

R2S2 WIIFY Project Updates May 24, 2017

Greetings and Gratitude

Thank you for the opportunity to share R2S2-related information with you today.

Remember to look at the R2S2 Portal at:
www.parks.ca.gov/r2s2

Send us your questions and comments about the new service.

If you have questions, want information or just to talk about R2S2, send an email to: DPR.R2S2@Parks.ca.gov

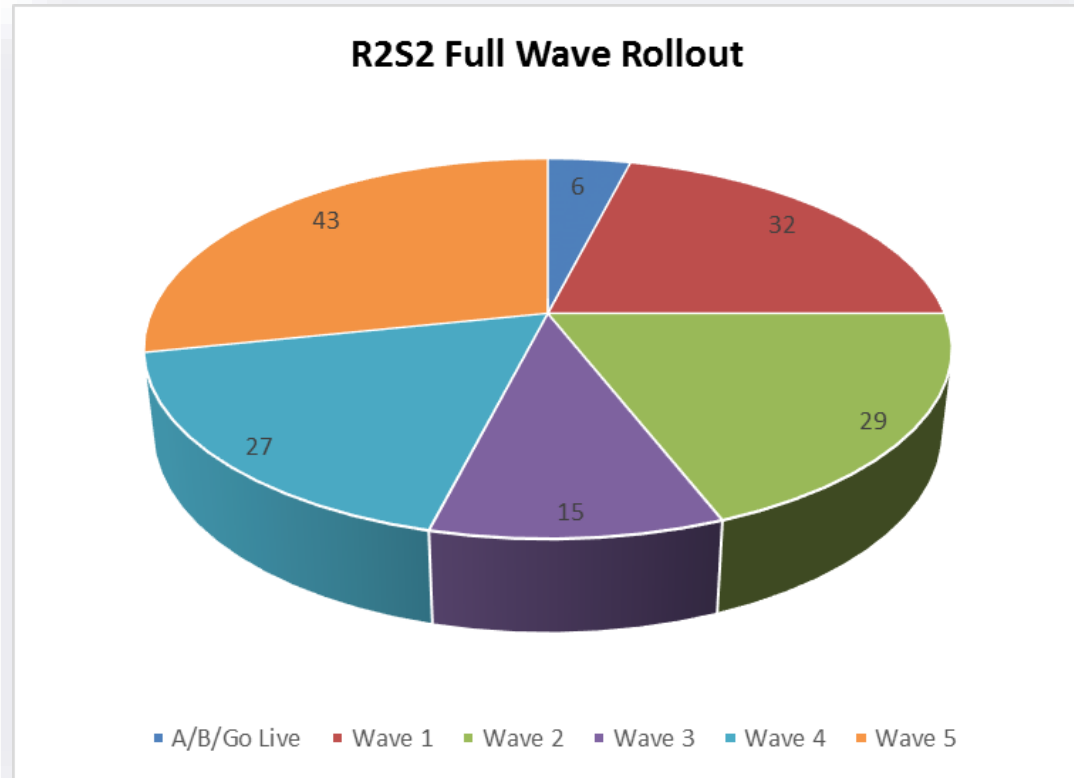
Today's Topics

- › R2S2 Rollout Schedule
- › Interim Manual Fulfillment (Process and Preparation)
- › Thermal Receipt Tape/Paper Orders
- › Pass Exchange Program and Training Update

R2S2 Rollout – Overview

- › Keep in mind this is a point-in-time overview
 - Target Dates for Alpha, Beta, Go-Live and Waves 1 through 5
 - Conduent-Led Training for Trainers (T4T) Target Dates
 - Timing for DPR Trainers to Train DPR Staff
 - Target Dates for Equipment Delivery to District/Sector Offices
 - Equipment Deployment, Setup and Test Target Dates
- › The 15 Park Partners currently using RA are included in the 5 waves and are part of the 152 total parks scheduled for R2S2
- › There may be some shifting of parks between waves – we will keep parks informed if these shifts occur

Targeted Rollout Waves, Dates & Prep – 152 Parks



A/B/Go Live	152 Parks	Conduent T4T	DPR Training Begins	Week of Equipment Arrival	Equipment Deployment Begins
A/B/GL	6	TBD	TBD	TBD	TBD
Wave 1	32	10/2/2017	10/5/2017	10/16/2017	10/23/2017
Wave 2	29	11/13/2017	11/16/2017	11/27/2017	12/4/2017
Wave 3	15	12/18/2017	12/21/2018	1/8/2018	1/15/2018
Wave 4	27	1/15/2018	1/18/2018	1/29/2018	2/5/2018
Wave 5	43	1/22/2018	1/25/2018	2/7/2018	2/12/2018

