

CECW-ON

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS AND
DISTRICT COMMANDS

SUBJECT: Implementation of the National Recreation Reservation Service™

1. References:

a. Memorandum from CECW-ON to Major Subordinate Commands, 9 April 1996, subject "Policies for Implementation of the National Recreation Reservation Service™ " (enclosure 1).

b. Memorandum from CECW-ON to Major Subordinate Commands and District Commands, 20 April 1998, subject "Implementation of the National Recreation Reservation Service™ (NRRS™) " (enclosure 2).

2. Major field responsibilities for the NRRS™ include inventory collection and verification, implementation of Park.Office and the Intranet applications, and implementation of the fax/e-mail communication option between Park.Net and our field sites. The field is currently accomplishing necessary tasks associated with these responsibilities. This memorandum provides additional information on operating procedures for the implementation of the NRRS™ (enclosure 3). Please insure that this information is provided to all project and lake offices participating in the NRRS™.

3. The NRRS™ contractor, Park.Net, Incorporated, is responsible for incorporating NRRS™ operating procedures in their system and for developing appropriate user manuals. The NRRS™ Field Support Team is currently compiling local operating procedures, including those provided herein, for Park.Net to include in the user manuals.

4. Additionally, the Internet NRRS™ Team Home site at <http://www.usace.army.mil/nrrs/> provides all team members with direct access to the most up-to-date information on the NRRS™.

CECW-ON

SUBJECT: Implementation of the National Recreation Reservation Service™

5. The Headquarters point of contact for the NRRS™ is Ms. Judy Rice at (202) 761-1795; the Interagency Program Manager (Interim) is Mr. Jack Ardner, CENWD-ET-ON at (503) 808-3886; and the U.S. Army Corps of Engineers Program Manager is Mr. Greg Webb, CESWF-OD at (817) 978-4641.

FOR THE COMMANDER:

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RUSSELL L. FUHRMAN
Major General, USA
Director of Civil Works

Operating Procedures for Implementation of the NRRS™

1. Contract Provisions -- The Corps is required under the terms of the NRRS contract with Park.Net to conduct all recreation reservations activities through the NRRS. The NRRS™ contract states in Section C, paragraph 2.3, that "Existing Agency and concessionaire reservation services, such as those for campgrounds, group facilities, group shelters, cabins, lookouts, river and wilderness access permits and tour ticketing, will be phased out and replaced by those offered through the NRRS™. Minor exceptions may be approved by the Contracting Officers Representative, on a case-by-case basis." Section F, paragraph 4.2.1, of the contract states that "Agencies will take reservations through existing contracts and procedures as follows: Corps Field Locations through September 30, 1998. Forest Service contract through September 30, 1998. Note: Agencies may have some advance reservations that extent beyond this date."

2. Participating Parks --

a. In accordance with Memorandum from CECW-ON to Major Subordinate Commands, dated 9 April 1996, subject "Policies for Implementation of the National Recreation Reservation Service™ ", all Class A campgrounds and any campground that currently offers contract or local reservation services will be included in the NRRS. District Commanders will determine which Class B, C and D campgrounds and other use fee recreation areas with group facilities will be included in the NRRS. District Commanders will make as many campsites as possible available for reservation, but not less than 60 percent of the campsites within a NRRS campground.

b. It is an option to include a day use recreation area with a group facility that is reservable through the NRRS , i.e. picnic shelters, etc., in the NRRS. At this time, however, the NRRS will only accommodate group facility fee structures with a single fee for a single facility. Group facilities with multi-level fee structures or separate fees per set number of people or amenities used, etc., cannot be accommodated in the NRRS at this time.

c. Recreation areas included in the NRRS, i.e., campgrounds with reservable campsites and day use areas with a group facility that is reservable through the NRRS, will report all use fees collected within that area through the NRRS. This includes camping fees, group facility fees, day use fees, day use annual pass revenues, Golden Age Passport revenues, other use fees, etc.

d. Day use recreation areas with no facilities that are reservable through the NRRS will not be included in the NRRS at this time. This means that day use areas with only swimming or boat ramp fees will not be included in the NRRS.

e. Class B, C and D camping areas with no reservable campsites will not be included in the NRRS.

f. Non-fee recreation areas will not be included in the NRRS.

3. Existing Reservation Services -

a. Existing campsite reservation services for all Phase 1 campgrounds will be terminated not later than 14 October 1998. Also, existing group facility reservations services, such as picnic shelters, which will be reservable through the NRRS in Phase 1 will be terminated not later than 14 October 1998. These existing reservation services will be restricted to booking advance reservations so no customer reserved departure dates extend beyond 14 October 1998.

b. Existing campsite reservation services for all Phase 2 campgrounds will be terminated not later than 28 February 1998. Also, existing group facility reservations services, such as picnic shelters, which will be reservable through the NRRS in Phase 2 will be terminated not later than 28 February 1998. These existing reservation services will be restricted to booking advance reservations so no customer reserved departure dates extend beyond 28 February 1998.

c. All reservation services for group facilities not reservable through the NRRS may continue to operate as usual for a period of time until further guidance is issued. The management and fee data for these facilities will be tracked and reported through the NRRS only if the group facility is located within a participating campground.

