



DEPARTMENT OF THE ARMY
U.S. ARMY CORPS OF ENGINEERS
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CECW-CO-N

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,
DISTRICT COMMANDERS AND DISTRICT OPERATION CHIEFS, OPERATIONAL
PROJECT MANAGERS AND PROJECT R1S POC'S

SUBJECT: 2018 Recreation.gov Launch Guidance

1. On 1 October 2018, the new Recreation.gov reservation services, part of the Recreation One-Stop E-Gov Initiative, will launch nationwide. A new re-imagined and modern platform has been built and is the product of a multi-year effort founded on extensive user research and feedback from visitors and field staff.
2. Your support is critical to the effective implementation of the new Recreation.gov site. The attached 2018 Recreation.gov Launch Guidance outlines the required field actions for data collection and certification, training, installation of hardware and software, and additional tasks. Each component has been designed to reduce the burden on field staff. Managers and staff must comply with these required actions so the transition to the new platform is as timely and seamless as possible.
3. The USACE Recreation.gov Program Manager is Greg Webb, (817) 886-1576. The USACE Recreation Information Database and Corps Lakes Database manager is Ginny Dickerson, (601) 634-4261. Please contact these individuals if you have questions about the guidance in this memorandum.

Encl

A handwritten signature in black ink, appearing to read "Thomas P. Smith".

THOMAS P. SMITH, P.E.
Chief, Operations and Regulatory Division
Directorate of Civil Works

2018 RECREATION.GOV LAUNCH GUIDANCE
Recreation One-Stop E-Gov Initiative
(9 July 2018)

OVERVIEW

On 1 October 2018, the new Recreation.gov reservation services, part of the Recreation One-Stop E-Gov Initiative, will launch nationwide. A new re-imagined and modern platform has been built and is the product of a multi-year effort founded on extensive user research and feedback from visitors and field staff.

Your support is critical to the effective implementation of the new Recreation.gov. This memorandum outlines the required field actions for data collection and certification, training, installation of hardware and software, and additional tasks. Each component has been designed to reduce the burden on field staff. Managers and staff must comply with these required actions so the transition to the new platform is as short and seamless as possible.

The date the platform transfers from the incumbent contractor to the new contractor is referred to as “Go Live” and will occur on 1 Oct 2018.

KEY DATES

Below are key dates that every facility manager needs to know.

Task	Brief Description	Start Date	Completion Date
Activate New Recreation.gov User Accounts	All internal users will establish a new user account and password to access the new Recreation.gov platform – Reference ACCESS below.	July 3	Sept 30
Upgrade to Windows 10 Operating System	All field computers accessing Recreation.gov must upgrade to Windows 10 – Reference COMPUTER HARDWARE & SOFTWARE below.	Now	Sept 30
Facility Data Certification	Field Staff to conduct thorough review of data in the Recreation.gov Production-Ready environment and certify accuracy – Reference DATA CERTIFICATION below.	July 9	August 15
Facility Geospatial Data	ERDC will review geospatial data and work with lake offices to provide and update this data for each facility, including campsites – Reference GEOSPATIAL DATA below.	June 1	August 15
New EMV Equipment and Software Installation and Testing	Sites receiving new EMV credit card readers will install and test the equipment and software prior to Go Live – Reference COMPUTER HARDWARE & SOFTWARE below.	July 23	September 15
New Software	Each facility using receipt printers,	August 1	September