Alpha, Beta and Go-Live – 6 Parks

- › July 1, 2017, Folsom Granite Bay will begin using R2S2 Point-of Sale (POS) equipment for day use (alpha day use location) – Hands on Training in June
- › August 1, 2017, R2S2 online reservation component will go-live for staff and visitors. All R2S2 functionality, including POS equipment will be activated at Hearst and Año Nuevo (go-live) – Training in July
- › Mid September 2017, POS equipment will be activated at Bolsa Chica and Huntington State Beach (beta day use locations) – Training in August
- › Late September 2017, Carlsbad, South Carlsbad and San Elijo start using POS equipment and complete R2S2 functionality (alpha and beta camping locations) – Training in early September

Details about Parks and Sites

The six alpha, beta and Go-Live Parks comprise eight sites and are reflected in the pie chart as six:

1. Granite Bay (alpha day use)
2. Hearst
3. Año Nuevo
4. Carlsbad and South Carlsbad (alpha camping)
5. Huntington Beach and Bolsa Chica (beta day use)
6. San Elijo (beta camping)

Wave 1 – 32 Parks

Monterey

1. Andrew Molera SP
 2. Julia Pfeiffer Burns SP
 3. Limekiln SP
 4. Pfeiffer Big Sur SP
 5. Fremont Peak SP
 6. Henry W. Coe SP
 7. San Juan Bautista SHP
 8. Point Lobos SNR
- *Monterey District Office
*Headquarters Pass Office

North Coast Redwoods

9. Benbow SRA
10. Grizzly Creek Redwoods SP
11. Humboldt Redwoods SNR
12. Richardson Grove SP
13. Sinkyone Wilderness SP
14. Standish-Hickey SRA
15. Del Norte Coast Redwoods SP
16. Jedediah Smith Redwoods SP
17. Patrick's Point SP
18. Prairie Creek
19. Redwoods SP

San Luis Obispo Coast

20. Hearst San Simeon SP
21. Montana de Oro SP
22. Morro Bay SP
23. Morro Strand SB

Orange Coast

24. Crystal Cove SP
 25. Doheny SB
 26. San Clemente SB
 27. San Onofre SB
- *Orange Coast District Special Events Office
*Orange Coast District Office

San Diego Coast

28. Border Field SP
 29. Old Town San Diego SHP
 30. Silver Strand SB
 31. Torrey Pines SB
 32. Torrey Pines SNR
- *Carlsbad SB
*San Diego Coast District Office

*Additional sites that will receive equipment during the Wave 1 rollout

Wave 1 - Continued

- › Additional sites that will receive equipment during the Wave 1 rollout are:
 - Monterey District Office
 - Headquarters Pass Office
 - Orange Coast District Special Events Office
 - Orange Coast District Office
 - San Diego Coast District Office

Wave 2 – 29 Parks

Gold Fields

1. Auburn SRA
2. Brannan Island SRA
3. Folsom Powerhouse SHP
4. Marshall Gold Discovery SHP
5. Folsom Lake SRA (remaining sites)

Capital

6. California State Capitol Museum
7. Leland Stanford Mansion SHP
8. State Indian Museum SHP
9. Sutter's Fort SHP
10. Railtown 1897 SHP
11. Old Sacramento SHP

Inland Empire

12. California Citrus SHP
13. Lake Perris SRA
14. Mount San Jacinto SP

Angeles

15. Leo Carillo SP
16. Malibu Creek SP
17. Malibu Lagoon SB
18. Point Mugu SP
19. Topanga SP
20. Will Rogers SHP

Channel Coast

21. Carpinteria SB
22. La Purisima Mission SHP
23. El Capitan SB
24. Gaviota SP
25. Refugio SB
26. Emma Wood SB
27. San Buenaventura SB

Oceano

28. Oceano Dunes SVRA
29. Pismo SB

Wave 2 - Continued

- › As part of Wave 2, the remaining Folsom SRA sites will receive R2S2 equipment
- › Granite Bay was the alpha day-use site



Wave 3 – 15 Parks

Andreas

1. Hungry Valley SVRA
2. Hollister Hills SVRA

Tehachapi

3. Antelope Valley California Poppy Reserve SNR
4. Red Rock Canyon SP
5. Saddleback Butte SP
6. Silverwood Lake SRA
7. Colonel Allensworth SHP
8. Fort Tejon SHP

