

**R2S2 - What's in it for YOU?  
Highlights from May 3, 2017  
Steering Committee Meeting  
& Hot Topics  
May 10, 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,

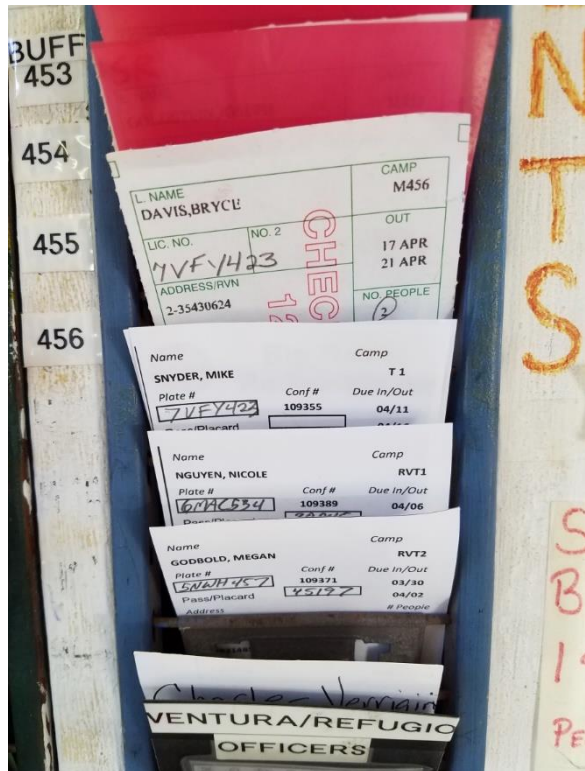
Sarah Walton and Michelle Kirwan, your OCM Team.

# Session Objectives

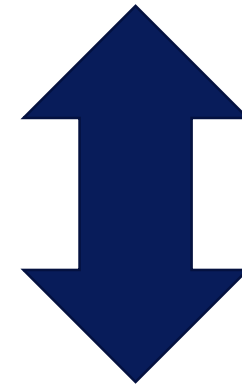
- › Highlights from May 2017 Steering Committee
- › Hot Topics
  - FAQs on ReserveCalifornia.com
  - Pass Exchange
  - Camping and Passes End-to-End User Acceptance Testing
  - R2S2 Rollout Waves
- › Q & A
- › Next Up - Create a Visitor Profile in R2S2 – Preview

