

CECW-ON

S: 13 September 1999  
23 August 1999

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

SUBJECT: National Recreation Reservation Service™ Review

1. This memorandum announces the fall implementation and operation review of the National Recreation Reservation Service™ (NRRS™). This review will include a comprehensive evaluation of policies and procedures for the 2000 recreation season. The Corps will establish a review team to evaluate all Corps field comments received and make recommendations to Headquarters, U.S. Army Corps of Engineers and to the NRRS™ Leadership Team regarding changes. The annual inventory update will be a separate process, and guidance for that update will be provided under separate cover.

2. All aspects of the NRRS™ are open to review and comment, with the exception of those elements established by contractual agreement in the NRRS™ contract. Please group your comments in the following general categories, to facilitate the review team's effort.

- a. Call Center
- b. Internet
- c. Park Office
- d. Support Services - Help Desk and Customer Service Desk
- e. Inventory
- f. Agency specific policies and procedures
- g. Other

3. In addition, your comments are requested on the following specific areas of interest.

a. Accommodation of groups. The NRRS™ currently requires all sites to be designated as either "family" or "group". Groups must either reserve a group site or make reservations for four family sites at a time, to accommodate their groups. For 1999, at those lakes which previously permitted groups to camp together on adjacent family sites, we used an interim solution, allowing payment for individual sites upon arrival. Please advise if you used the interim solution in 1999 and how many sites were involved.

b. Per site/per unit charging. Corps policy states that fees are charged on a per site basis. A number of districts, however, have allowed multiple units on the same site in the past, charging fees from both (all) units. For 1999, we agreed to test the per unit charging practice to discover

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how many places are employing it and what the revenue impacts are. Please advise for how many campsites you charged per unit fees in 1999 and, if possible, how much additional revenue was collected from the second (third, etc) units.

5. Please provide your comments through the divisions by e-mail to Mr. Brad Keshlear, NRRS™ Fall Review Team Leader, by close of business 13 September 1999. You are encouraged to forward each project's comments, without consolidation by district or division. This will permit the review team to count the instances a specific comment is received, as well as assure all field comments are heard by the review team. The point of contact for the NRRS™ in HQUSACE is Ms. Judy Rice (202) 761-1795. The NRRS™ Fall Review Team Leader, Mr. Keshlear, can be reached at (404) 562-5134.

/s/

CHARLES M. HESS  
Chief, Operations Division  
Directorate of Civil Works