this order of precedence, every day, from opening to sunset. Proper flag etiquette must be followed at all times, including flag protocol for raising and lowering flags, inclement weather procedures and general handling and maintenance of flags, as referenced in [Chapter 10, US Code, Title 36](#) and [Chapter 256, F.S. Flags](#) should be flown at full staff unless instructed otherwise by the director.

15.1. Flag Arrangement with One Staff

Display the U.S. flag at the highest point, followed by the POW-MIA flag, followed by the State flag.

15.2. Flag Arrangement with Two Staffs

Display the U.S. flag to the observer's left (when facing the park entrance, gate, building, stage, etc.). Display the POW-MIA flag below the U.S. flag. Display the State flag to the observer's right (when facing the park entrance, gate, building, stage, etc.).

15.3. Flag Arrangement with Three Staffs

15.3.1. When using three staffs of equal height, display the U.S. flag to the observer's left (when facing the park entrance, gate, building, stage, etc.). Display the POW-MIA flag on the middle staff. Display the State flag to the observer's right (when facing the park entrance, gate, building, stage, etc.).

15.3.2. When using three staffs with the center staff at a higher level, display the U.S. flag on the center staff, the POW-MIA flag to the observer's left (when facing the park

entrance, gate, building, stage, etc.), and the State flag to the observer's right (when facing the park entrance, gate, building, stage, etc.).

16. LOST AND FOUND ITEMS & METAL DETECTORS[^]

16.1. The handling of lost and found items must be in accordance with DEP Directive [320](#).

16.2. Metal detectors may be used to recover personal items that are specifically identified by their owner as being lost in a specific area of a park. The owner of lost property or his representative should contact the park manager who will arrange a time for the search to be conducted in the presence of a park staff member. During these searches, only the item sought may be kept by the owner or his representative. If not in the act of Lost and Found recovery: Use of metal detectors, magnetometers or other metal detecting devices is prohibited on all state park lands, including sovereign submerged lands under lease by state parks, except for the following:

16.2.1. Coastal parks, in a zone between the waterline and toe of the dune, as determined by the Park Manager, except at archaeological sites within the zone designated by DHR or the Park Manager.

16.2.2. Archaeological research projects authorized by DHR.

16.2.3. Any excavations within designated archaeological sites require permits from DHR and Bureau of Natural and Cultural Resources. Objects found or recovered under the terms of a permit issued by DHR are property of the State of Florida, with title vested by statute in DHR. Such objects are normally curated by DHR and can be made available by loan to the Division upon request. Inquiries about archaeological investigations should be directed to the Bureau of Natural and Cultural Resources.

CHAPTER 1.3 PARK PLANNING

1. [PURPOSE](#)
2. [USE DESIGNATIONS FOR STATE PARKS](#)
3. [LAND ACQUISITION](#)
4. [LAND ADMINISTRATION](#)
5. [UNIT MANAGEMENT PLANNING](#)
6. [PUBLIC MEETINGS & ADVISORY GROUPS](#)
7. [DESIGN AND CONSTRUCTION OF PARK FACILITIES](#)
8. [CARRYING CAPACITIES](#)

1. PURPOSE [^](#)

The purpose of this chapter is to establish consistent and effective procedures for administering the following Division of Recreation and Parks (Division) functions: Land Acquisition; Land Administration; Unit Management Planning; Design and Construction.

2. USE DESIGNATIONS FOR STATE PARKS [^](#)

2.1. Overview

- 2.1.1. Use designations for all lands within the state park system are determined by state [statutes](#) and administrative codes.
- 2.1.2. For a listing of areas administered by the Division please see the current Jurisdiction Report.

2.1. Use Designation Definitions

- 2.1.1. State Parks – State parks are relatively spacious areas established primarily to preserve and maintain a natural setting of exceptional quality, while at the same time permitting a full program of compatible recreational activities, both active and passive. To qualify as a state park, an area must have exceptional natural attributes of statewide or broad regional significance. It must have some special quality as a destination point, to attract visitors from long distances, in spite of closer and more conveniently located recreation areas.
- 2.1.2. State Recreation Areas – State recreation areas are sites that are provided to meet the more active recreational needs of the public in at least a multi-county service area. A state recreation area can be any size and have any combination of physical attributes. It is preferably located near the primary using public and is selected so as to ensure the availability of types of recreational resources most needed in its locality. Normally, much more intensive use is permitted in a state recreation area than in a state park, although certain zones of exceptional natural value may be set aside for special protective management.
- 2.1.3. State Preserves – A state preserve is designated to preserve and protect representative samples, of viable size, of natural conditions characteristic of Florida. A state preserve in the recreation and parks system is thus intended to perpetuate and maintain certain exceptional components or conditions that provide a type of recreational experience that would not be possible otherwise. Usually a state

preserve is large and expansive, and may in some cases contrast with special feature sites purely on the basis of size.

- 2.1.4. State Ornamental Gardens – Ornamental gardens are sites that have been intensively landscaped, usually in a formal manner, to provide aesthetic enjoyment. Such gardens differ from state parks, special feature sites, and preserves in that their primary recreational attributes are artificially created landscapes. Size is immaterial, but the quality of the gardens must be such that they attract visitors from a broad area.
- 2.1.5. State Museums – State museums are interpretive facilities that relate to natural, historical, cultural or other such interests important to the general locality but not specifically to the exact sites on which the museums are located. In this way they differ from interpretive centers, which convey the intrinsic values of specific sites, and which are usually provided as adjuncts to special feature sites. It is the museum itself—not the site where it is located—that is significant. The state museum may be located on any convenient and suitable site within the general area. Such areas may vary from a neighborhood or small community to the state as a whole. The site physically supporting the state museum may be of any reasonable size but should be appropriately adapted to the need and purpose.
- 2.1.6. State Trail – In the management of paved state trails, primary consideration is given to providing opportunities for active recreation. Recreational user considerations are generally given priority over resource considerations. In areas where unique natural or cultural resources exist, however, resource considerations may become primary even at the loss of some recreational use. In general, emphasis is placed on active recreation, although passive uses may be provided if suitable resources exist. Program activity is concerned with promoting use of the trail for public recreation and with interpreting the surrounding area for public enjoyment. Development is aimed at enhancing the recreational appeal of the trail by providing basic facilities for access, user convenience and safety, and interpretation.
- 2.1.7. Special Feature Sites – A "special feature" is a discrete and well-defined object or condition that attracts public interest and provides recreational enjoyment through visitation, observation and study. Hence, a state special feature site is an area that contains such a feature and is set aside for controlled public enjoyment. Special feature sites, for the most part, are either historical or archaeological by type, but they may also have a geological, botanical, zoological or other basis. As the features themselves are usually small in size, so are the sites that contain them, but they may be as large as necessary to accomplish the purpose. State special feature sites must be of unusual or exceptional character or have a statewide or broad regional significance.

3. LAND ACQUISITION [^](#)

Land acquisition is the indispensable tool for providing the land resources that are required for the state park system to meet public outdoor recreation demand and to preserve representative examples of Florida's natural and cultural heritage. The Office of Park Planning (OPP) coordinates all aspects of land acquisition for the state park system. For effective coordination and communications, it is critical that bureaus, districts and parks work through OPP on all land acquisition matters.

3.1. Acquisition of New Parks and Major Park Expansions

- 3.1.1. OPP represents the Division in the administration of the Florida Forever program.
- 3.1.2. As potential new land acquisition projects are proposed, OPP coordinates its review and assessment with appropriate bureau and district offices. Lands that have potential as new state parks or major park additions are identified with input from other bureaus and districts.
- 3.1.3. OPP submits recommendations for new state parks to the division director and/or assistant division director. Only the division director and assistant division director have the authority to commit the Division to managing new lands. In no case should staff commit the Division to managing land without the expressed approval of the division director or assistant division director.
- 3.1.4. OPP coordinates with the Division of State Lands (DSL) and the Acquisition and Restoration Council (ARC) to obtain approval of acquisition proposals. After land is acquired, Office of Park Planning coordinates with DSL in obtaining a lease or other formal management authority for the new lands.

3.2. Acquisition of Additions and In-Holdings to Existing Parks

- 3.2.1. An optimum management boundary may be identified as part of each state park's unit management plan. The optimum boundary represents the park's ideal boundary configuration and contain all lands that are desirable to bring under the direct management control of the park.
- 3.2.2. Additions and in-holdings proposed for acquisition should be identified as part of the park's optimum boundary.
- 3.2.3. Each year following the receipt of legislative appropriations, OPP will solicit recommendations for acquiring additions and in-holdings from central office and district bureau chiefs.
- 3.2.4. OPP will compile the recommendations and submit them to the division director and/or the assistant division director for review. After approval, OPP will prepare a transmittal of the Division's recommendations to the deputy secretary for Land and Recreation for final approval.
- 3.2.5. OPP will coordinate acquisition processing (mapping, appraisal, surveys, etc.) with other parts of the Division and with DSL. Staff in other bureaus and offices shall not coordinate directly with DSL without approval of OPP.
- 3.2.6. OPP will maintain the Division's list of acquisition priorities for park additions and in-holdings.
- 3.2.7. OPP will review and coordinate all cabinet agenda issues with the Division office, DSL and the DEP Office of Cabinet Affairs.

4. LAND ADMINISTRATION [^](#)

The Division receives many requests for authorization to use state park land for non-park purposes. These requests cover a wide range of activities, from temporary uses such as grazing leases and water quality monitoring stations, to permanent facilities like roads, communication towers and storm water treatment facilities. All of these uses require specific approval and authorization, which

may take the form of permits, licenses, leases, subleases, easements, or other interests in real property. The Division's authority to issue such authorizations is strictly limited by the conditions of its management leases for parks. Some activities may be authorized by the Division, while others require approval by the DSL. Review by the Office of General Counsel may be required. The Office of Park Planning (OPP) is responsible for coordinating the review of all such requests for the Division. The following procedures will be followed for handling all requests for non-park uses of state parks.

4.1. Process for Reviewing Requests for Temporary, Incidental Uses of Park Lands

- 4.1.1. These are requests for minor activities that are incidental to the primary state park purposes of the property. These requests may be approved by the district bureau chief, provided the requested activity:
 - Is from a governmental entity
 - Is temporary
 - Is consistent with the purposes for which the land was acquired
 - Will not adversely affect the park
 - Is reviewed by OPP prior to approval
- 4.1.2. OPP coordinates review of the request by DSL and Office of General Counsel, if necessary, prior to approval.
- 4.1.3. All approvals of temporary incidental uses of park land should be made in writing. A copy of all approvals should be forwarded to OPP.

4.2. Process for Reviewing Requests for Other Non-Park Land Uses

All other requests for non-park uses of state park lands must be reviewed through the following process:

- 4.2.1. Park, district and bureau staff notifies OPP as soon as they become aware that a request for non-park use of park land may be forthcoming.
- 4.2.2. Staff should not meet with an applicant to discuss a request unless OPP has been notified first. If staff meets with an applicant, the meeting should be for information purposes only. Staff should not discuss net positive benefit or mitigation to the park with the applicant, however insistent and persuasive the applicant is. Staff must not commit the Division in any way to taking any particular action on the request.
- 4.2.3. Applicants will be informed that they must contact OPP who will advise them that they must submit a detailed, written proposal to the Division director to request the proposed use. Proposals should address the following: the purpose of the activity; its location in the park; impacts on natural and cultural resources; impacts on public visitation and use; whether alternatives to using park land exist; and net positive benefit to the park.
- 4.2.4. The division director will transmit the written proposal to the OPP for handling and coordination with the park, district and bureaus. OPP will represent the Division in all discussions with the applicant. Division staff will coordinate all actions regarding the request with OPP.
- 4.2.5. OPP will transmit the request to appropriate staff for review and comment, and coordinate review of the request by DSL, Office of General Counsel and other agencies as required by the particular request.

- 4.2.6. OPP will compile staff comments and prepare recommendations for approval or disapproval to the division director and/or assistant division director. OPP will coordinate with DSL on further review or processing of the request, including the preparation and review of legal instruments and consideration of the request by the Acquisition and Restoration Council (ARC) and the Board of Trustees of the Internal Improvement Trust Fund (governor and cabinet).
- 4.2.7. OPP will disperse final legal documents to appropriate Division staff.

5. UNIT MANAGEMENT PLANNING [^](#)

UPDATED JANUARY 25, 2016

Having sound and effective management plans for each state park is vital to the future success of the Florida Park Service. Unit management plans are required for each state park and are developed or updated at least every 10 years. OPP coordinates state park unit management planning for the Division. A consistent planning process and a common plan outline are used for all plans to ensure that the Division's management philosophy, policies and procedures are applied consistently for all state parks. Once a plan is approved, it guides decisions on budgeting, resource management, park development and operations. It is also an invaluable reference document for staff in all functional areas. Unit plans may be amended more frequently depending on the needs of the park, addition of new property, changes in resource conditions, new development ideas and other factors.

Each year, OPP will create a schedule for developing new unit plans or amending existing plans in consultation with districts, parks and bureaus. More information about the unit management plan process can be found [here](#).

5.1. Purpose of Unit Management Plans

Unit management plans are designed to fulfill five basic purposes, each one vital to providing effective future direction of the park. The five basic purposes are:

- 5.1.1. Identify the park's natural and cultural resources, assess their condition, and determine their management needs.
- 5.1.2. Determine the ideal, long-range land use plan for the park.
- 5.1.3. Identify the goals, objectives and priorities for park operations.
- 5.1.4. Establish a program for implementing the plan, with specific management actions to be taken and their cost.
- 5.1.5. Satisfy the requirements of state [statutes](#) and administrative rules.

5.2. Planning Process Outline

The Division's process for developing unit management plans requires the direct involvement of staff in the parks, districts and bureaus as well as the public. The planning process consists of:

- 5.2.1. An inventory and description of the park's natural and cultural resources.
- 5.2.2. The preparation of a draft resource management plan.
- 5.2.3. A preliminary public workshop.
- 5.2.4. A Division staff planning meeting.
- 5.2.5. The preparation of draft goals and objectives.

- 5.2.6. The preparation of a draft conceptual land use plan.
- 5.2.7. The review of the draft plan by Division and Department staff.
- 5.2.8. A public workshop to discuss draft plan.
- 5.2.9. Review of the draft plan by an appointed advisory group (required by Chapter [259](#), F.S., for parks greater than 160 acres, but may be desirable for smaller parks).
- 5.2.10. Submit plan to ARC for review.
- 5.2.11. Approval by the Board of Trustees of the Internal Improvement Trust Fund (the governor and cabinet) or DSL.

6. PUBLIC MEETINGS & ADVISORY GROUPS [^](#)

UPDATED JANUARY 25, 2016

- 6.1. The Office of Park Planning OPP organizes and conducts public meetings for the Division. This includes all public hearings and advisory group meetings required as part of the unit management plan process. Public meetings may also be scheduled to present changes in Division policy, specific resource management strategies or new development projects. Park and district staff are integral to organizing and promoting all public meetings. Park and district staff are responsible for the following:
 - 6.1.1. Arranging a suitable meeting location based on any requirements identified by OPP.
 - 6.1.2. Ensuring that required legal notices are placed and prominently displayed on park property at least seven days prior to the scheduled meeting.
 - 6.1.3. Ensuring that required legal notices are appropriately placed in the newspaper of local circulation at least seven days prior to the scheduled meeting.
 - 6.1.4. Ensuring that information about the public meeting is announced at a local government meeting.
 - 6.1.5. Ensuring that the public meeting is adequately promoted within the park's surrounding community.
- 6.2. The composition of advisory groups is specifically outlined by Chapter 259, F.S. However, the Division seeks a broad representation of key stakeholders to provide input into the management plan for each state park. Park and district staff should work closely with OPP to identify advisory group members in the following categories:
 - President of the Park CSO
 - Adjacent Landowner
 - Local Recreational User Groups
 - Local Conservation Groups

7. DESIGN AND CONSTRUCTION OF PARK FACILITIES [^](#)

UPDATED JANUARY 25, 2016

- 7.1. The [Unit Management Plan](#) provides the general locations and relationships of a park's features and planned facilities. The Bureau of Design and Construction (BDC) is responsible for procuring the design, permitting and construction of all park facilities. Design and construction review is performed internally within the Division to gain the guidance and base

information needed to furnish efficient, serviceable facilities that fully respect environmental values. Internal design review occurs as follows:

- 7.1.1. Division director and assistant division director provide general program review, primarily of projects' status, scheduling and overall direction. They participate in more detailed revisions of proposed Standard Plan changes and projects of high public interest or cost, or which may have special environmental considerations.
 - 7.1.2. District bureau chiefs, park managers, district biologists, environmental specialists, construction specialists and other district personnel are afforded full opportunity for design review. Personal reviews by the district bureau chief and park manager are desirable for site planning and facility design. Review by the district environmental specialist is desirable for site planning.
 - 7.1.3. Bureau of Natural and Cultural Resources review projects on a case-by-case basis for compliance with Division environmental protection and cultural resource policies.
 - 7.1.4. OPP will review projects for unit management plan consistency, and on a case by case basis to ensure an appropriate overall site plan. OPP may also provide detailed conceptual site planning or master planning services as needed.
 - 7.1.5. The accessibility and safety manager review all plans for consistency with the American with Disabilities Act.
 - 7.1.6. BDC also performs extensive design and construction work for the major repair, renovation and replacement of public facilities in [compliance](#) with the [Americans with Disabilities Act](#) and asbestos abatement.
- 7.2.** During the design process, the BDC, through its bureau chief, keeps the Division director and assistant division director apprised of the projects' status, schedule, direction, and any special planning, design, environmental, permitting, funding and construction considerations, through periodic work meetings and project memoranda.
- 7.3. Naming of Buildings, Roads, Bridges, Parks or Other similar Facilities**
- 7.3.1. All requests for naming such facilities should be coordinated with the District Bureau Chief.
 - 7.3.2. At no time will park employees place designation plaques, memorial plaques or signs naming or indicating any building, road, bridge, park, trail, or other similar facility to be "Designated", "In Memory of" or "in Honor of" or similar language recognizing an individual or group of individuals unless approved by the District Bureau Chief.
 - 7.3.3. The Florida Department of State, Division of Historical Resources is charged with receiving requests for Naming of State Buildings and Facilities as outlined in [F.S. 267.062](#). The Florida Historical Commission is an advisory council whose purpose is to review Special Category Grant Applications, the review of nominations to the National Register of Historic Places, the naming of State buildings and facilities, and the review of offensive and derogatory place names and is comprised of eleven members appointed by the Governor, President of the Senate and Speaker of the House.
 - 7.3.4. Memorials and Recognition Signage

- 7.3.4.1. Memorials and permanent recognition markers (signs, benches, monuments, e.g.) are prohibited in state parks and trails unless approved through the Unit Management Plan process. Alternatives such as planting a native tree (without a plaque or other signage), or a donation of a needed item, piece of equipment, or Capital Improvement consistent with the park's Unit Management Plan may always be promoted in lieu of recognition markers or signage. Donation recognition plaques for significant donations may be approved by the District Bureau Chief, and must avoid using terms such as "in Honor of", or "in Memory of" instead using terms such as "Donated by", or "Provided on Behalf of". These will typically be provided by the donor. The language, size, and style of donation plaques must be reviewed and approved by the District Bureau Chief.
- 7.3.4.2. CSO fundraising programs recognizing donors (such as receiving donations for personally engraved paver bricks) must be approved by the District Bureau Chief and must be clear to the donor that the Division is under no obligation to maintain the item donated.
- 7.3.4.3. Temporary recognition such as sponsorship banners at special events may be approved by the park manager.

8. CARRYING CAPACITIES [^](#)

UPDATED JANUARY 25, 2016

Carrying capacities are established for each park unit within the park's unit management plan. The purpose of carrying capacities is to determine the number of people an individual park or facility can accommodate at any given time to preclude the degradation to resources, facilities or visitor experiences.

CHAPTER 1.4 CITIZEN SUPPORT ORGANIZATIONS

- [1. PURPOSE](#)
- [2. AUTHORITY](#)
- [3. INTRODUCTION](#)
- [4. DEVELOPING A CSO \(SEE CSO HANDBOOK CHAPTER 2\)](#)
- [5. CSO MANAGEMENT & GOVERNANCE](#)
- [6. DIVISION GUIDELINES & PROCEDURES](#)
- [7. DIVISION & OTHER REPORTING REQUIREMENTS](#)

1. PURPOSE [^](#)

The purpose of this chapter is to allow for consistent application of procedures by Florida Park Service (FPS) employees (FTE and OPS) for administering Citizen Support Organizations (CSO) to the Division of Recreation and Parks (Division).

2. AUTHORITY [^](#)

The FPS CSO Program is governed by Chapter [617](#), Florida Statutes (F.S.), Section [258.015](#), F.S., Section [20.2551](#), F.S., [20.058](#), F.S., and the CSO Agreement. Detailed procedures and additional information helpful to FPS employees about requirements as well as best management practices (non-requirements) for CSOs are found in the [CSO Handbook](#). Additional applicable authority is referenced in the subject matter paragraphs.

3. INTRODUCTION [^](#)

UPDATED JANUARY 2016

3.1. Purpose of a Florida Park Service CSO (see CSO Handbook chapter 1)

- 3.1.1. A CSO is an independent not for profit Florida corporation approved by the Florida Department of State, Division of Corporations. The organization has a CSO Agreement formalizing its partnership with the Florida Department of Environmental Protection (Department) and Division.
- 3.1.2. Section 258.015, F.S., states the purpose of a CSO is to operate for the direct or indirect benefit of the state park system or individual units of the state park system. The statute authorizes a CSO to conduct programs and activities; raise funds; request and receive grants, gifts, and bequests of money; acquire, receive, hold, invest, and administer, in its own name, securities, funds, objects of value, or other property, real or personal; and make expenditures to or for the direct or indirect benefit of the state park system or individual units of the state park system.
- 3.1.3. Support by the CSO must be consistent with a park's Unit Management Plan and organized in an approved Annual Program Plan (see also CSO Handbook chapter 4).
- 3.1.4. According to the CSO Agreement the CSO must cooperate fully with the park manager in fulfilling his/her responsibilities, and defer to the manager's decisions in matters involving the park, including but not limited to or use of park property, the priority (and scheduling) of maintenance, improvements, or betterment of park property (see also CSO Handbook chapter 4).

3.2. CSO Relationship to the Division of Recreation & Parks (see CSO Handbook chapter 1)

- 3.2.1. The Department's employees must not provide legal or financial advice to CSOs.
- 3.2.2. The CSO Agreement is a contract that outlines the scope of activities and reporting requirements and the roles and responsibilities of the CSO's contract manager, district, and Division.
 - 3.2.2.1. The contract manager of the two statewide CSOs is the division director. A park manager is the contract manager of his/her CSO operating to benefit the state park/s or state trail/s.
 - 3.2.2.2. The park manager plays a crucial role in communicating between the district, the Division, and the CSO. As contract manager he/she must be knowledgeable of the content of the CSO Agreement and other CSO governing documents. The park manager's approval must be obtained for CSO activities conducted at the park (see CSO Agreement). Park managers must also effectively convey appropriate policies and procedures required by the Division relating to projects and programs sponsored and funded by the CSO (see CSO Agreement).
 - 3.2.2.3. The Department's central office, Bureau of Operational Services (BOS), CSO and Volunteer Program is the day to day liaison between the Division and each district. Districts manage their park managers and their CSO and volunteer programs.
 - 3.2.2.4. Park programs development specialists (PPDSs) are based in each of the five (5) district offices across the state and serve as a district's liaison for CSOs and volunteers. The district employee's responsibilities are listed in the CSO Handbook Chapter 1. Employee duties as it relates to volunteer management (see OM Chapter 1.5).

3.3. Board of Directors (see CSO Handbook Chapter 1)

- 3.3.1. Park employees must not serve on the board or as an officer of their park's CSO, including as an ex-officio member. A spouse, relative, or dependent who resides with a park employee must not serve as a CSO officer (president, vice president, secretary, treasurer, etc.) with that park's CSO. However, these family members can serve as a board member or officer with a different park's CSO.
- 3.3.2. All CSO Board of Directors, like all FPS regular service volunteers must follow the Division's volunteer requirements (see OM Chapter 1.5).

3.4. CSO Governing Documents (see CSO Handbook Chapters 1 and 5)

The Department and Division assess a CSO's compliance with the terms of each governing document (the CSO Agreement, the CSO's Articles of Incorporation and Bylaws). This is accomplished through regular CSO Management Reviews by Division employee's, the CSO's Annual Financial Report, a CSO's Annual Report to the Legislature, Independent Financial Audits (when applicable), and periodic audits by the Department's Inspector General.

4. DEVELOPING A CSO (see CSO Handbook Chapter 2) [^](#)

UPDATED JANUARY 2016

4.1. Checklist for Incorporating a CSO

- 4.1.1. Prior to the development of a CSO for a state park, the park manager and the district bureau chief must develop long and short-range goals and objectives for the park, commonly known as a park needs list. This planning should be in consultation with appropriate Division personnel and must be consistent with the park's Unit Management Plan. To start, a CSO and the park manager works with the prospective CSO to identify priorities from the park needs list. These priorities must be listed on the CSO Project Priorities Form ([DRP-055](#)). The district bureau chief must approve this form after review by the appropriate central office bureau chiefs.
- 4.1.2. After the CSO Project Priorities Form is approved, the CSO must submit a request and an Application for Designation as a CSO ([DRP-054](#)) to the park manager. Attach the approved CSO Project Priorities Form. The CSO's draft Articles and draft Bylaws should also be submitted at the same time. This request must then be reviewed in accordance with the following procedure:
 - 4.1.2.1. Park manager forwards the request and recommendation to the district bureau chief.
 - 4.1.2.2. District bureau chief submits it to the CSO and Volunteer Program in the central office for circulation to the appropriate bureau chiefs for review.
 - 4.1.2.3. Following a review of the package by appropriate central office bureau chiefs, the request and recommendations must be returned to the district bureau chief for final approval and signature as "Agency Designee."

4.2. Developing the Articles of Incorporation (see CSO Handbook Chapter 2)

- 4.2.1. After the Application for Designation as a CSO is approved, the CSO must then submit its' signed Articles of Incorporation, along with a copy of the organization's Bylaws to the district bureau chief through the park manager for submission to the central office CSO and Volunteer Program. The central office must then submit the Articles of Incorporation along with a letter signed by the division director or assistant division director to the Florida Department of State, Division of Corporations for filing as a not for profit corporation. According to Section 617.0122, F.S., as long as the Articles are submitted in this manner, the Florida Department of State will waive all filing fees.
 - 4.2.1.1. The CSO Articles of Incorporation must not name any Department employee as the Registered Agent for the CSO nor use the state park's address as the primary address for the CSO.
 - 4.2.1.2. After the Articles of Incorporation have been recorded, two copies of the standard CSO Agreement and the CSO Agreement Review Form ([DRP-053](#) or see CSO Handbook Appendix 5) must be prepared by the district for the contract review process. The district provides the two agreements and review form to the central office, CSO and Volunteer Program to route for Division review and appropriate signatures.
 - 4.2.1.3. The approved agreement is forwarded to the district chief to send to the CSO for signature. The CSO then returns the two signed agreements to

the district bureau chief for the chief's final approval and signature. The two original signed agreements reside with the signing parties—one with the CSO and the other with the district office. The district sends a copy to the central office, CSO and Volunteer Program. The Articles of Incorporation are Exhibit A to the CSO Agreement.

4.3. Amending the Articles of Incorporation (see CSO Handbook Chapter 2)

The CSO must first amend its Articles with the Florida Department of State, and then pursuant to the CSO Agreement amended and signed Articles of Incorporation must be copied, scanned, and sent by the CSO within ten (10) business day to the district that must forward it to the central office to amend Exhibit A to the CSO Agreement.

4.4. Amending the CSO Name (see CSO Handbook Chapter 2)

The CSO must first change its name with the Florida Department of State and then with the Department and Division. Pursuant to the CSO Agreement the CSO must notify the Division of any name change within ten (10) business days, then amend its' CSO Agreement using the CSO Agreement Amendment Form ([DRP-056](#)) or see CSO Handbook Appendix 6. The district must prepare two copies of the agreement amendment form. The district chief must sign as the "Agency designee." The originals reside with the signers, the CSO and the district. The district must provide a signed copy to the central office, CSO and Volunteer Program for the Department's records.

4.5. Developing the Bylaws (see CSO Handbook Chapter 2)

- 4.5.1. As a Florida corporation, the State of Florida Chapter 617, F.S., requires a not for profit corporation to create Articles of Incorporation and Bylaws.
- 4.5.2. Pursuant to the CSO Agreement the original, and then any update to the Bylaws must be provided to the Division within ten (10) days.

4.6. Florida Department of State, Division of Corporations, Corporate Annual Report (see CSO Handbook Chapter 5 and CSO Agreement)

- 4.6.1. According to Section 617.0122, F.S., CSOs are exempt from paying Corporate Annual Report filing fees if the report is submitted through the Department to the Florida Department of State, Division of Corporations.
 - 4.6.1.1. The Division must submit the CSO's voucher with a letter from the division director, certifying the organization's good standing with the Department. This must be sent to the Florida Department of State's office to waive the filing fee for the CSO.
- 4.6.2. Failure to file a Corporate Annual Report can lead to termination of the CSO Agreement by the Department per the procedures set forth in the Agreement (see also CSO Handbook Chapter 4).

4.7. Internal Revenue Service (IRS) Requirements & Reporting (see CSO Handbook Chapter 2)

- 4.7.1. Federal Employer Identification Number (FEID)
CSOs must apply for a FEID, also known as a Federal Tax Identification Number. This number is required to secure federal tax-exempt determination as a charitable

organizations IRS 501(c)(3) as well as for several other CSO reports and activities (see www.irs.gov).

4.7.2. Federal Tax-Exempt Charitable Status

The Division does not require CSOs to secure the IRS determination 501(c)(3) of the Internal Revenue Code. However, failure to secure such a designation could result in the organization having to pay federal income tax and state sales tax.

4.7.3. IRS Reporting (see CSO Handbook Chapter 5)

4.7.3.1. CSOs that have met the requirements of IRS Code Section 501(c)(3), as approved public charitable organizations are exempt from federal income tax, and must file annual returns of their income and expenses.

4.7.3.2. Filings are due to the IRS on the fifteenth day of the fifth month after the end of the organization's fiscal year. A copy of the CSO's IRS Form 990EZ or 990 filings, with appropriate complete schedules, is due to the Division on or before July 1 each year as part of the CSO's Annual Financial Report (see below and the CSO Agreement).

4.7.4. Lobbying (see CSO Handbook Chapter 3)

4.7.4.1. Federal tax-exempt charitable organizations are permitted to conduct a limited amount of activities to influence legislation (commonly known as lobbying). An organization that engages in lobbying activities must report these activities to the IRS on its Form 990.

4.7.4.2. CSO leaders and members, and CSO contract managers, must remember that CSOs are perceived as representatives of the park and park system as a whole. A CSO and contract manager must always make sure the CSO's efforts are in support of its park/s and the park system pursuant to Section 258.015, F.S., and the CSO Agreement.

5. CSO MANAGEMENT & GOVERNANCE [^](#)

UPDATED FEBRUARY 2, 2016

5.1. Public Records, Record Management, & Document Retention (see CSO Handbook Chapter 3)

Pursuant to Chapter 119, F.S., Section 20.2551(4), F.S., and the CSO Agreement, CSOs are subject to public inspection of all documents, papers, letters or other materials subject to provisions of Section 119.01, F.S., otherwise known as the "open records law." The CSO Agreement provides that the Agreement must be unilaterally canceled (terminated) by the Division for refusal by the CSO to allow public access to its records.

5.2. Liability, Sovereign Immunity & Insurance (see CSO Handbook Chapter 3)

5.2.1. Sections 110.504, 768.1355, and 768.28, F.S., authorizes state liability coverage for volunteers, including corporate entities such as not for profit CSOs. The CSO's Board of Directors and officers are FPS volunteers and are immune from tort liability pursuant to Section 617.0834, F.S. The CSO board members are state volunteers and are therefore covered by state liability when performing their duties as volunteers for state parks (see CSO Agreement).

- 5.2.2. To ensure the state coverage, CSO board members, like all FPS regular service volunteers must annually sign the Division’s Volunteer Agreement and have it on file with their contract manager or completed as part of the volunteer’s profile on VSysLive (see OM Chapter 1.5).

6. DIVISION GUIDELINES & PROCEDURES [^](#)

UPDATED JANUARY 2016

6.1. Annual Program Plan (see CSO Handbook Chapter 4)

- 6.1.1. The Division requires, before the beginning of every CSO’s fiscal year, the Board of Directors and CSO’s contract manager must develop and approve an Annual Program Plan ([DRP-052](#)).
- 6.1.1.1. The plan must be consistent and supportive of the park’s Unit Management Plan (see also CSO Handbook Chapter 1).
- 6.1.1.2. The plan must include all proposed projects (park improvements, large construction, plans for endowments or contracts, fundraising activities, visitor service activities, and events).
- 6.1.1.3. For each proposed in-park activity and event, the plan must include the designation of a specific location, date, and time.
- 6.1.1.4. Once completed and signed by the contract manager and the CSO president, the Annual Program Plan is transmitted to the district and a copy must be sent to the CSO and Volunteer Program in the central office.
- 6.1.2. Updates to the Annual Program Plan must be provided to the district and central office.

6.2. Use of CSO Funds (see CSO Handbook Chapter 4)

- 6.2.1. Pursuant to the CSO Agreement and Section 258.015, F.S., all funds generated by the CSO through use of a park/s fixed property and facilities or in the name or in the identity of the park or park service must be used for the direct or indirect benefit of the park/s that a CSO supports.
- 6.2.2. Spending must be consistent with the CSO Agreement or in support of the CSO’s purposes as stated in the Articles of Incorporation.
- 6.2.3. Any other proposed use of CSO funds must be pre-approved in writing by the park manager (e.g., donations to other organizations, membership in other organizations, etc.).
- 6.2.4. CSO funds can be used for the indirect benefit of the park include:
- Cash or other award to a FPS employee of the month.
 - Food, drinks, refreshments or other support to park staff engaged in work activities (e.g., exotic removal project, prescribed burn, special events, etc.).
 - Training expenses, which may include travel expenses, for park staff and CSO staff. Training for park employees requires approval by the Division.

- 6.2.5. Funds donated to the CSO for a specific purpose, though outside the above description of indirect benefit, must be used consistent with the donors' intent.

6.3. Use of Park Property & Facilities (see CSO Handbook Chapter 4)

- 6.3.1. Pursuant to Section 258.015(2), F.S. and the CSO Agreement, the Division authorizes the CSO to use fixed park property and facilities where appropriate, without charge, in accordance with Chapter 62D-2, Part I Chapter 258, Section 20.2551(2), F.S., and Florida Administrative Code. In order to use fixed park property or facilities, the CSO must:
- Follow an approved Annual Program Plan.
 - Follow special event procedures.
 - Follow the instructions regarding fees.
- 6.3.2. Per the CSO Agreement, the CSO must obtain advance approval in writing from the park manager or his/her designee for any activities at the park not covered specifically in the CSO Agreement.
- 6.3.3. CSO's desiring to provide Wi-Fi connection in a state park must follow the procedures in OM Chapter 5.1.

6.4. Fees (see CSO Handbook Chapter 4)

- 6.4.1. The park must not waive the regular entrance fee except as described in the CSO Agreement. In order for the CSO to charge an entrance fee for CSO events that are carried out on park property and facilities, the CSO must be granted prior approval by the district bureau chief.
- 6.4.1.1. To request approval, the CSO must request, in writing, the right to charge an entrance fee in lieu of the park entrance fee and submit it to the park manager at least three (3) months in advance.
- 6.4.1.2. The park manager must send the request to the district bureau chief. If the district bureau chief approves the request, the CSO must pay the park in accordance with the [FPS Fee Schedule](#).

6.5. CSO Park Entrance Fee Waiver Days (see CSO Handbook Chapter 4)

- 6.5.1. Pursuant to the CSO Agreement, the park manager is authorized to allow up to twelve (12) CSO membership appreciation days per year, which require approval, in writing, by the park manager.
- 6.5.1.1. It is at the discretion of the park manager to determine how the CSO free days will be offered.
- 6.5.1.2. On those days, CSO members in good standing and their families (children, spouses, siblings, and parents) can be admitted to the Park free for recreation purposes.
- 6.5.1.3. The park manager and CSO must not offer perpetual free admission as a benefit to the general members of the CSO.

6.6. CSO Special Events (see CSO Handbook Chapter 4)

- 6.6.1. CSOs must submit a list of all proposed special events to the park manager for approval on their Annual Program Plan.
- 6.6.2. All events conducted on the property or in the name of the park must be approved, in advance, by the park manager and district bureau chief. The district bureau chief must determine if the event will be conducted in the name of the CSO or in the name of the park.
- 6.6.3. CSO-sponsored events do not require a special use permit between the Division and the CSO.
- 6.6.4. Once the event is approved, the CSO must take the following steps:
 - 6.6.4.1. Understand the Essential Eligibility Criteria (EEC) and American Disabilities Act before planning the special event. A written EEC is required of all in-park events.
 - 6.6.4.2. Obtain approval from the park manager, in writing, prior to any publicity being released about the special event.
 - 6.6.4.3. Execute a Short Term Special Event Permit and a Vendor and Demonstrator Authorization with all vendors who will be involved with the special event. The CSO must generate its own vendor and demonstrator authorization forms for CSO-lead events, but can use the Division's as a model.
 - 6.6.4.4. Provide copies of all event contracts, proof of insurance, and vendor permits to the park manager at least one (1) month prior to the event date.
 - 6.6.4.5. Submit event information to the park manager at least twenty (20) days prior to the event date so the information can be listed on the online Park Guide website.

6.7. Serving & Sale of Alcohol (see CSO Handbook Chapter 4)

- 6.7.1. According to OM Chapter 5.5, the consumption of alcoholic beverages in state parks is prohibited, except in restaurants and lodges that already provide sales of alcohol, and within designated areas during park sanctioned events such as special events.
- 6.7.2. The CSO must obtain written approval from the park manager to serve alcohol at a special event in the park. See CSO Handbook Chapter 4.
- 6.7.3. CSOs must also comply with Chapters 561, 562, 563, and 564, F.S. and Rule 61A-3, F.A.C., and any local ordinances that regulate the alcoholic beverage license (for more detail see CSO Handbook Chapter 4).

6.8. Contracting Requirements (see CSO Handbook Chapter 4)

- 6.8.1. Pursuant to the CSO Agreement, specific contracting guidelines must be followed in certain circumstances. A CSO entering into any legal contract, (for example, an agreement for financial services, trusts or investment and endowment funds with another entity), must add language consistent with the CSO Agreement regarding dissolving a CSO.

- 6.8.2. In addition, specific language must be included in other types of contracts. These include, but are not limited to when the CSO is contracting with an outside vendor for services or commodities, grants with other state or Federal agencies, or when a CSO’s contractor has employees (see the Appendix in the CSO Handbook or the contract manager for further details).

6.9. Third Party Contracts for Regular Business Services (see CSO Handbook Chapter 4)

- 6.9.1. Pursuant to Section 258.015(2), F.S., “The Division may permit, without charge, appropriate use of fixed property and facilities of the state park system by a citizen support organization, subject to the provisions of this section.”
- 6.9.2. A CSO can execute contracts with third parties for business services based on the following guidelines:
- 6.9.2.1. A CSO must not grant a third-party, such as an external vendor, fixed property and facilities for conducting regular business without authorization from the Division.
- “External vendor” refers to any outside service provider who is not an approved Division concessionaire for visitor services (See OM Chapter 5.2).
 - “Regular business” refers to a business that is customary and ongoing, with no unexpected or unusual variation. Examples include, but are not limited to external vendors providing regularly scheduled tours for a fee, recreational equipment rental, merchandise sales, vending machines, food services, etc.
- 6.9.2.2. A CSO is permitted to contract an external vendor for special events and other relevant occasional operations (e.g., a CSO special events—see CSO Handbook chapter 4). This activity must be approved by the park manager.
- 6.9.2.3. A CSO is permitted to provide business services through vending operations in the case that it owns the machines and manages the operations. This activity must be approved in writing by the Division.
- 6.9.2.4. A CSO is permitted to sell merchandise in the ranger’s station with park manager’s written approval (see CSO Agreement).
- Sales in the ranger station must not be an independent regular business service (see CSO Handbook chapter 4). “Independent” describes when a CSO’s staff (i.e., staff are defined as any employees or volunteers working in a park) or FPS staff acting on behalf of the CSO physically operates the visitor service.
 - All sales by the CSO are subject to Florida Sales Tax (see also CSO Handbook Chapter 2 and Chapter 5).

6.10. Concession Services (see CSO Handbook Chapter 4 and CSO Agreement)

- 6.10.1. The Division enters into formal Concession Agreements with private businesses, or concessionaires, to provide goods and services to park visitors (e.g., recreational equipment rentals, vending machines, gift shops, etc.). A Concession Agreement

authorizes a concessionaire to provide various regular business services on park property (see OM Chapter 5.2). CSOs can seek to serve as a concessionaire. A CSO must comply with the terms and conditions required of all concessionaires, in the Concession Agreement.

- 6.10.2. A CSO is permitted to sell merchandise and/or rent out equipment in the ranger's station and other locations on site (see CSO Agreement) with the following requirements:
 - 6.10.2.1. Must be approved by the park manager.
 - 6.10.2.2. Sales/rentals in the ranger's station must not be an independent regular business service (see CSO Handbook chapter 4) unless the size of the operation requires dedicated staffing.
 - 6.10.2.3. The CSO must adhere to Florida Department of Revenue requirements for collecting Florida Sales Tax (see also CSO Handbook chapter 2 and chapter 5).
- 6.10.3. A CSO that already provides visitor services as regular business must formalize its relationship with the Division by entering into a more formal Agreement, which may include a Memorandum of Understanding or a Concession Agreement.
- 6.10.4. If, at any time during the term of a formal Agreement, the Division determines there is a need for additional or enhanced visitor services, it can grant the CSO first right of refusal to provide the services at the frequency and quality requested by the Division.

6.11. Park Staff Handling of CSO Funds & Participating in CSO Concession Operations (See CSO Handbook Chapter 4)

- 6.11.1. Park employees (FTE and OPS) must be approved by the district bureau chief to collect and deposit funds on behalf of the CSO, whether from sales of merchandise, donations, fees, etc.
- 6.11.2. Park employees handling CSO funds on behalf of the CSO must follow guidelines established by the CSO board in its financial policies for key controls, security, inventory, cash handling, bank deposits, and financial policies for CSO-sponsored special events (see also CSO Handbook Chapter 2).
- 6.11.3. The CSO must make purchase decisions and arrange for payment to suppliers. However, there may be situations where park staff can handle these transactions in compliance with the following requirements:
 - 6.11.3.1. Park employees must not use CSO Petty Cash Accounts.
 - 6.11.3.2. Park employees are authorized to utilize debit cards or gift cards provided by the CSO for CSO-authorized purchases only and must meet the requirements:
 - An itemized receipt must be retained and given to the appropriate CSO officer using the most expedited means.
 - Approval for use must be documented by a vote by the CSO Board of Directors as provided in their Bylaws and recorded in the minutes of the CSO's board meeting.

- 6.11.3.3. Park staff (employees and volunteers) can receive reimbursement for their expenditures made on behalf of the CSO. All reimbursements must be documented by receipts and invoices.
- 6.11.4. The following is a set of requirements for park staff participating in CSO concession operations:
 - 6.11.4.1. Park staff are authorized to facilitate sales or rentals and collect funds on behalf of a CSO. Any facilitation by park employees must be incidental to their regular work duties.
 - 6.11.4.2. Park staff are authorized to accept merchandise delivered to the park on behalf of the CSO. A receipt, invoice, or bill of lading (a detailed list of shipment of goods in the form of a receipt) must be given to the appropriate CSO officer using the most expedited means.
 - 6.11.4.3. Park staff must not operate CSO merchandise sales, rentals, or vending operations. This includes, but is not limited to stocking merchandise, managing rental equipment, or serving as the primary tour guide for regularly scheduled tours where the CSO receives a fee, servicing vending machines provided by the CSO, operating food services of the CSO, etc.
 - 6.11.4.4. Division employees must not be the primary operator of a CSO fundraising effort.
 - 6.11.4.5. Division employees must not be engaged in substantial ways to operate a CSO's regular business or CSO revenue-generating activities.
- 6.11.5. In accordance with the purpose of CSOs -- to provide support to individual parks by volunteering, educating visitors, hosting events, and raising funds for specific park projects – the time and manpower involved in operating a CSO's independent and regular business, as a Division requirement, must come from CSO employees, CSO members and CSO volunteers, not Division employees.
 - 6.11.5.1. The authorized exception includes when the CSO donates funds to the Division's "Help Our State Parks" (HOSP) program (See OM Chapter 1.6) specifically to fund the Division's Other Personal Services (OPS) employees to operate a CSO's or park/CSO concession operation that provides visitor services. Without this important partnership these visitor services would not be possible. These instances must be approved by the district bureau chief through the budget request process for HOSP funding each year.

6.12. Payment Card Industry (see OM Chapter 1.6 and CSO Handbook Chapter 4)

CSOs accepting payment cards are required to comply with the Payment Card Industry (PCI) Data Security Standards (DSS), whether accepting payment cards directly, or through a third party provider such as PayPal. This includes a CSO accepting payment cards for online donations or accepting payment cards in any kind of park concession operated by the CSO. The CSO must annually (by May 1) complete a PCI Self-Assessment Questionnaire (SAQ) and an Attestation of Compliance. The CSO's annual SAQ must be kept by the park manager.

These forms can be found at

https://www.pcisecuritystandards.org/security_standards/documents.php?document=2.0.

6.13. Fundraising Requirements (See CSO Handbook Chapter 4)

6.13.1. In support of the park(s) or the system of state parks and trails, a CSO can hold fundraisers, seek and receive grants, and accept gifts and cash donations pursuant to Section 258.015, F.S. Although CSOs are independent from the Division, their fundraising efforts are generated in the name of the state park. Therefore, the CSO must follow these guidelines for grants and fundraising (see the CSO Handbook for more information):

6.13.1.1. All projects, for which the funds are raised, must be consistent with the needs of the park, the goals of the Division as defined by the park Unit Management Plan, and the purpose of the CSO.

6.13.1.2. The park manager/contract manager must approve any single fundraising project (see CSO Agreement). All fundraising activities must be authorized, in advance, in the CSO's Annual Program Plan by the park manager.

6.13.1.3. Authorization by the district bureau chief is required to pursue fixed capital outlay development (construction type) projects including fundraising for them (see CSO Agreement).

6.13.1.4. All grant proposals must be reviewed by the Division per DEP Directive [150](#) and OM Chapter 1.6.

6.13.1.5. The CSO and park manager must agree, in writing, on a method of recognizing the donors or sponsors prior to soliciting or accepting any services, products, or money (see OM Chapter 1.6)

6.13.1.6. All funds raised must be accounted for using not for profit standard accounting procedures set forth in the Statement of Financial Accounting No. 116 and No. 117 established by the Financial Accounting Standards Board (visit www.fasb.org for more information).

6.13.2. Registration with the Florida Department of Agriculture and Consumer Services (FDACS)

Pursuant to Section 496.403, F.S., the Department's CSOs are not required to register their organizations with FDACS to conduct fundraising activities. "Section 496.401 to 496.424, F.S., do not apply to bona fide religious institutions, educational institutions, and state agencies or other government entities or persons or organizations who solicit or act as professional fundraising consultants solely on their behalf."

6.13.3. Establishment of Trusts, Investment Funds, and Endowments

Florida Statute authorizes CSOs to accept or establish a financial service, trust, investment fund including and endowment fund or non-endowment fund, but the proposed agreement must be reviewed and pre-approved in writing by the district bureau chief (see CSO Agreement). The agreement must not contradict the CSO Agreement.

- 6.13.3.1. The CSO must (if applicable) include the goal of establishing an endowment in the CSO's Annual Program Plan.
- 6.13.3.2. The CSO Agreement requires CSOs add the dissolution provision found in the agreement into all contracts, including for endowments.
- 6.13.3.3. Some endowments are permanent, and the principal is not recoverable. Pursuant to the CSO Agreement the CSO must not enter into any financial service agreement with another entity that requires forfeiture of the principle.
- 6.13.3.4. The CSO Agreement does not permit the CSO to use its financial assets in a manner inconsistent with the CSO's mission or purpose. Some third party agreements (trusts, investment funds, endowments etc.) have language permitting the financial assets use for similar purposes or for other charitable uses not designated in the original endowment agreement with the CSO.
- 6.13.4. Donation Boxes (see OM Chapter 1.6)
- 6.13.5. Grant Solicitation Procedures
 - Department Directive [150](#), Delegation of Authority, requires the division director or designee must approve all grant proposals, including those submitted by CSOs on behalf of the Division.
 - 6.13.5.1. The CSO must clearly identify the source of any required matching funds and secure such funds prior to requesting the grant.
 - 6.13.5.2. All CSO grant proposals must be sent to the park manager who must forward it to the district. The proposal must then be sent, reviewed within ten (10) days, and must be approved by the Division before the CSO can submit the grant proposal to the granting agency or foundation in accordance with the OM Chapter 1.6.
- 6.13.6. Drawings of Chance
 - According to Section 849.0935, F.S., not for profit organizations, including CSOs, are authorized to conduct drawings of chance. Formerly referred to as raffles, organizations must now use the term "drawings of chance." CSO's, like any not for profit must meet the requirements of F.S. regarding drawings of chance.
- 6.13.7. Donor Recognition
 - The method of donor recognition (if any) must be agreed to, in writing, by the CSO and the park manager/contract manager prior to the acceptance of the donation (see OM Chapter 1.6).
- 6.13.8. Park Recycling Revenue (see OM Chapter 1.6)

6.14. Partnership in Parks Program (see CSO Handbook Chapter 4)

- 6.14.1. The Partnership in Parks (PIP) program, as stated in the Sections 20.2551(5) and 258.015(3), F.S., was established to provide matching state funds for proposed state park projects sponsored by CSOs.

6.14.2. The PIP proposed project must have a minimum budget of \$100,000. If approved, the CSO must provide cash or evidence of cash, such as a letter of credit, for 60% of the costs. The state will provide the remaining 40% of the project costs, if the project is approved and funds are available. The 40% match on behalf of the Division is contingent on fund availability as allocated by the legislature. If there are no funds allocated to PIP projects by the legislature, the CSO must provide for 100% of the costs.

6.14.3. Application

6.14.3.1. To begin the PIP application process, the CSO must submit a Partnership in Parks Application ([DRP-060](#)) and PIP Project Budget Sheet ([DRP-073](#)) to the park manager. The park manager then forwards the Partnership in Parks Application and Project Budget Sheet to the district PPDS.

6.14.3.2. The PPDS must coordinate the review of the project between the district bureau chiefs, and district and park biologist for its effect on park resources and compatibility with the park's Unit Management Plan.

6.14.3.3. The PPDS must work with the district bureau chief to secure all necessary district approvals for the application.

6.14.3.4. The PPDS then forwards the application to the Division's central office bureaus for review and comment. Each Division's bureau or office must review the project and provide any relative comments. Should any adverse comments be received at this time, the application may be returned for revision, a meeting should be called to review the application with the CSO and park, or the project may be denied.

6.14.3.5. The application must be forwarded to the division director for approval based on the input from the various offices within the Division. After approval of the project, the division director must provide a Letter of Intent to the CSO indicating project approval.

6.14.3.6. The Letter of Intent from the Division must be received by the CSO *prior* to initiating fundraising activities.

6.14.4. Funding

The Bureau of Financial Management must certify on the application if the Division has sufficient funds available to support the proposed project. If state funds are not available, the Division can provide conditional approval of the project. This will allow the CSO to proceed with fundraising in the event the Division is unable to provide matching funds. This ensures that at the time of approval, funding will be available, but will not guarantee their availability when the CSO is ready to draw down the funds.

6.14.5. Project Commencement Form

6.14.5.1. After the CSO has received sufficient funds to meet a minimum of 60% of the project costs, the CSO must notify the Division, in writing, through the park manager and district.

6.14.5.2. The notification must include evidence of sufficient funds in the form of an appropriate statement from the CSO's financial institution. In some

instances, a binding letter from an appropriate foundation assuring the availability of the matching funds will be accepted.

6.14.5.3. A completed PIP Project Commencement Form ([DRP-072](#)), PIP Project Budget Sheet ([DRP-073](#)), as well as a PIP Allocation Budget Sheet ([DRP-074](#)), must be submitted with a letter or statement of sufficient funds.

- The PIP Project Commencement Form is initiated at the park and outlines the project's scope, costs, etc.
- The commencement form is reviewed and approved in turn by the CSO, park, district and Division.
- The commencement form must specify whether the CSO and Division will contract with a single vendor or multiple vendors to complete the project.
- The Bureau of Financial Management must review these documents and certify to the division director sufficient Division funds are available for the project. Once the division director signs the commencement form and a project number is assigned, the CSO can begin incurring costs for the project.

6.14.6. Timeline for Completing Projects

All PIP projects must be completed within eighteen (18) months of receiving approval for funding by the Bureau of Financial Management.

6.14.7. Project Commencement Form

6.14.7.1. It is recognized each PIP project will be managed differently, case-by-case. In cases of approved construction projects, the Division must handle selection of the contractor/s. When appropriate, the Division must then enter into a three (3) party agreement with the CSO and Contractor. In these cases, the agreement must specify the exact payment schedule of funds. If no Division funds are utilized, the CSO can pay the contractor directly.

6.14.7.2. For more information on CSO contracting requirements, see the CSO Handbook Chapter 4.

6.14.8. Purchases

In cases where multiple purchasing must take place, the budget must outline whether Division FCO funds or CSO funds will pay for each specific budget item. In such cases, each party (the Division and CSO) must pay its share once approved by the project manager.

6.14.9. Reporting Requirements

Depending on the type of PIP project, the appropriate bureau will supervise, approve, and assist with planning and design and oversee all of the work performed. The bureau, which has oversight responsibility, must review all work and approve any and all payments before the CSO remits payment to the contractor or contractors.

6.14.10. Naming Opportunity Process

In the event that a donor or organization is to be recognized for a donation to a Partnership in Parks project with a naming opportunity, the Approval Process for Naming Opportunities must be followed. Approval of an application for a Partnership in Parks project does not provide automatic approval of a donor naming opportunity.

6.15. Printed Materials for Interpretive Programs

See OM Chapter 5.1 and CSO Handbook Chapter 4.

6.16. Publicizing Florida State Parks to the Public

See OM Chapter 5.1 and CSO Handbook Chapter 4.

6.17. Working with a Park: When All Else Fails (see CSO Handbook Chapter 4)

Sometimes simple problem/resolution steps are not enough to resolve a larger, deeper conflict. As a very last resort, the CSO Agreement mandates a specific dispute, claim, question or disagreement resolution process.

6.18. CSO Dissolution & Termination Procedures (see CSO Agreement and CSO Handbook Chapter 4)

6.18.1. Termination is the end of the CSO Agreement, the contract between the CSO and the Division. Termination of the CSO Agreement does not dissolve the CSO as a not for profit corporation recognized by the Florida Department of State.

6.18.1.1. The CSO Agreement can be terminated by either the CSO or Division, without cause, after ninety (90) days from the receipt of notice, in writing, to the other party at the addresses shown in the Agreement.

6.18.1.2. The CSO Agreement can be terminated by the Division, with cause, for any violation of, or failure to comply with, the terms of the CSO Agreement after thirty (30) days from the CSO's receipt of notice, in writing, delivered to the CSO's address shown in the Agreement.

6.18.2. Dissolving the not for profit organization as recognized by the Florida Department of State can occur in two ways:

6.18.2.1. The Florida Department of State, Division of Corporations will automatically administratively dissolve any corporation for failure to file a Corporate Annual Report (see also CSO Handbook chapter 5).

6.18.2.2. The CSO can choose to dissolve. The process is outlined in CSO Handbook chapter 4. The park manager must immediately notify the district and Division if a CSO is considering dissolution. Should the CSO choose to proceed the process must be consistent with provisions in Sections 617.1402, 617.1403, 617.1405, and 617.1406, F.S., and the CSO Agreement.

7. DIVISION & OTHER REPORTING REQUIREMENTS [^](#)

7.1. CSO Volunteer Requirements & Reporting Hours (see OM Chapter 5.1, CSO Handbook Chapter 5, and the CSO Agreement)

7.1.1. According to the CSO Agreement each CSO officer and member of its Board of Directors must annually sign the Division's Volunteer Agreement ([DRP-058](#)) or complete it as part of the volunteer's profile on VSysLive (see OM Chapter 1.5).

- 7.1.2. At the same time, contract managers or a designed park employee must conduct annual performance reviews and update a volunteer’s position description.
- 7.1.3. The Division requires the board’s total hours of service contributed to the park as a part of the CSO’s Annual Financial Report, Statement of Accomplishments and Goals (see CSO Handbook chapter 5).
 - 7.1.3.1. The CSO board and its volunteers must submit their Volunteer Time Record Sheets monthly to their park’s volunteer coordinator.
 - 7.1.3.2. The Friends of Florida State Parks, Inc. and Florida Greenways and Trails Foundation, Inc. board members must submit their volunteer information monthly to their CSO president or designee who should then submit the information to the Division’s CSO and Volunteer Program.
 - 7.1.3.3. If a volunteer works for more than one CSO or park the individual must record and submit hours to each separately.

7.2. CSO Management Reviews (see CSO Handbook Chapter 5)

- 7.2.1. Pursuant to Sections 215.981 and 215.981(2), F.S., the Division must conduct management reviews of all CSOs falling below the annual \$300,000 expenditure limit. CSOs with annual expenditures exceeding this limit, including grants, must have an independent financial audit by a certified public accountant. To stay in compliance with F.S., it is a Division requirement that all CSOs below the expenditure limit must participate in a CSO Management Review conducted by a district once every four (4) years.
 - 7.2.1.1. At minimum, a district designee, CSO president, and park manager must attend the review.
 - 7.2.1.2. Following the CSO Management Review, the district provides the CSO, the park manager, and the central office’s CSO and Volunteer Program with a completed CSO Management Review Checklist, CSO Management Review Document Checklist, and summary of CSO management recommendations for improvement.

7.3. Annual Financial Report (see CSO Handbook Chapter 5 and CSO Agreement)

- 7.3.1. The Annual Financial Report is due to the park manager or designee on or before July 1 each year and must be complete and accurate, including a complete IRS Form 990-EZ or 990 with appropriate complete schedules attached.
 - 7.3.1.1. The park manager must send the report to the district PPDS along with the park manager’s cover letter. After reviewing the report for accuracy and working with the park and the CSO on corrections or additions needed, the district employee must submit the completed report to the CSO and Volunteer Program in the central office.
- 7.3.2. The CSO’s Annual Financial Report must include the following four (4) components (for details see CSO Handbook chapter 5):
 - 7.3.2.1. Park Manager’s Cover Letter - Provide perspective on the changing developments of the park and CSO and the effectiveness of the CSO in

fulfilling its purpose as outlined in the Annual Program Plan (see also CSO Handbook chapter 4).

- 7.3.2.2. CSO President's Letter - Provide the annual program support to the park that fulfills the purposes or mission of the CSO. Address changing developments within the organization and the Annual Program Plan (see also CSO Handbook chapter 4). Include progress on projects or reasons for ceased activities or projects.
- 7.3.2.3. CSO Statement of Accomplishments and Goals - A blank example can be found in the Appendix of the CSO Handbook or if the CSO's IRS Form 990 or 990-EZ contains the complete information then a separate accounting is not necessary. The Division does not accept the IRS Form 990-N as part of the Annual Financial Report. The CSO Statement of Accomplishments and Goals includes:
 - Estimated Total Volunteer Hours
 - Total Number of CSO Members
 - List of Board Membership
 - Summary of Accomplishments
 - Summary of Goals or Priorities for the Upcoming Fiscal Year
- 7.3.2.4. CSO Statement on Value of Contributed Services - A blank example can be found in the Appendix of the CSO Handbook or if the CSO's IRS Form 990 or 990-EZ contains the complete information then a separate accounting is not necessary. The Statement on Value of Contributed Services includes:
 - Park staff support
 - Park facilities support
 - In-kind support
 - List of program services
 - Total program services
- 7.3.2.5. For *each* program service the required elements are:
 - Program service description
 - Total expenses
 - Total revenue

7.4. Independent Financial Audit (see CSO Handbook Chapter 5)

Section 215.981(2), F.S., and the CSO Agreement, requires each CSO with annual expenditures in excess of \$300,000, including all grants, provide an independent financial audit of the CSO's accounts and records. The required audit must be submitted to the auditor general's office at 111 West Madison Street, Claude Pepper Building, Tallahassee, FL 32399-1450, with a copy to the park manager for appropriate routing to the Division, no later than nine (9) months after the end of the CSO's fiscal year.

7.5. Inspector General Audit (see CSO Handbook Chapter 5)

- 7.5.1. CSOs with annual expenditures of less than \$300,000 are not required to have an independent financial audit per Section 215.981(2), F.S., as a result, each year the

Department's Office of the Inspector General, Internal Audit Section conducts comprehensive audits of at least two (2) CSOs.

- 7.5.2. The Inspector General's audit will determine if the CSO is adhering to policies and reporting accuracy (see also CSO Handbook Chapter 1).
- 7.5.3. The auditor will also determine whether controls are in place and whether the park is in compliance with applicable procedures in the areas of cash collection and control, park expenditures, use of Purchase Card, state property and park attendance methodology, guest and resident discounts, the resident and regular service volunteer criteria. The auditor may also evaluate management's oversight of volunteer reporting and park resources used in CSO activities.
- 7.5.4. As a result of the audit, the CSO Board of Directors and park management (contract manager) must come into compliance with each of the Inspector General's audit report findings.
 - 7.5.4.1. The CSO and Division must demonstrate full compliance with each finding and provide supporting and detailed documentation of completion no less than five (5) months after the original audit.

7.6. CSO Annual Report to the Legislature (see CSO Agreement and CSO Handbook Chapter 5)

- 7.6.1. Section 20.058, F.S., provides for annual accountability and transparency requirements for all CSOs.
 - 7.6.1.1. The Department must report to the governor, president of the senate, speaker of the house, and Office of Program Policy Analysis and Government Accountability (OPPAGA) the information required by the legislation and provided by each CSO by August 15 each year. The report must include a recommendation for each organization by the Department, with supporting rationale, to continue, terminate, or modify the Department's association with the organization.
 - 7.6.1.2. A CSO's Code of Ethics is required (see CSO Handbook chapter 5). The law requires the Code of Ethics be posted conspicuously on the CSO's website.
 - 7.6.1.3. The Department must collect information from each CSO and post it on the Department's website by August 1 annually. The Division requires an earlier deadline of the CSOs (July 1 – see CSO Agreement) to be able to process and post the CSO's reports to the Department's website and to compose a report to the governor and legislature.
 - A completed CSO Annual Report form and a copy of the CSO's Code of Ethics must be emailed as attachments to the CSO's district office, who must review the documents and work with the CSO to assure the documents are complete and accurate. The district provides each CSO's information to the Department's Office of Operations, who posts each CSO's required information to the Department's website: the completed CSO Annual Report form, the CSO's Code of Ethics, and the CSO's most recent IRS Form 990 or Form 990-EZ.

- 7.6.1.4. The Department provides a standardized CSO Annual Report form so the CSO can provide each element required by law. Contact the central office's CSO and Volunteer Program.
- 7.6.1.5. Section 20.058(4), F.S. provides that the CSO's failure to submit the required items for two (2) consecutive years must result in termination of the CSO Agreement.

7.7. Conflicts of Interest (see CSO Handbook Chapter 5)

- 7.7.1. By signing the CSO Agreement, the CSO agrees that it has no interest and must not acquire any interest that would conflict in any manner or degree with the stated goals of the Agreement, the mission of the CSO, or the state park system. The CSO must not conduct any program or activity that would be injurious or cause disrepute to the park, park system, or to the Division or the Department.
- 7.7.2. Pursuant to Section 112.3251, F.S., CSO employees must not be CSO board members.

CHAPTER 1.5 PERSONNEL

- [1. PURPOSE](#)
 - [2. PERSONNEL](#)
 - [3. HOUSING POLICY](#)
 - [4. UNIFORMS AND PERSONAL APPEARANCE](#)
 - [5. FLORIDA PARK SERVICE AWARDS](#)
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1. PURPOSE [^](#)

The purpose of this chapter is to allow for consistent application of procedures for administering Personnel, Florida Park Service (FPS) Housing, Uniforms and Personal Appearance, Training and Professional Development, Volunteers, and Court Assigned Community (Public) Service Workers and Inmates for the Division of Recreation and Parks (Division).

2. PERSONNEL [^](#)

2.1. Employee Handbook & DEP Directives Governing Human Resources

Information regarding the Department's history, organization structure, mission, internal policies, programs and practices, employee responsibilities and employment privileges and benefits for staff may be accessed in the [Employee Handbook for FTE Employees](#) and online at DEP's Required New Employee Training. DEP Administrative Services Bureau of Human Resource Management maintains directives governing human resources for all DEP employees and can be accessed at: <https://www.fldepnet.org/publications/directive/>. Additionally, chapter [110](#), F.S., and Department of Management Services' [Personnel Rules](#) provide overarching guidance.

2.2. Job Vacancy Announcements

Job vacancies may be filled without advertising only with approval of the assistant division director. Management positions may be filled with internal only advertisements. OPS positions do not require announcements. Other vacancies must be advertised using any or all of the following methods: [People First](#) (required); newspaper and/or publication; or, internally to all Division employees. If a vacancy is advertised by any method, an Internal Vacancy Announcement must be sent to all Division employees via email.

2.3. New Hires

2.3.1. New appointments of employees filling "Full Time Equivalent" (FTE) positions will be made in accordance with the provisions of [People First](#) and DEP Directives [404](#) and [407](#).

2.3.2. FTE New Hire

Documents are required for processing include: CS/SES/SMS Personnel Action Checklist ([DRP-012](#)); [Recruitment Report - Part I and Part II](#) (if necessary), [Employment Application](#), [Selection Criteria](#), [Pre-Employment Requirements-Part I](#), [FRS Form](#), with supporting documentation (copy of drivers' license and verification; National Sex Offender search results).

- 2.3.3. OPS New Hire
 - 2.3.3.1. Documents required for processing include: [Employment Application](#); [Pre-Employment Requirements-Part I](#); [FRS Form](#), with supporting documentation (drivers' license) Note: When hiring current AmeriCorps employees, the above mentioned recruiting forms are not required, notify delegated approving authority of request to hire.
 - 2.3.3.2. These forms must be sent to the delegated approving authority then forwarded to the Bureau of Operational Services for approval prior to hire [Pre-Employment Requirements-Part I](#); [FRS Form](#), with supporting documentation (drivers' license).
 - 2.3.3.3. Note: When hiring current AmeriCorps employees, the above mentioned recruiting forms are not required, notify delegated approving authority of request to hire.
- 2.3.4. Once hire approval is granted for both FTE and/or OPS, the supervisor will prepare post approval documents file for submission into LiveCycle data base for onboard processing. Required forms for this file include: [Pre-Employment Requirements-Part II](#), I-9 form, copies of Social Security Card and Drivers' License.

2.4. Background Checks

The procedure for background checks implements the requirements of Chapters [409](#) and [435](#), F.S., the [National Child Protection Act](#). This procedure is intended to protect children who are placed in the care of park staff either in day use or overnight programs in state parks.

- 2.4.1. Definitions
 - 2.4.1.1. "Care" means the provision of care, treatment, education, training, instructions, supervision or recreation of children when the child is outside the presence of their parent or guardian.
 - 2.4.1.2. "Summer Day Camp" is any program operated by or within any state park as defined in Chapter [409](#), F.S.
 - 2.4.1.3. "Summer 24-hour Camp" is any program operated by or within any state park as defined in Chapter [409](#), F.S.
 - 2.4.1.4. "Staff" is any employee or volunteer working in a park where a child is placed in the care of the park.
 - 2.4.1.5. "Child" means any unmarried person under the age of 18 years.
 - 2.4.1.6. "Program" means any educational, recreation, or related activity conducted by park staff in which park staff have any direct involvement or which is housed in any park camp or residential facility.
- 2.4.2. All park staff who have direct involvement in the care of a child in any program including Summer Day Camps, Summer 24-Hour Camps or supervise or work with volunteers who are children must be screened to Level 1 standards in accordance with Chapter [435](#), F.S.

- 2.4.2.1. Such [screening](#) must be conducted through the Florida Department of Law Enforcement.
- 2.4.2.2. The cost of the screenings shall be borne by the park. Employees who fail the screening shall not be permitted to have any contact with any child in the park and may, with the approval of the division director, be removed or terminated from employment or volunteer status. Parks will also develop standards and practices that will provide for the protection of children in their care.

2.5. Sexual Predators & Offender's Registration Checks

Prior to appointing or employing a person, whether for compensation or as a volunteer, a sexual predators and offender's registration search must be conducted.

- 2.5.1. All new employees (including OPS), all new regular service volunteers, court assigned community (public) service workers, as well as all new Florida Conservation Corps members, must have checks conducted through both the [U.S. Department of Justice National Sexual Offender Public Website \(NSOPW\)](#) and [Florida Sexual Offenders and Predators](#).
- 2.5.2. A record of these searches, whether positive or negative, must be included in the employee's (including OPS) employment package to be maintained in the employee's official personnel record. A copy may be maintained at the park for post-audit purposes.
- 2.5.3. The results of this search for regular service volunteers, whether positive or negative, must be recorded in VSys Live. Electronic documentation of either positive or negative results must be maintained in the volunteer's VSys Live profile file.

2.6. Nepotism

DEP Directive [407](#) establishes guidelines for appointment, employment, promotion, advancement, or the avocation of the appointment, employment, promotion or advancement of a relative with the Florida Department of Environmental Protection. This directive is based on the authority stated in the restriction on employment of relatives, Chapter 112.3135, Florida Statutes. While following this directive, the Division of Recreation and Parks Assistant Director of Field Operations has delegated authority and must review and approve any employment actions which meet this definition.

2.7. Employee Identification Cards

- 2.7.1. Identification cards must be issued to all field OPS and FTE employees. Employees working in the central office will only be issued [DEP identification cards](#), which also serve as access cards to designated buildings in Tallahassee.
- 2.7.2. FTE identification card requests are to be submitted through LiveCycle.
 - 2.7.2.1. Uniformed employees must be photographed in the Class A uniform with a tie, but no hat (ensure that uniformed employees are in compliance with the Uniform Policy contained in the OM).
 - 2.7.2.2. Photograph should include head and shoulders (mid chest up to include their badge & nameplate).
 - 2.7.2.3. The photograph should be attached in LiveCycle.

- 2.7.2.4. The Bureau of Operational Services will mail the ID card to the appropriate park manager.
- 2.7.3. OPS identification card process.
 - 2.7.3.1. A completed and signed identification card must be forwarded to the Bureau of Operational Services (MS 535).
 - 2.7.3.2. Email the photograph through the employee's bureau/district chief to the Bureau of Operational Services.
 - 2.7.3.3. Ensure that photographed employees are in compliance with the Uniform Policy contained in the OM.
 - 2.7.3.4. Photograph should include entire head and shoulders (from bottom of the uniform shirt pocket to the top of the head).
 - 2.7.3.5. Do NOT crop or shape the photo.
 - 2.7.3.6. The Bureau of Operational Services will obtain the division director's signature, laminate the card and return it to the appropriate park manager.
- 2.7.4. Identification cards must be returned to the Supervisor and destroyed upon separation of employment with the Division.
- 2.7.5. [62D-2.014](#) authorizes admission fee waiver for Division employees and their families. Ranger station staff may accept Division employee identification cards or DEP identification cards as validation of employment.

2.8. Requests for Transfers/Reassignments/Promotions/Demotions

Employees wishing to voluntarily reassign/transfer/promote/demote to another position within the Division may send a request to the supervisor of their work unit preferences advising the manager of their interest. An up-to-date State of Florida [Employment Application](#) must be submitted along with the memorandum. A vacancy need not exist for employees to make a request. Requests may be made at any time; however, all such requests shall expire on June 30 of each year. This provision applies to Career Services (CS), Selected Exempt Service (SES) and Other Personal Services (OPS) employees.

2.9. Resignations/Terminations/Retirements

All employee separations must be processed in accordance with the provision of DEP Directive [406](#), Chapter [110](#), F.S., and in the case of involuntary separations for cause, DEP Directive [435](#). The [Notice of Separation](#) (DEP54-601) must be sent to the Bureau of Human Resource Management with a copy to the Bureau of Operational Services and the bureau/district office. An advanced copy of the Notice of Separation should be sent as soon as the supervisor learns of the employee's separation (complete first half of the Termination Certificate and send a copy). On the employee's last working day and upon receipt of all state property, the supervisor must sign the "Employer's Certificate" section on the termination certificate and forward the original to the Bureau of Human Resource Management with a copy to the Bureau of Operational Services and the bureau/district office.

2.10. Division Pay Policy

The Division's Pay Policy must be in conformance with DEP Directive [462](#). The Division follows the DMS pay plan for most positions. Specific exceptions are identified in the Division's Pay Schedule. The Division's Pay Policy is as follows:

2.10.1. Pay on Original Appointment

Normally at the base pay of the position. Advanced appointment rates may be made on a case-by-case basis as recommended by the bureau chief and approved by the assistant division director. In no case shall an employee's base rate of pay exceed the maximum of the pay range.

2.10.2. Pay on Promotion

Normally, a 10% increase or minimum of the pay range whichever is greater for single-level promotions (park manager I to park manager II = 10% or minimum). For multi-level promotions normally a 10% increase for each level or the minimum of the pay range whichever is greater (park manager I to park manager III = 20% or minimum). The director or assistant director will determine what constitutes a multi-level promotion when employees promote between job class series.

2.10.3. Pay on Demotion

2.10.3.1. Demotions for the benefit of the Division, or as a result of workforce reduction, may be made with no reduction in pay provided it is approved by the assistant division director. Employees demoted for other reasons shall receive a minimum reduction in base rate of pay 10%. For multi-level demotions normally a 10% decrease for each level or the minimum of the pay range whichever is greater (park manager III to park manager I = 20% or maximum). In no case shall employee's base rate of pay exceed the maximum of the pay range. The director or assistant director should determine what constitutes a multi-level demotion when employees demote between job class series.

2.10.3.2. Employees demoted for reasons other than for the benefit of the Division, or as a result of workforce reduction, shall receive a reduction in base rate of pay 10%. For multi-level demotions, demotions to a class in which the employee never worked, and demotions for disciplinary reasons, the amount of the reduction in base rate of pay shall be determined on a case-by-case basis as recommended by the bureau chief and approved by the assistant division director, but in no case shall the reduction in base rate of pay be less than 10%. In no case shall an employee's base rate of pay exceed the maximum of the pay range.

2.10.4. Pay on Reassignment/Transfer

Normally there is no increase in base rate of pay on Reassignment/Transfer. Pay increases for Reassignments/Transfers for the benefit of the Division may be granted on a case-by-case basis when justified by the bureau chief and approved by the assistant division director. In no case shall an employee's base rate of pay exceed the maximum of the pay range.

2.10.5. Competitive Job Offer

An increase in base rate of pay may be granted on a case-by-case basis for a documented bona fide job offer. This is provided the employee first submits a [Notice](#)

[of Separation](#) (DEP54-601) or written resignation, and second, the increase in base rate of pay is recommended by the bureau chief and approved by the assistant division director. The Division will make no commitment to matching a competitive job offer until after the Notice of Separation or letter of resignation is received. In no case shall an employee's base rate of pay exceed the maximum of the pay range.

