

FROM [Park Supervisor]
TO Robert Samuel White
Cc [Volunteer Services Lead]
DATE February 10, 2025, 12:21 PM PT
SUBJECT **RE: Following Up on the Power Outage**
DOCUMENT 01JKRMYTC8KZCWWMCGCWFZH2MA

Hi Sam,

Thanks for the email, I apologize for my quick text response making you feel small, that was absolutely not my intent. It would be better to discuss that in person than through email. But to provide some context between now and when we can talk in person, what I meant by saying that you definitely do not own the problem of the power outage is that the electrical utility failure is not your responsibility to bear. It is beyond your, and even my, [Park Manager] or any Ranger's control when Central Lincoln's electrical utilities go down. Campers may contact you during a power outage, but restoring power is beyond your control so empathizing with campers and letting them know power will be restored as soon as possible is a great way to respond when they contact you.

So to get answers to your 3 main questions to you in writing:

1: After hours utilities issues depends on the utility; if it is a power outage that lasts longer than 15-30 minutes you can contact me or [Park Manager]. The only thing we would likely come in for in that situation is to switch our water system to gravity feed so folks can continue to have water, but I wouldn't be specifically concerned about this from the hours of 11pm-5am when water usage is much lower so a call between those hours for a loop or parkwide power outage isn't necessary. Because we have no control of the electrical utilities coming in to the park there's nothing we can do if the outage is on Central Lincoln's end - this is something we can check on their outage map website.

If the utility issue is water system related, i.e. a camper backs into a stand pipe or other major water system failure where the system is hemorrhaging water, that warrants a call any time so we can come in and get water off and address the situation as were able to.

If the utility issue is sewer/septic related; that also depends. If a restroom facility is having a sewage backup in the restroom and shower itself through the drains, that is a call after hours situation. If someone has a small sewage back up at the campsite, that is something we can deal with the following day and doesn't warrant a call. I'm sure there are other types of situations and examples these are the two most likely to happen and what would be expected in them.

If you call us and we don't immediately answer the phone please leave a voicemail

2: Status updates; staff receives no information from Central Lincoln during power outages; neither

that they occur nor when they are anticipated to be repaired. If there is a power outage we refer to the Central Lincoln outage map website. That website will show the general location of the outage, amount of affected customers and will change status if a crew is deployed to repair it. Beyond that there is not a notification system from Central Lincoln. We will update staff and hosts as needed and as best we can in these kinds of situations but every power outage is different based on severity, storms, and their staffing levels and we have to adapt and continue to provide great customer service during these situations.

<https://clpud.org/customer-information/outages/outage-map/>

Sent: Sunday, February 9, 2025 12:35 AM

To: [Park Supervisor]

Subject: Following Up on the Power Outage

Hi [Park Supervisor],

I wanted to follow up on our exchange about the H Loop power outage. When I choose my sites as a volunteer host, I'm always conscious of what each position means for guest interaction. Being across from the gate means being a natural point of contact, especially during overnight issues.

I'm a systems thinker by nature and profession. When I reached out at 6 AM, after interacting with concerned guests since 3 AM, I was seeking to understand how to best serve within this system. Having clear protocols helps me provide better service, especially during situations like yesterday's water outage where guests became agitated.

I hesitated to contact you at that hour because I wasn't sure if other volunteers had already done so or if that was the correct protocol. And when I did reach out, the response I received made me feel small-like my concern wasn't valid, when in reality, I was simply trying to do my job well. That hesitation is something I shouldn't have to feel when I'm only seeking to be as effective as possible in a role that ultimately serves both guests and the park.

I'm still seeking clarity on:

1. Who to contact during off-hours utility issues
2. How status updates are communicated so that volunteers and staff can access the same information
3. What specific details I should provide to guests to ensure they feel informed

I choose to be here because I care about making these parks work well for everyone. I want to be a valuable resource, but I also need to know my role is respected. Having clearer guidance on these points would help me serve both guests and staff more effectively.

Additionally, I see an opportunity to improve how real-time updates are shared across teams. If there's interest, I'd be happy to discuss a simple system for tracking and communicating outages, reducing redundant contacts while keeping everyone better informed.

Best,
Sam