

To all:

The attached memo has been revised to incorporate updated information in paragraphs 1 and 4 regarding the Internet Go-Live date. I signed the original memo on 17 March 1999, and it was transmitted to all NRM POCs and all NRRS POCs by Email on 18 March. I believe, however, that it is very important that we are ready for this go-live, that the website is developed and functioning to our satisfaction, and the inventory and maps are complete and correct. For this reason, the NRRS management team has recommended the Internet go-live be delayed, and I support that recommendation. You will be advised when a new date has been established.

Regards, CH

CECW-ON

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

SUBJECT: National Recreation Reservation Service™ Update

1. The National Recreation Reservation Service™ (NRRS™) is nearing full implementation at U.S. Army Corps of Engineers and Forest Service sites nationwide. Toll free telephone service for reservations through the Call Center became operational on 15 October 1998, for Phase 1 Corps and all Forest Service sites. Additional Phase 2 Corps sites went "live" for Call Center reservations on 1 March 1999. The Internet website is scheduled to be operational in spring 1999. Park Office is now operating fully at 17 projects with other Phase 1 sites implementing Park Office as soon as possible.

2. As of 25 February 1999, 168 computers had been shipped to Phase 1 projects. The remaining Phase 1 computer shipments are delayed because of an unacceptably high failure rate in the initial delivery of modems. The supplier has agreed to replace these modems. A substitute modem has been identified, was successfully tested, and will be installed in all remaining Phase 1 and 2 computers. In addition, the new modem will be shipped to all of the field locations that currently have their Park Office computers. The second order of computers is scheduled for delivery to Park.Net's office in California for configuration and shipping later this month. A detailed deployment schedule is continually updated and provided by e-mail to all affected projects. We are about 4 weeks behind our original deployment schedule at this point. Phase 2 sites with certified inventory and maps will begin receiving computers for Park Office installation in early to mid-April. Projects will operate by fax until they have received their computers and deployed Park Office.

3. Inventory verification and certification is continuing at a rapid pace. In the last five weeks, Park.Net has processed over 7,000 change requests from the field. As of 28 February 1999, 267 field locations have certified their data and are now available for reservation sales. There are approximately 40 field locations that have requested either consolidation or major modifications that will take some time to process. There are approximately 70 field locations that are still in the process of verifying their inventory. After the inventory is certified Park.Net will complete the associated map and then notify the project that the map is now available to be certified.

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4. In preparation for the upcoming NRRS™ Internet Sales Channel "go live", the agencies are performing a "data scrub" for all Phase 1 sites currently certified in the NRRS™. This requires the development of a separate "Park Information" page for each participating facility. This page will be displayed on the NRRS™ Internet Sales Channel as the participating facility's "homepage". Presently, this work is being done by a small team of Corps and Forest Service personnel. The team will also be addressing the Phase 2 sites.

5. Current information about NRRS™ policy, scheduling, questions and answers, Phase 2 deployment, and other items is posted to the NRRS™ Home Team website at <http://www.usace.army.mil/nrrs/>. This site is presently undergoing redesign and development to make it more user-friendly and comprehensive as an information tool.

6. Park.Net has established and is staffing a Help Desk for agency personnel to call with questions or to report problems. Please report all problems with the Call Center to the Help Desk at 877-345-6777. Field offices have reported Call Center operators have provided incorrect information to callers on occasion about the availability of sites, reservation fees, and other items. The Interagency Contract Management Office staff is addressing these issues with Park.Net. These problems should diminish as the Sales Agents become more familiar with the NRRS™ service. Projects should provide all customer problems and complaints, with as much documentation as possible, directly to the Help Desk. If a satisfactory resolution is not achieved, they should contact their district point of contact (POC). Follow-up requests should be reported to Mr. Greg Webb, Contracting Officer's Technical Representative, at (817)978-4641.

7. A telephone conference call for district and division NRRS™ POCs is held every Thursday from 12:30 pm to 1:30 pm EST. Project questions should be referred to the district POCs for discussion during the teleconference. This is necessary to assure that the participants have time to discuss the issues that are raised. The minutes of these calls are recorded, e-mailed to all NRRS™ POCs, and posted on the NRRS™ Team Homesite.

8. An Interim Operating Procedures Manual (Manual) has been distributed to all NRRS™ project sites. It will also be posted on the NRRS™ Team Home web site. This Manual will provide interim guidance on the use of Park Office and the operation of the NRRS™ reservation service at the field level. As this version of the Manual is put into operation, additional issues will surface. These will be incorporated in revisions to the interim manual. In addition, you will have the opportunity for a comprehensive review of the manual this fall.

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9. The Park.Net Marketing Group, working with NRRS™ Interagency Marketing team representatives, will be providing a marketing information kit on the NRRS™ to field personnel later this month. A fact sheet on this kit is at enclosure 1. Questions concerning NRRS™ marketing may be directed to either Mr. Brad Keshlear, Corps Marketing Team Leader, (404)562-5134, or Ms. Lynne R. Beeson, Interagency Marketing Team Leader, 1(800)533-3478 (X1142).

10. In response to the many questions concerning signage for the NRRS™, an information paper addressing this subject is at enclosure 2.

11. The NRRS™ point of contact in HQUSACE is Ms. Judy Rice (202)761-1795. The Interagency Program Manager is Mr. Jack Ardner, (503)808-3886. The Corps Program Manager and Contracting Officer's Technical Representative is Greg Webb, (817)978-4641. The Inventory Team leader is Mr. Larry Bogue (214)767-2432. Mr. Mike Key, Omaha District, Lake Oahe and Ms. Tambour Eller, Jacksonville District, have joined the NRRS™ Team during this critical final implementation period to provide additional assistance on specific items. Mr. Key is working on computer deployment, and Ms. Eller is working with marketing and Internet website issues. Three additional field personnel have joined the Team to provide assistance for 6 to 8 months, through the final implementation and initial operating period. These individuals are Mr. Mark Roderick, Rend Lake, St. Louis District and Mr. Ricky Raymond, Sam Rayburn Lake, Ft. Worth District. Mr. Key will remain with the project for 6 to 8 months, as well.

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2 Encls

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

