

R2S2 - What's in it for YOU? Hot Topics & Sneak Preview March 15, 2017

Greetings and Gratitude

Thank you for carving out time to spend with us today.

The purpose of our *R2S2 What's in it for YOU* bi-weekly forum is to share R2S2 updates, listen to your ideas and concerns and answer questions about the new service.

These sessions will help us develop training, job aids and other support tools to assist with a smooth transition to R2S2. We look forward to working with you,

Sarah Walton and Michelle Kirwan, your OCM Team.

Session Objectives

- › Hot Topics
- › Internal Communications
- › External Communications
- › Sneak Preview - the Visitors' Experience
- › Lingering Questions
- › Key Dates

Hot Topics

- › Announcing ReserveCalifornia
- › The Path Forward for Conduent (formerly part of Xerox)
- › Rolling Window Replaces On Sale Days for Camping



Announcing ReserveCalifornia.com



ReserveCalifornia.com

RESERVECALIFORNIA.COM



California State Parks is excited to announce ReserveCalifornia, the new camping and tour reservations service coming **AUGUST 1, 2017**. Between now and August 1, 2017, continue to make reservations through ReserveAmerica.com as you do today. Beginning August 1, 2017, use ReserveCalifornia.com to make or modify your camping or tour reservations.

Please check back frequently on ReserveCalifornia.com to get the latest information on our new reservations service, including frequently asked questions (FAQs), news releases and social media posts!

ReserveCalifornia on parks.ca.gov

A New Parks Reservation System is coming to California

CALIFORNIA STATE PARKS IS EXCITED TO ANNOUNCE RESERVECALIFORNIA THE NEW CAMPING AND TOUR RESERVATIONS SERVICE COMING AUGUST 1, 2017. BETWEEN NOW AND AUGUST 1, 2017, CONTINUE TO MAKE RESERVATIONS THROUGH RESERVEAMERICA.COM AS YOU DO TODAY. BEGINNING AUGUST 1, 2017, USE RESERVECALIFORNIA.COM TO MAKE OR MODIFY YOUR CAMPING OR TOUR RESERVATIONS.

Conduent (formerly Xerox) and the Path Forward

Some months ago, Xerox separated to create two publicly traded companies – Xerox and Conduent

- › The Document Technology Company, known globally for revolutionizing how the world communicates – originally through copying, now through digital technology, software and services, will retain the Xerox brand name.
- › The Business Process Outsourcing Company, the part of the company working with DPR on R2S2, focuses on business process services and is expert in transaction-intensive processing, analytics and automation and is called Conduent.

For the complete article, access:

<https://www.news.xerox.com/news/Xerox-announces-new-BPO-company-Conduent>

Rolling Window Replaces Camping On Sale Days

- › With the Implementation of R2S2, DPR is Adopting a Rolling Window for Camping Reservations
- › The Project Team is:
 - Finalizing the Process and Details
 - Documenting the Business Process Change
 - Developing News Release Language for the Public
 - Drafting a Job Aid to Assist Staff in Navigating the Change
 - Continuing to Keep You Informed (updates on the horizon)

Internal Communications

- › Bi-Weekly R2S2 WIFY Sessions
- › R2S2 Portal and R2S2 Email Address
- › Participation in Monthly AO Meetings
- › Updates for Brian Ketterer's Weekly Report to District Superintendents
- › Weekly Meetings with Partnerships Office and Concession Sections
- › Weekly Meetings with Xerox/Conduent Training Team
- › Weekly Updates to AOs through Adrien Contreras