Installation	and/or cash drawers will install new software and driver prior to Go Live – Reference COMPUTER HARDWARE & SOFTWARE below.		15
Hardware Test of EMV Credit Card Reader	All EMV credit card reader with enhanced anti-fraud capabilities must schedule a 20-30 minute testing appointment in August to install and test the equipment.	August 1	August 31
New Satellite Equipment Installation	New satellite equipment and services installation at each facility requiring internet connectivity for Recreation.gov operations – Reference COMPUTER HARDWARE & SOFTWARE below.	April 30	Oct 1
New Satellite Cut-over Procedures	Each facility using new satellite services will update settings in their local computer to the new dynamic IP address required to connect the equipment to Recreation.gov prior to Go Live – Reference COMPUTER HARDWARE & SOFTWARE below.	April 30	Oct 1
Office Hours	Recreation.gov program staff and SMEs to host calls twice per week to address field staff questions or concerns – Reference OFFICE HOURS below.	July 24	September 30
Site Training	Review training materials for new Recreation.gov. New materials will be available weekly – Reference TRAINING below.	Week of Aug 27	September 30
Final Countdown Tasks	Daily checklist of required tasks to complete for transition to new Recreation.gov - Reference COUNTDOWN CHECKLIST below.	September 15	October 1

ACCESS

All government users must establish a new account and password to access [Recreation.gov](https://www.recreation.gov). After a user account is created, a confirmation email will be received. This email must be opened within 24 hours to activate the account. Once the account is activated, government users may access the Production-Ready environment (available after July 9) to manage all user accounts for which they are responsible and to begin working on the data certification, which is outlined in DATA CERTIFICATION below.

New user account actions and responsibilities:

- District POCs - A new user account will be created by the USACE Recreation.gov Program Manager for each District Recreation.gov POC's. The District POCs shall be responsible for managing their District's Primary Project/Lake POC user accounts

(including adding and deleting users, assigning user permissions and keeping all existing accounts up-to-date and valid).

- Existing Recreation.gov Project/Lake POC user accounts will automatically transfer to the new Recreation.gov system at the Facility Manager level but may require updates. Therefore, each District POC should review all user accounts associated with the projects/lakes in their District and update as necessary so that everyone has a valid Primary Recreation.gov user account.
- The Primary Recreation.gov Project/Lake POCs shall be responsible for managing all additional Project/Lake POC user accounts including alternate POC's and contract fee collectors/gate attendants. Therefore, each Primary Project/Lake POC should review all existing user accounts associated with their project/lake and update as necessary so all other user accounts are valid and kept up-to-date (including adding new user accounts for alternate R1S POCs, gate attendants and fee collectors, deleting expired accounts, etc.).

DATA CERTIFICATION

On July 9th the new Recreation.gov site will be available to all agency users with Facility Manager level permissions, for review of the "Production-Ready" environment. The Production-Ready environment shows POCs at the Facility Manager level exactly how the site will appear when it goes live in October. This site is not available to the general public.

Between early July 9 and mid-August, it is essential that every Recreation.gov Project/Lake POC review and certify the accuracy of their information. **Each facility must have their data certified by August 15. Consumers will not be able to make reservations at facilities with data that is not certify.** Facilities that do not have reservable inventory do not have to complete this process.

Specific instructions for Data Certification for camping and day use areas will be available via a *Campgrounds Maps and Geospatial Communication Job Aide* to be sent via email to all Recreation.gov Project/lake POC's and posted on the Recreation.gov internal management website or HUB.

GEOSPATIAL DATA

Today's trip planners and reservation-makers expect to see maps and information that help them plan and orient where they are going. Recreation.gov users are no different. The current system only provides limited geospatial information; at the campsite level, there are only simple static maps.

Starting from scratch, the Recreation.gov team created nearly 3,000 campground maps through an extensive effort to create new, dynamic geospatial data for as many campgrounds as possible. However, in some cases the imported data was incorrect, incomplete, or not usable. We have reviewed the geospatial data and made corrections based on USACE's available GIS information. There are about 30 campgrounds that need additional review. Ginny Dickerson with ERDC will contact your lake if assistance is needed. Please report any required corrections to geospatial data during your data certification. Reference DATA CERTIFICATION above.

Specific instructions for Data Certification of your geospatial data will be available via a *Campground Maps and Geospatial Communication Job Aide* to be sent via email to all

Recreation.gov Project/lake POC's and posted on the Recreation.gov internal management website or HUB.

PHOTOS

The new Recreation.gov is designed to prominently showcase the beauty of our public lands through large photos at the top of each page. Also known as "hero" images, these images require high resolution photos.