2.10.6. Other Increases in Base Rate of Pay

Pay increases for merit pay increases, added duties and responsibilities, and internal pay relationships may be approved on a case-by-case basis as recommended by the bureau chief and approved by the assistant division director. In no case shall an employee's base rate of pay exceed the maximum of the pay range.

2.11. Employee Timesheet/Cost Accounting Modules

All employees must complete a timesheet at the end of each pay period in the People First system and code time worked in accordance with the land management cost [accounting modules](#). Supervisors or timekeepers must review for accuracy and approve timesheets according to established schedules.

2.12. Intra-Park Personnel Meetings

- 2.12.1. Every park should hold a personnel meeting at least once a month. An internal copy of meeting agenda and notes should be maintained at the park for review by personnel unable to attend the meeting and a copy shall be sent to the district office.
- 2.12.2. These meetings should be planned far enough in advance so the district bureau chief will have the opportunity to attend. The park manager should notify the district bureau chief of scheduled personnel meetings.
- 2.12.3. The purpose of these meetings is to familiarize all employees with goals, objectives, changes in policy and procedures, safety awareness and other related issues. All relevant training opportunities for personnel should be discussed.
- 2.12.4. Effective two-way communication should be encouraged with employees allowed to present in-park training on various aspects of park operations. The meeting should be an opportunity for all personnel to express their thoughts and opinions on all phases of operations.
- 2.12.5. Park volunteers may be encouraged to attend all or portions of personnel meetings, thereby insuring a consistent dissemination of information throughout the park.

2.13. Personal Use of Park Shops, State Equipment, Supplies & Recreational Facilities/Areas by Employees

- 2.13.1. Park maintenance facilities, equipment and supplies must not be used by FPS employees, members of their immediate family, or guests for personal purposes.
- 2.13.2. No goods or services of any kind may be ordered or obtained through park purchasing procedures for the personal use of park personnel, or in a manner as might possibly create confusion as to whether such goods and services are to be used for park or personal purposes.

- 2.13.3. Park facilities/areas that are designated off-limits for park visitor use must not be used by FPS employees, members of their immediate family, or guests for recreational purposes.

2.14. Smoking and Tobacco Use

- 2.14.1. DEP Directive [366](#) prohibits smoking in buildings and main entryways, which are owned or leased by the DEP, and smoking in all DEP vehicles.
- 2.14.2. Employees and volunteers must not use any tobacco products during any public meeting held either inside or outside, while performing visitor contact duties or when working inside or around park facilities utilized by the public.
- 2.14.3. Tobacco products include cigarettes, cigars and pipes (lit or unlit), "E-cigarettes" and other similar vapor devices, chewing tobacco, and snuff.

3. HOUSING POLICY [^](#)

UPDATED JULY 1, 2020

3.1. Objectives

The objectives in providing housing in units of the state park system are:

- To provide for general protection and security of park visitors, the park's natural and cultural resources and the park's facilities and equipment.
- To provide readily available staff to handle after-hours visitor assistance.
- To provide readily available staff for on-site, after-hours emergency infrastructure repairs.
- To meet any unique or exceptional circumstances as identified by the Division.
- To provide for on-site decision making authority.
- To enhance park staff mobility.

3.2. FPS Housing Committee

- 3.2.1. The purpose of the Housing Committee is to review current policy, perform an annual FPS Housing Study Assessment and make appropriate recommendations. Any recommendations for additions, deletions and/or changes to the FPS Housing Study will be forwarded to the Director's Office for review and approval. Recommendations for changes to the Housing Policy will be forwarded to the Director's Office for review and approval prior to incorporation into the OM.
- 3.2.2. The Housing Committee is a standing committee composed of all district bureau chiefs. Responsibilities for chairing the committee should rotate annually at the beginning of each calendar year to the district whose number matches the last digit of the year or the last digit plus five. For example, District 3 would Chair the committee in 2008 and 2013 and District 4 would Chair the committee in 2009 and 2014.

3.3. Determining the Need for FPS Housing in a Park

Factors considered by the park manager, in consultation with the district bureau chief, in recommending housing for each unit of the state park system includes, but is not limited to the following:

- 3.3.1. Number of personnel necessary for after-hour protection of park visitors and resources, and security of park facilities, and equipment. Such factors as response time of other agencies, uniqueness, size, vulnerability and complexity of resources or facilities, etc., should be given consideration.
- 3.3.2. Type and number of visitors likely to need after hours assistance and the number of personnel necessary to meet such needs.
- 3.3.3. Number of personnel necessary to affect the after-hours emergency infrastructure repairs.
- 3.3.4. Number of personnel necessary to meet any unique or exceptional circumstances.
- 3.3.5. Location of sufficient residence units relative to the size and configuration of the park.
- 3.3.6. Managerial/supervisory on-site authority necessary to meet after hours operational needs of the units.

3.4. Establishing Mobile Home Sites

The intent of this procedure is to clearly define the process for establishing mobile home sites on Division property.

- 3.4.1. A written request to establish a mobile home site must be submitted to OPP from the district bureau chief. The request must contain justification of the need for the site, a biological/environmental assessment, and a site plan showing the proposed location for the site.
- 3.4.2. OPP evaluates the request and recommends to the district bureau chief either to approve, approve with modifications, or disapprove the request.
- 3.4.3. The final decision on establishing the mobile home site rests with the district bureau chief. Written approval and authorization must be issued before a site is established.
- 3.4.4. All sites are subject to local and state permit requirements. Mobile Homes and recreational vehicle-type units may be approved for mobile home sites. Recreational vehicle-type units must have solid walls and be appropriately sized for the number of individuals living in the unit. It is the park manager's responsibility to verify local requirements regarding recreational vehicle-type units being used for fulltime residences.

3.5. Required Residency Positions

- 3.5.1. The positions that most readily meet all of the objectives for housing are the positions allocated to the park manager and assistant park manager classes. As such, incumbents of positions allocated to these classes are required to reside on park property.
- 3.5.2. Incumbents of positions designated for housing by their position description are required to reside on park property in order to meet the residency objectives. The requirement is a part of each position description and, therefore, a condition of employment in that position.

- 3.5.3. The Division has the right to add or delete the residency requirement to any Division position as may be necessary to meet the operational needs of a unit of the state park system. A waiver of the residency requirement may be granted by the assistant division director.

3.6. Criteria for Selecting Employees not Required by the Position Description to Reside on Park Property

- 3.6.1. Selecting of an FPS employee to reside in a unit of the state park system in a resident unit is determined based on the following criteria:
 - 3.6.1.1. Ability to provide for the objectives of residency.
 - 3.6.1.2. Employee evaluation - must receive a minimum score of 3.0 on the most recent performance evaluation.
 - 3.6.1.3. Justification and recommendation by park manager and approval of bureau chief.
 - 3.6.1.4. Length of service.
- 3.6.2. Before selecting an employee for a residence unit, the park manager should announce the availability of the resident unit.
- 3.6.3. If no FTE employee of the park/unit applies for the residence unit, the park manager will announce through memorandum to FPS parks and Division offices within a 50-mile radius the availability of the residence to employees.
- 3.6.4. Requests for the use of the residence by FTE employees of other divisions of the Department and other governmental agencies must be made by written request from an appropriate management representative of the DEP Division or other governmental agency.
- 3.6.5. The Division may deny residency when such residency is deemed not to be in the best interest of the Division.

3.7. Process for Approving Housing Perquisite Changes

Approval of housing perquisite changes and residential agreement is delegated to the respective district bureau chief through DEP Directive [150](#). Each perquisite change must be forwarded to the Bureau of Operational Services for processing.

3.8. Conditions of FPS Housing

- 3.8.1. The following conditions apply to FPS housing:
 - 3.8.1.1. State-owned housing units and mobile home sites located on park property are intended for the benefit of the park and are provided for occupancy by the approved resident. Occupancy in excess of one month by individuals other than the approved resident and immediate family members requires prior written notification through the park manager to the district bureau chief. However, a residence or mobile home site must not be inhabited by more occupants than the residence or site can reasonably accommodate.

- 3.8.1.2. Occupancy shall not exceed a reasonable number of people for the size of the house.
- 3.8.1.3. A Request for Housing Perquisite Change and Residency Agreement ([DRP-013](#)), and either an Agreement of Occupancy for State-owned Residence form ([DRP-028](#)) or an Agreement of Occupancy for Employee-owned Mobile Home Site form ([DRP-029](#)), must be executed by the recommended/approved resident and approved by the district bureau chief per DEP Directive [150](#) prior to: any recommended resident residing on park property; any recommended/approved resident moving from one housing unit to another on park property.
- 3.8.1.4. Employees residing within state parks must adhere to all federal, state, and local firearm laws pertaining to the possession of a personal firearm. The purposeful discharge of a personal firearm is prohibited except in the case of a life-threatening event within a state park.

3.9. Approved FPS Rental Schedule for non-DEP Employees

Residence	Monthly Rate
Mobile/Modular Home/Site Only	\$100.00
Mobile/Modular Home w/Site Fee	\$300.00
1 Bedroom House	\$300.00
2 Bedroom House	\$400.00
3 Bedroom House	\$500.00

3.10. Animals Belonging to Individuals Residing on Park Property

This regulation applies to all persons who reside on state park property.

- 3.10.1. Prior to allowing any pet on state park property, the employee must secure the written approval of the park manager and the written concurrence of the district bureau chief. Any additional pets, including offspring, must also have approval.
- 3.10.2. Management of feral and domestic house cats is governed by the Division [Nuisance and Exotic Animal Removal Standard](#).
- 3.10.3. All animals must be penned, in runs or restrained on a leash when outdoors. The construction of the pen or run must be at no cost to the state in either materials or labor. The location of the pen or run must have the approval of the park manager. All pens or runs must be kept in good, safe, and clean condition. All animals must be properly fed and cared for, including all vaccinations required by state law.
- 3.10.4. Employees are responsible for insuring that their animals do not disrupt the park visitors, other residents or unnecessarily detract from a peaceful park atmosphere.
- 3.10.5. Pets must not be transported in state vehicles unless it is for official business purposes.
- 3.10.6. Dangerous dogs, as defined in Chapter [767](#), F.S., are prohibited on park property. The State of Florida is not responsible for any damage or injury done by dangerous

dogs or other animals; and the employee shall indemnify and hold harmless the Department and the Board of Trustees of the Internal Improvement Trust Fund for liability for any death or injury or property damage caused by the employee's pet. Failure to comply with Chapter 767, F.S., is grounds for eviction from the residence.

- 3.10.7. It is the responsibility of the park manager and district bureau chief to enforce compliance with these regulations. Non-compliance with any of the directions herein shall result in immediate revocation of authorization to allow pets on state park property.

3.11. Compliance Responsibility

- 3.11.1. District bureau chiefs and the assistant division director are charged with ensuring statewide compliance with the intent of the residency guidelines.
- 3.11.2. An annual inspection of all park residences should be performed by the park manager utilizing the Residence Inspection Report ([DRP-027](#)).
- 3.11.3. The original of the Residence Inspection Report will be maintained in the park where the inspection took place. A file copy shall also be maintained in the respective district office at the discretion of the bureau chief.

4. UNIFORMS AND PERSONAL APPEARANCE [^](#)

UPDATED OCTOBER 1, 2020

4.1. Purpose

This section provides the framework for administering the Florida Park Service (FPS) uniform program to ensure statewide uniformity in standards of appearance, procurement, and other associated uniform issues.

4.1.1. Background of the Uniformed Park Professional

- 4.1.1.1. The Florida Park Service staff follows a rich tradition of both state and National Park Service rangers and other staff who have served as stewards of the land, proudly wearing the uniform as a symbol of pride and authority to perform park duties. The uniform indicates to park visitors that staff are approachable and are here to help if needed and the park is a safe and orderly place.
- 4.1.1.2. Employees must recognize that the public will often judge the effectiveness of the FPS based upon first impressions. Uniformed employees who are inattentive to personal appearance may present an unfavorable image.
- 4.1.1.3. The uniform includes all visible clothing, accessories and personal grooming.

4.1.2. Uniform Committee

The purpose of the Uniform Committee is to review uniform requirements and recommend changes as needed. Recommendations approved by the committee should be forwarded to the assistant division director and division director for consideration and approval. Recommendations should be reviewed by the Division Management Team, with the division director having final approval. Approved

recommendations should be incorporated into the Operations Manual by the chairperson.

4.1.2.1. The Uniform Committee determines which position classifications wear a uniform, which uniform each classification wears and the uniform components.

4.1.2.2. Uniform Committee – Membership

The Uniform Committee consists of seven appointed voting members and non-voting members, including one district bureau chief who acts as chairperson. The contract manager of the Uniform Contract and the Ranger Academy instructor responsible for the “Uniform and Personal Appearance” chapter at Ranger Academy may be non-voting members of the committee. The additional members of the committee representing all districts should be: one district assistant bureau chief, one park management position, three park rangers (or other field position) and one administrative/clerical position. A minimum of two of the committee members must be female. One-half of the voting membership of the committee should change each year with no member serving longer than two years.

- District Bureau Chiefs (BC) will serve 2 years as Uniform Committee Chair on:

D5	January 1, 2020 – December 31, 2021
D4	January 1, 2022 – December 31, 2023
D3	January 1, 2024 – December 31, 2025
D2	January 1, 2026 – December 31, 2027
D1	January 1, 2028 – December 31, 2029

- District Assistant Chiefs will serve 2 years on the Uniform Committee on:

D3	January 1, 2019 – December 31, 2020
D2	January 1, 2021 – December 31, 2022
D1	January 1, 2023 – December 31, 2024
D5	January 1, 2025 – December 31, 2026
D4	January 1, 2027 – December 31, 2028

- Remaining members will serve 2 years on the Uniform Committee as follows:

Park Management Position	December 31, odd year
Administrative/Clerical Position	December 31, even year
Park Ranger/other	December 31, odd year
Park Ranger/other	December 31, even year
Park Ranger/other	December 31, odd year-serves from same district as BC
Contract Manager	As Assigned
Ranger Academy Instructor	As Assigned

4.2. Uniformed Staff (FTE, OPS, Volunteer, AmeriCorps)

4.2.1. FTE Uniform

- 4.2.1.1. The supervisor is responsible for approving uniform orders for staff under his/her supervision. All uniform items should be ordered through [current contract ordering procedures](#). Uniform prerequisites must be re-authorized by the division director on an annual basis.
- 4.2.1.2. Initial uniforms should be ordered as soon as practical. Replacement items are issued on an as-needed basis. The khaki vest may be worn temporarily only when uniforms are not available to the employee. The vest should be worn with plain, solid color clothes that harmonize with the khaki vest.
- 4.2.1.3. All staff with approved prerequisites that work in offices with little to no public contact responsibilities should order a minimum number of uniforms for use at ceremonies, special events or other high-profile functions.
- 4.2.1.4. All uniformed staff with a current uniform prerequisite should receive the following initial uniform issue:
 - Five shirts (short or long sleeve). One long-sleeve shirt should be maintained for Class A use.
 - Five pants (long pants or shorts for males; long pants, shorts or skirts for females). One pair of pants, or skirt for females, should be maintained for Class A use.
 - One Class A belt
 - One Class B belt
 - One tie (males should wear a long tie; females should wear a cross tie with the skirt, and have the choice of a cross tie or long tie with pants)
 - One badge
 - One nameplate and "Serving Since" tab
- 4.2.1.5. The following items may be issued at the discretion of management:
 - One unisex jacket
 - One unisex campaign hat
 - One campaign hat rain protector cap
 - Two FPS caps/fleece cap (optional)
 - One unisex ranger sun hat

4.2.2. FTE Uniform Classes

4.2.2.1. Class A FTE Uniform

The Class A uniform is the “dress” uniform usually worn while meeting and working with visitors and while engaged in other public contact such as interpretive talks and public appearances.

- Shirt – metal buttons on long-sleeve and short-sleeve shirts should be placed on pocket flaps to match badge color
- Pants – long pants for males, long pants or skirts for females
- Tie – with long-sleeve shirt only
- Class A (leather) belt
- Unisex campaign hat; no FPS cap or ranger sun hat
- Unisex jacket (when appropriate)
- Class A footwear and socks
- Recognition award pin (if applicable)
- Service pin (if applicable)

4.2.2.2. Class B FTE Uniform

The Class B Uniform is the uniform usually worn during day-to-day park operations. Shorts and the short-sleeve shirt may be worn while performing ranger station duties at discretion of management.

- Shirts (short or long sleeve) – long-sleeve shirts will not be worn with shorts
- Pants – long pants or shorts for males; long pants, shorts or skirts for females
- Class B (utility) belt
- FPS cap/fleece cap (optional)
- Unisex ranger sun hat (optional)
- Unisex jacket
- Class B footwear and socks

4.2.2.3. Class C FTE Uniform

The Class C Uniform is the work uniform, usually worn when performing physical tasks to include maintenance and cleanup projects, back country work, resource management field work, and water operations. Focus of the work does not involve public contact work.

- Unisex polo shirt
- Pants (long pants or shorts)
- Belt
- FPS cap/fleece cap (optional)
- Unisex ranger sun hat (optional)
- Unisex jacket
- Class C footwear and socks

4.2.3. OPS Uniform

Initial uniforms should be ordered as soon as practical. Replacement items are issued on an as-needed basis. The khaki vest may be worn temporarily only when uniforms are not available to the employee. The vest should be worn with plain, solid color clothes that harmonize with the khaki vest.

- 4.2.3.1. All uniformed OPS staff will receive the following initial uniform issue upon employment. Usually one shirt is issued per 8-hour schedule.

- Shirts (long or short sleeve)
- Up to two nameplates (post or magnetic). One nameplate should be maintained for public contact work.

4.2.3.2. Optional Items at Management Discretion

- One unisex windbreaker jacket
- One FPS cap
- One unisex ranger hat

4.2.3.3. Required OPS Employee Purchase Items

- The following items are required but will not be provided by the Division:
 - Pants (TDU Green or similar) - the FTE uniform pants are the correct style
 - Shorts (TDU Green or similar) - the FTE uniform shorts are the correct style
 - Skirt (TDU Green or similar) (Females only) - the FTE uniform skirt is the correct style. Females have the option of wearing a skirt or pants.
 - Belt (Black) - Belts will be purchased by the employee and will be black leather. The belt buckle will be professional in style and will be silver or gold in color.
 - Shoes/boots and socks

4.2.4. OPS Uniform Classes

4.2.4.1. Class A OPS Uniform

The Class A uniform is worn as the “dress” uniform during ceremonies and special events. Staff will wear pressed long pants or skirt and a pressed short-sleeve or long-sleeve shirt. The belt and Class A shoes or boots will be polished.

4.2.4.2. Class B OPS Uniform

The Class B uniform is worn during day-to-day operations. Staff will wear long pants or shorts or skirt and long-sleeve or short-sleeve shirt with a belt and shoes or boots.

4.2.5. Volunteer Uniform

Initial uniforms will be ordered as soon as practical. Replacement items are issued on an as needed basis. The vest will be worn with plain, solid color clothes that harmonize with the khaki vest.

4.2.5.1. The following items may be issued at the discretion of management:

- Class B green unisex t-shirt (long or short sleeve) - Number of shirts should be determined at the discretion of management.
- Class A green unisex short sleeve polo - Number of shirts should be determined at the discretion of management.
- One FPS cap or one unisex ranger hat

- One Nameplate

4.2.5.2. Required Volunteer Purchase Items

- The following items are required but will not be provided by the state:
 - Khaki color pants or shorts or jeans
 - Black belt
 - Black closed-toed shoes/boots and socks

4.2.6. Volunteer Uniform Classes

4.2.6.1. Class A Volunteer Uniform

The Class A Volunteer uniform is the “dress” uniform. The Class A uniform may be required to be worn for a particular job assignment at the discretion of management.

- Dress green polo shirt (short sleeve only)
- Dress khaki pants, shorts or skirt – as appropriate per job
- Nameplate
- Black belt
- Black closed-toed shoes/boots and socks
- Recognition award pin (if applicable)

4.2.6.2. Class B Volunteer Uniform

The Class B Uniform is the uniform usually worn during day-to-day park operations. Shorts and the t-shirt (short or long-sleeve), Class A shirt or khaki vest may be worn while performing ranger station duties at the discretion of management.

- Shirts – Green polo or green t-shirt (short or long sleeve)
- Solid tan, khaki pants, shorts or skirts. Jeans may be approved per management per job.
- Nameplate
- Black belt
- FPS cap (optional)
- Unisex range hat (optional)
- Unisex windbreaker (when appropriate)
- Black closed-toed shoes/boots and socks

4.2.7. AmeriCorps Uniform

AmeriCorps members will abide by the uniform and personal appearance standards specified in their individual AmeriCorps Agreement.

4.2.8. Proper Wearing of the Uniform and FPS Wear (FTE, OPS, Volunteer)

4.2.8.1. Overview

- The uniform should be worn with pride and cannot be worn with pride unless clean, neat, wrinkle free and well fitted.
- Only items specified in this chapter may be worn with the uniform.

- Staff wearing uniform items are prohibited from purchasing or consuming alcoholic beverages, entering establishments or engaging in activities that might reflect unfavorably on the Florida Park Service.
- 4.2.8.2. Tie (FTE only) - The tie may only be worn with the fully buttoned long-sleeve Class A uniform. Males are only authorized to wear a long tie. The bottom point of the tie should fall at the belt while standing. Females should wear the cross-over tie with the skirt and have the choice of the cross-over tie or long tie with the pants. Tie clasps should not be worn with the uniform.
 - 4.2.8.3. Shirt - When wearing the uniform shirt without the tie, only the top (collar) button should be unbuttoned. When wearing the uniform shirt with the tie (OPS and volunteers do not wear ties), all buttons should be buttoned. It is not permissible to roll up the sleeves of the Class A short-sleeve or long-sleeve shirt except for short duration periods where appropriate for the type of duties being performed. Shirt tails should be tucked in the pants, shorts or skirts at all times.
 - 4.2.8.4. Class A Shirts (FTE only) - The tan buttons that come on long-sleeve and short-sleeve shirt pocket flaps should be removed and replaced with one metal button on each pocket flap to match badge color.
 - 4.2.8.5. Shorts - The appropriateness of wearing shorts is determined by management using the following guidelines: safety, comfort and duties.
 - 4.2.8.6. Pants - When measured at the heel when standing, the length of the pant leg should fall between 1 to 3 inches from the bottom of the pant leg to the floor.
 - 4.2.8.7. Skirt - The length of the skirt will be no longer than one inch below the knee and no shorter than one inch above the knee.
 - 4.2.8.8. Post Nameplate - The nameplate (with or without "Serving Since" tab rider for FTE's), should be centered 5/8 inch (the height of the name plate) above the upper seam of the right pocket of the shirt (right pocket as shirt is worn). This will measure 1 ¼ inches to the top of the nameplate. The approved American flag should be affixed to the nameplate on the right side of the plate. No nameplate should be worn on the uniform jacket or windbreaker.
 - 4.2.8.9. Magnetic Nameplate - Can be worn with business attire, uniform dress shirts (except FTE), and t-shirts.
 - 4.2.8.10. Badge (FTE only) - The Department badge should be worn only on the Class A uniform (unless approved by the bureau chief not to wear because of safety concerns) above the upper seam of the left pocket of the shirt (in the pre-sewn holes) (left pocket as shirt is worn). All Department badges should be assigned to a specific position and remain at the park. The following staff are authorized to wear the Department badge as indicated. No badge should be worn on the uniform jacket.

- Park level: The park manager, assistant park manager and park wildlife care supervisor should wear the gold badge. All other staff should wear the silver badge.
 - District level: Bureau chief, assistant bureau chief and program administrators should wear the gold badge. All other uniformed staff should wear the silver badge.
 - Central office: Director, assistant director, bureau chief, assistant bureau chief and program administrators should wear the gold badge. All other uniformed staff should wear the silver badge.
- 4.2.8.11. Recognition Pins - Recognition award pins (i.e., Award of Valor, Lifesaving, and Distinguished Service) may be worn on Class A only and should be centered ¼ inch below the upper seam of the left shirt pocket (left pocket as shirt is worn). Only one achievement pin should be worn with the uniform.
- 4.2.8.12. Service Pins/Volunteers Hours Served Pins - Service pins may be worn on Class A only and should be centered ½ inch above the nameplate on the right side of the uniform shirt. Only one service pin (either DEP or the FPS pin) should be worn at a time.
- 4.2.8.13. Celebration/Commemorative Accessory Items - The director may authorize a pin or other accessory item to be worn in celebration of a division significant event. For full time uniformed employees, the pin should be centered on the right pocket flap of the Class A shirt (right pocket as shirt is worn). For OPS employees, the pin should be centered under the name tag on the right side of the shirt over the pocket. Volunteers can wear the pin under their name tag on either the t-shirt, vest or the polo. For non-uniformed staff, or at times when business casual is worn, the pin can be affixed to the lapel of a blazer or jacket. The duration of the wearing of these pins or other accessory items is one year from issue unless otherwise determined by the division director. Note: The director has authorized FTE, OPS and Volunteer staff to wear the 2019 Gold Medal Pin (featuring four Gold Medals) from December 1, 2019 to October 1, 2021. Pins should be centered on the right pocket flap of the Class A shirt (right pocket as shirt is worn).
- 4.2.8.14. Headgear - No attachment (nameplate, pins and others) will be worn on any headgear.
- Campaign Hat (FTE only) – The campaign hat is an important, recognized and respected symbol associated with the FPS and should be worn with pride and care with the Class A uniform during high profile public contact events. The campaign hat will be worn indoors and outdoors during these occasions and may be worn while performing public contact duties in the ranger station. Exceptions are limited to:
 - Highly windy environments
 - Special circumstances as identified by management

- Unisex Ranger Hat - The unisex ranger hat is provided for ultraviolet protection from the sun and should only be worn outdoors. This hat may not be appropriate while meeting and working with visitors and while engaged in other public contact such as interpretive talks and public appearances. The ranger hat may be appropriate while conducting recreational skills programs or in cases when the campaign hat is not appropriate. The appropriateness of wearing the unisex ranger hat will be determined by management using the following guidelines: safety, comfort, or duties. Hats are to be kept clean and worn straight away and will not be tipped forward, backward, or to either side. The brim of the hat naturally 'dips' in the front and back and is worn in this fashion. The chin cord may be removed from the hat; if it is not removed, it should sit on the back brim of the hat and proceed down through the two holes to wear under the chin either cinched tight or hanging loose. It may also be placed up over the back brim with the bead loosely cinched so as not to deform the brim.
- FPS Cap - Caps are provided for day-to-day field operations and may not be appropriate while meeting and working with visitors and while engaged in other public contact such as interpretive talks and public appearances. The appropriateness of wearing the FPS cap is determined by management using the following guidelines: safety, comfort and duties. Caps are to be kept clean and worn straight away and should not be tipped forward, backward, or to either side. The brim of the hat should not be excessively rolled.
- FPS Fleece Cap – The cap is specifically for cold weather use and should only be worn outdoors. The logo should face forward while being worn.

4.2.8.15. T-Shirts - The appropriateness of wearing the t-shirt is determined by management. The FPS uniform t-shirt may only be worn in instances where it would be impractical to wear the uniform due to the nature of the work task, but when FPS identification is necessary. The t-shirt should not be worn during the course of normal park duties when public contact is likely. It should not be worn where visitor interaction is a primary component of the activity such as manning the ranger station, interpretive activities or public appearances.

4.2.8.16. Footwear and Socks

- Class A and B (with Long Pants) - Shoes or boots worn with long pants should be black, polishable or patent leather. Shoes or boots should be closed-toed, plain-toed, and should not have any contrasting feature such as stitching, brand logos, etc. Pumps should be flat or medium heel; no high heels should be worn. Pant legs should be kept outside of the boots at all times.
- Class A - Shoes or boots should be worn highly polished and well maintained.

- Class B - Work and hiking boots should be in good condition and shined.
- Class B (with Shorts) - Shoes worn with shorts should be closed-toed black, leather or canvas athletic style. Black hiking boots may be worn with black crew socks and shorts. Patent leather shoes should not be worn with shorts.
- Class C – Footwear and socks should follow the same guidelines as Class B footwear, but staff may wear specialized job-specific footwear at park management discretion.
- Socks - Only black socks should be worn. Ankle socks should be worn with shorts and low quarter shoes. Black crew socks should be worn with black hiking boots.
- Nylon Hosiery - May be worn with skirts and must be skin-toned, plain and free of runs, seams, patterns, and any other embellishments.

4.2.8.17. FPS Wear - Described as any article of clothing or accessory with the FPS logo or text relating to FPS. The purpose of FPS wear is to identify staff at times when the uniform may not be appropriate or to promote the FPS. Staff wearing FPS wear should use discretion when purchasing or consuming alcoholic beverages, or entering establishments or engaging in activities that might reflect unfavorably on the Division. FPS wear may be purchased from VF Imagewear using personal funds. Directions for purchasing can be found [here](#).

4.2.8.18. Public Events

Public events should call for higher standards of uniformity, conduct and appearance than normal duty. This is especially true for ceremonies and in the presence of the media. In general, uniformed staff should look as similar as possible at special events.

- The park manager or designee should make a special effort to have all uniformed staff wear a prescribed uniform of the day. Staff performing similar duties should wear the same uniform. For example, employees performing public contact work may wear a Class A uniform, while employees performing maintenance may wear a Class B uniform. All metal components should be highly lustrous and properly aligned.
- Garments should be clean and pressed.
- All leather items should be highly polished.
- Campaign hats should be worn by authorized staff.
- Outdoor Ceremonies:
 - Hats should remain on under the following circumstances: playing of the national anthem, recitation of the Pledge of Allegiance, presentation of colors, raising and lowering of the flag and the playing of "Taps."
 - At no time is a hand salute appropriate.

- During prayers and benedictions, all uniformed staff should keep the hat on with heads bowed. Hands should be held together in front.
- Indoor Ceremonies:
 - All uniformed staff should remove their hats and face the flag or music. Billed caps should be held by the bill in the left hand, campaign hats should be gripped on the front edge of the rim with the left hand and rest the hat body on the left forearm, keeping the forearm parallel with the ground. This would apply during the following circumstances: Playing of the national anthem, recitation of Pledge of Allegiance, presentation of colors, raising and lowering of the flag and the playing of "Taps."
 - At no time is a hand salute appropriate.
 - During prayers and benedictions, uniformed staff should remove their hats, hold them as noted above, and bow their heads. Hands should be held together in front.

4.2.9. Uniform Exceptions (FTE, OPS, Volunteer)

- 4.2.9.1. Management may make temporary exceptions of uniform standards during special occasion events, certain emergencies, or situations to ensure staff safety or to accomplish official duties. If longer exemptions are required, the bureau chief may make extended exceptions to uniforms and personal appearance standards.
- 4.2.9.2. When attending a funeral or memorial service and the uniform is appropriate, FTEs may wear a black elastic mourning band approx. $\frac{3}{4}$ inch wide horizontally across the center of the badge. Efforts should be made to ensure uniformity in the wearing of the band at a specific event.
- 4.2.9.3. Appropriate protective clothing/equipment (e.g., coveralls, safety vest, aprons, safety glasses, chaps, hard hats, etc.) must be worn when performing hazardous jobs or handling hazardous materials and return to regular uniform upon completion of tasks.
- 4.2.9.4. Appropriate period clothing/equipment should be worn when performing living history interpretation and return to regular uniform upon completion of assignment.
- 4.2.9.5. Mixing of the uniform and non-uniform clothes or accessories is not acceptable; however, there are two exceptions:
 - The FPS cap and unisex ranger hat that can be worn as appropriate business attire on official field outings.
 - In periods of extreme cold or inclement weather staff may provide their own appropriate color coordinated clothing for additional comfort.

- 4.2.9.6. Appropriate Business Attire – Sometimes staff will need to attend a meeting, conference, training or other event where a uniform is not appropriate. At the discretion of management, they may be asked to dress in attire other than the uniform. When this occurs, they may be asked to dress in Business Dress, Business Casual, or Casual.
- Business Dress - Dress shoes, dress pants/skirts/dresses, dress shirt/blouse, tie and sport coat or suit jacket as deemed appropriate.
 - Business Casual - Nice shoes (no sneakers), nice pants/skirts/dresses (no jeans or shorts) and nice shirt (no t-shirts) or blouse.
 - Casual - Casual pants/shorts/skirts or dresses, casual pull-over shirt or blouse, and casual shoes.

4.2.10. Care, Maintenance and Replacement of Uniforms

- 4.2.10.1. The care and cleaning of uniform items is the responsibility of the individual who was issued the items.
- 4.2.10.2. Uniforms should be maintained according to the care instruction label sewn inside each garment. The careful cleaning of the fabric is necessary to increase the longevity of the uniform.
- 4.2.10.3. Uniform shirts and pants should be worn wrinkle free.
- 4.2.10.4. If sleeves are to be creased, creases should be in the middle of the shoulder patch extending vertical to both ends of the sleeve.
- 4.2.10.5. In the case of an improper uniform fit, the uniform items should be returned to the supervisor who will make arrangements for alterations or returns. Employees are not permitted to radically alter uniform items.
- 4.2.10.6. Loss or theft of any uniform item purchased by the Division must be reported immediately to the supervisor.

4.2.11. Reclaiming/Redistribution of Uniforms

- 4.2.11.1. All uniforms, uniform insignias and uniform accessories bought by the Division are the property of the Division.
- 4.2.11.2. All uniforms, uniform insignias and uniform accessories will be transferred with staff upon transfer within the Division.
- 4.2.11.3. The supervisor is required to reclaim all uniform items purchased by the Division in the possession of staff upon separation from the Division. Under no circumstances is the FTE or OPS final paycheck (including electronic deposit) to be given to the employee until all uniform items issued to the employee have been returned to the Division in a clean and neat condition.
- 4.2.11.4. All reclaimed serviceable uniform items will be inventoried by type and size, and returned to the district office or other location designated by the respective district bureau chief for storage and reissue.
- 4.2.11.5. Non-serviceable uniform items must first have Division identification removed before being donated to an appropriate non-profit

organization, destroyed, used as wipe rags, etc. The supervisor is responsible for the disposition of all non-serviceable uniform items.

4.2.12. Uniform Records and Procedures

- 4.2.12.1. The supervisor must approve uniform orders for all staff under his/her supervision.
- 4.2.12.2. Uniform orders should be processed according to current contract guidelines. Items in district's stock should be reissued whenever possible, and these items should be deducted from issue requests. The supervisor must hold all invoices for payment of uniform orders until all items are received.
- 4.2.12.3. Uniformed FTE are authorized to receive an annual shoe allowance. The shoe allowance is paid once a year through a supplemental payroll in June. For those employees hired after the supplemental payroll date, they will receive a shoe allowance during the next June's supplemental payroll distribution. Near the end of each fiscal year, DRP Human Resources will notify supervisors of the procedure for submitting shoe allowance requests. Shoe allowance is a perquisite and is available based on funding availability.
- 4.2.12.4. Staff may purchase some non-insignia uniform and non-uniform items directly from the uniform contractor using the employee purchase order option.

4.3. Uniformed Personal Appearance Requirements

Persons choosing to accept a uniformed position are required to minimize personal accessories and adornments while wearing the FPS uniform.

4.3.1. Accessories

- 4.3.1.1. Earrings – Uniformed employees may wear one plain, solid color ear stud/ring per ear lobe, not over ¼ inch (6mm) in any dimension. Colors should be limited to silver, gold, brown, black, pearl and diamond.
- 4.3.1.2. Body Piercings – Rings and studs associated with body piercing may not be visible while in uniform.
- 4.3.1.3. Hair Accessories – Hair accessories should be silver, gold or black or a color that harmonizes with the uniform or blends with the hair.
- 4.3.1.4. Undergarments - Undergarments should not be visible.
- 4.3.1.5. Other Jewelry - If a necklace is worn, it should not be visible. Other jewelry must not unreasonably detract from the overall appearance of the uniform. Excessive numbers, large size, and bright or contrasting colors of jewelry may create an unprofessional appearance. In addition, supervisors and managers may have to limit jewelry wear for safety reasons.
- 4.3.1.6. Sunglasses - Sunglasses worn with the uniform should have frames that are matching or harmonious with the uniform. Mirrored or multi-colored lenses should not be worn while in uniform. Only professional

looking, not fad or eccentric styled sunglasses, should be worn. Sunglass retainer straps should be a dark blending color. Sunglasses will not be attached to the uniform at any time. Since eye contact is an essential part of the Park Ranger's image, sunglasses that are dark enough to make it difficult or impossible to see the employee's eyes should not be worn when speaking with visitors.

- 4.3.1.7. Pens – Up to two matching writing pens may be worn in the left shirt pocket. The exposed portion of the pens should be gold, silver, or black (for OPS). FTEs wearing silver badges should wear silver or black pens. FTEs wearing gold badges should wear gold or black pens.
- 4.3.1.8. Knives and Tools - A knife or belt tool should be contained in a black case and the case should not exceed five inches in length. Knives with a pocket clip are also permitted to be worn. The clip should be a dark color to blend with the pants. The knife should be worn on the inside of the pocket so that only the top of the knife and clip show. These accessories may only be worn with the Class B and C uniforms.
- 4.3.1.9. CPR Pouch - A small CPR pouch may be worn on the belt as deemed appropriate by management.
- 4.3.1.10. Phones – Cell phones may be worn with the uniform. Cell phones should be worn in a black case.
- 4.3.1.11. Other Personal Electronic Devices – These devices (e.g. Bluetooth, iPods, MP3 Players, headphones, etc.) should not be worn. Devices that enhance safety intended for hands free driving are acceptable.
- 4.3.1.12. No other accessories or personal effects (e.g., keys, combs, tobacco products, etc.) should be visible while wearing the uniform.
- 4.3.2. Personal Appearance
 - 4.3.2.1. Fingernails must be trimmed to not be over ¼ inch long. Uniformed employees may wear polish that is a neutral color.
 - 4.3.2.2. Employees may have tattoos visible while in uniform or business attire provided the tattoos are not obscene or harmful to minors as defined in [Chapter 847.001](#), F.S. Employees with tattoos that meet the definition of Chapter 847.001, F.S., should keep them covered while in uniform or business attire.
 - 4.3.2.3. Elective body modifications may detract from the image the Florida Park Service is trying to present. Body modifications to any area of the body visible while wearing the uniform or business attire are prohibited. Body modifications include but are not limited to:
 - Tongue splitting or bifurcation
 - The complete or trans-dermal implantation of any object(s) other than hair replacement
 - Abnormal shaping of the ears, eyes or nose
 - Abnormal filing of the teeth

- Branding or scarification

4.3.2.4. Uniformed Employee Hair and Facial Hair Standard

- Hair
 - Hair must be clean and neat.
 - Hair length must not interfere with regularly assigned duties and/or be a safety hazard in the performance of those duties.
 - Hair must not obscure the employee's eyes and face.
 - Hair must not obscure the badge or name bar/tag.
 - Sideburns must be no longer than the bottom of the ear.
 - Coloration not normally found in human hair, or any coloration which is employed to produce unnatural hair patterns through contrasting hair colors is prohibited.
- Facial Hair
 - Beards will be neatly trimmed, combed, clean and free of ornaments. Beard length must not interfere with regularly assigned duties and/or be a safety hazard in the performance of those duties.
 - Moustaches must be neatly trimmed.

4.4. Non-Uniformed Staff Personal Appearance (FTE, OPS, Volunteer)

- 4.4.1. Supervisors will advise their staff of appropriate attire for the work area. Sometimes non-uniformed FTEs will need to attend a meeting, conference, training, or other event that might be an exception to the daily attire. When this occurs, you will be asked to dress in Business Dress, Business Casual, or Casual.
- Business Dress - Dress shoes, dress pants/skirts/dresses, dress shirt/blouse, tie and sport coat or suit jacket as deemed appropriate.
 - Business Casual - Nice shoes (no sneakers), nice pants/skirts/dresses (no jeans or shorts) and nice shirt (no t-shirts) or blouse.
 - Casual - Casual pants/shorts/skirts or dresses, casual pull-over shirt or blouse, and casual shoes.
- 4.4.2. Staff may purchase some non-insignia uniform and non-uniform items directly from the uniform contractor using the employee purchase order option.
- 4.4.3. FPS Wear - Described as any article of clothing or accessory with the FPS logo or text relating to FPS. The purpose of FPS Wear is to identify staff with the Florida Park Service. Staff wearing FPS Wear should use discretion when purchasing or consuming alcoholic beverages, or entering establishments or engaging in activities that might reflect unfavorably on the Division. FPS Wear may be purchased from VF Imagewear using personal funds. Directions for purchasing can be found [here](#).
- 4.4.4. The magnetic nameplate, FPS cap, unisex ranger hat, and unisex windbreaker are the only uniform items that can be worn by non-uniformed staff while in business attire on official field outings.
- 4.4.5. Staff members may have tattoos, branding or ornamental scarification visible provided the tattoos, branding or ornamental scarification are not obscene or

harmful to minors as defined in Chapter [847.001](#), F.S. Staff members with tattoos, branding or ornamental scarification that meets the definition of Chapter 847.001, F.S., will keep them covered.

- 4.4.6. Elective body modifications may detract from the image the Florida Park Service is trying to present. Body modifications to any area of the body visible are prohibited. Body modifications include but are not limited to:
- Tongue splitting or bifurcation
 - The complete or trans-dermal implantation of any object(s) other than hair replacement
 - Abnormal shaping of the ears, eyes, or nose
 - Abnormal filing of the teeth
 - Branding or scarification
- 4.4.7. The hair, including facial hair, will be neatly groomed, not extreme in style or cause a distraction in the workplace. In all cases, the bulk or length of hair will not compromise staff's safety.
- 4.4.8. Jewelry items may be worn as long as they do not cause a distraction in the workplace and will not compromise staff's safety.
- 4.4.9. Undergarments (except undershirts) will not be visible.

5. FLORIDA PARK SERVICE AWARDS [^](#)

UPDATED NOVEMBER 1, 2020

This section provides information for formally recognizing full-time and part-time employees and volunteers of the division for outstanding contributions and for noteworthy personal achievement or actions. The criteria is implemented in accordance with [Title X, Chapter 110.1245 of Florida Statute](#).

5.1. Purchase of Awards

All purchases must be documented by the Non-cash Authorization form ([DEP-54-507](#)), which must be signed by the appropriate bureau or statewide awards coordinator and placed with the receipt in the P-Card folder. The value of a single award may not exceed \$100.00, plus applicable taxes, per recipient.

5.2. Division Awards Program

5.2.1. Awards Administration

5.2.1.1. The Division Awards Administration Committee consists of the Division Awards Coordinator and five District Awards Coordinators as selected by district bureau chiefs and the Division Director. This committee oversees the processes related to and management of the Division Awards Program.

5.2.1.2. A Division Awards Process Map will be maintained by the Division Awards Coordinator. The nomination and selection window will open within the first quarter of each fiscal year and run for eight weeks. Nominations may be submitted for any work which occurred during the nomination period. The nomination period is defined as the time

between the opening of the previous nomination window and current nomination window.

5.2.1.3. All nominations must be submitted through the [Division Awards Nomination Form](#). A four-week nomination drafting window will begin with a Director's Message to all staff. At the end of the four-week nomination drafting period, Awards Coordinators will have two weeks to review nominations from their respective areas and assist nominators in revisions. Nominees will then be approved by Human Resources and the District and Central Office Committees will have one week to select appropriate award recipients and approve nominations for statewide consideration. District and Central Office award recipients and approved statewide nominations will then be provided to the Division Awards Coordinator. Statewide Selection will follow the appropriate processes over a two-week period. The vote of each selection committee must be unanimous for a nominee to receive an award. Communications will follow a communications plan developed by Interpretive Services which provides details about awards announcements and ceremonies.

5.2.2. Selection Committees

5.2.2.1. The Statewide Selection Committee should consist of four members to be appointed by the Assistant Director of Field Operations based on recommendations of the Division Award Coordinator and with the approval of the Division Director.

- The committee selects the statewide Award for Excellence in Administration, Award for Excellence in Maintenance, Award of Valor, Distinguished Service Award, Division Team Award, Employee of the Year Award, Fish and Wildlife Office of the Year Award, Hank Smith Award for Excellence in Research, Lifesaver Award and Public Service Award.

5.2.2.2. A District Selection Committee, consisting of three members each, must be established by each district. Members for district committees must be appointed by the respective district bureau chief. The district bureau chief has final approval of all district awards and statewide nominations.

- This committee selects the district Award for Excellence in Administration, Award for Excellence in Maintenance, Award for Excellence in Volunteer Management, Employee of the Month, Employee of the Year Award and Fish and Wildlife Officer of the Year Award.
- This committee approves the district nominations for the Award of Valor, Distinguished Service Award, Division Team Award, Florida Park Service Director's Award, Hank Smith Award for Excellence in Research, Lifesaver Award, Public Service Award and The Sandra A. Cook Lifetime Achievement Award.

5.2.2.3. The Central Office Selection Committee, consisting of three members, must be established by the central office. Members for the central office committee will be appointed by the Assistant Directors of Central Office

and Business Operations, based on the recommendations of the Division Awards Coordinator.

- This committee selects the Central Office Employee of the Month Award and Employee of the Year Award.
- This committee approves Central Office nominations for the Award for Excellence in Administration, Award of Valor, Distinguished Service Award, Division Team Award, Florida Park Service Director's Award, Hank Smith Award and The Sandra A. Cook Lifetime Achievement Award.

5.2.2.4. The District Interpreter of the Year Selection Committee consists of the district bureau chief or designee, the district interpretive chairperson and the previous year's recipient of the District Interpreter of the Year award. If the Interpreter of the Year from the previous year no longer works for the Florida Park Service, any previous winner may be selected to sit on the committee.

- This committee selects the district Joe Kenner Award for Interpreter of the Year.

5.2.2.5. The Statewide Interpreter of the Year Selection Committee consists of the Assistant Director of Field Operations, the Interpretive Services Team Manager and Programs Manager and the previous year's recipient of the Statewide Interpreter of the Year Award. If the Interpreter of the Year from the previous year no longer works for the Florida Park Service, any previous winner may be selected to sit on the committee.

- This committee selects the statewide Joe Kenner Award for Interpreter of the Year from the pool of the district winners.

5.2.2.6. The Statewide Volunteer Management Award Committee consists of the Friend Groups & Volunteer Program Manager and the five district Park Program Development Specialists.

- This committee selects the Statewide Award for Excellence in Volunteer Management from the pool of district winners.

5.2.2.7. The Sandra A. Cook Award Selection Committee will be chosen by the Director and will consist of one Assistant Director and 3-6 Bureau Chiefs.

- This committee selects for The Sandra A. Cook Lifetime Achievement Award.

5.2.2.8. The Division Director selects recipients of the Florida Park Service Director's Award and approves all statewide awards.

5.3. Awards

5.3.1. Eligibility Criteria for All Awards

5.3.1.1. Nominees must not have received a valid complaint of disciplinary action during the nomination or award eligibility period.

5.3.2. Award for Excellence in Administration

5.3.2.1. Criteria

- Awarded to an employee or volunteer who, in their everyday job performance, have made significant administrative contributions which relate to the success over and above Division standards and goals during the nomination period.
- Efforts should be measurable, above normal expectations, substantial in impact, promote the FPS, or otherwise bring favorable attention to the Division over the course of the nomination period.
- Contributions must: require a high degree of personal initiative, professionalism, leadership, effort or skills; present a significant benefit to the Division.
- Anyone can submit a nomination for this award; however, a person may not nominate him/herself.
- The award allows for a single recipient from each district and a single statewide recipient per nomination period.

5.3.2.2. Award

- Recipients of the District Award will receive the following, to be presented at the district park managers meeting: A certificate signed by the District Bureau Chief and/or another appropriate acknowledgement.
- Recipient of the Statewide Award will receive the following, to be presented at the Division Awards Presentation: A Certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.3.3. Award for Excellence in Maintenance

5.3.3.1. Criteria

- Awarded to an employee or volunteer who, in their everyday job performance, has made significant maintenance contributions which relate to the success over and above Division standards and goals during the nomination period.
- Efforts should be measurable, above normal expectations, substantial in impact, promote the FPS, or otherwise bring favorable attention to the Division over the course of the nomination period.
- Contributions must: require a high degree of personal initiative, professionalism, leadership, effort or skills; present a significant benefit to the Division.
- Anyone can submit a nomination for this award; however, a person may not nominate him/herself.
- This award allows for a single recipient from each district and a single statewide recipient per nomination period.

5.3.3.2. Award

- Recipients of the District Award will receive the following, to be presented at the district park managers meeting: A certificate signed by the District Bureau Chief; and/or another appropriate acknowledgement.
- Recipients of the Statewide Award will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director; and a uniform pin and/or another appropriate acknowledgement.

5.3.4. Award for Excellence in Volunteer Management

5.3.4.1. Criteria

- Awarded to an employee or volunteer who, in their everyday job performance, has made significant volunteer management contributions which relate to the success over and above Division standards and goals during the nomination period.
- Efforts should be measurable, above normal expectations, substantial in impact, promote the FPS, or otherwise bring favorable attention to the Division over the course of the nomination period.
- Contributions must: require a high degree of personal initiative, professionalism, leadership, effort or skills; present a significant benefit to the Division.
- Anyone can submit a nomination for this award; however, a person may not nominate him/herself.
- This award allows for a single recipient from each district and a single statewide recipient per nomination period.

5.3.4.2. Award

- Recipients of the District Award will receive the following, to be presented at the district park managers meeting: A certificate signed by the District Bureau Chief and/or another appropriate acknowledgement.
- Recipient of the Statewide Award will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.3.5. Award of Valor

5.3.5.1. Criteria

- Awarded to any employee or volunteer for preventing or attempting to prevent the death of a person through direct personal action under dangerous and life-threatening conditions.
- Examples might include: a swimming rescue of a drowning victim, a boat rescue under extremely adverse weather conditions or rescuing occupants of a burning building or vehicle.

- Anyone can submit a nomination for this award; however, an individual may not nominate him/herself. The nomination must include details of the rescue and conditions under which the action was performed. Eligibility for this award is retroactive to any previous act that meets the criteria.
- This award allows for multiple statewide recipients per nomination period.

5.3.5.2. Award

- Recipients will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or other appropriate acknowledgement.

5.3.6. Distinguished Service Award

5.3.6.1. Criteria

- Outstanding personal contributions to the division by a current or former employee with at least 12 months consecutive service; and
- Contribution must require a high degree of personal initiative, professionalism, leadership, effort, or skill; and
- Contribution must represent a significant benefit to the division.
- Contribution must be made on a voluntary or special assignment basis completely above and beyond the requirements of the employee's position description. Work can be performed while on or off duty.
- Examples of contributions might include:
 - Extensive research that significantly adds to management's ability to fulfill the division's responsibilities.
 - Outstanding achievements in the advancement of the organizational, educational and developmental areas in the art of interpreting the natural and cultural environment.
- Anyone may submit a nomination for this award; however, an individual may not nominate him/herself. The nomination must include detailed written comments. Eligibility for this award is retroactive to any previous act that meets the criteria.
- This award allows for multiple statewide recipients per nomination period.

5.3.6.2. Award

- Recipients will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.3.7. Division Team Award

5.3.7.1. Criteria

- Awarded to a team of division employees (two or more persons) who have made specific significant contributions that relate to the success over and above division standards and goals during the course of the previous year. Volunteers may be included as team members, but the intent is to recognize employee performance.
- Team efforts must be measurable and above normal expectations, substantial in impact, promote the FPS or otherwise bring favorable attention to the division over the course of the nomination period.
- Team efforts should be worthy of recognition by the Division Director, independent of input from staff (i.e., stand-alone accomplishments significant enough to attract the attention of the Division Director).
- Anyone can submit a nomination for this award. The nomination must include detailed written comments outlining the nominees' efforts and successes.
- This award allows for a single statewide recipient team per nomination period.

5.3.7.2. Award

- Recipients will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.3.8. Employee of the Month Award (District/Central Office)

5.3.8.1. Criteria

- One award may be presented monthly in each district and the central office to an employee who continually exhibits an attitude of dedication to the FPS, enthusiasm for the job, self-motivation, and cooperation in dealing with others.
- The nominee must have satisfactory service with the division and routinely contribute to the accomplishment of the FPS' objectives, goals, and responsibilities.
- Anyone may submit a nomination for this award; however, an individual may not nominate him/herself. Nominations for each district should be submitted directly to the chairperson of the district/central office awards committee for review by the district/central office awards committee and approved by the appropriate bureau chief or the division director in the case of a central office employee. Nominations will be retained for six months. The nominees must continue to meet the criteria for selection. If the employee has not been selected after six months, the nomination may be resubmitted.
- This award allows for a single monthly recipient from each district and the central office.

5.3.8.2. Award

- Recipients will be presented with a Certificate of Recognition to the employee by the bureau chief and the name will be engraved on the Employee of the Month plaque.

5.3.9. Employee of the Year Award

5.3.9.1. Criteria

- This award should be presented to an individual who best exemplifies the qualities and attributes recognized in the district/central office. The award may be presented annually to one of the previous year's employees of the month for each district as well as the central office.

5.3.9.2. Nomination Procedure

- District/Central Office Employee of the Year Award: Selection must be made by the district/central office awards committee from among the list of people who were selected as district/central office employee of the month in that district or office during the nomination period.
- Florida Park Service Employee of the Year Award: Selection must be made by the Statewide Awards Committee from the list of employees who were selected as district/central office employees of the year during the nomination period.
- The award allows for a single recipient from each district, a single recipient from the central office and a single statewide recipient.

5.3.9.3. Award

- Recipients of the District Award will receive the following, to be presented at a district park managers meeting: A certificate signed by the Assistant Director of Field Operations and/or another appropriate acknowledgement.
- Recipients of the Central Office Award will receive the following, to be presented at a central office meeting: A certificate signed by the Assistant Directors of Central Office and Business Operations and/or another appropriate acknowledgment.
- Recipients of the Statewide Award will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.3.10. Fish and Wildlife Officer of the Year Award

5.3.10.1. Criteria

- Awarded to the officer with a never-ending dedication to their profession and genuine commitment to the agency and the public they serve. This should include continued communication with park

staff, an improvement to the service they provide the park and resource protection within the park. The officer will be recognized for their: work ethic, quick response, heroism, courage and placing the safety and welfare of the people above all other considerations.

- Any sworn FWCC officer regardless of rank or position is eligible.
- Anyone can submit a nomination for this award; however, a person may not nominate him/herself.
- This award allows for a single recipient from each district and a single statewide recipient per nomination period.

5.3.10.2. Award

- Recipients of the District Award will receive the following, to be presented at a district park managers meeting: A certificate signed by the District Bureau Chief and/or another appropriate acknowledgement.
- Recipients of the Statewide Award will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a nameplate on a permanent plaque located in the Director's Office, and/or another appropriate acknowledgement.

5.3.11. Florida Park Service Director's Award

5.3.11.1. Criteria

- This award is meant to recognize employees, volunteers, governmental and non-governmental partners who demonstrate exemplary contributions or support to the mission of the Florida Park Service.
- Anyone may submit a written nomination to the Division Director for consideration.
- This award allows for multiple recipients per nomination period.

5.3.11.2. Award

- Each recipient will receive an appropriate award or other acknowledgement. The awards will be presented at the Division Awards Presentation or other appropriate venue as determined by the Division Director.

5.3.12. FPS Burn Boss of the Year

5.3.12.1. Criteria

- Determined by Natural Resources Tracking System (NRTS) records to the burn boss who has managed the greatest number of burns in a fiscal year. BNCR will review the records annually to determine who meets the criteria and will develop and present the appropriate recognition at a district or statewide meeting.

5.3.12.2. Award

- The recipient of this award will receive a personalized award and other appropriate acknowledgement. This award will be presented at the Division Awards Presentation or other appropriate venue as determined by the Division Director.

5.3.13. Hank Smith Award for Excellence in Research

This award was inspired by the significant and substantial contributions of Hank Smith, who conducted and directed countless research projects encompassing a diverse array of Florida natural resource management issues and motivated many others to do the same.

5.3.13.1. Criteria

- Awarded to any individual employee or volunteer for conducting and completing research that provides informed direction to improve the natural resource management program of the Florida Park Service.
- The research must have been conducted to address documented priority natural resource management needs (i.e., the outcome of the research must be applicable and provide the potential for Florida State Parks to improve management and conservation of natural resources).
- The term “research” also includes monitoring projects that meet all the stated criteria.
- Anyone may submit a nomination for this award; however, an individual may not nominate him/herself.
- This award allows for a single statewide recipient per nomination period.

5.3.13.2. Award

- Recipients will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.3.14. Joe Kenner Award for Interpreter of the Year

5.3.14.1. Criteria

- Awarded to a career service employee with frontline, public contact responsibility who has made outstanding contributions to the FPS interpretive programming during the previous year. Examples might include: personal programs, non-personal programs, exhibits, publications, etc.
- The nominee's work must demonstrate continued excellence in the practice of interpretation.
- The employee's work must meet the division's interpretive goal of instilling in the general public an understanding of, and an appreciation for, division areas and the natural and cultural values that they possess.

- The nomination must clearly state how the nominee's work uses Tilden's Principles of Interpretation in all aspects of interpretive programming and be clearly outlined on the nomination form.
- Anyone may submit a nomination for this award; however, an individual may not nominate him/herself. There is no limit on the number of nominations from each park.
- The award allows for a single recipient from each district and a single statewide recipient per nomination period.

5.3.14.2. Award

- Each District Award will include the presentation of a framed 8" x 10" print of Joe Kenner's work matted to 11" x 14". This award will be presented at the district park manager's meeting.
- The Statewide Interpreter of the Year Award will include the presentation of a framed 11" x 14" print of Joe Kenner's work matted to 16" x 20", a nameplate on a permanent plaque, and a uniform pin or other appropriate acknowledgement. This award will be presented at the Division Awards Presentation.

5.3.15. Lifesaver Award

5.3.15.1. Criteria

- Awarded to an employee or volunteer for saving the life of another person at no significant personal risk to the rescuer.
- Examples might include: administering CPR with successful results, saving a drowning victim with reach pole or life ring, stopping severe arterial bleeding or any act that is directly attributable to saving the life of a person.
- Anyone may submit a nomination for this award; however, an individual may not nominate him/herself. The nomination must include detailed written comments. Eligibility for this award is retroactive to any previous act that meets the criteria.

5.3.15.2. Award

- Recipients will receive a certificate signed by the Division Director and a uniform pin or other appropriate acknowledgement. This award will be presented at an appropriate statewide meeting.

5.3.16. Public Service Award

5.3.16.1. Criteria

- This award is used to recognize employees who, in their everyday job performance, exemplify the FPS image of service to the public (an attitude of friendliness and cheerful public service) during the nomination period.
- The nominee must exhibit this attitude as a habit and personal trait.

- Anyone may submit a nomination for this award; however, an individual may not nominate him/herself. The nomination must include detailed written comments.
- This award allows for a single statewide recipient per nomination period.

5.3.16.2. Award

- Recipients will receive the following, to be presented at the Division Awards Presentation: A certificate signed by the Division Director, a uniform pin and/or other appropriate acknowledgement.

5.3.17. The Sandra A. Cook Lifetime Achievement Award

The Sandra A. (Sandy) Cook Lifetime Achievement Award is named for Sandy Cook who served in the Florida Park Service from 1973-2008. Sandy was the first female park manager, and demonstrated an extraordinary degree of personal initiative, professionalism, and leadership during her 35-year career at all levels of the Division. Following retirement, Sandy continued to support the Division of Recreation and Parks and the Florida Park Service staff through personal volunteer and financial contribution, outreach and promotion of the Florida Park Service Ranger Association, establishment of the FPS/FPSRA Family Fun Day, and tireless promotion of the James Cook (no relation) Memorial Relief Fund dedicated to Florida Park Service staff assistance due to personal hardship or natural disasters, greatly enhancing the opportunity to assist staff in need.

5.3.17.1. Criteria

- Significant professional and personal contribution to the Florida Park Service that has a lasting positive affect on the Division or culture of Florida's State Park System by current or former employees of the Division. The standard is intended to recognize those few individuals that may be considered true legends of the Division. It is not anticipated this would be awarded every year, although it is possible to award more than one in any given year.
- Anyone can submit a nomination for this award at any time, except that the person may not nominate him/herself. The nomination must support the award criteria through narrative.
- This award allows for multiple statewide recipients per nomination period.

5.3.17.2. Award

- Recipients of the Sandra A. (Sandy) Cook Lifetime Achievement Award will receive a nameplate on a permanent plaque at Division Headquarters and receive statewide recognition. The award will be announced at the Division Awards Presentation or other appropriate venue as determined by the Division Director.

5.3.18. Jim Stevenson Resource Manager of the Year

This award is a multi-agency award and follows its own nomination and selection process. However, the recipient will be recognized at the Division Awards Presentation with the following: A certificate signed by the Division Director, a uniform pin and/or another appropriate acknowledgement.

5.4. Milestone Awards

5.4.1. Retirement Award

5.4.1.1. Criteria

- Given to all employees who retire from the division who retire with a minimum of six years of consecutive or aggregate service with the State of Florida. Employee must have completed all required documentation and be eligible to collect benefits from the Florida Retirement System as verified with the Division of Retirement.

5.4.1.2. Award

- Letter from the Division Director to be provided by DRP Human Resources to the bureau chief or designee for presentation to the employee.
- Other tokens of recognition to be determined and obtained through the respective bureau.

5.4.2. Years of Service Certificates

5.4.2.1. Criteria

- Given to employees as they achieve increments of five years of satisfactory service with the division and upon retirement.
- DRP Human Resources determines when an employee completes five-year increments of service and is responsible for preparation of the Years of Service certificates.

5.4.2.2. Award

- Recipients will receive a Certificate of Years of Service signed by the Division Director and a service pin to be presented at an appropriate meeting.

5.5. State Parks Award to Recognize Visitor/Co-Worker Service (SPARCS)

SPARCS may be presented by any employee or volunteer to another employee or volunteer to recognize service or assistance rendered to them or to another, either from within or outside the division or department. This award is intended to provide an immediate "thank you" to the employee/volunteer and does not require formal/written nominations or approvals.

CHAPTER 1.6 VOLUNTEERS

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1. PURPOSE [^](#)

UPDATED OCTOBER 1, 2018

The purpose of this chapter is to allow for consistent application of procedures for administering Volunteers, and Court Assigned Community (Public) Service Workers and Inmates for the Division of Recreation and Parks (Division).

2. VOLUNTEERS PURPOSE AND AUTHORITY [^](#)

UPDATED OCTOBER 1, 2018

2.1. Purpose

The purpose of this section is to allow for consistent application of procedures for administering volunteers to the Division of Recreation and Parks (Division).

2.2. Authority

The Florida Park Service (FPS) Volunteer Program is governed by Chapters 110, 440, and 768, Florida Statute (F.S.). Additional information about requirements as well as best management practices (non-requirements) can be found in the [Volunteer Handbook](#).

3. FPS EMPLOYEE VOLUNTEERS [^](#)

3.1. An FPS employee can serve as a volunteer in a state park as long as the duties are not the same type of duties for which he or she is paid.

3.2. Once a volunteer has been placed into an Other Personnel Services (OPS) employee status, the new OPS employee cannot alternate between volunteer and employee status.

4. VOLUNTEER REQUIREMENTS (see CSO Handbook Chapter 5) [^](#)

- 4.1.** The Volunteer Agreement ([DRP-059](#)) must be completed annually by all individuals serving as a regular service volunteer, including CSO officers and board members (see CSO Agreement). This must not include occasional service volunteers who are involved in a group-sponsored, one-time project. The form should be completed through VSysLive.
- 4.2.** The Group Volunteer Application and Agreement ([DRP-057](#)) must be completed by all groups who are performing volunteer projects in the park. The agreement must reflect all names of the participants serving as volunteers in the group. The form should be completed through VSysLive.
- 4.3.** The U.S. Department of Justice National Sexual Offender Public Website must be used to check all new regular service volunteer applications. See OM Chapter 1.5.

5. RISK PROTECTION [^](#)

5.1. Volunteer Liability

See Chapters 110 and 768, F.S.

5.2. Volunteer Workers' Compensation

See Chapters 110 and 440, F.S.

- 5.3.** CSO's board members or other volunteer groups working for the park system receive the same liability and workers' compensation eligibility as employee, when working on park related projects. A CSO's employees are not eligible for State of Florida workers' compensation (see CSO Agreement).

6. BACKGROUND CHECKS [^](#)

UPDATED OCTOBER 1, 2018

See OM Chapter 1.5 for complete information about background checks, which applies to both volunteers and paid personnel.

7. SEXUAL PREDATORS AND OFFENDER'S REGISTRATION CHECKS [^](#)

UPDATED OCTOBER 1, 2018

See OM Chapter 1.5 for complete information about sexual predators and offender's registration checks, which applies to both volunteers and paid personnel.

8. UNIFORMS AND PERSONAL APPEARANCE [^](#)

UPDATED OCTOBER 1, 2018

See OM Chapter 1.5 for complete information about uniforms and personal appearance, which applies to both volunteers and paid personnel.

9. TRAINING AND PROFESSIONAL DEVELOPMENT [^](#)

UPDATED OCTOBER 1, 2018

See OM Chapter 1.7 for complete information about training, which applies to both volunteers and paid personnel.

10. FREE ENTRY TO AREAS ADMINISTERED BY THE DIVISION [^](#)

See OM Chapter 1.2.

11. ADMISSION OF REGULAR SERVICE VOLUNTEERS TO PARKS [^](#)

- 11.1.** Regular service volunteers and their families (children, siblings and parents) should be admitted to the park where they are currently serving as a volunteer for the purpose of recreational use, after they have contributed a minimum of 100 hours to that park. Admission to the park should be given upon presentation of a valid volunteer ID card, which has been endorsed for free admission by the park manager.
- 11.2.** The free admission endorsement should be renewed annually provided that the volunteer has contributed 100 additional hours during the period following the date of the prior endorsement and before the renewal endorsement is approved. No more than one endorsement per individual volunteer should be made in a calendar year. All hours used toward this admission must be contributed to the park where the volunteer is admitted.

12. VOLUNTEER ID CARD [^](#)

- 12.1.** A volunteer ID card must be issued to all regular service volunteers by the unit in which they volunteer. This card expires on December 31 of each year. New ones must be issued to all park volunteers who continue as regular service volunteers.
- 12.2.** The volunteer ID card must be returned to the park by the volunteer upon termination of their status as a volunteer at that park. Campground hosts and volunteers must return their ID card when they are terminating their volunteer involvement at a park, even when moving to volunteer at another state park.

13. SPECIAL VOLUNTEER ANNUAL PASS [^](#)

- 13.1.** A Special Volunteer Annual Pass may be issued to volunteers who have contributed a minimum of 500 hours to one or more Florida State Parks. This pass is issued to the volunteer by the Bureau of Operational Services upon request by the park manager.
- 13.2.** The Special Volunteer Annual Pass is valid for a period of one year from the date of issue and is recognized by all parks, the same as the Annual Family Entrance Permit, and is valid for full admission to Homosassa Springs State Wildlife Park. It is not valid for other special user fees charged at some state parks.
- 13.3.** The park manager must complete a Request for a Special Volunteer Annual Pass Form ([DRP-069](#)) and submit this form to the Bureau of Operational Services for processing. The form must bear the signature of the park manager or park managers where the volunteer currently works or most recently worked. This signature certifies that the volunteer has contributed the required number of hours and that records, including time sheets supporting this certification, are maintained at the park.
- 13.4.** If a volunteer provides services to a number of state parks, a Request for a Special Volunteer Annual Pass Form ([DRP-069](#)) must be completed for each park and bear the signature of that park manager.
- 13.5.** Upon receipt of the Special Volunteer Annual Pass Form, the Bureau of Operational Services issues a Special Volunteer Annual Pass directly to the volunteer.
- 13.6.** Issuance of an additional pass to a volunteer may be made upon the request of the park manager who has contributed an additional 500 hours. However, these hours must have been worked during the period following the date the volunteer requests the prior issued pass. No more than one pass is issued in a one year period to any volunteer.

14. VOLUNTEER CAMPING POLICIES [^](#)

- 14.1.** Volunteers are permitted to occupy a campsite for the term of the Volunteer Agreement ([DRP-059](#)) with no charge (see OM Chapter 1.2). All other fees for tours or museums should be waived to encourage familiarity with park programs. Volunteers are not permitted to construct, or locate on the site, any permanent or semi-permanent structure. The campsite must be continuously maintained to standards set by the park manager. Encroachment on the buffer zone will not be permitted for any reason.
- 14.2.** Camping parks may establish additional facilities for volunteers in shop areas or other appropriate areas in the park.
- 14.3.** Parks, which do not have campgrounds, may provide appropriate facilities for volunteers in shop areas or other appropriate areas in the park.
- 14.4.** In providing such facilities, parks must use abandoned or vacant resident sites where water, electric and sewer hook-ups are available. Any new campsites developed, other than on abandoned or vacant sites, must not be established by the park without first consulting with the district environmental specialist III, the Office of Park Planning, and the Bureau of Design and Construction. Final approval must be obtained from the district.
- 14.5.** Unless already cleared and leveled, no clearing of native vegetation or trees can proceed without the approval of the district environmental specialist III and district bureau chief.
- 14.6.** Host sites in the camping area must be designated. This allows for maximum observation of activity in or near the campground. The host site is designated by a standard park sign, reads "Campground Host." There should be a maximum of one campground or volunteer host site designated per 30 existing park campground sites.
- 14.7.** Parks are authorized to waive camping fees for use of youth camp facilities for boy scouts, girl scouts, and other youth and adult groups for performing volunteer work in the park. District bureau chiefs may waive camping fees for purposes of short-term group volunteers performing volunteer work in park.
- 14.8.** No volunteer should occupy any site in a park in excess of sixteen weeks during a fiscal year. The district bureau chief, through written approval, may waive this requirement.
- 14.9.** In establishing minimal work standards for volunteers occupying campsites, parks may only establish work hour requirements based on occupation of the site, not by the number of individuals occupying the campsite. The minimum number of work hours an occupied campsite must contribute for the campground host position is 20 hours per week.
- 14.10.** Volunteers who become either FTE or OPS employees should not be allowed to maintain free campsites, unless their spouse continues to volunteer the required number of hours to qualify for such site. These cases should be reviewed by the district bureau chief to ensure there is not an appearance of favoritism.

15. VOLUNTEERS OPERATING STATE VEHICLES, WATERCRAFT AND EQUIPMENT (see OM Chapter 1.2) [^](#)

- 15.1.** Any volunteer operator must have a current Volunteer Agreement Form ([DRP-059](#)) on file at the state park or complete it as part of the volunteer's profile on VSysLive (see OM Chapter 1.5) and meet additional training requirements found in OM Chapter 1.5.

- 15.2.** Volunteers who are age 18 and older may transport volunteers, employees and park visitors. Volunteers who are under the age of 18 may transport volunteers and employees, but may not transport park visitors.

16. VOLUNTEERS – SCUBA DIVING AND SNORKELING [^](#)

See OM Chapter 3.2.

17. VOLUNTEER RECOGNITION [^](#)

See OM Chapter 1.5 for complete information about awards which applies to both volunteers and paid personnel.

- 17.1.** This policy provides for minimum recognition. Park managers are encouraged to seek other ways to provide recognition beyond these standards.

17.1.1. Hours of service recognition pins should be presented to each volunteer who has contributed hours to the FPS beginning when that volunteer contributes their first 100 hours. The volunteer will then receive recognition pins at 250, 500, 1,000 contributed hours of service. Thereafter, volunteers should receive pins in 1,000-hour increments.

17.1.2. Boy Scouts and Girl Scouts

17.1.2.1. Any Boy Scout, Explorer or Girl Scout unit whose members provide at least 250 hours of service to Florida State Parks should be presented a special scout service ribbon and each participating unit member should receive the special unit citation patch. This should include participation by Girl Scouts in the Girl Scouts U.S.A. Statewide Adoption Program and Camp-A-Round Program.

17.1.2.2. Any Boy Scout, Explorer or Girl Scout who performs six hours of volunteer service to Florida State Parks should receive the scout service patch.

17.1.3. Volunteers are also eligible for specific awards as part of the Employee Recognition and Awards Program (contact the Director's Office awards coordinator for more information).

17.1.4. CSOs and volunteers are eligible for annual awards sponsored by the statewide CSO, Friends of Florida State Parks, Inc. (contact the organization for more information).

17.2. Irene DeLaby Award

17.2.1. The Irene DeLaby Award recognizes volunteers who have contributed 10,000 hours to the FPS. The Award should be given throughout the year soon after a nomination is received.

17.2.2. Nominations are submitted in writing by the park manager to the district office. The nomination must include the volunteer's name, address, park manager's verification of the volunteer's 10,000 hours contribution and a brief description of the volunteer's contribution.

17.2.3. The volunteer should be recognized by a congratulatory letter and certificate signed by the director and the volunteer's name placed on the official plaque displayed in the Division's central office.

- 17.2.4. The district office should prepare the congratulatory letter and certificate from approved templates. The letter and certificate should be sent to the park manager for presentation. The district must copy the letter to the Bureau of Operational Services, who is responsible for updating the plaque in the central office on an annual basis at a minimum.

18. VOLUNTEER TIME RECORDS [^](#)

UPDATED FEBRUARY 2, 2016

- 18.1.** VSys Live is the system used to maintain all volunteer time records.
- 18.2.** Volunteers should use VSys Live to record their service hours. Hours must be recorded in VSys Live no later than the 10th of the following month. The park is responsible for ensuring volunteer hours are recorded in VSys Live monthly. If the volunteer is unable to use VSys Live, the volunteer must keep a time record and provide it to the park manager or supervisor as required.
- 18.3.** A CSO is required to track the service hours of its Board of Directors and officers contributing to its park(s) each year. The Division requires the board's total hours of service contributed to the park as a part of the CSO's Annual Financial Report, Statement of Accomplishments and Goals (see CSO Handbook chapter 5).
 - 18.3.1. If a volunteer works for more than one (1) CSO or park the individual must record and submit hours to each separately.

19. VOLUNTEER TERMINATION [^](#)

The park manager has the authority to terminate a volunteer upon appropriate notice (see Volunteer Agreement [[DRP-059](#)]).

20. COURT ASSIGNED COMMUNITY (PUBLIC) SERVICE WORKERS & INMATES [^](#)

UPDATED FEBRUARY 2, 2016

20.1. Authority

Court assigned community (public) service workers are governed by Chapters 948 and 440, F.S. Additional applicable authority is referenced in the subject matter paragraphs.

20.2. Introduction

- 20.2.1. Court assigned community service workers can be an excellent source of manpower augmentation for state parks. Community service work as used in this section refers to "required work an offender is ordered by the sentencing or releasing authority to perform without pay for the benefit of the community." Community service workers require close supervision when utilized in state parks to ensure the protection and safety of park visitors, personnel and property.
- 20.2.2. The Division may refuse to accept any community service worker because of the nature of the past offense, the workers attitude, appearance or dress. The potential impact to the experience of park visitors, personnel and property should be paramount in the decision whether to accept or retain community service workers. Additional information can be found in Chapters 948 and 440 , F.S. See section 7 below regarding coverage for DUI offenders.

20.3. Sexual Predator's Registration Checks

See OM Chapter 1.5.

20.4. Agreements

20.4.1. Park Specific Agreement

To ensure community service workers have a clear understanding of the expectations of the requirements of the Division and to ensure all community service workers adhere to the rules and policies at the park in which they are working, a park-specific work policies and rules agreement must be signed by the worker and supervisor.