# R2S2 Steering Committee Meeting Highlights

## The Challenges and Opportunities of the *ReserveCalifornia* Transformation

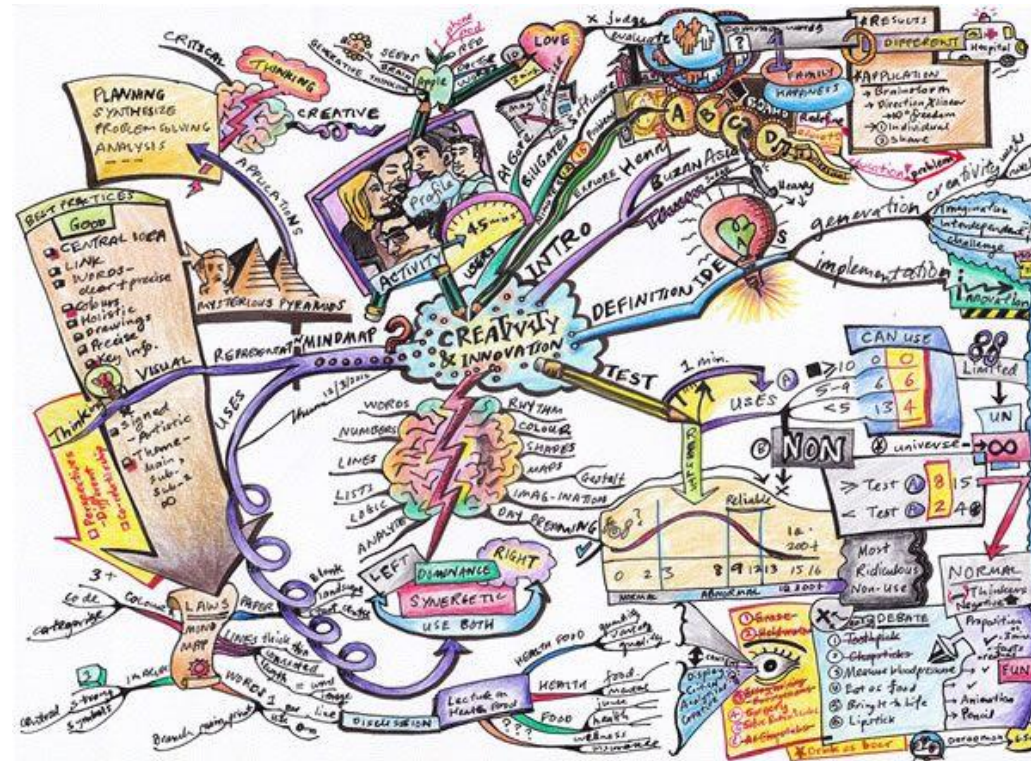


Understanding the Challenge  
Conduent's understanding of the Agency's vision



Understanding the Opportunities  
DPR's understanding of a new way of doing business

# Turning Challenges and Opportunities into a Solution



# Turning Challenges and Opportunities into a Solution - Continued

The screenshot displays the R2S2 software interface. On the left is a navigation menu with categories like 'Tours', 'The Grand Rooms', and 'Cottages & Kitchen'. The main area shows a reservation grid for Tuesday, July 14, 2016, with time slots from 06:00 AM to 17:00 PM and columns for different reservation types (28, 20, 15, 12, 54, 40). A summary panel on the right shows 'Paid by: Head of Household', 'Tax Exempt' checked, and a total of \$0.00. At the bottom, there are buttons for 'Empty Cart' and 'Tender Cart', along with a quick panel for actions like 'Refund', 'Journal', and 'Discount'.