Colorado Desert

9. Anza-Borrego Desert SP
10. Cuyamaca Rancho SP
11. Palomar Mountain SP
12. Picacho SRA
13. Salton Sea SRA

Ocotillo Wells

14. Herber Dunes SVRA
15. Ocotillo Wells SVRA

Wave 4 – 27 Parks



Central Valley

1. Calaveras Big Trees SP
2. Caswell Memorial SP
3. Columbia SHP
4. Indian Grinding Rock SHP
5. Turlock Lake SRA
6. George J. Hatfield SRA
7. McConnell SRA
8. San Luis Reservoir SRA
9. California State Mining and Mineral Museum
10. Millerton Lake SRA

Santa Cruz

11. Natural Bridges SB
12. New Brighton SB
13. Seacliff SB
14. The Forest of Nisene Marks SP
15. Wilder Ranch SP
16. Santa Cruz Mission SHP
17. Butano SP
18. Half Moon Bay SB

Santa Cruz Continued

19. Pescadero SB
20. San Gregorio SB
21. Manresa SB
22. Sunset SB
23. Big Basin Redwoods SP
24. Castle Rock SP
25. Henry Cowell Redwoods SP
26. Portola Redwoods SP
27. Pomponio SB

Wave 5 – 43 Parks

Bay Area

1. Mount Diablo SP
2. China Camp SP
3. Samuel P. Taylor SP
4. Tomales Bay SP
5. Angel Island SP
6. Annadel SP
7. Bothe-Napa Valley SP
8. Sonoma Coast SP
9. Sugarloaf Ridge SP
10. Petaluma Adobe SHP
11. Sonoma SHP
12. Mount Tamalpais SP

Sonoma-Mendocino

13. MacKerricker SP
14. Russian Gulch SP
15. Westport-Union Landing SB
16. Hendy Woods SP
17. Manchester SP
18. Van Damme SP
19. Armstrong Redwoods SNR
20. Fort Ross SHP
21. Salt Point SP

Northern Buttes

22. Castle Crags SP
23. McArthur-Burney Falls Memorial SP
24. Clear Lake SP
25. Lake Oroville SRA
26. Bidwell Mansion SHP
27. Bidwell-Sacramento River SP
28. Colusa-Sacramento River SRA
29. Woodson Bridge SRA

Twin Cities

30. Carnegie SVRA
31. Prairie City SVRA

Sierra

32. Donner Memorial SP
33. Kings Beach SRA
34. Plumas-Eureka SP
35. Ed Z'berg Sugar Pine Point SP
36. Tahoe SRA
37. D. L. Bliss SP
38. Emerald Bay SP
39. Empire Mine SHP
40. Malakoff Diggins SHP
41. South Yuba River SP
42. Bodie SHP
43. Grover Hot Springs SP

Interim Manual Fulfillment Process

- › **Background:** Between August 1, 2017 R2S2 Go-Live and March 2018, many of the parks scheduled for R2S2 in one of the five rollout waves will have to use an Interim Manual Fulfillment process until they receive their R2S2 equipment. I will forward the Interim Manual Fulfillment process MS Word document for your reference.
- › **Action:** To ensure these locations can print R2S2 Reports on their current equipment, we need staff at 98 parks (211 FCLs) to run the test and complete a survey to record the test results. The R2S2 Team needs survey results by **Friday, May 26, 2017**. If there are issues, the R2S2 Team needs to resolve the issues before June 30, 2017.
- › The complete exercise should take no more than 15 minutes.

More on the Interim Manual Fulfillment Process

The Request to Test includes:

1. The Printer Test Script and Instructions PDF (actual test should take less than five minutes).
2. The hyperlink to the Test Results Survey: [Click Here for Survey](#) (Approximately five minutes to complete.)

<https://www.surveymonkey.com/r/R2S2PRINTERTESTSCRIPTRESULTS>

3. List of Fee Collection Locations for Printer Test.
4. Instructions for Sorting (using) FCL Spreadsheet by park PDF so you know how many printers and where you have to test.
5. Interim Manual Fulfillment Process (for your reference and not required for completing steps one and two).
6. Contact details for support if you have any issues completing the test or survey.

Interim Manual Fulfillment Process Continued

- › Not everyone who received the email request to run this test will have an FCL on the FCL Listing
- › Open the FCL Listing
- › Look for your park
- › Sort by your park(s) and you will see the FCLs in that park that need to be tested
- › Let's look through the documents and answer questions

Paper and Toner

Now that we have covered the Interim Manual Fulfillment Process and Printer Test Activities, let's discuss paper and toner

- › **Update on Paper Supplies for RA and R2S2 Equipment –**
The DPR warehouse ordered **toner cartridges and drums for RA laser printers** currently in the field that will be used for the Interim Manual Fulfillment process referenced above.

