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July 16, 2018

Via Email

Duane Parrish, Director
South Carolina Department of Parks, Recreation, and Tourism
1205 Pendleton St.
Columbia, South Carolina 29201

RE: Follow up from Subcommittee meeting on July 9, 2018

Dear Director Parrish:

The Executive Subcommittee appreciates the South Carolina Department of Parks, Recreation, and Tourism's (SCPRT) partnership in the oversight process. As follow up from the meeting on July 9, 2018, the Subcommittee seeks additional information from the agency. Please provide this information by Friday, July 27, 2018.

State Parks

1. Please provide information which shows a comparison of South Carolina to other states in the southeast and the country, on the following topics:
 - a. number of acres used for state parks;
 - b. number of acres that comprise the entire state;
 - c. population; and
 - d. state agency state parks are managed within.

State Parks (cont.)

2. Please provide information the agency has available regarding repeat visitors as compared to new visitors.
3. Please provide a brief list of the data the agency continually analyzes to determine individual state park admission prices.
4. Please provide the name of the analytics program(s) the agency utilizes to collect, interpret, and review data. Does the agency know if any other state agencies utilize the same or similar program(s)? If so, which agencies?
5. Please provide the following information related to state park pass purchases in the last three years:
 - a. percentage purchased from out-of-state visitors and in-state visitors; and
 - b. top five locations from which the passes were purchased and percentage purchased from each.
6. To help avoid any potential duplication of efforts across multiple state agencies as it relates to purchase/lease/use of land with flora and fauna, please consult with representatives from the Forestry Commission, Department of Natural Resources, and the Conservation Bank, and provide the following:
 - a. reasons each agency purchases or leases land; and
 - b. potential overlap, if any, real or perceived, in the services provided by each agency.
7. Please provide revisions the agency would recommend to statutes, like those relating to Fort Watson Memorial, which involve property owned by Santee Cooper or other state owned entities.
8. In light of the majority of the cabins on Hunting Island no longer existing, and a South Carolina Supreme Court decision regarding leases on the property, please provide revisions the agency would recommend to statutes applicable to Hunting Island State Park.

Customer Service

9. Is SCPRT aware of any type of customer service training that is available to all state agencies in South Carolina? If so, have SCPRT personnel taken part in the training?
10. Has an agency in South Carolina, or another state, ever requested SCPRT's assistance in providing customer service training?
11. Would SCPRT be willing to share its materials and knowledge regarding customer service training to other state agencies in South Carolina?
12. Which national organizations have customer service training or certifications that SCPRT utilizes for its personnel?

Director Parrish
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Communications Division

13. What type of succession planning does the agency have in place for its communications division?

In responding to these questions, please remember the Committee's expectations which are provided in the Committee's Standard Practice 9.

The Subcommittee looks forward to working collaboratively with the agency during the oversight process. Thank you and your team for your service to the citizens of South Carolina.

Sincerely,

A handwritten signature in cursive script, reading "Gary E. Clary".

Gary E. Clary
Subcommittee Chair

cc: The Honorable Laurie Slade Funderburk
The Honorable Wm. Weston J. Newton
The Honorable Robert Q. Williams