# Hearst Demonstration

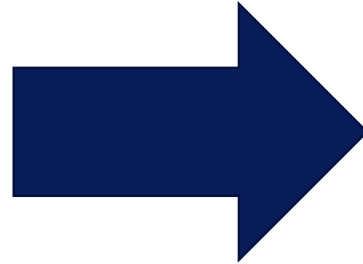
Demo of R2S2 at  
Hearst Castle

Discovery

Design

Configure

# A New Camping Experience



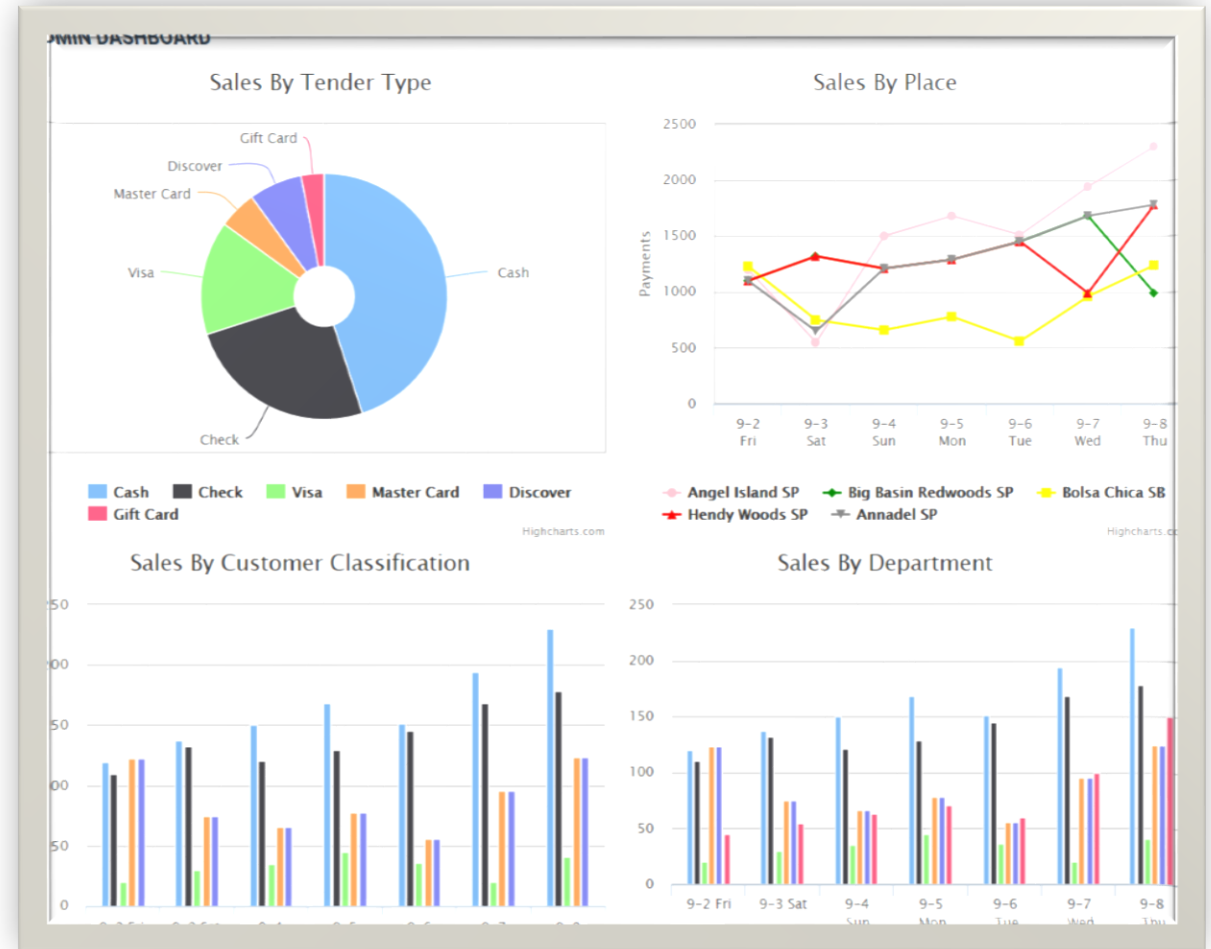
Big Basin Redwoods SP All Facilities From 04/26/2017 Quick Search

April 2017 - May 2017

UNIT TYPE	UNIT	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE
Big Basin Redwoods															
Group Standard A	NSS														
Group Tent Only A	NSS														
Standard (Developed)	ADA1			ACOL											
	ADA2														
	RVT1														
	RVT2														
Tent Only - Walk-in	T 1														
	T 2														
Tent Only Site (Developed)	T 1														
	T 2														
Lower Blooms Creek															
STANDARD	CHST														
Standard (Developed)	130B														
	131B														
	132B														
	133B														
	134B														
	135B														
	136B														
	138B														
Tent Only Site (Developed)	103B														
	104B														



# Enterprise Reporting and Data Analytics



# R2S2 Hot Topics



# FAQs on ReserveCalifornia.com



RESERVECALIFORNIA.COM



FREQUENTLY ASKED QUESTIONS



# FAQs on ReserveCalifornia.com - Continued

..... ▼ .....  
**FREQUENTLY ASKED QUESTIONS**  
..... ▼ .....

***Q: Will I still be able to walk up and camp or will I always need a reservation?***

A: Yes, you may still enjoy walk-up camping. Some sites will remain first-come, first-served.

***Q: Will California State Parks still use ReserveAmerica at any of the state park units?***

A: No. As of August 1, 2017, California State Parks will no longer use ReserveAmerica. *ReserveCalifornia* will be the new platform for making state park camping and tour reservations.

