



DEPARTMENT OF THE ARMY

U.S. Army Corps of Engineers
WASHINGTON, D.C. 20314-1000

REPLY TO
ATTENTION OF:

CECW-ON

13 AUG 2002

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,
OPERATIONS DIVISION CHIEFS

SUBJECT: National Recreation Reservation Service Inventory Update and Verification

1. The 2002 National Recreation Reservation Service (NRRS) annual inventory update and verification process will begin on 15 August 2002 and will continue through 15 October 2002. The inventory update will be conducted using the inventory web page at <http://www.reserveamerica.com/nrrs-inv/>. The Guide to the NRRS Inventory Update Procedures and the opening web page have been updated. Your change requests must be made in accordance with guidance provided on the web site.
2. All field locations must review their inventory and submit necessary changes during the annual update period. All field locations are required to review the alerts and warnings for their parks and sites and utilize the approved list provided by ReserveAmerica. Improved alerts and warnings will improve the efficiency of making reservations through the call center and be more informative to our customers. No changes will be processed unless changes to alerts and warnings are included. If a field location does not update their alerts and warnings during this update period, a NRRS team will update your data after the update closes. There is no longer a requirement to submit or maintain an authorized point of contact list for inventory changes.
3. Seasons and fees should be updated for 2003 and 2004 during this inventory update period. Current guidance in ER 1130-2-550, Chapter 9, paragraph 9-2, governs review of districts' recreation use fee schedules. This policy states: "The district commander will provide the established schedule of use fees to the major subordinate commands (MSCs) not later than 30 December each year." Due to the 240 and 360 day NRRS windows, fees for reservable facilities must be established and entered into inventory a year further in advance than existing policy envisioned. This may be accomplished under existing policy. The MSC may supplement policy to require earlier review and/or approval, at its discretion.
4. Current policy requires a minimum of 60 percent of sites at an NRRS location be reservable. All field locations, especially those operating with Park Office software, are encouraged to maximize the number of reservable facilities for public service and efficiency reasons. It is not recommended, however, that field locations make more than 95 percent of sites reservable.

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5. All field locations are strongly encouraged to include reservable day use facilities in the NRRS to take advantage of the many benefits of the service. Only reservable group camping sites, however, are required to participate. Day use shelters and shelters that are reservable for both day use and group camping are not required to be included in the NRRS.
6. New field locations or additional inventory at existing field locations should not be added during the update period. New areas can be added from 1 December 2002 to 28 February 2003 by using the guidance available on the inventory web page.
7. A memorandum from Ms. Carol Holtz, the NRRS Contracting Officer's Representative, announcing the annual inventory update is enclosed.
8. The NRRS point of contact in CECW-ON is Judy Rice, (202) 761-4751. The Interagency Inventory Team Leader is Larry Bogue, (214) 767-2432. The Corps NRRS Program Manager and COTR is Greg Webb, (817) 978-4641.

FOR THE COMMANDER:

Encl



MICHAEL G. ENSCH
Acting Chief, Operations Division
Directorate of Civil Works

CECW-ON

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United States
Department of
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Washington Office

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File Code: 2300
Route To:

Date: August 9, 2002

Subject: National Recreation Reservation Service Annual Inventory Update

To: Gail van der Bie, RHWR-WO, Judith Rice, HQUSACE-CW-ON

The annual inventory review and update for the National Recreation Reservation Service (NRRS) will begin on August 15, 2002, and will extend to October 15, 2002. Our annual inventory review is the time frame defined for managers of recreation facilities participating in the NRRS to submit inventory changes and revisions for their facilities. As in past years, this year's update will be conducted using the NRRS Inventory website: <http://www.ReserveAmerica.com/nrrs-inv/>. In continuing efforts to improve all aspects of services provided to the NRRS, ReserveAmerica is presently implementing improvements and enhancements, including a new "look and feel," to the NRRS Inventory website. Continued improvements will be ongoing to streamline and enhance the update process for all users. Instructions and guidance for submitting inventory changes and/or adding new inventory are provided on the NRRS Inventory website.

Our focus for this year's update is simplifying the Alerts and Warnings text boxes by replacing existing messages with similar messages from a pre-approved "pick list." Although this may require some extra work by the facility Point of Contact (POC), it will ultimately benefit our customers by making important information easier to comprehend and remember. It will also serve to expedite the reservation process. POC's can select up to five campground warnings, five campground alerts, and five site alerts from the pick list. Further guidance will be available on the NRRS Inventory website.

