

CECW-ON

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS
AND DISTRICTS, ATTN: CHIEFS, CONSTRUCTION-
OPERATIONS DIVISIONS

SUBJECT: Field Level Training for Participants in the National Recreation Reservation Service™

1. The National Recreation Reservation Service (NRRS™) contractor, Park.Net, Incorporated, is responsible for providing field level training to prepare agency personnel who will operate the NRRS™. Park.Net will utilize a train-the-trainer approach to train agency personnel. Individuals who attend these train-the-trainer sessions will go back to their field locations and train Contract Gate Attendants (CGA's) and others who will be the actual users of the Field Reservation Program, now referred to as Park Office, and fax/e-mail methods of communicating with Park.Net. Enclosure 1 summarizes the types of field level training to be offered.

2. The primary NRRS™ training need for field personnel in the U.S. Army Corps of Engineers will be the train-the-trainer course for the Park Office software. Most Corps campgrounds included in the NRRS™ inventory have entrance stations staffed by CGAs who will use the Park Office software to communicate with Park.Net. This training is described on enclosure 1 under the heading of "Operator Training for Trainers of Personnel using Park Office." The following emphasizes aspects of this training which will assure an effective training experience and facilitate a smooth NRRS™ startup:

a. Locations for the Park Office training course will be at Park.Net's call centers, which are in Ballston Spa, New York, and Rancho Cardova, California. Training at Park.Net's call centers provides the advantage of using existing, networked computer stations already configured for the NRRS™ and Park Office, with the availability of immediate technical support. Trainees will also have the opportunity to meet and speak with Park.Net employees responsible for NRRS™ implementation and operation, and to see a call center in action.

b. Class size will be a maximum of 12 students, with an optimum student teacher ratio of six students per instructor.

c. There will be only one level between agency personnel attending the train-the-trainer course and the actual Park Office software user. In other words, the Corps representative who attends this course will train the CGA or other user.

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d. The timing of the training is critical. Train-the-trainer attendees should receive the training not more than 30 calendar days prior to the date when they will begin training software users. It is also recommended that they have at least five working days between the end of their train-the-trainer course and the beginning of the user training to allow for local session set-up time.

e. Districts will determine how training will be delivered to the users at the local level and insure that the individual who attends the train-the-trainer course then teaches the local user training course. The success of the NRRS™ depends on the Park Office software user on site at the campground being effectively trained. This requires an adequate number of trainers per district to assure direct user training can be accomplished timely. Perhaps most importantly, this requires that the selected trainers are capable not only of becoming subject matter experts through this intensive and in-depth train-the-trainer course, but also have the necessary communication and presentation skills to transmit effectively what they have learned to others. It is strongly recommended that each field location participating in the NRRS™ send a representative to this training so they will have a trainer with full understanding of the Park Office software and fax/e-mail communications methods on their local staff.

3. Fax/e-mail communication may be used at campgrounds not using the Park Office software. The Park Office software train-the-trainer course will also cover use of fax/e-mail communications. There may be a few locations that will not have someone attending the Park Office course and will be using the fax/e-mail method of communicating with Park.Net. In those cases, a project representative will need the training described on enclosure 1 under the heading of “Operator Training for Trainers of Personnel using Fax Communication.” Class size for these sessions is unlimited, and they will be offered at major metropolitan areas which will be determined based on the numbers and geographic locations of interagency attendees. The first fax/e-mail communication and orientation training session is tentatively scheduled for 28-30 September 1998, in San Francisco, California. If a project representative wishes to attend this course, please contact Mr. Tom Hale at (502) 362-4236 for more information.

4. The direct cost of training to the field location will be TDY costs for course attendance only. There will be no tuition cost. Training assignments will honor your requests for training location to the greatest extent possible given the tight training time line and large number of trainees to be accommodated.

5. The number of trainees for each type of training and the date by which they must be trained must be identified for Park.Net to finalize course schedules. Enclosure 2 is an example of a spreadsheet for information needed to schedule “Operator Training for Trainers of Personnel

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using Park Office.” Enclosure 3 is an example of a spreadsheet for information needed to schedule “Operator Training for Trainers of Personnel using Fax Communication.” Electronic versions of these spreadsheets will also be sent to District NRRS™ points of contact for input of consolidated information. Please submit this information via E-mail to Ms. Bonnie F. Bryson by 11 September 1998. If you have specific questions about this matter, please contact Mr. Tom Hale at (502)362-4236 or Ms. Bonnie Bryson at (502)582-5274.