Paper and Toner

Additionally, the warehouse is ordering **toner for the new R2S2 laser printers** that will be deployed during the five-wave R2S2 rollout. The R2S2 receipt printers that will be deployed to the R2S2 Fee Collection Locations require thermal receipt paper. Procurement is ordering the thermal paper for delivery to designated District or Sector Offices. Fee Collection Locations will receive the thermal receipt paper when they receive the new receipt printers as part of the R2S2 equipment deployment through Team-SOS, the equipment deployment vendor DPR contracted to ensure timely equipment delivery and setup.

Paper and Toner

There are two types of R2S2 receipt printers

1. large desk top
2. small Bluetooth

Only one size of **paper** will be deployed because it can be used in both of the R2S2 receipt printers. The initial receipt paper order will supply the alpha, beta and go live sites.

Second order at the beginning of fiscal year 2017/2018 to ensure sufficient quantities for the five waves. Danelle Hosmann from Procurement will contact the District and Sector Offices to confirm delivery of the receipt tape shipments so she can pay when invoiced.

What's Next

- › Finally, the **pre-perforated laser printer paper** for the Interim Manual Fulfillment process also has been ordered by the DPR Procurement Office. In quantities sufficient to last through the final R2S2 equipment wave rollout wrapping up by March 2018. This pre-perforated laser printer paper will be used for the RD 453 that will be printed using the existing RA printers.

Thermal Receipt Tape/Paper Orders

Thermal Receipt Paper/Tape was ordered and shipped directly to the R2S2 Alpha, Beta, and August 1, 2017 go-live sites as follows:

- › 1 carton to Año Nuevo SP, New Year's Creek Road, Pescadero, California, 94060
- › 2 cartons to California State Parks, Gold Fields District, 7755 Folsom Auburn Road, Folsom, California, 95630
- › 10 cartons to California State Parks, Hearst San Simeon SHM, 750 Hearst Castle Road, San Simeon, California, 93452

More on Thermal Receipt Tape/Paper Orders

- › 9 cartons to California State Parks, Orange Coast District, North Sector, 17851 Pacific Coast Highway, Huntington Beach, CA 92648 - Received
- › 5 cartons to California State Parks, San Diego Coast District, North Sector, 2680 Carlsbad Boulevard, Carlsbad, CA 92008-2207
- › 10 cartons to California State Parks, Business Management Services Warehouse, 4940 Lang Avenue, Dock H, McClellan, CA 95652 - Received

Still More on Thermal Receipt Tape/Paper Orders

Only one size of **thermal receipt paper/tape** was ordered:

- › Usable in both models of R2S2 receipt printers
- › Second order to be placed at the beginning of fiscal year 2017/2018 to ensure sufficient quantities for locations receiving R2S2 printers in the five waves
- › Danelle Hosmann from Procurement will contact the District and Sector Offices to confirm delivery of the receipt tape shipments so she can pay when invoiced

DVP and DDP Pass Exchange Update

- › DPR scheduled to launch 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

PASS
EXCHANGE

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.

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.

Card Stock Instructions Two-Sided Disabled Discount and Distinguished Veteran

Distinguished Veteran

PASS
EXCHANGE

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.

www.parks.ca.gov/passexchange

Pass Exchange Posters

- › Dedicated:
 - Phone number: 844.421.8077
 - Email: parkspassexchange@parks.ca.gov
 - Website: 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.
CPRC 510 (Rev. 1/16) (1/16) (1/16)

DISTINGUISHED VETERAN PASS
THIS SIDE UP

Out with the OLD

In with the NEW

State of California — Natural Resources Agency
DEPARTMENT OF PARKS AND RECREATION
DISABLED DISCOUNT PASS
 Lifetime Individual General
NAME: _____
ISSUED BY: _____
This pass is valid until revoked, non-transferable and cannot be used in conjunction with any other pass or discount. A lost or damaged pass may be replaced only through reapplication.
CPRC 510 (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

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

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 underway from 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 or call Carrie at 916.657.0392.

FAQs on ReserveCalifornia.com



RESERVECALIFORNIA.COM



FREQUENTLY ASKED QUESTIONS



FAQs on ReserveCalifornia.com - Continued

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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 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.