We are striving to maintain correct inventory information for all NRRS facilities to ensure the facilities our customers seek, and ultimately select, are accurately displayed for all NRRS sales channels. Therefore, it is imperative that all NRRS field locations review their inventory and submit necessary changes.

To improve understanding of inventory management, the enclosed document displays categories of inventory changes, time parameters for change request submission, and time frames in which to expect completion. The NRRS national policy is that all facilities have a minimum of 60 percent of their sites available for reservation. In addition, the NRRS "cutoff window" policy for advance reservations is 4 days or less.

ReserveAmerica recently shifted management and services for the NRRS Inventory program to its headquarters in Milton, Ontario, Canada. This transition will allow the NRRS to utilize Help Desk assistance, including the Paradigm tool to track future inventory changes. Please note, the new telephone number for NRRS Inventory is (877) 345-6777 and the new fax number is (888) 724-5520.

We look forward to an improved inventory program this year and appreciate your support in this effort.

/s/ Carol Holtz

Carol A. Holtz
Contracting Officer's Representative
National Recreation Reservation Service

Enclosure



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**NRRS Inventory Maintenance Schedule
August 2002 – July 2003**

Business Need/Requirement	Time Frame	Purpose	Criteria	Completion
Annual Review (1)	Defined block of time – Aug 15 to Oct 15, 2002.	Complete review and update of existing inventory by field managers	All Inventory changes that are not Emergency Change Requests	30 days after receipt of submittals, complete email. (60 days outside of Annual Review period)
Critical Changes (2)	Year Round	Changes/corrections (on an as-needed basis) required due to changing field conditions, (e.g. maintenance) or to correct misinformation.	Directly impacts customer reservation: fees, seasons, DAR addresses, reservable status.	5 days outside annual review
Emergency Changes (3)	Year Round	Changes required due to emergency conditions (flood, fire, etc) beyond control of field management	Must result in discontinuance of availability and cancellation of existing reservations as needed.	24 hours
“Open Season” – New Field Locations (4)	Post Annual Review – Dec 1 to Feb 28	Addition of new field locations to the NRRS	New campground data in Data Collection Forms (DCF)	Individual Plan per field location; 30 days

(1) **Annual Review.** August 15 – October 15, 2002. Completion of all submitted changes and revisions by November 15, 2002, unless the submission period is extended.

Exceptions are for change requests that are outside a specific NRRS policy which are elevated to the COTR for resolution. This notice will be provided through the entry of a high priority case in Paradigm which can be accessed, reviewed, and tracked by the COTR. In this case, the 30-day period for this specific request starts after resolution of the policy waiver issue.

- (2) **Critical Changes.** Critical Changes affect areas of reservation fees and arrival times. These are the fee records, season open-end dates, DAR addresses, and change of reservable status. Site-type changes will be part of this category, as they require fee record changes.
- (3) **Emergency Changes.** Emergency conditions beyond the control of agency or field management. An emergency change must result in the discontinuance of reservations (availability) and the cancellation of reservations for the impacted time frame, as needed. These changes are to address natural phenomenon such as fire and flood, infrastructure issues such as water system failure, and other maintenance or administrative needs of the agency. Emergency changes can be submitted by email and fax to NRRS Inventory.
- (4) **“Open Season” – New Field Locations.** Submitted after Annual Review – December 1, 2002, through February 28, 2003 - to afford the opportunity to focus agency initiatives to add more locations, and recognize changing permit status for Forest Service concession operators. This time frame ensures timeliness of entering new field locations in the database to meet field and customer expectations. An individual plan will be developed for each new location. New locations will be available for reservations within 30 days after Data Collection Forms are received and pass verification review for completeness. New locations' inventory will be available prior to start of the peak recreation season. Submission of requests for new field locations outside the agreed upon period, will be reviewed with the agency COTR to develop a plan that takes into account current Inventory workload.

In order to meet these deadlines, ReserveAmerica has the expectation that the campground contact will respond to requests for information or clarification regarding an inventory submittal within 2 business days.

The above criteria for inventory changes provides ReserveAmerica and the field with a clearer understanding of what work (inventory submittals) will be performed during the year to better match workload to resources and meet everyone's expectations.