

# Welcome Centers Facilities Maintenance

Duane Parrish  
SCPRT Director

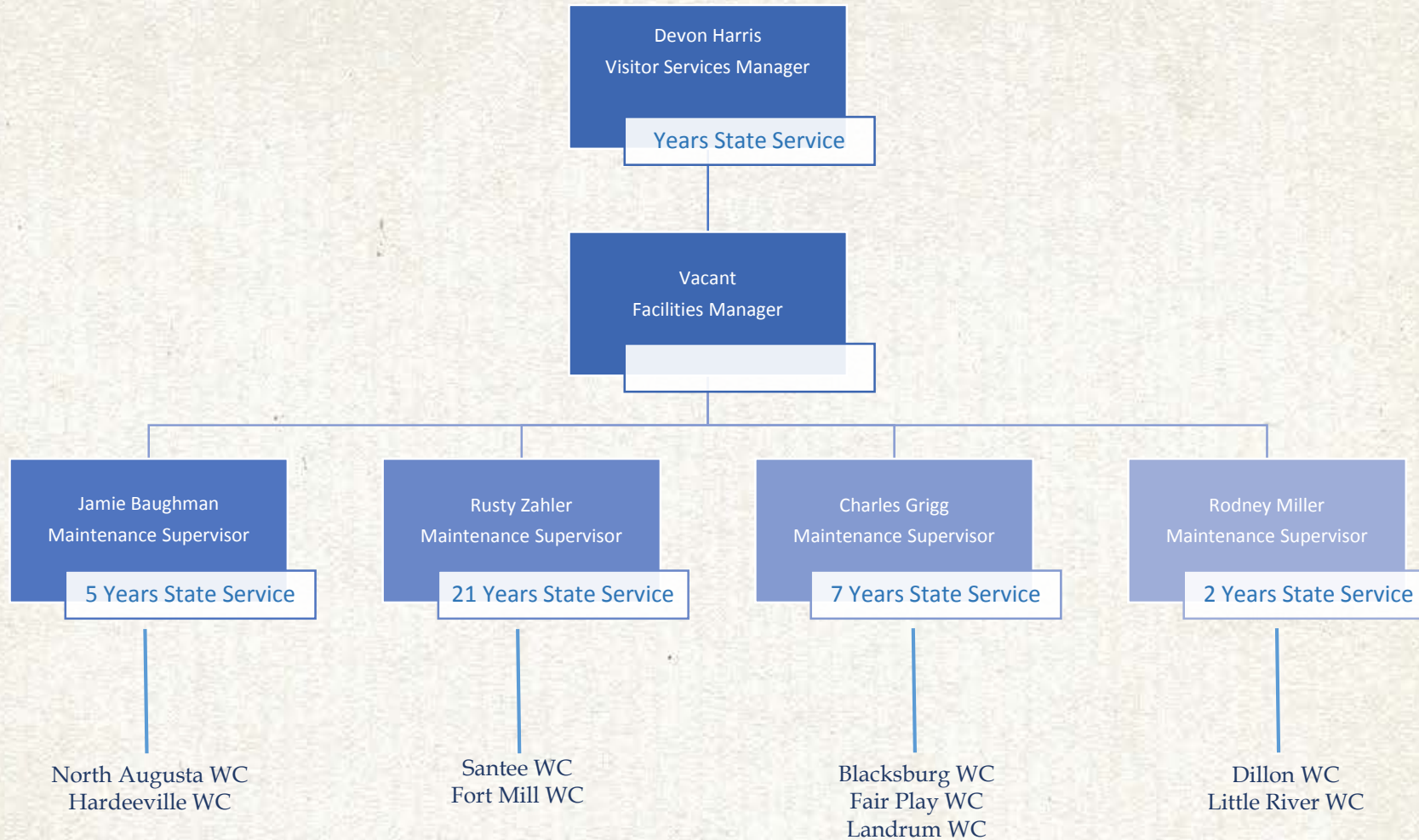
Devon Harris  
Welcome Center Visitor  
Services Manager

