



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT BLISS
1741 MARSHALL ROAD
FORT BLISS, TX 79916-3803

IMBL-MWR

06 February 2020

MEMORANDUM FOR PATRONS AND STAFF

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss Recreational Vehicle Park (RV)

1. **PURPOSE:** This SOP establishes the policies and procedures for the Fort Bliss RV Park.
2. **SCOPE:** This SOP is applicable to all individuals utilizing the RV Park, provided by the Fort Bliss Community Recreation Division, Directorate of Family and Morale, Welfare and Recreation (DFMWR).
3. **REFERENCE:** AR 215-1, Military Family, Morale, Welfare and Recreation (MWR) Programs and Non-Appropriated Fund Instrumentalities (NAFI), dated 24 September 2010.
4. **ELIGIBILITY:** Personnel authorized to use Family and MWR facilities:
 - a. Active duty Military personnel and their dependents; members of the Reserve Components and their Families.
 - b. Retired Military personnel and their dependents.
 - c. DOD/Non-Appropriated Fund (NAF) Civilians active and retired, if space is available.
 - d. Immediate Family members of a valid Military Identification card holder may be sponsored into RV Park provided space is available.
 - e. Contractors working on Fort Bliss with an issued Common Access Card (CAC).
 - f. Veterans with a service connected disability, Purple Heart recipients & former prisoners of war.
 - g. Individuals approved and designated as the primary family caregivers of eligible veterans under the Department of Veterans Affairs Program of Comprehensive Assistance for Family Caregivers.

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

h. MWR Patronage Authorizations delineated by AR 215-1, dated 24 September 2010, Table 7-1, page 34-35. If Garrison Commander approval is required to utilize the facility, the patron must submit a letter of request thirty days in advance.

5. HOURS OF OPERATION:

a. RV Park Office:

- Monday through Friday 0800-1630
- Saturday through Sunday 0800-1500
- Closed Thanksgiving, Christmas and New Year's Day

b. Camp host: On duty when park is closed

6. FEES AND CHARGES:

a. Eligible personnel utilizing the RV Park will pay the prescribed fees for services. All funds received as a result of the operation of the RV Park are part of the Installation FMWR operating budget. Refunds are given only in emergency situations.

b. Fee schedule: (may be revised from time to time).

(1) Active Duty Military

\$20.00 daily
\$120.00 weekly

(2) Retired Military / Disabled Veteran / POW / Purple Heart recipient

\$21.00 daily
\$126.00 weekly

(3) U.S. National Park Service Senior Pass/Parks Access Pass

\$19.00 daily
\$114.00 weekly

(4) Sponsored Personnel (Must be a blood relative who has an ID Card)

\$25.00 daily
\$150.00 weekly

(5) Contractors working on Fort Bliss with an issued CAC card only

\$25.00 daily
\$150.00 weekly

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

7. ADMINISTRATION AND OPERATION:

a. Patrons must report to the RV Park office, Bldg. 4130, and prior to occupying a campsite. Payment must be made to the RV Park office by cash, check, or credit card (Visa, MasterCard or Discover card only). The patron must present a valid Military ID card before a space will be assigned. Check in time is 0800. Patrons who check in prior to 0800, will be charged for the previous day. Staff personnel will assign a site number to the renter. Once a space is assigned, the space must be occupied by close of business that day. An emergency point of contact must be provided upon check in.

b. Personal checks will be accepted from valid ID cardholders only for rental fees for the actual amount of the rental charge. Photo ID must be presented by the individual submitting the check. Staff will ensure each check is stamped both front and back. All required information will be provided, and the dishonored checklist will be cleared before the check will be accepted.

c. The patron will be given a computer-generated receipt. All monies and checks will be deposited to the Installation Family and MWR Fund by the following business day. The Daily Activity Report cash receipts journal, general ledger distribution report and deposit slip will be forwarded to Central Accounting Office along with a transmittal letter.

d. In the event the RV Park office is closed, late arrivals may check in with the Night Host located adjacent to the RV Park office in Space #1 or #6 until 2200 and make necessary arrangements for utilizing the RV Park and its amenities.

e. The Fort Bliss RV Park assumes no responsibility for damaged, lost or stolen personal property while staying at the RV Park. Patrons must provide their own insurance.

f. Individual patrons will be held responsible for any damages or loss to the NAFI or U.S. Government that is caused by negligence, willful misconduct, or fraud.

g. Reservations are only accepted for Active Duty military on Permanent Change of Station (PCS) orders to Fort. Bliss. Space is provided on a "First-Come, First-Served" basis for all other patrons.