20.4.2. Work Site Agreement

The entity providing the workers may require a work site agreement for their records in addition to the park-specific agreement referenced above.

20.5. Time Records

20.5.1. Official time sheets must be provided by the worker prior to beginning the work.

20.5.2. The park staff supervising the worker must sign the time sheet each day worked. Hours worked must be included in the VSys Live (see OM Chapter 1.5).

20.6. Inmate Supervision

20.6.1. The employee supervising inmates must be assigned on a voluntary basis only.

20.6.2. An employee who volunteers to work inmates does so with full knowledge that he or she will not be allowed to carry a firearm and will not qualify for special risk retirement as a result of this duty.

20.6.3. Before assigning inmate supervision duties, it is the park manager's responsibility to ensure that the employee has:

- Demonstrated a basic understanding of the principles of supervision.
- The qualities and ability to conduct himself or herself in a professional non-personal manner while supervising inmates.
- The ability to remain calm and apply sound judgment and reason under pressure.
- Adequate knowledge of the tasks to be performed to properly supervise the project.

20.6.4. When at all possible, this duty should be rotated among employees so that a project does not get interrupted due to one employee's absence. This practice might promote a professional relationship between the supervisor and the inmates and reduce the likelihood that inmates would solicit favors.

20.7. Workers' Compensation

20.7.1. Risk Management covers all governmental bodies (state and county) in the State of Florida, thus proof of workers' compensation is necessary only for other entities.

20.7.2. Pursuant to Section 948.036, F.S., and Section 440.09, F.S., offenders performing community service hours as a condition of state probation are covered under workers' compensation due to personal injury, with the exception of offenders on

supervision for Driving Under the Influence (DUI) offense as provided in Section 316.193, F.S.

- 20.7.3. Anyone convicted of a DUI is not compensable through the State of Florida and therefore is ineligible for community service work in state parks.
- 20.7.4. Department of Corrections or other entity ordering the community service work is responsible for reporting an injury.

CHAPTER 1.7 TRAINING

[1. PURPOSE](#)

[2. DIVISION RESPONSIBILITIES](#)

[3. MANDATORY TRAINING PROGRAMS](#)

1. PURPOSE [^](#)

- 1.1.** The purpose of this chapter is to allow for consistent application of procedures for administering Training and Professional Development for the Division of Recreation and Parks (Division).
- 1.2.** The purpose of this section is to establish the scope and accountability for training and professional development opportunities available to Division employees and regular service volunteers.
- 1.3.** The Division provides training and professional development opportunities to employees and regular service volunteers.

2. DIVISION RESPONSIBILITIES [^](#)

The responsibilities of central office bureau chiefs and office heads, district bureau chiefs and Park managers for staff training and professional development are as follows:

- 2.1.** Ensure that all employees and regular service volunteers have successfully completed mandatory and suggested training and professional development programs within the approved time limits.
- 2.2.** Report training and professional development program attendance of all employees and regular service volunteers to the appropriate section (i.e., training manager, district office, etc.).
- 2.3.** Monitor training and professional development programs to ensure compliance with this chapter and the criteria and goals outlined in the Training Manual.

3. MANDATORY TRAINING PROGRAMS [^](#)

3.1. Department Programs – Division of Administrative Services

All employees are required to successfully complete the following courses within 30 days of hire or email notice from the Training Section. For detailed information, refer to the DEP Online Course [Training Catalog](#) and the [Online Training Instructions](#).

- FTE (or OPS) New Employee Orientation
- DEP Civil Rights Training
- DEP Code of Ethics
- DEP Public Records
- Workplace Diversity Awareness
- Workplace Harassment Prevention for Employees
- DEP Information Security Awareness

3.2. Other Department Programs

- 3.2.1. Procurement Training

- 3.2.1.1. Attendance: Employees making purchases.
- 3.2.2. [Purchasing Card Training](#)
 - 3.2.2.1. Attendance: Employees identified by Division/district to receive a purchasing card.
- 3.2.3. [Purchasing Card Travel Training](#)
 - 3.2.3.1. Attendance: Employees requiring travel.
- 3.2.4. [Sexual Harassment Awareness and Prevention](#)
 - 3.2.4.1. Attendance: All employees and regular service volunteers.

3.3. Mandatory Division Programs - Bureau of Operational Services

- 3.3.1. Ranger Academy
 - 3.3.1.1. Attendance: All new park rangers must attend and successfully complete the earliest possible Academy – exceptions from attending the first scheduled academy are granted only by the assistant division director – other employees and regular service volunteers approved by the district bureau chief may also attend – attendees are required to stay the entire two weeks.
 - 3.3.1.2. Schedule: Semi-annually (April and October).
 - 3.3.1.3. Scope: This seven-day training is to provide a foundation to new park rangers to assist in their understanding of the skills, knowledge and abilities required to assist in managing Florida's diverse state park system.
- 3.3.2. Park Managers Meeting
 - 3.3.2.1. Attendance: All park managers and bureau chiefs.
 - 3.3.2.2. Schedule: Annually.
 - 3.3.2.3. Scope: This meeting includes presentations by FPS staff and guest speakers in current topics related to park management.
- 3.3.3. Assistant Park Managers Meeting
 - 3.3.3.1. Attendance: All assistant park managers.
 - 3.3.3.2. Schedule: Annually.
 - 3.3.3.3. Scope: This meeting includes presentations by FPS staff and guest speakers on current topics related to park management.
- 3.3.4. Administrative Workshop
 - 3.3.4.1. Attendance: All administrative assistants, secretary specialists and administrative secretaries – management and other administrative support staff may attend.
 - 3.3.4.2. Schedule: As scheduled by Department.

- 3.3.4.3. Scope: This meeting provides updates and training on new and basic administrative procedures including personnel and budget practices.
- 3.3.5. Business Management Meeting
 - 3.3.5.1. Attendance: Concessionaires and park managers from these sites.
 - 3.3.5.2. Schedule: Annually.
 - 3.3.5.3. Scope: This meeting includes presentations by FPS staff and guest speakers on current topics related to managing visitor service operations.
- 3.3.6. CSO Meeting
 - 3.3.6.1. Attendance: CSO representatives and park managers managing CSO's or interested in forming a CSO.
 - 3.3.6.2. Schedule: Annually.
 - 3.3.6.3. Scope: This meeting includes presentations by FPS staff and guest speakers in current topics related to citizen support and organization management.
- 3.3.7. Volunteer Management Training
 - 3.3.7.1. Attendance: Volunteer coordinators and park managers managing volunteer programs.
 - 3.3.7.2. Schedule: As scheduled.
 - 3.3.7.3. Scope: This meeting includes presentations by FPS staff and guest speakers on current topics related to volunteer management.
- 3.3.8. Statewide Interpretive Training
 - 3.3.8.1. Attendance: Employees and regular service volunteers responsible for preparing or conducting interpretive programs and materials.
 - 3.3.8.2. Schedule: As scheduled.
 - 3.3.8.3. Scope: This training includes specialized topics that vary each year according to the latest needs identified by these involved in providing interpretive services - topics may be related to living history, interpretive techniques, Pre-Columbian Native Americans and natural resources.
- 3.3.9. Historic Weapons Firing Safety Training
 - 3.3.9.1. Attendance: Park staff and regular service volunteers at sites conducting weapons firing demonstrations.
 - 3.3.9.2. Schedule: Annually.
 - 3.3.9.3. Scope: This training program includes procedures associated with firing historic weapons (safety, inspection and firing, weapons charges, and the FPS requirements for purchasing, storing, and distribution of black powder). Multiple division-level trainings and park-level trainings are offered. Refer to the FPS HWFSP Training Courses listing in the [Historic](#)

[Weapons Firing Safety Program Resource Library](#) for additional information.

3.4. Division Programs - Bureau of Natural and Cultural Resources

3.4.1. Cultural Resource Management (CRM)

- 3.4.1.1. Attendance: All employees including management and regular service volunteers who are responsible for the management, protection, use, and planning of cultural resources.
- 3.4.1.2. Schedule: Annually.
- 3.4.1.3. Scope: This meeting includes specialized topics that vary each year according to the latest needs identified by those involved in cultural resource management - experts in cultural resource management are chosen to speak from the FPS, other state and federal agencies, and the private sector.

3.4.2. CRM – Archaeological Resources Management

- 3.4.2.1. Attendance: All employees including management and regular service volunteers whose activities may adversely impact archaeological resources.
- 3.4.2.2. Schedule: January, May and September.
- 3.4.2.3. Scope: This training provides participants with appropriate management practices for archaeological resources and certifies them to conduct limited monitoring activities in compliance with review and compliance recommendations.

3.4.3. CRM – Collections Management

- 3.4.3.1. Attendance: All employees including management and regular service volunteers who make decisions or conduct activities that may adversely impact collections.
- 3.4.3.2. Schedule: Annually as scheduled.
- 3.4.3.3. Scope: This training includes Scope of Collections development, basic accessioning and cataloging, responding to disasters, research, cleaning and handling of objects.

3.4.4. CRM – Historic Properties Preservation

- 3.4.4.1. Attendance: All employees including management who make decisions or conduct activities that may adversely impact historic properties - all sites with historic buildings and cultural landscapes shall have staff who have attended this training.
- 3.4.4.2. Schedule: Annually as scheduled.
- 3.4.4.3. Scope: This training includes procedures and methods for preserving historic buildings and cultural landscapes.

3.4.5. Resource Management Meeting

- 3.4.5.1. Attendance: All district and park biologists and environmental specialists.
- 3.4.5.2. Schedule: Annually as scheduled.
- 3.4.5.3. Scope: This meeting includes specialized topics that vary each year according to the latest needs identified by those involved in natural resource management - experts in natural resource management are chosen to speak from the FPS, other state and federal agencies, and the private sector.

3.5. Division Programs – Districts

- 3.5.1. Bloodborne Pathogens
 - 3.5.1.1. Attendance: All new employees and regular service volunteers identified in Directive [457](#).
 - 3.5.1.2. Schedule: Within 10 days of employment for positions assigned to tasks covered by the Exposure Control Plan.
 - 3.5.1.3. Scope: This training includes how to minimize exposure risk, discusses Hepatitis B, HIV, effects & symptoms, preventing exposure, personal protection equipment and safe first aid/CPR techniques.
- 3.5.2. District Orientation
 - 3.5.2.1. Attendance: All new park and district employees and regular service volunteers.
 - 3.5.2.2. Schedule: Within 60 days of employment.
 - 3.5.2.3. Scope: This training provides an introduction to the staff and procedures of the district – Service Integrity Training Program will be included for the new employees.
- 3.5.3. CPR/Basic First Aid
 - 3.5.3.1. Attendance: All park personnel.
 - 3.5.3.2. Schedule: Completed within six months of employment and requires that certification be kept up to date.
 - 3.5.3.3. Scope: This training equips personnel with skills to provide emergency first aid assistance until professional help arrives.
- 3.5.4. ATV/UTV/LSV Operator and Trainer
 - 3.5.4.1. Attendance: All employees and regular service volunteers who operate an ATV/UTV/LSV are required to attend training.
 - 3.5.4.2. Schedule: Prior to use of equipment.
 - 3.5.4.3. Scope: Operator training will consist of safe practices, field exercises, and written exams.
 - 3.5.4.4. Trainer Checklist: Trainer will be designated by park manager. The trainer:
 - Must have experience as an ATV/UTV/LSV operator.

- Is encouraged to complete the Free ATV Safety Institute (ASI) E-Course at www.atvsafety.org (may be waived by park manager).
 - The ATV Safety Institute (ASI) course addresses basic ATV safety principles.
 - Choose the adult course specific to Florida.
 - The course may take up to 2 hours to complete. You may stop at any point and your progress will be saved so that you can return and finish at a later time.
 - Upon completion, take the practice quiz. After you pass the quiz, print out a certificate stating you completed the ATV Safety Institute E-Course and provide to the park manager.
 - The course and practice quiz are free. You are **not** required to obtain the \$25 state certificate.
- Must administer [ATV/UTV/LSV course plans and written exams](#) to operator trainees.

3.5.5. Watercraft Operation

- 3.5.5.1. Attendance: All new employees and regular service volunteers who operate and/or trailer Department [Watercraft](#) including motorized and non-motorized canoes, boats, tour boats and air boats.
- 3.5.5.2. Schedule: Prior to use of equipment.
- 3.5.5.3. Scope: This training includes safe boat operation to comply with the boat education portion required and the Watercraft & Trailing Operation Checklist for individuals trailering boats.

3.5.6. Basic Interpretive Training

- 3.5.6.1. Attendance: All new park rangers are required to attend – other staff and regular service volunteers responsible for interpretation as well as individuals involved with visitor services that need to increase their interpretive skills may be approved by the district bureau chief to attend.
- 3.5.6.2. Schedule: Annually.
- 3.5.6.3. Scope: This training includes classes in interpretation, preservation ethics, program design, communication skills and presentation and evaluation techniques.

3.5.7. S130 (Firefighter Basic Training Course), S190 (Introduction to Wildland Fire Behavior) and Standards for Survival Prescribed Fire Courses

- 3.5.7.1. Attendance: All personnel involved in prescribed burning – Burn Bosses and Line Boss crew positions are required to attend these courses prior to the Interagency Basic Prescribed Fire Course.
- 3.5.7.2. Schedule: Prior to participating in a prescribed burn - courses are offered as often as demand warrants and are held together at several locations throughout the state.
- 3.5.7.3. Scope: This training provides personnel with skills required to participate in prescribed burning - courses include basic firefighting skills, firefighter

safety and equipment, an introduction to fire behavior and basic fire suppression methods.

3.5.8. Engine Academy

3.5.8.1. Attendance: All employees and regular service volunteers involved in prescribed burning.

3.5.8.2. Schedule: Semi-annually.

3.5.8.3. Scope: This training includes proper equipment use for prescribed fire activities.

3.5.9. Interagency Basic Prescribed Fire Course

3.5.9.1. Attendance: Burn Bosses and Line Boss crew positions are required to attend this course after completing the S130, S190 and Standards for Survival prerequisite courses.

3.5.9.2. Schedule: The course is offered as often as demand warrants and is held at several locations throughout the state.

3.5.9.3. Scope: This training provides personnel with the training required to become a certified prescribed burn manager - courses will include preparing prescription forms, weather, ignition techniques, fire safety, and on-site fire coordination.

3.5.10. Maintenance Skills Training

3.5.10.1. Attendance: Employees and regular service volunteers involved in park maintenance.

3.5.10.2. Schedule: As scheduled.

3.5.10.3. Scope: This training includes a park project to teach various maintenance skills that may include basic carpentry, plumbing or electrical training.

3.6. Division Programs – Parks

3.6.1. Park Orientation

3.6.1.1. Attendance: All new employees and regular service volunteers will attend a park orientation session in the park prior to performing duties that involve public contact.

3.6.1.2. Schedule: Within the first week of employment.

3.6.1.3. Scope: This training includes a park tour, discussion of significant features and resources, a brief history of the park, review of the "First Impressions" booklet and review of the OM.

3.6.2. Workers' Compensation

- 3.6.2.1. Attendance: All new employees and regular service volunteers.
- 3.6.2.2. Schedule: Within 10 days of employment.
- 3.6.2.3. Scope: This program outlines workers' compensation procedures in Directive [450](#).

3.6.3. In-Park Training

- 3.6.3.1. Attendance: Employees and regular service volunteers identified by the park manager – parks with concession operations should invite the concessionaire's employees to attend appropriate in-park training sessions.
- 3.6.3.2. Schedule: The park staff shall attend at least four in-park training programs per year – are in addition to any district or statewide training programs.
- 3.6.3.3. Scope: This training includes any topics that the district bureau chief and park manager determine to be job-related – any on-going program to train in the basic maintenance skills of carpentry, plumbing, electrical, and any other maintenance skills needed to perform maintenance duties should be conducted.

3.6.4. Additional Programs

- 3.6.4.1. Other: Training and professional development options offered by outside entities can be attended based on supervisor approval and job relevance.
- 3.6.4.2. Department: Contact the Division of Administrative Services for additional Department opportunities such as MyFlorida Marketplace training options.
- 3.6.4.3. Division: Contact the training manager for additional programs available statewide.
- 3.6.4.4. Park: Contact the park manager for information concerning specialized training and professional development courses offered in your park and local area.

CHAPTER 1.8 FISCAL PROCEDURES & PARK BUSINESS SYSTEM

- [1. PURPOSE](#)
- [2. REVENUE COLLECTION PROCESS](#)
- [3. REVENUE RECONCILIATION PROCESS](#)
- [4. REVENUE CONTROLS](#)
- [5. OTHER REVENUE COLLECTION GUIDANCE](#)
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- [8. GRANTS SOLICITATION AND MANAGEMENT](#)

COVID-19 Temporary Revenue Collection Procedures (Effective 5/4/2020-Until Further Notice)

Safety, health and wellbeing of visitors, staff, volunteers and concessionaires are priorities for Florida State Parks. Certain measures including contactless park entry protocols have been established as a means to protect employees and visitors entering parks during the COVID-19 event. Please refer to the [COVID-19 Park Re-Opening Temporary Revenue Collection Procedures](#) and district guidance for park-specific processes.

1. PURPOSE [^](#)

UPDATED DECEMBER 1, 2020

To document procedures that will provide for adequate internal fiscal controls, park revenue collections and management of grants and donations.

2. REVENUE COLLECTION PROCESS [^](#)

UPDATED DECEMBER 1, 2020

2.1. Opening Process

To be completed by the Shift Operator staffing the Ranger Station or point of revenue collection.

- 2.1.1. Receive shift change fund box (provided to you by Park Management or Administrative Staff) and your Daily Worksheet ([DRP-082](#)).
- 2.1.2. Record opening information on your Daily Worksheet ([DRP-082](#)).
 - Shift Operator Name
 - Date
 - Day
 - Shift/Register Location
 - Weather
 - Beach Warning Flag Flown (if applicable to your park)
 - Record Merchandise Inventory beginning quantity for each merchandise item (if applicable to your park)
 - Record Pre-Numbered Items beginning inventory (numbers and quantity) for each pre-numbered item (if applicable to your park)
- 2.1.3. Unlock shift change fund box.
- 2.1.4. Count change fund to verify if it contains the correct documented park change fund amount.

- 2.1.4.1. If change fund does not contain the correct documented park change fund amount, count it again.
- 2.1.4.2. If change fund still does not contain the correct documented park change fund amount, enter the actual amount of funds currently in the change fund box on your Daily Worksheet ([DRP-082](#)) as the Opening Change Fund amount and return change fund box to Park Management for additional direction.
 - Park Management will complete an Incident Report ([DRP-016](#)) reflecting the missing change fund information.
 - Park Management will email RevenueParkReceipts@FloridaDEP.gov, with the Incident Report ([DRP-016](#)) attached to the email to inform Finance and Accounting of the incident.
- 2.1.4.3. If change fund does contain the correct documented park change fund amount, enter Opening Change Fund amount on your Daily Worksheet ([DRP-082](#)).
- 2.1.5. Log into the Park Business System (PBS) – Store Manager or Field Manager – using your individual username/password/PIN and place the change fund in the cash drawer.
- 2.1.6. In the event an absence in excess of 15 minutes is required from the PBS operator’s station by the person assigned that duty, a change-over will be conducted. At no time will more than one person routinely work the same cash drawer. If warranted, two funds may be used for collection of fees – one for entrance fee and one for overnight fees.

2.2. Collection Process (Completing Transactions)

To be completed by the Shift Operator staffing the Ranger Station of point of revenue collection.

- 2.2.1. Camping and Cabins Transactions
 - 2.2.1.1. All revenue collected by the park for overnight accommodations must be entered into the PBS.
 - 2.2.1.2. Overnight accommodation fees charged, and discounts applied are based on the approved [FPS Fee Schedule](#).
 - 2.2.1.3. Refer to the [Park Business System Resource Library](#) for training and reference guides about how to enter camping and cabin transactions into the PBS.
 - 2.2.1.4. A receipt will be printed and given to the visitor to document the correct fees collected for:
 - Walk-in camper registration
 - Advanced reservation made by the park
 - Change to existing reservation is made by the park
- 2.2.2. Day Use Transactions

- 2.2.2.1. All revenue collected by the park for day use fees (admission, annual entrance passes, rentals, tours, etc.) must be entered into the PBS.
- 2.2.2.2. Day use fee charged, and discounts applied are based on the approved [FPS Fee Schedule](#).
- 2.2.2.3. Refer to the [Park Business System Resource Library](#) for training and reference guides about how to enter day use transactions into the PBS.
- 2.2.2.4. A receipt will be printed and given to the visitor to document the correct fees collected when:
 - When an entrance fee is paid at a staffed entry point
 - When an entrance fee is not collected at a staffed entry point due to “free entry” or annual entrance pass holder entry
- 2.2.2.5. Receipts do not need to be provided for:
 - After-hours special event visitors and performers, demonstrators, non-FPS organizing staff, concessionaires and exhibitors at special events.
 - Boaters actively recreating in park boundary waters counted via visitation estimation methodology.
 - Occupants traveling on through-traffic public roadways maintained by the Division or other agencies.
 - Visitors who enter the park and utilized limited facilities without reaching the ranger station or fee collection area.
 - Staff (FTE, OPS, Volunteers) on duty.
 - Resident park staff and resident volunteers and visitors of resident park staff and resident volunteers.
 - Contractors on business.
 - Community Service Workers.
 - Concession personnel on business.
 - Delivery, sales or service personnel on business.
 - Representatives of any federal, state, municipal or county agencies, who must enter the park in performance of their official duties.
- 2.2.2.6. In emergency situations, when the PBS is inoperative, pre-numbered tickets should be issued for each vehicle, pedestrian or bicyclist entering the park. A minimum of two, one thousand ticket rolls are to be maintained at each park. One roll for individual admission fees and one roll for vehicle fees, each roll being a different color.
- 2.2.2.7. In those cases where a visitor drives off without the receipt, the proper handling of the receipt will be to mark it "SOLD" in indelible ink and place it in the cash drawer. The receipt will be checked out and destroyed by a supervisor or designee at the close of the shift.

2.3. Shift Closing Process

To be completed by the Shift Operator staffing the Ranger Station or point of revenue collection.

- 2.3.1. If operating Store Manager, fully sync Store Manager to upload data. If Store Manager does not sync successfully, try again. If Store Manager still does not sync successfully, contact Park Management for additional direction.
- 2.3.2. Log out of the Park Business System (PBS) and remove cash drawer.
- 2.3.3. Count total cash and checks on hand at end of shift. Record the following information on your Daily Worksheet ([DRP-082](#)):
 - Amount of Cash collected (This amount is your total amount of cash in your cash drawer at the end of your shift minus your Opening Change Fund amount.)
 - Amount in Checks collected
 - Closing Change Fund
 - Number of Refunds associated with any Cash transactions
 - Number of Refunds associated with any Check transactions
 - Number of Voids associated with any Cash transactions
 - Number of Voids associated with any Check transactions
- 2.3.4. Record Credit Card Summary information on your Daily Worksheet ([DRP-082](#)). A Batch Report may be pulled from the credit card terminal, if needed, to determine this information.
 - Amount in Credit Cards collected
 - Number of Refunds associated with any Credit Card transaction
 - Number of Voids associated with any Credit Card transaction.
- 2.3.5. Record notes for all Refunds and Voids completed during your shift on your Daily Worksheet ([DRP-082](#)). Be as specific as possible, including transaction numbers when possible.
- 2.3.6. Record closing inventory information on your Daily Worksheet ([DRP-082](#)) (if applicable for your park).
 - Record Merchandise Inventory ending quantity, quantity sold and quantity on hand for each merchandise item.
 - Record Pre-numbered Items inventory ending number, quantity used and quantity on hand for each pre-numbered item issued/used during your shift.
- 2.3.7. Complete and sign a bank deposit slip. Record the Deposit Slip number on your Daily Worksheet ([DRP-082](#)).
- 2.3.8. Place depositable revenue collected during your shift (cash and checks) and the completed/signed bank deposit slip into a disposable bank deposit bag. Do not seal the bag at this time.
 - 2.3.8.1. Record bank deposit information on the disposable bank deposit bag and receipt tab at top of the bag. Record disposable bank deposit bag and coin bag number (if applicable) on your Daily Worksheet ([DRP-082](#)).
 - Customer Name = Park Name
 - Store Number = Park Number
 - Date
 - Deposit Prepared By = Name of Person Who Prepared Deposit

- Said to Contain = Cash, Checks, Total
- 2.3.8.2. Sign the disposable bank deposit bag (as the Operator).
- 2.3.9. Sign and date (as the Operator) on the Verification section of your Daily Worksheet ([DRP-082](#)).
- 2.3.10. Deliver the following items to a secondary staff member for verification. If a secondary staff member is not immediately available, secure the contents of your cash drawer in the safe. Park Management will verify as soon as possible.
- Disposable bank deposit bag (completed as described in section 2.4.8 above)
 - Park copies of all credit card receipts generated during shift
 - Credit card terminal batch report (if used)
 - Completed Daily Worksheet ([DRP-082](#))
- 2.3.11. If you are completing the final shift of the day:
- 2.3.11.1. Secure all unused pre-numbered items and inventory.
- 2.3.11.2. Make sure all safes are closed and locked.
- 2.3.11.3. Turn lights off, lock the doors and have a good evening.

2.4. Verification Process

To be completed by a Secondary Staff Member other than the Shift Operator.

- 2.4.1. Receive the following items directly from the Shift Operator or retrieve from the safe (in the case when verification was not immediately possible following the close of a shift).
- Disposable bank deposit bag (completed as described in section 2.4.8 above)
 - Park copies of all credit card receipts generated during shift
 - Credit card terminal batch report (if used)
 - Completed Daily Worksheet ([DRP-082](#))
- 2.4.2. Count and verify information recorded on the Daily Worksheet ([DRP-082](#)) is complete and accurate.
- 2.4.2.1. Cash collected during shift. If amount counted doesn't match amount recorded on the Daily Worksheet ([DRP-082](#)), make a note on the Daily Worksheet ([DRP-082](#)).
- 2.4.2.2. Checks collected during shift. If amount counted doesn't match amount recorded on the Daily Worksheet ([DRP-082](#)), make a note on the Daily Worksheet ([DRP-082](#)).
- 2.4.3. Log into the Park Business System – Field Manager – and retrieve the Shift Operator's open Financial Session.

To minimize process when entering information into PRA, FIN Sessions should be closed on the same day they were opened when possible. If a FIN Session is closed the next day or after and a cash on hand adjustment is made, this adjustment will not be reflected on the day of the FIN Session and it will cause a "difference" between the POS and the verified deposits, requiring an explanation to be entered. If

you need to create the deposit later and there is a deposit adjustment, note that in the comments section.

- 2.4.3.1. Record the Financial Session ID on the Daily Worksheet ([DRP-082](#)).
- 2.4.3.2. Enter the Total Cash and Checks On Hand. If the amounts entered do not match the amounts shown by the PBS, record notes on the FIN Session and the Daily Worksheet ([DRP-082](#)).
- 2.4.3.3. Verify the Total On Hand listed for Credit Card transactions matches the amount recorded on the Shift Operator's Daily Worksheet ([DRP-082](#)) and on the Credit Card terminal batch and settlement reports. If the amounts do not match, record notes on the FIN Session and the Daily Worksheet ([DRP-082](#)).
- 2.4.3.4. Record the following on the Daily Worksheet ([DRP-082](#)):
 - Total Bank Deposit
 - Shift Total
 - Total FIN Session Amount
 - Overage/Shortage
- 2.4.3.5. Click Close Session (for the Financial Session).
- 2.4.4. Overages/Shortages
 - 2.4.4.1. All overages or shortage, regardless of the amount will be documented by completing the Overage Shortage Report portion of the Daily Worksheet ([DRP-082](#)).
 - 2.4.4.2. Communicate with the Shift Operator to determine the reason for the overage or shortage and record the Shift Operator's comments onto the Daily Worksheet ([DRP-082](#)).
 - 2.4.4.3. If there were any overages or shortages greater than 1% of the shift total or \$10.00, the Overage Shortage Report portion of the Daily Worksheet ([DRP-082](#)) must also be completed by the Shift Operator's Supervisor (or delegate). If you are not the Shift Operator's Supervisor, contact that supervisor at this time and advise them of the overage or shortage. See section 2.5 below for more details.
- 2.4.5. Complete the Verification portion of the Daily Worksheet ([DRP-082](#)) by printing your name, position title and date, then signing – as the First Verification.
- 2.4.6. Continue to either the Overage/Shortage Supervisor Verification Process (if needed) or to the Deposit Process.

2.5. Overage/Shortage Supervisor Verification Process

To be completed by the Shift Operator's Supervisor (or delegate).

- 2.5.1. If there were any overages or shortages, the Overage Shortage Report portion of the Daily Worksheet ([DRP-082](#)) must be completed by the Shift Operator's Supervisor (or delegate) prior to completing the verification process.

- 2.5.2. Communicate with the Shift Operator to determine the reason for the overage or shortage and record the Operator's comments along with Supervisor's Comments.
- 2.5.3. Record your name, signature, position and date on the Daily Worksheet ([DRP-082](#)) (in the Supervisor Name/Signature portion of the Overage Shortage Report).
- 2.5.4. It is the responsibility of park management to be aware of and investigate any inordinate number of overages or shortages occurring during an employee's shift, and the take necessary corrective action.

2.6. Deposit Process

To be completed by a Secondary Staff Member other than the Shift Operator.

- 2.6.1. Timely deposits of revenue will be done pursuant to [Chapter 116, F.S.](#)
- 2.6.2. Log into the Park Business System – Field Manager and create a Deposit from each operator's closed FIN session. Generate a Deposit Summary Report from this Deposit.
 - 2.6.2.1. If this step is not done the same day as the FIN Session and there is a Deposit Summary adjustment, the same issue will occur as when the FIN session is not closed on the same day it was opened. Ideally the park would open the FIN Session, close the FIN Session and create the Deposit all on the same day.
- 2.6.3. Sign the bank deposit slip to verify actual bank deposit (cash and checks) match the bank deposit slip.
 - 2.6.3.1. Do NOT make ANY corrections on the bank deposit slip.
 - 2.6.3.2. All copies of bank deposit slips must be legible.
 - 2.6.3.3. If corrections are necessary, write "VOID" across the deposit slip; attach all copies of voided deposit slips to your daily shift documentation; and create a new deposit slip.
 - 2.6.3.4. Since each deposit slip can only be attributed to one day within the Parks Revenue Application (PRA), you cannot combine revenue from multiple days on one deposit slip. You will need to create one or more deposit slip(s) for each day that you collect revenue.
- 2.6.4. Place bank deposit and deposit slip in the disposable bank deposit bag; tear off receipt tab at top of bag and seal the deposit bag. Attach the deposit bag receipt to the Daily Worksheet ([DRP-082](#)) and drop disposable deposit bag into Deposit Safe slot.
- 2.6.5. Make sure all safes are closed and locked.
- 2.6.6. Take deposit to the bank.
 - 2.6.6.1. Make a daylight hour deposit after the A.M. shift has closed out if park receipts, excluding change fund, credit card receipts, etc., amount to \$1,000 or more.
 - When the bank is within a reasonable distance of the park, a deposit should be made daily as standard operating procedure.

- Obtain a VERIFIED/VALIDATED bank deposit slip from the bank (not just a copy of what was sent to the bank). For those deposits placed in the drop box, the park can obtain the VERIFIED/VALIDATED bank deposit slip during the next trip to the bank.
- 2.6.6.2. For park receipts collected after the A.M. deposit has been made:
- Secure overnight in the park office safe, providing the total of park receipts, excluding change fund, credit card receipts, etc., to be retained does not exceed \$2,000.
 - If park receipts do exceed \$2,000, complete a night bank deposit (when security and employee safety can be assured). Any deviation from this procedure will require prior written approval of the assistant division director.
 - Obtain a VERIFIED/VALIDATED bank deposit slop from the bank (not just a copy of what was sent to the bank). For those deposits placed in the drop box, the park can obtain the VERIFIED/VALIDATED bank deposit slop during the next trip to the bank.
- 2.6.6.3. When making any deposit, especially at night, safety or employees is paramount. If there are circumstances that cause concern for the employee’s safety, return the deposit to the park, immediately notify Park Management, and complete an Incident Report ([DRP-016](#)).

3. REVENUE RECONCILIATION PROCESS [^](#)

UPDATED DECEMBER 1, 2020

Complete the daily and monthly Park Revenue Application (PRA) reconciliation process. Refer to the [Financial Information Network](#) page for additional resources and training.

3.1. Daily Tasks

3.1.1. Balance and Settle Credit Card Transactions

- 3.1.1.1. All credit card transactions must be balanced and settled at the close of each day.
- 3.1.1.2. A settlement report showing a detailed breakdown of card type and totals for each day should be printed from the credit card terminal. This report automatically prints from the credit card terminal at most parks.
- 3.1.1.3. At the end of the day, secure the individually signed credit card slips together and put them in an envelope labeled “Month End”. These credit card slips are necessary in case Finance and Accounting needs to submit these as proof of the transaction when disputing a credit card chargeback.
 - Slips should be legible and neatly organized with the batch for each day attached to the settlement for that day, placed in date and batch number order with the earliest date on top.

3.1.2. Enter Bank Deposits

- 3.1.2.1. Verified Bank Deposits tab (in PRA) – Park User enters deposit slip information.
- 3.1.2.2. This step differs for parks depending on their bank (Treasury or Clearing). Treasury Parks will assign their bank deposit slips to the date the sales were entered into the PBS by entering the PBS Transaction Date. Clearing Parks will enter their deposit slip number, deposit slip amount, and PBS Transaction Date for when the sales were entered into the PBS.
- 3.1.3. Upload Documents
 - 3.1.3.1. Documentation Upload tab (in PRA) – Park User uploads documentation
 - 3.1.3.2. The following documents are required to be uploaded into PRA:
 - Daily Worksheets ([DRP-082](#))
 - Validated Deposit Slips
 - Additional Documents (may be uploaded as supporting documentation)

3.2. Monthly Tasks

- 3.2.1. Manage Credit Card Receipts
 - 3.2.1.1. At the end of the month, the “Month End” envelope you have created with all of the individually signed credit card slips secured for each day should be labeled “Month End” with the park name and month/year.
 - 3.2.1.2. Either retain credit card receipts for the month or mail to Finance and Accounting.
 - If retaining at the park, retain credit card receipts for the month (secured by day) for the required retention period.
 - If mailing to Finance and Accounting, mail all credit card receipts for the month (secured by day) to Finance and Accounting at:
 - Florida Department of Environmental Protection
 - Bureau of Finance and Accounting
 - 3900 Commonwealth Blvd. MS 77
 - Tallahassee, FL 32399
 - 3.2.1.3. Do not label the outside of the envelope “credit cards” for security purposes. Also, do not mail any additional reports or other information in this envelope to F&A as it may remain sealed for added security.
- 3.2.2. Revenue Audit Comments
 - Details tab (in PRA) - Once the Export File containing the transactional information has been imported into PRA (usually around the 5th of the following month), Park User adds comments to explain daily differences between PBS/Bank Deposits and PBS/Credit Card Reports.
- 3.2.3. Enter Change Fund on Hand
 - Details tab (in PRA) – Park User enters amount of “Change Fund on Hand” at the park.

- 3.2.4. Submit Monthly Revenue Details to Park Manager
Details tab (in PRA) - Park User clicks “Submit to Park Manager,” then notifies park manager to acknowledge revenue.
- 3.2.5. Park Manager Acknowledges Monthly Revenue to Finance and Accounting
 - 3.2.5.1. Acknowledgement tab (in PRA) - Park Manager audits and then follows prompts to “Acknowledge” monthly revenue to Finance and Accounting. This Acknowledgement step indicates the park has completed the review and Finance and Accounting can begin the auditing process.
 - 3.2.5.2. This acknowledgement is due by the 15th of the month following the reporting period. For example, May 2020 Revenue Report is due by June 15th.
 - 3.2.5.3. If the Park Manager is not available to Acknowledge the Revenue Report, a designee may do so on their behalf. This designee must not be the same individual that submitted the Report and must not be an individual who has collected revenue associated with the Revenue Report. A Delegation of Authority will need to be uploaded into PRA as part of the supporting documents.
- 3.2.6. Maintain hardcopies of all documents uploaded into PRA for one year. The system will insert these uploaded documents into Oculus which will be held for the remainder of the retention period. Other hardcopies that are not uploaded into PRA will need to be kept at the park per the records retention schedule.

4. REVENUE CONTROLS [^](#)

UPDATED DECEMBER 1, 2020

4.1. Separation of Duties

- 4.1.1. There must be a clear separation of duties regarding collection and recording of revenue, including through the Park Business System (PBS).
- 4.1.2. Park staff responsible for collecting revenue and verifying validated bank receipts will not be responsible for the documentation supporting the deposited amount. If staffing levels do not allow for separation of duties, alternate operational procedures must be approved by the Assistant Director.
- 4.1.3. Park manager or designee will ensure that employees with access over cash are not assigned the responsibility of closing PBS Financial Sessions or clearing credit card machines. If there are not enough staff at that park to allow for a clear separation of duties, the Park manager may verbally direct staff to close the staff person’s PBS Financial Sessions and run credit card batch settlement reports.

4.2. Routine Receipt Checks

- 4.2.1. Park managers should make spot checks of entrance receipts in the park on a routine basis. This may be handled by a delegated staff on patrol in addition to occasional mandatory checks by supervisors.
- 4.2.2. Documentation of spot checks should be by memoranda or notes to the park file indicating the results of the checks.

4.3. Annual Compliance Review

- 4.3.1. An annual compliance review shall be conducted at least once each fiscal year by each district office's designated fiscal employee to verify compliance with the fiscal procedures in this chapter and related accounting transactions.
- 4.3.2. The district offices will utilize the Fiscal Compliance Review form ([DRP-100](#)) to conduct their reviews at each park in their district. The completed fiscal compliance reviews are to be kept on file.

4.4. Park Manager Exit Interview

- 4.4.1. Each time there is a change in park managers at a park, the Bureau Chief (or designee) will conduct a park manager exit interview with the outgoing park manager. The purpose of these discussions is to ensure a smooth transition and provide an overview of park operations necessary for the proper and successful transfer of management.
- 4.4.2. These reviews will be completed no more than 30 days prior to the outgoing park manager's departure and will be documented on the Park Manager Exit Interview Checklist ([DRP-034](#)). The Park Manager Exit Interview will include but is not limited to a discussion of ongoing projects, park change fund verification, budget review and overview, staff and management issues, property management, and residence inspections, if applicable.
- 4.4.3. The completed Park Manager Exit Interview Checklist ([DRP-034](#)) will be kept on file at the District Office and will be provided to the incoming park manager within 30 days of their start date.

4.5. Accounting Procedures for Pre-Numbered Items

- 4.5.1. Pre-numbered items used in any way to account for revenue, refunds, inventory, permits, or anything of any value must have all usage accounted for and documented.
 - 4.5.1.1. All types of pre-numbered items are to be secured by lock and key at all times. Only the minimum number of park staff should have access to these items.
 - 4.5.1.2. Only the minimum amount of pre-numbered items will be issued to the ranger station park staff. The amount of pre-numbered items will be based on expected daily use; however, rolls of tickets or books of receipts are not to be broken in the issuing process. Daily amounts issued will be inventoried on the Daily Worksheet ([DRP-082](#)).
 - 4.5.1.3. At the close of business each day, the employee who is accountable for the shift will secure all unused pre-numbered items.
 - 4.5.1.4. All pre-numbered items will be inventoried monthly on the Monthly Merchandise & Numbered Document Inventory Tracking Form ([DRP-131](#)) and maintained on file at the park with a copy being sent to the district office.
- 4.5.2. Pre-Numbered Receipts (PNR)

Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#). Available information includes:

- When to use a PNR
- How to order PNR books
- PNR accountability

4.6. Park Business System (PBS) Displays and Signage

At staffed fee collection points, the PBS Station requirements will normally include:

- 4.6.1. A visual display facing visitors when visitors are completing the transaction within view of the PBS Station. This cannot typically be done in locations where the POS is inside the ranger station or the toll booth, and the visitor is in a vehicle.
- 4.6.2. A sign will be conspicuously posted at eye level of the park visitor, which reads "PLEASE OBTAIN A RECEIPT." This sign will be displayed at all staffed fee collection points and will be comprised of letters no larger than one and one-half inches in height.

4.7. Bank Accounts and Deposits

Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#). Available information includes:

- Florida Treasurer's Consolidated Bank Account vs. Local Bank Clearing Accounts
- Bank correspondence
- Ordering deposit slips and bank bags
- Preparing deposit slips and bank bags

4.8. Change Fund Accountability

Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#). Available information includes:

- Establishing a change fund
 - Change fund increase
 - Change fund decrease
 - Verification process
- 4.8.1. The purpose of a change fund is to have enough cash in the drawer for making change to customers. The change fund is not used for refunds (i.e. cash refunds can only be made from cash revenue collected during a shift) and shall not be deposited as revenue.
 - 4.8.2. All change funds must be kept locked in the park safe in separate boxes, drawers, or bank bags depending on dimensions and design of the safe.
 - 4.8.3. The responsible park staff will verify all change funds prior to beginning the shift operation.
 - 4.8.4. The evening shift employee will verify the day shift's change fund.
 - 4.8.5. If another employee is on duty along with the evening shift employee, they will verify the change fund. Otherwise this will be verified at the beginning of the next day's business by management or a designated park staff.

- 4.8.6. All irregularities regarding the change fund will be reported immediately to park management and documented on the applicable Daily Worksheet ([DRP-082](#)).
- 4.8.6.1. Park Management will complete an Incident Report ([DRP-016](#)) reflecting the missing change fund information.
- 4.8.6.2. Park Management will email RevenueParkReceipts@FloridaDEP.gov, with the Incident Report ([DRP-016](#)) attached to the email to inform Finance and Accounting of the incident.
- 4.8.7. A single change fund may be established for parks under the same park manager, if necessary, that can be moved or reassigned to other units under the park manager if an emergency exists.

4.9. Taxes and Tax-Exempt Sales

- 4.9.1. Refer to the [Park Business System Resource Library](#) for training and reference guides about how to enter tax-exempt sales into the PBS.
- 4.9.2. Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#). Available information includes:
- Tax notifications
 - Tax-exempt sales process
 - Tax-exempt certification verification process

4.10. Monroe County Surcharge Collection

- 4.10.1. Based on [Florida Statute 380.0685](#), Florida State Parks are required to collect a surcharge on admission and overnight accommodations at state parks in certain areas of critical concern. Currently Monroe County is the only county where this surcharge is applied.
- 4.10.2. This surcharge is collected in addition to applicable standard park admission, Annual Entrance Pass and overnight accommodation fees as listed in the [FPS Fee Schedule](#).
- 4.10.2.1. Admission
- Collect \$0.50 per person per day. This applies to all types of park admission revenue, including revenue collected through Honor Envelopes.
 - Do not collect the surcharge when no park admission fee is collected (i.e. children under 6 years of age, educational field trips, statewide free days, etc.).
- 4.10.2.2. Annual Entrance Passes
- Collect \$0.50 per person per day when the visitor enters a park with an Annual Entrance Pass, or charge a visitor a one-time \$5.00 fee on their Annual Entrance Pass to cover the cost of the surcharge. The one-time \$5.00 fee may be applied to Family Annual Entrance Passes and Individual Annual Entrance Passes.
 - Do not collect the surcharge for Annual Entrance Passes where no fee is collected when the pass is issued (i.e. Lifetime Military

Entrance Passes, free passes for Licensed Family Foster Homes, free passes for Families Who Adopt Special Needs Children).

4.10.2.3. Camping and Cabins

- Collect \$2.50 per night per campsite or cabin.
- Do not collect the surcharge when no base campsite fee is collected, or for overnight use by nonprofit groups of organized group camps, primitive camping areas or other facilities intended primarily for organized group use.

4.10.3. Refer to the [Park Business System Resource Library](#) for training and reference guides about how to enter the Monroe County Surcharge into the PBS.

4.10.4. The Bureau of Finance and Accounting is responsible for determining the monthly amount of surcharge collected and for remitting payments to the applicable recipients.

4.10.4.1. Monroe County Land Authority receives payment for the surcharge collected at Bahia Honda State Park, John Pennekamp Coral Reef State Park, Dagny Johnson Key Largo Hammock Botanical State Park and Long Key State Park.

4.10.4.2. Islamorada, Village of Islands receives payment for the surcharge collected at Indian Key Historic State Park, Lignumvitae Key Botanical State Park and Windley Key Fossil Reef Geological State Park.

4.10.4.3. City of Marathon receives payment for the surcharge collected at Curry Hammock State Park.

4.10.4.4. City of Key West receives payment for the surcharge collected at Fort Zachary Taylor Historic State Park.

4.11. Refunds and Voids

4.11.1. Refer to the [Park Business System Resource Library](#) for training and reference guides about how to enter refunds and voids into the PBS.

4.11.2. Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#). Available information includes:

- When to process a void
- When to process a refund
- Types of refunds (cash refunds, credit card refunds, Tallahassee refunds, camping refunds)
- Refund status
- Expenditure refunds

4.11.3. When an error is made on a completed transaction in the PBS, a transaction void will be done.

4.11.3.1. The Void transaction process should be completed through Store Manager or Field Manager by the operator.

- 4.11.3.2. The receipt will be marked "VOID" in indelible ink, and the reason for the void will be written on the original receipt and placed in the cash drawer.
- 4.11.3.3. The original receipt and the voided transaction will be stapled together and saved with the Daily Worksheet ([DRP-082](#)).

4.12. Check and Credit Card Acceptance Processes

Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#). Available information includes:

- Procedures for accepting a check
- Procedures for returned checks (bad checks)
- Types of credit cards accepted
- Credit card transaction procedures
- Daily/weekly/monthly processes for batch and settlement reports
- Credit card terminals and supplies

4.13. Payment Card Industry Standards (PCI)

Payment Card Industry (PCI) Data Security Standards (DSS) are technical and operational requirements set by the Payment Card Industry Security Standards Council (PCISSC) to protect cardholder data. The standards globally regulate all merchants and organizations that accept payment cards.

4.13.1. PCI Self-Assessment Questionnaire (SAQ)

- 4.13.1.1. To comply with the PCI DSS, the Bureau of Operational Services (BOS) coordinates the completion of the applicable annual SAQ and Attestation of Compliance.
 - The Statement of Payment Card Industry (PCI) Data Security Standards Requirements (DSS) for Compliance form ([DRP-083](#)) is used to collect park and district compliance information.
 - Parks that do not accept payment cards are not subject to completing the SAQ or Attestation of Compliance.

- 4.13.1.2. It is the responsibility of Concessionaires and CSOs who accept credit card payment to complete their own annual SAQ and Attestation of Compliance.

4.13.2. PCI DSS Requirements for Compliance

- 4.13.2.1. Applicable Standards set by the [Payment Card Industry Security Standards Council \(PCISSC\)](#) are followed, including
 - Strong access control measures are used to restrict access to card holder data.
 - All employees using state-owned computers and the PBS shall follow policies as outlined in DEP Directive [390](#), including being assigned a unique user ID.
 - Only credit card terminals and equipment approved by Finance and Accounting may be used for park revenue collection. The district

offices shall contact BOS prior to purchasing or upgrading any payment application that will be operated within a park.

- Protect card holder data by restricting physical access to data.
 - Credit Card payments accepted via fax or phone must be received and kept in a secure, locked location with limited access.
 - Credit Card information must be shredded upon receipt and card holder information kept in a secure, locked location and purged as outlined in DEP Directive [390](#).
 - Credit Card records are kept as outlined in DEP Directive [390](#) and DEP Directive [335](#).
 - At no time may full credit card number information (from the magnetic stripe, equivalent data contained on the chip or elsewhere), card validation/verification code or PIN block data be retained during credit card transactions.

4.14. Park Safes and Combinations

- 4.14.1. Safe combinations will be changed at minimum, annually.
- 4.14.2. Safe combinations shall be changed when a turnover in park staff who have the combination has occurred. Park safes should be located in a secure area with as little access as possible.
- 4.14.3. Discretion will be used in disseminating the combination of the park safe to park staff. This should normally be park management and no more than two additional employees.
- 4.14.4. Park safes must be secured to a wall or structure and have an inner compartment that can be locked to provide additional access restrictions. A drop compartment is recommended so shift deposits may be dropped into the safe without having to have the safe opened.

5. OTHER REVENUE COLLECTION GUIDANCE [^](#)

UPDATED DECEMBER 1, 2020

5.1. Honor Fee Envelope and Box Procedures

- 5.1.1. Honor Fee Envelopes
 - 5.1.1.1. Honor Fee envelopes allow park visitors a convenient way to pay entrance fees at unstaffed park entrances and obtain proof of payment.
 - 5.1.1.2. Honor fee envelopes are located at entrances for the convenience of visitors and are restocked as needed periodically as determined by the manager.
 - 5.1.1.3. Honor fee envelopes are distributed to parks by the district office in such quantities as the manager determines necessary to keep an adequate supply on hand and kept in a secure location.

- 5.1.1.4. Honor fee envelopes are printed by the Bureau of Operational Services and shipped in bulk quantities to each district office for distribution to parks.
- 5.1.2. Honor Lock Box
 - 5.1.2.1. Honor fee lockboxes allow parks to collect and secure fees.
 - 5.1.2.2. Honor fee internal lockboxes are changed out by designated park employees at least weekly and more often when revenue amounts warrant.
 - 5.1.2.3. Keys to honor fee external lockboxes are maintained in a secure fashion. They are either kept in a secure central location within the park ranger station, park office, or other appropriate park location, or they are assigned to an individual with other park keys. If secured in a central location, each external lockbox key is logged, and the key returned as soon as practicable.
 - 5.1.2.4. External lockboxes may be unlocked by a single employee who is assigned to perform the task.
 - 5.1.2.5. Retrieved internal honor fee lockboxes are transported as directly as practicable to the park ranger station, park office, or other appropriate park location.
 - 5.1.2.6. Keys to internal honor fee lockboxes are kept in a secure location, removed only to unlock the internal lockbox and returned promptly to the secure location.
 - 5.1.2.7. Internal lockboxes may only be unlocked in the presence of two employees who are assigned to perform the task.
 - 5.1.2.8. Honor fee envelopes may only be removed, emptied and the contents counted in the presence of two employees who are assigned to perform the task.
 - 5.1.2.9. Honor fee envelopes contents, and other cash and check contents found within the lockbox, are to be counted promptly.
 - 5.1.2.10. By January 1, 2020, all honor lockboxes must either include an internal honor fee lockbox within the external lockbox, or the external lockbox may only be unlocked in the presence of two employees (who are assigned to perform the task).
- 5.1.3. Cash Handling
 - 5.1.3.1. Cash and checks are deposited following standard park procedures as honor entrance revenue (Object Code 001002) unless specifically designated otherwise.
 - 5.1.3.2. Used honor fee envelopes should be disposed.

5.2. Donations

Donations are to be treated like other revenue as outlined in this chapter. A contributor may identify the donation specifically for the park or the FPS under the Help Our State Parks

program (HOSP). The park manager may authorize the park's CSO to place donation boxes in the park, giving visitors the option of donating to the park through HOSP or to the park's CSO. Additionally, any forms of payment toward HOSP donations may be accepted.

5.2.1. Donation Boxes

Donation boxes may be established in a park. These boxes shall be of a design to ensure a reasonable amount of security and be locked. Boxes are to be checked regularly by park management or other authorized personnel and the revenue collected in the box entered into the PBS (as a HOSP donation) and added to the shift deposit. Park Management and park staff should not check, remove or deposit donations collected in CSO donation boxes.

5.2.2. Solicitation for HOSP Donations

Park staff may provide park visitors with information about HOSP and may actively solicit HOSP donations in a professional manner, conducting themselves with integrity and in a manner that reflects a positive Florida Park Service image. Solicitations may occur in fee collection and other areas designated by the park manager. Examples may include asking visitors if they want to round up their transaction to the next whole dollar amount to "Help Our State Parks" or if they want to donate _____ dollars to "Help Our State Parks." Revenue collected will be entered into the PBS (as a HOSP donation) and added to the shift deposit.

5.2.3. Online Solicitation for HOSP Donations

Visitors may have the option to make a HOSP donation either as part of an online purchase/reservation or through a standalone donation.

5.2.4. Spending Authority

Parks wishing to obtain spending authority for donations made to the HOSP fund shall direct a request for such authority through the district office with their annual budget request. Requests will be considered at other times of the year if spending authority is still available. All state regulations governing expenditure of funds will apply, but parks should be sure that the funds are spent for the purpose for which they were donated as required in [Chapter 258, F.S.](#)

5.3. Revenue from Other State Agencies

Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#).

5.4. Surplus Property Sales

Refer to direction established by the Bureau of Finance and Accounting, available in the [Park Revenue Collection Procedures](#).

5.5. Park Recycling Revenue

5.5.1. Revenue derived from recycled materials, if materials are collected by state employees on state time, is to be handled as miscellaneous revenue for the park or entered under the Help Our State Parks (HOSP) category (unless revenue is from the surplus of property that has an identifying DEP property number).

- 5.5.2. Revenue derived from recycled materials that has an identifying DEP property number, if materials are collected by state employees on state time, must be recorded as a sale of surplus property (object code 029004).
- 5.5.3. The park manager may authorize the park's CSO or other appropriate non-profit organization to manage the recycling program. Upon authorization, recycling materials must be collected, handled and recycled by the CSO or other appropriate non-profit organization, and not managed by park staff.

6. INVENTORIES [^](#)

UPDATED DECEMBER 1, 2020

6.1. Pre-Numbered Items

- 6.1.1. Pre--numbered items used in any way to account for revenue, refunds, inventory, permits, or anything of any value must have all usage accounted for and documented. See Operations Manual, Chapter 1.8, Section 4.5 for accounting procedures.
- 6.1.2. All pre-numbered items will be inventoried monthly on the Monthly Merchandise & Numbered Document Inventory Tracking Form ([DRP-131](#)) and maintained on file at the park with a copy being sent to the district office.

6.2. Monthly Bulk Gasoline and Oil Inventory

- 6.2.1. Park managers are responsible for ensuring adequate control of bulk gasoline and oil inventories. Bulk gasoline is defined as gasoline or diesel fuel purchased in bulk and maintained at the park in an approved tank. Bulk oil is defined as motor oil and two cycle oil purchased and kept on hand at the park to perform preventative maintenance, to add oil to ensure accurate levels are maintained in park vehicles and equipment, and for fuel mixtures required to operate some equipment.
- 6.2.2. The Monthly Bulk Gas and Oil Inventory Report ([DRP-022](#)) is to be submitted to the district office at the end of each month. The Monthly Bulk Fuel and Oil Issue Log ([DRP-101](#)) is to be utilized to track the use of bulk fuel and oil. Bulk Fuel and Oil logs are to be kept on file at the park with the corresponding Monthly Bulk Gas and Oil Inventory Report.

6.3. Park Merchandise Inventories

- 6.3.1. Physical inventories of park merchandise are to be taken monthly and reconciliation documented by park staff on the Monthly Merchandise & Numbered Document Inventory Tracking Form ([DRP-131](#)).
- 6.3.2. The completed report should be submitted to the park's respective district office within seven working days after the end of each month.
- 6.3.3. This inventory report is to be used for park specific merchandise for resale, such as those items sold at ranger stations and small park operated resale operations.

6.4. Annual Supply Inventory

- 6.4.1. The Bureau of Finance and Accounting is required to record supply inventory (of bulk gas and oil, herbicides and park merchandise) existing at fiscal year-end in FLAIR as assets for Statewide Financial Reporting.

- 6.4.2. In order to report this information, each park completes an Annual Supply Inventory form reflecting items on hand as of June 30 of each year.
- 6.4.3. The Bureau of Operational Services coordinates this inventory process annually and submits a consolidated inventory report to the Bureau of Finance and Accounting.

7. DONOR RECOGNITION REQUIREMENTS [^](#)

UPDATED NOVEMBER 2016

7.1. The Division requires the method of donor recognition be agreed to, in writing, by the CSO and the Park Manager prior to the acceptance of the donation (see Chapters 1.4 and 1.6). It is imperative to set appropriate expectations for recognition in advance of a donation. This includes donations to CSOs.

7.2. Donor recognition requirements include:

- 7.2.1. Division employees or volunteers cannot place donor recognition on clothing or accessories.
- 7.2.2. Historic fabrics or structures cannot have any form of donor recognition permanently affixed to them.
- 7.2.3. The Division and/or CSO are not obligated to maintain or replace any onsite recognition if it is vandalized, lost, stolen, otherwise destroyed, or needs to be relocated because of necessary park operations.
- 7.2.4. Natural, cultural, and recreational resources of any kind will not be named for, or in honor of, an individual, organization, or business because of a donation.
- 7.2.5. The display of recognition must not degrade the natural, cultural, recreational, and interpretive resources of a park or otherwise interfere with the visitor's enjoyment of a park's aesthetic value.

7.3. Recognition Requirements for Some Additional Donation Types

7.3.1. Traditional and Social Media.

The Division and/or CSO can publicly recognize donors and partners and elaborate upon the details of contributions through traditional media such as press releases, articles in internal and external electronic newsletters, and social media, etc. The CSO is required to work with its park managers to set up the public recognition of donors with its district and the central office.

7.3.2. Logos and Text Lines.

Can be placed on donor-funded items such as audio, video, or film products, information kiosks, or equipment that will remain on park grounds either temporarily or permanently. No logos can be placed on the FPS website. However, text lines can be placed on individual park websites or in the park manager's message. For example text can read, "Made possible through the generous donation from," including the name of the company, individual, organization, name script, and/or logo.

7.3.3. Short-term Displays

Banners or signage acknowledging donors can be displayed temporarily during a fundraising event, ribbon cutting ceremony, or other similar events. Banners can also be displayed prior to an event to encourage public attendance.

7.3.4. Donor Boards and Walls

Can be placed in visitor centers and other visitor facilities with approval from the park manager. These long-term displays are appropriate for significant donations. It is a requirement donors be advised of the display and informed the display is not permanent and can be removed at any time.

7.3.5. Benches, Bricks, or Paving Materials

Can be used when deemed appropriate and tasteful by the park manager. The duration of this recognition can vary depending on the project, donation, and location. Their use must be consistent with a park's natural and cultural resources and Unit Management Plan.

7.3.6. Markers

Natural rock boulders (limestone or coquina) can be used only if the rock type occurs naturally in the park. Use must be consistent with a park's cultural and natural resources. The park manager will determine the most appropriate location for the marker.

7.3.7. Interpretive Programs

Can identify the donor and how the donation is used when a donation is integrally related to the park, the existence of the park, or what is being interpreted.

7.3.8. Trees and/or Plantings

Can be planted in recognition of a donor and must be native plants that occur naturally in the park. The park manager will determine the most appropriate location. Recognition cannot be placed on a tree, but rather can be listed on a donor recognition board or appropriate nearby public location.

7.3.9. Artifacts

Must be appropriate to the park's interpretive program and be consistent with the park's Scope of Collections Statement. Gifts of artifacts can be recognized by letters of appreciation, publicity, events, donor boards, or interpretation when the artifact, collection, or donor is closely associated with the park. However, in extraordinary circumstances such as with donations of exceptional nature or of substantial value or scale, as determined by the Division's Bureau of Natural and Cultural Resources, recognition can be inconspicuously and appropriately provided in a manner that does not distract visitors or detract from the display or the interpretation of the artifacts.

7.4. It is imperative to thank the donor and report on the good works coming from the donation. A donor's wishes for anonymity must be respected in all forms of recognition. The following are IRD requirements for recognizing donors:

7.4.1. [Per IRS Publication 526, Charitable Contributions](#), never state the value of the contribution because the donor is responsible for determining the value for the IRS.

7.4.2. [IRS publication 1771](#) (March 2016) provides guidance to organizations receiving donation and the acknowledgement requirements.

8. GRANTS SOLICITATION AND MANAGEMENT [^](#)

UPDATED FEBRUARY 26, 2015

8.1. Purposes

- 8.1.1. [Chapter 258, F.S.](#) authorizes the Division to receive grants and donations in support of state parks and other needs.
- 8.1.2. A grant is defined as a sum of money provided by a government or private entity to be used to fund building construction and repairs, studies, or any other item that furthers the interests of the state park system and requires the Division to meet certain criteria for acceptance of such funds.
- 8.1.3. A donation is defined as a gift or something given voluntarily and does not require the division to go through a competitive process for funding or to meet certain criteria for acceptance.

8.2. Development of Proposals

All proposals for grants developed by Division staff and Citizen Support Organizations (CSO) shall be consistent with Division goals and policies and the applicable unit management plan. All projects that are funded through grants shall be subject to the same approvals as required for normally funded projects.

8.3. Budget Requirements

The Division unit applying for a grant shall identify adequate matching funds required by the grantor prior to requesting grant funding and clearly identify the source on the Grant Review Form ([DEP 53-401](#)). The identified matching funds may come from anticipated future appropriations.

8.4. Division Approval of Grant Applications (40 Day Approval Process)

The Office of the Secretary must approve all grant applications/agreements before applying to any awarding agency/entity or executing a grant agreement with any awarding agency/entity, regardless of funding source. This does not include projects which are funded by another agency/entity and the contractor is paid directly by the agency/entity. It does include CSO grants.

- 8.4.1. DEP Directive [150](#), Delegation of Authority requires the division director or designee approve all grant proposals, including those submitted by CSO's on behalf of the division, to ensure compliance with the appropriate Unit Management Plan, to ensure the application is consistent with the Division's goals and objectives, and to ensure no restrictions are placed on state lands without prior approval from the Division of State Lands, Board of Trustees. No grant agreement or contract shall encumber any state-owned land prior to approval by the Board of Trustees.
- 8.4.2. Requests for approval and comment shall be submitted to the following central office bureaus/offices: Park Planning, Bureau of Natural and Cultural Resources, Office of Greenways and Trails, Bureau of Design and Construction, Bureau of Financial Management, as well as the Director's office. A Grant Review Form ([DEP 53-401](#)) should accompany all requests and shall be submitted a minimum of 40 working days before the grant application is submitted to a grantor. This should be completed by the District office. If the applying district/bureau has difficulty providing a complete proposal to the other bureaus by the deadline, or if the application is submitted electronically, it shall provide at a minimum a short summary of the proposed project. This summary shall include cost estimates by the

deadline set forth above, with written notification the bureau chief supports the proposal. Upon approval by all bureaus, the final application for grant funding and a copy of the Grant Review Form will then be submitted to the Bureau of Financial Management to secure spending authority.

8.4.3. Upon approval of Central office bureaus identified above, the grant application will be submitted to the Office of the Secretary by the Division Director's Office. Please refer to the [DEP Grant Application for Secretary Approval Instructions](#), [Definitions](#) and [Helpful Tips](#) for guidance.

8.4.3.1. When submitting grant packets for approval, please include:

- [DEP Grant Application Form for Secretary Approval](#); and
- Draft grant application/agreement, which will be submitted to the awarding agency/entity

8.4.3.2. Grant packets should be submitted to the contact indicated on the DEP Application Form for Secretary Approval **30 days** before the submission deadline.

8.4.3.3. After approval, the final application will be submitted to the granting agency by the bureau applying for the funds.

8.5. Administrative Procedures for Approved Grants

The following procedure shall only apply to Division sponsored grants.

8.5.1. Upon approval by the granting agency, the following steps shall take place:

8.5.1.1. The bureau applying for the funds shall send agreements to the bureau chief and the Bureau of Financial Management prior to execution.

8.5.1.2. The Bureau of Financial Management shall forward the agreement to the Office of General Counsel, and the division director or designee, whichever is applicable based on the Delegations of Authority.

8.5.1.3. The Bureau of Financial Management will return all agreements to the granting agency.

8.5.1.4. The request for approval of the grant agreement will include a request for additional spending authority to include a budget, detailing the needed amounts and allocations to specific organization and object codes, a revised Grants Review Form ([DRP-019](#)) outlining the budget and fiscal years and the in-kind certification form and Project Summary Sheet, if applicable.

8.5.2. The Division shall follow the guidelines set forth in DEP Grant Policies and Procedures (April 2013).

CHAPTER 2.1 GENERAL MAINTENANCE

- [1. PURPOSE](#)
 - [2. MAINTENANCE PLANNING](#)
 - [3. ROUTINE MAINTENANCE](#)
 - [4. PREVENTIVE AND CORRECTIVE MAINTENANCE](#)
-

1. PURPOSE [^](#)

The purpose of this chapter is to guide the maintenance program required to provide effective and efficient utilization of facilities that support the Florida Park Service (FPS).

2. MAINTENANCE PLANNING [^](#)

2.1. Maintenance Objectives

Even though some maintenance tasks are of an emergency nature requiring immediate attention, the FPS intends that the vast majority of maintenance tasks will be planned and systematically scheduled in order to obtain the best possible results from limited resources. The objectives of the FPS maintenance program are:

- 2.1.1. To have a maintenance program in each park that will ensure an efficient and continuous programmed effort, easy to manage and minimally affected by personnel changes.
- 2.1.2. Identify maintenance budget requirements adequately, realistically, and fairly, in order to ensure equitable distribution and efficient use of all maintenance resources.

2.2. Maintenance Program Development

The optimum level of maintenance cannot always be determined with precision. Excessive maintenance is unnecessary and counterproductive, while insufficient maintenance leads to rapid deterioration and costly repairs. To a great degree, the type and extent of maintenance required to maintain any facility is a matter of judgment. A carefully planned and executed preventive maintenance program will improve maintenance standards, and reduce corrective repair costs. The FPS maintenance program can be divided into three major components:

- 2.2.1. Routine Facility Maintenance
Those maintenance tasks that are performed on a daily basis and can be referred to as housekeeping of buildings, grounds, structures, trails, signs, etc.
- 2.2.2. Preventive Maintenance
Those maintenance tasks that are performed on a scheduled basis on vehicles, buildings, equipment, utility systems and other facilities to ensure their continued performance and use.
- 2.2.3. Corrective Maintenance
Those larger and more costly maintenance tasks or projects required to renew facilities and equipment.

2.3. Budgeting for Maintenance

A major advantage of programming and scheduling maintenance activities is the capacity to more accurately budget for the necessary work. The maintenance program developed in each park should assist with requesting funds for the park's maintenance needs. The maintenance budgets from all parks will be comparable in the way they are developed so the process will facilitate the evaluation and prioritization of requests.

2.3.1. Annual Maintenance Budgets

Maintenance and repair activities are accomplished primarily from two budget categories, expense and fixed capital outlay (FCO). The annual maintenance budget consists of two components. One is the recurring maintenance expenses that are necessary for the year (i.e., the routine facility maintenance and preventive maintenance tasks normally funded through the park expense budget). The other component is the extraordinary or non-routine major repair items, which are normally administered through the FCO program.

2.3.2. Routine Maintenance Budgets

Routine maintenance budgets are funded in the expense category of the park's operating budget under several object codes. Since the expense budget category is typically funded the same as the previous budget year, plus price level increases, parks must request additional funding if a substantial increase is necessary.

2.3.3. Corrective Maintenance Budgets

Corrective maintenance budgets are requested and funded as projects from FCO category of the Division or district budget. Evaluation of projects will be accomplished by application of definitional criteria by the district bureau chief and/or the Bureau of Design and Construction (BDC) to determine who will administer/fund the project. Projects administered by BDC follow the guidelines contained in OM Chapter 1.3.

2.3.4. New Facilities and Major Repair Budgets

New facilities and major repair work projects are normally accomplished through the FCO budget. Statewide FCO and code compliance appropriations commonly include a budget amount for statewide repair and code compliance as well as for new park development. The statewide repair funds are allocated to districts and are available for major repairs/code compliance projects. The FCO budget for new park development has traditionally been used for constructing new parks and for adding new facilities to existing parks. See OM Chapter 1.3.

2.3.4.1. Examples of FCO Work Projects

- Major Repair/Code Compliance Projects
 - Major renovation of camper bathhouse
 - Repaving park drive
 - Replacement of sewage system
 - Replacement of campground electric system
 - Major repair of historic structure
 - Connecting existing water/sewer lines to municipal/utility company system

- Asbestos removal from park building
- New Park Development/Construction Projects
 - Development of new park
 - Construction of new building, utility system, etc.
 - Construction of new roads, bridges, parking, etc.
 - Construction of new picnic areas, campgrounds, etc.
 - Fabrication of new interpretive systems, exhibits, etc.

2.3.5. Budget Requests for Work Projects

Park managers prepare budget requests for work projects by preparing a priority list of projects for the upcoming fiscal year, estimating the costs of each project and recommending how the project will be completed (i.e., staff, OPS, contractor or a combination of these).

2.4. Project Administration

2.4.1. BDC Administered Projects

These are typically larger or more complex projects that are funded, monitored, managed and tracked using the resources and expertise of BDC. A project manager will be assigned from the BDC that will work closely with park or district staff to ensure a smooth, timely completion to the project.

2.4.2. Park or District Administered Projects

These projects are funded from the annual district FCO allocation for facility repairs. The park manager or a district designee is typically named as the project manager and the project is funded, monitored, managed and tracked using the resources and expertise of the individual park (or less often, district) staff. On very rare occasions a park manager will be tasked to manage a project normally managed and tracked by the BDC. This will only be done with the concurrence of BDC, the park manager and the district.

2.5. Project Tracking and Reporting

2.5.1. Field assigned project expenditures and work progress are reported by the park to district. A summary of expenditures should be provided to the district as soon as the project is complete.

2.5.2. Projects administered by BDC are reported on the bi-weekly Development Project Status Report.

2.6. Additional Project Requirements

2.6.1. Emergency repairs are occasionally required during the budget period due to lightning, storms or unforeseen equipment failures. Funding for these needs is allocated on a case-by-case basis by district bureau chief. All projects, whether emergency or not, shall go through any required permitting application process.

2.6.2. Historic structure modifications or major repairs shall have the prior approval of the Office of Park Planning, Bureau of Natural and Cultural Resources, Department of State, Division of Historical Resources, and the State Fire Marshal.

- 2.6.3. Interpretive exhibits and displays will be repaired or modified by the Bureau of Operational Services, Park Programs Section staff or a qualified contractor.

3. ROUTINE MAINTENANCE [^](#)

Routine facility maintenance is those "housekeeping" activities concerned with the care of property and equipment, keeping such items clean and neat, giving them an orderly appearance and making them more attractive and useful. Good housekeeping ensures a pleasant, safe area to be enjoyed by the visitor and an efficient, safe area in which the park staff can work. It also encourages visitors to leave the areas cleaner. Poor housekeeping on the other hand invites litter, vandalism and accidents.

3.1. Planning for Routine Maintenance

Each park manager is responsible for planning housekeeping functions in the park. Adequate plans involve the following:

- Definition of need
- Application of standards of routine maintenance and employee performance
- Standard methods of accomplishment
- Availability of proper materials, equipment and supplies
- Provisions for employee training
- Development of work schedule - adequate time must be provided to orient and train employees (permanent and seasonal) relative to the tasks, methods, supplies, materials, and tools necessary to ensure efficient attainment of the standards.
- Establishment of priorities
- Provision for adequate inspection and follow-up actions to ensure standards are met.

3.2. Standards for Routine Facility Maintenance

All FPS facilities shall be kept clean, safe and useable. The following standards spell out exactly what is meant by clean, safe and useable.

3.2.1. Clean

The absence of foreign material and offensive odors. Dust or handprints on walls, paper or standing water on floors and litter on grounds or road shoulders are all foreign material and must be removed to meet standards of cleanliness.

3.2.2. Safe

While cleanliness is a first step toward safety, all areas and facilities must be inspected for conditions such as faulty electric equipment, damaged or slippery walks, or other conditions that present hazards to park visitors and/or park personnel. Until such conditions are corrected, an area is not safe.

3.2.3. Useable

An area or facility is useable when it is clean and safe. When all equipment is in operating condition and known hazards are repaired or clearly marked to prevent injury or loss to visitors or employees, an area or facility is useable.

3.3. Standard Indicators for Facility Maintenance

- 3.3.1. Indicators for facility maintenance standards are provided to establish acceptable conditions for facilities managed by the FPS. They will serve as a yardstick by which

routine facility maintenance can be measured and will be used when public use and support facilities are being inspected or evaluated.

