

Operations Division
Natural Resources
Management Branch

Honorable Zach Wamp
Federal Building , Suite 100
200 Administration Road
Oak Ridge, Tennessee 37830

Dear Mr. Wamp:

This is in response to your correspondence of March 4, 1999, with enclosed inquiries from your constituent, Mr. Thomas Price. Mr. Price was concerned with several aspects of the new National Recreation Reservation Service™ (NRRS™).

The NRRS™ is an interagency initiative designed to provide easy, one-stop-shopping for reservation services to our recreation customers. Upon full implementation of the NRRS™, customers may call a toll free telephone number, visit an Internet website, or walk up to their favorite campground to make a reservation for a recreation site or facility at most Forest Service and U.S. Army Corps of Engineers sites across the country. Other Federal agencies may join the NRRS™ in the future, expanding the utility of the service further.

Although the NRRS™ permits visitors to make reservations up to 240 days in advance, it does not preclude walk-up campers from renting a site. Most Corps NRRS™ campgrounds reserve a percentage of campsites to be used by walk-up customers. Further, any reserveable campsite without a current reservation may be rented to a walk-up camper. Mr. Price should be able to continue his practice of camping on the spur-of-the-moment, without calling the NRRS™ Call Center in New York, and his friends should be able to continue to join him on a moment's notice, as well.

The NRRS™ Call Center began taking reservations for a portion of the NRRS™ inventory of sites and facilities on October 15, 1998. The remaining inventory became available for reservations on March 1, 1999. The NRRS™ call center operators have immediate access to a wide variety of information about our sites and facilities, including dates of operations, fees, site amenities, additional services and facilities in the park, etc. The availability and accuracy of this information is absolutely critical to the functioning of the NRRS™. Mr. Price should be able to obtain similar information for any Corps or Forest Service site in the service.

There is no separate, additional fee charged to make a reservation for any Corps facility. There is a reservation fee of \$8.65 for reserving a Forest Service facility through the NRRS™. This reservation fee is required because of the concessionaire agreements under which most Forest Service campgrounds are managed.

I hope Mr. Price will continue to use and enjoy Corps sites and facilities for his outdoor recreations trips. Although the NRRS™ is new and unfamiliar to our customers this year, I believe it represents a significant advancement in public service for our recreation visitors.

Sincerely,

David F. Bastian, P.E.
Assistant Director of Civil Works,
Central Region

CECW-ON
SUBJECT: CAMPGROUND RULES - PRICE

CF:
CECW-O
CECW-MA (2)

RICE/AS/1795
WAMP.WPD
T: 17 MAR 99

TABB
CECW-ON

LEWIS
CECW-ON

WOLCOTT
CECW-O

HESS
CECW-O

BASTIAN
CECW-ZM

TS9030711
S:16MAR99

Operations Division
Natural Resources
Management Branch

Honorable Vic Snyder
United States House of Representatives
Washington, D. C. 20515-0402

Dear Mr. Snyder:

This is in response to your letter of March 3, 1999, with enclosed inquiry from your constituent, Mr. Ivan Jones. Mr. Jones expressed a number of concerns about the new National Recreation Reservation Service™ (NRRS™).

The NRRS™ is an interagency initiative designed to provide easy, one-stop-shopping for reservation services to our recreation customers. Upon full implementation of the NRRS™, customers may call a toll free telephone number, visit an Internet website, or walk up to their favorite campground to make a reservation for a recreation site or facility at most Forest Service and U.S. Army Corps of Engineers sites across the country. Other Federal agencies may join the NRRS™ in the future, expanding the utility of the service further.

Although the NRRS™ permits visitors to make reservations up to 240 days in advance, it does not preclude walk-up campers from renting a site. Most Corps NRRS™ campgrounds reserve a percentage of campsites to be used by walk-up customers. Further, any reserveable campsite without a current reservation may be rented to a walk-up camper. If Mr. Jones has had no problems finding a site on a normal summer weekend in the past, he should not have a problem under the NRRS™.

The NRRS™ will include approximately 1,700 Forest Service and Corps recreation sites across the country at full implementation. Customers pay the camping fees up front, using credit card, certified check, bank check, or money order. There is no additional reservation fee charged for reserving a Corps facility. Customers may cancel their reservations if their plans change and will receive a refund of fees paid. A \$10 service fee will be charged to cover contractor costs associated with a cancellation.

At most NRRS™ parks, contract park attendants will use a computer for local campground management. This will include checking in both walk-up and reservation campers,

modifying camping stays, collecting fees for miscellaneous recreation services, and making reservations for future camping trips. Many of our park attendants have used computers for automated

campground management in the past. We have found an increasing number of our attendants are familiar with computers and expect they will have little difficulty in learning the user-friendly NRRS™ program.

The NRRS™ call center began taking reservations for a portion of the NRRS™ inventory of sites and facilities on October 15, 1998. The remaining inventory became available for reservations on March 1, 1999. We have experienced an extremely high call volume since that date. Many customers have received busy signals and have had difficulty reaching an operator, due to this high call volume. Although I understand this is very frustrating for callers, the situation is resolving itself as calls are taken and reservations are made. We do not expect a continuing problem for our customers to reach a call agent, to ask questions, or make a reservation.

I hope Mr. Jones will continue to use and enjoy Corps sites and facilities for his outdoor recreation trips. Although the NRRS™ will require some changes for both Corps personnel and our visitors, I believe it represents a significant advancement in public service for our recreation customers.

Sincerely,

David F. Bastian, P.E.
Assistant Director of Civil Works,
Central Region

CECW-ON

SUBJECT: CAMP GROUNDS ON THE LAKE AND RVRS

CF:

CECW-O

CECW-MA (2)

CECS-C

RICE/AS/1795

JONES.WPD

T: 17 MAR 99

TABB
CECW-ON

LEWIS
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WOLCOTT
CECW-O

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CECW-O

BASTIAN
CECW-ZM

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S:22MAR99