

CECW-ON

31 May 2001

MEMORANDUM FOR COMMANDERS, MAJOR SUBORDINATE COMMANDS,
OPERATIONS CHIEFS

SUBJECT: National Recreation Reservation Service (NRRS) - Reservable Day Use
Facilities (Picnic Shelters)

1. Reference CECW-ON memorandum, Subject: National Recreation Reservation Service Annual Inventory Update and Verification, dated 10 August 2000. Paragraph 5 of the referenced memorandum states in part: "Beginning with the 2002 recreation season, all reservable shelters and other reservable group facilities will be included in the NRRS." This policy reflects the contractual requirements of the NRRS contract.
2. Subsequent to the issuance of the referenced guidance, considerable discussion has occurred regarding the merits and/or detriments of including reservable day use facilities, i.e. picnic shelters, in the NRRS. Although including these facilities improves customer service, reduces cash handling in the field, and permits collections to be handled through the NRRS, a number of detriments have also been identified. Among these are the increased opportunities for reservation errors due to the call agents' lack of familiarity with facility locations and complexities, the increased workload on the call center due to the length of time required to reserve these specialized facilities, the need for project coordination of large events to prevent potential use conflicts, the lack of desired flexibility in fee structure within the NRRS, and perceived loss of local management control and oversight.
3. For the above reasons and with the concurrence of the NRRS service contractor, this memorandum eliminates the mandatory policy requirement to include all reservable day use facilities in the NRRS. Shelters that are reserved for both group day use and group camping are included in this category. All field locations are strongly encouraged to consider including these facilities in the NRRS to take advantage of the many benefits of the service. District Commanders, however, have discretion to determine on a case-by-case basis if best management practices, operational efficiencies, local conditions, and/or customer service issues warrant not including these facilities in the NRRS. In such cases, these facilities may be reserved locally at the District Commander's discretion.

4. The NRRS point of contact in CECW-ON is Ms. Judy Rice, (202) 761-4751. The Corps Program Manager and Contracting Officer's Technical Representative is Mr. Greg Webb, (817) 978-4641.

FOR THE COMMANDER:

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