3.3.2. Building Exteriors

- 3.3.2.1. Roof and rain gutters clean and in good repair
- 3.3.2.2. Building void of cobwebs and mud dauber nests
- 3.3.2.3. Building exterior clean, free of graffiti and paint in good condition
- 3.3.2.4. Approach-way to buildings are aesthetically pleasing - clean and free of litter
- 3.3.2.5. Sufficient signs to identify building
- 3.3.2.6. Exterior lights adequate and functioning
- 3.3.2.7. Drinking fountains clean, rust-free and functioning
- 3.3.2.8. Emergency phone numbers posted at all camper bathhouses along with location of nearest phone
- 3.3.2.9. All doors, windows, screens and associated hardware clean, rust-free and functioning properly

3.3.3. Building Interiors – Restrooms (following cleaning)

- 3.3.3.1. Have sufficient toilet paper and paper towels
- 3.3.3.2. All surfaces (tile, concrete floors, counter tops, etc.) clean, dry and in good condition
- 3.3.3.3. All surfaces free of soapy film and mildew
- 3.3.3.4. All plumbing clean and in operating condition
- 3.3.3.5. All floor drains clean and functional
- 3.3.3.6. Fixtures (towel dispenser, clothes hooks, soap dish, etc.) are clean, adequate and functional
- 3.3.3.7. All hardware (door locks, door closers, etc.) clean and operational
- 3.3.3.8. Free of offensive odors
- 3.3.3.9. Trash receptacles (including feminine hygiene holder) free of odors and empty
- 3.3.3.10. Pipe chase/storage area is clean, neat and properly stocked
- 3.3.3.11. Lights clean, adequate and functioning
- 3.3.3.12. Heater and A/C units in good working order

3.3.4. Cabins

- 3.3.4.1. Restroom (see restrooms above)
- 3.3.4.2. Equipment, fixtures and furniture operable, clean and present a good appearance
- 3.3.4.3. The assigned amount of utensils is in each kitchen and clean

- 3.3.4.4. All appliances clean and in operating condition
- 3.3.4.5. Proper amount of cleaning supplies provided and stored properly
- 3.3.4.6. All surfaces free of dust, clean and with appropriate items neatly arranged
- 3.3.4.7. Waste baskets cleaned when emptied
- 3.3.4.8. Floors clean and waxed and carpets vacuumed and cleaned if needed
- 3.3.5. Residence
 - Meet criteria of standard resident inspection as contained in OM Chapter 1.2.
- 3.3.6. Ranger Station/Toll Booth/Office
 - 3.3.6.1. Interior neat and presenting a welcome appearance
 - 3.3.6.2. Brochures and other pertinent information displayed in a neat and orderly fashion
 - 3.3.6.3. Only approved signs posted
 - 3.3.6.4. No inappropriate personal items
 - 3.3.6.5. Bulletin boards kept neat and current
 - 3.3.6.6. Dust covers on equipment when not in use
- 3.3.7. Storage Buildings
 - 3.3.7.1. All materials stored/stacked neatly, have easy accessibility, labeled and inventoried.
 - 3.3.7.2. Hazardous material labeled when stored and building exterior should have sign indicating hazardous material inside.
 - 3.3.7.3. If hazardous materials are stored, all monitoring equipment, alarms and safety equipment are in good working order.
- 3.3.8. Recreation Hall (following cleaning)
 - 3.3.8.1. Restrooms – maintain to established standards
 - 3.3.8.2. All surfaces clean
 - 3.3.8.3. Kitchen clean and well maintained (see cabins)
 - 3.3.8.4. Trash receptacles cleaned when emptied
 - 3.3.8.5. Adequate amount of cleaning supplies provided and stored properly
 - 3.3.8.6. Interpretive displays clean, properly labeled and if applicable, in working order
- 3.3.9. Interpretive/Visitor Centers/Museums/Like Facilities
 - 3.3.9.1. Interior - Standard. See ranger station above.
 - 3.3.9.2. All displays and exhibit cases clean, functional and in working order
 - 3.3.9.3. Brochures and handouts neatly arranged and in adequate supply

- 3.3.9.4. Audio/visual auditorium benches clean (check for gum); screen and equipment properly maintained
- 3.3.9.5. Restrooms – maintain to established standards
- 3.3.10. Picnic Pavilion/BBQ Shelter
 - 3.3.10.1. Grills/pit clean and in good condition
 - 3.3.10.2. Tables clean and free of defects
 - 3.3.10.3. Ceilings clean and free of food/grease
 - 3.3.10.4. Reservation signs present and functional
 - 3.3.10.5. Plumbing and electrical fixtures operational and in safe condition
 - 3.3.10.6. Anti-siphon valve on all hose bibs
- 3.3.11. Concession
 - 3.3.11.1. Storage areas clean and orderly. No food or chemicals stored in open containers
 - 3.3.11.2. Food preparation areas and surfaces clean and sanitary - no rust, cracks, porous surfaces, etc.
 - 3.3.11.3. Pass through windows closed to prevent insect contamination when not being used
 - 3.3.11.4. Pesticides and cleaning supplies stored away from food area and properly labeled (see storage buildings)
 - 3.3.11.5. Adequate trash receptacles available nearby, clean and covered
 - 3.3.11.6. Eating tables and benches clean, free of stains and free of defects
 - 3.3.11.7. All concession items appropriate for the area and in compliance with OM Chapter 5.2
 - 3.3.11.8. Concession free of insects, rodents and other pests
 - 3.3.11.9. Equipment, fixtures and appliances maintained in an operable, clean condition (refrigerators and freezers have thermometers)
 - 3.3.11.10. Only approved signs are used (no homemade signs)
 - 3.3.11.11. Windows and all surfaces clean
 - 3.3.11.12. Leftover food stored properly and disposed of after 24 hours
- 3.3.12. Waterfront
 - 3.3.12.1. Marinas and Like Facilities
 - Decks, docks and other surfaces free of algae and other slippery substances
 - Fish cleaning table clean and equipped with a hose bib and drain (should not drain onto walking surface)
 - Boat ramp free of fish scales, barnacles and like substances
 - Sign on piling indicating "RAMP ENDS HERE"

- Bulkheads maintained to prevent bank erosion
- Bumpers and cleats maintained on docks and bulkheads
- Marine electrical and water outlets maintained in a safe condition
- Dock and pier pilings, stringers, deck boards and hardware structurally sound
- Waste receptacles conveniently located, cleaned and emptied daily
- Handrails and lights operational

3.3.12.2. Dams, Water Control Structures and Like Facilities

- Maintained free of trees and erosion. All flood gates, doors, and other components operational
- Guard rails, fences and other barriers are in good repair
- All walking surfaces clean and free of slippery substances and litter

3.3.12.3. Designated Swimming Areas

- Swimming and beach areas signed appropriately, referencing lifeguard status and hazards as contained in OM Chapter 3.2
- Litter removed regularly
- Buoys and float lines cleaned and properly located
- Fire ants eliminated/controlled
- Proper erosion control measures in use
- Life ring and/or other safety equipment present, in good condition and located appropriately

3.3.13. Use Areas or Picnic Areas

3.3.13.1. Litter free

3.3.13.2. Tables clean, functional and free of hazards

3.3.13.3. Grills provided, clean and with no ash mound at base

3.3.13.4. Adequate trash receptacles conveniently located, clean and covered

3.3.13.5. Green areas neatly trimmed

3.3.13.6. Hazardous dead limbs and snags removed

3.3.13.7. Hot ash containers cleaned often enough to prevent over filling

3.3.13.8. Fire ants eliminated/controlled

3.3.14. Playground

3.3.14.1. Playground areas and equipment should be inspected and maintained in a safe condition daily. Specific hazards to look for include:

- Sharp points, corners and edges
- Protrusions and projections capable of entangling children's clothing
- Pinch, crush and shearing points
- Tripping hazards
- Head entrapment areas, spaces, gaps (distance between any opposing interior surfaces must be less than three and one-half inches or greater than nine inches) or angles (all angles must be

greater than 55 degrees unless lower leg is horizontal or projects downward).

- Suspended hazards such as cables, wires or ropes.
- Hardware (all fasteners to be tight; check "S" hooks for proper closure; check swing chains for wear)
- Swing seats (check for wear)
- Unsafe equipment (should be removed or shut down until properly repaired/replaced)
- Improper protective surfacing (hard surfaces such as concrete, blacktop, packed earth or grass are not acceptable under play equipment)
- Insufficient soft surfacing thickness (maintain manufacturers recommended thickness around slides, swings, etc.)
- Fire ants, glass, poison plants or animals (such as spiders)
- Equipment spacing (ensure at least six feet in all directions from perimeter of equipment)

3.3.14.2. Contact your district certified playground safety inspector or local playground representative for specific advice and assistance regarding overall playground safety operation.

3.3.15. Nature Trails

3.3.15.1. Trails free of litter

3.3.15.2. Neatly mowed or trimmed

3.3.15.3. Trails maintained with crowned pathway and walking surfaces reasonably smooth, free of hazardous materials, well drained and firm. Steps or boardwalks provided where appropriate

3.3.15.4. Water drainage allows nature trail to be accessible after moderate rain

3.3.15.5. Trail markers identifying interesting or common trees and plants are utilized, appropriately located, legible, clean and straight

3.3.15.6. Trash cans at trail entrances located unobtrusively, emptied regularly, clean and covered

3.3.15.7. All maintenance materials used are compatible and aesthetically pleasing

3.3.16. Boardwalks

3.3.16.1. Boardwalk approaches safe and easily accessible

3.3.16.2. Boardwalk free of leaves, branches and litter

3.3.16.3. Boards and hardware structurally sound

3.3.16.4. Walking surface as dry as possible and free of slippery substances

3.3.16.5. Nail heads flush with surface

3.3.16.6. Boards installed with crown/bark side up

3.3.17. Camping Area

- 3.3.17.1. All roads will be maintained and clearly marked for directions with no potholes or low overhanging limbs, and with campsites clearly identified.
- 3.3.17.2. Tables and grills clean, safe and useable
- 3.3.17.3. Campsite free of litter
- 3.3.17.4. Fire ants eliminated/controlled
- 3.3.17.5. Electric receptacles are safe and free of damaged wires, plugs, outlets, etc.
- 3.3.17.6. Outside lighting at restroom entrance
- 3.3.17.7. Storage room stocked at all times with extra trash bags, light bulbs, fuses or circuit breakers, mops, bucket, cleaning supplies, first aid kit and fire extinguisher
- 3.3.17.8. Updated bulletin board present with posted material printed with a one-fourth inch minimum letter size for easy reading by persons with impaired vision. Emergency and staff phone numbers, directions to nearest emergency facilities and other appropriate information are posted.
- 3.3.17.9. Dump station safe, functional and sanitary
- 3.3.17.10. Stand pipes straight, equipped with anti-siphon valves and functional
- 3.3.17.11. Overhead vegetation trimmed to allow for 13 feet of clearance
- 3.3.18. Gardens/Landscaped Areas
 - 3.3.18.1. Plants appear healthy and well mulched
 - 3.3.18.2. Planted areas are pruned and edged
 - 3.3.18.3. Green areas and lawns are raked, mowed and have a healthy appearance
- 3.3.19. Parking Lots
 - 3.3.19.1. Parking spaces well defined
 - 3.3.19.2. Free of litter
 - 3.3.19.3. Parking bumpers secured and straight
 - 3.3.19.4. Trees and bushes pruned properly so as not to hinder parking or vehicle circulation
 - 3.3.19.5. Surface of parking areas is level and free of potholes
 - 3.3.19.6. Handicapped spaces identified
- 3.3.20. Park Drive
 - 3.3.20.1. Asphalt drives free of potholes and shoulder erosion
 - 3.3.20.2. Dirt roads well graded
 - 3.3.20.3. Shoulders mowed to no more than one mower width, except for vision or to maintain scenic vistas

- 3.3.20.4. Brush and trees pruned to eliminate damage to vehicles and campers
- 3.3.20.5. Appropriate number of directional and regulatory signs is provided
- 3.3.20.6. Roadways are free of litter
- 3.3.21. Utility Buildings/Pumphouses/Waterplants
 - 3.3.21.1. No plumbing leaks
 - 3.3.21.2. Exposed metal is primed and painted
 - 3.3.21.3. Chemicals properly stored and labeled
 - 3.3.21.4. Entire area free of litter
 - 3.3.21.5. Sufficient lighting to facilitate night repair
 - 3.3.21.6. Electrical systems safe and functional
 - 3.3.21.7. Area properly secured
- 3.3.22. Sewage Treatment Plants/Lift Stations
 - 3.3.22.1. Areas properly fenced and secured
 - 3.3.22.2. Area free of litter and mowed
 - 3.3.22.3. All plumbing and electrical systems are safe, functional, free of rust, painted, and free of leaks
 - 3.3.22.4. All safety equipment in place
 - 3.3.22.5. Operating and safety instructions properly posted
 - 3.3.22.6. Warning signs, lights, and alarms in place and functional
- 3.3.23. Generator Shed
 - 3.3.23.1. Exterior – maintained to established standards
 - 3.3.23.2. Well ventilated
 - 3.3.23.3. Flammable fuels properly stored and marked.
 - 3.3.23.4. No exhaust leaks
 - 3.3.23.5. Operating and safety instructions are properly posted.
 - 3.3.23.6. Sufficient lighting for night repairs
- 3.3.24. Phone Stations
 - 3.3.24.1. Phone book in useable condition
 - 3.3.24.2. Current emergency phone numbers posted
 - 3.3.24.3. Area free of litter
 - 3.3.24.4. Sufficient lighting
 - 3.3.24.5. Easy to locate and functional
 - 3.3.24.6. Either a TDD equipped telephone or posted instructions regarding the Florida Relay System for hearing impaired visitors

- 3.3.24.7. Trash/recycle receptacles adequate and conveniently located
- 3.3.25. Shop/Equipment Shelters
 - 3.3.25.1. Flammables properly stored and marked
 - 3.3.25.2. Floors free of grease, oil, dirt, and litter
 - 3.3.25.3. Safety devices present on all equipment and operating properly
 - 3.3.25.4. All safety equipment for personnel readily available
 - 3.3.25.5. Tool boards set up properly and being used
 - 3.3.25.6. All other tools stored in a safe, clean, and orderly manner
 - 3.3.25.7. Safety instructions posted
 - 3.3.25.8. Equipment stored in an orderly fashion - under cover if space is available
 - 3.3.25.9. Equipment stored outside is raised off ground.
 - 3.3.25.10. All equipment properly painted
 - 3.3.25.11. No signs of improper preventive maintenance visible (e.g., dry grease fittings, frayed fan belts, dull mower blades, rusty equipment, etc.)
 - 3.3.25.12. No improper use of building structural members
 - 3.3.25.13. Preventive maintenance schedule displayed and current
 - 3.3.25.14. Clean rags and soiled rags separated
 - 3.3.25.15. Buildings adequately ventilated
 - 3.3.25.16. Lighting is adequate and drop lights are available.
- 3.3.26. Specialty Areas
 - 3.3.26.1. Exhibits/Bulletin Boards
 - Plexiglas/glass clean and free of smudges and scratches
 - Posted information current and accurate
 - Displays appropriate, functional and free of insects, cobwebs and faded materials
 - 3.3.26.2. Observation Tower
 - Structural members sound - hardware tight and rust free
 - Interpretive plaques clean and legible
 - 3.3.26.3. Other Specialty Areas - i.e., forts, caves, stables, living history sites, greenhouses and historical structures - should be handled on an individual basis according to specific maintenance plans. However, applicable indicators apply to these facilities as well.
- 3.3.27. Signs

Needed signs are clean, visible, proper height, proper location, well maintained and meet standards outlined in OM Chapter 5.1.
- 3.3.28. The park manager is responsible for developing indicators for facility maintenance for any facility not listed above.

3.4. Cleaning Materials and Supplies

3.4.1. All cleaning materials, supplies and tools must be safe for employees to use and should not add to the pollution of the environment. They should also be standardized to the extent possible to facilitate volume purchases to reduce costs. All cleaning materials will be used according to the directions recommended by the manufacturer. Control of stock inventory will be maintained and supply orders will be consistent with the park's need and storage capability.

3.4.2. Cleaning Agents

3.4.2.1. The selection of cleaning materials and agents for cleaning various types of surfaces and fixtures is very important. The use of abrasives and acids should be minimized to protect finishes. Cleaning agents used for historic structures or artifacts must be in accordance with approved museum standards, clearly labeled and stored. The materials and cleaning agents required for basic cleaning operations are few and simple.

- Bowl cleaner
- Powdered cleaner
- General purpose detergent/disinfectant
- Degreaser
- Concrete cleaner
- Fungus agent
- Stain remover

3.4.2.2. Conservation of Cleaning Agents and Supplies.

In order to conserve cleaning agents and supplies for minimizing maintenance costs, the following guidelines will be followed:

- Use only the correct quantity of cleaning compounds and follow instructions. Excess quantities of cleaning solutions increase costs and more importantly may damage surfaces.
- Measure quantities with a measuring cup, or dry measure scoop.
- See that the material is dissolved.
- Use only sufficient water to get the job done.
- Keep supplies dry and free from moisture.
- Store containers on shelves, or block up above the floor to permit air circulation. This includes metal drums.
- Keep all containers closed with caps or lids provided.
- Dust or sweep surfaces before cleaning.

3.4.2.3. Using New Cleaning Agents.

When using or trying out new cleaning agents, the following guidelines apply:

- The safety data sheet (SDS) must be available for reference.
- Read and follow the directions given by the manufacturer.
- Use only where instructed.

- Compare the agent with other agents in use.
- Test the agent by trying it on the job.
- Assure agent is environmentally sound.

3.5. Routine Maintenance for Specific Facilities

- 3.5.1. The following maintenance or housekeeping activities apply in all facilities commonly found in a state park.
- 3.5.1.1. Particular attention will be given to restrooms where cleanliness is important for both sanitation and public relations.
 - 3.5.1.2. Upon completion of the work, all tools should be carefully cleaned and neatly stored for the next use. Every job has three parts: getting ready, doing the job and cleaning up. (Cleanup is an essential final step in housekeeping activities).
 - 3.5.1.3. When possible, correct minor deficiencies as they are found. Report those that you cannot correct to a supervisor so timely corrections can be made.
 - 3.5.1.4. Check restrooms regularly to ensure they are neat and the necessary supplies are available for people using them.
 - 3.5.1.5. Inspect facilities frequently to ensure they are free of small animals or insects.
 - 3.5.1.6. Cleanliness is everyone's responsibility and all personnel are expected to assist with facility checks, litter pickup and cleaning as needed.

3.5.2. Restrooms

The care of restrooms and their related fixtures is a high priority. Clean, sanitary facilities lends to the physical and mental comfort of all people using them. Maintaining clean, sanitary facilities is a continuous task and all areas including fixtures will be carefully cleaned at least once each day and more often if use patterns dictate.

3.5.2.1. Restroom Cleaning Tools and Equipment

The items required for restroom cleaning are relatively few and simple. The basic items listed should, in most cases, be all that are required to accomplish a satisfactory job. When possible, needed items should be stored in each restroom storage room for immediate availability.

- Wet mop and pail
- Toilet brush
- Cleaning cloths and sponge
- Hose

3.5.2.2. Routine Restroom Cleaning Procedure

A routine daily procedure in the cleaning operation will increase efficiency and tend to decrease the possibility of oversight of areas to be cleaned. The following procedure will normally accomplish the entire cleaning job with a minimum of time and effort:

- Pick up waste paper and empty waste containers.
- Dust window sills, walls, rafters, louvers and other surfaces, remove cobwebs/insect nests from interior and exterior walls.
- Sweep and mop floor with a disinfectant cleaner and remove all stuck substances with a putty knife.
- Wash walls, doors and compartments with a cloth or sponge, saturated with a general purpose detergent solution, making a special effort to remove all graffiti. The use of a mild abrasive powdered cleanser may be necessary to remove difficult stains. All surfaces should be rinsed to remove cleaning agent sediments. Spot cleaning of these surfaces should be done on a daily basis and the entire room washed in this manner at least bi-monthly.
- Wash windows and mirrors using clear water and cloth. Dry with clean cloth.
- The cleaning of toilet bowls and urinals is the most important job in the restroom. Special attention is to be given these fixtures. Using a toilet brush, johnny mop, cloth or sponge, and an approved bowl cleaner/disinfectant, thoroughly clean the interior making sure to clean the surfaces under the lip of the bowl or urinal and at the waterline. The occasional use of a mild abrasive powdered cleanser on a johnny mop, cloth or sponge may be necessary to remove stubborn stains. Rinse and flush the unit. The exterior surfaces and seats should then be washed with a general purpose detergent solution, rinsed and dried with a clean cloth.
- Urinals and toilets will have encrustation form in fixture traps, under toilet flush rings, and behind urinal lips on the top, sides and bottom. Weekly inspection of these areas with a small hand held mirror will ensure they are being cleaned thoroughly. Encrustations are a major source of offensive odor in restrooms. To avoid this problem, the cleaning frequency with a bowl cleaner will be established so these fixtures are odor free at all times.
- Carefully wash exposed surfaces of the lavatories or wash basins using a general purpose detergent//disinfectant and a cloth or sponge. Rinse and dry with a clean cloth. The occasional use of a powdered cleanser may be necessary to remove stains.
- All faucets, flush valves and other polished metal surfaces should be washed and dried. Wiping these surfaces with a treated cloth once a week will inhibit the formation of corrosion.
- All floor drains should be flushed with a bucket of water or hose at weekly intervals. Floor drain covers should be removed regularly and cleaned.
- All paper dispensing units should be checked and filled daily or more often as required.
- Check and fill soap dispensers daily or as required by use.
- The entire floor area should be mopped with a detergent solution daily. An occasional scrubbing with a deck brush may be required to remove stubborn dirt.

- Light fixtures should be cleaned on a regular basis and burned out bulbs replaced at once.
- Window screens should be cleaned regularly.

3.5.2.3. Cleaning Composting and Chemical Toilets.

All applicable specifications for cleaning restrooms will be performed on composting and chemical toilets. In addition a deodorizer/sanitizer or septic chemical will be used in chemical tanks if appropriate.

3.5.3. Cleaning Other Buildings and Structures.

The park manager will establish a cleaning schedule, cleaning procedures and an inspection schedule to ensure these structures meet standards.

3.5.3.1. Offices

Ranger stations and other park offices will be clean, neat, well-kept and orderly at all times.

3.5.3.2. Shops

Park shops, equipment shelters, utility and other service buildings will be maintained in an orderly, neat and secure manner. After working in shops or other service buildings, always clean and replace tools and clean up the work area. This is not only good housekeeping, but a valuable safety and accident prevention measure. Keep grease, oils, gasoline and cleaning agents wiped from floors. Keep hand cleaners and floor cleaning agents available. Keep woodwork and trim free of handprints and other foreign material. Provide proper areas for the storage of tools, supplies and materials.

3.5.3.3. Utility Areas

Pump houses, chlorinator enclosures, and treatment plant enclosures will be inspected and cleaned frequently and kept free of all foreign material.

3.5.3.4. Visitor/Interpretive Centers, Museums

These facilities require daily cleaning with particular attention given to glass surfaces and any special maintenance procedures that apply to exhibits. Floors will be kept clean and polished as public use dictates. Cleaning should be done after closing or prior to opening, then inspected and touched up periodically during open hours.

3.5.3.5. Park Housing

Occupants of state park housing become entirely responsible for housekeeping on the date they move in. Any landscaped or designated yard area of the residence is included in this responsibility. The residence and landscaped area are to be maintained to the same standards as all other park facilities. Other housing related requirements may be found in OM Chapter 1.5.

3.5.4. Cleaning Campsite Facilities

- 3.5.4.1. Campsites, their facilities and the buffer areas around each site will be cleaned on a regular schedule. The frequency of the cleaning schedule will vary with use. However, it is important they meet high standards. In view of the camping fees, campers have every right to expect their campsite to be first class.
- 3.5.4.2. Sites
All litter and other debris must be picked up and each site left in a clean, orderly condition, free of all foreign materials.
- 3.5.4.3. Grills
Firebox should be emptied, the grill surface cleaned free of grease and the exterior of the grill and its support post cleaned free of sand splash or other foreign materials. During each cleaning inspect each grill for safety hazards such as broken glass, sharp edges, breaks and cracks.
- 3.5.4.4. Tables
Tables should be cleaned free of food and grease stains, sand splash and all other foreign material. Inspect tables for damage during each cleaning. A regular schedule for washing picnic tables with detergent and water should be followed.
- 3.5.4.5. Utility Hookups
Sweep sand splash from utility support posts and visually check each hookup for damage or repairs that may be needed.
- 3.5.4.6. Site Markers
Sweep sand splash from each marker and check it to ensure it is plumb and in good repair.
- 3.5.4.7. Trash Disposal
Trash containers, whether a garbage can at each site, grouped cans serving several sites, or dumpsters will be emptied on a regular schedule and cleaned at a frequency that will make them pleasant to use. All parks will participate in recycling to the maximum extent possible.
- 3.5.4.8. Damaged Facilities
All damaged tables or grills will be repaired immediately or removed from public use until made serviceable.
- 3.5.5. Cleaning Picnic Areas
 - 3.5.5.1. Picnic Sites, grounds and buildings will be cleaned daily to ensure they are neat, orderly and free of foreign materials.
 - 3.5.5.2. Picnic Shelters
Floors will be swept, grills and tables cleaned, cobwebs and mud dauber nests removed and adjacent areas cleaned of litter and debris daily or as often as use dictates. The entire shelter and tables will be washed down with water and a cleaning agent as often as is required.
 - 3.5.5.3. Barbecue Shelters

The firebox should be emptied, the grill top cleaned free of grease, the floor, posts and ceilings swept and adjacent area cleaned free of litter and debris. The entire shelter, floors, supports, ceilings and roof should be washed down with water and a cleaning agent on a regularly, scheduled basis.

3.5.5.4. Playgrounds

Playgrounds should be checked daily and all litter and debris removed. The ground under or around playground equipment should be raked or shoveled level on a regular schedule. Playground equipment will be inspected on a regular schedule to ensure no safety hazard such as worn chains, broken seats or splintered boards exist. Any hazard will be repaired immediately or the equipment is to be taken out of public use until it is serviceable.

3.5.6. Cleaning Grounds

3.5.6.1. The cleaning of grounds includes all public use areas, service areas, roadways, trails, and wild areas where the public is invited.

3.5.6.2. Public Use Areas

All litter and other debris must be picked up daily. Litter pickup is expected by all personnel in the performance of their assigned duties.

3.5.6.3. Trash Cans and Dumpsters

All trash cans will be emptied on a regular schedule and they will be cleaned and washed as often as required for sanitation and appearance.

3.5.6.4. Roads and Parking

Roadways and parking areas will be checked daily and all litter and debris picked up. Trees and shrubs along the roadway should be pruned to maintain adequate overhead and side clearance to allow for safe pedestrian travel and a safe mowing condition. In parks subject to wind transported sand building up on roads and parking areas, a schedule for sand removal will be established and maintained. Plants attempting to grow through paved areas should be removed immediately to avoid further damage to the paving.

3.5.6.5. Walks and Paths

Walk and path areas will be kept clear of trash, weeds, litter and other unsightly debris. Vegetation will be trimmed to maintain a clear path and the ground will be maintained to prevent standing water.

3.5.6.6. Trails

Clean all litter and debris from the trail and sight corridor along the trail. Remove tree limbs or fallen trees on or across the trail and trim vegetation to maintain a clean pathway. Wipe clean all signs and interpretive labels and their support posts.

3.5.6.7. Boardwalks and Footbridges

Pickup all litter and other debris on or along walkways and sweep or use a blower to remove all leaves and other debris from walking surfaces. Wipe clean all benches, signs and interpretive labels. Trim overhanging vegetation as needed.

3.5.7. Cleaning Historic Buildings and Structures

There are often special requirements for cleaning historic houses and other historic structures. Furniture, floor coverings, drapes, and other items on display require special care, handling and cleaning methods. Due to the specialized nature of these tasks, advice should be requested from the Bureau of Natural and Cultural Resources. Also reference [Guidelines for Rehabilitating Historic Buildings](#).

4. PREVENTIVE AND CORRECTIVE MAINTENANCE [^](#)

This section provides guidance for each park's preventive and corrective maintenance programs by establishing procedures for inspection of facilities and facility maintenance standards.

4.1. Park Maintenance Inspections

- 4.1.1. Inspections of park facilities, resources and operations should be an integral, ongoing part of the workday. Inspections having to do with visitor or employee health and safety should be performed on a regular or scheduled basis. Periodic inspections should be performed by the district bureau chief and/or representatives to ensure management and operational standards are being met. At a minimum, a thorough inspection of each facility is required once a year.
- 4.1.2. Periodic compliance inspections and reviews will be performed by Bureau of Operational Services representatives.

4.2. Facility Inspection Frequency Guidelines

4.2.1. Buildings

4.2.1.1. Foundations

Inspect annually and schedule corrections per standards (as found in Operations Manual, Chapter 2.1 General Maintenance)

4.2.1.2. Framing

Inspect annually and schedule corrections per standards (as found in Operations Manual, Chapter 2.1 General Maintenance).

4.2.1.3. Roof

Inspect annually and schedule corrections per standards (as found in Operations Manual, Chapter 2.1 General Maintenance).

4.2.1.4. Exterior Wall Coverings

Inspect annually and schedule corrections per standards (as found in Operations Manual, Chapter 2.1 General Maintenance).

4.2.1.5. Interior Wall and Coverings

Inspect annually and schedule corrections per standards (as found in Operations Manual, Chapter 2.1 General Maintenance).

4.2.1.6. Visible Mold, Water Supply Leaks and Possible Roof Leaks

- Inspection

Mold growth in a residence or other building is an indication of a moisture issue first, and a mold issue second. Identify and correct the moisture issue (from water supply leaks, roof leaks, etc.) to prevent continued or future mold growth. Mold removal without a moisture issue correction will not be effective. Residents of park housing should inspect their own residences on a regular basis and promptly report suspicion of mold or water leaks.

- Cabins – Inspect weekly.
- Residences – Inspect annually (unless a suspected mold issue has been reported by the resident).
- Lodge – Inspect weekly.
- Other Buildings – Inspect annually.

- Mold Identification

If mold is suspected in a regular inspection, or reported, the park manager will verify the presence of mold. If mold is verified to be present, follow the remediation process below.

- Remediation Determination

- Mold Area Greater than 10 Square Feet - Contact a state licensed mold remediation contractor if the mold area is greater than 10 square feet, or if the extent of mold coverage cannot be determined (i.e. areas are behind walls, baseboards or cabinets).
- Mold Area Less than 10 Square Feet - If the mold area is less than 10 square feet, it can be treated and repaired by park.

- Facility Closure

Close facilities or portions of facilities (as appropriate) until mold testing and remediation (if necessary) has been completed and repairs have been made.

- Remediation Process – Mold Area Greater Than 10 Square Feet

- Hire a state licensed mold remediation contractor to conduct an assessment.
- Based on the assessment, determine if it is safe for the park to proceed with moisture source determination and facility repairs. If determined to be safe to proceed, identify the source of moisture which caused the mold growth and complete facility repairs to prevent moisture caused future mold growth.
- State licensed mold remediation contractor completes mold remediation.
- After mold remediation, contractor completes mold test.
- If mold test is negative, restore damaged area.
- Re-open any closed facilities.

- Continue to monitor facility for future mold growth.
- Remediation Process – Mold Area Less Than 10 Square Feet
 - When treating mold, apply the following personal protective equipment (Source: <https://www.cdc.gov/mold/mold-cleanup-bleach.html>):
 - Mask (at least an N-95)
 - Eye protection (goggles)
 - Rubber gloves
- Identify the source of moisture which caused mold growth.
- Complete facility repairs to prevent moisture that may cause future mold growth.
- Gather mold remediation tools
 - Rags and a scrub brush
 - Non-ammonia soap or dish detergent
 - A large pail
 - Bleach
 - A fan and/or dehumidifier
- Treat Mold
 - Remove all moldy, water-damaged items from inside the building.
 - Remove all mud and dirt. Use wet vacuum to remove remaining dirt.
 - Scrub cleanable surfaces (such as wood, tile, stone) with soapy water and a bristle brush.
 - Thoroughly clean all hard surfaces (such as flooring, molding, wood and metal furniture, countertops, and sinks) with water and dish detergent.
 - Use a bleach solution of no more than 1 cup (8 ounces) household laundry bleach per 1 gallon of water to kill mold on surfaces. (Source: <https://www.cdc.gov/mold/mold-cleanup-bleach.html>)
 - Dry surfaces quickly and thoroughly after cleaning. Use a fan, air conditioner or dehumidifier to help the surfaces dry after you finish cleaning.
- Post Treatment Clean-up.

After treatment, remove clothes and place in plastic bag until washed. Immediately clean tools and dispose of supplies used during treatment.
- After mold remediation, restore damaged area.
- Re-open any closed facilities.
- Continue to monitor facility for future mold growth.

4.2.1.7. Electrical System Components

Inspect annually and schedule corrections per standards. Clean motors, starters, and other equipment annually. Lubricate moving parts according to manufacturer's recommendations. Clean lighting fixtures monthly; replace burned out lamps immediately.

4.2.1.8. Plumbing System Components

Inspect annually and schedule corrections per standards. Clean fixtures daily; replace broken or worn out parts immediately, check pressure relief valve, drain and flush water heaters annually or as necessary due to local water conditions.

4.2.1.9. Heating/AC Equipment

Inspect annually and schedule corrections per standards. Perform tests as required to ascertain efficiency and adequacy of systems and equipment. Clean ductwork, fans, and plenums annually; lubricate moving parts according to manufacturer's recommendations; clean motors, pumps and circulators annually; inspect and operate controls semi-annually and schedule corrections per standards.

4.2.2. Grounds

Landscaping (planted areas) - Inspect annually; establish fertilizing, pruning, pest control, mowing and replanting schedules suitable to conditions in each park.

4.2.3. Roads and Parking

Inspect annually and schedule corrections per standards.

4.2.4. Other Structures

Bridges, boardwalks, etc. Inspect annually and schedule corrections per standards.

4.2.5. Sewage Systems

4.2.5.1. Collection Systems

Inspect annually and schedule corrections per standards. Clear stoppages when detected; check motors and pumps according to manufacturer's recommendations.

4.2.5.2. Treatment Plants

Inspect septic tank and drain fields annually and schedule corrections per standards. Inspect treatment plant structures annually, schedule corrections and repairs per standards. Inspect electric supply annually and correct deficiencies as they occur. Inspect and test pumps, blowers and other mechanical equipment semi-annually; service weekly. Maintain up-to-date records required by health and environmental regulatory rules. See that operating manuals, instructions and training are available to operating personnel. Requests for the BDC to assist in renewing operating permits must be in writing and at least five months prior to current permit expiration.

4.2.6. Water Systems

4.2.6.1. Water Sources

Inspect wells semi-annually and schedule corrections per standards. Maintain record of reports on water quality tests and analysis required by health rules. Test quality of water and measure and record quantity of water supplied as required by rules.

4.2.6.2. Water Pumping Equipment

Inspect and test pumps and motors semi-annually, service weekly; inspect and test power supply annually, correct deficiencies when found. Inspect structures annually, schedule repairs and corrections per standards.

4.2.6.3. Water Storage Facilities

Inspect tanks and related structures annually; drain and clean tanks annually. Check all water level controls and indicators monthly. Schedule repairs and corrections per standards.

4.2.6.4. Water Treatments

Inspect plant annually; service mechanical components weekly; maintain daily record of water quality; maintain daily record of quantity of treated water supplied. Inspect structures annually and schedule repairs and corrections per standards.

4.2.6.5. Water Distribution

Inspect entire system annually and flush out mains, fire hydrants, pressure tanks; check mains monthly for leaks; operate valves monthly; test and record pressure at central points monthly; test all service pipes monthly. Repair deficiencies as they occur.

4.2.7. Communications and Alarm Systems

Inspect towers, poles, other structures, lines and equipment annually and repair as required to meet Federal Communication Commission (FCC) regulations. Test electrical systems monthly; maintain alarm systems in continuous operation.

4.2.8. Trails

Inspect annually and schedule corrections per standards. Repair or remove hazards immediately.

4.3. Inspection Checklists

4.3.1. A checklist may be on a daily, weekly, monthly or yearly basis. Make lists simple yet as complete as possible. Use one-word descriptions, when sufficient, for items that need checking. Any format that will serve your system is a good one. Keep it flexible so you can add to or delete from the listing.

4.3.2. Here is an example inspection checklist ([DRP-032](#)). This example will not suffice for every facility in all parks, but can be used for the major groups of facilities.

4.4. Maintenance Standards

The following sections provide general guidelines to be used by maintenance personnel in the development of maintenance standards for their area, indicating what to look for and providing some idea of specific standards to be maintained. These guidelines are most applicable to the maintenance of existing facilities, but may be applied to new facilities.

4.4.1. Exterior

4.4.1.1. Surfaces

- Painted - No checking, cracking, flaking, scaling or wrinkling; limited fade is permissible.
- Natural Wood - Natural color and textures; no rot, fungus or loose parts; tight joints; fastenings secure; limited warping and cracking.
- Cement Plaster - Uniform color and texture; limited fade and erosion; no open cracks or joints; clean.
- Stone - Tight joints; clean and impervious; limited erosion.
- Brick - Tight, well-pointed joints; surfaces clean; limited erosion.
- Metal - No corrosion; tight fastenings; clean.
- Concrete Masonry - Tight joints; limited stain on surfaces; uniform; unbroken.
- Miscellaneous Composition - No discoloration; limited erosion; tight joints; limited fade; no breaks.

4.4.1.2. Foundations

- Continuous Concrete Footings - Straight, level, show no evidence of settling; well drained; have unbroken, clean, exposed surfaces; concrete extends at least six inches above grade.
- Piers - Level, dry, tops at least six inches above grade.
- Access Door - Operable and unobstructed.
- Posts, Girders, and Joists - Sound; dry; no fungus; no termite damage or dry rot; crawl spaces adequate, well ventilated, clean and dry. Buildings should be inspected specifically for termites.

4.4.1.3. Roof

- Wood Shingles - No loose, missing or rotted shingles; ridges, hips and flashings intact; valleys clean; no leaks. Do not stain/paint wood shingle roofs.
- Composition Shingles - Surfaces intact; butts cemented down; ridges, hips and flashings in place intact; no leaks; flashings in place and intact.
- Built-up Composition - Surface intact with aggregate well distributed; no blisters or evidence of moisture between piles; eaves and gravel stops straight and not corroded; no leaks; flashings intact.
- Eaves, Troughs, Valleys and Down Spouts - Intact; secure; free of debris; limited corrosion.

4.4.1.4. Framing

- Wood - Straight; sound; level and plumb; no active termites or other boring insects; no fungus or dry rot; anchors and fastenings tight and not corroded.
- Steel - No distortion; joints tight, all surfaces protected.

4.4.1.5. Wall and Covering Materials

- Wood Siding - Joints tight; no cupping or warping; fasteners concealed or protected; no rot; no termite activity or damage. No broken, split or missing pieces.
- Cement Plaster - No excessive cracks or spalls; no separation from back.
- Masonry Veneers - Joints tight; no evidence of separation from backing.
- Masonry Walls - Straight; plumb; level; joints tight; limited erosion.
- Miscellaneous Metals and Compositions - No corrosion or disintegration: limited fade of factory-applied colors.

4.4.1.6. Grounds

- Overall Appearance - The immediate grounds are to be kept neat and tidy and the landscape elements adequate. All areas should be litter free.

4.4.2. Interior

4.4.2.1. Walls and Ceilings

Surfaces clean and dry; no open joints or cracking plaster; no evidence of separation from backing or framing.

4.4.2.2. Trim and Millwork

Clean surfaces; tight joints; fasteners concealed or protected; no warping or buckling; windows and doors in good working order; glass unbroken; metal sash and doors free from rust or corrosion, operable, with hardware complete. Casework and cabinets in good repair with all doors, drawers, and hardware operable and complete.

4.4.2.3. Electric

Ample service; correctly sized fuses or breakers at load center to protect circuits; grounding system in order; all parts of systems identified; switches and outlets functioning properly; proper sized lamps at all lighting fixtures; glassware clean; exposed conduits, boxes, and cover plates protected against corrosion. Motors, starters, controls, transformers, enclosures, generators and other equipment clean and functioning efficiently within proper temperature ranges; up-to-date schedule of ordinary maintenance posted at each major piece of electrical machinery; observe requirements in National Electric Code.

4.4.2.4. Plumbing

- Fixtures - Intact; functioning correctly; securely anchored; no leaks; porcelain and enameled surfaces smooth and polished.
- Trim - Intact; free of excessive corrosion.
- Accessories - In proper location; operable; free of corrosion.
- Water Heater - Free of lime deposits; posted record of cleaning dates. Heating elements, burners, and controls functioning properly;

burner vents, draft diverters, and chimneys, properly sized and in good working order; no leaks; pressure relief valves in place and operable.

- Supply Piping - No leaks in lines, valves, flush valves, stops of faucets; identification of hot and cold-water piping shown.
- Waste and Vent Piping - All joints tight; no broken lines; pipe hangers, brackets and supports in place; vents clear of obstructions.
- Cleanouts - Accessible and adequate.

4.4.2.5. Heating Equipment

- Furnace - Burners properly adjusted; plenums clean; vent clear; draft diverter in place; roof penetration and rain hood weather tight; cold air return grill, ducts and registers clear; controls properly set and functioning. Filters replaced on schedule.
- Resistance Heaters - Heating elements, fans and control in proper working order; protection devices adequate.

4.4.3. Color Control

4.4.3.1. Color is the subject of careful study in the design of new work, and modifications to the approved color scheme in maintenance projects could destroy the original design concept. In cases where an original color or product is no longer available, BDC will indicate which colors may be substituted. Such technical assistance is also available to aid district bureau chiefs and park managers in maintenance of facilities and developing color schemes.

4.4.3.2. Regarding colors, the following guidelines will be followed:

- Colors applied in the construction of new structures or facilities are to be the approved colors.
- Only approved colors will be used in maintenance of facilities.
- Approval for changes of approved colors will be made by the district bureau chief.
- Interior colors for park residences are the responsibility of the district bureau chiefs.

4.4.4. Maintenance of Historic Structures

Each building should be retained in the character of its established period in history, using materials and methods of application that are compatible with original construction. Diligently avoid the introduction of present-day methods and innovation. Never modify work of a bygone period; retain genuine old work where possible. Where missing features are to be replaced, due regard should be paid to the factors of period and region in other surviving examples of the same time and locality. Preservation and maintenance of old buildings requires a slow and systematic approach guided by best available historical research. Whenever performing maintenance on historic buildings, personnel will record and/or photograph historic construction details. See Secretary of the Interior's Guidelines for Rehabilitating Historic Buildings and [Standards for Rehabilitation](#) for guidance.

Use the FPS Cultural Site Record of Physical Change ([DRP-009](#)) to record all maintenance. Immediate grounds neatly kept, landscape elements compatible with interpretive program; housekeeping must be immaculate.

4.4.5. Grounds

Maintenance of the grounds involves a variety of different tasks. This section deals with the major areas, while subsequent sections provide more specific details about horticultural aspects.

4.4.5.1. Natural Areas

Keep existing fire lanes clear. Remove all other man made encroachments.

4.4.5.2. Planted Areas

All plant materials must be appropriate and healthy. Control of insects, rodents and diseases should be a high priority. Irrigation and drainage facilities must be functioning properly. All areas should be neatly pruned and, controlled; lawn areas trimmed and free of weeds. Caution: Some plantings should not be so neat as to have the natural form of the plant pruned away.

4.4.5.3. Irrigation System

Sprinkler heads, hydrants, valves, anti-siphon valves and controls should all be in working order with adequate water pressure. Drainage ditches must be open and functioning.

4.4.5.4. Fences, Bulkheads, Retaining Walls, Headers

Timber work should show only minor deterioration. Masonry and concrete surfaces should be continuous with neat joints, off-sets and grade changes.

4.4.5.5. Campgrounds

Must have appropriate ground cover, well defined campsites, trails and other features; tent site and parking spur should be approximately level; grills, tables, benches, signs, barriers in good repair, water and electric services properly located, safe and functional. Grill area free of combustible ground cover.

4.4.6. Roads, Ramps, Parking, and Vehicle Bridges

The following section indicates maintenance standards appropriate for vehicle oriented structures. The maintenance of park roads, ramps, parking and vehicle bridges is the sole responsibility of the FPS.

4.4.6.1. Bridge Inspection Responsibility - Florida Department of Transportation

All publicly used vehicle bridges in the state park system are inspected annually by the Bridge Maintenance Section of Florida Department of Transportation. The inspection reports normally cover the condition of the structure and recommend maintenance work.

4.4.6.2. Roads, Paved Areas, Parking Spurs

The following aspects of paved facilities will be subject to inspection. Needed repairs will be requested in the maintenance budget.

- Drains - Open with no erosion or scouring at outlets.
- Culverts - Open and clean with no erosion or scouring at outlets, drop inlets clear.
- Asphalted Concrete Dikes - In place, continuous with drainage outlet properly spaced.
- Debris Retention Structures - In good repair, functioning and with no accumulation of debris.
- Pavement - No holes, no vegetation; roadway shoulders well formed; no erosion; slopes and striping in good condition and well defined; no evidence of shifting or settling of sub grade; surfaces tight, no chipped edges.
- Vegetation - Trimmed back from roadway, no hazardous or weakened trees near parking areas or roadways.
- Barriers - Wheel stops in place, sound, and secure. Gates sturdy and visible at 100 yards during both day and night (with reflectors). Gates not visible at 100 yards must be signed in advance.
- Stabilization - All fill material added to existing roads and parking areas will be compatible with the site's surrounding soils. The district bureau chief or delegated representative will approve the material before it is placed on the site.

4.4.6.3. Bridges

- Overall Appearance - Travel way clear of obstructions. Exposed surfaces protected. Streambed unobstructed, free of litter.
- Piers and Abutments - Intact; should show no evidence of displacement; no undercutting or other damage due to water action; connections to structure sound and protected.
- Timber Work - Piles, caps, bracing, girders, floor beams, planking, railings, curbs, truss work and miscellaneous wood items - sound and free of fungus or insect damage; protected with wood preservatives, paint or other appropriate coatings
- Steelwork - Should show no distortion; joints tight; all rivets, bolts, welded sections intact; all surfaces should be well protected with paint and should show no evidence of corrosion. Cables and wire rope items show proper tension and alignment and should be well lubricated, no rust or broken strands evident.
- Miscellaneous Items - Fire protective equipment in place and operable; lighting fixtures lamped properly and operable; directional and warning signs properly placed, legible and adequate. Approaches and paths well defined.

4.4.7. Structures, Other Than Buildings and Bridges

The following methods and standards apply to marine developments and minor physical facilities.

4.4.7.1. Marine Developments

- Erosion Control and Bank Protective Devices - In-place, masonry and concrete items in good repair; timber in sound condition; metal protected against corrosion.
- Piers - Timber piles, caps, stringers, decking and railings sound; pile tops protected; lighting, signs, and safety aids in place and legible. Fire protective equipment adequate, operable and easily accessible.
- Breakwaters, Bulkheads, Ripraps - Effectively in place, free of debris and well-defined.
- Decks - Gangways, railings, landing and embarking facilities safe and secure; structures sound.
- Boat Launching Facilities - Paved ramp surfaces non-slip, uniform and unbroken; submerged hazards marked; barriers and signs in place and legible; boat hoisting equipment safe, adequate and in good repair.
- Mooring Facilities - Access free of obstructions; lighting and public safety aids in place and operable; mooring cleats well secured in place; pilings showing little decay or insect damage.
- Navigational Aids - Buoys, markers, horns, etc., all in place and functioning. All items painted or otherwise protected against corrosion.
- Floating Accessories - Swimming area markers, floats, lines, anchors, secured in place and in good repair.
- Depth of Water and Bottom Conditions - Depth of water should be adequate and bottom known to be clear of rubbish and obstruction.

4.4.7.2. Miscellaneous

- Tables - Hardware tight; free of splinters, carving, and protruding nails; and not painted unless they were painted originally.
- Grills - Repair broken or damaged waist high or ground grills.
- French Drains/Hose Bibs - Riser supports should be maintained as designed; do not paint if the design called for stain or natural; rock/gravel free of foreign material and contained within concrete or wood frame work. All hose bibs should be equipped with anti-siphon valve.
- Fences - Tight, properly aligned, posts vertical, limited corrosion on metal work. Gates operable.

4.4.8. Systems

The following sections deal with a variety of utility systems common to most state park units.

4.4.8.1. Sewage Systems

- Collection System - Location of mains, manholes, vents, laterals, lifts, valves, sumps, etc., marked and recorded. Manholes clear, sewer lines carrying normal flow with no obstructions; lift pumps operating within normal temperature range; controls properly set and functioning; pressure lines identified; all lines properly supported and covered.
- Septic Tanks - Vents, manholes, ladders, etc., in place; scum at design level, air space unobstructed; sludge level wall below inlet fitting, at least 12" earth cover over tank top; no leaks at inlet or outlet fittings; effluent sewer tight to distribution box; distribution box marked; distribution box clear, gates sound and in place; leaching bed or lines and filtering materials functioning with no surfacing of effluent.
- Sewage Disposal Plant - All structures protected, roofs sound; fences, gates, doors, access walks, bridges, stairs, ladders secure and in good repair. All mechanical equipment functioning properly, motors operating within design temperature range; controls and safety devices properly set and functioning; premises free of accumulations of unused equipment, materials or debris. Maintain up-to-date record of health department tests of effluent or sludge on premises. All equipment identified, flow diagrams posted, operating manuals available to maintenance personnel.

4.4.8.2. Water Supply and Distribution

- Well and Spring Areas - Protected, identified, have positive controlled drainage; plant growth trimmed back.
- Tanks - Clean, free of algae with vent screens intact, no appreciable leakage, valves identified, water level indicators functioning properly; structurally sound.
- Signs - Signs identifying potable water supply, conspicuously placed, legible and in good repair.
- Water Distribution Mains - Locations marked and recorded with materials and approximate ages noted. All valves, anti-siphon valves, valve boxes, pressure regulators, hydrants, meters in good operating condition; identified and accessible.
- Water Treatment Plant - Filters, pumps, circulators, exhaust system, tanks, piping systems, controls, conditioners, disinfecting and personnel safety equipment, identified with regular maintenance schedule posted; health department test records on file.
- Pumping Equipment - Adequate, protected, well housed, identified, with up-to-date schedule of ordinary maintenance and a record of tests posted.
- Fire Protective Water System - Clearly marked and identified. Standards as set by local fire department and the National Board of Fire Underwriters.

4.4.9. Trails and Footbridges

4.4.9.1. Walking Surfaces

Reasonably smooth, free of hazardous materials, well drained and firm.

4.4.9.2. Stair Treads and Risers

Sound, no loose members.

4.4.9.3. Footbridges, Railing Guards and Other Structures

All secure and in good repair; properly protected.

4.4.9.4. Trail Lights

All operable, properly lamped, not obstructed.

4.4.9.5. Excessive Plant Growth

Trimmed back, trails defined, no hazardous or weakened trees or branches overhanging walking areas. Trimming must be done in an acceptable manner to do the least damage to the vegetation and to present a pleasing appearance to the trail user.

4.4.9.6. Barriers

In place at well-defined hazards and at control points.

4.4.9.7. Short Cuts

Cover up short cuts between switchbacks with tree limbs, pine cones, dead vegetation, and rocks to deter erosion. All traces of the short cut should either be camouflaged or removed to prevent further use.

4.4.9.8. Trail Signs

These are important from safety and interpretive standpoints. Lettering must be clean and legible. Repaint or touch up deteriorated portions of signs, and clean as needed.

4.4.9.9. Other Items

Be observant of, and report on, the condition of the area. Are there indications of insect infestation? Plant disease conditions? New erosion problems? Wind throws? Hazardous tree conditions? Animal population changes or problems? Natural history observations? Visitor use of the trails? etc.

4.5. Surplus Material - Inventory and Disposal

4.5.1. A modest inventory of frequently used materials is necessary for an efficient maintenance program. An excessive inventory of materials, however, is costly in terms of non-working maintenance dollars, plus the cost of storage, handling, and loss due to damage, deterioration and theft.

4.5.2. When materials become surplus to the needs of the park a listing should be provided to the district office so they may be offered for use by other parks in the district or, if applicable, to other districts.

CHAPTER 3.1 GENERAL PROTECTION

[1. PURPOSE](#)

[2. PROCEDURES](#)

[3. PATROL](#)

[4. PROTECTION PLANS](#)

[5. WILDLIFE MORTALITY EVENTS ON BEACHES AT FLORIDA STATE PARKS - FPS BEST MANAGEMENT PRACTICES](#)

[6. RESPONSIBILITIES](#)

1. PURPOSE [^](#)

The purpose of this chapter is to outline the basics of protecting parks. This includes visitors, employees, the park resources, facilities and equipment.

2. PROCEDURES [^](#)

All employees are responsible for visitor safety and protection, and proper use of park resources and facilities. Through interpretation and during everyday contacts, employees will foster in the visitor an understanding and appreciation for the park and its proper use.

2.1. Objectives

- 2.1.1. Protect visitors, park staff, facilities and Florida's valuable natural and cultural resources.
- 2.1.2. To emphasize the Florida Park Service (FPS) image.
- 2.1.3. To balance any enforcement activity with the equally important role of providing visitor services.
- 2.1.4. Obtain voluntary compliance.

2.2. Natural Disasters

- 2.2.1. During natural disasters such as tropical storms, floods, etc. it will be the responsibility of the park manager to follow the park Emergency Action Plan and stay abreast of the local [Emergency Operations Center \(EOC\)](#) plan of action for their community.
- 2.2.2. Visitors will be evacuated from parks based on when the local EOC determines that the park warrants evacuation. This does not mean to conflict with any responsibility to close state parks as found in OM Chapter 1.2.

3. PATROL [^](#)

Patrolling parks is a basic responsibility of all park employees. Proper patrol is taking the appropriate actions necessary to observe conditions of the resources and facilities, note possible hazards, be of service to the visitor and deter crimes and vandalism. While on patrol, the employee's attitude should be one of friendly concern.

4. PROTECTION PLANS [^](#)

Each park unit will develop and maintain, through annual revision, a Park Protection Plan. Components of the plan will include, but not be limited to:

4.1. Park Security Component

- 4.1.1. Key Inventory and Security
 - 4.1.1.1. Storage and assignment
 - 4.1.1.2. Key accountability/employee responsibility
- 4.1.2. Park Combination/Security
 - 4.1.2.1. Gate combinations will be changed at least monthly.
 - 4.1.2.2. Safe combinations will be changed yearly as per OM Chapter 1.6.
 - 4.1.2.3. The park manager will ensure that the combination is changed when turnover in personnel warrants.
- 4.1.3. Alarm System
 - 4.1.3.1. Alarm sequences will be changed at least yearly.
 - 4.1.3.2. Specific park procedures
 - 4.1.3.3. Alarm sequence will be changed whenever the park manager deems it necessary due to turnover in personnel or any other security considerations.
- 4.1.4. Park Patrol
 - 4.1.4.1. Park specific schedule and procedures
 - 4.1.4.2. Zones (or patrol priorities)
 - 4.1.4.3. After hours procedures
 - Checking park buildings
 - Park vehicle check (keys removed and vehicles locked)
 - Alarm systems set
 - Patrol log (if applicable)
- 4.1.5. Vehicles
 - 4.1.5.1. Procedures/employee responsibilities
 - 4.1.5.2. Assigned vehicles/personnel responsibilities
 - 4.1.5.3. Keys to firefighting equipment
- 4.1.6. Park Buildings
 - 4.1.6.1. Procedures/employee responsibilities
 - 4.1.6.2. Theft prevention measures
- 4.1.7. Tools and Equipment
 - 4.1.7.1. Procedures concerning storage, etc.
 - 4.1.7.2. Personnel access
 - 4.1.7.3. Theft prevention
- 4.1.8. Portable Radios
 - 4.1.8.1. Procedures/employee responsibilities

- 4.1.8.2. Sign in/out log
- 4.1.9. Inmate/Community Service Workers
 - 4.1.9.1. Procedures
 - 4.1.9.2. Access to shop, equipment and tools

4.2. Fire Safety Component

- 4.2.1. Physical Description of Park Property and Facilities
- 4.2.2. Fire Suppression Equipment
- 4.2.3. Fire Detection
 - 4.2.3.1. Local fire towers
 - 4.2.3.2. Fire weather forecasts
- 4.2.4. Prevention
 - 4.2.4.1. Pre-suppression
 - 4.2.4.2. Boundary and firebreak maintenance
- 4.2.5. Mobilization Procedures
- 4.2.6. Fire Suppression
- 4.2.7. Safety
 - 4.2.7.1. Traffic Control
- 4.2.8. Incident Reporting
- 4.2.9. Fire Teams
 - 4.2.9.1. District fire team responsibility
 - 4.2.9.2. Fire team organization
 - 4.2.9.3. Fire team members

4.3. Water Safety Component

- 4.3.1. Objectives
- 4.3.2. Water Activities
- 4.3.3. Activity Areas
- 4.3.4. Hazards
 - 4.3.4.1. Hazardous areas
 - 4.3.4.2. Hazardous activities
- 4.3.5. Public and Property Water Protection Programs
 - 4.3.5.1. Patrols
 - 4.3.5.2. Public education and dissemination of information
 - Signage

- Handouts
 - Ranger station contacts
- 4.3.5.3. Restricted activities/areas
- 4.3.5.4. Lifeguards
- Hiring and selection standards
 - Minimum training requirements
 - Age
 - Park specific skills test
 - Training and orientation
 - Equipment
 - Communication and response procedures
 - Guarded Areas
 - Size
 - Designation (signage)
- 4.3.6. Emergency Response Agencies and Specific Situation That Would Require Their Support
- 4.3.6.1. Rescue
- 4.3.6.2. Municipal lifeguard service
- 4.3.6.3. U. S. Coast Guard
- 4.3.6.4. Florida Fish and Wildlife Conservation Commission (FWC)
- 4.3.6.5. Other

4.4. Emergency Action Component

4.4.1. Objectives

4.4.2. Natural Disasters

Hurricanes and Tropical Storms present significant potential for damage by natural causes at _____ State Park. Park management or other designated personnel shall continually monitor information concerning watches and warnings on the local Emergency Broadcast System Radio Station, W____, _____ on the AM dial. Various websites on the Internet such as the National Hurricane Center (NHC) web site, <http://www.nhc.noaa.gov> or the Weather Channel <http://www.weather.com> offer aids in tracking storm events.

4.4.2.1. Prior to Hurricane Season

By May 15 of each year the park manager shall:

- Review the Hurricane Preparedness Plan with all park staff.
- Ensure the availability and serviceability of chain saws and generators.
- Ensure the availability and serviceability of First Aid kits in each park vehicle.

- Ensure the availability and serviceability of fire extinguishers in each park vehicle.
- Update the emergency contact list and emergency asset list.

4.4.2.2. During Hurricane and Tropical Storm Threats

The following actions shall be taken at appropriate stages during the hurricane and tropical storm threats.

- When a Tropical Storm or Hurricane exists within striking distance:
 - Park management shall notify all employees and appropriate volunteers to stay in contact with the park on a regular basis and to report to the ranger station or otherwise designated area immediately if a Tropical Cyclone watch or warning is declared in the area.
 - Park staff shall begin preparing park facilities and obtaining supplies that may be used to secure facilities and equipment for the storm as well as recovery efforts after the storm passes.
 - All emergency assets shall be checked and readied for use. All state vehicles and fuel storage containers are to be filled with fuel.
- Tropical Storm Watch / Hurricane Watch
 - A hurricane or tropical storm may threaten the vicinity of the park, storm conditions are possible within 48 hours.
 - The Park management shall have on-duty personnel inform all overnight visitors of the tropical storm / hurricane watch and of the possibility of overnight accommodation closures and evacuations.
 - Day-use visitors shall continue to be admitted and visit as normal, with each visitor that enters the park being informed by the gate attendant of the potential threat.
- Tropical Storm Warning
 - A tropical storm is threatening the area and is imminent, storm conditions are expected within 36 hours. It is the intention of the Division that no park visitors remain in the park during Tropical Storm conditions.
 - Unless State or Local Emergency Operations Center(s) direct evacuation further in advance, park management shall have on-duty personnel notify all overnight visitors, including volunteers and employees, in travel trailers of the probability of evacuation procedures outlined later in this plan. Overnight visitors who do not live in the immediate area shall be notified of the nearest Civil Defense Shelter. Open shelter information is available at the Florida Division of Emergency Management website

www.floridadisaster.org or specifically at <http://www.floridadisaster.org/shelters/>.

- Day use visitors shall be notified of the possibility of park closure upon entry. Park management shall use discretion to initiate evacuations, if necessary, in a timely fashion, respective of time of day and anticipated onset of tropical storm conditions, to ensure safe and orderly evacuation and protection of park facilities, resources and staff.
- Unless conditions merit closure, day use visitation shall continue to operate as normal, with each visitor that enters being informed by the gate attendant of the potential threat and impending park closure. If tropical storm conditions are expected any time during the day, the park will remain closed on that day. Park management shall consult with the district assistant bureau chief or bureau chief on all closures.
- There shall be no park visitors remaining in the park during tropical storm conditions.
- Hurricane Warning
 - A hurricane is threatening the area and is imminent, storm conditions are expected within 36 hours.
 - Park management shall have all on-duty personnel close all park operations and evacuate all park visitors, following the evacuation procedures outlined later in this plan. Overnight visitors who do not live in the immediate area shall be notified of the nearest Civil Defense Shelter. Open shelter information is available at the Florida Division of Emergency Management website www.floridadisaster.org or specifically at <http://www.floridadisaster.org/shelters/>. Park management shall notify the district assistant bureau chief or bureau chief of the park closure.
 - Final preparation of park facilities and equipment shall be completed following the evacuation.
- Emergency Operations Centers (EOC)
 - The local EOC website at www._____ (found at http://www.floridadisaster.org/County_EM/county_list.htm) shall be monitored and all EOC recommendations for evacuations shall be followed and may require taking action sooner than outlined above.
 - All storm events require park management communication with the County EOC. County EOC may be found at http://www.floridadisaster.org/fl_county_em.asp.

4.4.2.3. Office Closures

DEP Directive [280](#), in conjunction with the procedures for office closures memo from the Division of Administrative Services providing the

guidelines for office closure procedures, should be used as a guide for office closures and staff reporting to work. Recommendations by the local EOC office pertaining to traveling on roadways should be followed and used as a guide. Closing of the park shall be coordinated with the district assistant bureau chief or bureau chief.

4.4.2.4. Flood.

4.4.2.5. Wildlife Kill.

4.4.3. Evacuation Plan

4.4.3.1. Visitors

The park shall not be re-opened to the public until all hazards have been removed and power is restored. Re-opening shall be coordinated with the district assistant bureau chief or bureau chief.

4.4.3.2. Employees

Park management shall ensure these park protection measures are performed with sufficient time to allow all park employees the opportunities to take appropriate individual action to assure the safety of themselves and their families. Upon the issuance of a state or local mandatory evacuation order during a hurricane or tropical storm, all park employees must evacuate to a safe place outside the park boundary until the storm dissipates or until such time access is granted by state or local authorities. Park personnel shall keep in contact with supervisors, either by calling ___-___-___ (park manager) or ___-___-___ (assistant park manager). Employees can contact the _____ County Sheriff's Office at ___-___-___ or the _____ Police Department at ___-___-___ to monitor when reentry to the park will be allowed. All employees will report to work as quickly as possible after the watch or warnings have been lifted or when local authorities allow residents to return. It is essential that all employees return to the park as soon as possible when local authorities give their approval so that recovery/repairs can be initiated.

4.4.3.3. Property and Materials

During evacuation, and while assistance is being rendered to all visitors, the property and materials within the park shall be protected as follows:

- Items that may become windborne or may float (e.g., trash cans, loose lumber, picnic tables, etc.) shall be secured inside buildings.
- Vehicles shall be secured inside buildings when possible. Otherwise, vehicles shall be secured in open areas away from large trees or power poles. Vehicles and equipment such as chain saws should be left full of fuel and ready for immediate use.
- Doors in unused buildings shall be locked, with electric power and water turned off where possible. Windows should have shutters installed, depending on probability for damage, especially in the ranger residences and park office.

- Computers should be removed, depending on the probability for damage. Otherwise, computer equipment may be elevated to avoid water damage. Computer disks shall be removed for safekeeping.
- (Subsequent items shall be added here to identify park specific needs).

4.4.3.4. Domestic Animals

4.4.4. Man Caused Emergencies

4.4.4.1. Major Injury or Death

4.4.4.2. Structural Fire

4.4.4.3. Boat Accident or Overdue Boat

4.4.4.4. Missing Person in Park

4.4.4.5. Diving Accidents

4.4.4.6. Serious Crimes

4.4.4.7. Military Attack

4.4.4.8. Hazardous Material Accident

4.4.4.9. Oil Spill

4.4.5. Emergency Phone Numbers

4.4.6. Helicopter (air ambulance) landing Sites

4.4.7. District emergency assets list

5. WILDLIFE MORTALITY EVENTS ON BEACHES AT FLORIDA STATE PARKS - FPS BEST MANAGEMENT PRACTICES[^]

5.1. Reporting

5.1.1. Fish Die-Offs.

Report to FWC Fish Kill Hotline at 1-800-636-0511.

5.1.2. Cetacean, Manatee and Sea Turtle Strandings

5.1.2.1. Report to FWC at 1-888-404-FWCC.

5.1.2.2. All dead/live stranded sea turtles shall be documented in place by authorized staff per FWC Marine Turtle Conservation Handbook (<http://myfwc.com/media/4112794/fwc-mtconservationhandbook.pdf>), and dead turtles disposed of off-beach.

5.1.2.3. FWC stranding staff shall be contacted for all live and fresh dead turtles found on the beach.

5.1.3. Bird Mortality

5.1.3.1. Report to FWC's online wild bird die-off site <http://legacy.myfwc.com/bird/default.asp>.

5.1.3.2. Follow FWC guidelines for handling dead bird carcasses:
<http://myfwc.com/conservation/youconserve/assistnuisance-wildlife/faqs/>

5.1.4. Notify District Biologist and District Bureau Chief for all events other than isolated incidents of fish or bird mortality.

5.2. Clean-Up by Hand

5.2.1. Clean up by hand if possible, dispose in off-beach locations.

5.2.2. Appropriate PPE must be worn and includes:

- Long impervious gloves
- Particulate mask (p95)
- Thick-soled shoes

5.2.3. Algae and vegetation that washes ashore shall be left in place.

5.3. Clean-Up by Use of Mechanical Equipment

For large species or mass wildlife mortality events, use of mechanical equipment is allowed when all the following conditions are met:

5.3.1. Year-Round Procedures

5.3.1.1. District Bureau Chief authorizes the mechanical equipment, procedure, and timing.

5.3.1.2. Clean-up methods will utilize the smallest equipment possible to complete the task efficiently and shall minimize unnecessary sand and wrack movement or removal from beach.

5.3.1.3. Equipment on the beach must follow [FWC Best Management Practices for beach driving](#).

5.3.1.4. Clean-up avoids impact to existing dune/beach vegetation.

5.3.1.5. Dead wildlife is disposed of off-beach or as directed by the District Bureau Chief or appropriate managing agency.

5.3.1.6. A staff member is present to monitor all clean-up activities to ensure protected shorebird species are not in the area and imperiled species are not impacted by mechanical equipment.

5.3.1.7. Equipment must avoid all protected shorebirds resting, feeding, and nesting on the beach per FWC guidelines.

5.3.2. Additional Procedures During Nesting Season: March 1st to October 31st

5.3.2.1. Sea turtle nest surveys must have been completed for 65 consecutive days prior to equipment accessing the beach.

5.3.2.2. Sea turtle nest surveys must be completed daily prior to equipment accessing the beach.

5.3.2.3. A staff member must walk/drive ahead of mechanical equipment to ensure the beach and wrack line is clear of shorebirds and sea turtles before the equipment enters an area.

- 5.3.2.4. Mechanical equipment must avoid all protected shorebirds resting, feeding, and nesting on the beach per FWC guidelines. Nesting shorebirds must be avoided by at least a 200' buffer by all mechanical equipment or as determined by FWC. Nest areas must be roped off and posted to protect the nest.
- 5.3.2.5. Posted sea turtle nests on the beach must be avoided by 25' buffer or as determined by FWC.

6. RESPONSIBILITIES [^](#)

6.1. District Bureau Chief

- 6.1.1. Ensure that all park managers understand and adhere to the protection procedures and objectives.

6.2. Park Manager

- 6.2.1. Ensure that all park personnel understand and adhere to the protection procedures and objectives.
- 6.2.2. Forward all incident reports through the chain of command.
- 6.2.3. Monitor protection needs of the park.
- 6.2.4. In coordination with the FWC, recommends the level and scope of law enforcement activity within the park.
- 6.2.5. Make annual revisions as necessary to the Park Protection Plan.
- 6.2.6. Ensure annual review of the Park Protection Plan by all staff.

6.3. Florida Fish and Wildlife Conservation Commission (FWC)

- 6.3.1. Maintain records of all law enforcement incidents.
- 6.3.2. Establish, update, and monitor to ensure compliance, all law enforcement procedures.
- 6.3.3. Work closely with park management to determine protection needs of the parks and ensure proper coverage and compliance.

CHAPTER 3.2 SAFETY

- [1. PURPOSE](#)
 - [2. RESPONSIBILITIES](#)
 - [3. SAFETY COMMITTEES](#)
 - [4. SAFETY TRAINING](#)
 - [5. INCIDENT PROCEDURES](#)
 - [6. PANDEMIC SAFETY PROCEDURES](#)
 - [7. SAFETY INSPECTIONS](#)
 - [8. WATER SAFETY PLAN](#)
 - [9. SCUBA DIVING & SNORKELING](#)
-

1. PURPOSE [^](#)

UPDATED JANUARY 25, 2016

- 1.1.** The purpose of this chapter is to specify the Department and Divisions safety procedures. The Division expects park areas and facilities to be free of hazards in order to prevent injury, illness, and/or death. Division staff must practice sound safety habits and identify the necessary resources to assure a safe environment. Refer to DEP Directive [710](#) for the Health and Safety Manual.
- 1.2.** Failure to follow safety rules, regulations and practices may result in loss of workers compensation benefits and result in disciplinary action against the employee Division staff.

2. RESPONSIBILITIES [^](#)

2.1. Division Staff

- 2.1.1. Attend scheduled safety meetings when on duty.
- 2.1.2. Offer safety advice to co-workers and, when appropriate, during casual conversation with park visitors.
- 2.1.3. Incorporate safety suggestions and precautions when possible in interpretive programs and media broadcasts.
- 2.1.4. Know how to safely perform all tasks before attempting them, or obtain proper instruction.
- 2.1.5. Follow safety standards and wear appropriate personal protective equipment (PPE).
- 2.1.6. Promptly report all incidents, accidents, close calls and unsafe conditions and processes.
- 2.1.7. Administer first aid to the extent of the employee's training and be aware of the means for obtaining emergency medical attention.
- 2.1.8. Be thoroughly familiar with the park's protection plan or office emergency procedures.
- 2.1.9. Correct and/or report any hazardous condition immediately.
- 2.1.10. Notify supervisor of any condition that may diminish one's ability to safely perform duties.

- 2.1.11. Ensure adequate precautions are taken for the safety and protection of all Division staff and visitors.

2.2. District Bureau Chief

- 2.2.1. Ensure safety meetings are held once every month at all parks.
- 2.2.2. Review all reports relating to accidents and injuries.
- 2.2.3. Provide resources for the correction of unsafe conditions and processes.
- 2.2.4. Include safety items in annual park management summaries and provide results to the district safety manager.
- 2.2.5. Assist park managers with the implementation and execution of safety procedures and requirements.
- 2.2.6. Assist park managers with protection planning, implementation and follow-up.
- 2.2.7. Make safety a permanent agenda item for all personnel meetings.
- 2.2.8. Encourage prompt reporting of unsafe or substandard conditions.
- 2.2.9. Ensure corrections and repairs of unsafe conditions are made in a prompt and effective manner.

2.3. Park Manager

- 2.3.1. Ensure every employee, successfully completes and remains current in basic first aid and CPR training and any other training necessary to ensure that employees are provided information to perform their job safely.
- 2.3.2. Make safety a permanent agenda item for monthly personnel meetings and maintain minutes.
- 2.3.3. Include safety performance on employee annual evaluations.
- 2.3.4. Develop, maintain, and annually review and/or revise the Emergency Action Plan and any other required safety plans based on the operations of the respective park unit.
- 2.3.5. Encourage prompt reporting of accidents, close calls and unsafe conditions and processes.
- 2.3.6. Ensure that inspections of the workplace and public areas are conducted to identify hazardous conditions and practices.
- 2.3.7. Ensure corrections and repairs of unsafe conditions are made in a prompt and effective manner.

2.4. Bureau Chiefs/Office Heads – Tallahassee

- 2.4.1. Ensure that employees are aware of safety practices related to their job duties.
- 2.4.2. Include safety as an agenda item for personnel meetings on at least a quarterly basis.
- 2.4.3. Encourage prompt reporting of accidents, close calls and unsafe conditions and processes.

- 2.4.4. Ensure corrections and repairs of unsafe conditions are made in a prompt and effective manner.

3. SAFETY COMMITTEES [^](#)

UPDATED JANUARY 25, 2016

3.1. Division Safety Committee

The Division must maintain a statewide safety committee comprised of the Division safety manager and a district safety manager from each district appointed by the district bureau chief. The committee must meet at least twice per year or more often if necessary. The duties of the Division safety program manager and Division safety committee, are outlined in the DEP Directive [710](#).

3.2. District Safety Committee

Each district should maintain a district safety committee consisting of the district safety manager and a park safety coordinator from each park appointed by the park manager. Park managers should select employees who are interested in safety awareness and implementation. Periodically, the park safety coordinator position should be rotated in order to allow other employees the opportunity to be involved with safety. The district committees must meet at least annually to discuss current safety issues, make recommendations for improving the safety program and provide training for park safety coordinators.

4. SAFETY TRAINING [^](#)

- 4.1. Safety training such as safety orientation, job specific, and general and ongoing safety, is an essential and required component of the Division's safety program. Additionally, supervisors must provide other safety training based on Division staff requests and information supported by injury data.
- 4.2. Orientation training must be conducted for new and transferred Division staff including general safety procedures and rules, importance of using safety devices and following safety rules, and procedures for reporting unsafe conditions, accidents and close calls. All Division staff must be provided orientation training for new equipment or procedures.
- 4.3. Job specific training must include verbal instructions on safely performing the job, demonstration of safe performance, observation of the performance for proper procedures and having employees explain the procedure back to the supervisor to ensure understanding.
- 4.4. General or ongoing safety training must be included at Division wide meetings and training programs including but not limited to Ranger Academy, annual park manager meetings, annual assistant park manager meetings, annual biologists meetings, and park management training. Periodic training must be conducted at district, bureau, program, section and park levels.
- 4.5. Specific training is required for certain practices within the Division. Refer to OM Chapter 1.5.
- 4.6. Individual employees must be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice, or when a supervisor observes or has knowledge of employees displaying unsafe acts, practices or behaviors.

- 4.7.** All safety and health training must be documented in the Learning Management System (LMS) in [People First](#). Supervisors are responsible for maintaining & submitting safety records.

5. INCIDENT PROCEDURES [^](#)

UPDATED SEPTEMBER 1, 2018

5.1. Major Injury, Death, Missing Person

Follow procedures outlined in the Parks Protection Plan.

5.2. Incident Notification and Reporting Procedures

5.2.1. Notify the park manager or designee as soon as possible.

5.2.1.1. Major incidents may include:

- Death
- Missing person
- Drowning, possible drowning, or near drowning
- Major boating accident
- Major auto accident
- Major injury or illness (e.g., heart attack, sunstroke, heatstroke, neck injury)
- Major disorderly conduct
- Major diving accident
- Other problems as specified by the park manager

5.2.1.2. Provide park manager or designee:

- Specific information about the nature of incident and communicate assistance needs (such as, but not limited to, ambulance, law enforcement, etc.)
- the location and status of the victim or incident; and
- follow-up reports as the situation changes

5.2.1.3. Park manager or designee must report all major incidents to the appropriate bureau chief or designee as soon as possible.

5.2.1.4. Bureau chief or designee will notify the division leadership, division safety manager and DEP safety officer as soon as possible via the DRP_MajorIncidents@dep.state.fl.us.

5.2.2. First Report of Injury

5.2.2.1. Supervisor Responsibilities - Notifying the director of the division by email, and copying the Deputy Secretary and the DEP Safety Officer of any accident or injury incurred by employees, volunteers, visitors and guests within 24 hours or the next working day via email to DRP_WC@dep.state.fl.us.

5.2.2.2. The email report must include:

- Date of incident
- Location of Incident

- Name of person injured
- Brief description of injury and circumstance (Less than 50 words)

5.2.3. Reporting Job Related Injuries

If the Park staff (FTE, OPS, Volunteer) has an on the job related illness/injury that requires medical attention, refer to the Procedures for Reporting on-the-job injury/illness/death for the most up-to-date reporting information.

5.2.4. Reporting an On-The-Job Death

Follow [Procedures for Reporting on-the-job injury/illness/death](#) as guided by DEP Directive [450](#), workers' Compensation (WC) and Return-to-work.

5.2.5. Once the illness/injury/death has been reported to the Worker's Compensation Provider (AmeriSys), park staff must provide a First Report of Injury, within 24 hours of occurrence, via email to DRP_WC@dep.state.fl.us and immediate chain of command. The report must include:

- Date of incident
- Location of Incident
- Name of person injured
- Brief description of injury and circumstance (Less than 50 words)

5.2.6. Complete an Incident Report (IR) after you send the First Report of Injury. The IR is not to accompany the First Report of Injury.

5.2.7. Incident Reports

5.2.7.1. A Division Incident Report ([DRP-016](#)) must be completed for:

- General liability loss such as visitor's injury/illness or death, state or private property loss or damage and accidents involving state watercraft and/or vehicles;
- Division staff injuries and illnesses (including non-WC and WC incidents);
- Miscellaneous incidents such as visitor complaints, rule/policy enforcement and close calls (incidents that could have resulted in injury/damage); and
- When in doubt, complete an Incident Report.

5.2.7.2. Refer to DEP Directive [630](#) for the "Reporting of Accidents Involving State Owned Motor Vehicles/Watercraft and the Procurements of Related Repairs." A copy of any law enforcement agency report must be submitted with the automobile/watercraft accident report.

5.2.7.3. The District will provide the IR to the Division within 10 calendar days of occurrence, via email to DRP_IncidentReports@dep.state.fl.us.

