

R2S2 - What's in it for YOU?

Hot Topics

Logging in to R2S2

June 6, 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

Session Objectives

- › Hot Topics
 - Pass Exchange Update
 - › Tips and Reminders
 - › Job Aids
 - R2S2 Rollout Waves
 - Interim Manual Fulfillment Process and Preparation
- › Log in to R2S2
- › Create a Customer Profile in R2S2
- › Q & A

Pass Exchange Update

- › Soft Launch on June 1, 2017
- › News Release Today (announcing June 15 start date)
- › 48 Participating Locations
- › More than 580 DVP and DDP lifetime passes exchanged or sold through R2S2/ReserveCalifornia since June 1, 2017
- › Centralized Fulfillment through Park Pass Office
- › Training and Job Aids

Pass Exchange Support

- › Dedicated support
 - Phone number: 844.421.8077
 - Email: parkspassexchange@parks.ca.gov
 - Website: www.parks.ca.gov/passexchange
 - Yammer for Pass Exchange
- › Training
 - Three instructor-led sessions
 - Multiple Blue Jeans Sessions (more next week)
 - Job Aids



PASS EXCHANGE

Out with the OLD

In with the NEW

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 Tips and Job Aids

- › R2S2 performs optimally with Google Chrome
- › How to Add Google Chrome to your System
- › Automatic Deletion of Internet Cookies
- › Create a Customer Profile (includes logging in to R2S2)
- › Ensure you Select the Correct Store and Register
- › Sell a Discount Pass
- › Resolve Issue with Printing Temporary Pass

Pass Exchange Receipt



Bolsa Chica SB

17851 PACIFIC COAST HIGHWAY
HUNTINGTON BEACH CA, 92649
Phone Number: (714) 846-3460

SALES RECEIPT

Transaction Number: 245
Date: 05/30/17 5:56 AM
Batch #: 7
Register #: 16
Cashier: 1035

SUE BIRD
66 BARNTONGATE DRIVE
EDINBURGH, CA 91755

Confirmation Number: 110949

Description	Unit Price	Qty	Amount
Membership Holder: Bird, Sue Duration: 05/30/17 to 05/29/22 Classification: Standard			
Disabled Discount Discount Pass	\$0.00	1	\$0.00

Subtotal \$0.00
Sales Tax \$0.00
Shopping Cart Total **\$0.00**

Data retrieval failed for the subreport, 'subreport1', located at: C:\inetpub



Pass Exchange Temporary Pass Side 1

Thank you for purchasing a California State Parks Disabled Discount

Instructions:

This document can be used as a temporary pass for 14 days following your purchase. You should receive your pass in the mail within 14 days of your purchase. If you do not receive your pass within this time frame, please call 1-800-444-7275.

To use your temporary pass, print this document and fold it in half. Please bring your temporary pass and required valid photo identification (interim/ temporary not accepted) with you when you visit California State Parks. Please display your temporary pass on the passenger side of your vehicle dashboard.

Oversized vehicles are described as 25 feet or over in length or 9 feet or wider in width may be charged an Oversized Vehicle fee (OHV) equal to and in addition to the park's vehicle day use fee. A vehicle pulling a trailer will also be considered an oversized vehicle.

For Terms and Conditions and complete list of parks accepting and not accepting the pass, please visit www.parks.ca.gov/parkpasses.

We appreciate your support of California State Parks. We hope you enjoy your upcoming visits and that your adventures help you "Discover the many states of California."

Passholder Name:

Fold Here:

Pass Exchange Temporary Pass Side 2

Fold Here:



California State Parks

This Side Up

Temporary Disabled Discount

Expiration Date:

06/13

2017

Vehicle Plate :

Vehicle Type :

