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THE NATIONAL PARKS AND FEDERAL RECREATIONAL LANDS PASS

Welcome to the 4th Grade Pass Training



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Today's Training

- Your Presenters
 - Brooke Linford, Interagency Pass Program Manager
 - Traci Kolc, Interagency Pass Program
 - Al Remley, USFS Recreation Fee Program Coordinator
- Training Materials Available (Videos, SOPs...)
 - USDA FS <http://fsweb.wo.fs.fed.us/rhwr/recfee/help-training.shtml>
 - DOI <https://drive.google.com/drive/folders/0Bz9KxAgtqbpOUXIMUIZmZnIUmM>
 - BLM http://web.blm.gov/wo-170/wo-172/wo172_youth/resources/ekip.html
- How to ask questions



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Please click on the link in your chat box for a special video message



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What is the 4th Grade Pass and why was it created?

- It is a pass issued at no cost to U.S. 4th Grade Students that is valid September through August of the student's 4th grade year.
- It was created to help connect the next generation of stewards and their families to their federal parks, forests, lands and waters.



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Interagency Pass – General Guidelines

- All Interagency Passes:
 - Cover Entrance Fees at FWS and NPS sites and Standard Amenity Fees at USDA FS, BLM and Reclamation sites
 - Admit the pass owner and accompanying passengers in a private non-commercial vehicle at per vehicle fee areas, or at per person fee areas, the pass owner and up to 3 adults, not to exceed 4 adults
 - Are not valid for expanded amenity fees
 - Must be displayed in the vehicle windshield at unstaffed recreation areas



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Interagency Pass – General Guidelines

(cont.)

- All Interagency Passes:
 - Are punched with an expiration date (Annual, Military & Volunteer passes) at the time they are issued
 - Must be signed to be valid
 - Are non-transferable
 - Are void if altered
 - Are replaceable only if damaged and part of the pass is identifiable



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Details of the 4th Grade Pass

- Free for current 4th Grade Students and 10 year old homeschool students with a valid Paper Voucher from the Every Kid in a Park website
- Valid September through August of the student's 4th grade year – No punching of pass required
- Cover Entrance Fees at FWS and NPS sites and Standard Amenity Fees at USDA, FS, BLM and Reclamation sites – *May not be honored at concession operated sites*
- Honored at US Army Corps of Engineer sites for Day Use Fees



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Details of the 4th Grade Pass (cont.)

- Student must print their name on the back of the pass at time of issuance
- Partners may not issue the 4th Grade Pass
- Decals are not issued with the 4th Grade Pass
- Previously purchased pass will not be refunded
- Pass or Paper Voucher may be used at unstaffed locations

All sites that sell Interagency Annual Passes are required to issue the 4th Grade Pass



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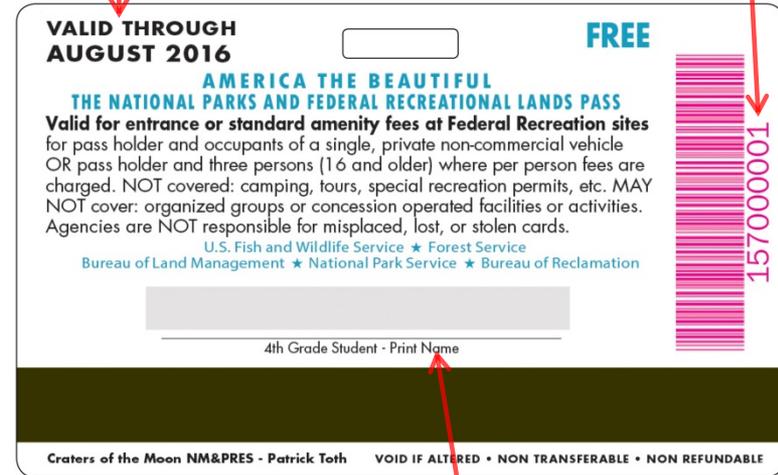
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The Pass Looks Different

Slot cut into pass

Pass is printed with the expiration date. No punching of pass is required

Serial number is only on back of pass and is easier to read



The student prints (not sign) their name



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How the Process Works



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Issuing a 4th Grade Pass

- The student must present a valid Paper Voucher from the Every Kid in a Park website.