# Overview

Responsible for the maintenance of the state's nine Welcome Centers, including

- Custodial Supervision
- Landscaping Supervision
- General Maintenance Activities
- Oversight of Construction Activities

# Employee Information



# Revenue & Funding Sources

## SCDOT Funds

	FY2016-2017 Budget Authorization	FY2017-2018 Budget Authorization	FY2018-2019 Budget Authorization
Classified Positions	\$407,229	\$407,737	\$407,229
Temporary Personnel	\$450,000	\$450,000	\$450,000
Operating	\$2,513,526	\$2,513,018	\$2,488,081
Employer Contributions	\$192,805	\$192,805	\$218,250
Totals	\$3,563,560	\$3,563,560	\$3,563,560

### Fund transfer from SCDOT to SCPRT Required by Proviso 117.109

**117.109.** (GP: South Carolina Welcome Centers) The Department of Parks, Recreation and Tourism and the Department of Transportation shall maintain a Memorandum of Understanding (MOU) that provides that the Department of Parks, Recreation and Tourism shall control operations of all South Carolina Welcome Centers. The MOU shall include replacement, renovation and maintenance of the facilities, daily operations, and grounds maintenance and upkeep and shall clearly define responsibility for additional portions of Welcome Centers to include paving and sidewalks. The Department of Transportation shall transfer to the Department of Parks, Recreation and Tourism the amount of \$3,563,560 less any state funds appropriated by the General Assembly for the same purpose. The Department of Parks, Recreation and Tourism assumes responsibility for this amount and the timing of the transfer of these funds shall be defined as part of the MOU. The funds transferred to the Department of Parks, Recreation and Tourism shall be placed in a separate and distinct fund and these funds shall be carried forward from the prior fiscal year into the current fiscal year and be expended for the same purposes.

# Revenue & Funding Sources

## Restricted Funds

	FY2016-2017 Budget Authorization	FY2017-2018 Budget Authorization	FY2018-2019 Budget Authorization
Classified Positions	\$100,000	\$100,000	\$100,000
Temporary Personnel			
Operating	\$565,000	\$565,000	\$565,000
Employer Contributions	\$35,000	\$35,000	\$35,000
Totals	\$700,000	\$700,000	\$700,000

Fund transfer from Motion Picture Supplier Carryforward Required by Proviso 49.8 in the FY 14/15 Appropriations Bill. Proviso was deleted in the FY 18/19 Appropriations Bill.

**49.8.** (PRT: Destination Specific, Tourism and Marketing Transfer) From the funds set aside pursuant to the Motion Picture Incentive Wage Rebate, for Fiscal Year 2014-15 unexpended funds carried forward from the prior fiscal year shall be transferred from the Department of Revenue to the Department of Parks, Recreation and Tourism and may be utilized for the Destination Specific Tourism Program. The Destination Specific program shall not exceed twelve million dollars when combining all source of funds. Any unexpended wage rebate carry forward funds not used for the Destination Specific program must be used by the department for deferred maintenance and capital projects at state parks, and for Marketing/ Advertising. From the funds set aside pursuant to the Motion Picture Incentive Supplier Rebate, for Fiscal Year 2014-15 unexpended funds carried forward from the prior fiscal year shall be transferred from the Department of Revenue to the Department of Parks, Recreation and Tourism and must be used by the department for capital improvements and deferred maintenance to the state's Welcome Centers. Prior to the funds being utilized for the state's Welcome Centers the funds shall be placed in a separate and distinct fund prior to July thirtieth of the current fiscal year and the interest accrued by the fund must remain in the fund. Of the funds placed into the separate and distinct fund in the current fiscal year, up to ten percent may be utilized for operating costs directly related to the Welcome Centers. These funds shall be carried forward from the prior fiscal year into the current fiscal year and be expended for the same purpose.