***Q: Will the new service have my reservation that I made a few months ago?***

A: Yes. All reservations made through the ReserveAmerica Call Center or website will be transferred to *ReserveCalifornia* and viewable on August 1, 2017.

# FAQs on ReserveCalifornia.com - Continued

***Q: Will my customer account from ReserveAmerica transfer to the new system?***

A: No, customer accounts from ReserveAmerica will not transfer to the new system. Starting August 1, 2017, visitors will be asked to create a new visitor profile on *ReserveCalifornia*. Information on how to create the new profiles is coming soon. Please visit [www.ReserveCalifornia.com](http://www.ReserveCalifornia.com) and subscribe for email updates. For now, visitors are encouraged to continue using Reserve America as usual.

***Q: Will I be able to make reservations over the phone on the new system?***

A: Yes, visitors will be able to make reservations over the phone on *ReserveCalifornia*. Starting August 1, 2017, the public will have access to the *ReserveCalifornia* Customer Contact Center. The Customer Contact Center will be available seven days a week from 8 a.m. until 6 p.m. (except New Year's Day, Thanksgiving Day and Christmas Day).

# FAQs on ReserveCalifornia.com - Continued

***Q: Will more state parks have reservations available online on ReserveCalifornia?***

A: Yes, an additional 41 state parks will be added to the new service. The parks will be added incrementally through 2018. Currently visitors are able to book at 110 parks.

***Q: When should I start making reservations on the new system?***

A: Visitors will be able to start making their reservations using *ReserveCalifornia* starting August 1, 2017 at [www.ReserveCalifornia.com](http://www.ReserveCalifornia.com).

# DVP and DDP Pass Exchange Update

- › DPR launching Pass Exchange June 1, 2017
- › Replacing current cardstock passes

## Samples of Current Passes



# More on Pass Exchange

- › New credit card design passes for pass holders of
  - Distinguished Veteran and
  - Disabled Discount Lifetime Passes


## *Samples of New Passes*





# Pass Exchange Instructions

**Disabled Discount**



California State Parks' ReserveCalifornia camping and tour reservation system will launch on August 1, 2017. Holders of current **Disabled Discount Passes** must exchange their passes at designated locations between **June 1 and July 31, 2017.**

**TO RECEIVE YOUR NEW PASS**  
Please bring your

- 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**
- 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 (copies not accepted) with disabled person's name **OR**
- Ask your physician to complete the Doctor Certification in Section III of our Disabled Discount Pass application, found at [www.parks.ca.gov/passes](http://www.parks.ca.gov/passes).


Existing passes will be honored for **camping reservations through 7/31/17** and for **day use through 2/28/18.**  
**Old passes will not be valid after these dates.**

See separate list of exchange locations.

For more information, contact (844) 421-8077 or [parkpassexchange@parks.ca.gov](mailto:parkpassexchange@parks.ca.gov).

## Card Stock Instructions Two-Sided Disabled Discount and Distinguished Veteran

**Distinguished Veteran**



California State Parks' ReserveCalifornia camping and tour reservation system will launch on August 1, 2017. Holders of current **Distinguished Veteran Passes** must exchange their passes at designated locations between **June 1 and July 31, 2017.**



**TO RECEIVE YOUR NEW PASS**  
Please bring your current

- 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 Veterans Affairs Veteran Identification Card

Existing passes will be honored for **camping reservations through 7/31/17** and for **day use through 2/28/18.**  
**Old passes will not be valid after these dates.**

See separate list of exchange locations.

For more information, contact (844) 421-8077 or [parkpassexchange@parks.ca.gov](mailto:parkpassexchange@parks.ca.gov).



