

Secretary of State  
**STATEMENT OF NEED AND FISCAL IMPACT**  
A Notice of Proposed Rulemaking Hearing accompanies this form.

**FILED**  
6-15-16 1:19 PM  
ARCHIVES DIVISION  
SECRETARY OF STATE

Parks and Recreation Department  
Agency and Division

736  
Administrative Rules Chapter Number

Amend Reservation Program Rules

Rule Caption (Not more than 15 words that reasonably identifies the subject matter of the agency's intended action.)

In the Matter of:

Amendments to definitions, reservations, fee waivers and refunds, group day use, and day use parking permit.

**Statutory Authority:**

ORS 390.124

**Other Authority:**

**Statutes Implemented:**

ORS 390.111; ORS 390.121; ORS 390.124

**Need for the Rule(s):**

These rule changes are needed to provide current and clear information to the public. More specifically, these changes will align rule language with current practices, improve customer service by simplifying the refund request process, increase operational efficiency by streamlining contact methods, provide equity between customers who book online and those who reserve on the phone, provide additional detail and correct errors, improve consistency and remove terms no longer used.

The most significant changes are as follows:

- 1) Reservation cancellation process: Remove option to cancel reservations by voice-mail or e-mail because customers can now cancel online.
- 2) Reservation change process: Remove option to change reservation by e-mail. This practice has not been in use for several years and is impractical with a live reservation system. Our customers do not use this option.
- 3) Groups camping in non-group camping areas:
  - a) Allow groups to reserve inside the two month window if the inventory allows it and receive the same benefits as those that reserve more than two months in advance. We currently do not enforce this rule, so this rule change would align rule language with current practices.
  - b) Allow groups that book online to receive the same benefits as those that book on the phone. This change would provide consistency of benefits to our customers and increase reservation options for groups.
  - c) Ask groups to provide individual camper information prior to arrival. This is our current practice for groups that book through the call center. We want to expand this requirement to all group reservations to promote the safety and enjoyment of all users.
- 4) Split reservations: Remove option for split reservation in the call center. Split reservations are not allowed on the web. This change would provide customer equity and improve operational efficiency.
- 5) Vendor fee: Clarify that the additional fee a vendor may charge when selling department parking permits is a maximum of \$1. Currently vendors are allowed to add a maximum of \$1, so this is not a change to our current business practice.
- 6) Refund requests: Allow customers to request refunds on the phone rather than only in writing.

**Documents Relied Upon, and where they are available:**

Not applicable

**Fiscal and Economic Impact:**

The proposed rule changes are expected to have a positive fiscal impact on customers and the agency because they attempt to increase operational efficiency by streamlining processes, improve equity between customer groups, and provide more options for customers. Two of the rules have a quantifiable fiscal impact:

- One proposed change, if implemented will remove the current \$8 reservation fee waiver for a few customers who move sites during their stay.
- One proposed change, if implemented, will provide a \$75 savings to groups that reserve campsites online and also use a meeting hall.

More details on each change are provided below. Overall, the agency believes the benefits of these proposed changes far outweigh the minor negative fiscal impacts, and are necessary to continue to operate efficiently and respond to change in customer expectations.

**Statement of Cost of Compliance:**

**1. Impact on state agencies, units of local government and the public (ORS 183.335(2)(b)(E)):**

The department does not anticipate this rule to have an impact on state agencies or units of local government.

The proposed revisions affect the public as follows:

- 1) Reservation cancelation process: Customers can now cancel online, and since we've implemented this process, we've noticed a significant shift from e-mail and voicemail cancelations to Internet cancelations. If voicemail and e-mail cancelations used to account for 30-40% of all cancelations, in the last year, they have decreased to less than 9% of cancelations. Not being able to cancel via e-mail and voicemail may be at first perceived as a negative by some customers; however, the current cancelation methods are easily accessible and sufficiently available to not create a customer burden. This change is needed to improve department efficiency.
- 2) Reservation change process: This practice has not been in use in several years and will have no actual impact on customers.
- 3) Groups camping in non-group camping areas: These proposed changes will improve customer service by providing more reservation options to groups, increasing flexibility and saving money regardless of reservation channel. For groups that have traditionally reserved online, these changes open the door to receiving a meeting facility free of charge, which could save them about \$75 per group stay. We estimate this saving could apply to more than 20 groups a year. For groups that want the free meeting space, they will no longer have to book their stays on the phone to be eligible for the free meeting hall.
- 4) Split reservations: We estimate this proposed change will have a small negative consequence on about 2% of call center customers or 1,350 individuals; this translates to .5% of all reservation customers. These customers will be asked to pay \$8 for the second reservation of their stay. (This applies when one site is not available for a customer's desired stay. In such cases, if another site is available, customers elect to move to another site to complete their stay.) This fee waiver is not available to Internet customers. Therefore, this change will provide equity between customers regardless of reservation channel, and will improve operational efficiency.
- 5) Vendor fee: This proposed change will bring the rule language in alignment with our practice, which is a maximum \$1 fee; therefore, this is not an actual change to vendors.
- 6) Refund requests: This proposed change will improve customer service by allowing call center agents to address standard refund issues on the spot rather than require customers to submit their request in writing. If approved, this change will improve operational efficiency and save customers time.

**2. Cost of compliance effect on small business (ORS 183.336):**

**a. Estimate the number of small business and types of businesses and industries with small businesses subject to the rule:**

This rule change does not affect small businesses.

**b. Projected reporting, recordkeeping and other administrative activities required for compliance, including costs of professional services:**

There are no reporting, record keeping or other administrative activities required of small businesses, as this rule does not apply to them.

**c. Equipment, supplies, labor and increased administration required for compliance:**

There are no costs associated with equipment, supplies, labor, record keeping or additional administration for small businesses, as this rule does not apply to them.

**How were small businesses involved in the development of this rule?**

Small businesses were not included in the development of this rule change because the rule does not impact them. This rule affects park users.

**Administrative Rule Advisory Committee consulted?: No**

**If not, why?:**

We did not consult an Administrative Rule Advisory Committee for this revision because these changes focus on clarifying processes and improving customer service. We estimate the potential negative impact on some customers to be small (\$8 fee for .5% of our customers, or 1,350 individuals) and positive for others (less time, more options and potential savings of \$75 for 20 or more groups of customers a year).

08-01-2016 5:00 p.m.	Claudia Ciobanu	claudia.i.ciobanu@oregon.gov
Last Day (m/d/yyyy) and Time for public comment	Printed Name	Email Address