

R2S2 - What's in it for YOU? Hot Topics & Training Curriculum Overview April 12, 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
 - Rolling Window for Camping Reservations
 - Tour Reservations (Schools, Commercial, Historic, Hearst & Año)
 - Lifetime Pass Exchange?
 - ReserveCalifornia Customer Contact Center
 - R2S2 Help Desk

- › Training Curriculum Overview

- › Q & A



Rolling Window for Camping Reservations

Beginning August 1, 2017, Visitors will be able to reserve campsites and lodging six months from the current date, with booking allowed to extend from the arrival date, to beyond the booking window, within restrictions of each park's maximum stay rules.

Example: August 1, 2017, a visitor can make a reservation to arrive on February 1, 2018 and book as many consecutive days as the park allows for a maximum stay, either online or through the Customer Contact Center.

Rolling Window - Continued

The Rolling Window adjusts for longer or shorter months.

- › Example: On February 28, 2018, a visitor will see inventory through August 28, 2018. On March 1, 2018, the last three days of reservable inventory for August 2018, plus the six months through September 1, 2017 will be viewable.
- › Between now and August 1, 2017, visitors will continue to make reservations on RA on the scheduled on-sale days.
- › All reservations made between now and July 31, 2017 will be transferred from RA to ReserveCalifornia/R2S2 and accessible to visitors on August 1, 2017.

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



Lifetime Pass Exchange

Passes Office and OCM Team are collaborating to ensure the DDP and DVP Pass Exchange effort will be successful.

- › Finalizing 75 locations that will exchange passes
- › Identifying who will be trained and when
- › Developing instructions, training and job aid for staff
- › Creating a checklist for internal procedures between 75 offices and HQ
- › Developing instructions for pass holders including online resources, and printed marketing collateral with Quick Response (QR) codes (mobile phone readable barcode)

ReserveCalifornia Customer Contact Center

On August 1, 2017, the Customer Contact Center (Call Center) will go live.

- › Same phone numbers as today (transparent to visitors)
- › Open 7 days a week 8 a.m. to 6 p.m. (except New Year's Day, Thanksgiving Day and Christmas Day)
- › Live Chat Functionality

R2S2 Help Desk

The Help Desk also will go-live on August 1, 2017, and will be the single point of contact for Parks Staff.

- › Open from 6 a.m. to 10 p.m. seven days a week
- › On-call support from 10 p.m. to 6 a.m.
- › Add/Disable Users
- › Resolve Technical Issues (difficulty running reports, website technical issues, POS equipment issues etc.)

R2S2 Training

- › Conduent Learning is developing the R2S2 application training for Instructor Led and Learning Hub training.
 - Training Plan Approved
 - Curriculum Overview Approved
 - Training Schedule in Progress
- › DPR has a Training Work Group (TWG) responsible for reviewing, providing improvement suggestions and ultimately approving the R2S2 training materials, including facilitator and participant guides, web-based training and job aids.

R2S2 Training - Continued

The TWG comprises representatives from:

- › The R2S2 Core Team
- › Subject Matter Experts from Specific Functional Areas (e.g. Camping, Passes, ADA Compliance, Training, Tours, etc.)
- › OCM Team
- › DPR Training Section
- › Product

Curriculum Overview - Preview

Module	Topic	Topic Objective	Instructor-led Training Duration	Assets
		By the end of the training, participants will be able to...		
Module 1 R2S2 Training Overview (60 minutes) Description: This module provides an overview of R2S2 training and the techniques and tools for training staff on R2S2.	Module Overview Describe what is covered in this module, and identify which topics in this module pertain to the training recipient and to any staff the training recipient will train.	5	Training Tools and Methods Job Aid	
	Overview of Training Describe the purpose of Go-Live Training and Refresher Training and define training audiences: <ul style="list-style-type: none"> Identify the audiences that need R2S2 training (staff types, Partners which includes concessionaires, cooperative associations and operators) Describe the purpose and frequency of Refresher Training Identify the available R2S2 training modules and topics for Go-Live Training <i>Note: Topic may include having participants check off the topics w/in the modules that they believe pertain to them per their role and responsibilities.</i>	15		
	Training Methods and Tools Describe the training methods and tools available for DPR R2S2 trainers to use when training staff on R2S2, and how and when to use the methods and tools: <ul style="list-style-type: none"> Define and describe the purpose of each training method: Instructor-Led Training (ILT), Virtual Instructor-Led Training (VILT) and self-directed learning Define and describe the purpose of the Facilitator Guides, Participant Guides and Slide Decks; Job Aids and Quick Reference Guide (QRG); live demos, and Training Mode and Hands-on Exercises Define and describe web conferencing tools for VILT Define and describe recorded ILT/VILT sessions Define and describe the purpose of the WBT demos and the Learning Hub 	20		
	Effective Facilitation Techniques Describe effective facilitation techniques for adult learning and how to prepare to be an R2S2 trainer: <ul style="list-style-type: none"> Describe effective facilitation techniques for ILT and VILT Describe effective techniques for managing self-directed learning Identify the process for preparing DPR R2S2 Trainers <i>Note: Topic will include reviewing a sample of each type of tool, and previewing the Learning Hub content. Xerox instructor will demo the Learning Hub.</i>	15		
	Module Wrap-up Explain key knowledge and skills from the module: <ul style="list-style-type: none"> Identify questions about the module content Summarize the module and identify key takeaways <i>Note: Topic will include Q&A and may include a worksheet in which each participant summarizes the key knowledge, skills and takeaways.</i>	10		

Training Modules

Modules

1. R2S2 Training Overview (approximately 60 minutes)
2. R2S2 Service Overview (approximately 60 minutes)
3. R2S2 Equipment (approximately 70 minutes)
4. R2S2 Basics (approximately 65 minutes)
5. Shopping Cart (approximately 80 minutes)
6. Day Use Tickets (approximately 30 minutes)

Training Modules - Continued

Modules

7. Annual Passes and Scanning Passes (approximately 85 minutes)
8. Selling Discount Passes (approximately 55 minutes)
9. Campsites and Day Use Facilities (approximately 165 minutes)
10. Tour Tickets - non-Hearst (approximately 100 minutes)
11. Hearst Tour Tickets (approximately 120 minutes)
12. Other Registration/Reservation Types and Permits (approximately 50 minutes)

Training Modules - Continued

Modules

13. Admin (approximately 165 minutes for non-Hearst and 135 minutes for Hearst)
14. Finance (approximately 60 minutes)
15. Learning Hub (approximately 50 minutes)

Let's Launch the Curriculum Map
MS Word Document for more Detail



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