[www.parks.ca.gov/passexchange](http://www.parks.ca.gov/passexchange)

# Pass Exchange Posters

- › Dedicated:
  - Phone number: 844.421.8077
  - Email: [parkspassexchange@parks.ca.gov](mailto:parkspassexchange@parks.ca.gov)
  - Website: [www.parks.ca.gov/passexchange](http://www.parks.ca.gov/passexchange)
- › Materials set for distribution starting May 15
- › Park Partners helping inform the public



**PASS EXCHANGE**

State of California — Natural Resources Agency  
DEPARTMENT OF PARKS AND RECREATION  
**DISTINGUISHED VETERAN PASS**  
No. \_\_\_\_\_  
ISSUED BY: \_\_\_\_\_ DATE: \_\_\_\_\_  
This pass is valid until revoked, non-transferable and cannot be used for resale in conjunction with any other pass or discount. A lost or damaged pass may be replaced only through reapplication.  
CPRE 610 (Rev. 1/16) (1/16) (1/16)

**DISTINGUISHED VETERAN PASS**  
THIS SIDE UP

*In with the*  
**NEW**

State of California — Natural Resources Agency  
DEPARTMENT OF PARKS AND RECREATION  
**DISABLED DISCOUNT PASS**  
 Lifetime Individual  Guest  
NAME: \_\_\_\_\_  
ISSUED BY: \_\_\_\_\_  
This pass is valid until revoked, non-transferable and cannot be used for resale in conjunction with any other pass or discount. A lost or damaged pass may be replaced only through reapplication.  
CPRE 610 (Rev. 1/16) (1/16) (1/16)

**DISABLED DISCOUNT PASS**  
THIS SIDE UP

ReserveCalifornia  
camping and tour reservation system  
launches August 1, 2017.

Current Distinguished Veteran Pass and Disabled Discount Pass holders  
must exchange their passes at designated locations between  
**June 1 and July 31, 2017.**

(844) 421-8077  
[www.parks.ca.gov/passexchange](http://www.parks.ca.gov/passexchange)

# Pass Exchange Locations

## Printed Names, Addresses and Phone Numbers for Participating Pass Exchange Locations

### Pass Exchange Locations

Please contact individual locations in advance to confirm availability. Thank you for supporting California State Parks and exchanging your current Discount Disabled or Distinguished Veteran Lifetime Pass for a new credit card style pass. For more information log on to: [www.parks.ca.gov/passexchange](http://www.parks.ca.gov/passexchange)

