

## DCR Bureaus – Summary of Responsibilities & Services

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### Bureau of Ranger Services

#### Bureau Responsibilities & Services

The Bureau of Ranger Services provides the policies, procedures, goals, objectives and training that facilitate the successful implementation of the Ranger and Interpretive Services programs delivered by approximately 100 seasonal and 85 full-time staff across the State. These programs include the following components: visitor services; regulations enforcement; interpretive, recreational, and educational programming; emergency management; facility security; forest fire protection; and search and rescue services at DCR facilities across the State. Described below are some functions and services managed centrally by the Bureau.

- Developing and providing Ranger and Interpreter annual training.
- Facilitating the safe crossing of pedestrians on major urban parkways by providing 47 crossing guards. Processing Parking Citations for DCR roadways.
- Acting as DCR's liaison for emergency management, including agency emergency planning and response; administering two statewide radio systems for over 1,200 DCR radio users; first aid and incident command training and certifications; and search and rescue operations on both DCR lands and, when requested, in cities and towns of the Commonwealth. Other emergency services include a canine search team, incident command and assistance with fire prevention and suppression.
- Providing facility security at the State House -- 24/7/365.
- Administering, monitoring and provide training for DCRInfo, the agency's incident reporting program.
- Providing guidance for in excess of 2,700 interpretive natural, cultural and historical programs offered in facilities annually to an audience of over 82,000 (in addition, in the Blue Hills alone over 100 programs are offered annually to 7,000 or more participants).
- Providing environmental education delivered to many classrooms, often with corresponding park study through field trips.
- Establish statewide standards for Ranger vehicles and equipment.
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### Bureau of Special Services and Events

#### Bureau Responsibilities & Services

The Bureau of Special Services and Events (BSSE) interfaces with all divisions of DCR to establish and implement agency wide permitting, leases and contracts for recreational programming and park services at DCR's 600-plus facilities throughout Massachusetts. The Bureau also provides several levels of park permits, special event assistance, scheduling and production services for DCR and other agencies, departments, municipalities and charity groups across the Commonwealth – more detail is provided below.

- Coordinating free concerts, festivals, road races, walkathons, movies and other special recreational events throughout the state. The Bureau provides assistance for the Governor and Executive Office events as well as technical assistance to other state agencies, municipalities and constituency groups.
  - Scheduling event requests, processing permit applications, coordinating event budgets, creating and implementing event logistics, directing on-site meetings, on-site event management and responding to constituent inquiries.
  - Development, implementation and oversight of long-term permits, leases and concessions. The BSSE develops and implements consistent policies and procedures for permits and contracts agency wide; as well as trains regional staff on those policies and procedures.
  - The main location for the bureau staff is 251 Causeway St., Boston. The technical assistance program warehouses equipment at DCR Brighton and Framingham locations. The bureau operates during regular work hours as well as various hours and days of the work week and weekends depending on the varying schedule of events.
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## Bureau of Recreation

### Bureau Responsibilities & Services

The Bureau of Recreation coordinates recreation-related policy, procedures, performance measures, standards and systems for the three service Divisions. Key areas of concentration include camping services, waterfront services, trail management and customer service performance monitoring – more detail is provided below.

- Providing policy and technical systems support to 28 campgrounds; providing direct customer service support for campground, reservations and camping payment questions. Managing the internet-based campground reservation system, Outdoor Recreation Management System (ORMS).
- Providing policy, service standards and other support to 124 water front facilities across the Commonwealth including 37 swimming and spray pools and 87 freshwater or ocean beaches. This includes oversight, training, equipment, international signage, lifeguard and professional pool manager training and safety standards.
- Providing a range of trail-related policy and services for the more than 2,000 miles of recreational trails managed by the agency.
- Developing partnership with seven communities to redevelop and re-invent closed or failing swimming facilities to create modern family aquatic centers which improve service and reduce maintenance DCR swimming pools.
- Leading a working group to review DCR's Off-Road Vehicle (ORV) recreation. The group is composed of environmental scientists and advocates, motorized and non-motorized trail user groups, state and federal land management agencies, law enforcement officials, and DCR staff program.