4. Local Use Fee Collection Systems -- Park.Net, the NRRS™ contractor, will provide a new software application called Park.Office, designed to handle all aspects of campground management. The Park.Office program will be used as the local Field Reservation Program (FRP) identified in the NRRS contract. Park.Net will also provide an Intranet application to input use fees for group facilities reservable through the NRRS that are collected in parks not utilizing Park.Office or at project/lake offices.

a. Parks scheduled to utilize the Park.Office program will discontinue use of their existing use fee collection system, i.e., AUPS program and associated equipment once Park.Office is implemented.

b. Parks not scheduled to utilize the Park.Office software and parks not participating in the NRRS, i.e., Class B, C, or D campgrounds without reservable campsites, day use recreation areas with no facilities that are reservable through the NRRS, may continue to use their existing use fee collection (AUPS) and reporting (CEFMS) systems. Use fee collections and park management data will not be tracked or reported by the NRRS for parks not participating in the NRRS.

c. Parks participating in the NRRS will implement the Park.Office or fax/e-mail solution on the date that the applicable application is available for that park or on the date the management data and/or inventory for that park is available under the NRRS, whichever is later. Parks utilizing the fax/e-mail solution must record local use fee transactions on a daily or weekly basis and report them in an electronic format to Park.Net utilizing the Intranet application. This procedure is necessary to assure that the Corps has a single financial management system for recording and tracking all NRRS Recreation Use Fee collections.

5. Implementation Schedule for Parks Participating in the NRRS -- The NRRS call center will begin taking reservations at Phase 1 "go-live" on 15 October 1998 for customers with earliest arrival dates as scheduled below.

a. Phase 1 -- Use Fee Parks Participating in the NRRS --

i. Parks that are open year-round will continue to operate using their current use fee collection and reporting systems until Park.Office or the fax/e-mail application is implemented (earliest scheduled date is 15 December 1998).

ii. Parks open at Phase 1 "go-live" on 15 October 1998, but scheduled to close before 1 January will continue to operate using their local use fee collection and reporting systems. The park should close as scheduled and Park.Office or the fax/e-mail application will be implemented on the park opening date listed in the NRRS inventory.

iii. Parks that are closed at Phase 1 "go-live" on 15 October 1998, will remain closed until the regularly scheduled park opening. Park.Office will be implemented on 15 December 1998 or the park opening date listed in the NRRS inventory, whichever is later.

b. Phase 2 -- Use Fee Parks Participating in the NRRS --

i. Parks that are open at Phase 2 "go-live" on 1 March 1999 will continue to operate using their current use fee collection and reporting systems until Park.Office or the fax/e-mail application is implemented (earliest scheduled date is 1 March 1999).

ii. Parks that are closed at Phase 2 "go-live" on 1 March 1999, will remain closed until the regularly scheduled park opening. Park.Office will be implemented on 1 March 1999 or the park opening date listed in the NRRS inventory, whichever is later.

6. Day Use Fee, Annual Day Use Pass and Golden Age Passports Revenues - Day use fees, to include daily boat ramp and swimming beach fees, annual day use pass revenues, and Golden Age Passport revenues, collected in participating parks will be reported to the NRRS through Park.Office or the Intranet application. Day use fees, annual day use pass revenues and Golden Age Passport revenues collected in non-participating parks or at the project/lake office will not be reported through the NRRS and will continue to be managed through their current use fee collection and reporting systems.

7. Point of Sale (POS) Items - Authorized POS revenues collected in participating parks will be reported to the NRRS through Park.Office or the Intranet application. POS revenues collected in non-participating parks will not be reported through the NRRS and will continue to be managed through their current collection and reporting systems.

8. Per Unit Charging - In accordance with EP 1130-2-550, Chapter 9 - Recreation Use Fees, paragraph 9-3(a), "a fee will be charged for single user unit campsites and group camp areas". This means charging by the unit, i.e., recreational vehicle, family, person, etc. is not allowed. Therefore, the NRRS will not accommodate fee structures that charge per unit on a single site, through the advanced reservation components. During the inventory and implementation activities, however, it became

apparent that several districts are and have been using unit charging, contrary to established policy, for some time. As a one year interim policy, we will permit these projects to continue this charging. Existing unit charging programs may not be expanded and projects not currently using unit charging will not be permitted to start doing so. Accordingly, Park.Office will provide a Point of Sale option for unit charging at the local campground only for those projects currently using it. The intent of the one year permission to continue unit charging is to collect some objective information about the extent of this use, the revenues collected, and the expected impact of discontinuing the charging next year. Definitive policy guidance on this issue will be provided for the 2000 recreation season.

