

R2S2 - What's in it for YOU?

Hot Topics & Lifetime Pass Exchange

March 29, 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
- › DVP and DDP Pass Exchange
- › Upcoming News Releases
- › Key Dates
- › Lingering Questions
- › Quiz

Hot Topics

- › Public Interest in the ReserveCalifornia Website
- › Rolling Window for Camping Reservations
- › On-Sale Days for Tours



Public Interest in ReserveCalifornia.com

- › Have you logged on to the website?
- › Have you or colleagues had visitor questions about ReserveCalifornia?
- › Would a flyer be helpful for preparing visitors for the new service?



Rolling Window for Camping Reservations

- › Rolling Window for Reservations Applies to Camping
- › News Release under review with Public Affairs
- › R2S2 Project Team continues to:
 - Refine and Document Process and Details
 - Document Specific Business Process Change
 - Draft a Job Aid to Assist Staff in Navigating the Change
 - Keep You Informed (updates on the horizon)
- › Specific Questions about the Camping Rolling Window?

Tour Reservations – As-IS On-Sale Days

Tour Reservations Continue through On-Sale Days, including School and Commercial Tours for:

- › Hearst
- › Historic Sites
- › Año Nuevo



DVP and DDP Pass Exchange Effort

On May 1, 2017, DPR will initiate a statewide exchange effort for the lifetime:

- › Distinguished Veteran Pass (DVP) and
- › Disabled Discount Pass (DDP)

What does this mean to you?

- › Improved Inventory Tracking for Lifetime Passes
- › Enhanced Pass-holder Accountability
- › Centralized Fulfillment

DVP and DDP Pass Exchange Effort Continued

How will this work?

- › DPR is designating pass exchange sites across California
- › Staff at those sites will receive training and a procedural Job Aid to assist pass-holders with the exchange
- › Staff will:
 - Verify pass-holder eligibility (existing pass and supporting documentation)
 - Help pass holders establish a ReserveCalifornia profile
 - Provide pass holders with a receipt that will serve as the temporary pass
 - Explain the centralized fulfillment process for the new credit card style pass

DVP and DDP Pass Exchange Effort Continued

Distinguished Veteran Pass holders will need to provide:

- › Distinguished Veteran Pass **AND**
- › Valid CA Driver License or CA Identification Card showing veteran's current California residence address (interim/temporary not accepted) **AND**
- › Valid U.S. Department of Veteran Affairs Veterans Identification Card

DVP and DDP Pass Exchange Effort Continued

Disabled Discount Pass holders will need to provide:

- › Disabled Discount Pass **AND**
- › Valid state issued driver license or suitable photo identification (interim/temporary not accepted) issued by the state, the federal government, or a school **AND**

DVP and DDP Pass Exchange Effort Continued

Disabled Discount Pass holders will need to provide:

- › Department of Motor Vehicles (DMV) Permanently Disabled Status - valid **non-joint** vehicle registration stating disabled status/license **or** valid Disabled Person Placard Identification Card/Receipt with the name of disabled person (copy of placard will NOT be accepted) **OR**
- › Doctor Certification in Section III of the DPR Disabled Discount Pass application

DVP and DDP Pass Exchange Effort Continued

More details pending and will be posted on R2S2 Portal:

- › Designated Locations for Pass Exchange
- › Staff Receiving Training
- › Length of Exchange Program
- › Staff Instructions and Job Aid

News Releases

- › Rolling Window for Camping
 - Working with Public Affairs to Refine
 - Targeting Publication Next Week
- › Lifetime Pass Exchange Program
 - Under Review with Park Operations and Passes SMEs
 - Targeting Publication Mid April
- › Creating a ReserveCalifornia Profile
 - Under Development
 - Targeting Publication by Mid May

Key Dates - Deadline for Campsite Photos

- › The deadline for submitting the campsite photos – the second part of the Overnight Facilities and Amenities Checklist effort to ensure accurate data is uploaded to R2S2 for Go-Live is

April 1, 2017

- › Several Parks have submitted photos – THANK YOU!
- › I am reaching out to District and Sector Superintendents for status on photos not yet submitted. If you are working on photos or cannot provide them by the due date, please give me a call at 916.847.0831 so we may discuss options for R2S2.

Key Dates - Continued

- › User Acceptance Testing is underway
- › Equipment List is final and equipment has been ordered for alpha and beta and 08/01 Go Live locations
- › On track for Point-of-Sale (POS) equipment at Granite Bay on July 1, 2017
- › Launch R2S2 on August 1, 2017
- › Bolsa Chica, Huntington SB, South Carlsbad and San Elijo POS equipment September 2017
- › October 2017 begin subsequent rollout phases

Lingering Questions

Q1. How will R2S2 handle unmarked and unpaved parking (e.g., with reservoirs)?

A1. The R2S2 system allows for each revenue collection location to customize inventory options. The District will have the ability to make those changes within the system for each revenue collection center.

Q2. Who will be involved in updating the park descriptions, highlights and Park Hours effort?

A2. District's will be responsible for maintaining descriptions, updating photos and working with HQ to announce closures. Specific staff will be identified before go live.

Lingering Questions

- › Q3. Where can I access the information about the new reservations system as it pertains to school reservations?
- › **A3.** School tours and programming are part of Phase II (post August 1, 2017 go live). Current programs available to educators within the current reservation system through a call center will be available for reservations in the new system.

Lingering Questions

- › Q4. How will R2S2 work with the APMs?
- › A4. The Project Team is working with Executive Leadership to weigh options for how we will show deposits from outside the R2S2 collection locations (e.g., pay showers, special events, APMs, rent, etc.) in R2S2
- › Q5. Will Iron Rangers be part of R2S2?
- › A5. The R2S2 program will not remove Iron Rangers. DPR has developed a statewide strategy to begin replacing iron rangers with APMs where feasible. This is a multi-year process.

Quiz

- › What is our R2S2 vendor's name?
- › What is the public name for R2S2?
- › When is Go-Live?
- › Will every park unit receive new equipment?
- › When are campsite photos due?
- › Are tours moving to a Rolling Window for reservations?
- › When is the next WIFY Forum?
- › Will you invite a colleague to tune in?



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