5.3. Safety Analysis Process

5.3.1. The purpose of the safety analysis process is to identify the cause of the incident (not necessarily to find fault), thereby allowing the development of remedies to prevent reoccurrence. Every accident or close call must be thoroughly reviewed. A

close call is an incident that did not result in any injury or damage, but could have easily done so under slightly different circumstances.

- 5.3.2. The supervisor at the location where the incident occurred will conduct the safety analysis. Management is responsible for seeing that the safety analysis reports are being thoroughly completed and that the recommendations are being addressed. Supervisors must use the following investigation procedures:
 - 5.3.2.1. Implement temporary controls to prevent any further injuries.
 - 5.3.2.2. Where possible, preserve the site of the accident and quickly gather evidence that is likely to change or move.
 - 5.3.2.3. Make sketches, take measurements, and take photos from several different angles.
 - 5.3.2.4. Identify and interview each witness and any other people who might provide clues to the accident's cause.
 - 5.3.2.5. Review the equipment, operations and processes to gain an understanding of the accident situation.
 - 5.3.2.6. Investigate all information carefully for unsafe conditions and unsafe acts. Make conclusions based on facts.

5.4. Operational Safety Review Teams

- 5.4.1. The District Bureau Chief will be responsible for selecting an operational safety review team to review incidents that result in a serious accident or death, except death by natural causes. The team should include the District Bureau Chief or designee, the Park Manager from the park where the incident occurred, a park manager with experience in operating a similar park or operation, the Division Safety Manager and Department Safety Officer. The District Bureau Chief may also request a representative from any other bureau/office or agency to assist as appropriate. If additional expertise is needed, the Bureau Chief may ask the Division Safety Manager to arrange for assistance from a safety expert outside the Division.
- 5.4.2. The Operational Safety Review Team's goal will be to gain information and insight that may assist management in improving park safety.
- 5.4.3. The District Bureau Chief or designee will be responsible for preparing a written report outlining the analysis and conclusions made by the review team. The report must be sent to the Division Safety Manager who will review and forward the report to the Division Director and Assistant Division Director.

5.5. After Major Incidents

- 5.5.1. Properly document the situation in writing and with pictures of the area, damaged equipment, etc. Photograph any conditions that may have contributed to the incident.
- 5.5.2. Critical Incident Mandatory Leave Requirement
 - 5.5.2.1. Any DRP Employee who is directly involved with acting on a Critical Incident will have the option of Leave granted by the employee's direct

supervisor for the next working day and/or up to an additional 8 hours immediately following the date of the Incident, if needed.

5.5.2.2. The employee will be provided information on how to access the Employee Assistance Program (EAP) and assistance given, if needed, to contact an EAP provider.

5.5.2.3. Complete confidentiality will be adhered to in every case and in every step.

6. PANDEMIC SAFETY PROCEDURES [^](#)

UPDATED OCTOBER 1, 2020

6.1. Protecting staff, volunteers, visitors and concessions is a first priority. Pandemic impacts including cleaning, absences and reduced services affect park and office operations and require preventative safety protocols. DRP approved pandemic-related protocols overlap with Department standards and are integrated into Directive 458, which provides guidance on how the Department will continue to operate and provide essential services.

6.2. Refer to [DEP Directive ADM 458](#) Administrative Procedures for Pandemic Response Plan for Division guidance on processes and park protocols.

7. SAFETY INSPECTIONS [^](#)

7.1. Daily, informal self-inspections, are to be conducted by all Division staff simply by observing hazardous conditions. Hazardous conditions must be corrected and/or reported to the appropriate supervisor immediately.

7.2. Formal self-inspections, must be scheduled on a regular basis by the park manager, bureau chief/office head or designee.

7.3. A thorough self-inspection of all park areas and facilities and Division offices must be conducted on a quarterly basis.

7.4. Safety checklists for formal and thorough inspections must be developed and should include all conditions and hazards to be examined along with any unit's specific needs. As a best practice, inspect conditions that will be encountered under poor visibility conditions, i.e., chain or cable gates should not exist without a PVC cover and reflective tape to increase visibility, stairs may need yellow stripes on the leading edge for those with decreased vision, etc.

7.5. A corrective action plan, which includes a time frame for the corrections should be developed upon completion of all safety inspections. Managers are responsible for keeping appropriate reports and records on self-inspections.

8. WATER SAFETY PLAN [^](#)

UPDATED JULY 1, 2020

8.1. Emergency Procedures

Follow procedures outlined in the Park Protection Plan.

8.2. Policies on Special Hazards/Marine Life

8.2.1. Sharks

- 8.2.1.1. On sighting a shark in or near the swimming area, Park staff and/or lifeguard clear the swimming area of all swimmers and then advise the park manager or designee of the action taken.
 - 8.2.1.2. Swimming area must remain closed until Park staff and/or lifeguard has determined that the water is safe to permit swimming. Before allowing swimmers back in the water, the Park staff and/or lifeguard will notify the park office that the swimming area is safe and the area is being re-opened.
 - 8.2.1.3. Exceptions must be approved, in writing, by the assistant division director.
- 8.2.2. Alligators
- 8.2.2.1. Designate a safety zone that extends out from the current designated swimming area.
 - Designated swimming area located in lakes/streams, safety zone should be extended approximately 200 feet where possible.
 - Designated swimming area located in springs, safety zone should be extended approximately 200 feet or to the dark water line whichever is greater.
 - 8.2.2.2. Any alligator that is six (6) feet or more in length that is in the safety zone should be treated as a Nuisance alligator and removed. Any alligator regardless of size in the designated swimming area should be treated as a nuisance alligator and removed. Contact a FWC Regional Office or 866-FWC-Gator (866-392-4286) to report nuisance alligators.
 - Designated swimming areas should be closed when an alligator has been reported in the safety zone until the alligator has been removed/observed leaving the safety zone or after a thorough search has been completed to include looking with lights after dusk.
 - If a designated swimming area has been closed and the alligator has not been removed before reopening the swimming area the following day a thorough search of the safety zone and swimming area should be conducted.
 - An alligator entering a high public use area or approaching humans is a nuisance alligator.
 - 8.2.2.3. Any alligator that is perceived by Park Staff as a possible threat should be removed.
 - 8.2.2.4. Nuisance alligator training should be conducted with all new park staff within 30 days of employment at parks that or known to have alligators or when transferred to another park that is known to have alligators and reviewed annually.
 - 8.2.2.5. Exceptions must be approved, in writing, by the assistant division director.
- 8.2.3. Water Quality

- 8.2.3.1. Water quality problems may include such things as high coliform bacteria counts, alga blooms, fish kills, red tides and oil spills.
- 8.2.3.2. In pools, freshwater lakes and rivers, every effort should be made to maintain high water quality standards. Tests should be routinely made to guard against degraded water quality. In the event of unsafe water quality, the swimming area will be closed immediately until the problem has been corrected.
- 8.2.3.3. Control of water quality standards in ocean or river swimming areas is often beyond the control of the park. However, visitors will be advised of the problem conditions such as fish kills, oil spills and red tides.
- 8.2.4. Storms and Lightning
 - 8.2.4.1. Lightning occurring in or near the protected/guarded swimming areas requires those areas to be cleared and visitors removed from the area. These areas will remain closed until the storm and lightning has passed.
 - 8.2.4.2. All radio communications, except emergency transmissions, will be discontinued until after the storm has passed.
 - 8.2.4.3. Severe storms often cause hazardous currents. River and lake swimming areas may experience a sudden rise or fall in water levels, current velocity, or turbidity. All possible efforts will be made to advise park visitors of these potential hazards.
- 8.2.5. Designating Swimming/Swimming Prohibited Areas
 - 8.2.5.1. Swimming Area Designation: 200' Swimming Boundary where applicable:
 - Most swimming areas are located due to historic use and existed at the time of acquisition. The only action required in these cases is to inspect the swimming area for onshore and offshore hazards and take appropriate steps to ensure all practical safety measures are implemented.
 - When new swimming areas are being designated, two primary criteria will be used:
 - 200' Swimming Boundary where applicable.
 - Water quality meets health standards for swimming.
 - Unsafe conditions can be eliminated or reduced to an acceptable level through development and management.
 - 8.2.5.2. Swimming areas will not be located in areas having known hazardous currents.
 - 8.2.5.3. Swimming will be allowed at any location where it is not specifically prohibited.
 - 8.2.5.4. Designated swimming areas will be shown on the park brochure map.
 - 8.2.5.5. Swimming Prohibited Areas
 - Swimming will be prohibited in areas, where in the best judgment of staff, known hazardous conditions exist, which cannot be eliminated.

Examples of hazardous conditions include, but are not limited to dangerous object in water, dangerous currents and boat traffic. Swimming can also be prohibited because of incompatibility with other activities or conditions such as historic zones, fishing piers and marinas.

- Signs
 - All signs should be in accordance with Chapter 5.1 of the OM.
 - All areas where swimming is prohibited will be designated with signs that face outside the prohibited area at all approaches.
 - These signs should read "Swimming Prohibited" or "No Swimming" and state the reason, e.g. "Dangerous Currents."
 - Designated swimming areas with lifeguard protection, when otherwise not defined, will have signs facing into the protected swimming areas at both ends that reads, "No Lifeguard Protection Beyond This Point."
 - Designated swimming areas that do not have lifeguard protection will have signs that read, "No Lifeguard on Duty - Swim at Own Risk."
 - When unmanned lifeguard stands are present, each stand will display a sign that reads, "No Lifeguard on Duty - Swim at Own Risk."
 - In the case of known potential hazards or dangers (e.g., strong currents, undertows or dangerous surf conditions), signs advising of these dangers will be posted to warn park visitors, swimmers, and service personnel. Signs need to be removed when dangers no longer exist. The DEP beach flag system will be used in accordance with Chapter [380](#), Florida Statutes.

8.2.6. Uniform Warning and Safety Flags Procedure and Requirements

- 8.2.6.1. All coastal parks with public beach areas are required to participate in the display of the [DEP's Florida Coastal Management Program](#) uniform warning and safety flags as outlined in [380.276](#), F.S. whether or not the beach has lifeguards.
- 8.2.6.2. Coastal parks with public beach areas are required to display, during operating hours, the uniform warning and safety flags and uniform notification sign at the ranger station and/or at official access points to and/or within the public beach areas.
- 8.2.6.3. The uniform warning and safety flags must be accompanied by a uniform notification sign that states the meaning of each flag's color and design.
- 8.2.6.4. Individual Park Managers are required to become familiar with local conditions at their park and or beach which would determine the correct

Flag to display. Individual Rangers, OPS and volunteers who will be involved with displaying the correct Flag must become familiar with these conditions as well. These conditions should be published and maintained at the park office.

- 8.2.6.5. Throughout the day, any and all staff should report changes in conditions to ensure the appropriate flag is flying to reflect the current conditions.
- 8.2.6.6. Beach Flags may be purchased by contacting the appropriate vendors.
- 8.2.6.7. Each Park shall develop a standing set of procedures to determine and display the correct Beach Flag for conditions at their parks. The procedures should include items specific to the park. To ensure park staff are informed on current conditions and policy, each park will establish a white board at an appropriate location within the park showing the current flag condition with amplifying information such as time, flag condition, and any appropriate notes that will impact conditions such as tide, wind speed and direction, etc. This procedure, once approved, will be posted at the Park Office or other appropriate location.

Park Procedures Template

**YOUR PARK's NAME Administration
Beach Warning Flag Policy**

BACKGROUND: In 2002 the Florida Legislature enacted [Florida Statute 380.276](#) mandating the establishment of a beach safety program and amended the statute in 2005 requiring the establishment of a uniform beach safety flag program.

LIST OF PLACES WHERE FLAGS SHOULD BE DISPLAYED IN YOUR PARK

-

COLORS OF FLAGS AND THEIR MEANING

Double Red:	Water Closed to Public
Red:	High Hazard High Surf and/or Strong Currents
Yellow:	Medium Hazard Moderate Surf and/or Currents
Green:	Low Hazard Calm Conditions, Exercise Caution
Purple:	Stinging Marine Life Man o' War, Jellyfish, Stingrays
Absence of Flags	Does Not Assure Safe Waters

LIST SPECIFIC WEBSITES TO USE FOR YOUR PARK *(see below for examples of appropriate websites):*

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On-site observations and weather reports may also be used to help make a determination (*You can enter your specific Beach and or City*).

- 8.2.6.8. These park procedures will be reviewed as part of the annual inspection.
- 8.2.6.9. The specifications for the uniform notification sign and the uniform warning and safety flags:
<http://www.dep.state.fl.us/cmp/programs/flags.htm>.
- 8.2.6.10. The Surf Zone Forecast for your region: National Weather Service’s website: www.ripcurrents.noaa.gov/forecasts.shtml.
- 8.2.6.11. Surf conditions: Through consultation with city or county beach patrols, or other experts such as the United States Lifesaving Association (USLA).
- 8.2.6.12. Other specific websites for your location and park:
- <https://www.weather.gov/safety/ripcurrent-forecasts>. This shows Surf Zone Forecasts (weather conditions) for Jacksonville, Melbourne, Miami, Tallahassee, and Tampa. These include “Sky/Weather, Max Temperature, Beach Winds, Surf, Water Conditions, Water Temperature, UVI Index, Lightning Threat, Rip Current Risk and Tide Information”. Looking at the heading closest for your beach may have greater information.
 - <https://visitbeaches.org/#>. On this page, you can select your beach, then the map will show highlighted areas, by clicking on these areas you may obtain more data on which to base your decision.
 - <https://www.weather.gov/safety/ripcurrent-science>. This is an excellent illustration of Rip Current Safety.
 - NOAA Beach Hazard Statement
<https://forecast.weather.gov/wwamap/wwatxtget.php?cwa=usa&wa=Beach%20Hazards%20Statement>.
 - NOAA Marine Weather forecast
<http://forecast.weather.gov/shmrn.php?mz=gmz853>.
 - (Your County) Florida Department of Health Red Tide and Enteric Bacteria water testing results
 - <http://sarasota.floridahealth.gov/programs-and-services/our-gulf-env/water-quality/red-tide.html>
 - <http://sarasota.floridahealth.gov/programs-and-services/our-gulf-env/healthy-beaches/index.html>

9. SCUBA DIVING & SNORKELING [△]

- 9.1.** All diving and snorkeling by Division staff must be in compliance with the DEP Directive [710](#), Standards and Procedures and [DEP Diving Safety Manual](#). For more information, please visit the [DEP Safety and Loss Control Manual](#) website.
- 9.2.** It is the responsibility of all supervisors to ensure Division staff dive or snorkel in compliance with the DEP Diving Safety Manual and DEP Snorkel Policy.

CHAPTER 4.1 CULTURAL RESOURCE MANAGEMENT

- [1. PURPOSE](#)
 - [2. CONSULTATION WITH DIVISION OF HISTORICAL RESOURCES \(DHR\)](#)
 - [3. ARCHAEOLOGICAL RESOURCE MANAGEMENT](#)
 - [4. MANAGEMENT OF CULTURAL LANDSCAPES](#)
 - [5. MANAGEMENT OF HISTORIC STRUCTURES](#)
 - [6. COLLECTIONS MANAGEMENT](#)
 - [7. DEFINITIONS](#)
-

1. PURPOSE [^](#)

The purpose of this chapter is to specify the Florida Park Service's (FPS) cultural resource management procedures which are designed to protect, preserve, manage and interpret cultural resources.

2. CONSULTATION WITH DIVISION OF HISTORICAL RESOURCES (DHR) [^](#)

2.1. State Required Compliance Review of Projects

- 2.1.1. [Chapter 267, F.S.](#), requires consultation between FPS and the Florida Department of State, Division of Historical Resources (DHR) on actions affecting cultural resources. Prior to any ground disturbing activity or physical work, repairs to, or demolition of a historic structure, the responsible party must consult either the [DHR Matrix for Ground Disturbance on State Lands](#) or the [Historic Building Preservation Review Matrix](#) whichever is appropriate. The matrix shall provide the appropriate procedure to follow before, during and after the project. For more information regarding the demolition of historic structures, refer to OM Chapter 4.1.
- 2.1.2. If consultation with the DHR is required, the park manager or the DEP project manager must submit information about the proposed project including a USGS quad map of the project location, park map showing location of the project, photographs and any available project plans and specifications to the Compliance and Review Section of the DHR. These items must be submitted along with the [DHR Compliance Review Consultation Form](#) with copies of the submission to the Bureau of Natural and Cultural Resources (BNCR). If there is any federal involvement in the project, a consultation form shall be submitted regardless of the action required in the matrix, refer to OM Chapter 4.1. Submission of the [DHR Compliance Review Consultation Form](#) must be made as early in the project's planning phase as possible.
- 2.1.3. The DHR can provide verbal and/or written comments in response to the consultation, and the FPS should comply with the comments and suggestions provided by the DHR. The DEP project manager or the park manager must consult with the BNCR historic preservationist or division archaeologist if there are questions or concerns related to the DHR's comments. A decision to not comply with any or all of the DHR's comments must only be made after consultation between the project manager, park manager, the BNCR, the appropriate bureau chief (DEP, Office of Operations, Bureau of Design and Construction (BDC) or FPS district) and, if needed, the FPS director.

- 2.1.4. When the DHR or the [DHR Matrix for Ground Disturbance on State Lands](#) stipulates that a certified archaeological monitor (ARM) must monitor a project, FPS staff must consult the [DHR Matrix for Ground Disturbance on State Lands](#) website to review proper monitoring procedures. Only professional archaeologists and land managers who are ARM-certified (have successfully completed the DHR's [Archaeological Resource Management Training course](#)) shall act as archaeological monitors. Archaeological monitors must not collect artifacts but will document them in place with photographs and notes. Monitoring results must be reported to the DHR using the [Archaeological Monitoring Results/Letter of Transmission Form](#) with a copy to the BNCR and the park's district office.

2.2. Compliance Review of Federal Projects

- 2.2.1. [Section 106 of the National Historic Preservation Act of 1966](#), as amended in 1968 and 2005, requires that all actions of the federal government be reviewed by the State Historic Preservation Officer (SHPO) located at the DHR prior to taking action. This includes federal grant funding, permitting and work federal employees may undertake on park property or federal property under lease to FPS. [Section 4 \(f\) of the Department of Transportation \(DOT\) Act of 1996](#) stipulates that the Federal Highway Administration (FHWA) and other DOT agencies cannot approve the use of land from publicly owned parks, recreational areas, wildlife and waterfowl refuges, or public and private historical sites unless there is no feasible and prudent avoidance alternative to the use of the land and the action includes all possible planning to minimize harm to the property resulting from such use, or the FHWA determines that the use of the property will have a *de minimis* impact. These federal requirements have the potential of creating conflicting recommendations by the DHR because different people at the DHR can be reviewing the same project with possibly different outcomes based on federal and state law. In these cases, requirements pursuant to the [Sections 106](#) and [4\(f\)](#) procedures will normally take precedence over consultation requirements under Florida law.
- 2.2.2. The DHR Matrix for Ground Disturbance on State Lands is not applicable in the case of a federal affected project. That matrix does not govern how the federal agency handles cultural resources reviews. This is mainly because a federal agency has its own cultural resources staff and policies governing how a project may be handled. In many cases, those agencies will conduct surveys prior to any submission of their projects to the DHR or they may require the Division, as grant recipient or permittee, to conduct surveys.
- 2.2.3. The DEP project manager or park manager must determine, prior to submission of a [DHR Compliance Review Consultation Form](#) to the DHR; if any federal funds, personnel, land or permitting are involved. If so, the DEP project manager or park manager must determine, in consultation with the federal agency project manager, if the federal agency will be submitting the project prior to the DEP project manager or park manager submitting a consultation to the DHR.
- 2.2.4. The DEP project manager or park manager must notify their federal agency project manager that the division has a separate responsibility to consult with the State Historic Preservation Officer (DHR). If there are any questions, contact the division archaeologist or historic preservationist in BNCR for advice.

2.3. Compliance Review for Non-Park Related Projects

- 2.3.1. From time to time a third party may obtain permission to undertake projects in state parks that are conducted by a third party and not the park. Examples include research and collecting projects, utility rights of way, easements, road right of way clearing, and non-state trail development. The responsibility for securing DHR compliance review must rest with the third party and not the division. The division typically does not offer the services of the division archaeologist or historic preservationist in BNCR or ARM monitors to satisfy third party responsibilities to avoid impact on cultural resources. The third party must be advised of this requirement and shall show proof of consultation to the park manager prior to commencement of any work.
- 2.3.2. Subleases and easements will usually contain a provision which conveys to the third party these responsibilities.
- 2.3.3. All scientific research and collecting permits issued by the BNCR or the district offices must contain the following standard language: "There are many cultural resource sites within the parks that could be disturbed by your proposed activity. If your work involves any ground disturbance such as digging, taking ground core samples or similar work, you are required by law to consult with the DHR prior to conducting any work on state park lands. You should contact Compliance and Review Section, Bureau of Historic Preservation, Division of Historical Resources, R. A. Gray Building, 4th Floor, 500 South Bronough Street, Tallahassee FL 32399-0250, (850) 245-6333. Should archaeological monitoring be required by the DHR, you will bear the cost of the monitoring or any other required testing."

2.4. Physical Change Form and Incident Report

- 2.4.1. The Cultural Site Record of Physical Change Form ([DRP-009](#)) must be completed by park staff and entered into a designated file each time a cultural resource is physically altered. A copy must be sent to the BNCR.
- 2.4.2. A DRP Incident Report ([DRP-016](#)) must be filed each time an accidental disturbance or incident of vandalism causes damage to a cultural resource. The report must be routed in accordance with OM Chapter 3.2 with a copy to the BNCR.

3. ARCHAEOLOGICAL RESOURCE MANAGEMENT [^](#)

FPS is charged with the stewardship of archaeological resources, which include terrestrial sites with above and below ground components, as well as underwater sites and submerged structures. Archaeological sites are comprised of a combination of associated cultural artifacts, features and landscape elements, can be extremely fragile and are non-renewable. The goal of cultural resource management of archaeological sites, therefore, is to preserve, protect and interpret individual site components, as well as their provenience and surrounding context.

3.1. Archaeological Surveys, Site Location and Recordation

- 3.1.1. Park staff should know the location of recorded archaeological sites within park boundaries. Up-to-date maps showing the locations of all cultural resources in the park must be maintained in each park. Park staff may request maps from the GIS supervisor in the Office of Park Planning or the division archaeologist in the BNCR.

- 3.1.2. Parks must maintain copies at the park of [Florida Master Site File \(FMSF\) forms](#) for each recorded site in the park and must record and report additional archeological sites to the [FMSF](#) as they are discovered. Park staff will request files from the FMSF or the division archaeologist in the BNCR.
- 3.1.3. Park staff must check and verify that any archaeologist, whether public or private, has a current [1A-32 Permit](#) or other letter of authorization issued by the DHR prior to starting any field surveys or excavations. This includes above ground reconnaissance surveys that do not involve digging.
- 3.1.4. Parks must maintain copies at the park of historical overviews, survey reports and archaeological assessments associated with archaeological sites in the park. Park staff can contact the FMSF or the BNCR for assistance in acquiring these documents. The BNCR cultural resources staff will assist park staff if reports are not readily available or more detail is required to appropriately interpret cultural resources.

3.2. Confidentiality of Site Location Information

- 3.2.1. All archaeological site location information that is obtained from the DHR is exempt from the public records law, under [Section 267.135, F.S.](#), when the DHR finds that its release could create a risk of site damage. DRP staff is not to publish, distribute, post on the Internet or otherwise disseminate data which would reveal archaeological site locations. This data may be distributed to other employees of the Division.
- 3.2.2. Archaeological site location information data that has been developed by Division staff or consultants of the division may not be considered exempt from the public records law pursuant to [Section 267.135, F.S.](#) However it is the general policy of the division, in concurrence with the intent of [Section 267.135, F.S.](#), not to publish, distribute, post on the internet or otherwise disseminate data which would reveal archaeological site locations, even if the information is not exempt from the public records law. Release of such site location information which is not exempt must only be in response to a formal public records request. Such requests must only be honored after review by the Office of General Counsel and the BNCR.

3.3. Human Remains

- 3.3.1. FPS staff must immediately report any discovered or exposed human remains to the district medical examiner and local law enforcement per [Section 172.05, F.S.](#), the park manager, the FPS district bureau chief, the BNCR and the state archaeologist at the DHR (850-245-6444). Initial contact with the local law enforcement agency may be necessary in order to determine the appropriate district medical examiner to contact. All activity that may disturb the burial must cease and not resume until authorized by the district medical examiner or the state archaeologist.
- 3.3.2. The district medical examiner will determine if the remains are less than 75 years old and may involve a crime scene. In that case the district medical examiner assumes jurisdiction. If the examiner determines the remains are over 75 years old then the state archaeologist at the DHR may assume jurisdiction pursuant to [Chapter 872, F.S.](#)
- 3.3.3. If the DHR assumes jurisdiction, the park manager must work directly with staff from the DHR while they conduct the needed investigation and consultations with

various interested parties. The park must keep the district and the BNCR notified as the case progresses.

- 3.3.4. Human remains cases are extremely sensitive. Staff directly involved in the case must refrain from discussing the case with anyone outside park staff, chain of command, the BNCR and the DHR. Refer all media inquiries to the DEP press office and do not take, distribute or forward photographs of human remains in any form unless requested by the district medical examiner or state archaeologist.

3.4. Archaeological Resource Management (ARM) Certified Monitors

- 3.4.1. Each park must have at least one field staff member (Park Ranger or Park Service Specialist) (preferably both) other than the park manager and/or assistant park manager who is an [ARM certified monitor](#) through training offered by the DHR so that a certified monitor will be on hand when needed. Additionally, each park should strive to have either the park manager or assistant park manager (preferably both) and any assigned biological staff (biological scientist or environmental specialist) certified as ARM monitors.
- 3.4.2. [ARM Certified Monitors](#) are the primary park staff who will monitor project work in the park and to advise the park manager about appropriate actions to take regarding compliance and protection of the cultural resources in the park.
- 3.4.3. When either the [DHR Ground Disturbing Review Matrix](#) or DHR compliance requires ARM monitoring, the monitor must be present while any excavation is underway and must check the excavated material for artifacts and file an [Archaeological Monitoring Results/Letter of Transmission Form](#) as required with a copy to the BNCR and the park's district office.

3.5. Stewardship

- 3.5.1. Park staff must visit and conduct an assessment of each archaeological site in the park every two years. The purpose is to document condition, threats, and the degree of adverse impact posed by each threat. Assessment shall consist of written and photographic documentation of the condition of the site. If warranted, an updated [FMSF Archaeological Site Form](#) must be submitted to the DHR. If the park is unable to complete a biennial site assessment for every site, the park will consult the division archaeologist in the BNCR who will assist the park with determining needs and priorities for assessment efforts.
- 3.5.2. Extensive archaeological excavation work is discouraged unless there are compelling circumstances which would warrant such activity. Examples of compelling reasons would be imminent destruction by natural causes that cannot be arrested, mitigation for development or resource management where it has been determined that no alternative is available.
- 3.5.3. Inquiries about archaeological investigations must be directed to the division archaeologist in the BNCR.

3.6. Human Disturbances

- 3.6.1. Disturbance of cultural resources must be avoided if at all possible. Disturbances may occasionally be permitted for two reasons: the park is performing an authorized construction project and has received approval by written comment

from the DHR, or an archaeological research project is permitted by the BNCR and the DHR. If there is any doubt about the permits, the park manager must immediately contact the division archaeologist at the BNCR (850-245-3104). Any and all other disturbances are not allowable.

- 3.6.2. Cemeteries, family plots, isolated and unrecorded graves, or burials must be protected as archaeological sites in accordance with [Chapter 872, F.S.](#)
- 3.6.3. Human disturbances of cultural resources may also occur during an emergency such as a wildfire. During the emergency all efforts must be made to inform the emergency responders about sensitive areas to avoid if possible. Areas disturbed during an emergency must be assessed after the impact but before any restoration to record damage to known sites or record unrecorded sites. An ARM trained park staff may conduct the assessment and record using the [Archaeological Monitoring Results/Letter of Transmission Form](#) with a copy to the BNCR and the park's district office.

3.7. Artifacts Found in State Parks

- 3.7.1. Artifacts discovered in state parks must be left in their original location unless threatened (illegal collection, erosion, fire).
- 3.7.2. Title (ownership) of all artifacts discovered on state-managed lands including state parks is vested in the DHR in accordance with [Chapter 267, F.S.](#) Artifacts recovered in state parks must be transferred to the DHR. However, artifacts may be returned to parks that have sufficient curatorial and display capabilities by requesting a loan through the DHR's conservation lab office at 850-245-6444.
- 3.7.3. If artifacts must be removed from their original location, the park manager is responsible for documenting the location, providing security for the artifacts, and contacting the BNCR to arrange transfer of the artifacts to the DHR, Bureau of Archaeological Research (BAR). Refer to OM Chapter 4.1 for information on loans of artifacts from the BAR.

3.8. Approval of Archaeological Investigations

- 3.8.1. The DHR implements rules to regulate and control lawful archaeological research on all state-owned lands. No such operations may be allowed without a [1A-32 Permit](#) from the DHR and approval from the BNCR.
- 3.8.2. Archaeological Investigation, including techniques such as ground penetrating radar (GPR) and metal detecting, require [1A-32 Permits](#) from the DHR. Objects found or recovered under the terms of a permit issued by the DHR are property of the State of Florida, with title vested by statute in the DHR. Such objects are normally curated by the DHR and can be made available by loan to the division upon request.

3.9. 1A-32 Permit Process

- 3.9.1. The DHR prepares the draft permit and sends to permittee for signature.
- 3.9.2. Permittee sends the signed permit to the BNCR.
- 3.9.3. The BNCR notifies the district and park about the pending permit and the nature of the proposed work and requests comments and approval of the permit.

- 3.9.4. Once comments are received and enacted upon if necessary, the BNCR Bureau Chief signs the permit, and it is forwarded to the DHR for final execution.
- 3.9.5. When executed copy is received in the BNCR, a copy is forwarded to the park and district.
- 3.9.6. In addition to the executed copy, the division archaeologist in the BNCR issues an internal letter stipulating coordination of the survey with the park manager and including a “hold harmless” clause.
- 3.9.7. Requests to conduct archaeological research or salvage on state park land must be directed to the BNCR for review and appropriate action.

3.10. Use of Metal Detectors

Use of metal detectors, magnetometers or other metal detecting devices is prohibited per accepted division practice on all state parks, including sovereign submerged lands under lease by state parks, except for the following:

- 3.10.1. Coastal parks, in a zone between the waterline and toe of the dune, as determined by the park manager, except at archaeological sites within the zone designated by the DHR or the park manager.
- 3.10.2. Archaeological research projects authorized by the DHR.
- 3.10.3. As provided for in OM Chapter 1.2, for the recovery of lost personal items.

3.11. Treatment Standards for Archaeological Resources

3.11.1. Preservation

- 3.11.1.1. Preservation for an archaeological resource should maintain the existing form, integrity, and materials of the resource.
- 3.11.1.2. All archaeological resources should be protected against natural and human agents of destruction and deterioration whenever practicable.
- 3.11.1.3. Preservation of archaeological resources must include techniques of arresting or retarding deterioration through a program of ongoing maintenance. Deteriorated areas (e.g., depressions created through erosion, slumping, subsidence, and other natural causes) must be backfilled with clean sand or fill dirt or otherwise stabilized. Parks must coordinate with the BNCR prior to this undertaking and appropriate records will be created to document the action.
- 3.11.1.4. Excavation of archaeological resources and other destructive techniques must be employed only when necessary to provide sufficient information for research, interpretation, and management needs. Excavated areas (including potholes excavated by looters) must be backfilled with clean sand or fill dirt or otherwise stabilized. Parks must coordinate with the BNCR prior to this undertaking and appropriate records will be created to document the action.
- 3.11.1.5. Stabilization of an archaeological resource to arrest and inhibit deterioration will be done in such a way as to detract as little as possible from its appearance and significance and not adversely affect its

research potential unless adequate data recovery has occurred. Stabilization by vegetation, installation of riprap or landscape netting, burial, or other alteration must be undertaken only after sufficient research or experimentation to determine the probable efficacy of the action and only after existing conditions are fully documented. A complete record of stabilization work must be kept.

- 3.11.1.6. Data recovery will precede and be completed before physical intervention into any archaeological resource, including sites associated with historic structures.

3.11.2. Protection

- 3.11.2.1. Archaeological resources must be protected from vandalism and looting. Patrols, fencing, warning signs, remote/automatic cameras and remote-sensing alarms should be used as appropriate. Stewardship programs wherein concerned local people are enlisted to monitor conditions of archeological resources are encouraged. Coordinate with the BNCR regarding training and supervision of volunteers used for cultural site stewardship activities.
- 3.11.2.2. Interpretive and public educational programs to promote site protection are encouraged. The public should be made aware of the value of archeological resources and the penalties for destroying them through posters, film, and other forms of media. Park staff should be made aware of protection concerns and methods through training sessions from ARM trained staff, BNCR staff, or DHR staff.

3.12. Looting and Vandalism of Archaeological Sites

Looting and vandalism of archaeological resources in state parks is a crime, per [Chapter 267, F.S.](#) The sale or exchange of artifacts illegally obtained from state parks is also prohibited. Park staff must use the following procedure:

- 3.12.1. Notify law enforcement immediately of vandalism, looting or suspected looting at any archaeological site. Treat the site as a crime scene until the case is officially closed. Do not alter the site in any way, as it might hold clues that could lead to the apprehension of the perpetrators. Take precautions around sites being actively looted, as it is possible that armed individuals may be involved.
- 3.12.2. Notify the [Bureau of Archaeological Research \(BAR\), DHR](#), immediately of vandalism, looting or suspected looting at any archaeological site. Provide the BAR with photographs of associated damage, names and contact information of law enforcement officials on the case, and copies of any official police reports. Discuss the need for official documentation of damage and destruction of the archaeological site.
- 3.12.3. Notify the [Bureau of Natural and Cultural Resources](#) as soon as possible of all instances of looting, suspected looting, and vandalism. Provide copies of official reports and photographs, and updates on the case and coordination with the BAR.

4. MANAGEMENT OF CULTURAL LANDSCAPES [^](#)

4.1. Significance of Cultural Landscapes

The Florida Park Service manages several types of cultural landscapes as defined in Chapter 4.1. In order for a cultural landscape to be considered significant it must meet the criteria for listing in the [National Register of Historic Places](#), just like any other cultural resource. This means that the area must be associated with a significant event, design, person, cultural group or community of national, state or local significance. More importantly, the area must possess integrity as defined in Chapter 4.1. Within the concept of integrity, the National Register criteria recognizes seven aspects or qualities that, in various combinations, define integrity: location, design, setting, materials, workmanship, feeling, and association. To retain historic integrity, a property will always possess several, and usually most, of the aspects.

4.2. Defining Cultural Landscapes

While it is recognized that the FPS manages a number of cultural landscapes, at present, not all of these have been adequately documented. Although there is no single way to inventory a landscape, the goal of documentation is to provide a record of the landscape as it exists at the present time, thus providing a baseline from which to operate. All component landscapes and features that contribute to the landscape's historic character should be recorded. The level of documentation needed depends on the nature and the significance of the resource. For example, plant material documentation may ideally include botanical name or species, common name and size. To ensure full representation of existing herbaceous plants, care should be taken to document the landscape in different seasons. This level of research is ideal for smaller properties, but may prove impractical for large, vernacular landscapes. The required documentation can be found in the [Secretary of the Interior's Standards for the Treatment of Historic Properties with Guidelines for the Treatment of Cultural Landscapes](#).

4.3. Standards and Guidelines

4.3.1. Cultural landscapes must be managed in accordance with the [Secretary of the Interior's Standards for the Treatment of Historic Properties with Guidelines for the Treatment of Cultural Landscapes](#) and [Preservation Brief 36, Protecting Cultural Landscapes](#). The standards and guidelines identify and describe the four basic kinds of cultural landscapes (historic sites, historic designed landscapes, historic vernacular landscapes, and ethnographic landscapes) and treatment standards (preservation, restoration, rehabilitation, and reconstruction).

4.3.2. Unless the park has a report documenting the character defining features of the cultural landscapes, any alterations including the removal of exotics will require the assistance of a professional and/or staff from the BNCR. It must be assumed that all features in the landscape are historic, unless determined otherwise.

4.4. Review of Proposed Activities that May Affect Cultural Landscapes

DHR must review projects that may affect cultural landscapes that are listed on, or eligible for listing on, the [National Register of Historic Places](#). The [DHR Compliance Review Consultation Form](#) must be completed with attachments and sent to the DHR for review in advance of any undertaking that could affect the integrity of cultural landscapes or their features.

4.5. Stewardship

4.5.1. New construction and resource restoration must be planned in such a way as to avoid negative impacts on historic elements such as roads, trails, historic plant material, mounds and any other features associated with the particular cultural landscape.

- 4.5.2. Every effort must be made to identify and document the character defining elements of each cultural landscape.
- 4.5.3. The protection of cultural landscapes must be considered when conducting prescribed burning in an area that may contain historic properties.

4.6. Exotic Species

- 4.6.1. Non-invasive exotic species must be maintained in cultural landscapes where it is documented that they are significant, contributing elements of the landscape or are significant specimens.
- 4.6.2. Invasive exotic plant species which are significant elements of a cultural landscape must be maintained in the landscape using methods directed at containing and preventing the spread of the plants. This includes propagation and replanting. Known invasive EPPC Category I and Category II exotic plant species must not be propagated or replanted.
- 4.6.3. Removal and/or treatment of significant invasive species will be authorized only after alternative methods have been examined and it has been determined that no alternative exists to removal. This will only take place after consultation with the BNCR and the DHR.
- 4.6.4. Invasive exotics that must be removed must be documented and replaced with substitute material that matches the visual, functional and horticultural characteristics of the removed plants.
- 4.6.5. Reintroduction of non-invasive exotics shall be permitted in a cultural landscape where the plants are documented as significant parts of the historic period landscape.
- 4.6.6. Each park will develop a specific plan for the management of the cultural landscape including the actions to be taken regarding the management of exotics and native invasive plants to control their spread from historical locations, removal of exotics and reintroduction of replacement vegetation.

4.7. Fire

- 4.7.1. Burn prescriptions should include summary steps to be taken to avoid impacts to cultural landscapes when warranted.
- 4.7.2. Creating and maintaining firebreaks and fire lanes are ground-disturbing activities that may adversely impact cultural landscapes. Such activities must be conducted under the guidance of [DHR Matrix for Ground Disturbance on State Lands](#).
- 4.7.3. In the case of wildfire or other fire emergencies where plow lines have been created, staff must walk the plow lines after the emergency has ended and prior to any ground restoration to note if any artifacts have been unearthed. If artifacts exist, the DHR must be notified. New [FMSF forms](#) must be completed for any previously unrecorded sites, and updated [FMSF forms](#) must be completed for known sites.

5. MANAGEMENT OF HISTORIC STRUCTURES [^](#)

5.1. Purpose

Management of historic structures requires staff knowledgeable and skilled in applying historic preservation practices and treatments. This section provides Division staff with sources of information, procedures, guidelines and standards, and tools for pursuing appropriate management of historic structures.

5.2. Preservation Treatments and Their Application to Historic Structures

The [Secretary of the Interior’s Standards for the Treatment of Historic Properties with Guidelines for Preserving, Rehabilitating, Restoring and Reconstructing Historic Buildings](#) are the approved standards for projects involving historic structures and must be followed by FPS staff when undertaking such projects.

5.2.1. Four distinct treatments are used to characterize historic preservation projects. These terms are defined in the [Introduction to the Secretary of the Interior’s Standards for the Treatment of Historic Properties](#) and are: “preservation”, “rehabilitation”, “restoration” and “reconstruction.” “Reconstruction” is not a recommended approach unless the rebuilding of a lost structure is based on detailed and exact specifications, as-built drawings, and/or photographs that document the character and condition of a missing structure.

5.2.2. Appropriate actions to a historic structure can be determined once a treatment has been selected. [The Secretary of the Interior’s Standards for the Treatment of Historic Properties with Guidelines for Preserving, Rehabilitating, Restoring and Reconstructing Historic Buildings](#) contain guidelines for applying each of the four treatments.

5.3. Consultation on Actions Affecting Historic Structures

State law requires consultation between the FPS and the DHR on actions affecting cultural resources, including historic structures. The [Historic Building Preservation Review Matrix](#) must be used by FPS and BDC staff to determine when they are required to consult with the DHR and the BNCR on projects involving historic structures. The consultation process with the DHR must follow the steps set out in OM Chapter 4.1.

5.4. Demolition or Removal of Historic Structures

Proposed demolition or removal of a historic structure must follow the DHR consultation requirements set out in OM Chapter 4.1. In addition, the Division must demonstrate that there is no feasible alternative to demolition or removal and must provide a strategy for documentation and/or salvage of the resource. Division staff must request BNCR assistance prior to submitting a request for demolition or removal in order to address these additional requirements. All demolition requests must be submitted by the BNCR.

5.5. Reuse of Historic Buildings in Lieu of New Construction

5.5.1. The Division must make every effort to the extent feasible to reuse historic buildings rather than construct, acquire or lease new buildings, pursuant to [Section 267.061\(2\)\(e\), F.S.](#)

5.5.2. If the cost of rehabilitating, remodeling or altering a historic building along with the projected costs of maintaining that building and utilities and services are less than or equal to the cost of new construction or acquisition, the rehabilitation of the historic building would be considered feasible.

- 5.5.3. Within 60 days after the need for additional space is determined by the Division, a request for assistance must be submitted to the DHR. This request is for assistance with identifying suitable historic buildings in the park that could be used for the intended purpose.

6. COLLECTIONS MANAGEMENT [^](#)

6.1. Procedures

These procedures are required for the acquisition, loan, deaccession, and general management of FPS collections based on professionally accepted museum practices and standards. FPS collections management procedures support a program that clarifies and establishes the legal status of collections, provides for their long-term preservation, establishes mechanisms for periodic inventories, documents their history and condition, provides ready access to information about them, as well as facilitates the use of FPS collections for exhibition, interpretation, research, and loan. The BNCR supports park and district collections management programs by developing and revising FPS collections management procedures, standards, and forms; maintaining the FPS Historic Collections Facility and Archives; providing collections management training; and advising on matters relating to collections management. See the [Collections SharePoint page](#) for more information, including FPS collections management philosophy, best management practices, and collections forms.

6.2. Collections Management

Park managers are responsible for the management of all collections located at their respective parks. Proper and successful collections management is achieved by adherence to procedures set forth by the BNCR. Park managers seeking collections assistance, advice, and solutions should contact the BNCR Cultural Resources staff. Collections management includes but is not limited to:

6.2.1. Documentation

- 6.2.1.1. Catalog – Every park must maintain a current and accurate collections catalog in PastPerfect. Collections are NOT managed by a park’s property inventory nor the park’s sensitive items list. Only collections items with an appraised value exceeding \$1,000 should be included on the park’s property inventory and assigned a property number. (All rules regarding state property are applicable to these collections items, but they are first and foremost considered collections and not property.)
- 6.2.1.2. Inventory – Every park must annually inventory a percentage of its collections. The park’s annual inventory should be randomly generated by PastPerfect so that every 5-7 years the entirety of its collections has been inventoried.
- 6.2.1.3. Forms – All collections transactions must be accompanied by the appropriate collections forms, which must be included in the item’s PastPerfect file.
- 6.2.1.4. SOCS – Every park must write and follow a [Scope of Collections Statement \(SOCS\)](#). A park’s SOCS may be revised as frequently/infrequently as needed. SOCS revisions must be reviewed by

the District Bureau Chief, and submitted to the BNCR Bureau Chief for approval.

6.2.1.5. RMC/UMP – Curatorial concerns are addressed in the Cultural Resources section of the Resource Management Component (RMC) of the park's Unit Management Plan (UMP). Collections must be considered cultural and/or natural resources for purposes of occasional evaluations of resource management practices.

6.2.2. Storage

6.2.2.1. Climate Conditions – Ideal climate conditions for most collections are a temperature range of 68-70 degrees Fahrenheit and a relative humidity range of 50-55 percent. A consistent or stable climate without large variation is most important. The park manager should contact the BNCR cultural resources staff for assistance in developing the most appropriate environmental plan for the park's collections.

6.2.2.2. Pest Control – Regular pest control is necessary for the continued preservation of park collections. The park manager should contact the BNCR cultural resources staff for assistance in developing the most appropriate pest control plan for the park's collections.

6.2.2.3. Security – Park collections must be kept in a secure and regularly monitored location – whether on exhibit, in storage, or on loan. Measures must be taken to ensure this. Should security be breached, the BNCR chief must be notified and action must be taken to rectify the vulnerability/prevent future lapses.

6.2.2.4. Disaster Preparedness – Every park should write and annually review a collections-specific component to the parks emergency action plan (EAP). The park manager should contact the BNCR cultural resources staff for assistance in developing the most appropriate EAP for the park's collections.

6.2.2.5. Archivalware – Every park should store its collections in appropriate archivalware storage materials. The park manager should contact the BNCR cultural resources staff for recommendations on the most appropriate archivalware for the park's collections.

6.2.3. Preventative Maintenance

6.2.3.1. Cleaning – Every park should write and follow a collections cleaning schedule.

6.2.3.2. Conservation – If a conservation need is identified, the park manager should contact the BNCR cultural resources staff for advice on how to most appropriately address the issue.

6.2.4. Public Access

The FPS collections and archives are public resources/records and as such must be accessible to the public for research purposes. The FPS collections and archives access policy is in accordance with the laws of Florida and modeled after that of the State Archives, maintained by the Division of Library and Information Services (DLIS).

See the DLIS operating rules for [Research at the Archives](#) for authorization procedures required. These guidelines must be maintained by each park and district office, as well as the FPS Historic Collections Facility and Archives in Tallahassee.

6.3. Acquisition of Collections

6.3.1. Methods of Acquisition - An item's method of acquisition is reflected in the "Received As" field of its PastPerfect file. Collections items may be acquired through the following methods of acquisition:

6.3.1.1. Donation – Change in legal ownership, including bequest.

6.3.1.2. Purchase

6.3.1.3. Transfer – Exclusively between parks, district offices, the FPS Historic Collections Facility and Archives, and other Florida state agencies. Transfers within the division constitute a change in legal custody and responsibility; transfers from outside the division (from other Florida state agencies) constitute a change in legal ownership.

6.3.1.4. Found

- Cultural Objects – Field collection of cultural objects must only take place in the course of a permitted cultural resource survey. Field collection outside of a permitted cultural resource survey is prohibited and must always be avoided. More information on this can be found in the explanation of recovered objects, OM Chapter 4.1.
 - All archaeological artifacts found on park land become the property of the Department of State (DOS), Division of Historical Resources (DHR), to be accessioned by the Bureau of Archaeological Research (BAR) pursuant to [Chapter 267, F.S.](#) Should an interpretive need be identified, certain artifacts may be borrowed by the park. Should BAR determine not to accession certain artifacts, these artifacts may be transferred to the park.
 - In order for a park to acquire cultural objects recovered during field collection, the park manager must contact the BNCR chief. If the park manager is approached by representatives of BAR or a private company working under the auspices of BAR, the park manager must refer them to the BNCR chief. The BNCR chief, in coordination with the district bureau chief and park manager, will facilitate the transfer of the cultural objects to the park.
- Natural Objects – Field collection of natural objects must only take place in the course of a permitted scientific study. Per the natural resources chapter, OM Chapter 4.2, "All plants, animals, and other natural objects on park lands are protected and must not be removed without written authorization." See OM Chapter 4.2 for authorization procedures required to collect specimens and natural objects. Field collection of natural objects does not involve a change

in legal ownership; because the specimens/objects were obtained from park land, they were already owned by the FPS.

- Field collection of natural objects requires documentation of the specimens or objects collected in order to officially accession them as FPS collections.

6.3.1.5. Incoming Loan - No change in legal ownership. The borrowing institution takes legal custody and responsibility for the collections object, but the lending institution (or individual) retains legal ownership.

6.3.2. Acquisition Guidelines

6.3.2.1. Acquisition proposals must be sent by the park manager to the district bureau chief for review, then forwarded to the BNCR chief for approval. Upon communicated approval, the acquisition may take place – accompanied by the appropriate form, which must be signed by the park manager and then included in the item’s PastPerfect file.

6.3.2.2. No acquisition of any type may be accepted in the name of the FPS by park or district staff, volunteer, member of an advisory committee, member of a cooperative association, member of a citizen support organization (CSO), or private citizen without the prior approval of the BNCR chief, in coordination with the district bureau chief. It does not matter if the acquisition is being offered by the park’s CSO, another park, another Florida state agency (including DHR and BAR), a private company, a museum or other cultural institution, a private citizen, or a public official. There is no exception. All potential acquisitions must be reviewed by the district bureau chief, approved by the BNCR bureau chief, and signed by the park manager.

6.3.2.3. Each of the following criteria must be considered for all offers and acquisitions:

- All acquisitions must be consistent with the park's established SOCS.
- The park or district office has the ability to care for the acquisition on-site at the time of the offer.
- There is an identified need or use for the acquisition, as identified in the SOCS and UMP.
- The acquisition is in stable condition and is not likely to deteriorate under the park’s care.
- There is an acceptable financial impact on the FPS, district office, or park in terms of conservation and maintenance costs.

6.3.2.4. All items must have been legally acquired by the donor/seller/transferrer/lender. Legal counsel may be required in order to make an accurate identification on items where ownership is questionable or controversial.

- Temporary custody of a prospective donation may be necessary while still considering the items and finalizing paperwork. Before the FPS takes temporary custody of a prospective donation, an

[Examination Receipt Form \(DRP048\)](#) must be completed and a copy provided to the owner of the items. The Examination Receipt Form obligates the FPS, district office, or park to appropriately care for and return the items in as-received condition should the acquisition fail.

- 6.3.2.5. FPS personnel must not appraise the value and/or condition of collections items offered for acquisition for any party directly or indirectly involved in the transaction.
- 6.3.2.6. If any items are included in the acquisition of structures or sites, these items must go through the above stated evaluation and approval process. Prior to acquisition by the FPS, a determination must be made as to which of these items are appropriate for the FPS's permanent collections.
- 6.3.2.7. The title to all collections items acquired by gift, purchase, and transfer must be free and clear of restrictions regarding use or future disposition and, where applicable, copyright interest must be established.
- 6.3.2.8. The appropriate acquisition form (Donation, Transfer, Incoming Loan, Purchase Order, Archaeological Survey, Research/Collecting Permit, etc.) providing an adequate description of the items involved and the precise conditions of the acquisition must accompany all donations. All acquisition documentation shall be included in the item's PastPerfect file.

6.4. Loan of Collections

6.4.1. Loan Criteria

Some collections items managed by the FPS are on loan. Loans authorize a change in custody and responsibility, but not a change in ownership. Liability for returning a borrowed item in as-received condition is inherent in the acceptance of a loan. All acceptable loan proposals, whether from other institutions to the FPS (incoming) or from the FPS to other institutions (outgoing), must be sent by the park manager to the district bureau chief for review, then forwarded to the BNCR chief for approval. The following criteria must be considered for each loan proposal:

6.4.1.1. Incoming Loans

- Consistent with the park's established SOCS
- Tangible benefit to the programs of the FPS and significant interpretive benefit to the public
- Identified by an accepted plan for use
- Specified conditions for use stated in the loan documents
- Specified term of loan (time period) stated in the loan documents
- Lender and the FPS agree on conditions of loan
- Lender and the FPS agree on the condition of the items to-be-loaned
- Acceptable impact on the FPS in terms of cost and staff time
- FPS's ability to care for the items to-be-loaned

6.4.1.2. Outgoing Loans

- The FPS and the park’s lack of need for the items
- Tangible benefit to the FPS and significant interpretive benefit to the public, which presupposes public access to the object
- Identified in an acceptable plan for use
- Specified conditions for use stated in the loan documents
- Specified term of loan (time period) stated in the loan documents
- Borrower's agreement and capacity to conform to the FPS's conditions of loan
- Borrower and the FPS agree on the condition of the items to-be-loaned
- Acceptable impact on the FPS in terms of cost and staff time
- Borrower's ability to care for the items to-be-loaned

6.4.2. Loan Guidelines

- 6.4.2.1. To avoid the expense and responsibility of caring for unnecessary collections items or items whose integrity is compromised, only items with exceptional importance to the actual interpretation, research, or presentation needs of the FPS must be sought and accepted as loans.
- 6.4.2.2. Loans must be made from the FPS to public and not-for-profit institutions which have the ability to properly care for and ensure the objects, and which do not limit the public enjoyment of the loan objects. Loans must not be made from the FPS to private citizens.
- 6.4.2.3. Loans must be for a specific length of time; no items may be placed or accepted on an indefinite loan. Loans must not be used in a consumptive manner.
- 6.4.2.4. All items on loan to the FPS must have written approval from the owner or owner's agent before being removed from the park premises, or receiving conservation treatment or alteration of any kind. The only exception to this would be the circumstances outlined in [Section 265.565, F.S.](#) All proposals to pursue action authorized by [Section 265.565, F.S.](#), must be sent by the park manager to the district bureau chief for review, and then forwarded to the BNCR chief for approval. Legal advice may be necessary.
- 6.4.2.5. In the event of incident or accident involving loan items, the BNCR chief and the lender must be notified immediately.
- 6.4.2.6. The use of a collections item (whether the item itself or any reproduction of the item by photography, duplication, etc.) for any commercial purpose (whether for profit or not), must only be allowed after written authorization is obtained from the BNCR chief. The use or reproduction of any item on loan to the FPS requires, in addition to the BNCR chief's approval, the written permission of the item's owner or the owner's agent. If images of identifiable persons are part of an item being considered for commercial reproduction, Photographer and Model Release Forms ([000-020](#)) must be obtained in advance of the proposed

use. If copyright interest is involved, authorization must be based on the FPS's legal standing as reflected in the appropriate acquisition documents.

- 6.4.2.7. Either the Collections Incoming Loan Form ([DRP-049](#)) or the Collections Outgoing Loan Form ([DRP-050](#)) must accompany all loans and provide an adequate description of the items involved, their condition, and the precise stipulations of the agreement. All loan forms must be permanently retained in the item's PastPerfect file.
- 6.4.2.8. Loans that remain unclaimed for at least 5 years following the termination date of the loan may be processed according to [Section 265.565, F.S.](#)

6.5. Deaccession of Collections

6.5.1. Deaccession Criteria

- 6.5.1.1. Collections items must have permanency in the collections as long as they retain their physical integrity and identity, fit a park's SOCS, and/or remain significant to the FPS. The deaccession of collections items may be considered only when the above conditions no longer prevail and FPS ownership of the items has been firmly established.
- 6.5.1.2. Loans that remain unclaimed for at least 5 years following the termination date of the loan may be processed according to [Section 265.565, F.S.](#), and may be eligible for deaccession.

6.5.2. Deaccession Guidelines

- 6.5.2.1. Proposals to deaccession collections items must be reviewed by the district bureau chief. His/her recommendation, along with the Deaccession Form ([DRP-007](#)), must be submitted to the BNCR chief for approval.
- 6.5.2.2. A permanent record of the conditions and circumstances under which a collections item is deaccessioned must be included in the item's PastPerfect file.

6.6. Deviation from Procedures

Any deviation from collections management procedures requires written approval from the BNCR chief. The BNCR chief must receive notice of the intent to deviate from procedures and must submit approval documents prior to execution of the action.

7. DEFINITIONS [^](#)

7.1. Accession

The formal and legal documentation of an acquisition of new collections items. To accession a collections item is to establish legal title and enter it into the institution's catalog. Accessioning also identifies a relationship between the collections items involved in the acquisition, since it indicates their shared origin. Each accession is assigned a unique number, and an accession file is created to document the acquisition and list the collections items involved. Note: Collections items acquired as transfers &/or loans are NOT formally accessioned because transfers and loans do not involve a change in ownership, only a change

in custody. Find more information on Accessions, including how to informally accession transfers/loans, [here](#).

7.2. Acquisition

The process of obtaining and establishing custody of a collections item. All acquisitions involve a physical transfer, but not all acquisitions involve a change in ownership (i.e.: acquiring a transfer &/or loan). All incoming transactions are considered acquisitions.

7.3. Archaeological Artifact

A prehistoric or historic object that has been recovered from an archaeological site, found in an archaeological context, or discovered through an archaeological method.

7.4. Archaeological Resource

A type of cultural resource which includes terrestrial sites with above and below ground components, as well as underwater sites and submerged structures. An archaeological resource is not just the physical site but includes the body of research, management and treatment data associated with the archaeological site that is stored in various media that also require long-term preservation and protection. The relationship of each of these components to each other; known as provenience, and to the larger setting or context; is extremely critical to interpreting the data or history a site may contain. These resources can be extremely fragile and are non-renewable. The goal of cultural resource management of archaeological sites, therefore, is to preserve, protect and interpret these individual site components, as well as their provenience and surrounding context.

7.5. Archaeological Site

A place where the remnants of a culture past (pre-historic and/or historic) survives in a physical context that allows for the interpretation of these remains. Archaeological sites are comprised of a combination of associated cultural artifacts, features and landscape elements.

7.6. Archives

Unbound records, including building and landscape plans. Archives collections may be tangible or in an electronic format. Find Digitization Standards [here](#).

7.7. Artifact

A man-made object – that is, an object produced by or modified by human workmanship or activity.

7.8. Catalog

An institution's catalog is the specialized and systematic listing of the collections under its ownership. Collections items do not need to be physically on-site to be in an institution's catalog (i.e.: they might be on loan elsewhere), but they do need to be owned by the institution. A catalog is not the same as an inventory. Find more information on the distinction between a catalog and an inventory [here](#).

7.9. Collections

The total body of objects, archives, photographs, and libraries managed by an institution. Collections may be cultural, natural, and interpretive. The only requirement for something to be considered a collections item is that it be significant.

7.10. Collections Significance

Collections significance exists in two forms: intrinsic and interpretive. (See definitions of Intrinsic Significance and Interpretive Significance in this OM Chapter 4.1). Intrinsic and interpretive significance are not mutually exclusive, and various, stereotypical distinctions (real vs. replica; historic vs. handled; cultural vs. natural, etc.) are not default priorities when determining collections significance. A park's criteria for intrinsic and interpretive significance is defined in its Scope of Collections Statement (SOCS).

7.11. Conservation

The preservation, repair, and/or correction of deterioration of collection items.

7.12. Context

Pattern or trend in history by which a specific occurrence, property or site is understood and its meaning (and ultimately its significance) within history or prehistory is made clear.

7.13. Cultural Landscape

A geographic area (including both cultural and natural resources and the wildlife or domestic animals therein), associated with a historic event, activity, or person or exhibiting other cultural or aesthetic values. There are four general types of cultural landscapes, not mutually exclusive: historic sites, historic designed landscapes, historic vernacular landscapes, and ethnographic landscapes. The Florida Park Service manages several types of cultural landscapes including formal gardens, agricultural complexes such as farms and orange groves, battlefields, transportation systems, Native American areas such as mound complexes, natural areas that have been modified or maintained by man over time and even the parks themselves. A cultural landscape could include areas in parks that have been actively managed as natural areas as a result of human intervention such as with fire or other type of resource management actions.

7.14. Deaccession

The process of permanently removing accessioned collections from an institution's collections catalog.

7.15. Donor

An individual, the estate of an individual, a group, an organization, or an institution that gives collections items to the FPS. Donors must confirm that the donation is their sole property. Find Donation Forms [here](#) and Examination Receipt Forms [here](#).

7.16. Feature

In archaeology, a feature is a tangible remnant of human activity that is fixed in location and cannot be moved, such as a post mold or trash pit.

7.17. Historic Structure

A structure that is 50 years of age or older or has been determined eligible or is listed on the National Register of Historic Places.

7.18. Integrity

Integrity is the ability of a property to convey its significance and the authenticity of a property's historic identity, evinced by the survival of physical characteristics that existed during the property's historic or prehistoric period. The seven qualities of integrity as defined by the National Register of Historic Places are location, setting, feeling, association, design, workmanship, and materials.

7.19. Interpretive Significance

Interpretive significance is determined if a collections item supports and contributes to the interpretation of the park. Interpretively significant collections are representative of the park's current interpretive/educational themes and programs, though their significance may wane should the interpretation of the park change.

7.20. Intrinsic Significance

Intrinsic significance is determined if the collections item is, by definition, significant to the park. Intrinsically significant collections are byproducts of the park's cultural, natural, and operational history and retain their significance no matter the interpretation of the park.

7.21. Inventory

An institution's inventory is the specialized and systematic listing of the collections under its custody. Collections items need to be physically on-site to be in an institution's inventory, but they do not need to be owned by the institution (i.e.: they might be on loan). To inventory is to physically locate collections and confirm their presence/location. An inventory is not the same as a catalog. Find more information on the distinction between an inventory and a catalog [here](#).

7.22. Landscape Element

The smallest component of a landscape that contributes to its significance and that can be the subject of a treatment intervention. Examples include a woodlot, hedge, lawn, meadow or open field, fence, earthwork, pond or pool, or agricultural terrace.

7.23. Library

Bound records. Library materials may be formal (i.e.: published books) or informal (i.e.: meeting minutes).

7.24. Loan

The temporary, physical transfer of collections from one institution (or individual) to another. Loans do not involve a change in ownership, only a change in custody. Find Loan Forms DRP-049 and DRP-050 [here](#).

7.25. Looting and Vandalism of Archaeological Sites

The removal or attempted removal, defacement, destruction, or other alteration of any archaeological site or specimen without the permission of the DHR, whether through excavation or other means.

7.26. Object

Three-dimensional item.

7.27. Object ID

The unique identifier assigned to all acquired collections items. Find an explanation of the FPS Object ID [here](#).

7.28. PastPerfect Museum Software

The collections management program used by the FPS to catalog, inventory, and track the entirety of the FPS collections. Find more information on PastPerfect [here](#).

7.29. Photograph

Photographic prints and negatives as well as other audiovisual media. Photograph collections may be tangible or in an electronic format.

7.30. Preservation

The act or process of applying measures necessary to sustain the existing form, integrity, and materials of a historic property. Work, including preliminary measures to protect and stabilize the property, generally focuses upon the ongoing maintenance and repair of historic materials and features rather than extensive replacement and new construction. New exterior additions are not within the scope of this treatment; however, the limited and sensitive upgrading of mechanical, electrical, and plumbing systems and other code-required work to make properties functional is appropriate within a preservation project.

7.31. Provenience

In archaeology, the specific geographic or spatial location (either in two-dimensional or three-dimensional space) where an object was found.

7.32. Reconstruction

The act or process of depicting, by means of new construction, the form, features, and detailing of a non-surviving site, landscape, building, structure, or object for the purpose of replicating its appearance at a specific period of time and in its historic location.

7.33. Rehabilitation

The act or process of making possible a compatible use for a property through repair, alterations, and additions while preserving those portions or features which convey its historical, cultural, or architectural values.

7.34. Restoration

The act or process of accurately depicting the form, features, and character of a property as it appeared at a particular period of time by means of the removal of features from other periods in its history and reconstruction of missing features from the restoration period. The limited and sensitive upgrading of mechanical, electrical, and plumbing systems and other code-required work to make properties functional is appropriate within a restoration project.

7.35. Scope of Collections Statement (SOCS)

The SOCS is a park-produced document that formally identifies and describes the types of collections that demonstrate park-specific intrinsic and interpretive significance. A park's SOCS functions to limit the acquisition of collections to only those that contribute directly to the understanding and interpretation of that park's themes, &/or are site-related materials that the FPS is obligated to preserve. Find the SOCS Boilerplate [here](#).

7.36. Significance

When applied to archaeology, historic structures and cultural landscapes, the importance, meaning or value of a historic property as defined by the National Register criteria in one or more areas. Areas of significance are aspects of historic development in which a property made contributions which meet National Register criteria, such as agriculture, politics/government, or community development.

CHAPTER 4.2 NATURAL RESOURCE MANAGEMENT

- [1. PURPOSE](#)
- [2. PROTECTING NATURAL RESOURCES](#)
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- [5. EXOTIC SPECIES MANAGEMENT](#)
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- [8. DISPOSAL OF DOWNED WOOD](#)
- [9. PESTICIDE USE IN NATURAL COMMUNITIES](#)
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1. PURPOSE [^](#)

This chapter provides a summary of the methods the Division of Recreation and Parks (Division) uses to restore, manage, and protect natural resources within the Florida Park Service (FPS) lands. For specific management goals and objectives planned for an individual park, consult with the Bureau of Natural and Cultural Resources (BNCR) or the Resource Management Component of the [Unit Management Plan](#) of that park.

2. PROTECTING NATURAL RESOURCES [^](#)

UPDATED MARCH 17, 2016

2.1. Full Protection

All plants, animals, and natural objects within state parks are fully protected from collection, harassment and harm (62D-2013 FS).

2.2. Listed Species

- 2.2.1. State parks play an important, sometimes critical, role in the survival of listed species. District biologists and park resource management and interpretive staff are expected to be informed on which listed species are known to occur on parks under their management and to be familiar with critical special management/protection measures needed by each species (e.g., whether the species is fire dependent).
- 2.2.2. A variety of agencies, including United States Fish and Wildlife Service ([USFWS](#)), Florida Department of Agriculture and Consumer Services ([FDACS](#)), Florida Fish and Wildlife Conservation Commission ([FWCC](#)) and Florida Natural Areas Inventory ([FNAI](#)) are responsible for determining the status of listed species. District and park biologists must also ensure that USFWS [Recovery Plans](#) are followed to the full extent practicable for federal endangered and threatened species.
- 2.2.3. When necessary, single species management measures such as screening marine turtle nests, providing artificial nest sites, population augmentation, etc., should be instituted to manage for listed species. Such strategies must be addressed in the park's Unit Management Plan (UMP).

- 2.2.4. In managing a resident listed species, staff should assess the status of each population, giving attention to its geographical distribution relative to the park. Unless a population is sufficiently large to ensure its survival and is encompassed by the park boundaries, managing animals within the park will depend on proper management of adjacent lands. Such adjacent lands may be proposed to be within the optimum boundaries of the park. Land acquisitions that link the park with nearby public lands to create a functionally larger refuge are also of interest.
- 2.2.5. Colonial nesting birds, seabirds and shorebirds will be managed in accordance with guidelines provided by FPS [Shorebird and Seabird Management](#) as well as the [Florida Shorebird Alliance Posting Guidelines](#). When considering seasonal closures in public use areas, staff must use discretion in order to restrict public use to the minimum extent necessary to ensure protection of avian resources.

2.3. Collecting Species or Natural Objects

All plants, animals, and other natural objects on park lands are protected and must not be removed without written authorization (62D-2.013(7)). The [Scientific Research/Collecting Standard](#) provides guidance for issuing Scientific (non-commercial) Research/Collecting permits.

2.4. Introducing Plants and Animals

Persons must not introduce or release onto any park lands any plant or animal, either native or exotic, by willful abandonment or for any other reason without specific authorization of the district bureau chief in agreement with the chief of BNCR or as part of an approved restoration plan.

2.5. Feeding Wildlife

- 2.5.1. The feeding of alligators deserves special mention since it may endanger visitors. When alligators become accustomed to people and lose their flight reaction, they become a hazard and must be relocated or destroyed.
- 2.5.2. Locations in the park where alligator feeding is likely to occur must receive special monitoring.
- 2.5.3. Any and all combinations of interpretive techniques must be used to educate visitors not to feed alligators.
- 2.5.4. When an alligator starts to frequent a suspected feeding area and loses its flight reaction, it has become a problem. Such wildlife problems are addressed in the Division's [Nuisance and Exotic Animal Removal Standard](#).
- 2.5.5. Feeding wildlife is generally prohibited in state parks. Some feeding is permitted at select parks according to established park procedures and programs.

2.6. Nuisance and Potentially Dangerous Wildlife

The [Nuisance and Exotic Animal Removal Standard](#) provides additional details and the approved procedures regarding nuisance and potentially dangerous wildlife.

2.6.1. Nuisance Wildlife

Methods for managing nuisance and potentially dangerous wildlife must involve public/staff education, anticipating and resolving problems before they become

critical, relocation of animals, and as a last resort, humane destruction. Use of good planning and professional judgment is critical in determining the appropriate methods to be used to ensure adequate resource protection as well as public and staff safety.

2.6.2. Potentially Dangerous Wildlife

2.6.2.1. Some potentially dangerous animals may occasionally require removal from public use and residence areas. Public/staff safety must always be the highest priority during all aspects of the decision-making process.

2.6.2.2. Staff must also remain mindful that state parks are among the last places where some native species are likely to survive, therefore use of good planning and professional judgment is critical. Although all wildlife has the potential to be dangerous, alligators, venomous snakes, and bears are the most commonly encountered animals requiring the greatest precaution and coordinated planning.

2.6.3. Animal Handling and Disease Prevention

Employees involved in trapping and handling animals should use great caution to avoid injury and potential exposure to disease. Accordingly, a minimum of guidelines are effective for all division employees and volunteers.

2.6.3.1. Methodology for Minimizing Risk

- In order to minimize the risk of employee exposure with trapping activities, the following methodology should be used:
 - Whenever possible, the park must utilize the services of other government agencies or outsource to qualified professionals.
 - If outsourcing is not feasible, the park must minimize the number of different employees who are doing trapping and involve only those who volunteer for the duties.
- For employees who must trap, the park must supply appropriate training and equipment and offer rabies pre-exposure vaccination in accordance with the section below.

2.6.3.2. Handling Procedures

All employees handling or working in close proximity with animals must be extremely cautious and avoid direct contact with the animals to the greatest extent possible. When necessary poles must be used to move traps with live animals if there is not adequate protection surrounding the handle that would prohibit the animal from making contact with the employee.

- Proper clothing and personal protective equipment must be used when working with animals.
- Humane trapping methods must be used as prescribed in Division [Nuisance and Exotic Animal Removal Standard](#) and procedures.
- Employees involved in catch and release activities must use appropriate equipment to avoid direct contact with animals or their

fluids. Follow manufacturer's recommendations when using catchpoles and live-catch traps.

- A co-worker should accompany an employee when releasing live animals from traps or when moving traps containing live animals. When transporting an animal in a trap or cage, cover with dark tarp or cloth.
- Must request all non-essential people to leave the area when handling live animals.
- Trapping and disposal of live or dead animals must comply with Division [Nuisance and Exotic Animal Removal Standard](#) and procedures on resource management.
- All tools and equipment must be properly maintained and thoroughly cleaned after each use using a solution of one quarter cup bleach to one gallon of water.

2.6.3.3. Venomous Snakes

- The following venomous snakes are found in Florida and occur in many parks: eastern coral snake, cottonmouth, eastern diamondback rattlesnake, and pygmy rattlesnake. The copperhead and canebrake rattlesnake occur locally in extreme North Florida. All snakes are protected on park lands since they play an important role in the food chain. However, venomous snakes, as a possible danger to people, should be relocated away from public use areas and residence areas when found. Only experienced park personnel may move venomous snakes. When moving them to another park location staff must use a snake hook or loop or shovel to lift the snake then place it in a cool garbage can with a tight-fitting lid.
- Venomous snakebites require immediate attention. In general, important steps include identification of the snake (making staff training important), minimizing movement of the victim, and quick evacuation for medical treatment. Local hospitals must be contacted in advance to determine the closest facilities equipped to treat venomous snakebites. Staff should be trained in procedures for treating shock.

2.6.3.4. Rabies Exposure and Prevention

- All mammals, including people, can catch rabies. In Florida, the main animals that carry rabies are raccoons, foxes, bats, bobcats, skunks, otters and feral dogs and cats. Rabbits, squirrels, chipmunks, rats and mice are hardly ever affected with rabies and have not been known to transmit rabies to humans.
- Rabies is transmitted only when the virus is introduced into bite wounds or open cuts in skin or onto mucous membranes. The likelihood of rabies infection varies with the nature and extent of exposure.

- Bite Exposure - Any penetration of the skin by the teeth of a known or suspect rabid animal necessitates prompt post exposure treatment. This is by far the most common method of transmission.
- Non-Bite Exposure - Terrestrial animals rarely transmit rabies through non-bite exposure. Contamination of scratches, abrasions, open wounds or mucous membranes with saliva or other potentially infectious material (i.e., nervous tissue or cerebrospinal fluid) from a rabid animal must be considered an exposure to the rabies virus.
- Other contact by itself, such as petting a rabid animal or contact with blood, urine or feces of a rabid animal does not constitute an exposure. Because desiccation and ultraviolet irradiation inactivate the rabies virus, in general, if the material containing the virus is dry, the virus can be considered non-infectious.
- While directly involved in trapping, transporting and handling animals susceptible to rabies, employees must wear at minimum long pants and long sleeve shirt or coveralls, leather work gloves and protective eyewear. Employees involved in these activities must participate in training on proper handling techniques, safety precautions and disease prevention.

2.6.3.5. Pre-Exposure Immunization

- The Division must cover the expense of pre-exposure vaccinations for employees involved in the following activities with animals susceptible to rabies: catch and release; trapping and transporting; and handling live exhibits. Employees who handle carcasses must wear protective clothing, but the vaccination is not required.
- Although pre-exposure vaccination does not eliminate the need for additional therapy after a rabies exposure, it simplifies therapy by eliminating the need for human rabies immune globulin (HRIG) and decreasing the number of doses of vaccine needed in a post exposure event.
- Employees who refuse to accept the free pre-exposure immunization series must sign form [DEP 54-408](#), Rabies Pre-exposure Vaccine form, Part I – Refusal of Vaccination. Employees who accept the pre-exposure vaccination series must sign form DEP 54-408, Rabies Pre-exposure Vaccine form, Part II – Acceptance of Vaccination. Once the employee has signed this form, the supervisor must forward it to the Bureau of Human Resource Management to be placed in the employee’s medical record.
- Each time an employee receives an injection in the vaccination series, the employee must have the physician, nurse or health care administrator complete [DEP 54-409](#), the Employee Record of Rabies Vaccination form. After each visit to the health care facility to receive

the injection, the employee must give the completed form to his supervisor. The supervisor must forward this form to the Bureau of Human Resource Management to be placed in the employee's medical record.

- After the initial series of pre-exposure vaccinations, the employee must request to have their titer drawn every two years. The appropriate booster must be administered if the results of the titer indicate one is needed. The Division must cover the cost of any necessary boosters.

2.6.3.6. Post Exposure Treatment

Post exposure treatment is an urgent matter and must be handled promptly. Anyone who suspects a potential exposure must follow the established procedures:

- Immediately following a possible exposure, the employee must scrub the areas thoroughly with soap and water.
- Normal worker's compensation procedures must be followed. The physician will advise on medical procedures necessary based on the circumstances of the incident. The following information should be reported to the physician: the behavior, health and other characteristics of the animal; vaccination status; whether the encounter was provoked or unprovoked; and current status or disposition of the animal.
- The animal must be held for testing if at all possible. If the animal is euthanized, it is important not to shoot the animal in the head or destroy the brain since that is used to test for rabies. The county health department must be notified of the incident and the location of the animal.

2.6.3.7. Brucellosis Exposure and Prevention

- Brucellosis is an infectious disease caused by bacteria that is primarily passed among animals. The animals most susceptible to brucellosis in the park environment are cattle and hogs. Infection usually occurs after contact with blood, viscera, urine, vaginal discharges, aborted fetuses and especially placentas, through breaks in the skin.
- While handling animals susceptible to brucellosis, employees must wear, at minimum, long pants and long sleeve shirt or coveralls, rubber gloves and protective eyewear.
- There is no vaccine available for humans so prevention is essential. Treatment methods are difficult and infection often recurs.