6. The Headquarters point of contract for the NRRS™ is Ms. Judy Rice at (202)761-1795; the Interagency Program Manager (interim) is Mr. Jack Ardner, at (503)808-3886; and the Corps Program Manager (Interim) is Mr. Greg Webb, at (817)978-4641.

FOR THE COMMANDER:

3 Encls

CHARLES M. HESS

Chief, Operations Division
Directorate of Civil Works

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RESERVATION SERVICE™

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NRRS™ FIELD LEVEL TRAINING

Park.Net

FIELD LEVEL TRAINING

The Contractor shall utilize a train-the-trainer approach to train Agency/concessionaire personnel so that they can go back to their organizations and train other personnel. This training shall include innovative techniques to provide hands-on experience for students.

Training for *Trainers of Personnel* using Fax Communications

Provided by: Contractor

Description: Training focused on NRRS policies and procedures as they are implemented through fax communications between the Contractor and the Field Location; information on how to use the Help desk; detailed descriptions on how to access the various management and financial reports; and a general overview of all other reservation services provided by the Contractor, including the Field Reservation Program (FRP); and instruction on effective training methods.

Target Audience: Field level personnel who will be training others to use fax communication to implement NRRS. Must become a subject matter expert through this training experience, and have communication and presentation skills to teach others.

Class Size: No specific limit

Course Length: 2 Days

Training Location: At a minimum of four geographically dispersed, major metropolitan areas each year.

Operator Training for *Trainers of Personnel* using Park Office (Park Office Software = Field Reservation Program or FRP)

Provided by: Contractor

Description: Uses primarily a "hands on" approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on: NRRS policies and procedures as they are implemented through the FRP; communications procedures between the Contractor and the Field Location; how to use the Help desk; setting up the computer hardware, telecommunications and software to support the FRP; troubleshooting the initial installation; extensive training on the operation and use of all aspects of the FRP; detailed descriptions on how to access the various management and financial reports; a general overview of all other reservation services provided by the Contractor; and instruction on effective training methods.

Target Audience: Selected personnel who will teach others how to use the FRP. Must become a subject-matter expert through this intensive and in-depth training experience, and have communication and presentation skills to teach others.

Class Size: Class size will be limited to 12 (6-students/1 instructor).

Course Length: 5 Days

Training Locations: The training will be held at one of the Contractor's work areas, using existing, networked computer training stations: Ballston Spa, New York and Rancho Cordova, California.

Self Directed Training (Computer Based Training)

Provided by: Contractor

Description: Self-training materials (i.e., CD-ROM) developed for use by personnel at field locations to supplement Park Office (FRP) operator training. (Note: This is not intended as a substitute for either the Operator Train-the-Trainer course or the Operator course).

Availability: Contractor will provide one set of materials for each Field Location.

Training for Personnel using Fax Communications

Provided by: Agency, conducted by personnel who have completed the fax communication train-the-trainer course.

Description: Focused on NRRS policies and procedures as they are implemented through fax communications between the Contractor and the Field Location; information on how to use the Help desk; and a general overview of other reservation services provided by the Contractor.

Target Audience: Field users of NRRS fax communications

Class Size: No specific limit

Course Length: ½ day

Training Locations: Determined locally by Agency

Operator Training for Users of Park Office Software

Provided by: Agency, conducted by personnel who have completed the operator train-the-trainer course

Description: Shall use primarily a "hands on" approach with each student having access to a computer that is fully outfitted with all of the FRP software. Training will focus on NRRS policies and procedures as they are implemented through the FRP; communications procedures between the Contractor and the Field Location; how to use the Help desk; troubleshooting; extensive training on the operation and use of certain aspects of the FRP.

Target Audience: Contract gate attendants

Class Size: Recommended class size limit is 12 (6-students/1 instructor).

Course Length: 2-½ days

Training Locations: Determined locally by each Agency District or Operations Management Area.