Existing campsite-level photos are very low quality and not transferrable to the new system. New photos for each campsite should be submitted along with up to 5 additional new photos of the general campground, attractions, and/or amenities and uploaded to the site during the data certification period. The most common complaint from current users is the lack of quality photos associated with campgrounds, campsites, and other activities.

Specific instructions for submitting photos is available via the *Recreation.gov Photo Standards and Guidelines for taking new photos* document. Photos can be uploaded via your Recreation.gov account beginning July 3.

COMPUTER HARDWARE AND SOFTWARE

The Windows 10 operating system is critical for security compliance and compatibility purposes. Each field computer that runs Recreation.gov will need to upgrade to the Windows 10 operating system. Microsoft will no longer support Windows 7 or 8, and will be phased out.

Over the course of this summer, the Recreation.gov team is working with facilities across all agencies to acquire, install, and test new hardware and software.

- All facilities that perform Recreation.gov credit card transactions will receive an EMV credit card reader with enhanced anti-fraud capabilities. These credit card readers are required for compliance with new government regulations. These facilities must schedule a 20-30 minute testing appointment in August to install and test the equipment.
- In each case where current or new equipment is installed or upgraded, software must be installed on the computer to interface with Recreation.gov. For example, all facilities that perform field sales require software installation—like a driver—so that equipment like the receipt printer and cash drawer can communicate with the new Recreation.gov system. The software driver that improves speed during transactions will not work on Windows 7.
- New satellite equipment is also being installed at parks requiring improved speed and internet service connectivity. Switch-over procedures required before making the switch to the new satellite services will be provided separately prior to 1 Oct 2018.

The Recreation.gov team is actively coordinating with each Agency Program Manager to make this installation process as smooth as possible, but your assistance and cooperation is required. The Corps is also coordinating with ACE-IT to better support these new requirements.

See below for the impacted agencies.

Equipment	Tasks	Agencies Impacted
New high-speed satellite	Continue coordinating with local POCs to finalize dish mounting requirements and schedule equipment installation	USACE and USFS
Credit Card Reader (EMV)	All facilities accepting credit cards will receive a new EMV credit card reader. Facility POC's must schedule a 20-30 minute testing appointment in August to install and test the equipment prior to Go Live	USACE, USFS, NPS, BLM, FWS, and USBR
Cash drawer, receipt printers, and ticket printers	Facility POC's with Recreation.gov computers using one or more of these items must install a software driver on each of their Recreation.gov computers prior to Go Live	USACE, USFS, NPS, BLM, FWS, NARA, and USBR

OFFICE HOURS

Starting July 24, the Recreation.gov program office will begin hosting weekly office hours to respond to field staff questions or concerns about Recreation.gov. Program Staff and SMEs will be available during the call to answer questions, collect feedback, and help troubleshoot issues with the new platform. Issues with the current Recreation.gov should continue to be directed to the Help Desk.

Sessions will be held every Tuesday and Friday at 2PM ET/noon MT starting on July 24, 2018. The dial-in is 877-885-1087 with Access Code: 7033771015.

TRAINING

Field staff will have new tools for managing reservations, inventory, permits, lotteries, and communications accessible through the Hub. The Hub is the Recreation.gov management site for internal users. Tools in the Hub are designed to be intuitive, however training is required to ensure staff make full use of new system and to provide a consistent visitor experience. All training and documentation will be available as either self-paced videos and/or on demand job aides that will be recommended by role. The curriculum for each role will include 20-25 short modules; each module approximately 3-15 minutes. The Recreation.gov team will begin posting training material on the Hub in late August. Additional job aides are being developed and will be available in the coming weeks.

COUNTDOWN CHECKLIST

In early September, the Recreation.gov team will distribute a final countdown checklist. This checklist will include a set of tasks like printing reports, verifying user accounts, and final testing at facilities that required new equipment. The countdown will start on or around September 15 and will include daily tasks that each facility should take in preparation for the transition to the new Recreation.gov on October 1.