2.7. Salvaged Specimens

The Division is authorized by various state and federal agencies to salvage and retain wildlife carcasses for educational and display purposes. Any specimens salvaged by staff under these permits or on Division managed lands are the property of the Division.

- 2.7.1. General Wildlife Carcasses, Parts, or Bones; Permitting Authority - Florida Fish and Wildlife Conservation Commission
 - 2.7.1.1. BNCR maintains a statewide Scientific Collecting Salvage Permit from the Florida Fish and Wildlife Conservation Commission's Species Conservation Planning Section and park staff are authorized sub-permittees. At the end of each calendar year, BNCR must request and the district offices must provide a park-by-park report of all specimens salvaged during the past year, which includes all wildlife carcasses that are being kept for study, display, or are awaiting taxidermy. The report must include whale, dolphin, manatee and marine turtle parts, bones, or carcasses (see below for additional requirements for these species). BNCR will transmit the compiled report to FWC by January 31.
- 2.7.2. Migratory Bird Carcasses, Feathers or Bones; Permitting Authority - U.S. Fish and Wildlife Service
 - 2.7.2.1. BNCR maintains a statewide Special Purpose Salvage Permit from the USFWS and park staff are authorized sub-permittees. At the end of each calendar year, BNCR must request and the district offices must provide a park-by-park report of all specimens salvaged during the past year. BNCR must transmit the compiled report to USFWS by January 31.
- 2.7.3. Manatee Carcasses or Bones; Permitting authority - U.S. Fish and Wildlife Service in conjunction with Florida Fish and Wildlife Conservation Commission
 - 2.7.3.1. Individual state parks are authorized to salvage/possess manatee parts for education and display. No permit is required, but the park must request a Letter of Authorization (LOA) from USFWS for all current and any newly acquired specimens. The request must contain a description of the specimen; a reason for obtaining the specimen; a point of contact and an address. For more information and to obtain an email address call the USFWS Jacksonville Field Office at (904) 731-3336 and the FWC Manatee Subsection in Tallahassee is at (850) 922-4330. If the bones/parts are transferred to another park or organization, contact FWS for further instructions.
- 2.7.4. Whale/Dolphin Carcasses or Bones; Permitting Authority - National Marine Fisheries, NOAA
 - 2.7.4.1. Individual state parks are authorized to salvage/possess marine mammals (whales or dolphins) for education and display. No permit is required as long as all parts are marked with a permanent identification number. Such number is usually the field number assigned by the Marine Mammal Stranding Network. If the specimen was beach-cast bones with no soft tissue attached, the park must contact NMF in St. Petersburg at (727) 824-5323 to register the bones and obtain a permanent number. If

the bones/parts are transferred to another park or organization, contact NMF for further instructions.

2.7.5. Marine Turtle Carcasses, Parts or Bones; Permitting Authority - Florida Fish and Wildlife Conservation Commission

- 2.7.5.1. State Parks are authorized to possess parts of marine turtles if they have a current Marine Turtle Permit issued by FWC. If a park does not have a Marine Turtle permit, then any salvaged parts must be reported immediately to FWC, Division of Habitat and Species Conservation in Tallahassee at (850) 922-4330 or in Tequesta at (561) 575-5407.

2.8. Downed Game Retrieval Procedures

The following procedure is to be followed in the event a hunter desires to recover game (deer, hog, other) shot on adjacent lands that has entered the park prior to death.

2.8.1. Notifying Park Management

Hunter or FWC (in the event a hunter contacts FWC directly) would contact Park management and provide relevant details:

- Name of hunter
- Contact information
- Species shot
- Location, as detailed as possible
- Details that substantiate the animal most likely will be dead in the park (point of impact on the animal, strong blood trail, etc.)

2.8.2. Contacting Law Enforcement

Park management must contact Florida Fish and Wildlife Conservation Commission (FWC) law enforcement to assist with game recovery. Park management must provide to the officer the hunter contact information. Park management must deny a recovery effort or halt a recovery effort in progress if the recovery effort will negatively impact park operations or resources.

2.8.3. Meeting the Hunter

It is preferred that law enforcement establish a location to rendezvous with the hunter but in the event that is not possible, park management should do so. Locations could include the front gate, other point of park entry or where the animal crossed into the park.

2.8.4. Locating the Animal

It is preferred that law enforcement escort the hunter to the location where the animal entered the park. In the absence of law enforcement, park management should decide how to proceed. Visible evidence must exist to substantiate the wounded animal has entered the park (i.e., blood trail or some other evidence). The hunter must not use a firearm to finish the animal while in the park ([62D-2.014 \(10\)](#), F.A.C.). Law enforcement/park management will make the decision to put a wounded animal down. Cleaning of the animal must not be conducted within the state park. The search can be terminated at the decision of law enforcement or park management after a reasonable effort has been made. Note: Any dogs used to aid in

the location of downed game must be leashed as described in [62D-2.014\(13\)\(b\)1](#), F.A.C.

2.8.5. Transporting Animal Out of the Park

2.8.5.1. Utmost care must be used when transporting the animal out of the park. The sight of a dead animal might cause concern for park visitors; the animal must be covered while exiting the park. Think about visibility of a camouflaged and bloody hunter. If this concern cannot be adequately addressed, law enforcement or park management may require that the animal remain until after the park closes and have the hunter return. The animal may be taken back to the point where it entered the park for transfer back to the hunter at the discretion of law enforcement or park management. If at any time there is concern that the hunter has conducted illegal activity, law enforcement action will be taken.

2.8.5.2. Park management should supervise the recovery/retrieval if no law enforcement officer is available.

2.8.6. Reporting of Occurrences

Once the recovery activity has concluded, regardless of success, the park manager must send a completed Incident Report ([DRP-016](#)) to his or her district bureau chief and copy the BNCR chief. All the information from step one (8.a.), information from the law enforcement officer, and any concerns regarding the recovery procedures must be included in the report.

3. RESTORING NATURAL RESOURCES [^](#)

UPDATED DECEMBER 5, 2014

3.1. Project Planning and Review

Restoration projects should have a written outline or plan of action that should be approved by the lead district environmental specialist and responsible park manager. Prior to approval of all major natural resource restoration projects, the district environmental specialist should ensure that BNCR has the opportunity for review and comment. Suggested guidelines for developing and managing restoration projects are available on the [Society for Ecological Restoration International's](#) website. BNCR should be consulted for any marine and estuarine sediment management projects (i.e., erosion or problem accretion of beach/estuarine shoreline; shore protection or living shorelines; sedimentation of estuarine canals and boat basins; dune restoration/ planting; pre- or post-storm guidance; or survey/monitoring coordination with local government, Army Corps of Engineers, or other interested parties).

3.2. Project Tracking and Needs Assessment

3.2.1. The Division must maintain a list of natural resource restoration and management needs through the Park Project Management Tracking System (PPMTS) database. Districts enter project details, including the cost to complete the project and regularly updated at least yearly before the annual budget cycle begins. Guidance on how to enter natural resource restoration needs can be found in the PPMTS guidelines in the help menu. Once projects are complete or funding is no longer needed for a particular project, the status of the project should be updated.

- 3.2.2. Projects should not be deleted from the list unless they are no longer valid stand-alone projects. For example, an included exotic removal project should be removed from the list if it is encompassed by a later all-encompassing natural community restoration project.
- 3.2.3. Projects should be regularly updated for degree of completion and cost adjustments at least yearly before the annual budget cycle begins. If a project is partially funded and in progress, the amount funded should be entered and the funding need will be reduced accordingly. As a minimum, new projects must contain cost and "footprint" acreage estimates.

3.3. Species Translocations

3.3.1. Translocation Distances

3.3.1.1. Plants (consult BNCR)

3.3.1.2. Animals (consult BNCR)

3.3.2. Maintaining Historic Ranges

Even within Florida, native species have naturally limited historic ranges. A species native to one part of the state might not be native to another. When conducting natural community or native species restoration projects, species should not be introduced outside their native ranges. Lists of plants and animals for restoration use must be approved by the district environmental specialist.

3.3.3. Nesting/Roosting Boxes and Platforms

3.3.3.1. The Division's philosophy of natural systems management includes providing quality habitat for native wildlife and for park visitors to see and enjoy that wildlife in a natural setting. For this reason, installation of artificial nesting/roosting boxes and platforms ("boxes" hereafter) in state parks is allowed only with specific justification.

3.3.3.2. Most state parks usually have enough mature trees and snags to provide adequate nest sites for cavity/platform-nesting and roosting species. It is possible that the historic loss of large trees with hollows and crevices may have reduced the availability of natural bat roosting sites, but the need for bat houses in state parks to support large colonies of relatively common crevice-roosting bat species has not been documented. In such cases, a natural systems management approach will restore the availability of natural nesting sites over time.

3.3.3.3. The installation or maintenance of boxes for birds and mammals must be approved in writing by the district bureau chief (or designee), and must provide for the following:

- A continuing commitment can be made by staff to ensure that boxes are properly managed and protected.
- It is determined (based on following section) that a sufficient number of natural nest or roost sites are not available for a particular native species due to a human-caused imbalance in the natural system (e.g., insufficient mature trees or snags).

Consideration shall be given to the needs of listed or imperiled species (e.g., southeastern kestrel, Florida bonneted bat) if providing structures has been identified as a conservation measure in the species recovery plan or management plan.

- 3.3.3.4. Staff or volunteers wanting to install nesting/roosting structures must determine whether they are warranted, and must provide the district bureau chief (or designee) and the park manager with a written summary that includes: ecological reasons for recommended approval; target species; number and size of boxes or platforms to be installed; and maintenance and monitoring requirements. For bat houses associated with removal of bats from park buildings, reference the Bats in Structures section in the [Nuisance and Exotic Animal Removal Standard](#).
- 3.3.3.5. If nesting/roosting boxes or platforms are installed in locations where they are visible by the public, park staff should interpret the ecological reasons for the installation and the species' preferred natural nesting habitat to the public.
- 3.3.3.6. Nesting/roosting boxes or platforms must be properly designed for specific species and properly monitored and maintained. In the case of bird nesting boxes, proper management requires the ability to monitor boxes and promptly remove exotic species such as house sparrows and European starlings. If predation on adult birds, eggs, or nestlings cannot be limited to acceptable levels, nest boxes and platforms defeat their intended purpose and must be removed.
- 3.3.3.7. Predator baffles should generally not be used on the trunks of live trees in state parks. If predator baffles are used, they should be as unobtrusive as feasible. Baffles may be needed to protect imperiled species like the red-cockaded woodpecker from potential predators.
- 3.3.3.8. Staff must complete and obtain required training and permits from the U.S. Fish and Wildlife Service for the installation of artificial cavities for red-cockaded woodpeckers, as outlined in the [Recovery Plan](#) for this species.
- 3.3.3.9. Nesting platforms are most often erected in Florida for ospreys. Because ospreys will shift from natural nest sites to artificial sites if available, platforms for ospreys are not warranted in state parks unless trees where nests can be placed are not available due to human impact.

4. FIRE MANAGEMENT [^](#)

4.1. Prescribed Burning

- 4.1.1. Prescribed fire is one of the Division's most important resource management tools. The primary objective of the Division's fire management program is to maintain or restore the original composition, productivity, and vertical structure of species in fire dependent natural communities. The majority of state parks have fire

dependent natural communities. See the Division's [Fire Management Standard](#) for additional guidance.

- 4.1.2. The safe and effective use of prescribed fire often requires mechanical fuel reduction, thinning of vegetation, or the installation of fire breaks. Contact BNCR for additional direction/support.

4.2. Wildfires

Unplanned fires (lightning, arson, escaped camp fire, etc.) may occur within state parks. In the event of a wildfire, the park must contact their local Florida Forest Service (FFS) office and follow procedures outlined in the park's emergency action plan. Park staff are responsible for the management of wildfires in state parks in concert with the FFS. FFS has the legal right to take over management and suppression of all unauthorized fires. On site staff must coordinate with FFS staff to make sure that resource impacts are taken into consideration during suppression. A summary of the appropriate procedures for wildfire management is contained in the [Fire Management Standard](#).

5. EXOTIC SPECIES MANAGEMENT [^]

5.1. Exotic Plants

5.1.1. Objective

Since exotic plants were not part of the original domain of the state and, in some cases, are invasive and negatively impact native species, they should be removed to the extent feasible. Exceptions are authorized as described below.

5.1.1.1. Removal Priorities by Area

Highest priority for exotic plant species removal in a district or individual park should be given to areas that:

- Have exceptional native botanical value (i.e., a habitat for rare native plants or biological communities).
- Support native animal species known to depend upon certain native vegetation threatened by exotic plant.
- Have exceptional natural qualities and fewest disturbances by humans.
- Encompass natural communities' representative of Florida's original natural landscape that is regionally rare within Florida or within the FPS system.
- Have been chosen to represent a specific historic time period, and the exotics in question were not part of that period and are not known to be invasive.

5.1.1.2. Removal Priorities by Species

Highest priority for exotic plant species removal in a district or individual park should be those species that:

- Are known to be the most highly invasive, as categorized by the Florida Exotic Pest Plant Council ([EPPC](#)).
- Are having or have the potential to have the greatest negative impacts on native species or natural communities.

- Have the greatest likelihood to rapidly expand and lead to high economic cost/impact and need for prolonged removal and restoration effort.

5.1.2. Introduction of Exotics

- 5.1.2.1. Exotics plants must not be introduced (planted or released) into a park, except as authorized below. If historically accurate non-invasive species are proposed for a historical site, specific written authorization must be obtained from the district unless the introductions are specified in the [Unit Management Plan](#).
- 5.1.2.2. All plants used for normal park landscaping are to be native to the park and to the specific biological community of the site, unless accepted by the Unit Management Plan. A list of the suitable landscape plants and sources may be obtained from the district. Such plants would preferably be propagated and grown from local genetic stock.
- 5.1.2.3. The discovery of any exotic plant species not previously known from a park must be reported to the district biological staff. Any species determined to be undesirable should be brought to the attention of the park manager and district/park biological staff for appropriate prioritization and action according to procedures.

5.1.3. Exceptions

- 5.1.3.1. Historic Sites – Selected non-invasive exotic species may be planted or maintained at certain historic sites in order to restore the site to its approximate condition and appearance at the time of the historical period represented.
- 5.1.3.2. State Gardens – Exotic plants may be planted, maintained, and propagated when they are an integral part of a formal garden within a State Garden. Invasive exotics must not be planted and any existing ones must be reviewed and considered for removal, following the priorities as outlined above and in accordance with the procedures set forth in OM Chapter 4.1, Cultural Resource Management.
- 5.1.3.3. Residences – Landscaping park residences with certain non-invasive exotic plants is permissible under the following restrictions:
 - Species must be restricted to those approved by district biological staff.
 - Any exotic landscape plants already in use and later discovered to be invasive must be removed.
 - Exotic landscape plants must be restricted to the immediate area of the residence.
- 5.1.3.4. Roadside Stabilization – Unless/until feasible alternatives are developed, use of exotic turf grasses (e.g., bahia grass) to stabilize soils along improved park roads is often a necessity.

5.2. Exotic Animals

The [Nuisance and Exotic Animal Removal Standard](#) provides additional details and the approved procedures regarding exotic animals.

5.2.1. Objectives

5.2.1.1. Exotic animals were not part of the original domain of the state and compete with, consume, or otherwise impact native organisms. They should be removed to the extent feasible according to the Divisions approved standards. The highest priority for removal is given to species having the greatest impact on resources including feral hogs, domestic cats, dogs, coyotes, or other species that may threaten human safety or cause significant ecological damage.

5.2.1.2. Any actions on the part of the Division that would cause an increase in exotic species should not be permitted (e.g., bird feeders, if they regularly supply food to house sparrows, pigeons, or exotic doves).

5.2.2. Exceptions

5.2.2.1. Historic Sites – Selected domesticated exotic species may be permitted at historic sites to restore a living period landscape. To be permitted they must be authorized in the Unit Management Plan or by the district office, and must be confined to the historic site and not permitted into adjacent natural areas.

5.2.2.2. Residences – Pets may be permitted by the park manager. If permitted, they must be in accordance with current policies (outlined in OM Chapter 1.5).

6. **TIMBER HARVEST MANAGEMENT** [^](#)

UPDATED FEBRUARY 10, 2015

Contact BNCR.

7. **INTEGRATING CULTURAL RESOURCE PROTECTION** [^](#)

Protection of cultural resources should be integrated with natural resource management. The following paragraphs discuss specific topics where special care is required.

7.1. **Removal of Plants from Cultural Sites**

Removing plants from cultural sites may require consultation with BNCR. If unsure, or if initiating a new project, please consult with the district cultural resource coordinator. If removal projects require significant ground disturbance (e.g., removal of root balls of large plants), a consultation from the DHR Compliance Review program must be obtained prior to conducting the removal process.

7.2. **Mounds and Earthworks Maintenance**

Native American mounds/earthworks and historic earthworks must be maintained according to procedures specified in the Unit Management Plan. Maintenance should address tree removal, vegetation control, and visitor access. If a feature is not specifically addressed, management should be directed by the district office as specified in OM Chapter 4.1, Cultural Resource Management.

7.3. **Historic Cemeteries**

Historic cemeteries should be maintained according to procedures specified in the Unit Management Plan. These procedures may address tree removal, restrictions against use of prescribed fire, and visitor access. If a topic is not specifically addressed, management should be directed by the district office as specified in OM Chapter 4.1, Cultural Resource Management.

8. DISPOSAL OF DOWNED WOOD [^](#)

Wood from trees or logs that are cut or gathered for any reason on park property must be disposed of according to the guidelines set forth in this procedure.

8.1. Disposal Methods

- 8.1.1. If the State has a legitimate use for the wood, it should be utilized for that purpose. Examples would include firewood for heating buildings, posts or lumber for maintenance of park facilities, resale to campers. etc.
 - 8.1.2. If the wood has a marketable value and is of sufficient quantity that it can be sold commercially for firewood, timber, pulpwood or other purpose, the park should follow established fiscal procedures.
 - 8.1.3. The wood should be made available for visitor use in park campgrounds and cabins. A fee may be charged at the park manager's discretion.
 - 8.1.4. The wood should be made available to park employees for use in the park as firewood for heating, or other legitimate needs.
 - 8.1.5. The wood should be made available to the general public on a properly publicized first-come, first-served basis. Prior to disposing of wood in this manner consideration must be given to:
 - Resulting noise
 - Liability
 - Demand
 - Quantity of wood available
 - Location of wood in the park
 - 8.1.6. If there is an insufficient quantity of wood or no demand for disposal by the above methods, the wood should be disposed of in an acceptable manner (hauling to dump, burning or burying).
- 8.2.** Wood may be disposed of through any combination of the above methods as long as priority needs are met.
- 8.3.** Standing trees, whether living or dead, should not be cut expressly for firewood without prior approval by the park manager. Normally, the only justification for cutting trees in a park will be in connection with resource management, a development project or safety purposes.

9. PESTICIDE USE IN NATURAL COMMUNITIES [^](#)

For guidance on appropriate use of pesticides in state parks, refer to the Division's [Arthropod Control Standard](#).

[Registered herbicides](#) applied in accordance with the label are allowed to be used in state parks.

District biological staff must be consulted when applying an herbicide for the first time to determine the appropriateness of specific herbicides.

9.1. Human and Environmental Safety

It is illegal to apply any pesticides in a manner not in accordance with Environmental Protection Agency (EPA) label instructions. Anyone using a pesticide should read and understand all instructions, cautions, and warning labels to ensure safe and proper application. A high degree of caution should be used in handling any pesticide.

9.2. Guidelines and Use of Insecticides and Fungicides

The application of insecticides or fungicides by staff or other contractors to park natural areas for purposes other than mosquito control should follow the Division's [Arthropod Control Standard](#) and be approved by the district bureau chief in consultation with the chief of BNCR.

9.3. Mosquito Control

Mosquito control on state parks must comply with Chapter [388](#), F.S., the Division's [Arthropod Control Standard](#), and park-specific adopted [Arthropod Management Plans](#), (i.e., public lands control plans) on the Resource Management file server. Park managers are responsible for compliance.

9.4. Pine Beetle Control

Insecticides can be effective in controlling the Southern Pine Beetle (SPB) in individual trees or small groups of trees on a limited basis. Chemical control is costly and subject to environmental constraints and only feasible on a small scale. In the treatment of SPB, staff or other contractors must adhere to all state and federal chemical label instructions and guidance on the appropriate methods to address SPB outbreaks in the Division's [Timber and Brush Treatment Standard](#).

9.5. Laurel Wilt Control

Fungicides have been experimentally applied to red bay trees and other species to help prevent the spread of laurel wilt disease. Application of such fungicides requires site preparation and careful application to specific trees as a preventative measure. The experimental use of fungicides may require multiple treatments and may not guarantee survival of treated trees.

9.6. Rodent Control

Pesticides/chemical rodenticides should not be used to control rodents in or adjacent to natural areas in state parks. Live traps should be used outside of buildings in natural areas. Lethal (snap) traps should only be used indoors. Methods of euthanasia for non-native rodents should follow acceptable methods as outlined in the [Nuisance and Exotic Animal Removal Standard](#).

10. DEPARTMENT PROGRAM DIRECTIVES [^](#)

Division compliance is required in five areas involving resource management practices or decisions, where DEP Program Directives have been published:

- 910 – Firebreaks
- 975 – Biological Inventory and Monitoring

11. RESOURCE MANAGEMENT POLICY STATEMENTS [^](#)

UPDATED FEBRUARY 10, 2015

The Division has adopted a series of Resource Management Standards in order to provide guidance for staff during the planning and implementation of resource management activities occurring on Division managed lands. Resource management practices related to these topics should comply with these Division standards unless alternative activities are specifically authorized in consultation with the chief of BNCR. Copies of these standards should be maintained in district and park offices for reference.

- [Arthropod Control Standard](#)
- [Fire Management Standard](#)
- [Firearm Use Standard](#)
- [Management of Designated Species](#)
- [Nuisance and Exotic Animal Removal Standard](#)
- [Scientific Research/Collecting Standard](#)
- [Shorebird and Seabird Management](#)

12. REPORTING AND REQUIRED ACTION [^](#)

Standard [natural resource management reporting and action requirements](#) have been established and must be followed when reporting requisite resource management actions.

13. DEFINITIONS [^](#)

13.1. Original Domain

The natural conditions of the state resulting from natural processes, geophysical characteristics, and climate prior to the influences of human activities.

13.2. Natural Community

A distinct and reoccurring assemblage of populations of native plants, animals, fungi, and microorganisms naturally associated with each other and their physical environment.

13.3. Natural Systems Management

Restoration and maintenance of natural processes that shape the structure, function, species composition, and relative species abundances of Florida's natural communities (e.g., fire, hydrology, invasive exotic removal).

13.4. Single Species Management

Special action taken beyond normal restoration/maintenance of natural processes to ensure recovery or persistence of a species or population, usually due to constraints associated with long-term restoration efforts, unnaturally high mortality, insufficient habitat, etc.

13.5. Listed Species

Species or subspecies listed by the U.S. Fish and Wildlife Service (USFWS), the Florida Fish and Wildlife Conservation Commission (FWCC), and the Florida Department of Agriculture and Consumer Services (FDACS) as Endangered, Threatened, or of Special Concern, or tracked by the Florida Natural Areas Inventory (FNAI) in its global and state ranking system.

13.6. Nuisance Wildlife

Individual animals of native species whose actions create special management problems, ranging from a minor nuisance (e.g., a raccoon raiding a trash can) to an actual or potential

danger to public/staff safety (e.g., rattlesnake in campground, adult alligator in swimming area, rabid gray fox).

13.7. Prescribed Burning

The controlled application of fire to existing naturally occurring fuels under specified environmental conditions, following appropriate precautionary measures, which allow the fire to be confined to a predetermined area and accomplishes planned land management objectives.

13.8. Exotic Species

An exotic animal is a species that is not native to Florida that was introduced by deliberate or accidental means, or occurs here by human-aided range expansion. Included are nonnative wildlife species, free-ranging domesticated pets or livestock, and feral animals.

13.9. Invasive Exotic Species

An exotic species that disrupts natural communities, eventually displacing or eliminating large numbers of native species over a large portion of habitat type and significantly altering natural community structure and function.

13.10. Pesticide

Any substance used to control undesirable species; includes herbicides, insecticides, fungicides, etc.

CHAPTER 5.1 COMMUNICATIONS

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- [2. GENERAL](#)
- [3. PARK LIBRARIES](#)
- [4. LETTER & MEMORANDUM FORMATS](#)
- [5. WRITTEN & ELECTRONIC COMMUNICATIONS & RECORDS](#)
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- [10. DISSEMINATION OF INFORMATION TO NEWS MEDIA, FREE-LANCE WRITERS, ETC.](#)
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1. PURPOSE [^](#)

The purpose of this chapter is to ensure effective and consistent communication practices throughout the Division of Recreation and Parks (Division).

2. GENERAL [^](#)

Effective communication is essential for sound management of any organization. Every employee's success depends highly upon communicative skills. The procedures described within this chapter have evolved through the years to ensure standardized, effective communications in all aspects of park operations. All employees and volunteers are expected to communicate in a professional manner that is courteous, clear, clean, honest, and discrete.

3. PARK LIBRARIES [^](#)

Each operating unit is to maintain a reference library intended to provide staff with readily available texts and other printed materials relating to park work and the specific unit.

4. LETTER & MEMORANDUM FORMATS [^](#)

The [standardization](#) of correspondence formats saves time and portrays a professional appearance in all written communications. Effective written communications require complete, concise and correctly constructed statements. Refer to the [Division DIY Articles](#).

5. WRITTEN & ELECTRONIC COMMUNICATIONS & RECORDS [^](#)

- 5.1.** Timely communication and availability of information enhances productivity and efficiency. Upon receipt of pertinent information, districts will transmit these materials to the parks for distribution, posting or inclusion in park libraries so all employees may benefit.
- 5.2.** All communications sent or received by the Division regarding state business shall be kept, maintained and provided in accordance with the provisions set forth in Florida Statutes [119](#), [257](#), [20.255](#), DEP Directives [202](#), [375](#) and [390](#) as well as the [Employee Handbook](#) regarding Public Records and Records Management.

6. BULLETIN BOARDS [^](#)

- 6.1. The use of bulletin boards for communicating current information to park personnel is encouraged. The effectiveness of bulletin boards is reduced if materials are not updated on a timely basis. The park manager is responsible for timely checks of bulletin boards to ensure old materials are removed and new materials added.
- 6.2. Use of state controlled bulletin boards by unions is covered in applicable [Collective Bargaining Agreements](#). It is the park manager's responsibility to ensure compliance with the contract.

7. WI-FI PROCEDURES [^](#)

UPDATED AUGUST 23, 2012

- 7.1. Wi-Fi is a digital communications standard for connecting Wi-Fi enabled devices to personal, local or wide-area network access points for accessing an internet service provider. The Division considers Wi-Fi connection availability in Florida State Parks to be a legitimate source of public service when not objectionable to park management as a distraction or an impediment to resource-based recreation. For the purpose of this section the term "end user" refers to any person, whether a park visitor, volunteer or staff, who accesses the internet through the use of the Wi-Fi connection services.
- 7.2. Park management must submit requests for approval to provide Wi-Fi connection services to the Division's information technology coordinator (ITC) through their chain of command. The ITC will then submit requests for approval to the Office of Technology and Information Services.
- 7.3. Wi-Fi services offered within Florida State Parks by either the Division, through a concessions operation, or by a CSO must comply with the following to be approved:
 - 7.3.1. The Division will not incur any expense for installation of Wi-Fi connection services;
 - 7.3.2. The Division will not incur recurring expenses for any Wi-Fi connection services;
 - 7.3.3. The Division will not be held responsible for repairs or maintenance of Wi-Fi enabled equipment, unless that equipment is tangible personal property of the Division;
 - 7.3.4. Wi-Fi connection services provided to end users in Florida State Parks will be free of charge;
 - 7.3.5. Wi-Fi connection services will only be offered where conditions allow for continuous access in order to prevent customer service interruptions;
 - 7.3.6. Wi-Fi connection services will be sufficiently robust to handle the number of anticipated users;
 - 7.3.7. The Division ITC in conjunction with the Office of General Counsel must approve any rules, terms, conditions and liabilities required by agreement of the end user in order to ensure user satisfaction and consistency from park to park;
 - 7.3.8. The Division ITC must approve any advertisements or other information shared with end users;
 - 7.3.9. Wi-Fi connection services shall only be provided to end users that agree to comply with any rules, terms, conditions, legal liabilities or other information required by the Wi-Fi provider prior to use.

- 7.4. All existing and new Wi-Fi services provided within Florida State Parks must comply with these procedures.

8. **RADIOS** [^]

UPDATED AUGUST 1, 2020

8.1. **Purpose of System**

The primary purpose of any radio system is to expedite communications and to increase personnel efficiency and effectiveness. Radio communications are essential when handling emergencies, complaints, fire management, and other situations. As the FPS radio frequencies become more crowded by the addition of new mobile and fixed stations to the system, it is important that proper radio procedures are observed by all personnel.

8.2. **Radio Communication System (Licenses, Frequencies and Authority)**

- 8.2.1. A list of all current frequencies, copies of current licenses and additional resources are available in the [Radio Resource Library](#).
- 8.2.2. The FPS radio system consists of base stations, fixed and portable repeaters, hand-held and mobile units operating under the authority of the [Federal Communications Commission \(FCC\)](#) assigned VHF frequencies. Refer to the [FPS Frequency List](#) for complete information of approved licenses and frequencies.
- 8.2.3. All park radios, repeaters and towers must be in compliance with Federal Communications Commission (FCC) laws and guidelines, including Federal Aviation Administration (FAA) requirements, where applicable. Refer to the [FPS Frequency List](#) for complete information of approved licenses, frequencies and tower information. This list is maintained by the Bureau of Operational Services and ensures compliance with FCC laws and regulations.
- 8.2.4. All permanent base stations and repeaters are individually licensed by the Federal Communications Commission.
- 8.2.4.1. Parks with high band radios have their own individual license.
- 8.2.4.2. These licenses shall be displayed near the base station at all times.
- 8.2.4.3. All frequency licenses expire every 10 years and will be renewed by the Bureau of Operational Services.

8.3. **Roles and Responsibilities**

The designated FCC point of contact is located within the Bureau of Operational Services. Contact FCCLicensing@FloridaDEP.gov for coordination assistance.

- 8.3.1. Park Responsibilities
- 8.3.1.1. Notify FCCLicensing@FloridaDEP.gov of equipment and license needs.
- 8.3.1.2. Maintain existing equipment (radios, towers, base stations, etc.).
- 8.3.1.3. Ensure lights on tower are working (if applicable). Notify FCCLicensing@FloridaDEP.gov immediately if the light is out.
- 8.3.1.4. Use frequencies specifically assigned to your park, unless using the mutual aid channels for fires management and other critical incident management.

8.3.2. District Responsibilities

8.3.2.1. Notify FCCLicensing@FloridaDEP.gov of equipment and license needs.

8.3.3. Bureau of Operational Services Responsibilities

8.3.3.1. Coordinate license renewals, frequency coordination and equipment repairs/updates.

8.3.3.2. Maintain ownership of frequencies and ensure timely renewal of statewide and park FCC radio licenses.

8.3.3.3. Maintain an up to date list of all current DRP license and frequency information. List is available in the [Radio Resource Library](#).

8.3.3.4. Primary point of contact for FCC and FCC approved contractors.

8.4. Sharing Frequencies

In certain cases, extra channels may be available for use that operate on frequencies assigned to other state and county agencies. The use of any frequencies, other than FPS, may only be used for public safety purposes and requires prior authorization per FCC Rule 90.179.

8.4.1. Temporary Frequency Sharing

Temporary frequency sharing might take place during fire management (including interagency prescribed burns) and other critical incident management.

8.4.1.1. Prior to the use of a frequency not typically reserved for Division use, written agreement between the Division and the entity to whom the frequency is typically assigned must be obtained and approved through the District Bureau Chief level. The following information must be agreed upon in a document authorizing use of such a frequency:

- Names of agencies involved
- Point of contact for each agency involved
- Frequency number
- Time period when frequency will be shared
- Reason frequency will be shared
- Method of operation
- Components of the system which are covered by the sharing arrangements
- Method by which costs are to be apportioned (if any costs are involved)
- Acknowledgement that all shared transmitter use must be subject to the licensee's control
- Appropriate signatories with delegated authority to agree to the frequency use

8.4.1.2. Maintain copies of these written agreements with the park's FCC records and email a copy to FCCLicensing@FloridaDEP.gov.

8.4.2. Permanent or Long-term Frequency Sharing

- 8.4.2.1. The agency who does not own the frequency will acquire an FCC license under the necessary frequency, including FCC frequency coordination.
- 8.4.2.2. For questions about long-term frequency sharing, please contact FCCLicensing@FloridDEP.gov.

8.5. Operating Procedure

- 8.5.1. Speak in a normal tone - DO NOT SHOUT.
- 8.5.2. Hold microphone close to mouth and speak in a clear and concise manner.
- 8.5.3. Messages must be brief and to-the-point. Greetings, courtesies, excessive words, or unnecessary repeats are not to be used.
- 8.5.4. Communications Protocol
 - 8.5.4.1. The Florida Park Service has developed a plain text or plain language protocol for all radio communications. Codes and 10 signals are not used. An example would be that you would not use 10-4 to acknowledge the receipt of a message, instead you would say “message understood” or “message received” or simply “understand.”
 - 8.5.4.2. When working declared emergencies involving other parks or agencies and when working prescribed burns or wildfire duties, radio operators will again use plain language and may use individuals’ names instead of assigned radio numbers. The use of codes, signals or call numbers of any type during multi-park or agency emergency communications should be avoided. Radio procedures outlined by the assigned Incident Commander will be followed during declared emergencies or prescribed burns.
 - 8.5.4.3. Standard Phonetic Alphabet
Use standard phonetic alphabet for spelling out unusual names or locations. The phonetic alphabet is as follows:

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

- 8.5.4.4. Use standard pronunciations of numbers and give all numbers first as individual numbers, preferably in groups of three and then repeat, reading the number as a whole. The number 262413, for example, would

be read, "two six two (pause) four one three: two-hundred-sixty-two thousand, four-hundred-thirteen."

8.5.4.5. Base stations should sign in or out of service at the beginning and end of the day's operation. Mobile and portable units should sign in and out of service as appropriate during the day to indicate their availability to other units.

- When signing in or out of service, always identify the station by giving the station name and/or the call numbers as follows: "Blue Spring in service or out of service KVC456."

8.5.4.6. All personnel using mobile or portable radios shall:

- Give the complete nature of the information, stated as briefly as possible, on the first transmission after the station has acknowledged the unit calling by its ID number. The system for assigning ID numbers is set by the Division.
- Confine all transmissions to business.

8.5.4.7. Emergency radio traffic and communications during prescribed burns has priority over normal radio operations. During emergency or prescribed burn related transmissions, all other radio operators should immediately cease, to allow clear channels for communications.

8.5.4.8. At the end of each communication a call sign is required to clear the final transmission. The proper way to make contact and to clear a contact is outlined below.

- Example: Park manager (Blue Spring 1) Contacting Blue Spring Ranger Station
 - Blue Spring 1: "Blue Spring from Blue Spring 1"
 - Blue Spring ranger station: "Blue Spring 1 this is Blue Spring"
 - Message: "....."
 - Blue Spring 1: "Blue Spring 1 clear" (give assigned mobile call sign)
 - Blue Spring ranger station: " KVC456"

8.6. Radio Types & Use

8.6.1. For consistency and based on experience coordinating with other fire entities, the Bendix King Mobile field programable Model Radio is the current standard issue radios for fire related duties. No model other than the Bendix King will be used for fire duties away from the assigned park. For example, a non Bendix King radio assigned to Tomoka State Park cannot be brought to Lake Kissimmee State Park and used for fire related duties.

8.6.2. Park managers may purchase and/or use radios other than the Bendix King models within their own parks; however, it is the responsibility of each park manager to have a sufficient number of Bendix King models to use for fire related duties.

8.7. Maintenance & Programming of Radios

- 8.7.1. Maintenance of Division radios is to be performed by authorized and licensed technicians, or by trained DEP personnel as needed for critical incident management operations.
- 8.7.2. A master frequency programming protocol is established for all Bendix King portable and mobile radios as well as each park repeater.
 - 8.7.2.1. [Bendix King Radio Programming Instructions](#) are available in the [Radio Resource Library](#). All Bendix King radios and repeaters must be programmed in compliance with this established protocol.
 - 8.7.2.2. Bendix King radios should be reprogrammed as soon as possible after each programming update becomes available.
 - 8.7.2.3. Establishing programming protocols for radios other than Bendix King models is the responsibility of each park manager.

9. STATE TELEPHONES [^](#)

9.1. Overview

- 9.1.1. The telephones, including cellular phones, furnished by the state are provided solely for the purpose of conducting state business. Personal telephone calls on state equipment for both incoming and outgoing calls will be limited to the greatest extent possible.
- 9.1.2. The Division will comply with DEP Directive [820](#), Use and Procurement of Communications Equipment. The assistant director, central office operations, is the designated representative responsible for coordinating communication efforts in the Division.
- 9.1.3. When answering a public telephone line, park staff should provide a friendly greeting, identify the full name of the park, and ask how they can assist. Example: "Good Morning, Paynes Prairie Preserve State Park, this is Ranger Smith, how may I help you?"

9.2. State Telephones in Residences

- 9.2.1. Personal use of telephones located in residences is permitted so long as it does not interfere with official business. Residents must use credit cards or have a separate line installed for all non-business calls that involve a charge to the Division.
- 9.2.2. Under no circumstances will state telephones be used by employees or their families to conduct any type of business operation (Tupperware, Amway, Avon sales, etc.).
- 9.2.3. Resident staff with state-provided telephones are to have a message device or service to advise callers on what to do for after hour needs should the resident not be available. The following is an answering machine script example that may be modified to fit the individual park:
 - 9.2.3.1. "Hello, you've reached the park manager residence of Big Lake State Park. I'm not available to take your call. If this is a park emergency please call 911 (or the assistant park manager at 123-123-1234). You may leave a message after the tone."

9.3. Telephone Use Monitoring

- 9.3.1. The procedure below is used to monitor and audit long distance usage for telephones under the authority of the Division.
- 9.3.2. When documentation of long-distance calls is received, it will be forwarded to the respective office, district, or park for review and audit of calls and to identify personal charges for reimbursement to the Department.
- 9.3.3. Any personal long-distance calls are to be reimbursed by the employee to the Department in accordance with Directive [820](#), section 8, Personal Use and Reimbursement. Cellular phone charges for personal use should be identified and reimbursed to the Department in accordance with the [Wireless Services Usage Certification \(DEP 53-615\)](#) form. The form must be completed each month charges are billed to document a review, audit, and potential payment for personal use was completed. Cellular phone billings and certification forms shall be maintained by the division/district/office to document compliance with personal use policies.
- 9.3.4. The following are the type of calls and call habits that might indicate improper phone use:
 - 9.3.4.1. Multiple calls to the same number – Three calls within the same day to the same number or more than 21 calls a month to the same number.
 - 9.3.4.2. Lengthy calls – Calls greater than 30 minutes.
 - 9.3.4.3. Outside geographic area – Calls made to area codes not normally included in your office’s daily business.
 - 9.3.4.4. Outside normal working hours – Calls made before and after your normal business hours. Lengthy calls made during lunch or break periods are prime candidates for abuse.
 - 9.3.4.5. Specific telephone numbers – Numbers that appear not to be related to official business.

10. DISSEMINATION OF INFORMATION TO NEWS MEDIA, FREE-LANCE WRITERS, ETC. [^](#)

UPDATED JANUARY 25, 2016

The DEP Press Office is staffed with professionals specifically trained to handle external communications of the Department and, more specifically, the media. The DEP Press Office is a resource for the Division, just as the Office of General Counsel is, and it shall be utilized by the parks, bureaus, and the Division staff in Tallahassee.

It is the intent of the director that Division employees shall work alongside the DEP Press Office on all matters pertaining to the media and legislative delegation. More specifically, the Division guidelines are below.

10.1. Incoming Press Contact

- 10.1.1. Refer all incoming press contacts other than routine, positive inquiries to the Division communications director who will work directly with parks on how to best approach any media situation.
- 10.1.2. If other than routine interactions with the press occurs in the field prior to speaking with the Division communications director, immediately notify the district media

personnel and the communications director following the contact. All press contacts should be logged into the SPAN network as soon as is practical.

- 10.1.3. Any incoming media calls regarding the state budget, policy decisions, legislative items, potential park closures or other potentially controversial issues should be referred to the DEP Press Office. Immediately alert the DEP Press Office and the Division communications director with the topic of the inquiry, reporter's name, media outlet and contact information.

10.2. Media Advisories

Coordinate park initiated press contact (as in the case of special event announcements or park closures/renovations) with the district bureau chief and Division communications director.

- 10.2.1. Use a media advisory when announcing activities in parks. Media advisories provide basic information regarding an event within a park (who, what, when and where) and should have a primary point of contact person listed with a telephone number.
- 10.2.2. When an activity or program to be announced is minor in nature, (e.g., workshops, stargazing, hikes) draft and distribute advisories using the [Media Advisory Template](#) and seek approval from the Division communications director at least two weeks prior to distribution.
- 10.2.3. Copy the Division communications director on ALL media advisories.
- 10.2.4. When an event to be announced is sensitive in nature, (e.g., 50th anniversary of a park, interpretation of park policies), the advisory should be coordinated with the Division communications director who will work with the DEP Press Office for distribution.
- 10.2.5. The Prescribed Fire Media Advisory template should be used to inform local media about prescribed fires when appropriate.

10.3. Press Releases

The DEP Press Office and the division director have authority to approve and distribute all press releases prior to release. Press release ideas should be sent to the Division communications director for approval at least two weeks in advance.

10.4. Guest Columnists & Professional Publications

Approval from the district bureau chief in coordination with the Division communications director must be obtained in order for park staff to publish on behalf of the Division.

10.5. Social Media

The Florida State Parks Facebook and Twitter pages are administered by the Division communications director and DEP's Office of Technology and Information Services. Park staff are encouraged to send positive outreach items and photos to the Division communications director via email.

10.6. Inquiries and Visits from Legislators

Refer to the [Division DIY Articles](#), "Legislative Inquiries and Visits."

11. USE OF INFORMATION TECHNOLOGY [^](#)

The use of state-issued information resources including, but not limited to, computers, the internet, fax machines, wireless email, and pocket organizers, shall be for state uses only within the scope of your duties as an employee of the FPS. Refer to DEP Directive [202](#), [390](#) and [Employee Handbook](#).

12. PUBLICIZING FLORIDA STATE PARKS TO THE PUBLIC [^](#)

UPDATED JANUARY 25, 2016

12.1. Advertising & Marketing

- 12.1.1. Park management should promote the Florida Park Service and state parks through engagement and participation with local tourist development councils and conventions and visitors bureaus. The FPS may engage in advertising through the purchase of space in printed media and on broadcast time for the purpose of meeting specific marketing objectives. Advertising for any park will require approval by the district bureau chief.
- 12.1.2. Park-initiated advertising and marketing materials of a permanent nature (brochures, pamphlets, trail guide, etc.) Must be reviewed and approved by the district bureau chief and the Division communications director prior to publication. This does not include temporary notices of park programming and events.

12.2. Procedure for Acquiring and Distributing Printed Literature

- 12.2.1. All requests for replenishment of materials covered under this policy should be directed to the attention of the district bureau chief.
- 12.2.2. At no time should you have on hand more than a reasonable supply of any Division literature covered under this policy.
- 12.2.3. Whenever appropriate, park visitors who enter the park should be provided the park's brochure, Florida State Parks Brochure or Florida State Parks Guide to assist in answering relevant questions. When a citizen is purchasing an annual park pass, every effort should be made to offer a Florida State Parks Brochure and/or a Florida State Parks Guide.
- 12.2.4. Parks with seasonal or no ranger station operations will provide brochures using a standard brochure box available from the Sign Shop.
- 12.2.5. As a general rule, the Florida State Parks Guide should not be given to each person or party entering a day use park, but instead should be given only upon request. However, the park guide should be displayed so that it is readily visible and may be requested by the visitor.
- 12.2.6. Since park facilities and operating procedures change from time to time, the brochures and other materials must be revised. All requests must be directed to the district bureau chief. Once revised material is received, you should recycle old material immediately and replace with the new.

13. USE OF COMMUNICATION EQUIPMENT [^](#)

Any state-issued communication equipment provided to you, which is not otherwise addressed within this chapter, is for your use as a FPS employee to perform your job responsibilities. Any other use of communication equipment that is outside the scope of your job duties is not authorized.

14. GLOSSARY OF STANDARD PARK TERMINOLOGY [^](#)

UPDATED JUNE 18, 2015

To ensure clear communications within the Division and with our external customers, including park visitors, the Division has adopted a glossary of [standard park terminology](#) and [facility terms and definitions](#).

15. SIGN MANUAL [^](#)

15.1. Purpose

This section is designed for use by park managers as an aid to the implementation of the FPS traffic control sign system and in arriving at management decisions regarding other park signing needs. This chapter will also assure high standards as well as uniformity of sign design and placement throughout the Florida Park Service as one of our most visible public communication tools.

15.2. Applicability

- 15.2.1. FPS roads have a unique purpose, which differs significantly from the purpose of other roads in the state highway system. Signing on all park roads should be consistent with FPS philosophy that park roads are intended to enhance the park experience while providing safe and efficient accommodation of park visitors. In this regard the Manual on Uniform Traffic Control Devices ([MUTCD](#)) in conjunction with this sign manual, should be utilized by park managers in making management decisions on the design, location, and application of road signs and markings on park roads. It is the intent of the FPS to follow the MUTCD with respect to the format of all regulatory signs installed on park roads open to public vehicular traffic.
- 15.2.2. The park manager, following the guidelines and procedures in this manual, has the responsibility for determining whether a sign is necessary or appropriate at a given location. The decision to utilize a particular sign at a particular location requires the application of good judgment--drawing upon available guides, resources, and traffic safety engineering expertise. Management should consider a variety of other factors, such as the road's appearance as it relates to the natural and/or historical environment through which it passes. It is important in this regard that such decisions bear in mind long standing FPS practice to minimally intrude upon the natural or historic setting and to avoid an unnecessary proliferation of signs, while striving to ensure the safety of park visitors.

15.3. Planning Considerations

15.3.1. Engineering Study Requirements

The decision to use a particular regulatory traffic control device at a specific location should be made on the basis of an engineering study of the location. Thus, while this manual and the MUTCD provide guidance and standards for design and application of traffic control devices, they are not a substitute for engineering judgment. Qualified Florida Department of Transportation engineers are needed to exercise the engineering judgment inherent in the selection of traffic control devices for a particular site. Park managers must seek assistance from the appropriate district traffic operations engineers from the Florida Department of Transportation before installing or revising any regulatory signs.

15.3.2. Planning Considerations

- 15.3.2.1. To assist the park managers, some consideration and guidelines for preparing signs (texts, layout, and size) as well as methods for selecting appropriate sites are suggested. In determining the need for any sign or marker, the following questions should be answered:
- What does the visitor need to know?
 - Is guidance or a message needed?
 - If so, where is a message needed?
 - What message is needed?
 - How shall the message be presented (sign, symbol, exhibit, audio, or other means)? Verbiage selected for non-standard signs will reflect the visitor friendly nature of the Florida Park Service. Negative signs should be avoided whenever possible, while still conveying a clear, simple message.
 - Is the sign for drivers of vehicles, pedestrians, or both?
 - At what speed is the visitor traveling?
 - Before proceeding with a sign, the answers to the above questions should be tested on several people not immediately concerned with the particular sign under consideration.
- 15.3.2.2. To be effective the sign must:
- Fulfill a need.
 - Command the attention and respect of the user.
 - Convey a clear simple message
 - Give adequate time for a proper response.
- 15.3.2.3. To fulfill these requirements, five basic considerations should be made:
- Uniformity – Similar situations are treated in the same way. Uniformity of traffic control devices simplifies the driver's tasks of recognizing, understanding, and reacting. It helps the FPS through economy in manufacturing, maintenance, administration, and recognition by the users that they are in a state park. Simply using uniform traffic control devices does not in itself constitute uniformity. A standard uniform device used where it is not appropriate is as objectionable as a non-standard device.
 - Design – The device should ensure that features such as size, contrast, color, shape, composition, and lighting or use of reflectors are combined to draw attention to the device. Shape, size, color, and simplicity of message should produce a clear meaning. Legibility and size must combine with placement to permit adequate time for driver response.
 - Placement – This ensures that the device is within sight of the user so that it will command attention, and is such that a driver traveling at normal speed has enough time to safely make the proper response.

- Operation – The correct device must be installed to meet the traffic requirements at a given location. It must be placed in a uniform and consistent manner so motorists will properly respond to the device based on their previous exposure to similar traffic control situations.
 - Maintenance – Devices must be maintained at a high standard to ensure that legibility is retained, that the device is visible, and that it is removed if no longer needed.
- 15.3.2.4. Design and placement of signs on park roads must be compatible with vehicle speed, traffic pattern, and the driver's visual perception responses.
- As speed increases, driver concentration increases.
 - As speed decreases, driver concentration recedes. At 25 mph, the natural eye focus point lies 600 feet ahead of the car.

15.4. Categories of Signs

15.4.1. Standard Traffic Control Signs

- 15.4.1.1. All FPS roads, except non-public roads are considered to be within the conventional road or street category referred to in the MUTCD. Standard size regulatory and warning signs, as designated in the Standard Highway Signs Manual, should normally be used on these park roads, to be consistent with adjacent jurisdictional signs.
- 15.4.1.2. Signs other than those classified and specified in the MUTCD may be required to aid enforcement of local laws or regulations. These signs should be in conformance with the general specifications for lettering, shape, color, and placement as outlined in the MUTCD. Regulatory signs must be enforceable and installed in accordance with the requirements of Chapter [335](#), F.S.

15.4.2. Highway Directional and Informational Signs (Guide)

- 15.4.2.1. Cooperation with state, county, or other agencies having jurisdiction over approach roads or main highways, including interstates, must be obtained to adequately direct visitors to their destination.
- 15.4.2.2. All state park highway guide signs will be metal with brown face and white reflective letters and border.
- 15.4.2.3. Highway signs will be in accordance with the standards provided in MUTCD. Typical highway signs will feature the park name in four inch letters, its classification (state park) in three inch letters, and the mileage in four inch letters. Directional arrows will normally be five inches in height. Highway signs with larger letter size may be ordered when justified.
- 15.4.2.4. The use of international symbols, which depict recreational offerings, is encouraged, particularly in lieu of riders.
- 15.4.2.5. Signs will be erected at Department of Transportation approved locations only.

15.4.2.6. Riders

- A Rider is a secondary sign that adds, alters, amends or removes provisions of a primary sign. Riders are generally mounted on the same post(s) below the primary sign.
- In no case will any single highway sign include more than two riders. The total height of a single or combination of two riders will not exceed 15 inches. When a directional arrow is needed, it will be made a part of the sign legend. Arrow riders are not authorized. Riders are not permitted on the 1,000 feet signs. A very high degree of discretion should be used with riders. A rider will not be used to depict any activity, facility or service that is seasonal.

15.4.3. Intra-Park Signs

- 15.4.3.1. Normally, intra-park signs will be post mounted, aluminum, brown background with white border and lettering, with rounded corners. Exceptions include standard traffic signs (Stop, Yield, and Speed Limit) and interpretive signage (such as fiberglass imbedded or wood routed signs). Intra-park signs should not be mounted to fence posts or buildings unless the fence or building is designed to accommodate a sign. All signage must be approved by the district bureau chief.
- 15.4.3.2. Handwritten, computer generated or paper signs should not be used except for signs of an artistic nature such as flyers or temporary interpretive displays mounted on bulletin boards or kiosks.
- 15.4.3.3. Letter sizes for intra-park signs will vary according to placement and purpose. Roadside signs should feature no letter sizes smaller than two inches, with odd sized letters (one and one-half inches, two and one-half inches, three and one-half inches, etc.) avoided whenever possible. Typically, intra-park signs will conform to standards found in the sign manual.
- 15.4.3.4. Signs shall be mounted square on the post, and flush with the top of the post. Posts should be single cut on top at a 15 degree angle sloping down away from the face of the sign. Signs with widths greater than three feet will be mounted on two posts. Signs should be mounted on unpainted, pressure treated 4"x4" posts. Sign backs will not be painted. Fasteners will be either phillips round head screws or carriage bolts. If carriage bolts are used, no part of the nut or bolt shall protrude from the back of the sign post. To avoid marring the surface of the sign, a clear nonmetallic washer may be placed between the head of the screw or bolt and the sign surface. All signs will be level and plumb, except that they may be slightly canted forward in order to avoid bird droppings. Riders should be avoided on all intra-park signs.

15.4.4. Special Signs Available for Other Uses

- 15.4.4.1. Engraved Aluminum. Black letters on satin aluminum finish (trail labels).
- 15.4.4.2. Engraved Laminated Plastic (Buildings and Doors).

- Wood grained with white letters - interior only
- Black with white letters - interior only
- White with black letters (historic houses)
- Red with white letters ("No Smoking")

15.4.4.3. Accessibility Signs - Accessibility signage must meet the legal requirements of the [ADA](#) (Public Law 101-336). Contact the Division accessibility coordinator for further information.

15.4.5. Entrance Signs

15.4.5.1. Entrance signs are perhaps the most important of all informational signs when the visitor is searching for his or her first glimpse of the park. Advantage should be taken of opportunities to think about placement and construction, because it is often possible to find a combination that captures and reflects the true significance or spirit of the park. It may be desirable to use a distinctive supporting structure or base that establishes and/or enhances the feeling that the visitor has crossed a threshold into an area providing a different experience. These bases, however distinctive, must be as hazard free as possible to the motoring public. Ideally, entrance signs are constructed to permit the replacement of the text portion of the sign without disturbance to the base structure. Design consultation with Division interpretive personnel and the district bureau chief should occur prior to ordering or mounting park entrance signs. Vehicle entrance areas will utilize the sandblasted foam board type entrance sign as found in the Bureau of Design and Construction Standard Design Catalogue.

15.4.5.2. Entrance signs shall incorporate the 23"x30" FPS logo in lieu of site-specific logos. Department and Division names are not to be included on entry signs. Entrance signs should be lighted to aid park visitors locating the park after dark and in advertising the park to travelers.

15.4.6. Safety Signs

Whenever there is a hazard that might reasonably be expected to result in injury to service personnel or the visiting public, signs warning of the hazard must be installed. The need for and placement of this type of sign shall be carefully considered to ensure that persons who might be exposed to the hazard will be adequately warned. See [Sign Catalog](#) for standard safety signs. In accordance with the [American National Standards Institute](#) color code (ANSI Z-535) for safety signs are as follows:

15.4.6.1. Fire and Danger Signs – red on white

15.4.6.2. Hazard Signs – black on orange.

15.4.6.3. Caution Signs – black on yellow.

15.4.6.4. Safety and First Aid Equipment – green on white.

15.4.6.5. Radiation Hazard Signs – black on yellow.

15.4.7. Equestrian Proof of Negative Coggin's Notification

All equestrian entry points must be posted with a sign, utilizing standard language found in the Florida Park Service [Sign Catalog](#), notifying equestrians of the requirement to possess proof of negative Coggin's test for Equine Infectious Anemia.

15.4.8. Navigational Aids

15.4.8.1. All signs displayed on or adjacent to waters under the jurisdiction of the FPS shall conform to Chapter [68D-23](#) F.A.C., "Uniform Waterway Markers in Florida Waters." Titles [33](#) and [46](#), Code of Federal Regulations, are applicable on navigable waters of the United States.

15.4.8.2. Title [33](#), Code of Federal Regulations, requires that a permit be obtained from the U.S. Army Corps of Engineers (ACOE) and the Florida Fish and Wildlife Conservation Commission ([FWCC](#)) prior to the installation of structures in the navigable waters of Florida. A buoy anchored to the seabed or riverbed is considered a fixed structure or object thus requiring a permit.

15.4.9. Interpretive Signs

A general definition of an interpretive sign is a device located at a significant place in the park to provide interpretation of the site or scene. These devices form an integral part of the park's coordinated interpretive program. See OM Chapter 5.4.

15.5. Location and Placement

15.5.1. Intra-Park Signs

In order to maintain and not detract from the park's aesthetic values, Signs should be considered a "necessary evil." The following points should be considered when placing signs:

15.5.1.1. Is the sign necessary? It should be a goal to use the minimum number of signs possible in order to avoid sign pollution.

15.5.1.2. Informational and directional signs will be located with first thought given to serving the intended purpose but with careful thought to appearance and impact on the surrounding area. Signs should not be in close proximity to each other (i.e., same field of vision). This is not always avoidable, but a great deal of consideration and discretion should be used.

15.5.1.3. Signs should not be placed so as to detract from a point of interest or impair a scenic view. A question to ask is: "Can I take a photograph of this feature or vista without including the sign?" If the answer is "no," then you should reconsider your sign location. At no time will signs be mounted to natural features such as trees.

15.5.1.4. Intra-park signs on posts should be placed as low to the ground as practical to facilitate clear readability while remaining as unobtrusive as possible. Some guidelines for sign heights are as follows:

- The height of intra-park signs should be consistent throughout the park. The bottom edge of intra-park signs should be from 18 - 24 inches above the ground.

- Signs should generally be mounted so that the face is to the right of, and perpendicular to the roadway or trail.
- Exceptions to the above guidelines are as follows:
 - Standard traffic control (i.e., Stop, Yield, Speed Limit) signs will be mounted with the bottom edge five feet above adjacent road travel way edge. ADA parking signs will be mounted with the bottom edge seven feet above the adjacent parking surface.
 - Trail labels will be 24-36 inches above true walking surface. All trail labels should be mounted at a consistent height within one park.
 - Park boundary signs may be mounted on fence posts, wooden or metal, near the top of the fence. If no fence is present, boundary signs may be mounted on 4"x4" posts, round wooden posts, or metal fence posts. At no time will boundary signs be mounted to trees, snags, or other natural features.

15.5.1.5. No sign will be placed so as to interfere with the effectiveness of a "Stop" or "Yield" sign or any traffic control device.

15.5.2. Highway Signs

15.5.2.1. The park manager will determine locations for highway and interstate guide signs with review by the district bureau chief. The following standard highway sign locations will be considered by all parks, utilized where applicable and supplemented as dictated by specific park needs:

- 1,000 feet from the park entrance (all directions approaching the park).
- One mile from the park entrance (all directions approaching the park).
- Five miles from the park entrance (all directions approaching the park).
- At the appropriate intersection(s) in the nearest metropolitan area particularly if that town is on the park address.
- At all major decision points (highway intersections, forks) between the most distant highway sign and the park.
- On interstate highways at the appropriate exit.
- At the terminus of designated interstate exit ramps.

15.5.2.2. No highway signs will be erected unless the Department of Transportation approves the location and sign. The park manager and district bureau chief are responsible for requesting and acquiring sign location approvals.

15.5.2.3. All parks will develop and maintain a map of area roads and highways, which indicates the location and legend of each highway informational and directional sign. The map will be used for easy reference as a part of the park's sign maintenance program.

15.6. Ordering and Delivery

- 15.6.1. All sign orders, new or replacement, standard or non-standard must be routed through the district bureau chief or assistant bureau chief for review utilizing the procedures outlined below. This will assure uniformity statewide, and provide approval for special circumstances that would indicate a need for policy deviation.
- 15.6.2. Temporary or Emergency notification signs of an immediate nature may be necessary from time to time. These should be replaced or removed as soon as possible. These signs should be neat, legible and grammatically correct. If routine or seasonal temporary signs are commonly needed (e.g., closing of swimming area due to seasonal flooding) permanent metal signs should be kept on hand at the park for use as needed.
- 15.6.3. Overview
 - 15.6.3.1. Sign orders will normally originate with the park manager who will submit the original Sign Requisition ([DRP-035](#)) to the district bureau chief for review. The district bureau chief will make any necessary changes and forward the order to the Sign Shop for processing. The Sign Shop will notify the park when the order is complete. Parks should not stockpile signs. Extras of frequently used signs are acceptable but duplicates of all are not. Non-standard signs should only be used for emergency and short-term situations. These signs should also be approved through the district.
 - 15.6.3.2. Special wording should be minimized. Whenever possible, wording found in the [Sign Catalog](#) should be used. The Sign Shop may replace special orders with standard sign legends after consulting with the park manager.
- 15.6.4. Delivery Procedures
 - 15.6.4.1. The Sign Shop will notify park manager when the orders are ready.
 - 15.6.4.2. Park manager or his or her designee will notify the Sign Shop by telephone or email in advance of the pickup date and will assign an individual to pick up the sign order.
 - 15.6.4.3. Small signs may be shipped to parks.
- 15.6.5. Copy of Sign Order Form

The individual who picks up the signs must ensure that a completed copy of each park's sign order is received at that time. Each order is to be checked for completeness. The representative will sign the Sign Shop's copies as having received the order. A copy of the sign order must be delivered to the appropriate park to ensure the signs will be properly distributed. The park manager will then be aware of all changes that have taken place on the order since submission.

15.7. Replacement

- 15.7.1. Signs should be replaced as necessary in order to maintain a high standard of appearance and professionalism. Sign orders should be combined in order to maximize efficiency of the ordering process.

- 15.7.2. Highway signs should be placed in all locations necessary to provide clear directions to the park. The appearance and condition of all highway signs should be carefully monitored through a regularly scheduled review and maintenance program.

15.8. Inspection and Reporting

Each park manager will establish an inspection and maintenance program for highway and intra-park signs. Observations regarding vandalism and frequency of repair should be noted.

15.8.1. Highway Signs

Utilizing the sign location map the park manager will institute a quarterly highway inspection program.

15.8.2. Intra-Park Signs

All intra-park signs should be inspected routinely, repaired when possible, and replaced when necessary.

15.8.3. Sign Catalog

See the [Sign Catalog](#) for ordering and other information.

15.8.4. Care of Signs

- 15.8.4.1. Signs should be inspected routinely to ensure they remain mounted properly as stated in OM Chapter 5.1 above.
- 15.8.4.2. The face of metal signs can be waxed to make cleaning easier, deter fading and add to the life expectancy of the sign.
- 15.8.4.3. Mounting hardware that becomes rusted should be replaced immediately.
- 15.8.4.4. Natural material such as pine needles or leaves may be placed at the base of sign posts to eliminate "rain splash" on posts.
- 15.8.4.5. Signs that become faded, dented, bent, chipped, scratched or deteriorated in any way beyond repair should be replaced immediately.

CHAPTER 5.2 CONCESSIONS

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- [2. AGREEMENT GUIDELINES AND PROCEDURES](#)
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- [20. PHOTOGRAPHY / VIDEO AGREEMENT](#)
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1. PROGRAM OVERVIEW [^](#)

UPDATED AUGUST 1, 2020

1.1. Purpose

The purpose of this chapter is to guide consistent application of procedures for administering agreements between concessionaires and the Division of Recreation and Parks (“Division”) for the provision of visitor services in Florida State Parks. All visitor services delivered by concessionaires in a Florida State Park require an agreement.

1.2. Authority

All actions taken under this chapter will conform with state and federal laws and rules, as well as Department and Division directives and procedures. General Authority: DEP Directive 150; DEP Directive 100; Chapter 258.007 (3)(a), Florida Statutes (F.S.); and Chapter 62D-2, Florida Administrative Code (F.A.C.).

1.3. Objectives

The Division is responsible for the administration, management, and operation of lands designated as Florida State Parks, Preserves and Trails. The Division's management of these lands is directed toward conserving their natural and cultural values while providing for compatible public use. The dual goals of resource preservation and public recreation are attained by providing carefully managed facilities and services for park visitors. Additional guidance for facilities and visitor use and amenity development is found in each park's Unit Management Plan. The Division may provide services and facilities either with its own funds and staff, through agreement with Citizen Support Organizations or through Concession

Agreements. This chapter concerns itself with the provision of visitor services through Concession Agreements.

1.4. Program Management Responsibilities

1.4.1. Park Business Development Section’s Role

- 1.4.1.1. The Bureau of Operational Services (“BOS”), Park Business Development Section, provides contract management consulting and support services related to concession operations.
- 1.4.1.2. In collaboration with Division staff (district, park, and other appropriate bureaus or offices), BOS staff develops scope of services, prepares competitive solicitation documents, conducts recruitment of concessionaires, facilitates negotiation of terms and drafts Concession Agreements.
- 1.4.1.3. Members of the Park Business Development Section, Park Business Development Specialists, provide consistent administrative oversight of all agreements used in contracting with visitor service providers.

1.4.2. Park Manager’s Role

- 1.4.2.1. The Park Manager is the Department’s designated additional agreement manager.
- 1.4.2.2. The Park Manager is responsible for daily onsite management of all concessionaires and other visitor service providers at the park.
- 1.4.2.3. With assistance from the Park Business Development Section, the Park Manager is responsible for monitoring operational terms and conditions of agreements. If operational terms and conditions of agreements are not met by the concessionaire, Park Managers will coordinate necessary steps or corrective actions to promote compliance.

1.4.3. Additional Roles

- 1.4.3.1. District staff are responsible for guiding the administration of concession operations.
- 1.4.3.2. Specific roles and responsibilities for collaborating park staff, bureaus, offices, divisions and leadership are identified in this chapter. Collaborators include but are not limited to: Division of Administrative Services, Office of General Counsel and Office of the Inspector General.

1.5. Guidelines for Establishing and Maintaining Visitor Services

All visitor services delivered by a concessionaire in a Florida State Park require an agreement. To establish or maintain visitor services, either a competitive solicitation process, known as a Call for Business Plans (“CFBP”), or an alternative method will be employed.

1.5.1. Competitive

The Division considers most business opportunities to be competitive. Competitive opportunities will be secured through the CFBP process (See OM Chapter 5.2, Section 3). Most CFBPs will result in establishing visitor services through a Concession Agreement.

1.5.2. Non-Competitive

The Division may elect to enter into a short-term agreement (typically not greater than 3 years) without competitive bid due to one of the following:

- 1.5.2.1. Needs-Based: When the park has an immediate need for visitor service(s) (ex. loss of concessionaire, loss of park funding, increased consumer demand, etc.); or
- 1.5.2.2. Concessionaire-Generated Proposal: When the Division elects to enter into an agreement with a concessionaire for visitor services, prompted by an unsolicited proposal; or
- 1.5.2.3. Test Program: When the Division wishes to test the viability of a service or operation.

1.5.3. Renewals and Continuation of Services

1.5.3.1. The Division may renew, or amend to extend, existing Concession Agreements if the following criteria are met:

- Recommendation from the Director's Office to enter negotiations for a renewal or extension; and
- A successful negotiation of revised terms and conditions which may include, but is not limited to, direct investment or other capital improvement requirements that the parties find acceptable; and
- Annual Total Gross Sales are not projected to exceed \$399,999.99 (based on previous performance); or
- The business opportunity is a single-service concession operation; or
- The business opportunity is time-sensitive, unusually capital intensive or includes a unique operation such as multi-year business preparation (large tour boats) or a market niche (unique recipes, fixture of the community).

1.5.3.2. The Division may renew, or amend to extend a Commercial Use Agreement to an existing concessionaire if the following criteria are met:

- Recommendation from the District Bureau Chief to continue visitor services with the concessionaire; and
- The Commercial Use Agreement criteria listed in OM Chapter 5.2, Section 2.2 still apply to the concession operation.

2. AGREEMENT GUIDELINES AND PROCEDURES [^](#)

UPDATED AUGUST 1, 2020

2.1. Concession Agreement

2.1.1. Overview

2.1.1.1. Concession Agreements are used to authorize multi-service concession operations, which most often include a storefront in the park.

2.1.1.2. The term of Concession Agreements are typically four years or greater.

- 2.1.1.3. Concession Agreements define responsibilities for both the Division and the concessionaire.
 - 2.1.1.4. The Division retains all powers not expressly granted to the concessionaire in order to effectively manage the total park operation. The Concession Agreement also identifies the controls the Division will exercise over the conduct of concession operations.
 - 2.1.1.5. The Division acknowledges the concessionaire’s capital investment and assumption of financial risk. Thus, the Division agrees to adopt and pursue procedures which will encourage capital investment and enhance the security of the investment while providing a reasonable opportunity for profit to the concession operation.
 - 2.1.1.6. Required Staff: Park Business Development Specialist, Park Manager, district staff, Office of General Counsel
- 2.1.2. Criteria
- The Division may enter into a Concession Agreement with a concessionaire to provide visitor services if the following criteria apply:
- 2.1.2.1. Annual Total Gross Sales are projected to be \$400,000.00 or greater (based on previous concession performance or Division projections); or
 - 2.1.2.2. The business opportunity is considered a full-service concession operation (two or more categories of service).
- 2.1.3. Step 1 – Populate Information in the Agreement Template
- The Park Business Development Specialist (“PBDS”) will reference CFBP or negotiation documentation, most notably the Scope Meeting and Department Responses, to fill in the Concession Agreement template. Once edited, a best practice is to circulate the DRAFT Concession Agreement (“DRAFT Agreement”) to another PBDS for secondary review.
- 2.1.4. Step 2 – Route to Park and District
- 2.1.4.1. Once reviewed and edited, as applicable, the PBDS will send the DRAFT Agreement to the Park Manager (“PM”) and district staff (Bureau Chief, Assistant Bureau Chief and OMC II), with a copy to the BOS Bureau Chief, the Park Business Development Section Leader, and other Division offices and bureaus as appropriate (at a minimum, include the Office of Park Planning and the Bureau of Design and Construction).
 - 2.1.4.2. Note: The standard review time for a DRAFT Agreement is one week. The PBDS should adjust this as necessary based on the complexity of the concession operation. A best practice is for the PBDS to contact the PM and district staff early in the review process to assist with any clarification needed. This helps minimize going back and forth for simple edits.
- 2.1.5. Step 3 – Revise Agreement if Needed
- If applicable, the PBDS should organize feedback on the DRAFT Agreement and perform revisions in Track Changes format.

2.1.6. Step 4 – Re-route if Needed

The DRAFT Agreement will be renamed and, depending on the complexity of revisions, the PBDS should re-route the DRAFT Agreement for an additional review.

2.1.7. Step 5 - OGC Review

2.1.7.1. The OGC Review phase consists of review of the DRAFT Agreement by the Office of General Counsel (“OGC”).

2.1.7.2. To initiate review, the PBDS sends the DRAFT Agreement to OGC_ContractReviewRequests@dep.state.fl.us with a request for review.

2.1.8. Step 6

2.1.8.1. If revisions are required, the PBDS is responsible for communicating the edits to the PM and district staff. Once the edits are approved by PM and district staff, the results are communicated to OGC. Upon this confirmation, OGC will finalize the DRAFT Agreement and the resulting Concession Agreement is ready for routing to the concessionaire by the PBDS.

2.1.8.2. Signature Routing - See OM Chapter 5.2, Section 4.

2.2. Commercial Use Agreement

2.2.1. Overview

2.2.1.1. As all visitor services delivered by a concessionaire in a Florida State Park require an agreement, a Commercial Use Agreement is used to contract with single-service concessionaires. Commercial Use Agreements are used primarily in any of the following four situations:

- The Park Manager (“PM”) identifies a need for a specific visitor service, or a vendor proposes a new service in the park;
- Where more than one concessionaire provides the same service for the park, such as boat transportation from different origination points;
- To serve as a market test for new operations on which to base future decisions; where gross sales are too low to support full concession operations and associated overhead expenses; or
- Any vendor not otherwise contracted with the park, utilizing the park for commercial purposes.

2.2.1.2. Commercial Use Agreements are non-exclusive and are typically issued for terms from one (1) to three (3) years. Commercial Use Agreements may be renewed by amendment if the park has a need for continued services. Terms, including compensation, for Commercial Use Agreements are negotiated at the park, district level or central office, and are signed at the district level and above, based on Delegation of Authority.

- 2.2.1.3. Considerations for setting fees or commissions are based on market conditions and comparable agreements for similar services.
- 2.2.1.4. Required Staff: Park Business Development Specialist, Park Manager, District Staff
- 2.2.2. Criteria

The Division may enter into a Commercial Use Agreement with a concessionaire to provide visitor services if the following criteria apply:

 - 2.2.2.1. Annual Total Gross Sales are not projected to exceed \$399,999.99 (based on previous performance or Division projections); and
 - 2.2.2.2. The business opportunity is a single-service concession operation.
- 2.2.3. Step 1 – Fill in the Commercial Use Agreement Template
 - 2.2.3.1. The PM provides the Park Business Development Specialist (“PBDS”) with the scope and business information for writing the Commercial Use Agreement. The PBDS will write the Commercial Use Agreement using the Commercial Use Agreement template. The Commercial Use Agreement template includes instructions and is pre-filled with content. The PBDS will fill in blanks and/or use the drop-down boxes to write the Commercial Use Agreement.
 - 2.2.3.2. Collect deliverables
 - 2.2.3.3. The PM will collect a draft safety plan and pricing list for review and approval. An approved safety plan (see OM Chapter 5.2, Section 11.1), pricing list, proof of insurance and any other Commercial Use Agreement deliverables are required prior to signature of the Commercial Use Agreement.
- 2.2.4. Step 2 – Route to Concessionaire for Signature

The PBDS will route the Commercial Use Agreement to the PM to present to the concessionaire for review and signature.
- 2.2.5. Step 3 - Route for Department Signature

Once signed by the concessionaire, the PM will send the Commercial Use Agreement to the District Bureau Chief for Department signature.
- 2.2.6. Step 4 – Circulate the Signed Commercial Use Agreement

The District Bureau Chief will provide a copy of the executed Commercial Use Agreement to the PM, PBDS, and concessionaire. The PBDS will upload the Commercial Use Agreement to SharePoint.
- 2.2.7. Step 5 – Submit Commercial Use Agreement to Florida Accountability Contract Tracking System (“FACTS”) and Update Tracker
 - 2.2.7.1. The PBDS will provide a copy of the Commercial Use Agreement and a FACTS sheet (using the FACTS Sheet template) to Finance and Accounting. Additionally, the PBDS will update the [Concession Data Tracker](#).

2.2.7.2. Note: All agreements and amendments are required to be submitted to the Florida Accountability Contract Tracking System (“FACTS”). FACTS is an online portal which gives the public access to contract information as part of the “Transparency Florida Act”.

2.2.8. Step 6 – Conduct the Onboarding Meeting (See OM Chapter 5.2, Section 3.10).

2.3. Short-Term Special Event Agreement

2.3.1. Overview

2.3.1.1. Short-Term Special Event Agreements (“STSEA”) are used to contract with event providers to host events in parks, such as weddings, festivals and sporting events (i.e. mountain bike races, 5k running races, etc.).

2.3.1.2. STSEAs are typically issued with term lengths from one day to two weeks. Terms, including compensation, for STSEAs are negotiated at the park or district level, and are signed at the Park Manager (“PM”) level and above, based on Delegation of Authority.

2.3.1.3. Required Staff: Park Business Development Specialist, Park Manager, District Staff

2.3.2. Step 1 – Need Identified

The need for a STSEA can be generated by several sources. Most often, an outside vendor (“hereinafter, the terms ‘vendor(s)’ and ‘concessionaire(s)’ may be used interchangeably”) contacts the park. Once there is an identified need, and the PM wants to provide the temporary service, the PM begins Step 2.

2.3.3. Step 2 – Request for District Approval

In this step, the PM sends a brief summary of the event to the district for approval. If approved, the PM proceeds to Step 3. If not approved, the event is not appropriate for the park, or the district deems the operation is more significant than an event and should use a different contract instrument.