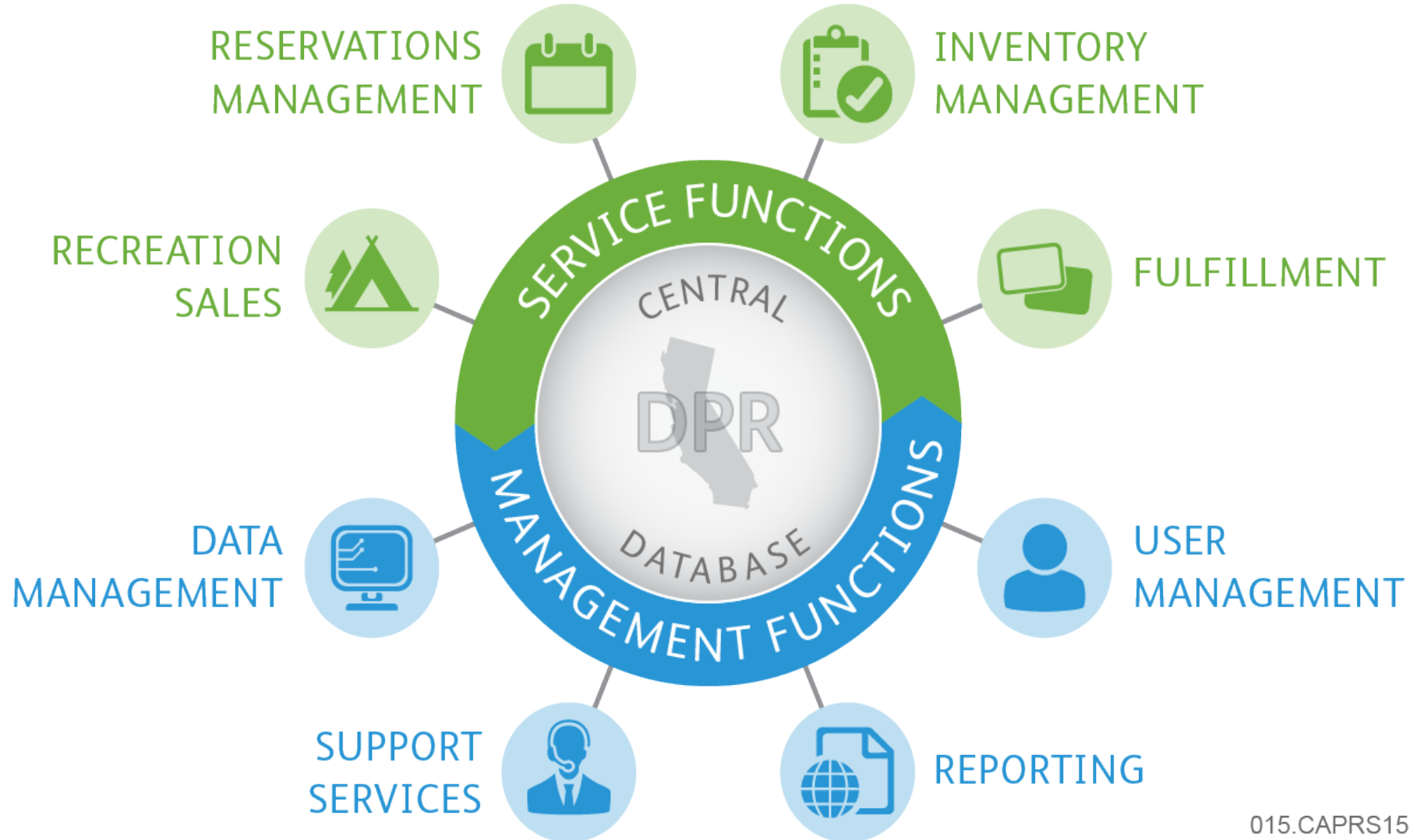
External Communications

- › New Releases
- › Transformation Tuesday
- › Weekly Digest
- › Facebook and Twitter Posts
- › ReserveCalifornia.com
- › parks.ca.gov
- › Job Aids to Guide Staff in Communicating with the Visitors