8. CONTROL:

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

a. The manager of the RV Park will ensure that all personnel are aware of and abide by applicable rules and equipment regulations. The RV Park is meant to provide camping spaces for recreational travelers, not housing.

b. Pets: Pets are permitted as a conditional privilege to occupants of the RV Park. Owners are required to exhibit responsible behavior in the control and care of pets. The Park Manager may require the pet to be removed from the RV Park for cause. The following policies in accordance with USAG Regulation 190-4 regarding pets are in effect:

- (1) The patron is responsible for all damages or injuries caused by the pet.
- (2) Pets may be walked in the RV Park area but must be kept on a leash at all times. Leashes will not exceed 6' in length, to include SNAP leashes. All pets must be walked by individuals 13 years or older. Pets should not enter another patron's site. Pet pens, or temporary fences no larger than 6' by 6' may be used. The owner must be out with the pet at all times. Homemade pet pens are not permitted.
- (3) It is the responsibility of the pet owner to keep the premises free of animal waste and debris at all times. Owners must pick up any animal waste deposited at their assigned site, as well as in common areas of the RV Park, immediately. Pet owners must make every effort to immediately clean up after their pet, as to not let the waste seep into the ground. Violators will be asked to leave the park.
- (4) Permitted pets are cats and dogs (excluding certain breeds) and small caged animals. Exotics or farm animals are not permitted.
- (5) In accordance with Fort Bliss's Housing Policy dog breeds Pit Bull, Rottweiler (full or mixed breed), American Staffordshire Bull Terriers, English Staffordshire Bull Terriers, Wolf hybrids and Doberman Pinchers are prohibited in the RV Park. The manager of the RV Park reserves the right to prohibit any other dog that displays signs of aggression. Service dogs must have proper documentation if they are of the prohibited breed.
- (6) Limit of two pets per space.
- (7) It is the owner's responsibility to ensure pet records and vaccinations are current.
- (8) Pets will not be left outside unattended in the RV Park for any reason. Excessive barking (nuisance, disturbing other patrons) will not be tolerated.

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

(9) Pets (other than service dogs with proper identification) will not be allowed in the RV Park office, bathhouses, or laundry areas.

(10) All dogs and cats maintained on RV Park premises for a period exceeding 10 days must register their pet with the Fort Bliss Veterinary Services.

9. GUIDELINES FOR RV PARK:

a. Quiet hours are 2200 – 0500 hrs.

b. Check-out time is 1300 hrs.

c. All recreational vehicles in the park must have been manufactured as an RV, or professionally converted to an RV. Homemade RV's are not permitted. Tiny house trailers are permitted.

d. Patrons are responsible for policing their assigned space, depositing trash in the dumpsters that are provided and will ensure their assigned RV/campsite is free of clutter and organized

e. Patrons will observe and abide by any directional driving arrows and signage as well as any posted RV Park signage.

f. Patrons will report any faulty site connection (electrical, water or sewage).

g. Patrons will abide by Installation water restrictions.

(1) Washing of RV's with a hose is prohibited.

(2) Spot washing with a bucket of water is acceptable.

h. Stakes or tent pegs will not be driven into the RV site (RV pad nor rock landscaped areas).

i. Only one RV per site.

j. One power plug per pedestal. Items such as, but not limited to refrigerators, freezers, washers, dryers or any appliances of any kind are not permitted.

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

k. Recreational vehicles will be parked over the gravel pit on the left side of each pad, facing east. All sites are designed as pull through. Parking personally owned vehicles (POV) or utility trailers on the space patio or landscaping is prohibited.

l. Parking is allowed in designated areas only. Vehicles at sites may not extend out into roadway. No parking or driving on the landscape.

m. Restrooms and Family Room are closed for cleaning daily. No alcohol is permitted in the Family Room.

Private restrooms are closed for cleaning:

0800-0830 on the West Side

0830-0900 on the East Side

Public Restrooms are closed for cleaning:

Men's: 1200-1300 hrs.

Women's: 1100-1200 hrs.

Family Room: 1400-1500 hrs.

n. Patrons must attend to their children at all times. Children should not disturb other patrons. For safety reasons, there will be no skate boarding or biking around any of the buildings in the park. Children under the age of 12, must use the private bathrooms located in Bldg. 4140 unless accompanied by a parent, or legal guardian in the public bathrooms located in Bldg. 4131. Parents are responsible for the safety of their children while in the park.

o. Major vehicle repairs or changing lubricants/oils are not allowed in the RV Park. A drip pan must be placed under vehicles that leak oil or other fluids.

p. Patrons will be held responsible for damages/losses to the RV Park caused by negligence, willful misconduct or fraud.

q. Patrons will ensure vehicles are in operable condition to include driving or towing depending upon type of RV.

r. Dump station

(1) 24 hours access to the dump station.

(2) Patrons must connect proper sewer hose to drain when dumping black, grey, or fresh water tanks.

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

(3) Hose cannot be in disrepair.