9. Credit Vouchers - Existing credit vouchers including AUPS credit vouchers will not be accepted in the NRRS.

10. Local Group Facility Fee Structures - At this time, the NRRS will only accommodate group facility fee structures with a single fee for a single facility. Fee structures based on the number of occupants are being developed and should be available soon. Fees for group facilities that are reservable through the NRRS must be set as a single fee for each facility until other fee structures are developed and offered in the system.

11. Computer/Printer Equipment -- HQUSACE will provide funding and procurement of most of the computer equipment needed for the campgrounds participating in the NRRS™ and identified in the reservation inventory to use the Park Office computer software. This equipment will be available on a one-time basis for Phase 1 campgrounds this fall (1998) and for Phase 2 campgrounds this winter (1998). Two printers are required to operate the full Park.Office program. These must be purchased by the local field offices. A receipt printer for printing all types of customer receipts and a Laser or Dot Matrix parallel report printer for printing daily arrival, financial, and park management reports are required. The HP 6P is the recommended report printer. Specifications for the receipt printer are provided in the computer specification posted on the Internet NRRS Team Home site at <http://www.usace.army.mil/nrrs/>. The specifications recommend a Citizen Model IDP-3540 or equivalent receipt printer. All computer systems will be configured by the contractor to function with the Citizen Model IDP-3540 receipt printer; therefore, all field offices are required to procure this specific receipt printer. Equivalent receipt printers may not work properly, and ONLY the Citizen Model IDP-3540 should be purchased.

12. Computer Use In Off Season - The NRRS computers will be dedicated to Park.Office and supporting applications for NRRS purposes only. The NRRS computer will be properly shut down for the off-season and secured/stored until needed for NRRS business. This stipulation is necessary to assure continued availability of the NRRS computers and to assure security of Corps of Engineers management and financial information systems.

13. Security and Continuity of Operations for Field Computer Systems - All participating districts are required to develop and implement a Security and Continuity of Operations Plan to safeguard NRRS equipment and services from damage or loss due to theft; vandalism; failures in computers, servers, power, and communications; lighting strikes; fire; water damage; accidents; etc. The plan shall include

provisions for equipment security and a schedule and time frame for restoring reservation equipment, services and communications to the field locations after a failure in continuity of NRRS operations. The plan shall provide for restoring, at a minimum, the following:

a. Within 4 hours of a disruption in service, restore local reservation equipment and services needed to operate the FRP/Park.Office program in an offline capacity for up to 24 hours until on-line or dial-up operations are restored. During the offline period, all local transaction data will continue to be processed using the FRP/Park.Office program.

b. Within 24 hours of a disruption in service, restore local reservation equipment and services needed to operate the FRP/Park.Office program in an on-line or dial-up capacity necessary to receive and send data to the CRS.

14. Site-Specific and Site-Type -- In the NRRS inventory, all campsites must be identified as site-type or site-specific. The NRRS management recommendation for site classification is site-specific. It meets the needs of the customers; it is customer focused and provides a higher level of customer service. Further, it reduces field workload and provides for greater efficiencies in recreation management.

a. A site-specific classification allows a customer to reserve a specific site (site number) of their choice. The advantage to site-specific reservations is that it eliminates the field workload of having to assign a site or require a customer to select a site from a group of available sites upon arrival. Another advantage is that it allows a customer to pick a specific site when making a reservation over the Internet. Customers, when making a reservation over the Internet, will have the perception that the site they reserved will be the site they get when they arrive at the field location. This would not be the case with a site-type classification, and the customer's expectations would not be met.

b. A site-type classification refers to a group of sites with similar characteristics, amenities and attributes. When making a site-type reservation, customers are given a reservation for a specific type of site. Upon arrival, the customer must then select a site from a group of sites of the same "type" or be assigned a site by the local gate attendant. In other words, customers cannot reserve a specific site of choice. This is the way the hotel industry works. The customer does not request a specific room, but rather is assigned a room that meets their needs.

15. Reservation Cutoff Window (0-5 Days) -- Attachment C-1 in the NRRS™ contract defines the cutoff window as "the latest date and/or time that a customer request can be processed for a specific action; for example, the latest date a reservation, change, or cancellation can be made." The NRRS management recommendation for sites utilizing the Park.Office is a 2 day cutoff window. Setting the window at 2 days will allow a greater opportunity for customers to make reservations closer to their arrival and should increase the number of reservations and reduce costs. The greater the number of reservations, the lower the transaction cost. Setting the window at 3-5 days, so a walk-up customer has the opportunity to camp 3-5 days, will remove this inventory from the CRS for a greater period of time, reducing the volume of sites available to the customer wanting to reserve sites via the call center

and Internet.

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SUBJECT: IMPLEMENTATION OF THE NATIONAL RECREATION RESERVATION SERVICE™

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