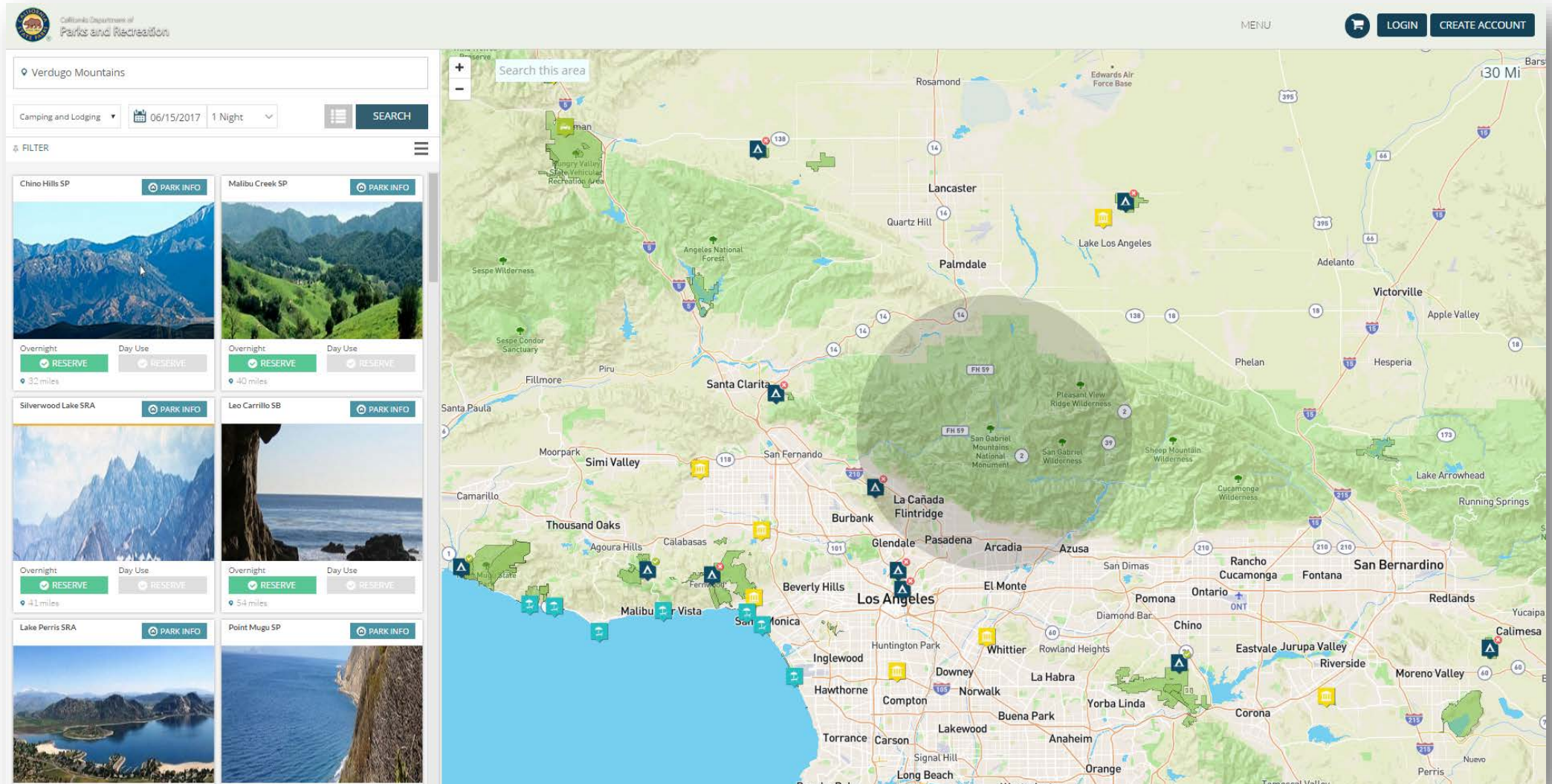
Sneak Preview – The Visitors’ Experience

- › Some Slides from the February 2017 Commission Tour
- › Keep in Mind:
 - R2S2 Implementation will occur in phases (see timeline)
 - This sneak preview is to give you a glimpse at the general look and feel and a high-level look at functionality
 - These are screenshots
 - The screenshots are representative of the service and should not be thought of as final – we are still in configuration and testing
 - We will provide a more interactive demo in late April, early May

Solution Overview



Search for a California State Park



The screenshot displays the R2S2 website interface for searching California State Parks. At the top left is the R2S2 logo. The main navigation bar includes a search bar with 'Verdugo Mountains' entered, a 'MENU' button, and 'LOGIN' and 'CREATE ACCOUNT' buttons. Below the search bar, filters for 'Camping and Lodging' and dates '06/15/2017' and '1 Night' are visible. A 'FILTER' section on the left lists six parks with their respective photos and reservation options:

- Chino Hills SP**: 32 miles, Overnight RESERVE, Day Use RESERVE.
- Malibu Creek SP**: 40 miles, Overnight RESERVE, Day Use RESERVE.
- Silverwood Lake SRA**: 41 miles, Overnight RESERVE, Day Use RESERVE.
- Leo Carrillo SB**: 54 miles, Overnight RESERVE, Day Use RESERVE.
- Lake Perris SRA**: (No distance shown), Overnight RESERVE, Day Use RESERVE.
- Point Mugu SP**: (No distance shown), Overnight RESERVE, Day Use RESERVE.

The right side of the page features a map of the Los Angeles area with a search radius centered on the Verdugo Mountains. The map shows various parks and landmarks, including Angeles National Forest, San Gabriel Mountains National Monument, and several wilderness areas. A search bar at the top of the map says 'Search this area'.

View Additional Park Information

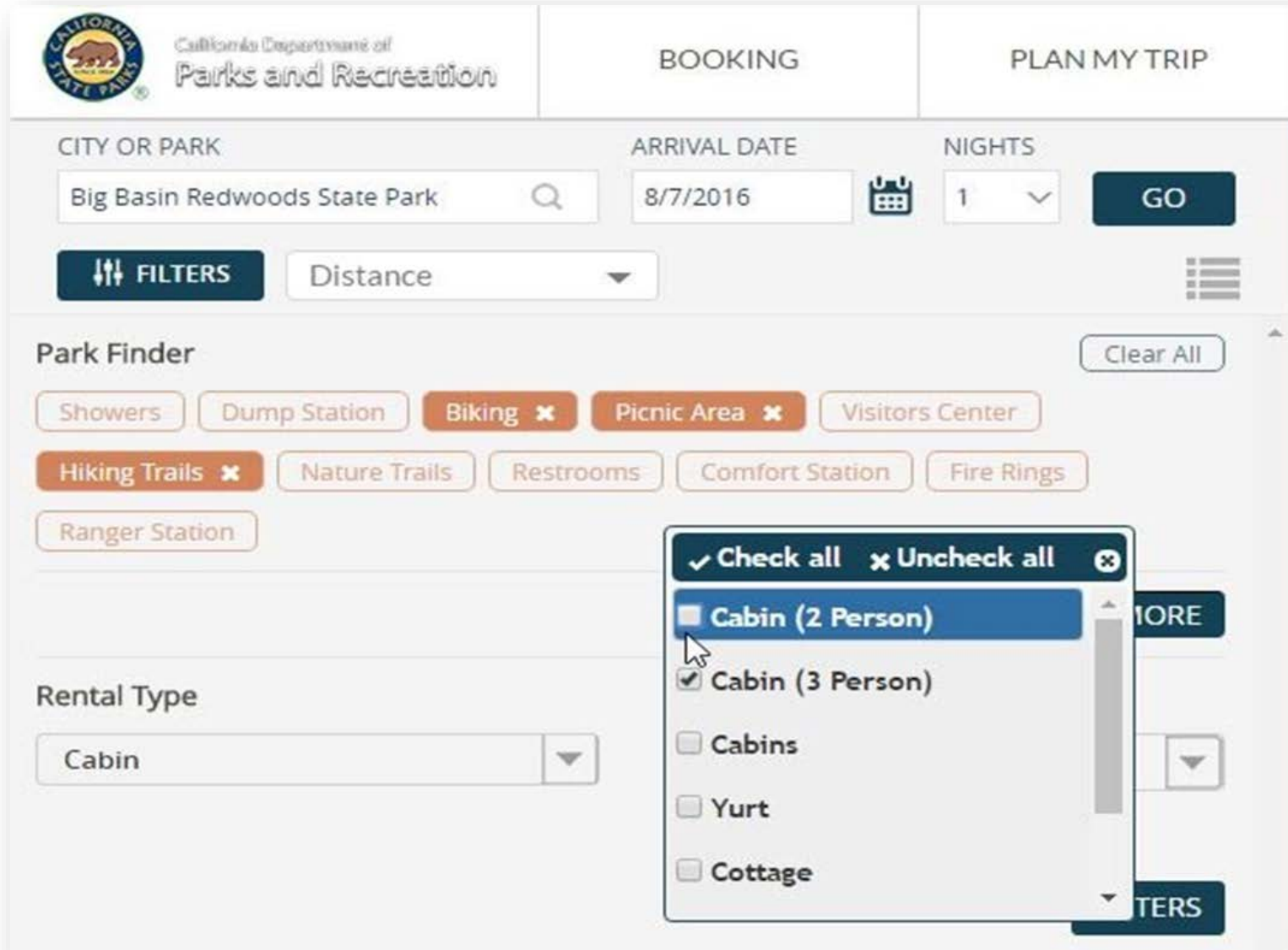


MALIBU CREEK SP

Showers | Dump Station | Electronic Self-Pay | Picnic Area | Visitors Center | Hiking Trails | Nature Trails | Fishing | Laundry | Restrooms | Parking | Comfort Station | Fire Rings
| Ranger Station | Telephone | Group Picnicking |

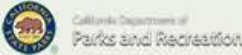
Overview

Filter by Amenities



The screenshot shows the California State Parks booking interface. At the top, there are navigation tabs for "BOOKING" and "PLAN MY TRIP". The main search area includes fields for "CITY OR PARK" (Big Basin Redwoods State Park), "ARRIVAL DATE" (8/7/2016), and "NIGHTS" (1). A "GO" button is present. Below the search fields is a "FILTERS" button and a "Distance" dropdown menu. The "Park Finder" section displays various amenities as buttons: Showers, Dump Station, Biking (checked), Picnic Area (checked), Visitors Center, Hiking Trails (checked), Nature Trails, Restrooms, Comfort Station, Fire Rings, and Ranger Station. A "Clear All" button is also visible. The "Rental Type" dropdown is set to "Cabin". A filter dropdown menu is open, showing options: "Cabin (2 Person)", "Cabin (3 Person)" (checked), "Cabins", "Yurt", and "Cottage". The menu also includes "Check all" and "Uncheck all" options.