2.3.4. Step 3 – Complete the STSEA

2.3.4.1. A PM receives approval for the event, the PM will work with the vendor to complete the STSEA. The PM will work with the PBDS representing their district to have a STSEA # issued. The other portions that need to be filled in are on pages 1, 2, 4 and 6. The PM is responsible for collecting the STSEA fee and a copy of any required insurances from the vendor. The requirements for insurance are listed in paragraph 22. To complete the STSEA, the PM will ask the vendor to sign the STSEA. After the vendor signs the STSEA, the PM will fully execute the STSEA by signing.

2.3.4.2. Note: The PM needs to receive proof of insurance prior to commencement of the event.

2.3.5. Step 4 – Submit to the [Online Park Guide](#)

Once the STSEA has been fully executed, the PM will submit the event to the calendar portion of the Online Park Guide.

2.3.6. Step 5 – Conduct Event

Once all tasks have been completed and fees and insurances have been received, the event can take place in the park.

2.3.7. Step 6 – Circulate the Signed STSEA

The PM will provide a copy of the fully executed STSEA to the concessionaire, with a copy to the PBDS and district staff. The PBDS will upload the STSEA to SharePoint.

2.3.8. Step 7 – Submit STSEA to FACTS and Update Tracker

The PBDS will provide a copy of the STSEA and a FACTS sheet to Finance and Accounting. Additionally, the PBDS will update the [Concession Data Tracker](#).

2.4. Short-Term Vendor/Demonstrator Agreement

2.4.1. The Short-Term Vendor/Demonstrator Agreement was designed for use by the Park Manager (“PM”) to solicit and contract with food vendors, craftsmen, and other appropriate vendors to support special events.

2.4.2. Short-Term Vendor/Demonstrator agreements should only be issued to cover the duration of the special event (usually one to three days).

2.4.3. All vendors who sell or take orders for a product at a special event will be charged a fee. Considerations for setting the per day pricing are: expected daily attendance; projected gross sales; number of vendors participating; and event duration. Fees can range from \$5 to \$500 per day.

2.4.4. Vendors who do not offer items for sale and do not take orders during the event may not be charged a fee.

2.4.5. The PM can waive the fee for local charities when they are raising funds for charitable purposes and when the park will be recognized as a partner in community service.

2.5. Other Agreements

The Department may enter into specialty agreements for unique situations. Examples of these include but are not limited to: Tube Vendor Agreement (Ichetucknee Springs), Marketing Cooperative Agreement (i.e. for a mobile application) or a Memorandum of Agreement (for collaborating with a county).

3. CALL FOR BUSINESS PLANS [^](#)

UPDATED AUGUST 1, 2020

3.1. Overview

A Call for Business Plans (“CFBP”) is a competitive solicitation used for recruiting Florida State Parks’ visitor service providers. A CFBP is typically a 4-month process featuring numerous phases and various roles for project stakeholders.

3.2. Scope

3.2.1. Overview

3.2.1.1. Defining the scope of the Call for Business Plans sets the parameters for the Department’s request for visitor services. Factors to consider for a new (or renewal) concession operation usually include obstacles to establishing or expanding services, consistency regarding the park’s Unit

Management Plan (“UMP”), types of services offered, capital improvements, utilities, compensation and timing. The expected outcome when defining the scope is agreement among stakeholders, which is valuable for setting and maintaining expectations.

- 3.2.1.2. Required Staff: Park Business Development Specialist, Park Manager, District staff, Director’s Office, Office of Park Planning, Bureau of Design and Construction, Office of Greenways and Trails, Office of General Counsel

3.2.2. Scope Meeting Process

The Scope Meeting process is usually driven by one of two factors: expiration or termination of an existing Concession Agreement, or when there is a need for visitor services (where not provided). The major component of setting scope is the Scope Meeting. The Scope Meeting process is as follows.

3.2.2.1. Step 1- Define Need

- Once the decision has been made to issue a CFBP, Scope Development work is started. This is the process in which the Park Business Development Specialist (“PBDS”), in collaboration with the Park Manager (“PM”) and district staff, will define the service needs of the park.
- Required Staff: Park Business Development Specialist, Park Manager, District Staff

3.2.2.2. Step 2 – Create a Project Schedule

- The PBDS will create a Project Schedule using the [Call for Business Plans Project Plan Generator](#). This tool enables the PBDS to see the outlined CFBP process and manage approaching deadlines “at a glance.”

3.2.2.3. Step 3 – Schedule Scope Meeting

- The PBDS will schedule the Scope Meeting (using the Scope Meeting Checklist) to occur approximately three to four weeks before the Onsite Mandatory Meeting.

3.2.2.4. Step 4 – Research

- The PBDS will conduct the research and analysis necessary to become familiar with the park as preparation for completing the Survey of Services.

3.2.2.5. Step 5 – Hold Survey of Services Meeting

- The PBDS will review the Survey of Services template with the PM and district. The PBDS will fill-in the template during the meeting.

3.2.2.6. Step 6 – Follow Up

- Once the review of the Survey of Services with the PM and district staff is completed, the PBDS will email the PM and district staff a

copy of the completed Survey with notes and provide an opportunity for review.

- 3.2.2.7. Step 7 – Prep Scope Meeting Materials
 - The PBDS will assemble meeting materials according the Scope Meeting checklist.
- 3.2.2.8. Step 8 – Prep Scope Meeting Space
 - The PBDS will prepare the meeting space according to the Scope Meeting checklist.
- 3.2.2.9. Step 9 – Facilitate Scope Meeting
 - The PBDS will conduct the meeting with the following as a guide:
 - The PBDS is responsible for facilitating the Scope Meeting, which begins with introductions, a statement regarding the purpose of the Scope Meeting, and any other pre-meeting items that need to be discussed (this should be included on the agenda).
 - The PBDS will address agenda items such as the factors and the tentative Onsite Mandatory Meeting date/time.
 - The PBDS will proceed to the Survey of Services, which is most efficient to review by section rather than item by item.
 - After the Survey of Services has been discussed and all items on the agenda are addressed, the PBDS will request final remarks.
 - The PBDS will confirm Leadership in attendance has approved the issuance of a CFBP and will close the meeting.
- 3.2.2.10. Step 10 – Review Meeting Notes
 - After the Scope Meeting has taken place, the PBDS should meet with the Park Business Development Section team and review all notes and any issues discussed at the Scope Meeting. The PBDS will double check the agreed upon dates and ensure the Project Plan is correct.
- 3.2.2.11. Step 11 – Provide Recap and Schedule Mandatory Meeting
 - To complete the recap, the PBDS will send an Outlook meeting invitation to meeting attendees for the Onsite Mandatory Meeting, along with a summary of notes and a copy of the completed Survey of Services attached.

3.3. Advertising

3.3.1. Overview

- 3.3.1.1. In order to ensure the maximum exposure of state park business opportunities, advertising targeted to the private sector is conducted by the Division through various marketing channels. The practice and process is intended to achieve broad exposure to the business and entrepreneurial community.

- 3.3.1.2. Required Staff: Park Business Development Specialist, DRP Communications
- 3.3.2. Assign Business Plan Number
 - 3.3.2.1. Step 1 – Access the Tracking Sheet
 - Open the Tracking – CFBP spreadsheet.
 - Scroll to the first blank space of the spreadsheet (the agreements are all separated by fiscal year).
 - 3.3.2.2. Step 2 – Determine Next Number
 - The numbers following “SUP – BP#” represent the order of the agreement for the fiscal year followed by the year it is created. For example, SUP – BP#05-20 is the 5th agreement for the year 2020.
 - 3.3.2.3. Step 3 – Create New Number
 - The PBDS can now enter the information for this new CFBP. If the last entry was SUP – BP#05-20, proceed to the next line and enter “SUP – BP#06-2020”, and complete the rest of the line (fiscal year information, park, date).
- 3.3.3. Writing Advertising Content and Placing Advertisements
 - 3.3.3.1. Step 1- Write Advertising Content
 - The PBDS will use [Advertising Content CFBP Example](#) as a guide to create the advertising content. The PBDS will seek the Section Leader’s review and approval. Additionally, the PBDS will ensure the CFBP is posted to the “Doing Business with the Parks” webpage.
 - 3.3.3.2. Step 2 – Email Website Content to Communications
 - The PBDS will email the content to Division communications, who posts content to the website.
 - 3.3.3.3. Step 3 – Double Check Website Content
 - Once the Webmaster has posted the content, the PBDS will double check the posted content for spelling, placement and functioning links. The PBDS will send a test email from the page to confirm proper function.
 - 3.3.3.4. Step 4 – Prepare Listserve Email Content
 - Once the content is posted to the “Doing Business with the Parks” webpage, the PBDS will work with the Section Leader to ensure the opportunity is sent to current and prospective concessionaires (which is sent via GovDelivery).
 - 3.3.3.5. Step 5 – Send Listserve Email Content
 - The content write-up must be emailed to the Section Lead or PBDS responsible for GovDelivery.
 - 3.3.3.6. Step 6 – Test Listserve Email Content

- A test email will be sent to the PBDS from GovDelivery notifying the PBDS that there is a new CFBP.
 - The PBDS is responsible for reviewing and testing the draft GovDelivery. The PBDS reviews the draft to ensure all the information is correct (check spelling, dates, links and email test functionality).
- 3.3.3.7. Step 6 – Release Email to Listserve
- Once the PBDS verifies the draft is ready for distribution, GovDelivery will be released.
- 3.3.3.8. Step 7 – Prepare Social Media Content
- The PBDS will prepare social media content and will seek the Section Leader’s review and approval.
- 3.3.3.9. Step 8 – Email Social Media Content to Communications
- The PBDS will email the content to Division communications.
- 3.3.3.10. Step 9 – Confirm and Document Social Media Content
- The PBDS is responsible for confirming the content has been posted to the social media outlets for the dates scheduled.
- 3.3.3.11. Step 10 – Prepare Newspaper Advertising Content
- The PBDS will prepare newspaper advertising content and will seek the Section Leader’s review and approval.
- 3.3.3.12. Step 11 – Purchase and Place Advertisement in Newspaper
- PBDS will follow established purchasing guidelines to place advertisement in selected newspapers.
- 3.3.3.13. Step 12 – Confirm and Document Newspaper Advertising Content
- The PBDS is responsible for confirming the content has been published to the newspaper for the dates scheduled.
- 3.3.4. Telephone Calls/Emails
- 3.3.4.1. Step 1 – Research the Market
- The PBDS will conduct market research to identify businesses that may be interested in the opportunity.
- 3.3.4.2. Step 2 – Contact Potential Respondents
- The PBDS contacts the potentially interested businesses.
- 3.3.4.3. Step 3 – Document
- The PBDS will document the emails and phone calls.

3.4. Mandatory Meeting

3.4.1. Overview

- 3.4.1.1. The PBDS is responsible for preparing the Division for the Onsite Mandatory Meeting. In most instances, potential concessionaires are required to attend the Onsite Mandatory Meeting in order to submit a proposed business plan.
- 3.4.1.2. Required Staff - Park Business Development Specialist, Park Manager, District Staff
- 3.4.2. Step 1 – Pre-Meeting Preparation
 - 3.4.2.1. The PBDS will prepare the Mandatory Meeting Agenda.
 - 3.4.2.2. The PBDS will create a meeting sign-in sheet.
 - 3.4.2.3. The PBDS may create a PowerPoint presentation.
- 3.4.3. Step 2 – Meeting Day Preparation
 - 3.4.3.1. The PBDS will arrive at the park either the day before the Onsite Mandatory Meeting or at least a few hours before the start for an onsite inspection of the meeting facility and concession area(s). At this time, the PBDS will meet with the PM to review highlights of the park and location of any necessary capital improvements. The PBDS will review the meeting components with the PM. This will typically include:
 - Ensuring the PM notifies the ranger station staff of the meeting, where to direct potential respondents, and not to charge them park admission.
 - Review of the meeting (how it will start, who is introduced, etc.)
 - Identify who will answer which type of questions.
 - The timeline of the meeting, typically:
 - One hour to discuss the Business Plan Packet; and
 - One hour for the tour of the park.
 - The PBDS will ensure that everyone on the staff knows not to answer any private or sidebar questions from the potential respondents regarding the CFBP; all questions and answers must be made public to everyone at the meeting.
 - The PBDS will ensure all staff know that once the meeting is finished, no questions can be answered regarding the CFBP except by email submission to PBDS.
 - The PBDS will have sign-in sheets and pens on hand.
 - The PBDS will have copies of Business Plan Packets and place them next to the sign-in sheets so all potential respondents have access to them as they arrive.
 - The PBDS will assign a team member to take photographs of the meeting and to take notes.
 - The PBDS will have reference material organized and prepared:
 - PBDS’s Business Plan Packet with any notes (i.e. names of all of the staff present for your introductions)
 - A copy of the UMP

- Pre-submitted questions and answers
- Extra pens and scrap paper
- Clipboard for the sign-in sheets

3.4.4. Step 3 - Conduct the Meeting

3.4.4.1. Open the Meeting

- The PBDS will begin the meeting with introductions, review the agenda and make any “housekeeping” announcements.

3.4.4.2. Review Business Plan Packet

- The PBDS will begin review of the Business Plan Packet.

3.4.4.3. Park Manager Overview

- The PBDS will request the PM provide a brief overview of their vision of concession operation at the park.

3.4.4.4. Resume Business Plan Packet

- The PBDS will continue through the Business Plan Packet. Prior to the tour, the PBDS will facilitate a question and answer session.

3.4.4.5. Tour the Facilities

- The PM will begin the tour of facilities, space and equipment. The PBDS provides support for CFBP process and agreement management questions.

3.4.4.6. Final Q&A

- The PBDS facilitates a final question and answer session prior to calling the meeting officially closed.

3.5. Evaluation of Proposals

3.5.1. Overview

3.5.1.1. The purpose of CFBP Evaluation of Proposals is to score and rank the business plan proposals that are received. This process will result in either the selection of the best candidate(s) to enter negotiations with, or a Department decision to reissue the CFBP.

3.5.1.2. Required Staff - Park Business Development Specialist, Evaluators

3.5.2. Step 1 - Notify Evaluators

3.5.2.1. Contact and Describe Duties

- Each evaluator must be contacted for their availability and willingness to read, review and score all proposals within the CFBP timeline of events. If the evaluator says yes, a brief description of what needs to be accomplished should be provided. If a selected evaluator is unavailable, proceed to the designated back-up evaluators.

3.5.2.2. Follow-up with Email

- A follow up email should be sent thanking the evaluators for agreeing to participate. The due date of the proposals from respondents, when the proposals will be available for evaluation, and when the score sheets are due back to the PBDS should all be included in the email.

3.5.3. Step 2 - Deliver Proposal(s) to Evaluators

3.5.3.1. Send Information to the evaluators. Evaluators are typically Park Managers who manage other Concession Agreements and other PBDSs. District personnel also serve as evaluators.

3.5.3.2. Proposal(s) are saved to the park's folder in the folder created at the beginning of the CFBP. Once all the proposals are received, they must be sent out with all supplemental information to the evaluators. An email to the evaluators is sent out which will include:

- A link to the Proposal Folder (confirming how many proposals were received).
- A link to the Concession Program Website so evaluators can access the CFBP kit.
- The due date and time to complete the review and return score sheets.
 - A copy of the score sheet with the following instructions:
 - Add the name of the evaluator and the respondent to the top of each score sheet.
 - The PBDS will conduct reference checks; please leave that portion of the score sheet blank.
 - The PBDS will total the score sheet; only fill in the independent evaluator's score (the left-hand column).
 - Evaluators are not allowed to discuss the proposals with anyone other than the PBDS.
 - Questions should be directed to the PBDS.
 - A request for confirmation from each evaluator that the above email was received, and all links and attachments are viewable.

3.5.4. Step 3 – Conduct Reference Checks

3.5.4.1. While the evaluators are reviewing and scoring each proposal, the PBDS will conduct reference checks. If the respondent did not use the Business Reference Evaluation Form from the CFBP kit, the information provided must be copied to a form for each reference. If no references were provided, the respondent will receive a score of zero (0) for this section. When calling each reference, the PBDS must:

- Give a brief explanation of the purpose of the call and let the reference contact know the questionnaire will take around five (5) minutes to complete.
- Read the questions exactly as they are written and not ask any other questions.

- Circle each response the reference answers and write legibly for any responses requiring further detail.

3.5.4.2. Compile Scores and Document

- When the call is complete, tally up the score. Scan the document and save a copy to the corresponding CFBP folder on the network drive. Enter the score for each reference check into the respective field(s) on each score sheet once they come back from the evaluators.

3.5.5. Step 4 - Receive Score Sheets from Evaluators

If evaluators have not returned completed score sheets to the PBDS the day before they are due, a reminder email should be sent as a courtesy (at least 24 hours' notice). Once all score sheets have been received, the PBDS can continue with the next steps.

3.5.6. Step 5 – Follow-up with Evaluators

The PBDS should send an email to each evaluator thanking them for their time. The email should include details notifying evaluators that they may be contacted for clarification or issues with their score sheets.

3.5.7. Step 6 – Review Score Sheets

The PBDS will review each score sheet to ensure that the evaluator entered the following:

3.5.7.1. Reviewer name.

3.5.7.2. Respondent name.

3.5.7.3. All scores have been entered in each field and are within the correct parameters. If a score does not fall into the correct parameter or is missing:

- The evaluator must be emailed to address the issue with the score sheet attached.
- The evaluator must correct the mistake and send the score sheet back to the PBDS.
- Once the corrected score sheet is obtained by the PBDS, the original should be replaced by saving the updated score sheet in the CFBP folder on the Network Drive.

3.5.8. Step 7 - Calculate Total Scores

3.5.8.1. Compile Scores

- After all the score sheets have been checked by the PBDS, scores from the reference checks can be entered onto all score sheets. Each score will then be multiplied by the "weight factor" and entered in the total on the "actual points" column.

3.5.8.2. Double Check the Scores

- A second Park Business Development Section team member will review and check all work. After review, the PBDS will save the completed score sheet to the CFBP Folder.

3.5.9. Step 8 – Complete a Review of Proposals

3.5.9.1. The PBDS will create a spreadsheet to display combined scores for each respondent, and a review of proposals matrix. This is a necessary because it will show any anomalies in the scoring and provide a secondary checking method. For instance, if all the evaluators score high for licenses and one evaluator scored a zero, it's possible that information was entered incorrectly. If this is the case, the evaluator must be contacted to review their scores and adjust any mistakes which may have occurred.

3.5.9.2. The PBDS will complete the Review of Proposals spreadsheet. This spreadsheet consists of the following:

- Matrix – An overall snapshot of each respondent which includes the information submitted with their proposal.
- Pro Forma – A breakdown of each respondent's projected revenue, expenses and commission payments.
- Projections – A five (5) year projection with varying commission rates.
- Dollar Per Visit – Shows the dollar per visit trend from a sample of current concessionaires.
- Visitation – Projected visitation based on a perceived pattern and the average of multiple parks' visitation.
- Data – Actual performance of previous operation (if applicable).

3.5.9.3. All the score totals for each respondent and a snap-shot breakdown view of what each one is proposing for the Department is now compiled and easy to view. Once completed, the proposals can be ranked.

3.5.10. Step 9 - Proceed with Negotiations or Presentation Meetings

3.5.10.1. Submit Recommendation

- The PBDS will review all information for each respondent and offer a recommendation to Division leadership to enter negotiations with one or more respondents.
- All respondents should now be ranked from highest to lowest score.
 - If there is one clear winner, this respondent should be the recommendation to Division Leadership.
 - Sometimes there are two or more respondents whose scores and proposals were very close and there is no clear winner. In this scenario, a recommendation to Leadership for the Department to enter Presentation Meetings with these candidates should be made. There may be a time when none of the respondents are in-line with what the Department is looking

for in a concessionaire. In this case, the PBDS will recommend going back out to bid and re-issuing the CFBP.

3.5.10.2. Seek Approval

- Once a recommendation has been made and discussed with the Section Leader, an email is sent to the Bureau Chief with the recommendation.

3.5.10.3. Proceed with Next Steps

- Upon approval from Leadership, the PBDS can proceed to the negotiations or Presentation Meetings.

3.6. Presentation Meetings

3.6.1. Overview

3.6.1.1. Highly competitive CFBPs often see more than one qualified company. Typically, this will be revealed in the evaluation results, a PBDS QA/QC of the proposals or other factors. In cases where the Department needs additional information to make the decision on which respondent will be selected for final negotiations and agreement writing, the Department hosts a Presentation Meeting (which includes elements of negotiating).

3.6.1.2. Required Staff - Park Business Development Specialist, District Staff, Evaluation Panel

3.6.2. Step 1 - Contact Respondent(s)

3.6.2.1. Draft Department Response

- Upon receipt of approval for Presentation Meetings, the PBDS will write a Department response, a letter informing the respondent(s) the Department will move into the next phase of the CFBP.

3.6.2.2. Send Department Response

- Once the letter is written, the PBDS prints, signs, and creates an electronic copy by color scanning the signed letter. The file will be named and filed according to the [SharePoint File Naming Protocol](#). The PBDS will then email the Department response to each respondent (as an attachment).

3.6.3. Step 2 - Schedule the Presentation Meetings

3.6.3.1. After sending the Department response, the PBDS will secure a meeting venue.

3.6.3.2. Email Meeting Invitations

- Once secured, the PBDS will send a second email to the respondents to schedule the meeting. This information will include, but is not limited to, address with directions, date and time, and any special instructions.

3.6.4. Step 3 - Prepare for the Presentation Meetings

3.6.4.1. Assemble Meeting Points/Agenda

- The PBDS will use the Presentation Points template to develop presentation points.

3.6.4.2. Print and Arrange Documents

- The PBDS will assemble folders with appropriate documents for each of the Presentation Meeting panelists.

3.6.5. Step 4 – Conduct the Meetings

The PBDS will facilitate the Presentation Meeting and is responsible for documenting the meeting (and curating any materials used).

3.6.5.1. Ask Questions and Document

- The Presentation Panel is responsible asking questions and negotiations. The Panel is responsible for securing the best visitor services along with maximizing revenue/capital for the Department.

3.6.5.2. Close the Meetings, Call for Decision

- The PBDS will bring each Presentation Meeting to close. The PBDS hosts a follow-up meeting to bring the Presentation Panel to a decision on which respondent will proceed to the next step of the process, final negotiations and agreement writing.

3.6.6. Step 5 – Issue Response

Once a Respondent has been selected for negotiations and agreement writing, the PBDS will seek approval from the Bureau Chief (BOS) to issue a second Department response (Award). This response will be more detailed and clearly identify the terms and conditions conceptually agreed to in the Presentation Meeting. Upon receipt of approval to proceed, the PBDS will email the Department response to the respondent. The respondents not selected for final negotiations and agreement writing will be sent a different, second Department response (No Award).

3.7. Agreement Writing

See OM Chapter 5.2, Section 2.

3.8. Background Investigation

3.8.1. Overview

3.8.1.1. Prior to signature by the Department of a Concession Agreement, the PBDS must ensure the required background investigation results have been received and approved (no findings).

3.8.1.2. Required Staff - Park Business Development Specialist

3.8.2. Step 1 – Review Results for Employees and Subcontractors

3.8.2.1. The Department may, at its election, review results for Employees and Subcontractors

- 3.8.2.2. The Concessionaire is required to maintain background investigation records for all employees and have those records available for inspection during normal business hours.
- 3.8.2.3. If a “positive” result is discovered on the sexual predator or offender investigation, the PBDS will stop the agreement routing process immediately, and the PBDS will notify all internal stakeholders.
- 3.8.2.4. The Department may not enter into an agreement with an entity employing a sexual predator.
- 3.8.3. Step 2 – Review Results for Officers
 - 3.8.3.1. The PBDS will receive and inspect copies of the concessionaire’s investigation records. Records must be received from an independent third-party entity.
 - 3.8.3.2. If a “positive” result is discovered on the sexual predator, sexual offender, civil, or criminal investigation, the PBDS will stop the agreement routing process immediately, and the PBDS will notify all internal stakeholders.
 - 3.8.3.3. The Department may not enter into an agreement with an entity employing a sexual predator.

3.9. Agreement Routing

Upon receiving final review from OGC for the Concession Agreement, the agreement routing process in OM Chapter 5.2, Section 4 should be followed, which may not proceed until the background investigations and plans requirements are satisfied.

3.10. Onboarding Meeting

- 3.10.1. Overview
 - 3.10.1.1. An Onboarding Meeting will be scheduled with the concessionaire, park and district to review the agreement and discuss deliverables.
 - 3.10.1.2. Required Staff - Park Business Development Specialist, Park Manager, District Staff, Concessionaire’s Agreement Manager
- 3.10.2. Step 1 – Schedule Meeting

The PBDS will coordinate with the concessionaire, park and District to set a time and date for an onboarding meeting.
- 3.10.3. Step 2 – Complete the Onboarding Checklist

The PBDS will prepare an Onboarding Checklist for the meeting and print any documents needed for the meeting.
- 3.10.4. Step 3 – Conduct the Onboarding Meeting
 - 3.10.4.1. The PBDS will facilitate the Onboarding Meeting, which is typically conducted onsite. Meeting attendees will, at a minimum, include representatives from the concessionaire, the Park Manager and a district representative.

3.10.4.2. The PBDS will lead a review of the Onboarding Checklist along with any other documents needed for review. The PBDS is responsible for answering any questions regarding the Concession Agreement, taking notes and documenting follow-up tasks.

3.10.4.3. The Park Manager will lead a site tour to visually identify all facilities, space and equipment identified in the concession agreement.

3.10.5. Step 4 – Meeting Follow-up

After the meeting, the PBDS circulates relevant notes and follow-up tasks.

4. AGREEMENT EXECUTION [^](#)

UPDATED AUGUST 1, 2020

4.1. Overview

4.1.1. A concession agreement is the final result of the Call for Business Plan process. The following steps outline the process of concession agreement execution.

4.1.2. Required Staff – Park Business Development Specialist, Concessionaire’s Agreement Manager, Department Signatory

4.2. Step 1 – Route Agreement Final Draft for Internal Review

The PBDS will provide a copy of the finalized Concession Agreement to the District Bureau Chief and Park Manager for review.

4.3. Step 2 – Route Agreement to Concessionaire for Signature

After approval from the District Bureau Chief and PM, the PBDS will provide the concessionaire (with a copy to the District Bureau Chief and PM) with the finalized Concession Agreement and notify them that it is ready for signing.

4.4. Step 3 – Return Signed Agreement to PBDS

The concessionaire will review and sign the agreement and return to the PBDS.

4.5. Step 4 – Route for DEP Signature

Upon receipt of the signed Concession Agreement from the concessionaire, the PBDS will route the Concession Agreement with a memo, using a Routing Memo Template.

4.6. Step 5 – File and Distribute

Upon receipt of the fully executed Concession Agreement, the PBDS will scan a copy and the routing memo. The electronic copy of the fully executed Concession Agreement should be filed in the agreement’s file folder for the concessionaire, which is located in the park folder. One paper copy of the fully executed Concession Agreement should be placed in the “main files.” The other copy should be circulated to the PM for distribution to the concessionaire.

4.7. Step 6 – Submit Concession Agreement to Florida Accountability Contract Tracking System (“FACTS”) and Update Tracker

4.7.1. The PBDS will provide a copy of the amendment and a FACTS sheet (using the FACTS Sheet template) to Finance and Accounting. Additionally, the PBDS will update the [Concession Data Tracker](#).

- 4.7.2. Note: All agreements and amendments are required to be submitted to the Florida Accountability Contract Tracking System (“FACTS”). FACTS is an online portal which gives the public access to contract information as part of the “Transparency Florida Act”.

5. AMENDMENT EXECUTION [^](#)

UPDATED AUGUST 1, 2020

5.1. Overview

- 5.1.1. Changes to the terms of concession agreements must be memorialized by executing an amendment. The following steps outline the process of concession amendment execution.
- 5.1.2. Required Staff - Park Business Development Specialist, Concessionaire’s Agreement Manager, Department Signatory

5.2. Step 1 – Identify Need

Amendments to concession agreements can be required for various reasons, including but not limited to the addition of authorized services, changes in commission or fee obligations, or changes to authorized space or inventory. Typically, amendments will be executed at the request of Park Managers or District Staff.

5.3. Step 2 – Review Agreement and Amendments

Once there is an identified need for an amendment, the PBDS will review the original Concession Agreement and each amendment, if applicable. The purpose for this review is that Concession Agreements and amendments need to be reviewed as whole, since they collectively make up the entire Concession Agreement.

5.4. Step 3 – Determine Amendment Number

Amendment numbers are in chronological order. If the previous review reveals a Concession Agreement was amended twice, the next amendment would be Amendment #3.

5.5. Step 4 – Check for Standard Language Updates

The date of the Concession Agreement and any amendments gives the PBDS clues about which standard language updates may be needed for the amendment. The PBDS will need to compare these dates with the [Standard Language Updates Library](#). This library includes dates each of the Standard Language has been updated. The PBDS needs to compare the language in the library with the Concession Agreement and amendments, if applicable, to make a final determination of which standard updates are needed.

5.6. Step 5 - Write Amendment

The PBDS will write the amendment using the Amendment Template.

5.7. Step 6 – Secondary Review

Once created, a best practice is to circulate the DRAFT Amendment (“DRAFT”) to another PBDS for secondary review. Once reviewed and edited, as applicable, proceed to Division review.

5.8. Step 7 – Route for Internal Review

- 5.8.1. The PBDS will send the DRAFT and a brief email message to the Park Manager and copy:
- District Bureau Chief
 - District OMC II
 - BOS Bureau Chief
 - Park Business Development Section Leader
- 5.8.2. There is no standard review time for an amendment. The review time a PBDS should request is based on factors such as complexity, workload and urgency. A best practice is for the PBDS to contact the PM and district staff to determine an appropriate review time.

5.9. Step 8 – Revise if Needed

If applicable, the PBDS should organize feedback on the DRAFT and perform revisions in track changes format of the original DRAFT circulated. The file should be renamed and, if the revisions are complex, the PBDS should repeat the review process. If the edits are minor, the PBDS can move to OGC Review.

5.10. Step 9 – Route for Legal Review

The Concession Agreement and amendments, if applicable, and DRAFT are sent to the Office of General Counsel (“OGC”).

5.11. Step 10 – Revise if Needed

If revisions are required, the PBDS is responsible for communicating these to the PM and district office. Once the edits are approved by PM and District, the results are communicated to OGC.

5.12. Step 11 – OGC Approval

Upon this confirmation, OGC will finalize the DRAFT and the resulting amendment is ready for routing to the concessionaire.

5.13. Step 12 – Email Amendment to Concessionaire

After approval from the District Bureau Chief and PM, the PBDS will provide the concessionaire (with a copy to the District Bureau Chief and PM) with the finalized amendment and notify them that it is ready for signing.

5.14. Step 13 – Return Signed Amendment to PBDS

The concessionaire will review and sign the amendment and return to the PBDS.

5.15. Step 14 – Route for DEP Signature

Upon receipt of the signed amendment from the concessionaire, the PBDS will route the amendment with a memo, using a Routing Memo Template.

5.16. Step 15 – File and Distribute

Upon receipt of the fully executed amendment, the PBDS will scan a copy and the routing memo. The electronic copy of the executed amendment should be filed in SharePoint. One paper copy of the fully executed amendment should be placed in the “main files.” The other copy should be circulated to the PM for distribution to the concessionaire.

5.17. Step 16 – Submit Amendment to Florida Accountability Contract Tracking System (“FACTS”) and Update Tracker

- 5.17.1. The PBDS will provide a copy of the amendment and a FACTS sheet (using the FACTS Sheet template) to Finance and Accounting. Additionally, the PBDS will update the [Concession Data Tracker](#).
- 5.17.2. Note: All agreements and amendments are required to be submitted to the Florida Accountability Contract Tracking System (“FACTS”). FACTS is an online portal which gives the public access to contract information as part of the “Transparency Florida Act”.

6. CONCESSIONAIRE MONTHLY REPORTS AND PAYMENTS [^](#)

UPDATED AUGUST 1, 2020

6.1. Overview

- 6.1.1. On a monthly basis, the concessionaire will complete and submit the Monthly Report of Concessionaire’s Total Gross Sales (“Monthly Report”) for the previous month and remit payment of the commission fee, along with the Monthly Profit and Loss Statement when applicable.
- 6.1.2. Required Staff - Park Business Development Specialist, Concessionaire’s Agreement Manager, Park Manager

6.2. Monthly Reports

- 6.2.1. Step 1 – Receive Report
The PBDS receives the Monthly Report and Monthly Profit and Loss Statement (if applicable).
- 6.2.2. Step 2 – Upload to SharePoint
The PBDS uploads the PDF copy of the Monthly Report and Monthly Profit and Loss Statement (if applicable) to the Monthly Report folder on the SharePoint site.
- 6.2.3. Step 3 - Verify the Commission Fee Amount is Accurate/Revenue Tracking Database
 - 6.2.3.1. The PBDS will verify the concessionaire’s commission fee amount is accurate by completing an entry into the Revenue Tracking Database. Follow the below instructions when entering a new payment into the database:
 - 6.2.3.2. Find the Revenue Tracking Database
 - Navigate to the [Revenue Tracking Database](#) on SharePoint. The Revenue Tracking Database is a where all the monthly data regarding commission fees and payments is stored for each concessionaire. The database is also used for verifying that commission fee amount and payments are accurate.
 - 6.2.3.3. Fill in Form
 - Enter in the appropriate agreement number and period covered. Then fill in the rest of the online form by transferring the corresponding information from the Monthly Report.

- 6.2.3.4. Verify Commission Rate
 - Verify the correct commission rate is entered by confirming the commission rate in the concession agreement matches the percentage/value listed (by reviewing the compensation paragraph). Be aware of tiered commission rates or situations where a concession operation pays a flat fee.
- 6.2.3.5. Check Tax-Exempt Status
 - If the concessionaire is tax-exempt with a valid [State Use Tax Exempt Certification](#) form on file with the Department, click on the tax-exempt box to activate the status as exempt. If not, enter the tax rate by confirming the tax rate matches the total tax rate (state sales tax plus county surcharge) listed for the county in the [Sales Tax Rate Chart](#).
- 6.2.3.6. Submit and Save
 - Once the form has been completed with the applicable amounts, “submit” the form by clicking on the save button.
- 6.2.3.7. Review Entry
 - Once the save button has been clicked, the page will refresh and display a list of monthly payment entries. The entry just completed will be at, or near, the top of the list.
 - The form that was submitted will auto-calculate an amount for Total Monthly Compensation Due based on the values entered from the Monthly Report. A new column (1) will appear near the right end of the database which displays the auto-calculation. An additional difference column (2) will display any difference between the reported amount and the calculated value.
 - Verify Commission Fee Amount is accurate.
- 6.2.3.8. Determine if Commission Fee Amount is Accurate
 - If the difference column is “\$0.00,” the commission fee amount is accurate. If the difference column is not “\$0.00,” the commission fee amount is not accurate, and corrections are needed.
- 6.2.4. Step 4 – Confirm with the Concessionaire and PM

If the commission fee amount is accurate, the PBDS will confirm with the concessionaire and PM that the commission fee amount is accurate.
- 6.2.5. Step 5 – Identify Error and Request Revised Payment
 - 6.2.5.1. Upon identifying the error, the PBDS will request a revised Monthly Report from the concessionaire.
 - 6.2.5.2. Correct Payment in the Revenue Tracking Database
 - 6.2.5.3. Once the revised Monthly Report has been received, the PBDS will correct the entry in the database by following steps listed below:

- Find the Entry Which Needs to be Corrected
 - Navigate to the [Revenue Tracking Database](#) and locate the appropriate payment entry by filtering the database.
- Open with the Edit Item Tool
 - Click on the ellipses (1) of the monthly payment item then click “Edit Item” (2).
- Correct the Entry
 - Correct the errors in the form and click the save button to resubmit the form. The difference column should be “\$0.00.”

6.3. Commission Payments

6.3.1. Step 1 – Collect Payment

Once the Commission Fee Amount is determined to be accurate, the concessionaire will submit the payment to the PM no later than 20th of each month.

6.3.2. Step 2 – Enter Commission Payment into POS

6.3.2.1. The PM will enter the commission payment into the Point of Sale system (see [POS User Guide](#)).

6.3.2.2. Payments must be entered on the date they are received.

6.3.2.3. Enter the agreement number as the customer name when processing the payment in the POS.

- This may require establishing or updating a customer profile in AspiraOne to list the agreement number as the customer’s “Last Name”.
- Payment must be processed through Field Manager to ensure correct association with the agreement number.

6.3.2.4. Email a scanned copy of the concessionaire’s check and the POS receipt to FPS.Concessions@dep.state.fl.us.

7. LATE FEES AND PAYMENT DEFICIENCY [^](#)

UPDATED AUGUST 1, 2020

7.1. Overview

7.1.1. If commission payments are not received by the due date (typically the 20th of each month), a Notice of Non-Compliance will be sent to the concessionaire.

7.1.2. Required Staff - Park Business Development Specialist, Park Manager

7.2. Step 1 – Notify PBDS of Late Payment

If the payment is not received by the due date, the Park Manager must notify the PBDS.

7.3. Step 2 – Draft Letter

7.3.1. The PBDS will draft a late fee letter using the Notice of Non-Compliance template.

7.3.2. Late fees are calculated based on the requirements of the agreement, which are found in the Monthly Fee Payment paragraph of the Concession Agreement.

7.4. Step 3 – Send Letter

If the commission payment has not been submitted by the 20th day of the month, the PBDS will submit a late notice to the concessionaire via email (or certified mail – consult the Concession Agreement’s Notices paragraph), with a copy to the PM.

7.5. Step 4 – Upload Letter to SharePoint

7.5.1. The PBDS will upload the letter to the park’s [SharePoint](#) documents library (in the Correspondence Folder).

7.5.2. Note: If the concessionaire fails to submit the commission payment and accumulated late fees within 30 days of the normal monthly payment deadline, the Department may either suspend the concessionaire’s performance of services under the agreement until the Department receives full payment, or terminate the agreement for cause and begin procedures to collect the security deposit.

7.6. Step 5 – Verify Payment and Late Fees

Upon receiving the monthly payment and late fees from the concessionaire, the PBDS will update the Revenue Tracking Database entry for the reporting period.

8. QUARTERLY EVALUATIONS [^](#)

UPDATED AUGUST 1, 2020

8.1. Overview

8.1.1. Quarterly Reports are used to assess the concessionaire’s performance and facilities and ensure that the terms outlined in the agreement are being followed.

8.1.2. Required Staff - Park Manager, District, Concessionaire’s Agreement Manager

8.2. Step 1 – Visit and Walk-Through

The Park Manager will contact the concessionaire to schedule a time and date for a quarterly site visit and walk-through, making sure to include enough time for discussion along with any issues that may arise.

8.3. Step 2 – Fill in Form and Make Notes

During the walk through, the PM will review and complete each item in the concessionaire Quarterly Evaluation form and make notes where appropriate.

8.4. Step 3 – Sign and Date

Once completed, the PM and concessionaire will discuss and sign and date the form.

8.5. Step 3 – Scan and File

The PM will color scan the completed Quarterly Evaluation Form and circulate the signed copy to the concessionaire, with a copy to the PBDS. The PBDS will save it (in PDF form) to the park’s SharePoint documents site (in the Quarterly Report folder). The electronic copy of the form should be named using the [SharePoint File Naming Protocol](#).

8.6. Step 4 – Identify Corrective Actions Needed

Any deficiencies noted in the walk-through must be corrected by the concessionaire. To document the deficiency, the PM needs to issue a Notice of Non-Compliance.

8.7. Step 5 - Send Letter of Non-Compliance

- 8.7.1. Request Letter
The PM will request a Letter of Non-Compliance from their designated PBDS.
- 8.7.2. Draft Letter
The PBDS will draft the letter using the Notice of Non-Compliance template, and provide the letter to the PM.
- 8.7.3. Send the Letter
The PM will send the letter to the concessionaire via email (or certified mail – consult the Concession Agreement’s Notices paragraph) and copy the PBDS (assigned to the District).
- 8.7.4. Document
The PBDS will upload the letter to the park’s [SharePoint](#) documents library (in the Correspondence Folder).

9. ANNUAL PROFIT AND LOSS STATEMENT [^](#)

UPDATED AUGUST 1, 2020

9.1. Overview

- 9.1.1. Most concession agreements require the concessionaire to provide the Department with an Annual Profit and Loss Statement. The concessionaire is required to use the format listed in the Exhibit section of their concession agreement.
- 9.1.2. Required Staff - Park Business Development Specialist, Concessionaire’s Agreement Manager

9.2. Step 1 – Upload to SharePoint

Once the Annual Profit and Loss Statement is received from the concessionaire the PBDS will color scan the file and upload it to the SharePoint website (in the Reports, Profit and Loss & LED folder). The file should be named according to the [SharePoint File Naming Protocol](#).

9.3. Step 2 – Update the Profit and Loss Tracker

The PBDS will transfer the profit and loss totals from the uploaded Profit and Loss Statement to each corresponding entry in the Profit and Loss Tracker.

9.4. Step 3 – Review Profit and Loss Statement

The PBDS will review the Profit and Loss Statement for accuracy.

9.5. Step 4 - Correcting Profit and Loss Statements

- 9.5.1. If an error is discovered in a submitted Profit and Loss Statement, the concessionaire is required to submit a corrected Profit and Loss Statement.
- 9.5.2. Request Corrections
If a correction is needed, the PBDS will contact the concessionaire to make corrections to the Annual Profit and Loss Statement and sign the form.
- 9.5.3. Scan and File
Then PBDS will scan the corrected Annual Profit and Loss Statement and save it to the SharePoint documents library.

10. LIMITED ENGAGEMENT DOCUMENT [^](#)

UPDATED AUGUST 1, 2020

10.1. Overview

- 10.1.1. If annual gross sales are \$400,000 or greater, the concessionaire must provide to the Department a Limited Engagement Document (LED).
- 10.1.2. Required Staff - Park Business Development Specialist, Concessionaire's Agreement Manager

10.2. Step 1 – Receive, Review, Scan and File

- 10.2.1. Once the Limited Engagement Document is received from the concessionaire via the PM, the PBDS will review, then color scan the file and upload it to the SharePoint website (in the Reports & Profit and Loss & LED folder). The file should be named according to the SharePoint File Naming Protocol.
- 10.2.2. Note: The Limited Engagement Document will be submitted to the Park Manager no later than June 30th (or April 30th dependent upon the agreement) of the following calendar year or within 120 days after the expiration or termination of this agreement, whichever is sooner (as the due date varies, consult the Accounting section of the specific Concession Agreement).

11. PLANS [^](#)

UPDATED AUGUST 1, 2020

11.1. Safety Plans

11.1.1. New Safety Plans

- 11.1.1.1. Prior to commencing services under a new concession agreement, concessionaires must submit a safety plan which addresses all services they have requested authorization to offer, and such plan must be approved according to a specific process. After review by the Department's Safety Office, the PM is the final approver of the Safety Plan. The safety plan is to be incorporated into the park's Park Protection Plan by the PM. The PBDS assists with establishing the concessionaire's safety plan.
- 11.1.1.2. Required Staff: Park Manager, PBDS, Department's Safety Office, Concessionaire's Agreement Manager
- 11.1.1.3. Step 1 – Request Draft Safety Plan
 - When the Department anticipates entering into a new concession agreement, the PM will contact the potential concessionaire and request the submission of a draft safety plan. The agreement will not be executed nor may services commence before the plan has been approved by the Department. The PM will gather the following materials from the PBDS to provide to the potential concessionaire:
 - An updated concessionaire Safety Plan Guide.
 - Examples of recently approved safety plans from concessionaires offering similar services.

- A list of services anticipated to be authorized under the agreement.
 - Other materials deemed relevant to the process.
- 11.1.1.4. Step 2 – Route for Review
- The PM will coordinate with the Park Business Development Section Safety Liaison to distribute the draft safety plan for review by the district and the Department’s Safety Office.
- 11.1.1.5. Step 3 – Revise if Needed
- After gathering feedback on the draft safety plan, the PM will return the draft safety plan to the potential concessionaire with a request that specific edits be made if necessary.
- 11.1.1.6. Step 4 – Park Manager Approval of the Plan
- The PM will review the edited draft safety plan. The PM will send a copy and notification of approval to the concessionaire and copy the PBDS.
- 11.1.1.7. Step 5 – Upload/File Approved Safety Plan
- The PBDS will upload the approved safety plan and the email approval to SharePoint in the appropriate location(s).
- 11.1.1.8. Step 6 – Incorporate Safety Plan into Park Protection Plan
- The PM will incorporate the approved safety plan into the Park Protection Plan.
- 11.1.2. Safety Plan Renewal
- 11.1.2.1. The concessionaire’s safety plan must be reviewed annually (or if new services are offered) with the Park Protection Plan by the Department’s Safety Office. After review by the Department’s Safety Office, the PM is the final approver of the Safety Plan, which is to be incorporated into the park’s Park Protection Plan by the PM.
- 11.1.2.2. New services cannot commence until the safety plan has been updated and approved by the PM.
- 11.1.2.3. Step 1 – Review Safety Plan
- Not less than two (2) months prior to annual review of the Park Protection Plan, the PM will review the concessionaire’s safety plan and document any updates. Safety plan updates are addressed at the time the concessionaire requests to add services.
- 11.1.2.4. Step 2 – Communicate the Need for a Revised Safety Plan
- The PM will notify the concessionaire of the impending safety plan expiration and provide the most recent Safety Plan Guide obtained from the PBDS. The PM should also provide a deadline date for a revised safety plan submission that is no less than one (1) month prior to the current safety plan’s expiration. This will allow adequate

time for thorough Department review and for necessary edits to be applied.

11.1.2.5. Step 3 – Route to the Safety Office

- Upon receipt of the revised safety plan, the PM will route the plan to the Department’s Safety Office for review.

11.1.2.6. Step 4 – Revise if Needed

- After gathering feedback on the revised safety plan from the Safety Office, the PM will return the revised safety plan to the concessionaire with a request that specific edits be made.

11.1.2.7. Step 5– Park Manager Approval of the Plan

- The PM will review the revised safety plan and add to the park’s Park Protection Plan. The PM will send a copy and notification approval to the concessionaire and PBDS.

11.1.2.8. Step 6 – Upload/File Approved Safety Plan

- The PBDS will upload the approved safety plan and the email approval to SharePoint in the appropriate location(s).

11.2. Maintenance and Repair Plan

Prior to authorizing concession operations to commence, the PM must receive a Maintenance and Repair Plan from the concessionaire.

11.2.1. Required Staff: Park Manager, Concessionaire’s Agreement Manager

11.2.2. Step 1 – Ensure Plan Meets Requirements

After the Maintenance Plan is received from the concessionaire, the PM will review the submitted plan to determine if it meets the minimum maintenance and repair obligations as specified in the agreement and that it adequately addresses the maintenance and repair needs of the park. The PM should continue to work with the concessionaire to refine the plan until these requirements are met.

11.2.3. Step 2 – Approve and File the Plan

After approving the Maintenance and Repair Plan, the PM must ensure that the final plan is uploaded to SharePoint and filed in the appropriate location(s).

11.2.4. Step 3 – Update as Necessary

The PM will perform periodic reviews to ensure that the Maintenance and Repair Plan continues to adequately address the needs of park facilities and operations. At a minimum, the PM must review the Maintenance and Repair Plan anytime the concessionaire is authorized to provide new or expanded services, or anytime additional facilities, space, and equipment are authorized for the concessionaire’s use. If, during this review, it is determined that the Maintenance and Repair Plan no longer meets the needs of the park, the PM should continue to work with the concessionaire to refine the plan until these needs are met.

11.2.5. Step 4 – Ensure Revisions are Filed

The PM must ensure that any revised Maintenance and Repair Plan arising from the review process outlined above is uploaded to SharePoint and filed in the appropriate location(s).

11.3. Interpretive Plan

The purpose of the Interpretive Plan is to ensure the concessionaire's operations align with the Florida Park Service's mission of interpreting natural and cultural resources. Prior to commencing operations under an agreement, the concessionaire must submit an Interpretive Plan to the Park Manager.

11.3.1. Required Staff: Park Manager, Concessionaire's Agreement Manager

11.3.2. Step 1 – Review of Plan

After the Interpretive Plan is received from the concessionaire, the PM will review the Interpretive Plan and make any necessary edits. These edits will be reviewed with the concessionaire.

11.3.3. Step 2 – Circulate and File

After all edits are finalized, the PM will email a copy to the PBDS assigned to their district and copy FPS.concessions@dep.state.fl.us. The PBDS will upload the document to the appropriate park file folder on SharePoint. Any edits or changes to the Interpretive Plan must be pre-approved, in writing, by the Department

11.3.4. Step 3 – Annual Review and Revise if Needed

The PM should review the Interpretive Plan with the concessionaire annually to ensure that it remains relevant to the concession operations. If no changes are made, another copy of the Interpretive Plan with the current year's date should be resubmitted by the concessionaire for filing. If changes are needed, the aforementioned process should be followed.

11.4. Environmental Protection Plan

The purpose of the Environmental Protection Plan is to ensure that the concessionaries' operations do not interfere or negatively affect the park's natural resources. Prior to commencing operations under an agreement, the concessionaire must submit an Environmental Protection Plan to the Park Manager.

11.4.1. Required Staff: Park Manager, Concessionaire's Agreement Manager

11.4.2. Step 1 – Review of the Plan

After the Environmental Protection Plan is received from the concessionaire, the PM will review the plan and make any necessary edits. These edits will be reviewed with the concessionaire.

11.4.3. Step 2 – Circulate and File

After all edits are finalized, the PM will email a copy to the PBDS assigned to their district and copy FPS.concessions@dep.state.fl.us. The PBDS will upload the document to the appropriate park file folder on SharePoint. Any edits or changes to the Environmental Protection Plan must be pre-approved, in writing, by the Department.

11.4.4. Step 3 – Annual Review and Revise if Needed

The PM should review the Environmental Protection Plan with the concessionaire annually to ensure that it remains relevant to the concession operations. If no changes are made, another copy of the Environmental Protection Plan with the current year's date should be resubmitted by the concessionaire for filing. If changes are needed, the aforementioned process should be followed.

12. SECURITY INSTRUMENT [^](#)

UPDATED AUGUST 1, 2020

12.1. Overview

- 12.1.1. All Concession Agreements require a security instrument to be provided throughout the term of the Concession Agreement. The specific security instrument required will be defined in the agreement. The security instrument ensures compliance with the terms and conditions of the Concession Agreement. Proof of annual renewals for Bonds or Letter of Credits will be provided to the Division, prior to the expiration date, through the agreement manager. Security deposits which were made in the form of a wire security will be maintained and managed by the Department's accounting associate in the revenue unit of the Bureau of Finance and Accounting ("BFA").
- 12.1.2. Required Staff - Park Business Development Specialist, Concessionaire's Agreement Manager

12.2. Criteria

- 12.2.1. The amount of the security instrument will be enough to allow the Division to recover any reasonably conceivable loss due to the concessionaire's non-compliance with the terms and conditions of the agreement. The security instrument amount will be determined on an individual basis, typically calculated as 4% of the concessionaire's annual gross sales (or projected sales) as a starting point for a negotiated final value.
- 12.2.2. The amount of the security instrument may be reviewed annually and adjusted to reflect substantial change in gross sales reported by the concessionaire over each calendar year period, based on the concessionaire's annual Profit and Loss Statement submitted to the Department.

12.3. New Security

12.3.1. Overview

Once the PBDS receives the security instrument based on the criteria outlined in the agreement the PBDS must do the following depending on the type of security received.

12.3.2. Check or a Wire Security

Note: If the concessionaire intends to wire the funds, the concessionaire will have to send it directly to BFA's account.

12.3.2.1. Step 1 – Send Funds to BFA

- The PBDS sends the funds to BFA. Once the security is received and logged by BFA, they will send out an email confirming the escrow deposit.

12.3.2.2. Step 2 – Confirm Receipt

- The PBDS will then send written notice to the concessionaire of the received security deposit.

12.3.2.3. Step 3 – File and Update Tracker

- The PBDS will upload the confirmation email from BFA to the appropriate deliverable/security folder in SharePoint and edit the [Data Tracker SharePoint Site](#).

12.3.3. Bonds or Letter of Credits

12.3.3.1. Step 1 – Verify Bond/Security Instrument

- As soon as the PBDS receives a Bond or Letter of Credit, they will call the bank to verify the information is correct and meets the requirements outlined in the agreement.

12.3.3.2. Step 2 – Upload or Ask for Correction if Needed

- If all requirements are met, the PBDS will upload the Bond or Letter of Credit to the appropriate deliverable/security folder in SharePoint.
- If the Bond or Letter of Credit does not meet the requirements of the agreement, the PBDS will inform the concessionaire who will then need to correct it before services can be provided at the park. Once corrections are appropriately made and verified, the PBDS can then upload the documents to the appropriate deliverable/security folder in SharePoint.

12.3.3.3. Step 3 – Update Tracker

- The PBDS will upload a scanned copy of the confirmed bond/letter of credit to the appropriate deliverable/security folder in SharePoint and edit the [Data Tracker SharePoint Site](#).

12.4. Renewals

12.4.1. The PBDS will review the concessionaire's yearly Profit and Loss and calculate if the security deposit the Department has for the concessionaire needs to be changed based on the agreement criteria.

12.4.2. If the concessionaire needs to increase their security deposit, then the PBDS needs to notify the concessionaire in writing of the necessary increase. The PBDS can follow the steps listed below based on the type of Security the concessionaire has with the Department.

12.4.2.1. If it is a check or a wire, the concessionaire can pay the difference of what is additionally owed to the Department and the PBDS will send the funds to BFA as stated above.

- 12.4.2.2. If the concessionaire needs to increase a Bond or Letter of Credit, then the concessionaire will need to contact their bank and have them increase their security instrument, which the PBDS can then verify with the bank as outlined in the steps above.

12.5. Release of Security

Once the PBDS verifies the concessionaire has met all of their agreement requirements, they will then send a close out of agreement verification email to the district. Based on the security instrument used for escrow, follow one of the steps below:

12.5.1. Check or a Wire Security

12.5.1.1. Step 1 – Start Refund Application

- After the PBDS confirms the Concession Agreement has been closed out, the PBDS will start the process of returning the funds. The PBDS will send an email to the Division of State Lands Accounting (“DSL A”) Representative requesting escrowed funds be returned to the concessionaire. Include the agreement number, the escrow deposit email from BFA, the close-out confirmation and screen shots of the security paragraph from the Concession Agreement.

12.5.1.2. Step 2 – Email Application

- The Division of State Lands Accounting will then email the PBDS a refund application.

12.5.1.3. Step 3 – Route Refund Application to Concessionaire

- The PBDS will then send the refund application to the concessionaire for review and signature.

12.5.1.4. Step 4 – Route for Signature

- Once the PBDS receives the signed refund application, the PBDS takes it to one of the Authorized Personnel to Approve for Refund signers based on the internal Memo from the Department.

12.5.1.5. Step 5 – Send to BFA for Processing

- Once signed by an approved signer, the PBDS will then color scan the signed refund application and email it, along with all the back-up documentation to BFA for processing.

12.5.1.6. Step 6 – Send Confirmation to Park Manager

- Once the PBDS received confirmation of the approved application (for return of escrow funds), the PBDS will send the confirmation to the PM.

12.5.1.7. Step 7 – Notify Concessionaire

- The PBDS will inform the concessionaire they will be receiving a check from the Department in approximately 4-6 weeks.

12.5.1.8. Step 8 – File Correspondence

- The PBDS will convert the confirmation email to a PDF and upload it to the appropriate deliverable/security folder in SharePoint.

12.5.2. Bonds or Letter of Credits

12.5.2.1. Step 1 – Contact the Bank

- The PBDS will contact the appropriate bank to notify them the criteria of the agreement has been met and they need to close out the appropriate Bond or Letter of Credit.

12.5.2.2. Step 2 – Complete Close Out as Required

- The PBDS will complete the process based on the bank requirements and then send notification to the concessionaire that the Bond or Letter of Credit will be closed out.

12.5.2.3. Step 3 – File Correspondence

- The PBDS will upload the notification to the appropriate deliverable/security folder in SharePoint.

13. PURCHASING CARD INDUSTRY (“PCI”) COMPLIANCE [^](#)

UPDATED AUGUST 1, 2020

13.1. Overview

13.1.1. All concessionaires are required to comply with the PCI Data Security Standards (“PCI DSS”), which includes a set of comprehensive requirements for enhancing payment account data security.

13.1.2. Required Staff – Park Manager, Concessionaire’s Agreement Manager

13.2. Step 1 – Receive PCI Documentation

The Park Manager (“PM”) will receive a Self-Assessment Questionnaire (“SAQ”) from the concessionaire prior to commencement of operations and once annually on the anniversary date of the Concession Agreement. If a SAQ is not received, the PM will collaborate with the assigned PBDS to issue a Notice of Non-Compliance.

13.3. Step 2 – Review the PCI Documentation

Upon receipt of the SAQ, the PM will review the SAQ for any areas where the concessionaire is not compliant with PCI DSS.

13.4. Step 3 – File in SharePoint

The PM will upload the SAQ to the park’s SharePoint page in the Deliverables folder.

14. E-VERIFY [^](#)

UPDATED AUGUST 1, 2020

14.1. Overview

14.1.1. E-Verify is a web-based system which allows employers to verify that newly hired employees are eligible for employment in the United States. It is managed by the U.S. Department of Homeland Security in association with the Social Security Administration. Prior to commencing operations under an agreement, the

concessionaire must submit proof that an E-Verify check has been completed for all employees.

14.1.2. Required Staff - Park Manager, Concessionaire's Agreement Manager

14.2. Documenting E-Verify

The PM will monitor the concessionaire's efforts to complete an E-Verify check for each employee who will work for the concessionaire at the park. An E-Verify check must also be completed for any employees hired after commencement of operations. The PM is responsible for maintaining knowledge of hires and terminations by the concessionaire.

14.3. Monitor E-Verify Completion

The PM will review the E-Verify checks and verify that they are accurate and completed for all employees of the concessionaire prior to their start date.

15. SALES AND USE TAX ("USE TAX") [^](#)

UPDATED AUGUST 1, 2020

"Use Tax" is a sales tax charged on the monthly commission fee paid to the state. All concessionaires are subject to Use Tax and must remit Use Tax unless exempt. The most common exemption is for concession operations which include food and beverage sales to the public by means other than vending machines.

16. CONCESSION MERCHANDISE AND SERVICES [^](#)

UPDATED AUGUST 1, 2020

16.1. General Guidelines and Procedures

- 16.1.1. The Division will evaluate prices and fees charged for concession merchandise and services based on comparisons with prices for comparable merchandise and services in the general vicinity.
- 16.1.2. The Division retains the right to sell Florida State Parks merchandise and retains the right to authorize Citizen Support Organizations to sell Florida State Parks merchandise.
- 16.1.3. The concessionaire will ensure that all merchandise and services offered to the public meet Division standards of quality and are safe and clean. Merchandise (t-shirts, caps, beach towels, cups, pins, etc.) should carry the specific park name when possible.
- 16.1.4. Vending machines located outside enclosed buildings may be required to be unlighted, painted or screened to blend with natural surroundings or facilities. The Division requires the sale of all beverages in returnable bottles or recyclable containers.
- 16.1.5. The Division requires that the concessionaire's displays and shelves present a well-stocked and organized appearance. Stock should be kept in a separate storage area, when possible.

16.2. Guidelines for Concession Merchandise

- 16.2.1. All retail and rental items should be environmentally conscious, safe and reflective of the Division's mission and philosophy.

- 16.2.2. Pricing will be based on comparable prices for similar items in the general vicinity of the park. General vicinity is defined as within five miles of the park, unless otherwise specified in the Concession Agreement.
- 16.2.3. The agreement manager will evaluate merchandise before products are ordered to ensure suitability, based on the terms and conditions of the Concession Agreement. All items should relate to one or more of the following:
- The Division’s mission and philosophy.
 - The park or the region (natural or cultural resources, history, culture, etc.).
 - The Division’s current ecological or environmental themes and messages or resource-based recreational activities.
- 16.2.4. Souvenirs that are deemed by the Division to be in poor taste or craftsmanship will not be approved for sale. A small selection of recreational or souvenir type toys for children is permitted.
- 16.2.5. When offering items that display pictures or designs depicting plants or animals, the message or image conveyed will be consistent with the guidelines contained herein. The concessionaire will not, without prior written approval, offer any items that:
- Depict domestic or farm animals.
 - Depict exotic, nuisance or problem animals or plants found in the park.
 - Depict animals or plants not native to Florida or non-Florida landscapes unless they relate to one of the environmental or ecological themes or messages discussed above.
- 16.2.6. Other items that are not allowed to be sold, rented, or used in food service or packaging, unless pre-approved, in writing, by the Department, include:
- Any item that may cause the depletion or exploitation of any animal or plant species.
 - Archaeological, geological or fossil specimens.
 - Food for animals.
 - Sling shots bow and arrow sets, and other weapon-like or potentially dangerous items.
 - Styrofoam products.
 - Plastic products such as straws, bags, cups, eating utensils, etc. when paper or wood substitutes are available.
 - Dive gloves, collecting bags, slurp guns, etc.
 - Personal watercrafts, all-terrain vehicles, etc.
 - Jukeboxes, coin-operated games, etc.
- 16.2.7. If there are any questions concerning the suitability of items to be carried, the agreement manager will be asked to make a determination.

17. AUDITS [^](#)

UPDATED AUGUST 1, 2020

When establishing audit requirements for agreements, the following criteria will be applied:

17.1. Criteria

- 17.1.1. The Division will not require annual audits at the concessionaire's expense for concessionaires with annual gross sales below \$400,000.00. If a need to audit is indicated, the Department's Office of the Inspector General will be relied upon to perform the audit.
- 17.1.2. For concessionaires with anticipated annual gross sales over \$400,000.00, the concession agreement will state that the Division will require an annual audit performed by a certified public accountant at the concessionaire's expense.
- 17.1.3. Notification requirements for intent to audit are specified in the concession agreement.

18. CONCESSIONAIRE RESIDENCE ON PARK PROPERTY [^](#)

UPDATED AUGUST 1, 2020

18.1. Justification

The Division may require or authorize the concessionaire or its representative to reside on park property for the convenience of the Division.

18.2. Agreement of Occupancy

- 18.2.1. All concessionaires that reside on park property are required to execute an Agreement of Occupancy.
- 18.2.2. The Agreement of Occupancy will be distributed to all parties.
- 18.2.3. All revenue collected for these residence sites will be reported under miscellaneous receipts. Fees are paid in advance and must be received at the park no later than the last day of the preceding the month for which due.

19. EMPLOYEE RELATIONSHIPS WITH CONCESSIONAIRES [^](#)

UPDATED AUGUST 1, 2020

19.1. Employment

No Department employee or close relative of an employee of the Department will be employed by the concessionaire without prior written approval from the Department.

19.2. Employee Discounts

- 19.2.1. Division employees are not permitted to receive discounts on any concession items or services because of their status as Division employees.
- 19.2.2. The prohibition of employee discounts applies only when the discount is for personal benefit. It does not apply when an employee is participating in a Division-sponsored function for which the concessionaire has provided discounted prices or fees.
- 19.2.3. This policy applies to all concession operations, regardless if operated by the park, citizen support organization or concessionaire.

20. PHOTOGRAPHY / VIDEO AGREEMENT [^](#)

UPDATED MAY 1, 2013

- 20.1.** Private and commercial photography are allowed in state parks, except that commercial photography may require an agreement ([DRP-067](#)) with the Division. Types of activities

requiring an agreement may include motion picture productions, commercial print or web-based photo shoots.

- 20.2.** Permits may apply if photographic activity necessitate an extraordinary management involvement such as use of staff for security, restrictions of areas to the public or any other active involvement.

21. PRIVATE EVENTS [^](#)

UPDATED AUGUST 21, 2015

21.1. Introduction

- 21.1.1. Visitors and groups often use parks as venues for private events. Private events are similar to special events, except these events are generally not open to the public, are invitation only, or have limited public access. Examples include weddings, meetings, parties, family reunions, film/photo/movie shoots, etc.
- 21.1.2. In order to meet the needs of these events and to protect park resources and visitors, it is sometimes necessary to assign staff to assist with staffing coverage of private events.

21.2. Staffing - General

- 21.2.1. Employee staffing for private events is not funded as part of normal state park operations. Division employees who staff private events shall be funded by the entity responsible for the private event. Division employees shall be assigned by their supervisor to work private events. Scheduling adjustments may be required to meet the private event needs while meeting the core needs of the park.
- 21.2.2. In accordance with DEP Directive [425](#) and the [Fair Labor Standards Act](#) (FLSA), Division employees assigned to work private events shall be compensated for hours worked. Supervisory employees may be required to staff private events when the scale and/or complexity of the event warrants multiple park staff.
- 21.2.3. Division employees assigned to work private events are on duty and are therefore covered by Worker's Compensation coverage and are authorized to use Department equipment and vehicles while performing private event assignments. Division employees shall follow all Department and Division policies when working private events.

21.3. Criteria for Selecting Employees to Work Private Events

- 21.3.1. Before selecting an employee for private event staffing, the park manager shall notify park staff of the private event staffing opportunity. Interested employees shall advise their supervisor of their interest.
- 21.3.2. If no employee applies to provide private event staffing, the park manager will assign an employee to staff the event. Employees who are already scheduled to work and those who are scheduled off duty may be assigned to provide private event staffing.
- 21.3.3. Factors to be considered by the park manager in determining employee selection for private event staffing shall include, but not be limited to, the following:

- 21.3.3.1. Knowledge and capability of the employee regarding the protection of park visitors and resources, and the security of park facilities and equipment.
 - 21.3.3.2. Number of employees necessary for coverage. Size and complexity of the event will normally dictate the number of employees necessary.
 - 21.3.3.3. Type and number of visitors likely to need assistance and the number of personnel necessary to meet such needs.
 - 21.3.3.4. Impact to the park visitor's enjoyment of the park and public relations outreach during the event.
- 21.3.4. Private events vary with each park. To keep employee selection fair, management shall monitor the percentage of events covered by each employee.

21.4. Timesheets and Overtime

- 21.4.1. Timesheet Module U4170 Private Events has been established to capture staffing costs associated with monitoring private events. This module should be used for all private events whether overtime is accrued or not. Timesheet approval is the responsibility of the direct supervisor of the employee, according to DEP Directive [150](#).
- 21.4.2. The park coordinator, who calculates the number of hours worked and billed for private event work time, shall provide details of time worked to the employee's supervisor, who shall then verify the module and additional hours worked on the employee's timesheet.
- 21.4.3. Working private events does not necessarily require accrual of overtime. If overtime is accrued, then overtime will be calculated according to DEP Directive [425](#). Overtime shall be approved by the supervisor and documented through the People First System.

21.5. Fees

- 21.5.1. Division employees staffing private events shall be funded by the entity responsible for the private event, and they are required to pay \$35.00 per hour per employee in addition to the appropriate private event fee. The hourly private event staffing fee reimburses the Department for all costs associated with staffing private events including payroll, benefits, insurance and equipment costs. The park shall collect a deposit for staffing costs in addition to the private event fee. The amount of the deposit is determined by the park manager and shall cover the majority of the anticipated cost of staffing while avoiding the need for a refund at the conclusion of the event.
- 21.5.2. Private events requiring staffing will be billed for actual hours worked by the employee. At the conclusion of the event, the Visitor is required to pay the balance due.
- 21.5.3. The number of hours included in the final cost to the entity responsible for the private event shall be based on the number of hours actually worked by the employee(s) during the private event.

- 21.5.4. All fees (private event fees and staffing fees) shall be collected by the park, concessionaire or CSO (the entity serving as the event coordinator). The employee will not be paid directly for private event staffing.
- 21.5.5. Payments for staffing fees and private event fees do not have to be separate checks or transactions. The fees can be separated during the accounting process. The concessionaire or CSO shall not count private staffing fees as part of its revenue unless provided otherwise in its Agreement.
- 21.5.6. All revenue collected for private event fees should be coded to the revenue object code "001047" (Private Event Fees). All revenue collected for private staffing fees should be coded to the revenue object code "001051" (Private Event Staffing). The revenue for Private Event Fees is taxable and the revenue for Private Event Staffing is not taxable.

CHAPTER 5.3 OVERNIGHT ACCOMMODATIONS

1. PURPOSE
2. GENERAL INFORMATION
3. POSTING OF EMERGENCY TELEPHONE NUMBERS
4. CAMPER MAIL
5. CABINS, BOAT CAMPING, EQUESTRIAN CAMPING
6. PRIMITIVE GROUP CAMPING
7. DEVELOPED GROUP CAMPS
8. PRIMITIVE CAMPING

1. PURPOSE [^](#)

This chapter outlines the provisions for overnight accommodations in areas administered by the Division of Recreation and Parks (Division).

2. GENERAL INFORMATION [^](#)

UPDATED SEPTEMBER 1, 2018

2.1. Operating Hours

- 2.1.1. Campsites and cabins are available for rent during the normal operating hours of 8:00 a.m., local time, to sunset, 365 days a year. All visitors requesting to stay the night must check-in and register at the beginning of their stay and check-out when they leave. This includes all people with authorization to stay free of charge. The earliest check-in time for campsites at all parks is 3:00 p.m. and the latest check-out time is 1:00 p.m. Unless the cabin is ready for occupancy early, the earliest check-in time for cabins is 4:00 p.m. and the latest check-out time is 11:00 a.m.
- 2.1.2. Unless other arrangements have been made, all overnight visitors must arrive at the park by the published closing time. Normal operating hours may be exceeded, if needed, to register visitors. Times may vary by park and by season.
- 2.1.3. Visitors with campsite or cabin reservations arriving after park closing must call the park before 5:00 p.m. that day and request the gate combination. Visitors entering a park after hours when park staff is not available must be registered as soon as practical, but no later than the next morning. Staff should not give gate combinations to anyone who is not a registered overnight visitor, who does not have a verified overnight reservation, or who has not purchased an Annual Entrance Pass and requested and received an appropriate after hours permit.
- 2.1.4. All overnight visitors will observe quiet time from 11:00 p.m. to 7:00 a.m. Noise should not carry beyond the visitor's campsite or cabin during quiet time. Examples may include pet noise from within a camping unit, generator noise, music, closing car doors, setting car alarm, etc.
- 2.1.5. On the day of check-out, overnight visitors must leave the campground or cabin area at or before check-out time, but may remain in the park's regular day-use areas until closing, without additional charge.
- 2.1.6. Overnight visitors wishing to extend their stay should do so before 10:00 a.m. on the scheduled day of check-out. Extending their stay is subject to availability.

- 2.1.7. When the campground is full, prospective campers and campers waiting to extend their stays should be advised of alternate public or private campgrounds, whenever possible, in lieu of maintaining a waiting list for sites or generating false expectations.

2.2. Fees, Discounts, Refunds and Tax Exempt Sales

- 2.2.1. Fees are charged per park according to the current published [FPS Fee Schedule](#). All fees will be paid in advance of the overnight stay, where possible, either through an advanced reservation or at the time of registration.
 - 2.2.1.1. Numbered campsites, boat campsites, equestrian campsites and cabins are per site fees associated with a centralized reservations system (CRS) maintained by a third-party vendor. Fees are collected from visitors by the vendor acting as agent for the Division during the process of making an advanced reservation, and are then remitted on a predetermined schedule. Visitors arriving without advanced reservations pay at the park on a space available basis.
 - 2.2.1.2. Primitive group camping and primitive camping fees are per person fees.
 - 2.2.1.3. O'Leno, Wekiwa Springs and Hugh Taylor Birch State Parks with developed group camps have large-group, kitchen and dining facilities and set their fees according to capacity and facility conditions.
 - 2.2.1.4. Overnight fees include the use of park facilities for swimming, fishing, beach activities, hiking, trails use, biking, nature appreciation, but do not include the fees for special services or facilities use, tours, museum or visitor center entrance or equipment rentals, which should be collected separately.
 - 2.2.1.5. Overnight fees may be waived by the park manager, and by the district office in conjunction with the park manager, for campground hosts, volunteers and special circumstances involving visitor service.
 - 2.2.1.6. At all camping parks where there is limited space for prospective campers to wait, they may use the park once the correct entrance fee is collected. If they are successful in obtaining a campsite, correct refund procedure for the entrance fee will be followed, prior to the collection of the camping fees.
- 2.2.2. Chapter 258.016, F.S., authorizes a 50 percent discount on the base camping fee to “Florida citizens who are at least 65 years of age or older or Florida citizens possessing a current social security disability award certificate or a 100 percent disability award certificate from the Federal Government.” The discount applies only to the campsite being occupied by the person meeting the established criteria. The qualified occupant does not have to be the same occupant who registered for the reservation (e.g., a child from Florida with a disability qualifies for the discount, but his or her parent makes the reservation and receives the discount). However, the qualified occupant must occupy the site for the duration of the reservation. Discounts only apply to family/full-facility campsites (primitive sites, primitive group sites, developed group camps and boat slips are excluded).

Proof of eligibility must be provided at the time of registration. Request the documentation in a friendly, professional manner. Acceptable documentation to show residency, and age or disability requires one of the following:

2.2.2.1. Proof of Age

- Florida Driver License
- Florida Identification Card
- Birth Certificate
- A Florida Senior Citizen Hunting and Fishing Certificate
- Any other government issued document that shows proof of age

2.2.2.2. Proof of Disability

The Division understands that “100 percent disabled” will not be stated in most of the following documentation. It is recognized that owners of the following documentation meet the provisions of Chapter 258.016, F.S.:

- Social Security Administration disability award letter/certificate. The social security disability award letter/certificate will not state a percentage of a disability, rather it will typically include language about “disability benefit/award”, which meets the Statute requirement.
- Any Federal government issued document that states 100 percent disability (such as a VA Summary of Benefits letter)
- Florida Department of Veterans Affairs Disabled Veteran’s Identification card (Note: This card will say “PNT” which means “Permanent and Total” if the veteran is 100% Disabled)
- FWC Persons with Disabilities Resident Hunting/Fishing License (Note: This license will not be given unless the holder is either a civilian who has been awarded Social Security Disability or a veteran who is “PNT” (“Permanent and Totally Disabled), which means they are 100%.)
- Physician's Certification of Total and Permanent Disability, FL Department of Revenue Form 416

2.2.2.3. Acceptable documentation to show residency requires one of the following:

- Florida Driver License
- Florida Identification Card (Note: Out of State residents may be able to obtain a Florida Identification Card. If presented with a Florida Identification Card, error on the side of the visitor and grant the discount.)
- Voter Registration Card
- Other official government issued document will serve as declaration of residency

- 2.2.3. Families operating a licensed family foster home are eligible to receive a 50% discount on base campsite fees. Satisfactory written documentation to prove eligibility includes:
 - 2.2.3.1. Personal identification (i.e. driver license, etc.) and
 - 2.2.3.2. Original Family Annual Entrance Pass for Adoptive Parents Coupon (issued at the time of Adoption)
- 2.2.4. Refunds for paid camping or cabin fees will be given on a prorated basis, less any cancellation fees incurred through the centralized reservation system (CRS).
- 2.2.5. Florida sales tax exempt organizations must have a copy of their current [Florida Consumer's Certificate of Exemption](#) on file at the park at the time a deposit for a reservation or a sale is made. Otherwise, collect all state sales, discretionary and local option taxes or county surcharges due. Persons paying by organization credit card over the telephone should fax or mail copies of any required paperwork to the park before the transaction is completed. Organizations without a current Florida certificate are taxable. Individuals expecting to be reimbursed later by the organization and paying with their personal check or personal credit card are taxable. Tax exempt sales are valid only if paid directly by the exempt organization through an authorized agent using the organization's check or credit card or via cash payment. The same conditions apply when collecting a balance due on arrival.
- 2.2.6. Remind park visitors, overnight visitors especially, to keep receipts. They must present a receipt if they request a refund. If an overnight visitor pays for a campsite or cabin and neglects to take their receipt, the ranger station attendant should make every effort to return the receipt to the overnight visitor.