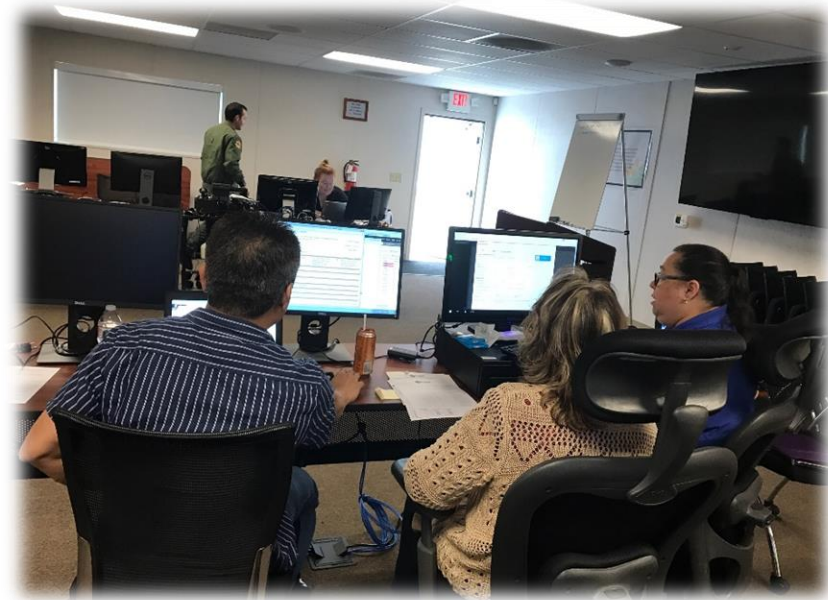
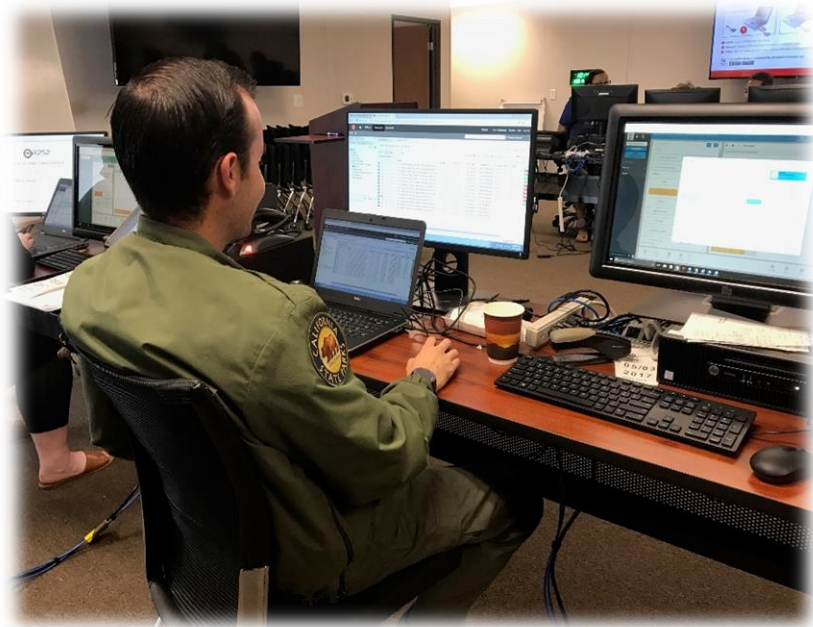
Pass Exchange Location and Address	Pass Exchange Hours	Phone Number
Angeles District Office - 1925 Las Virgenes Road, Calabasas, CA 91302	8:00 am to 4:30 pm	818.880.0363
Topanga Sector Office - 1501 Will Rogers State Park Road, Pacific Palisades, CA 90272	10:00 am to 5:00 pm	310.455.2465
Bay Area District Office - 845 Casa Grande Road, Petaluma, CA 94954	8:00 am to 4:30 pm	707.769.5652
Contra Solano Sector Office - 96 Mitchell Canyon Road, Clayton, CA 94517	6:00 am to 2:00 pm	925.673.2891
La Purisima Sector Office - 2295 Purisma Road, Lompoc, CA 93436	9:00 am to 3:00 pm	805.733.3713
Santa Barbara Sector Office - 10 Refugio Beach Road, Goleta, CA 93117	9:00 am to 3:00 pm	805.968.1711
Channel Coast District Office - 911 San Pedro Street, Ventura CA 93001	9:00 am to 3:00 pm	805.585.1850
Carpinteria Sector Office – 205 Palm Avenue, Carpinteria, CA 95013	8:00 am to 3:00 pm	805.566.4984
Colorado Desert District Office - 200 Palm Canyon Drive, Borrego Springs, CA 92004	9:00 am to 3:00 pm	760.767.4037
Anza-Borrego Visitor Center - 200 Palm Canyon Drive, Borrego Springs, CA 92004	9:00 am to 5:00 pm	760.767.4037
Cuyamaca Rancho State Park - 13652 Highway 79, Julian, CA 92036	9:00 am to 3:00 pm	760.765.3020
Auburn Sector Office - 501 El Dorado Street, Auburn, CA 95603	9:00 am to 5:00 pm	530.885.4527 x 10
Folsom Sector Office - 7755 Folsom Auburn Road, Folsom, CA 95630	9:00 am to 4:00 pm	916.988.0205
Chino Sector Office - 1879 Jackson Street, Riverside, CA 92504	8:00 am to 4:30 pm	951.780.6222
Lake Perris State Recreational Area, Ranger Station - 17801 Lake Perris Drive, Perris, CA 92571	8:00 am to 4:30 pm	951.657.0676
Inland Empire District Office - 17801 Lake Perris Drive, Perris, CA 92571	7:00 am to 5:30 pm	951.443.2423
Mount San Jacinto Sector Office - 25905 Highway 243, Idyllwild, CA 92549	9:00 am to 4:00 pm	951.659.2607