(4) Patrons must use personal water hose when filling fresh water tank.

s. Personal Conduct: Patronage privileges will be suspended, terminated, or denied if the Garrison Commander (or designee) determines it to be in the best interest of an FMWR program, the Garrison/Installation, or the Army. The Garrison commander has the authority and discretion to determine when and how such privileges will be affected. Patron's behavior amounting to nuisance, hazardous conduct, or violating established rules and regulations are grounds for eviction without refund. Patrons engaging in any illegal activity, fighting, illegal drug use, domestic violence, verbal abuse, or interfering with RV Park management may result in notification of the incident to proper authorities and will result in eviction without refund. Patrons who are removed from the premises for disruption to operations will have their privileges suspended for a minimum of six months. Any act of violence will result in permanent barring to use of facility.

t. Use of Recreation Room, Laundry and Kitchen: These areas support all park patrons. Furniture cannot be moved or rearranged. Televisions will not be used to show personal movies or operate video games. Patrons will help to keep the area clean and safe for all patrons by picking up after themselves and wiping down exercise equipment. Care must be utilized when using the kitchen equipment to prevent slips, burns and other potential risks.

u. Unusual events will be reported by the staff to Division Chief or Director, FMWR as soon as possible.

v. All patrons must be able to demonstrate ability to live independently.

w. All items such as grills, bicycles, storage bins etc. must be kept in an orderly fashion and not pose a tripping hazard. Items such as, but not limited to home furniture, playground equipment & appliances are not permitted outside of the RV. Wood piles or pallets are not permitted. Items such as, but not limited to bench presses, squat racks, treadmills or exercise bikes are not permitted. Hanging clothes outside of the RV is not permitted. Clotheslines of any type, are not permitted. Patrons who leave items outside assume the risk of loss.

x. Due to the high winds, all items must be secured so that they do not become a safety risk to other patrons and their property. Hammocks & shade canopies can be used on a temporary bases, but may not be left unattended. All Hammocks and shade

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

canopies must be taken down after each use. Tents & portable car ports are not permitted.

y. Small wading pools for children are authorized but can only be 15" Deep and 6' across, and must be emptied every evening for safety concerns. Filtration and pump systems are not authorized. Hot tubs and Jacuzzis are not permitted. Children will be accompanied by a responsible adult during any pool usage.

z. Letter mail sent to the park will be returned to sender. Packages may be sent to the park. This is done as a courtesy, and the Fort Bliss RV Park & MWR will not be responsible for lost or returned packages. We will not forward any packages or mail. If a customer has left the park, the package will be returned to sender.

10. STAY LIMIT:

a. AR 215-1, paragraph 8-25, 24 September 2010 prohibits homesteading. The Fort. Bliss RV Park is not housing. Patrons may renew in two week increments up to 60 days in peak season (September-March) and 90 days in non-peak season (April-August). After the 60/90 day period, patrons may renew as long as there is no wait list and the park consistently has at least 10 spaces available. Patrons who have been in the park for 45 days, must vacate the park for a minimum of 7 days to reset their time. Patrons who have exceeded the 60/90 day period, but are not required to vacate at that time, may be required to move to a different space in the park to give other patrons an opportunity for desired locations near the bathhouse, family room, etc.

b. Customers who have been in the park the longest will be the first to be asked to vacate.

c. The manager may grant a temporary exception to mandatory departure date in extenuating circumstances, such as inclement weather, mechanical problems or similar issues. Requests for unforeseen circumstances that will require a long term exception will be provided in writing to the RV Park manager 30 days in advance of stay limit. The Garrison Commander is the deciding official for long term exceptions. Personnel on extended stays must comply with local and State law relative to taxation, vehicle registry, and other residency issues.

d. Exceptions to the Fort Bliss stay policy will only be considered for unforeseen circumstances (emergencies). Medical procedures scheduled in advance do not qualify. When submitting an exception to the stay policy request letter, please include the following: Your arrival date to the Fort Bliss RV Park. Reason why you are

IMBL-MWR

SUBJECT: Standard Operating Procedures (SOP) for the Fort Bliss RV Park

requesting an exception to the Fort Bliss RV Park stay policy. Length of time you are requesting to include an end date. Any supporting documentation that you may have.

11. CUSTOMER SERVICE:

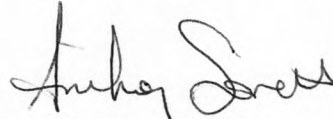
a. All patrons will be treated with courtesy and respect. Problems should be resolved at the lowest level. If a customer becomes verbally or physically abusive, contact the military police, and notify the Chief, Community Recreation Division.

b. All patrons will receive reasonable accommodation and have access to facilities. RV Park manager will ensure that entrances are accessible, visual fire alarms are in good working order, and architectural access items are maintained (HC, shower, grab bars, etc.)

12. WIRELESS FIDELITY (WIFI) INTERNET SERVICE:

a. WI-FI is available in the Family room 24 hours a day, seven days a week to guests of the RV Park.

13. This SOP supersedes SOP dated 18 July 2017.



ANTHONY LOVETT
Director, Family and Morale,
Welfare and Recreation