Easy Camp Search


MENU

LOGIN
CREATE ACCOUNT

Home >> Big Basin Redwoods SP >> Lower Blooms Creek

Lower Blooms Creek

6/15/2017

1 Night

Show ADA Site Only

⚙️ FILTER ☰

<

JUNE

>

UNITS	THU	FRI	SAT	SUN	MON	TUE	WED
Standard (Developed) #130B							
Standard (Developed) #131B							
Standard (Developed) #132B							
Standard (Developed) #133B							
ADA - Standard (Developed) #134B							
ADA - Standard (Developed) #135B							
Standard (Developed) #136B							
Standard (Developed) #138B							
Tent Only Site (Developed) #103B							
Tent Only Site (Developed) #104B							
Tent Only Site							

Key Dates - Deadline for Campsite Photos

- › Thank you all for submitting your completed Overnight Facilities and Amenities Checklists
- › The deadline for submitting the campsite photos – the second part of this effort to ensure accurate data is uploaded to R2S2 for Go-Live is **April 1, 2017**
- › Several Parks have submitted photos – THANK YOU!
- › If you need a copy of the instructions for submission, please send a request through the R2S2 email

Lingering Questions

- › We have nearly 40 formal questions from the WIIFY sessions and the R2S2 email. Some responses may be:
 - Delayed pending DPR decisions
 - Documented and under review for publication
 - Available on the R2S2 Portal under WIIFY Page Q&A Tab
 - Categorized as FAQs for ReserveCalifornia.com publication
 - Included in the R2S2 Portal FAQs
- › All questions will be addressed and responses shared in subsequent WIIFY sessions as approved
- › Please stay tuned and keep the questions coming



Contact the R2S2 OCM Team

For the most current R2S2 information, log on to the R2S2 portal at:

www.parks.ca.gov/r2s2

If you have questions, send us an email at:

DPR.R2S2@Parks.ca.gov