# Pass Exchange Training

- › Training tentatively scheduled for 10:00 am to 3:00 pm
  - May 22, 2017 - Orange Coast District , 3030 Avenida Del Presidente, San Clemente, CA
  - May 24, 2017 - Mott Training Center, 837 Asilomar Blvd., Pacific Grove, CA
  - May 25, 2017,- McClellan Training Room, 4940 Lang Ave., McClellan, CA
  
- › If your office is participating in the Pass Exchange, it is mandatory that one or more employees attend the training. Please email a list of attendees to Carrie McCoard of the Park Pass Office by noon Monday May 15, 2017 @ [carrie.mcccoard@parks.ca.gov](mailto:carrie.mcccoard@parks.ca.gov) or call Carrie at 916.657.0392.

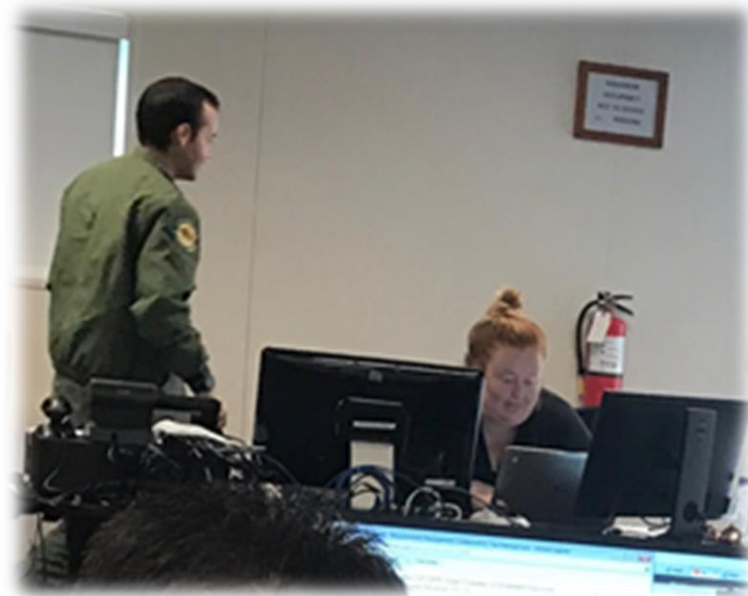
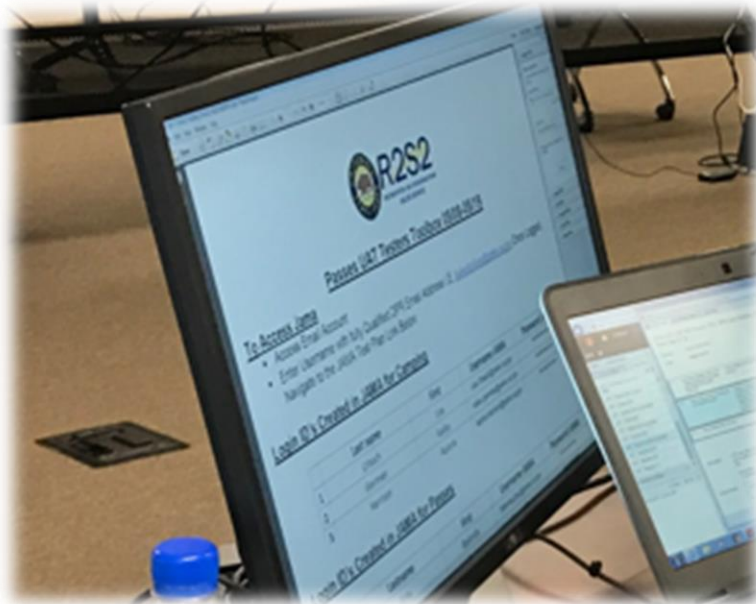
# User Acceptance Testing in San Clemente

