

FROM Robert Samuel White
TO [Volunteer Services Lead]
DATE February 8, 2025, 7:50 AM PT
SUBJECT **Documentation of Recent Utility Issues in H Loop**
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Hi [Volunteer Services Lead],

I wanted to document a couple of utility issues in H Loop and my attempts to clarify the protocol for handling guest concerns.

Yesterday afternoon, the water was temporarily turned off. During that time, three guests came to my site to ask about the outage, one of whom was particularly aggressive. I mentioned this to [Park Supervisor] when she passed by.

This morning at 3 AM, the power went out in H Loop. Anticipating that guests might come to me with questions, I reached out to [Park Supervisor] at 6 AM for guidance on protocol and whether I should contact someone for updates in future outages.

Here's the exchange for documentation:

Me:

"Hi, [Park Supervisor]. This is Sam, in H Loop across from the gate. H Loop lost power at 3am. I understand this happens but after yesterday, I now know I own this problem in the eyes of guests. I wanted to reach out to discover the protocol for these kinds of situations. Do I call you, regardless of the hour? Can I get an update in case someone asks me about it? Thanks and hope you're well."

[Park Supervisor]:

"You definitely don't own the problem, it's likely an issue with our power company, Central Lincoln. They're usually very quick at restoring power depending on how many other outages there are and staffing. If people come to you just let them know it will be restored as soon as possible. Do you know if the entire loop lost power?"

I responded to let her know it appeared to be the whole loop and that my goal was simply to have the information I needed when guests approached me. The power was restored around 6:45 AM.

I'm not requesting any action, just documenting what happened. Let me know if there's anything I should be doing differently in these situations.

Thanks,

Sam