2.3. Length of Stay

- 2.3.1. Camping is a very popular activity using finite park resources. Maximum length of stay limits are established to protect the quality of the visitor's camping experience. Limitations on camping nights and site capacities seek to achieve this protection while providing adequate camping opportunities to park visitors.
- 2.3.2. During periods of high demand, the maximum length of a camping or cabin stay is 14 nights. After 14 nights, the camper must leave the park for at least three nights before returning for a new stay.
- 2.3.3. Based on availability and once the camper is registered and on-site, the park manager or designee, at their discretion, may extend a camper's current stay up to an additional 14 nights. Maximum continuous length of stay in any one park is 28 nights.
- 2.3.4. Campers are permitted up to 56 nights total occupancy in any one park in each six-month period, defined as October 1st - March 31st and April 1st - September 30th.
- 2.3.5. Changing the registered name of group or individual to circumvent the 14 night maximum length of stay limit is prohibited.

2.4. Campsite Occupancy and Campsite Assignments

- 2.4.1. The base campsite fee admits up to eight people overnight on one campsite. Campers over eight in a group are required to rent and occupy additional campsites

at no more than eight people per campsite. Children under six years of age do not count in the total number per campsite.

- 2.4.1.1. Immediate families with dependent children under 18 years of age pay the price of one campsite or cabin per night and may exceed the maximum number of persons per campsite or cabin at the discretion of park management.
- 2.4.2. An adult is 18 years of age or older, married persons, or members of the U. S. armed forces. A family or group is one or more adults and anyone accompanying a responsible adult. No one under 18 years of age is permitted to camp overnight unless chaperoned by at least one adult. The adult must occupy the campsite for the period rented.
- 2.4.3. Campers must be registered and campsites must be occupied for the period reserved. A vehicle, trailer, tent, or hammock set up on the campsite is the minimum needed to establish occupancy. Although a camper's continuous presence on the campsite is not required, it is not intended to allow campers to use campsites as parking spaces during the week so they may have a weekend site and leave the park during the rest of the stay.
- 2.4.4. On request, issue a temporary pass to prospective campers to drive through the camping areas. Date the pass and show the time of entry and the time allowed for inspection. Inform the visitor that they will have to pay the entrance fee if they exceed the allotted time unless they register to camp that night.
- 2.4.5. Assign a specific campsite when registering a camper. Parks not having a staffed ranger station should register campers at the camping area or other established location as soon as practical, but no later than the next day.
- 2.4.6. Registered campers may rent available campsites for parties arriving that day or after closing. The registered camper is responsible for admitting the late party if the gate is locked and providing information on park rules and regulations. All pre-registered campers must arrive and be set up on the campsite prior to the quiet hour.
- 2.4.7. The park manager or designee is responsible for checking the camping areas frequently to ensure all campers are registered, have paid all applicable fees and have not exceeded the park length of stay limits.

2.5. Camping Rigs

- 2.5.1. A camping rig is defined as combinations of vehicles, trailers, tents and/or hammocks are permitted, except when camping rigs, trailers or apparatus, including slide-outs, awnings, rain and dining flies or towed equipment, cannot be set up within the campsite without encroaching on the buffer zones or other use areas or interfere with neighboring campers. Additional vehicles and trailers, including boat trailers, will be parked in overflow areas at no extra charge. The following are permitted provided they fit, and are approved within the confines of the campsite:
 - 2.5.1.1. Pedestrians with a minimum of one tent or hammock.
 - 2.5.1.2. One motorcycle or bicycle and a minimum of one tent or hammock.

- 2.5.1.3. Two passenger vehicles, at the discretion of the park manager, and a maximum of two family style camping tents.
- 2.5.1.4. One passenger vehicle, one camping trailer and one tent or hammock.
- 2.5.1.5. One van-type camping vehicle or pick-up truck camper, one trailer and one tent or hammock.
- 2.5.1.6. One self-contained camping vehicle or trailer, which is to be parked on-site as a camping rig for the entire stay, and one passenger vehicle and one tent.
- 2.5.2. Do not allow the following on a campsite:
 - 2.5.2.1. Pedestrians without a tent or hammock.
 - 2.5.2.2. More than one rig requiring hook-up to water and electricity.
- 2.5.3. Rig requirements for primitive camping and primitive group camp occupancy have traditionally been held to a lesser standard than campsites. At the discretion of the park manager, the one tent or hammock minimum requirement may be waived for primitive and primitive group camping.
- 2.5.4. Hammock rigs used for camping must meet the following requirements:
 - 2.5.4.1. Flat web straps a minimum of 1 inch wide must be used to attach hammocks and all other associated lines to trees.
 - 2.5.4.2. Live trees with a minimum of 12 inches in diameter at breast height (DBH) must be used.
 - 2.5.4.3. Provided hammock posts should be used where available. The Bureau of Design and Construction will provide design standards.
 - 2.5.4.4. Hammock rigs must be located within the designated site and not encroach on buffer zones or other areas outside the designated site, unless trees as described below are designated.
 - 2.5.4.5. Parks may designate hammock friendly trees with a green blaze that meet the minimum of 12 inches in DBH within or adjacent to designated sites.

2.6. Pets, Electric Power, Extra Vehicles, Extra People, Firewood

- 2.6.1. Pets, as defined in OM Chapter 5.5, are permitted in campgrounds with certain restrictions. Refer to OM Chapter 5.5 for more information.
 - 2.6.1.1. In campgrounds, pets must be confined in the owner's camping unit during designated quiet time hours of 11:00 p.m. – 7:00 a.m. At other times, pets may be left unattended on the owner's campsite for no more than 30 minutes and must be leashed.
- 2.6.2. Overnight pet fees are not collected. The number of pets allowed is variable by park depending on the campsite types and buffer zones available, but shall not exceed four. The park manager is responsible for ensuring pets do not become a nuisance to other visitors and staff or damage park property or resources.

- 2.6.3. Electric power hook-up is included upon payment of the base campsite fee. Separate fees for electricity are not collected.
- 2.6.4. Extra vehicle fees are not charged for a camper's vehicles remaining in the park overnight. Park management will determine how many additional vehicles, if any, can be accommodated on a site without causing overcrowding or campsite degradation. Issue a duplicate camping receipt and attach it to the extra vehicle's windshield. Designate where additional vehicles and towed equipment, which do not fit on one site, should be parked.
- 2.6.5. Extra person fees are not collected. Campsites are limited to eight people. Campers over eight in a family or a group are required to rent and occupy additional sites at no more than eight people per campsite. Children under six years of age do not count in the total number per site.
- 2.6.6. In accordance with [Florida Administrative Code 5b-65](#) Firewood and Unprocessed Wood Products, transportation of firewood is prohibited unless the firewood is accompanied by appropriate documentation or meets the exemption criteria below.
- 2.6.6.1. Firewood produced and transported into Florida from another state shall be from a state with a Master Permit for Wood Products. Firewood in compliance with this requirement shall include the following information on a stamp or label. Labels vary from state to state, but are similar to [Florida's wood certificate labels](#)
- The name and location of the shipper
 - Permit number
 - Certification the wood has been treated for pests.
- 2.6.6.2. Firewood produced in Florida shall be accompanied by a completed [Compliance Agreement for Firewood and Unprocessed Wood Products Movement](#) within the State of Florida, DACS-08459.
- 2.6.6.3. No firewood produced outside of Miami-Dade County may enter Miami-Dade County.
- 2.6.6.4. Exemptions - These exemptions do not apply to Miami-Dade County.
- Firewood produced in Florida and within a 50-mile radius of the park may enter the park without documentation.
 - Firewood produced in states bordering Florida and within a 50-mile radius of the park may enter the park with a proper bill of lading, proof of origin, and any applicable federal certificates for shipments originating from a USDA-regulated area in lieu of the above-mentioned documents.
- 2.6.6.5. These prohibitions apply to all firewood entering the park, specifically wood brought in by campers, purchased for resale (by the park, concessionaire or CSO), procured for a special event, or transferred from one park to another, etc. Campers should be made aware of these firewood rules upon arrival. If they are unable to comply or reasonably return the wood to the point of origin, they will be instructed to burn any prohibited firewood within 24 hours.

2.7. Reservations and the Centralized Reservations System (CRS)

- 2.7.1. Camping parks may have numbered campsites and cabins, primitive/group campsites and group facilities camps. Numbered campsites, cabins, and primitive group camps are available to the public for advanced reservation through CRS, managed in part by a third party vendor, [ReserveAmerica](#). The vendor accepts telephone reservations, 1-800-326-3521, and hosts an Internet web service for making online reservations, www.floridastateparks.reserveamerica.com.
 - 2.7.1.1. Users of [ReserveAmerica](#) are prohibited from having multiple profiles for the purpose of circumventing reservation or overnight stay limits. This does not prohibit users from having multiple profiles for different purposes (e.g., one profile for personal camping and a second profile for a volunteer group camping program).
 - 2.7.1.2. Individuals shall supply camping rig identifiers (manufacturer, model, license tag) as part of the reservation/registration process. This allows for easier identification of who is camping and enforcement of reservation and occupancy limits.
 - 2.7.1.3. Un-numbered primitive campsites and developed group camps are available for advance reservation only through the park. Reservations for concessionaire operated campsites, cabins, cottages and lodging, such as at Anderson Landing or Jug Creek and lodge rooms at Wakulla Springs, must be made through the concessionaire.
- 2.7.2. Visitors will pay in full for their stay at the time a campsite or cabin reservation is made through the CRS, where possible. Visitors will pay a non-refundable \$6.70 reservation fee (per reservation, not per night) when making a reservation online or by using the call center. This fee is collected at the time of reservation.
- 2.7.3. Visitors making primitive group camp reservations will pay the minimum camping fee of \$10.00 (6-person group minimum of 5 youth @ \$1.00 per person and 1 Adult @ \$5.00 per person) through the CRS. Upon check-in, groups in excess of six people will pay the remainder of their camping fees at the park. Reservation fees do not apply to primitive group camps.
- 2.7.4. Visitors will pay the park on arrival after making primitive campsites reservations.
- 2.7.5. Those booking a continuous stay in multiple sites at the same park are currently assessed a reservation fee for each reservation made. This occurs when the camper can only find continuous camping at the same park by reserving multiple sites and moving to the sites during their stay, which results in multiple reservation fees for the same visit. Staff may process refunds for all but one reservation fee upon request of the camper.
- 2.7.6. Visitors will pay an advance deposit of one night's stay when reserving the developed group camps at O'Leno, Wekiwa Springs and Hugh Taylor Birch State Parks. Reservations may be made up to 11 months in advance, by contacting the park directly.
 - 2.7.6.1. When the park accepts a reservation for a developed group camp request, complete a reservation/registration form with all visitor,

sales and campsite details information. Include check-in/check-out dates, number of night's stay, prospective number of people in the party, sponsors' names and addresses and especially telephone numbers and any leader or coordinator names and telephone numbers if different than the sponsor's.

- 2.7.6.2. Except for sales tax exempt organizations, visitors may pay the developed group camp advanced deposit by personal credit card over the telephone, or, may pay by personal check, cashier's check or money order mailed or delivered to the park. Inform visitors their credit card account will be charged that day. Obtain the visitor's name as it appears on the card, card billing address, visitor's telephone number and card expiration date on the reservation/registration form. Assign a park specific confirmation number and give it to the visitor along with the total charges that will appear for that transaction. Complete the sale that day and retain the receipt pending arrival. Maintain a log sheet with the confirmation number.
- 2.7.6.3. Developed group camp reservations paid for by check must be made a minimum of 14 days in advance. Check payment must be received within 10 days of making the reservation. Process checks received with that day's bank deposits. Assign a park specific confirmation number and keep it with the reservations/registration forms along with a copy of the check and the receipts pending arrival. Mark the log sheet with the confirmation number.
- 2.7.6.4. One night's group deposit is the total allowable occupancy of the facility multiplied by the primitive camping per person fee (e.g., 100 campers total occupancy x \$4.00 per camper = \$400.00). Deposits are taxable unless the group or organization has a current [Florida Consumer's Certificate of Exemption](#) on file in the park.
- 2.7.6.5. Hold the developed group camp reservations through the first night of arrival. Give a full refund for a canceled developed group camp reservation so long as it is made at least three days before the day of arrival (e.g., by park closing on Tuesday for a Friday arrival). Refund seventy-five percent of the reservation deposit for cancellations made within three days or on the day of arrival. After the first night's no-show, on the day after an expected arrival, the reservation will be withdrawn at 1:00 p.m., the deposit forfeited and the park may re-rent the group facility.
- 2.7.7. Maximum Length of Stay
 - 2.7.7.1. If the same individuals or the same persons in a family, group, or camping rig make multiple advance reservations, attempting to exceed the 14 night occupancy limits, Reserve America or park management should ensure they observe the limit, refunding any advance reservations, as necessary, to bring the total nights to an amount within the allowable limits. Cancellation fees will be applied for any advance reservation canceled for this reason.

- 2.7.7.2. If a reservation is determined to be out of compliance with the maximum length of stay policy, then the visitor should be contacted directly, or via the central reservation system call center, as soon as possible. This is to allow the visitor ample time to secure an alternate place to stay, to prevent creating distressed travelers, and to ensure the applicable refunds promptly returned.
- 2.7.7.3. In the event a reservation is suspected to be non-compliant with the maximum stay policy but lacks enough evidence to warrant customer contact and cancellation, park staff should observe the campers after check-in on the first reservation. If it is observed that the campers are violating the maximum stay policy, the policy should be interpreted to the camper. Enforcement at this point is at park manager's discretion, but camper's name(s) should be noted and passed on to central reservation system contract manager for future monitoring.
- 2.7.8. Ninety percent of a park's campsite inventory will be made available for advanced reservations through the reservations service. Ten percent of the campsites, as designated by the park manager, are retained under park control for park purposes.
- 2.7.9. All campsites, cabins, and primitive group camps not reserved or occupied may be rented to walk-in visitors on a first-come, first-served basis. This includes any of the 90 percent reserveable campsites in the ReserveAmerica inventory as well as the park's non-reserveable inventory, for stay within the length of stay limits, as long as the campsite does not have prior reservations.
- 2.7.10. Visitors may cancel campsite or cabin reservations by calling the ReserveAmerica call center (1-800-326-3521), calling ReserveAmerica customer service (1-888-622-9190) or visiting www.floridastateparks.reserveamerica.com .
 - 2.7.10.1. Visitors canceling on the day of arrival will be assessed a \$17.75 cancellation fee and the first night's use fee.
 - 2.7.10.2. After the day of arrival, visitors calling ReserveAmerica will be directed to call the park to make arrangements for arriving late or to obtain a refund. Visitors will receive a prorated refund less the \$17.75 cancellation fee and the \$6.70 reservation fee when canceling after the day of arrival.
 - 2.7.10.3. Fees may be applied up to the total amount paid for the reservation.
- 2.7.11. Visitors may cancel Primitive group camp, developed group camp or primitive site reservations by calling the park. Primitive group camp reservations will be refunded the \$10.00 minimum camping fee. No cancellation fees apply to primitive group camps.
- 2.7.12. Date or site changes to campsite or cabins reservations may be made up to one day before the day of arrival through the reservations call center at 1-800-326-3521 or ReserveAmerica visitor service at 1-888-622-9190. The visitor will be charged \$10.00 for making a change. Once visitors arrive at the park and register, the park may make date and site changes for them on the local CRS computer without charging cancellation or change fees.

- 2.7.13. In the event that campers do not appear on the arrival date of their reservation, and the park cannot contact the visitor, the reservation will be held until check-out time one day after the scheduled arrival date. At that time, the reservation will be considered a "no show," and the remainder of the reservation will be canceled. The amount refunded will be the amount paid for the campsite or cabin reservation, less the one night's fee.
- 2.7.14. Closures on reserveable campsites, cabins, and primitive group camps may be implemented by the park manager by making a request through the district point of contact (POC) to the Bureau of Operational Services (BOS) ReserveAmerica contract manager/general email account – [Camping and Attendance@dep.state.fl.us](mailto:Camping_and_Attendance@dep.state.fl.us). Such closures are usually due to weather related park problems such as extensive park flooding or nearby campsite, cabin or facilities construction or sites held for special event participants.
- 2.7.15. A park may completely inactivate a campsite, cabin or primitive group camp by having placing a "closure" on the site. Specific notes as to why the closure was place should be included with the process to allow other FPS users and ReserveAmerica call center agents to know why the site was closed.
- 2.7.16. If non-motorized travelers (hikers, bicyclists, canoeists) arrive and the park is full, attempt to locate accommodations at referral campgrounds. If none are available, or if time is too short, use temporary space for one night to provide accommodation, charging one night's fee. If the traveler has only a sleeping bag, waive the tent requirement, as well. This is to aid the long-distance traveler. It is not intended to circumvent the campsite reservations policies.
- 2.7.17. When the campground is full, visitors with self-contained camping rigs may utilize the overflow parking lot at a reduced park setting or atmosphere (i.e., no clotheslines, TV antennas or dishes, or semi-permanent shelters other than an awning, rain or dining-fly).

2.8. Conditions and Rules

- 2.8.1. Campers, including campground hosts, may not install or erect fixtures or structures that require digging or will detract from the aesthetics or recreational experience of the park setting or atmosphere (e.g., clotheslines, other than those provided by the park, and semi-permanent shelters, other than rain or dining fly). All equipment brought by the campers must fit on the campsite without encroaching on the buffer zones or interfering with neighboring campers.
- 2.8.2. Activities that require excessive water use or that would cause drainage, flooding, or erosion issues are not permitted in campgrounds. Examples of prohibited activities are use of pools or hot tubs and vehicle washing in campsites.
- 2.8.3. Major appliances that are kept outside the camping rig or that require a separate hook-up are not permitted.
- 2.8.4. Ground fires are permitted in camping or cabin areas only when an appropriate fire circle, ground level grill or fire pit is available. Confine all ground fires to these designated locations. The gathering of firewood by visitors, campers, campground hosts, volunteers or Citizen Support Organization (CSO) is prohibited, unless, at the park manager's discretion, the park has a sufficient source of deadwood available

through an exotic plant removal project, a right-of-way clearing project or the like. Only then may this wood be made available to campers. Otherwise, campers must bring their own firewood or charcoal.

- 2.8.5. Visitors not registered for camping may use the dumping stations, camping showers and have access to marina utilities, if applicable, after payment of the appropriate fee.
- 2.8.6. Most parks utilize a combination lock or digital code on the entrance gate. Regardless of the system, it should be easy for the visitor to use for entry to the park after hours.
- 2.8.7. All parks will provide adequate lighting at the entrance gate to enhance an attractive appearance and assist visitors with after-hours access.

2.9. Reselling Campsite and Cabin Reservations

- 2.9.1. Reselling campsite and cabin reservations is not permitted. Reservations are made on a pay-in-advance basis. This paid reservation is a transaction contract between the purchaser and Florida State Parks through Reserve America and the reservation may not be resold. If a reservation is discovered to have been offered for resale or resold the reservation will be canceled and the original purchaser will be charged the \$17.75 cancellation fee.
- 2.9.2. Florida State Park concessionaires are exempt from this policy when the reservation is part of an authorized visitor service.
- 2.9.3. Procedure
 - 2.9.3.1. When a violation of this policy is discovered, notify BOS at [Camping and Attendance@dep.state.fl.us](mailto:Camping_and_Attendance@dep.state.fl.us).
 - 2.9.3.2. Provide the name of the park, date(s) of the reservation, site number and the source of the information (e.g., a screenshot of Craigslist advertisement or other advertisement).
 - 2.9.3.3. Reserve America will notify the customer of the cancellation and include information of when and where the violation occurred.

2.10. Reservation Monitoring

- 2.10.1. BOS will monitor reservations to ensure adherence to reservation policy. BOS will periodically create high user profile reports to make occupancy verification more efficient.
- 2.10.2. If the same individuals or the same persons in a family, group, or camping rig make multiple advance reservations, through any means including the use of multiple user profiles, attempting to exceed the 14 night occupancy limits, then BOS will ensure they observe the limit by canceling reservations to bring the total nights to an amount within the allowable limits.
- 2.10.3. If a reservation or a series of reservations are determined to be out of compliance with the maximum length of stay policy, then the visitor will be contacted directly by BOS to determine which reservations will be canceled to bring the camper into

compliance. Cancellation fees will be applied for any advance reservation canceled for this reason.

3. POSTING OF EMERGENCY TELEPHONE NUMBERS [^](#)

UPDATED FEBRUARY 2, 2015

All parks having overnight facilities (family camping, group camping, youth camping or cabins) are to post the following minimum information on the camping area bulletin boards and in the cabins. Additional contact numbers may be warranted (e.g., Division of Forestry, United States Fish and Wildlife Service, etc.).

- Park Ranger
- Assistant Park Manager
- Park Manager
- Police or Sheriff
- Fire
- Ambulance
- Hospital
- Location of nearest hospital with sufficient directions for visitors to locate it.

4. CAMPER MAIL [^](#)

- 4.1.1. A small mail distribution box should be located in the camper waiting area of the park's ranger station. Mail should be sorted in alphabetical order and placed in the distribution box. Campers will be responsible for checking and picking up their mail from the distribution box. The park assumes no responsibility beyond placing the mail in the distribution box.
- 4.1.2. Any camper mail not claimed within 14 days will be returned to the local post office as unclaimed mail. Date control for camper mail received should be maintained by using the park "Date Received" stamp.
- 4.1.3. Campers requesting that the park forward their mail to another delivery address will be advised that all forwarding functions are the responsibility of the local post office. The camper is responsible for notifying the post office of any forwarding address for mail delivery.
- 4.1.4. Campers requesting personalized or special handling of their mail should be advised that we are unable to provide that service. Alternative mail handling can be provided by the local post office through General Delivery or post office box rental procedures.
- 4.1.5. A sign will be posted near the mail distribution point to advise campers that the park assumes no responsibility beyond providing a consolidated mail distribution box and that mail unclaimed after 14 days will be returned to the post office.

5. CABINS, BOAT CAMPING, EQUESTRIAN CAMPING [^](#)

UPDATED SEPTEMBER 1, 2018

5.1. Cabins

- 5.1.1. Cabin maximum occupancy limits are established by the park manager on a cabin by cabin basis, and are based on factors including square footage, number of beds, and

State of Florida fire safety codes. Cabin guests that exceed the maximum occupancy in a group are required to rent and occupy additional cabins.

- 5.1.1.1. Children under six years of age do not count in the total number per cabin. Immediate families with dependent children under 18 years of age pay the price of one cabin per night and may exceed the maximum number of persons per cabin at the discretion of park management as long as the State of Florida fire safety code is not violated.
- 5.1.2. An adult is 18 years of age or older, married persons, or members of the U.S. armed forces. A family or group is one or more adults and anyone accompanying a responsible adult. No one under 18 years of age is permitted to stay overnight in a cabin unless chaperoned by at least one adult. The adult must occupy the cabin for the period rented.
- 5.1.3. Stays in the cabins are limited to 14 nights. The park manager or designee may extend stays during periods of limited demand up to an additional 14 nights. On weekends and holidays there is a two night minimum stay, arriving Friday, departing Sunday, or, arriving Saturday, departing Monday. The minimum number of required nights may be increased with the approval of the district bureau chief.
- 5.1.4. The two-night minimum stay requirement does not apply when only one night is available between two confirmed reservations. Parks with a daily cabin rate should rent one-night when bracketed by longer reservations.
- 5.1.5. All cabins will be furnished with basic pots and pans, dishware and eating utensils, pillows, blankets and linens.
- 5.1.6. Cabin Conditions and Rules
 - 5.1.6.1. Pets are not permitted in cabins or cabin areas except for service animals.
 - 5.1.6.2. Recreational vehicles such as motor homes, vans, camping rigs, etc., may be parked in the cabin area provided that parking space is available and they are used solely for transportation. The use of recreational vehicles, tents or camping rigs in the cabin areas for camping purposes is not permitted.
 - 5.1.6.3. Occupancy is limited to families or groups of one or more adults and those people accompanying the responsible adult.
 - 5.1.6.4. The number of people staying in the cabins may not exceed the established occupancy.
 - 5.1.6.5. Fires are permitted only in park provided fire circles, grills, fire pits or fireplaces. The gathering of firewood is prohibited. Campers must bring their own wood or charcoal.
- 5.1.7. Staff may assess cabin renters a damage fee when it is necessary to clean up or repair any damage beyond ordinary cleaning, wear and tear. Fees may also be charged for lost/stolen items.
 - 5.1.7.1. Staff will inspect the cabin, during the normal cleaning process, after the customer checks out.

- 5.1.7.2. If excessive cleaning is needed or damages are identified, then staff will keep a log of time spent in such cleanup or repair. The damage fee will be the amount equivalent to the applicable hourly wage of staff for the time necessary to clean or repair the damage and the cost to replace damaged furnishings.
- 5.1.7.3. If determined an item is lost/stolen, then the amount will be the cost to replace the item.
- 5.1.7.4. If an outside vendor is used for cleaning or repair, then staff will retain receipts for all cleaning and repair. The damage fee will be the actual vendor charge to clean or repair the damage.
- 5.1.7.5. Staff will report damages utilizing the Incident Report ([DRP-016](#)).

5.2. Boat Camping

- 5.2.1. Campers arriving by boat at parks where marina facilities are available and operated by park personnel are charged the same camping fee per night that regular campers would be charged when arriving by land. One camping fee per night will apply if the camper either remains on board the boat overnight or uses an available land camp site. The camping fee allows other members of the same party to drive one automobile into the park without extra charge. A second camping fee will be charged if the designated boat mooring site and a designated campsite are used by a single party.
- 5.2.2. Campers arriving by boat to parks where the marina facilities are operated by a Park concessionaire, where dockage fees are charged, will not be charged a camping fee provided they use the boat as their camping rig and do not use a land camp site. Boaters using a land camp site will be charged the regular per night camping fee in addition to any dockage fee.

5.3. Equestrian Camping

Numbered campsites accommodating horses overnight are available at various parks and may be reserved through the CRS for a fee and may be made from one day to 11 months in advance. Fees are applied according to the [FPS Fee Schedule](#).

- 5.3.1. Primitive equestrian campsites may be reserved through the individual parks, where available.
- 5.3.2. Equestrians are required, upon request, to provide proof of negative Coggins test (EIA test) for each horse on areas administered by the division in accordance with F.A.C., [5C-18.010](#) and [5C-18.011](#). This also applies to miniature horses that are service animals.

6. PRIMITIVE GROUP CAMPING [^](#)

UPDATED FEBRUARY 6, 2018

6.1. Overview

- 6.1.1. Primitive group camps will be open and available to all organized and chaperoned juvenile groups and secondarily to adult groups. Priority is given to juvenile groups for the use of these areas. Reservations can be made up to 11 months in advance for organized juvenile groups. Reservations may be made up to 30 days in advance

of arrival for adult groups. Juvenile group requests will not bump a prior adult group reservation made within the 30-day window. Reservations are made by calling the park.

- 6.1.2. An organized group is six or more people camping together in the primitive group camp who are members of or who are sponsored by or affiliated with a recognized, registered, non-profit organization. Organized groups are further defined as six or more people who may or may not be members of an association, but, for the particular outing, are under the sponsorship of a recognized community organization, such as a church, benevolent, or civic service club.
- 6.1.3. A juvenile is a person under 18 years of age. An adult is a person 18 years of age or older, married persons or U.S. military personnel. Juvenile groups are six or more individuals at least half of whom are less than 18 years old. An adult group is a group of at least six individuals at least half of whom are 18 years old or older.
- 6.1.4. Juveniles must be chaperoned by at least one adult, 21 years of age or older, for each 10 juveniles or fraction thereof. Six to 10 juveniles require one chaperone. Eleven to, and including, 20 juveniles require two chaperones, and so on. Chaperones must remain with the juveniles while they are in the park.

6.2. Primitive Group Camping Regulations

- 6.2.1. Cutting Tools
Limit tools to one axe or hatchet per campsite or group. Machetes and saws are not permitted. Firewood may not be gathered within the park.
- 6.2.2. Fires
Limit fires to one campfire per campsite or group. Fires are to be maintained in designated rings, pits or grills only.
- 6.2.3. Sanitary Facilities, Bathrooms or Toilets
Campers must use established park facilities.
- 6.2.4. After Dark
Minors are not permitted out of camp after dark without chaperones.
- 6.2.5. Quiet Hour
All campers must be in camp and quiet by 11:00 p.m.
- 6.2.6. Check-Out Inspections
The camp area must be clean and orderly before the group leaves the park. Inspect the site for litter or damage. If there are damages, calculate restitution for damages based on the cost to the state for labor (including staff time) plus materials and issue a receipt for payment received. The leader or chaperone is responsible for ensuring these charges are paid before leaving the park.
- 6.2.7. Check-out time is 1:00 p.m. unless otherwise determined by park management.

7. DEVELOPED GROUP CAMPS [^](#)

UPDATED NOVEMBER 4, 2015

- 7.1.** Developed group camps consist of fixed facilities, including cabins, kitchens and dining halls, etc. at O'Leno, Wekiwa Springs and Hugh Taylor Birch State Parks.
- 7.2.** Fees are park specific and are listed in the [FPS Fee Schedule](#). Usage procedures for developed group camps are park specific.
- 7.3.** Reservations may be made up to 11 months in advance, by contacting the park directly. Advanced deposits are required to make a reservation.

8. PRIMITIVE CAMPING [^](#)

UPDATED NOVEMBER 4, 2015

- 8.1.** Primitive campgrounds are areas designated for camping that have limited improvements such as a fire ring, cleared or partially cleared sites for tent camping, and if possible, potable water. These are areas with little or no development set aside by park management to accommodate individuals or groups wishing a more informal setting than that available in campgrounds with numbered campsites or cabins. These are for individuals who want to "rough it." These areas generally have no electric power and may or may not have potable water or convenient bathroom facilities and are typically accessible by foot, bicycle or canoe/kayak only.
- 8.2.** Primitive camping fees are listed in the [FPS Fee Schedule](#). Usage procedures for primitive campsites are park specific.
- 8.3.** Requests for primitive camping reservations may be made by telephone or writing or in person directly with the park involved up to 11 months in advance. Full prepayment or advanced deposits are not required.

CHAPTER 5.4 PARK PROGRAMS & INTERPRETATION

- [1. PURPOSE](#)
 - [2. RESPONSIBILITIES](#)
 - [3. PARK PROGRAM FACILITIES](#)
 - [4. EXHIBITS](#)
 - [5. SPECIAL EVENTS](#)
 - [6. PERMANENT AUDIO-VISUAL PROGRAMS](#)
 - [7. LIVING HISTORY PROGRAMS](#)
 - [8. PRINTED MATERIALS PRODUCTION](#)
 - [9. PROGRAM ACCESSIBILITY](#)
 - [10. INCLUSIVE INTERPRETATION & INTERPRETING SENSITIVE ISSUES](#)
 - [11. CULTURAL RESOURCE INTERPRETATION](#)
 - [12. ENVIRONMENTAL EDUCATION](#)
 - [13. SAFETY EDUCATION](#)
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1. PURPOSE [^](#)

Interpretation explains and promotes the Florida Park Service (FPS) mission. It also instills in visitors an appreciation for Florida's unique natural and cultural heritage and fosters an understanding of resource management practices. It helps visitors understand and appreciate these special resources and how they are affected by and influence the surrounding area and region. Most importantly, interpretation inspires visitors to continue the learning process and to put their interests into action through volunteering and supporting the park. Former Park Biologist Joe Kenner said, "Interpretation is the key to the park visitors' experience."

2. RESPONSIBILITIES [^](#)

2.1. Park (Park Manager)

- 2.1.1. Develop a park Statement for Interpretation (interpretive plan) that is consistent with the [Unit Management Plan](#).
- 2.1.2. Develop and conduct interpretive programs, and non-personal interpretation and publications that are appropriate, accurate, meet the needs of the visitors, and protect the natural and cultural resources. Programs include campfire programs, guided walks, tours, living history demonstrations, talks, environmental education programs, recreational skills programs and off-site programs. Non-personal interpretation includes visitor centers, museums, environmental centers, historic structures, self-guided trails, trail labels, exhibits, displays and signs. Publications include park brochures, leaflets, booklets, newspaper and magazine articles.
- 2.1.3. Evaluate the park's interpretive programs on a regular, on-going basis, using the Program Evaluation Form to ensure appropriateness, accuracy, presentation, image, and protection of the natural and cultural resources.
- 2.1.4. Ensure that staff receives interpretive training, and provide for their continuing professional development as detailed in OM Chapter 1.5.
- 2.1.5. Maintain an active interpretive committee, schedule regular meetings to include training, and encourage inter-park participation.

- 2.1.6. Enhance the park's interpretive programming through volunteer assistance and outside sources for programs.
- 2.1.7. Maintain a current reference library, image file, and other related resources.
- 2.1.8. Increase contact with park visitors by developing a roving interpretation program.

2.2. District Office

- 2.2.1. Assist with researching the natural and cultural history of each area and compile this information for use in program planning. Maintain a supplemental resource and support library including reference books, image file, photographs and other materials.
- 2.2.2. Assist in the development of a Statement for Interpretation for each park.
- 2.2.3. Assist in the development of programs, facilities, and publications, as defined in this OM chapter.
- 2.2.4. Assist in the training of staff in the methods of interpretation through conducting Basic and Advanced Interpretive Training, special district training (e.g., collections management), in-park training, and providing resource materials. Coordinate training with the Bureau of Operational Services.
- 2.2.5. Assist park manager in evaluating programs as to appropriateness, accuracy, presentation, image, and impact to the natural and cultural resources.
- 2.2.6. Obtain guidance, assistance, and support from the appropriate Bureaus as required to maintain an effective and professional program.

2.3. Bureau of Operational Services

- 2.3.1. Coordinate the development of a Statewide Interpretive Master Plan.
- 2.3.2. Assist parks and districts in the development of a Statement for Interpretation for each park.
- 2.3.3. Provide districts and parks with assistance in interpretive program research and development.
- 2.3.4. Maintain a supplemental resource library, photograph and slide file for use by the parks.
- 2.3.5. Assist districts with coordinating Basic and Advanced Interpretive Training.
- 2.3.6. Coordinate the Statewide Interpretive Training.
- 2.3.7. Conduct assessments of park interpretive programs, exhibits, and collections objects.
- 2.3.8. Receive, compile, and distribute the Personal Contacts Report.
- 2.3.9. Coordinate, review, and manage, as appropriate, exhibit projects (new and renovations) for visitor centers, museums, and environmental education facilities, as well as small projects, such as exhibit panels.
 - 2.3.9.1. Provide districts and parks with technical assistance and consultation in the design and specifications for exhibits.

- 2.3.9.2. Provide maintenance standards and guidelines for exhibits and signs.
- 2.3.9.3. Review exhibit proposals, text, publications, and proposed programs.
- 2.3.9.4. Monitor the impact of interpretive programs on cultural resources.

2.4. Bureau of Design and Construction

Consult with BNCR, Bureau of Operational Services and districts to provide technical assistance in the design of exhibit structures.

3. PARK PROGRAM FACILITIES [^](#)

These facilities include outdoor exhibit/display cases, information boards, kiosks, indoor exhibits, interpretive signs, trail labels, campfire circles, visitor centers, museums, environmental centers, and nature trails.

3.1. Overview

- 3.1.1. Major interpretive facility structure location is determined and fixed by the Unit Management Plan and must be approved by the district bureau chief.
- 3.1.2. When installing a label, sign or panel, consider the audience, [ADA](#) requirements, integrity of resources, and sign manual guidelines.
- 3.1.3. It is essential that these facilities be kept in good condition since they are continually before the public. An interpretive facility in disrepair cannot provide a satisfactory message and invites vandalism. See OM Chapter 5.1 for installation requirements.
- 3.1.4. As with all other facilities in the park, the general maintenance of interpretive facilities including audio-visual equipment is the responsibility of the park manager or designee who should inspect them for cleanliness and needed repairs on a regular basis. Routine inspections of these facilities and equipment should be made by park staff. Worn or vandalized labels and exhibits should be reported to the park manager immediately in order to arrange for replacements or repairs. If repairs cannot be made in a reasonable amount of time, the damaged materials should be removed. Routine cleaning such as removal of spider webs, dust, mildew, stains and sand splash and cleaning of Plexiglas should be handled during routine cleaning.
- 3.1.5. Maintenance procedures involving exhibits must conform to standards provided by the Bureau of Operational Services or the exhibit contractor. Due to the cost and quality of exhibits, no person shall remove, add to, rearrange, take from, or any way alter a permanent exhibit without prior approval. The park should initiate exhibit repairs by submitting a Repair/Renovation of Park Exhibits Form to the Bureau of Operational Services.

3.2. Guidelines for Bulletin Boards, Outdoor Display Cases, Temporary Displays & Traveling Exhibits

Interpretive messages, materials, and designs associated with these facilities must be approved by the district office and/or the Bureau of Operational Services, except that the parks may construct bulletin boards, outdoor display cases, temporary displays, and traveling exhibits, using the following guidelines:

- 3.2.1. All displays will be constructed to appear neat and professional, and they must contain current, accurate, and appropriate information and displayed items. Displays should not use any original collections objects without approval from the district bureau chief.
- 3.2.2. Photographs should be digital prints that will withstand exposure to sunlight.
- 3.2.3. Text must meet DEP Standards and must meet [ADA](#) requirements for type size, font and contrast and produced using materials that will withstand exposure to the sun. Tilden’s Principles should be applied to text writing. That is, the text should communicate the message quickly and dramatically and must be important to the visitors and relate to their experiences.
- 3.2.4. Construction must meet accepted design standards for accessible exhibits and meet Americans with Disabilities Act requirements.

4. EXHIBITS [^](#)

4.1. Responsibilities

- 4.1.1. The Bureau of Operational Services will review all exhibit project proposals to ensure consistency, quality and accuracy and will coordinate the periodic review of existing exhibits.
- 4.1.2. The Bureau of Operational Services staff will support field units as follows:
 - 4.1.2.1. Assist in preparing specifications for fabricators (including exhibits constructed by park staff), assist with the design process and review themes and text.
 - 4.1.2.2. Assist in acquiring the necessary interpretive and exhibit items (tools, artifacts, clothing, furniture, equipment, natural history specimens). Provide guidelines for exhibiting, care, handling, and restoration.
 - 4.1.2.3. Assist in acquiring interpretive labels, provide art work for leaflets and other publications and review text for publications.
 - 4.1.2.4. Provide technical assistance for exhibit maintenance, repair, renovation, and replacement.

4.2. Major Facility Exhibits Production

- 4.2.1. Major Exhibit Projects (visitor centers, museums and environmental education facilities).
- 4.2.2. The Bureau of Operational Services will coordinate the development of an exhibit plan, which will include themes, objectives, exhibit topics, conceptual drawings, floor plan and budget. Bureau of Operational Services will coordinate with the Bureau of Design and Construction as needed, for structural design.
- 4.2.3. District and park staff and Bureau of Operational Services will review and approve the exhibit plan.
- 4.2.4. Exhibits Production Sequence
 - 4.2.4.1. Exhibit Plan Development – Bureau of Operational Services/District/Park Staff/Contractor

- 4.2.4.2. Research Assistance – Bureau of Operational Services/District/Park Staff
- 4.2.4.3. Text Review – Bureau of Operational Services/District/Park Staff
- 4.2.4.4. Graphics – Bureau of Operational Services/District/Park Staff
- 4.2.4.5. Design Review – Bureau of Operational Services/District/Park Staff/Bureau of Design and Construction (as required)
- 4.2.4.6. Exhibit Fabrication/Installation –Contractor/Park Staff/Bureau of Operational Services/Bureau of Design and Construction (as required)
- 4.2.4.7. Maintenance - District/Park Staff, with assistance from Bureau of Operational Services

4.3. Minor Exhibits Production

- 4.3.1. These projects usually consist of exhibit panels and interpretive signs that are designed by the park, a vendor, or the Park Programs Section of the Bureau of Operational Services. As with other forms of interpretation, exhibits and signs must be printed materials, of high quality and present a positive image of the FPS. To accomplish this, design standards, good interpretive writing, quality control and consistency are critical. A fiberglass embedded panel can last ten years. It must be attractive and inviting to read.
- 4.3.2. Considerations for panels include size, materials, location, framing system, and budget.
- 4.3.3. An Exhibit Request Form should be submitted to the Bureau of Operational Services to request a new exhibit.
- 4.3.4. Exhibits Production Sequence
 - 4.3.4.1. Park staff selects an exhibit type and topic that is consistent with FPS standards and the park’s Statement for Interpretation.
 - 4.3.4.2. The park writes the text and obtains graphics. This draft should be thoroughly checked for writing structure, spelling, grammar and punctuation.
 - 4.3.4.3. The park submits a conceptual design to the district office for review and approval, along with the Exhibit Request Form or the Repair/Renovation of Park Exhibits Form.
 - 4.3.4.4. The district office submits the draft to the Park Programs Section for approval.
- 4.3.5. If the panel design is to be provided by the Park Programs Section, the [Exhibit Panel Design Procedures and Guidelines](#) should be followed.

5. SPECIAL EVENTS [^]

UPDATED APRIL 13, 2015

5.1. Introduction

- 5.1.1. As a visitor service, parks offer a variety of special events such as concerts, marathons and reenactments. Special events are usually hosted by the park, CSO,

concessionaire or other vendor and are generally short in duration and open to the public. Special events are also excellent methods of generating volunteer support and bringing new visitors to the park. Most special events require the execution of a special use permit prior to any authorization to conduct the event.

- 5.1.2. Special events must result in a net positive benefit to the park or Division.

5.2. Staffing

Employee staffing for special events is part of normal state park operations. Scheduling adjustments may be required in order to meet special event needs and minimize overtime while meeting the core needs of the park.

5.3. Fees

- 5.3.1. Non-profit, charitable organization 501(c)(3) corporation: fees for participants and staff can be waived for community based events. Parks should consider serving as a co-sponsor to be a community relations opportunity.
- 5.3.2. Non-profit, non-charitable organization: will be charged an appropriate event fee to recover all costs to the park in addition to all normal admission fees.
- 5.3.3. For-profit organizations: will be charged an appropriate event fee in addition to all normal admission fees.
- 5.3.4. Notification of Division: The park manager must notify the district bureau chief well in advance of any large events being planned, any events where fees will be waived and any events that will generate significant media coverage. Sufficient time must be allowed to permit proper negotiations with the applicant and advance execution of the special use permit.
- 5.3.5. Applicants are not authorized to conduct any marketing or promotional activities prior to final execution of the required special use permit.
- 5.3.6. The district will coordinate the review, execution and distribution of copies of special use permits for special events.

5.4. CSO Sponsored Events

Refer to OM Chapter 1.4.

5.5. Park Concessionaire Sponsored Events

- 5.5.1. These events require a special use permit when the concession agreement does not contain language giving the concessionaire the exclusive or non-exclusive privilege of conducting the special event or type of event being planned.
- 5.5.2. Park concessionaires conducting special events in parks will follow the same procedures required for CSO sponsored events and outlined in the paragraphs above.
- 5.5.3. For concessionaire sponsored events requiring a special use permit, no marketing or advertising of the planned event may take place prior to final execution of the permit.

- 5.5.4. Park managers are responsible for ensuring that the required records are maintained for park and CSO sponsored events. Private event sponsors should be reminded of this requirement when requesting use of the park for an event.

6. PERMANENT AUDIO-VISUAL PROGRAMS [^](#)

- 6.1. Some audio-visual programs are designed to be shown on a regular basis in a visitor center, environmental education facility or museum. These include videos, DVDs, and computer programs.
- 6.2. All audio-visual programs should be open-captioned to comply with [ADA](#) requirements and to provide an alternative to listening to the audio in a noisy facility.
- 6.3. Consideration should be given to the need for multi-lingual programs.
- 6.4. The master copies will be appropriately maintained and stored in the Bureau of Operational Services. They will be used only for the production of first generation duplicates as requested by the park manager.
- 6.5. It is the responsibility of the park manager or designee to inspect the audio-visual program and associated equipment on a regular basis and arrange for proper maintenance.
- 6.6. The park manager will notify the district office and Bureau of Operational Services if it is determined that the audio-visual program is dated or unserviceable. The park should coordinate with the Bureau of Operational Services to take necessary action to review and possibly replace the program.

7. LIVING HISTORY PROGRAMS [^](#)

7.1. Definition

Living history is an interpretive program that presents a live representation of a past event or period. Examples include folk life demonstrations, pioneer skills demonstrations, interpretation of individuals, military encampments, weapons firing, and battle reenactments. Programs can be first person (interpreter is portraying a person in a specific period) or third person (interpreter describes a particular period or person).

7.2. Criteria

- 7.2.1. The living history program must be appropriate for the park, must be consistent with the Unit Management Plan and the Statement for Interpretation, and must be presented to increase the visitors' knowledge of the park's cultural resources and Florida's history. This would not preclude special programs such as the "Walk Through Time."
- 7.2.2. To conduct this type of program, the interpreter must use authentic clothing, equipment, and when available and appropriate, original structures or authentic replicas. Consideration should also be given to using the proper natural resources as a part of the program.
- 7.2.3. To ensure the accuracy and authenticity of the program, primary source documentation must be used. This includes books, newspapers, letters, photographs, maps, or memoirs produced or written by an individual who experienced the event or period.

- 7.2.4. When planning a living history program, consider the following: there is a purpose for the program; appropriate staff is available to conduct the program; the research information is available; funding is available for purchasing materials, clothing, and equipment; the park can commit to the program.
- 7.2.5. The park manager is responsible for ensuring that the volunteers/re-enactors receive sufficient orientation and training to conduct a safe and accurate program.
- 7.2.6. To avoid the loss of, and damage to original historic objects (tools, weapons, clothing, equipment), authentic replicas shall be used in living history programs.
- 7.2.7. The potential adverse impact that a living history program may have on the cultural resources must be considered. The programs must balance interpretation and preservation without consumptive use of the resource. To protect the resource, programs may have to be modified.

7.3. Historic Weapons Firing Demonstrations

- 7.3.1. Historic weapons firing demonstrations are those conducted as part of interpretive programs, events and battle reenactments. The types of weapons include primitive (bows and atlatls), black powder muskets, cannons, and modern weapons.
- 7.3.2. All historic weapons firing demonstrations must be supervised by staff who have completed the FPS Historic Weapon's Firing Safety Training. This person will serve as the safety coordinator for the park's weapons demonstration.
- 7.3.3. All handling of black powder must comply with the FPS Procedures for the Purchase, Storage and Distribution of Black Powder, which follows the [Federal Bureau of Alcohol, Tobacco and Firearms](#) requirements.

8. PRINTED MATERIALS PRODUCTION [^](#)

8.1. Overview

- 8.1.1. Interpretive writing is produced in several formats—brochures, newsletters, fliers, booklets, posters, etc. All publications should be attractive and inviting to read. As with other forms of interpretation, printed materials must be of high quality and present a positive image of the FPS. To accomplish this, design standards, good interpretive writing, quality control and consistency are critical.
- 8.1.2. A consideration when planning a publication is the cost for printing and re-printing.

8.2. Printed Material Production Sequence

- 8.2.1. Park staff selects a publication type and topic that is consistent with FPS standards and the park's Statement for Interpretation.
- 8.2.2. The park, with assistance from the district and central office if needed, obtains graphics, writes text and produces a draft. This draft must be thoroughly checked for writing structure, spelling, grammar and punctuation following DEP Standards.
- 8.2.3. The draft is submitted to the district office for review and approval.
- 8.2.4. The district office, after approving the draft, will submit it to the Park Programs Section of the Bureau of Operational Services for review and approval.

9. PROGRAM ACCESSIBILITY [^](#)

- 9.1. [Americans with Disabilities Act](#) requires that "no qualified individual with a disability shall, by reason of such disability, be denied the benefits of services, programs, or activities of a public entity, or be subjected to discrimination by such an entity."
- 9.2. All interpretive programming (personal programs, exhibits, publications, audio-visual presentations, displays, trail signs) must be accessible to visitors with disabilities—mobility, speech, vision, hearing and developmental.
- 9.3. Programs should be designed to accommodate all visitors including those with disabilities. If the program cannot be made accessible due to natural conditions or cultural resource preservation, an alternate program may be used where the same information is conveyed from a different location that is accessible, or by a different means that better serves the whole of the group.
- 9.4. Large print materials, audio description, tactile objects, photo albums, notepads, and other tools should be available to help convey the program’s message to persons with speech, vision and hearing disabilities.

10. INCLUSIVE INTERPRETATION & INTERPRETING SENSITIVE ISSUES [^](#)

10.1. Inclusive Interpretation Defined

Inclusive interpretation, formerly called multi-cultural, involves telling a balanced and complete story of the park’s cultural resources and area history. To achieve this balance, one must consider the history and events, the person or people who contributed, the story being told, and how it can include and recognize all participants.

10.2. Sensitive Issues Defined

Sensitive issues are those that could be controversial if not planned carefully. Examples are slavery, individual or family personal details, segregation, societal practices, medical procedures, crime punishment, and treatment of native people. As with inclusive interpretation, the goal is to provide a balanced story and one that will not offend anyone—visitors, public, and those affected or their relatives.

10.3. Procedures for Inclusive Interpretation & Sensitive Issues

For both types of programming, park staff should do the following:

- 10.3.1. Conduct thorough research on the park’s cultural resources and history.
- 10.3.2. Develop the program themes and identify sensitive issues.
- 10.3.3. Consider cultural diversity of the area. Are all appropriate groups included?
- 10.3.4. Meet with local individuals and organizations for input, as applicable.
- 10.3.5. Contact resource people who are experts in the topic.
- 10.3.6. Visit sites with similar programs, within or outside the FPS.
- 10.3.7. Establish an advisory committee for guidance and a test audience if needed.
- 10.3.8. Finalize and present the program, obtaining feedback from the participants.

11. CULTURAL RESOURCE INTERPRETATION [^](#)

Cultural resource interpretation must balance providing visitor access and telling the park story with preserving the resource for all time. Programming must cause the least possible impact to the

resource, whether it is a historic structure, archaeological site or collection objects. Interpretation can also be a powerful tool for the preservation of cultural resources, educating the public about proper use and fostering a preservation ethic.

11.1. Preservation Guidelines

To ensure protection of the resources, these preservation guidelines should be followed when planning programming:

11.1.1. Historic Structures

Providing floor covering to protect surfaces from wear; minimizing touching all original materials, especially interior; monitoring for vandalism and loss of historic materials; limiting the number of people in a historic house to protect the floor supports.

11.1.2. Archaeological Sites

Preventing erosion from foot traffic; monitoring for vandalism; installing signs and exhibits according to the Division of Recreation and Parks/Division of Historic Resources (Division/DHR) [Compliance Review Matrix](#).

11.1.3. Collections Objects

Providing the proper conditions for display (temperature, humidity, light, pest control, security).

12. ENVIRONMENTAL EDUCATION [^](#)

All environmental education programs should be coordinated with teachers to incorporate the [Next Generation Sunshine State Standards](#). Additionally, programs should include a student activity guide and teacher's guide.

13. SAFETY EDUCATION [^](#)

Each individual park should develop programs whereby information regarding specific protection issues can be disseminated to the public. Examples of programs include but are not limited to:

- Signs
- Brochures
- Interpretive contacts
- Park Watch programs

CHAPTER 5.5 RECREATIONAL ACTIVITIES

- [1. PURPOSE](#)
- [2. PETS](#)
- [3. SERVICE ANIMALS](#)
- [4. USE OF WHEELCHAIRS, MANUALLY-POWERED MOBILITY AIDS, OR OTHER POWER-DRIVEN MOBILITY DEVICES \(OPDMD\)](#)
- [5. USE OF MOPEDS AND ATVs](#)
- [6. USE OF BICYCLES](#)
- [7. USE OF GOLF CARTS AND UTILITY VEHICLES IN STATE PARKS](#)
- [8. USE OF SEGWAYS](#)
- [9. USE OF AIRCRAFT](#)
- [10. USE OF ALCOHOL](#)
- [11. USE OF HAMMOCKS & OTHER RECREATIONAL EQUIPMENT CONNECTED TO TREES](#)
- [12. PHOTOGRAPHY](#)
- [13. GEOCACHING PROCEDURE](#)
- [14. SCUBA DIVING – PARK VISITORS](#)
- [15. BOAT DOCKING IN MARINAS](#)

1. [PURPOSE](#) [^]

UPDATED JANUARY 25, 2016

- 1.1.** The purpose of this chapter is to provide guidance to park staff for consistent application with regulating recreational and related activities to provide maximum public use consistent with the preservation of the natural features and historic value of the park.
- 1.2.** Chapter [62D-2.014](#), F.A.C., states that the Division, in furtherance of the policy and intent of Chapter 258, F.S., may prohibit or regulate any activity that lessens the safety or recreational experience of the visiting public or lessens the natural or cultural value of the park.

2. [PETS](#) [^]

UPDATED APRIL 19, 2016

- 2.1.** Domestic animals, including pets, are permitted in state parks however they must not negatively impact the recreational experience of other visitors or the park resources. Park management has the authority to ensure the visitor experience and park resources are protected. Park management does not have the authority to prohibit pets from entering or remaining in the park or areas of the park, except as defined below in the restrictions or if the animal negatively impacts the experience of other visitors, or harm the natural or cultural resources.
- 2.2.** Pets are generally known to be animals that are easily tamed/domesticated and kept primarily for companionship.
- 2.3.** Pets include non-traditional animals that are raised as domestic pets and can include some of the animals identified as prohibited animals below. The determining factor is: was the animal raised as a domestic pet, rather than a captive wild animal, and is it treated and managed by

the owner as a pet? If the non-traditional animal lives with the owner like a traditional pet, the owner has the appropriate permits, the owner is in compliance with the conditions of the permit, and follows the same restrictions noted for traditional pets then it should be treated as a pet.

2.4. Restrictions

Domestic breeds of dogs, cats and other fur bearing pets, except service animals, which are trained for assisting individuals with a disability, must be excluded from the following places in a park: food-service areas, certain designated camping areas or campsites, cabins and cabin areas, all developed group camps, beaches where bathing and swimming are permitted, including land and water portions, park buildings, playgrounds, and other designated areas. Pets are permitted in all other areas subject to the following restrictions:

- 2.4.1. All pets must be confined, leashed, or otherwise under the physical control of a person at all times. Leashes may not exceed six feet in length. This rule does not apply to horses and pack animals brought in for equestrian trail use.
- 2.4.2. Pets must be well behaved at all times.
- 2.4.3. Pets are allowed in campgrounds under the guidance identified in OM Chapter 5.3.
- 2.4.4. Pet owners must pick up after their pets and properly dispose of all pet droppings in trash receptacles.
- 2.4.5. Pets that are noisy, vicious, dangerous, disturbing or intimidating to other persons or pets, or which damage park resources, are considered to be nuisances and pet owners must remove the pets from the park.
- 2.4.6. Dogs, cats and other pets must be vaccinated as per Chapter [828](#), F.S. Owners do not need written proof of vaccination when registering to camp.

2.5. Horses

Equestrians are required, upon request, to provide proof of negative Coggins test (EIA test) for each horse on areas administered by the division in accordance with F.A.C. [5C-18.010](#), [5C-18.011](#). This also applies to miniature horses that are service animals.

2.6. Prohibited Animals

Captive wild species, whether native or non-native, are prohibited on park property except when authorized and used, for example, in a park-sponsored program for environmental education or interpretive purposes. Examples of captive wild animal species include but are not limited to the following: Indian or Burmese python, Nile monitor, crocodile, coqui, coati, kinkajou, chimpanzee, tiger, gray or red wolf, flying squirrel, key deer, hyacinth macaw, Florida scrub-jay, bald eagle, etc.

3. SERVICE ANIMALS [^](#)

UPDATED FEBRUARY 1, 2015

3.1. Overview

Under the [Americans with Disabilities Act](#), park visitors with disabilities are permitted to bring their service animals into any facility or area open to the public.

- 3.1.1. Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities.
- 3.1.2. When informed by a visitor that he or she has a service animal, staff may ask, "is the service animal required because of a disability?" If the response is yes, then staff may ask, "what work or task has the service animal been trained to perform?" No further inquiries or action is to be taken.
- 3.1.3. Staff is not permitted to ask for proof of certification, about the person's disability, require medical documentation, about the person's disability, require medical documentation, require training documentation for the dog, or ask for the dog to demonstrate its ability to perform the work or task.

3.2. Restrictions

Service animals are to follow the same restrictions as pets, with two exceptions:

- 3.2.1. Service animals are allowed in all areas of the park open to the public.
- 3.2.2. Service animals are to be restrained (by a leash, harness, etc.) unless the restraining device interferes with the service animal's work, or if the individual's disability prevents use of the device. In this case, the individual must maintain control of the animal through voice, signal, or other effective controls.

4. USE OF WHEELCHAIRS, MANUALLY-POWERED MOBILITY AIDS, OR OTHER POWER-DRIVEN MOBILITY DEVICES (OPDMD) [^](#)

UPDATED JANUARY 25, 2016

The Division of Recreation and Parks is committed to making all reasonable efforts to ensure its facilities, programs and services are accessible to and usable by, all persons, including those with disabilities. The Division must provide persons with disabilities the highest feasible level of physical access to indoor and outdoor areas that is reasonable and consistent with the preservation of the natural and cultural resources within Florida State Parks. Undeveloped areas, such as those outside the immediate influence of buildings and roads, are not normally modified to accommodate park visitors. Please refer to OM Chapter 1.2 (Authorized Use Areas and Speed of Vehicles in State Parks) for additional applicable information.

4.1. Definitions

- 4.1.1. "Wheelchair" means a manually-operated or power-driven device designed primarily for use by an individual with a mobility impairment for the main purpose of indoor or of both indoor and outdoor locomotion.
- 4.1.2. "Manually Powered Mobility Aids" means walkers, crutches, canes, braces, or other similar devices designed for use by individuals with mobility impairments.
- 4.1.3. "Other Power-Driven Mobility Device" (OPDMD) means any mobility device, powered by batteries, fuel, or other engines, whether or not the mobility device is designed primarily for use by individuals with mobility impairments, that is used by

individuals with mobility impairments for the purpose of locomotion, including golf carts, electronic personal assistance mobility devices, such as the Segway or any mobility device designed to operate in areas without defined pedestrian routes, but is not a wheelchair according to the above definition.

- 4.1.4. "Pedestrian Area" means any area or zone designed primarily for foot traffic and where motor vehicles are not allowed.

4.2. Wheelchairs or Manually Powered Mobility Aids are allowed anywhere foot traffic is allowed.

A park visitor whose disability requires the use of a Wheelchair or Manually Powered Mobility Aid may use an OPDMD anywhere foot traffic is allowed provided the device is suitable for use in a typical indoor or outdoor pedestrian area. Suitability determinations must be based on the volume of pedestrian traffic, the design and the operational characteristics of the area and whether safety requirements can be established to permit the safe operation of the other power-driven mobility device in the specific facility and whether the use of the device creates a substantial risk to the immediate environment or natural or cultural resources.

- 4.2.1. OPDMDs should comply with the following maximum specifications:

- 4.2.1.1. Speed

- The operating speed should be that of typical walking speed, based on the particular surface type and existing environmental conditions, not to exceed five miles per hour or at a speed consistent with others participating in the same activity.

- 4.2.1.2. Width

- The width should not typically exceed 34 inches. Certain pedestrian facilities, routes, trails and undeveloped areas may reduce the acceptable width as the width varies greatly for these areas due to natural features, cultural landscapes or the operational design of the facility.

- 4.2.1.3. Length

- The length should not typically exceed 62 inches. Certain pedestrian routes, trails and undeveloped areas may not support the length of certain devices due to natural features, cultural landscapes or the operational design of the facility.

- 4.2.1.4. Weight

- The weight of the device should not typically exceed 550 pounds. Certain pedestrian routes, trails and undeveloped areas may not support the weight of certain devices due to natural features, cultural landscapes or the operational design of the facility.

- 4.2.1.5. Type

The type should not typically include any motorized off-highway vehicle designed to travel on non-highway tires and/or having a seat designed to be straddled by the operator and/or handlebars for steering control, such as all-terrain vehicles (ATV), off-highway motorcycles (OHM) and recreational off-highway vehicles (ROV). Note: Due to safety concerns gas-powered vehicles, no matter the type, must not be allowed in any facilities enclosed by walls and/or covered by roofs.

4.3. Inquiries About Disabilities & the Use of OPDMDs

- 4.3.1. Park staff must not ask a park visitor using a Wheelchair, Manually Powered Mobility Aid or Other Power-Driven Mobility Device questions about the nature and extent of the park visitor's disability.
- 4.3.2. Park staff may ask a park visitor using an Other Power-Driven Mobility Device to provide credible assurance in the form of documentation indicating that the device is required because of the person's mobility impairment. The Division must accept the presentation of a valid, State-issued, disability parking placard or card, or other State-issued proof of disability, as credible assurance indicating that the use of the device is for the park visitor's mobility impairment. In lieu of documentation, verbal credible assurance, must be accepted.

5. USE OF MOPEDS AND ATVs [^](#)

The roads in all of Florida's state parks are a part of the state highway system, and therefore subject to all of the state regulations and laws pertaining to the highways and their use. Only those vehicles, which are licensed for use on state roads, should be permitted on state park roadways and parking lots designed for vehicular use by visitors. Indiscriminate riding back and forth in any area is strictly forbidden. Unless authorized by the Division, visitor use of roads designated as service roads is not permitted. Please refer to OM Chapter 1.2 (Authorized Use Areas and Speed of Vehicles in State Parks) for additional applicable information.

6. USE OF BICYCLES [^](#)

UPDATED JULY 1, 2020

Many parks have shared-use trails that can accommodate more than one use at a time. Shared use trail types include hiking/bicycle, hiking/equestrian, and hiking/bicycle/equestrian that can be paved or unpaved.

- 6.1.** Bicycles and Class I Electric Bicycles may be used on designated trails within the park system consistent with Section 316.20655, F.S.
- 6.2.** Pursuant to 62D-2.014(4) F.A.C., No person shall drive a vehicle, such as a bicycle or electric bicycle at a speed greater than is reasonable or prudent, having due regard for the surface, width and condition of paving and the traffic thereon, particularly when near children or bicyclists. Speed shall not exceed 25 miles per hour, and at the more congested centers and near park buildings, beaches, campgrounds, and picnic and play areas, it shall not exceed 15 miles per hour or as otherwise posted.

- 6.3. To maintain safe vehicular operation pursuant to 62D-2.014(4) F.A.C., Class II and III Electric Bicycles are prohibited from use on designated trails within the park system consistent with Section 316.20655, F.S.
- 6.4. To maintain safe vehicular operation pursuant to 62D-2.014(4) F.A.C., Class I Electric Bicycles may not be operated using the electric assist motors on Division-managed state trails (linear corridors that contain a paved pathway often constructed on abandoned rail corridors or road right-of-way; these corridors provide opportunity for non-motorized modes of recreation including bicycling, rollerblading, hiking and horseback riding). Certain portions of all state trails have been constructed with transportation enhancement (TE) funds or have used TE funds for projects, which prohibit motorized vehicles on facilities funded in this manner. This prohibition is consistent with 316.20655, F.S.

7. USE OF GOLF CARTS AND UTILITY VEHICLES IN STATE PARKS [^](#)

UPDATED NOVEMBER 29, 2012

Golf carts as defined in [Section 320.01, F.S.](#), may be driven on public roads within state parks that have a speed limit of 35 mph or less. Utility vehicles, as defined in Section 320.01, F.S., may be driven on public roads within state parks that have a speed limit of 30 mph or less. Golf carts and utility vehicles may not be driven on sidewalks, trails, service roads or off-road. Please refer to OM Chapter 1.2 (Authorized Use Areas and Speed of Vehicles in State Parks) for additional applicable information.

7.1. Definitions

- 7.1.1. Golf Cart means a motor vehicle that is designed and manufactured for operation on a golf course for sporting or recreational purposes and that is not capable of exceeding speeds of 20 miles per hour.
- 7.1.2. Utility Vehicle means a motor vehicle designed and manufactured for general maintenance, security, and landscaping purposes, however the term does not include any vehicle designed or used primarily for the transportation of persons or property on a street or highway, or a golf cart, or an all-terrain vehicle as defined in [316.2074, F.S.](#)

7.2. All golf cart or utility vehicle operators must:

- 7.2.1. Have a valid driver's license
- 7.2.2. Have a vehicle equipped with working brakes, dependable steering, safe tires, a rearview mirror and red reflectorized warning devices in both the front and rear
- 7.2.3. Drive only between the daylight hours of sunrise and sunset, unless the vehicle is also equipped with headlights, brake lights, turn signals and a windshield
- 7.2.4. Follow all applicable state laws and local ordinances

8. USE OF SEGWAYS [^](#)

UPDATED JANUARY 25, 2016

8.1. Definition

Segway means any self-balancing, two-nontandem-wheeled device, designed to transport only one person, with an electric propulsion system with average power of 750 watts (one horsepower), the maximum speed of which, on a paved level surface when powered solely by such a propulsion system while being ridden by an operator who weighs 170 pounds, is less than 20 miles per hour.

8.2. Use of Segways

- 8.2.1. Segways may not be used on Division-managed state trails (linear corridors that contain a paved pathway often constructed on abandoned rail corridors or road right-of-way; these corridors provide opportunity for non-motorized modes of recreation including bicycling, rollerblading, hiking and horseback riding). Certain portions of all state trails have been constructed with transportation enhancement (TE) funds or have used TE funds for projects, which prohibits motorized vehicles on facilities funded in this manner.
- 8.2.2. While it is the intention of the Division to allow Segways wherever park visitors may walk, responsibility lies with park management to determine where this is not appropriate, either permanently or temporarily to ensure visitor safety and the preservation of natural and cultural resources and the park facilities.
- 8.2.3. Segways may be operated within state parks, where they do not lessen the safety or recreational experience of park visitors, lessen the natural or cultural value of the park, interfere with the operational design and functionality of the facility and comply with following. Segways may be operated:
 - 8.2.3.1. On a road or street where the posted speed limit is 25 miles per hour or less.
 - 8.2.3.2. On a marked bicycle path (any road that is open to bicycle travel, which is physically separated from motorized vehicular traffic by an open space or by a barrier).
 - 8.2.3.3. On any street or road where bicycles are permitted.
 - 8.2.3.4. At an intersection, to cross a road or street even if the road or street has a posted speed limit of more than 25 miles per hour.
 - 8.2.3.5. Where bicycles are permitted on a route, pathway or shared use trail, provided the person operating the Segway yields the right-of-way to pedestrians.
 - 8.2.3.6. In pedestrian areas (areas designed primarily for foot traffic and where motor vehicles are not allowed), provided the person operating the Segway yields the right-of-way to pedestrians. Examples of pedestrian areas may include beaches, boardwalks, sidewalk picnic areas, etc.
- 8.2.4. Segway operators are not required to have a valid driver license. Segways are not required to be registered and insured.

- 8.2.5. Segway operators who are under the age of 16 years must wear a bicycle helmet, which is properly fitted, is fastened securely upon his or her head by a strap, and meets the standards of the American National Standards Institute (ANSI Z Bicycle Helmet Standards), the standards of the Snell Memorial Foundation (1984 Standard for Protective Headgear for Use in Bicycling), or any other nationally recognized standards for bicycle helmets that are adopted by the Department.

9. USE OF AIRCRAFT [^](#)

UPDATED SEPTEMBER 1, 2018

9.1. Definitions

9.1.1. Aircraft

Any machine supported for flight in the air by buoyancy or by the dynamic action of air on its surfaces, such as gliders, balloons, parachutes, drones, powered airplanes, helicopters, unmanned aircraft systems or other aerial apparatus.

9.1.2. Kite

A toy consisting of a light frame with thin material stretched over it, flown in the wind at the end of a string.

9.2. Use of Aircraft

No person operating or responsible for an aircraft shall cause any such apparatus to take off from or land in any park, except when the aircraft is either authorized by the park manager or needed in an emergency in which human life is endangered. If a designated landing facility exists on park property, or if aircraft will be taking off and landing outside park property, the park manager may authorize the use of aircraft when the flight is beneficial to the Division. Kites are exempt from this policy.

9.3. DEP Drone Policy

- 9.3.1. Data acquisition using drones can be an efficient and cost-effective alternative to traditional data collection activities. Drones can collect data from extreme vantage points such as aerial, underwater, and from hazardous environments. They have become a mainstream technology with many vendors providing a range of related services and competitive pricing.
- 9.3.2. Refer to DEP Directive [900](#) for additional guidance and authorization related to the safe and responsible operation of drones, including information about statutory and federal authority, as well as related operational procedures and forms (covering drone purchases, drone operation by DEP employees, and data collection guidelines).

10. USE OF ALCOHOL [^](#)

UPDATED MARCH 28, 2016

- 10.1.** Consumption of alcoholic beverages is prohibited except within designated areas approved in concession contracts such as in restaurants and lodges that provide sales of such alcohol, for overnight accommodations, and for park-sanctioned events such as special events, within designated areas only.
- 10.2.** Written approval from the park manager is required to serve alcohol at park-sanctioned events such as special events.
- 10.3.** The Division's position on park-sanctioned events and designated areas is as follows:
 - 10.3.1. To provide for the lawful consumption of alcohol, such areas should not be in areas open to the general public such as main use picnic areas, beaches or other common areas where the potential for user conflicts has a high probability.
 - 10.3.2. Designated areas include those currently serving alcoholic beverages such as: lodges and restaurants that offer alcohol for sale, campgrounds (which are considered temporary lodging), including equestrian and primitive camps when not reserved or being used by other groups, and other areas not considered as main use common areas like pavilions that are segregated by distance from the general public and could be reserved for weddings, reunions and other group activities.

11. USE OF HAMMOCKS & OTHER RECREATIONAL EQUIPMENT CONNECTED TO TREES [^](#)

- 11.1.** Hammocks, slacklines, sport nets and similar recreational items are allowed in day-use areas.
- 11.2.** Connecting this equipment to a tree must meet the following requirements:
 - 11.2.1. Flat web straps a minimum of 1 inch wide must be used for contact with trees.
 - 11.2.2. Ropes, cords, nails, bolts or other attachment methods are prohibited.
 - 11.2.3. Live trees with a minimum of 12 inches in diameter at breast height (DBH) must be used.
- 11.3.** Provided hammock posts should be used where available. Contact the Bureau of Design and Construction for design standards.

12. PHOTOGRAPHY [^](#)

- 12.1.** Chapter [62D-2](#), F.A.C., is the authority of this procedure.
- 12.2.** Refer to OM Chapter 5.2 for more information.

13. GEOCACHING PROCEDURE [^](#)

- 13.1.** Geocaching is a popular worldwide game using Global Positioning System (GPS) equipment. The game consists of someone creating a cache (often a Tupperware container with small items and a log-in book) hiding it and posting its GPS coordinates to a website. Game, players access the website for the GPS coordinates; then use their own GPS units to find the hidden cache. Natural areas, including state parks, are favorite hiding locations.
- 13.2.** The Division considers geocaching to be benign and a legitimate public attraction to the parks when the cache sites are not objectionable to park management for resource

protection or safety reasons. The geocache websites include many enthusiastic reports of geocachers enjoying the parks as families and individuals.

- 13.3.** Geocaches may not be placed in state parks without verbal permission by the park manager. Caches should not be buried, should not contribute to trail-blazing, should not be placed in an active burn zone, and should not be in areas where access is prohibited or discouraged (e.g., dunes, archaeological sites, or sensitive areas). No toxic or explosive substances, including batteries, lighters, matches, aerosol cans, etc., should be included in a cache.
- 13.4.** Geocache website managers have been requested by the Bureau of Natural and Cultural Resources to verify a park manager's approval before they post a new cache site to their website. In addition, park managers should access geocaching websites (e.g., www.geocaching.com or www.navicache.com) and learn what caches are already located in their parks. If an unapproved geocache is found, the park manager should attempt to contact the owner. If the placement is not objectionable, approval should be given. If placement is objectionable, the caches should be confiscated and the owner should be asked to choose a mutually acceptable location.

14. SCUBA DIVING – PARK VISITORS [^]

UPDATED JANUARY 25, 2016

All persons participating in scuba diving activity do so at their own risk.

14.1. Diving in Springs

- 14.1.1. It should be fully understood that the Division does not:
 - 14.1.1.1. Endorse spring diving as a recreational activity.
 - 14.1.1.2. Accept any responsibility for the diver's safety.
 - 14.1.1.3. Assume any responsibility for the equipment a diver should or should not possess.
 - 14.1.1.4. Accept any responsibility for diving conditions or other hazardous conditions the diver may encounter at any given time.
- 14.1.2. The Division realizes the inherent personal danger involved in this activity. Upon granting permission to dive in any spring within the state park system, the following minimum rules and regulations must be strictly adhered to:
 - 14.1.2.1. In parks with a ranger station, each diver must register and present his/her diver's certification card, which must be shown on the vehicle dashboard until completion of the dive. In parks with no ranger station, divers must register at the honor fee station by signing in and placing their certification card on the dashboard.
 - 14.1.2.2. All student divers must register under instructor's certification.
 - 14.1.2.3. Each diver must dive within the limits of their certification.
 - 14.1.2.4. Dives must be conducted only in those areas designated.

- 14.1.2.5. Open water divers are prohibited from carrying lights.
- 14.1.2.6. In certain areas, only cave diving will be authorized
- 14.1.2.7. A dive party must consist of at least two divers.
- 14.1.2.8. Each state park, where spring diving is allowed, has the authority to set a maximum number of persons that can dive in the spring at any given time.
- 14.1.2.9. Fossils and artifacts must not be disturbed or removed. Aquatic plants must not be trampled or disturbed.
- 14.1.2.10. Minimum distance of 50 feet between divers and manatees must be maintained at all times.
- 14.1.2.11. Dives must be completed one (1) hour before sunset.

14.2. Open Water Diving

Open water diving is permitted in all areas of the state park system except where specifically prohibited.

15. BOAT DOCKING IN MARINAS [^](#)

15.1. Objectives

The objective of this policy is to maintain consistency in the application of our philosophy of making all facilities available for use by the general public.

15.2. Length of Stay

Stays in state park marinas must be limited to two weeks during periods of heavy demand. At the discretion of the park manager or his representative, stays may be extended during periods of limited demand. These extensions can be made only in periods of low demand and in two week increments. Stays in marinas must not exceed 30 days without a 48-hour break in stay.

15.3. Fees

Fees charged in areas where the Concessionaire operates the marina would be comparable to those charged by private marinas in the area.

15.4. Camping on Board

- 15.4.1. For procedure see OM Chapter 5.3.
- 15.4.2. Discharge of garbage, debris and litter or other waste material into park waters is strictly forbidden pursuant to Chapter [403](#), F.S.
- 15.4.3. Spilling or discharge of oil or other fuels and lubricants is strictly forbidden pursuant to Chapter [376](#), F.S.

15.5. Liability

The boat owner are liable for any damage to his boat or adjacent boats as a result of improper securing in the mooring slip. It is also the owner's responsibility to protect his boat during inclement weather.