- › End-to End UAT for Camping and Passes
- › SMEs Testing with Equipment – Lots of Positive Feedback



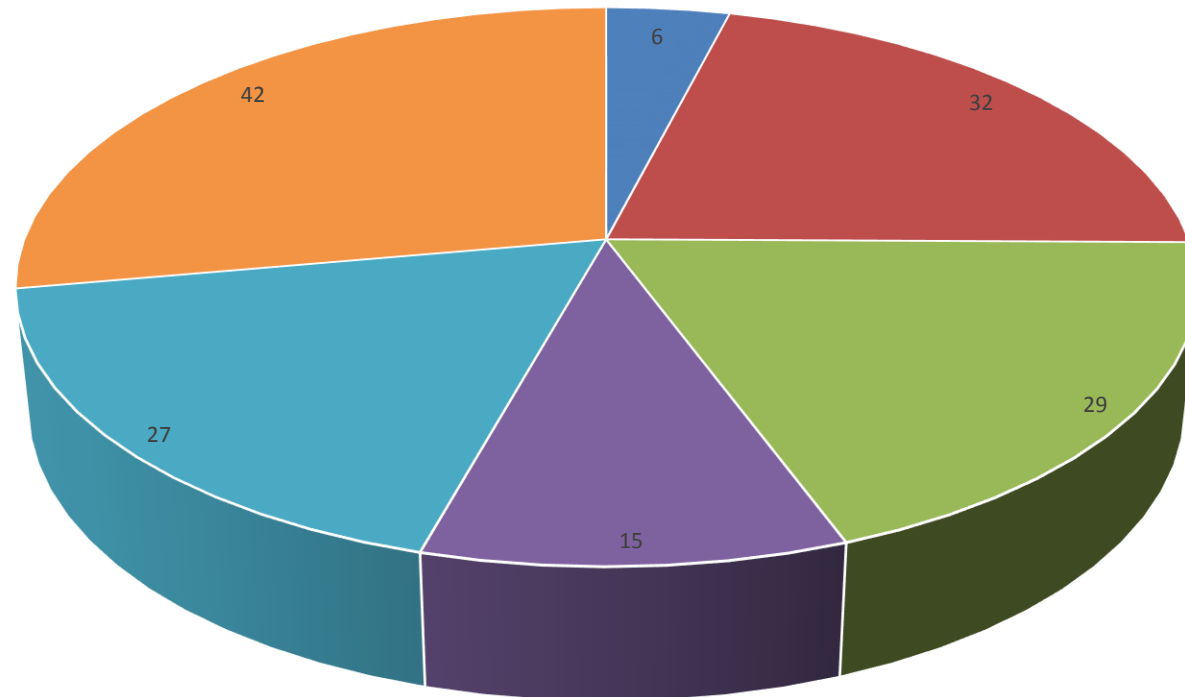
# More on Camping and Passes UAT

- › Majority of Test Scenarios have Passed
- › SMEs and Onsite Support (Product and Business Analysts)
- › This UAT Session Expected to Wrap-up Next Week



# R2S2 and Who and When

R2S2 Full Wave Rollout



■ A/B/Go Live ■ Wave 1 ■ Wave 2 ■ Wave 3 ■ Wave 4 ■ Wave 5





# Contact the R2S2 OCM Team

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

[www.parks.ca.gov/r2s2](http://www.parks.ca.gov/r2s2)

If you have questions, send us an email at:

[DPR.R2S2@Parks.ca.gov](mailto:DPR.R2S2@Parks.ca.gov)