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## Bureaus of Forest Fire Control & Forestry

### Bureau Responsibilities & Services

The Bureaus of Forest Fire Control and Forestry perform fire management programs and activities on over 3 million acres of forestlands. They also manage the natural resources on over 285,000 acres of DCR property to provide a wide range of sustainable environmental, social and economic benefits. The Bureaus are responsible for the development, implementation, and monitoring of forest and natural resource policies, procedures, goals, objectives and training pertaining to the areas described in greater detail below.

- **Forest Fire Control** - Performing Wildland Fire Management Suppression activities throughout Massachusetts in coordination with 351 cities and towns to detect, confine, contain and control wildfire occurrences. Providing forest fire prevention educational presentations and training; enforcing Massachusetts Open Burning Regulations and Slash Laws; providing emergency response radio alert to DCR and rural communities; managing the federal excess property program for fire-related equipment; maintaining 43 fire observation towers
- **Urban and Community Forestry Program** – Promoting and developing sustainable community forests and programs in most highly urbanized areas through educational programs, events and grants.
- **Service Forestry (Private Lands)** – Providing landowner technical assistance and support; administering an average of over 800 landowner cutting plans for approximately 35,000 acres of harvesting; and administering the Chapter 61 and 61A program stewardship plans for over 4,200 landowners owning approximately 360,000 acres of forest lands.
- **State Lands Forestry (Public Lands\*)** – Participating in the development of Eco-regional Ecological Assessments, Forest Management Plans, Baseline Resource Management Plans, and Prescribed Fire Plans for the purpose of establishing professional, balanced, sustainable management strategies in cooperation and collaboration with DCR staff and other stakeholders. \*Note – Div. of Water Supply Protection provides for its forest management.

- **Forest Health** – Monitoring forest health condition by maintaining and collecting data from a series of approximately 200 monitoring plots and aerial survey observations. Developing an “Exotic Species” response plan for the Commonwealth’s woodland and urban forests.
  - **Forest Products Marketing & Utilization Program** –Providing the only state-funded direct technical assistance program available to approximately 200 Licensed Foresters, 600 Licensed Timber Harvesters, 60 Sawmills, and hundreds of Secondary Manufacturers.
  - **Forest Legacy** – Protecting forest lands through the administration of the USDA Forest Service Forest Legacy Program. This is a federal cost share grant program designed to protect key forest lands.
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## **Universal Access Program**

### **Bureau Responsibilities & Services**

The Universal Access Program works to provide all visitors equal access to the experience of outdoor recreation opportunities in State and Urban Parks regardless of an individual’s ability. Accessibility to our parks is achieved through site improvements, specialized adaptive recreation equipment, and accessible recreation programs.

### **The following are the components of the Universal Access Program**

- **Architectural and Site Accessibility assessment and design.** Providing site review and evaluation of code and regulation compliance with state and federal laws. Maintains ongoing inventory of access deficiencies needing attention. Provides Universal design services for facility improvements.
- **Programmatic Access to Services, Programs and Activities.** Develops statewide plan for providing accessible recreation opportunities in a geographically equitable distribution. Determines most effective programs and best practices for creating unique recreation opportunities that reflect experiences most utilized by all visitors.
- **Reasonable Accommodation consultation.** Provides insights and solutions for DCR employees needing adaptive solutions for working with a disability. Helps to determine appropriate assistance providers when accommodation requests are received.
- **Communication Access.** Works to ensure that communication with the public is accessible in alternate formats. Maintains TTY access for deaf consumers, produces brochures and other written material in audio formats, provides ASL translation and other communication accommodations upon request.
- **Adaptive Technology.** Researches and provides adaptive technology in the parks and in the workplace. Procures and maintains adaptive recreation equipment for public use and programmatic access. Works to stay current with new methods for creating Universal experience in outdoor recreation. Provides support and advice for DCR employees needing adaptive equipment in the workplace.

Accessibility components are implemented and carried out by working closely with the various Divisions and Bureaus within the Department. Oversight and enforcement responsibilities of the Universal Access Program are coordinated with Human Resources, Engineering and Planning, Administration and Communications, Information Technology and State and Urban Parks. The Universal Access Program has a solid base of demonstrated partnerships with other government agencies, Private non-profits, educational facilities and other organizations currently working within our parks to deliver high quality inclusive recreation opportunities within DCR facilities.

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