# Revenue & Funding Sources

## Restricted Funds Expenditures

	<b>FY2014-2015</b>	<b>FY2015-2016</b>	<b>FY2016-2017</b>	<b>FY2017-2018</b>	<b>FY2018-2019</b>
Beginning Balance	\$10,283,541	\$9,843,132	\$7,406,385	\$3,361,532	\$3,562,014
Investment Earnings	\$99,414	\$118,242	\$105,360	\$51,926	
Addition per 49.8				\$797,719	
Deferred Maintenance	(\$419,824)	(\$443,355)	(\$125,188)	(\$125,716)	(\$150,000)
Fort Mill Welcome Center Rebuild	(\$60,000)	(\$1,770,063)	(\$1,504,340)	(\$355,790)	
Hardeeville Welcome Center Rebuild	(\$60,000)	(\$341,571)	(\$2,520,685)	(\$167,657)	
Increased Dillon Welcome Center Rebuild					(\$1,038,045)
Ending Cash Balance	\$9,843,132	\$7,406,385	\$3,361,532	\$3,562,014	\$2,373,969

# Strategic Plan

## Objective 2.2.2 - Enhance the Welcome Center Experience through Facility Maintenance, Renovations or Reconstruction



# Deliverable 58

Conduct Welcome Center Facility improvements to ensure a quality visitor experience and positive reflection of the State

Not specifically mentioned in law, but provided to achieve the requirements of the applicable law:

SC Code Ann. §51-1-50. Personnel of information centers.

# Deliverable 58



1968

Little River Welcome Center Opened

1970

Fair Play Welcome Center Opened

Allendale Welcome Center Opened

Landrum Welcome Center Opened

Blacksburg Welcome Center Opened

1971

North Augusta Welcome Center Opened

1973

Dillon Welcome Center Opened

Santee Welcome Center Opened

1978

Hardeeville Welcome Center Opened

1981

Fort Mill Welcome Center Opened

2001

Allendale Welcome Center Closed Permanently

2014

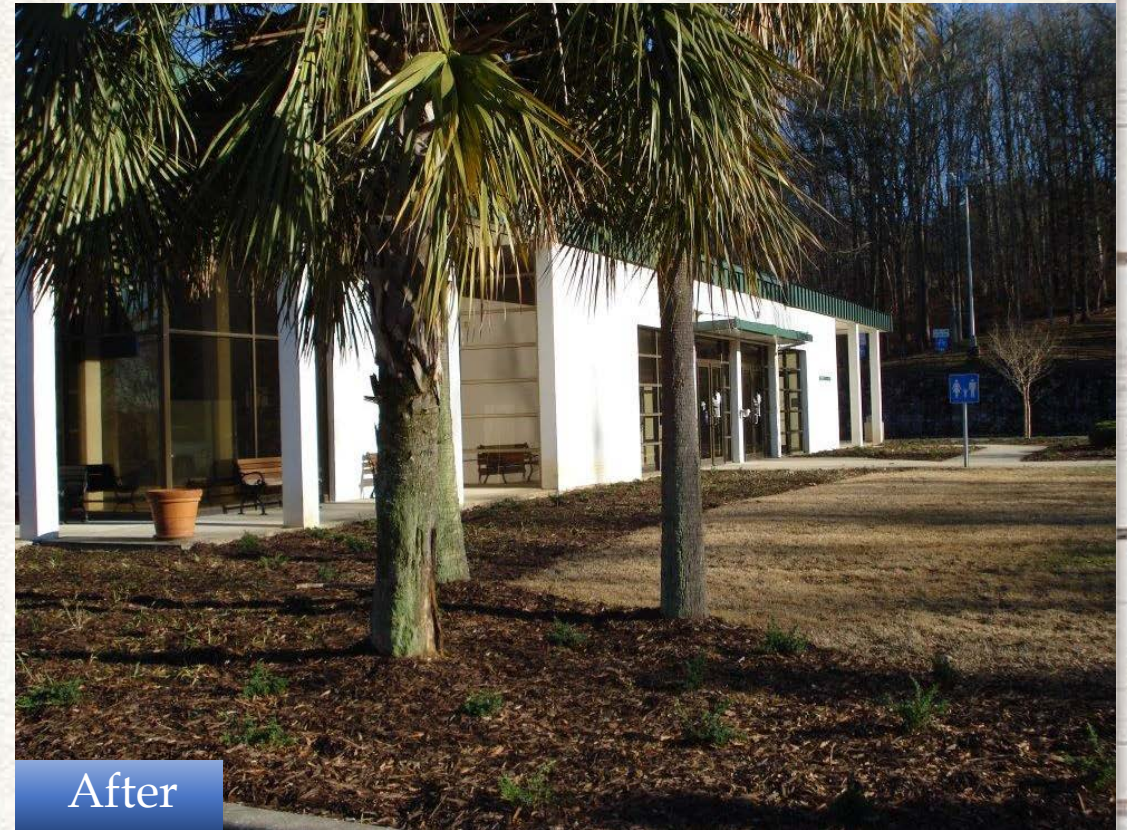
SCPRT signs MOU with SCDOT and assumed full operational control of all SC Welcome Center Facilities.