Confirmation Number: 110949

99912772

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Pass Exchange Success

Weekly Digest

Photo of the Week



Channel Coast District Office

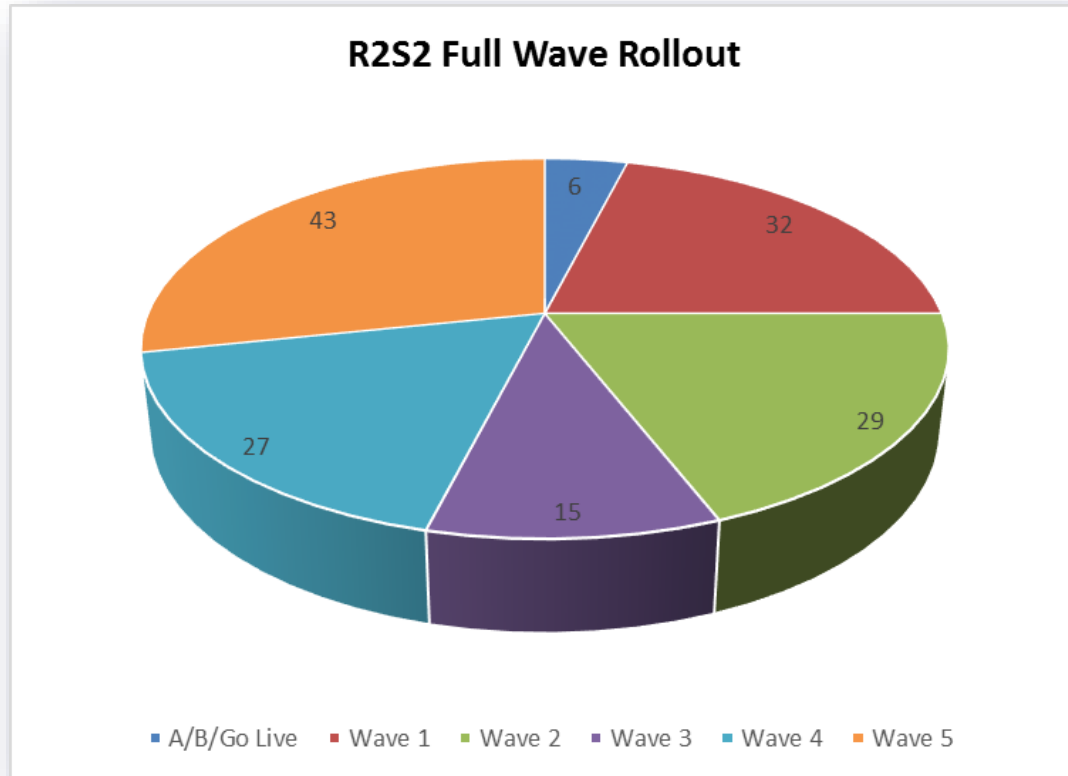
District Superintendent Danita Rodriguez, Jean Carr, Gayla Swann and Cassandra Brooker issuing the first new Temporary Disabled Discount Pass to visitor and new pass holder Joe LaGioia. Joe will be receiving the new credit card design pass.

Photo by: Tyson Butzke, Ventura Sector

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
- › We are incorporating the 15 Park Partners currently using RA into the 5 waves (not all included in pie chart as yet)
- › There may be some shifting of parks between waves – we will keep parks informed if these shifts occur

Targeted Rollout Waves, Dates & Prep – 152 sites



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



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. Jediah Smith Redwoods SP
17. Patrick's Point SP
18. Prairie Creek Redwoods SP

San Luis Obispo Coast

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

Orange Coast

23. Crystal Cove SP
24. Doheny SB
25. San Clemente SB
26. San Onofre SB

*Orange Coast District
Special Events Office

*Orange Coast District Office

San Diego Coast

27. Border Field SP
28. Old Town San Diego SHP
29. Silver Strand SB
30. Torrey Pines SB
31. Torrey Pines SNR
32. Carlsbad SB

*San Diego Coast District
Office

Wave 1 Continued

- › There are 32 parks in Wave 1 as reflected in the pie chart
- › 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

Gold Fields

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

Capital

6. California State Capitol Museum
7. Leland Standord 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

- › There are 29 parks in Wave 2 as reflected in the pie chart
- › As part of Wave 2, the remaining Folsom SRA sites will receive R2S2 equipment
- › Granite Bay was the alpha day-use site



WAVE 3

San 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



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
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

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 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

- › Approximately 175 of 211 FCLs have responded to survey
- › 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
- › Establishing Login for Park Partners who need to test
- › Need this wrapped up this week

Log in to R2S2 – Overview

- › Demo Using Test Environment
- › Using Test Credentials
- › User ID and Password NOT the same as DPR single sign-in
- › Enter User ID and Password click on Cog Icon
- › Select Store (Park)
- › Select Assigned Register Click on OK
- › Click on Login
- › R2S2 will Remember you in Production Environment (after initial login)


Log in to R2S2 - Demo



**Recreation
Dynamics**

Login

Ahjumawi Lava Springs Sp





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