# Deliverable 58



# Deliverable 58

## Landscaping Improvements



North Augusta Welcome Center  
(I-20 Eastbound)

# Deliverable 58

## Landscaping Improvements



Little River Welcome Center  
(Highway 17 Southbound)

# Deliverable 58



Landrum Welcome Center  
(I-26 Eastbound)

# Deliverable 58



Fort Mill Welcome Center  
(I-77 Southbound)  
Construction Completed: March 2017  
Total Construction Cost: \$4,677,469.06\*

\*Includes \$944,384.81 from SCDOT for new Traffic Control Center

# Deliverable 58



Hardeeville Welcome Center  
(I-95 Northbound)

Construction Completed: May 2017  
Total Construction Cost: \$4,089,913.17

# Deliverable 58



Dillon Welcome Center  
(I-95 Southbound)

Estimated Construction Completion: August 2019

Estimated Total Construction Cost: \$5,176,543.34

# Deliverable 58

## Customer Satisfaction Survey Results\*

	FY 16-17 Average Scores				FY 17-18 Average Scores		
	Restroom Cleanliness	Overall Appearance of Grounds	Overall Experience		Restroom Cleanliness	Overall Appearance of Grounds	Overall Experience
Blacksburg	4.72	4.96	4.93	Blacksburg	4.66	4.86	4.87
Dillon	4.56	4.63	4.50	Dillon	4.62	4.79	4.78
Fair Play	4.72	4.81	4.81	Fair Play	4.66	4.87	4.86
Fort Mill	4.76	4.79	4.68	Fort Mill	4.84	4.82	4.90
Hardeeville	5.00	4.94	4.63	Hardeeville	4.78	4.78	4.91
Landrum	4.74	4.85	4.72	Landrum	4.87	4.89	4.96
Little River	4.72	4.91	4.68	Little River	4.85	4.87	4.95
North Augusta	4.87	4.69	4.87	North Augusta	4.89	4.94	4.91
Santee	4.62	4.73	4.58	Santee	4.80	4.88	4.92
Program Total	4.74	4.81	4.71	Program Total	4.78	4.86	4.89

\*All criteria are evaluated on a five point scale

# Deliverable 58

## Customer Satisfaction Survey Results\*

	FY 18-19 (YTD) Average Scores		
	Restroom Cleanliness	Overall Appearance of Grounds	Overall Experience
Blacksburg	4.83	4.83	4.83
Dillon	3.83	4.00	4.00
Fair Play	5.00	5.00	5.00
Fort Mill	4.89	4.89	4.94
Hardeeville	4.92	5.00	4.92
Landrum	4.83	5.00	5.00
Little River	5.00	5.00	5.00
North Augusta	5.00	5.00	5.00
Santee	4.67	4.67	4.67
Program Total	4.77	4.82	4.82

\*All criteria are evaluated on a five point scale

# Deliverable 58

## Greatest Potential Harm

Potentially unsafe or unsanitary conditions at Welcome Center facilities that could pose public health risks and reflect poorly on South Carolina as a travel destination.

# Thank You