CONGRATULATIONS!
YOU'VE EARNED A FREE PASS
TO ALL FEDERAL LANDS AND WATERS

Follow these instructions to start your adventure!

1 Print this page
Great job! First print this paper voucher and put it in a safe place until you are ready to use it.

2 Hit the road
Click "Plan Your Trip" on this website (www.everykidinapark.gov) to learn about all of the places you can go.

3 Get in free!
Show this paper voucher to receive free access and/or claim your 4th grade pass. Be safe and have fun!

USE AS OFTEN AS YOU LIKE THROUGH AUGUST 2015

EVERY KID IN A PARK

4TH GRADER ACCESS

ALL FEDERAL LANDS AND WATERS

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This area for official use by facility personnel

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Issuing a 4th Grade Pass (cont.)

- If the student or parent/guardian presents you with the complete packet including the Paper Voucher, instructions and certificate, only retain the Paper Voucher and return the other pages to the student.
- The Paper Voucher will be retained with your shift report.

Special Note: Fee collection staff does not have the authority to request or retain any documents to prove that a student qualifies for the 4th Grade Pass.



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Issuing a 4th Grade Pass (cont.)

- Ask if the 4th grade student is with the group.
- Have the 4th grade student print their name on the back of the pass.
- Explain how the pass is used and how long it is valid.
- Present them with their pass, hangtag and information about your site as appropriate and wish them a great day!



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Verifying 4th Grade Pass Ownership

- Read the name on the back of the pass and ask if the pass holder (use name on the pass) is with them today.
- If the pass holder responds **yes** and appears to be of the appropriate age, then return their pass and wish them a great day!
- If the answer is **no**, return the pass and explain that the pass holder must be present to use the pass and charge the entry/standard amenity fee.



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What about unstaffed locations?

- Passes should be displayed using the hangtag
- A valid Every Kid in a Park Paper Voucher can be displayed on the dashboard of the vehicle if it hasn't been exchanged for a 4th Grade Pass - *Remember, the pass holder still needs to be present!*



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Some Questions and Situations to Expect



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What if someone wants a pass, but doesn't have a Paper Voucher?

- Explain that a valid Paper Voucher is required to receive a pass.
- Give the visitor the Every Kid in a Park brochure and charge the entry/standard amenity fee.
- No refunds will be given.

Note: The printed brochure will be available from USGS at the end of August, 2015. There will be a PDF version of this brochure available for sites to print until they are available.



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What do I do when a student presents a Paper Voucher and they don't appear to be of the appropriate age?

- Explain to the visitors that students must qualify for the pass and that the 4th grader listed in the voucher packet must be present to receive or use the 4th grade Pass.
- If no one in the group qualifies for the pass, the visitors will need to pay the entrance or standard amenity fee.



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What do you do if the student loses their Paper Voucher or 4th Grade Pass?

- Explain that either the Paper Voucher or 4th Grade Pass is required.
- The student can go to the Every Kid in a Park website and obtain a new voucher.
- Use your best customer service skills and offer to allow them in as a one time courtesy.



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The visitor presents their smart phone with an image of their voucher and wants their 4th Grade Pass

- For accountability reasons, you must receive the paper voucher and retain it with your shift report.
- Let the visitor know that a valid printed paper voucher is required to receive a pass.
- Use your best customer service skills and offer to allow them in as a one time courtesy.



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Why a Paper Voucher?

- Allows sites to account for passes issued.
- To monitor the misuse of the voucher process.
- To understand how many vouchers are redeemed for passes.



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Reporting the Redemption of Paper Vouchers

- After passes are issued, the voucher numbers are to be entered into the voucher redemption website.

<http://everykidinapark.gov/redeem>

username: redemption

password: VUGiCqQZV7um



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Reporting the Redemption of Paper Vouchers

- Can hand key in voucher numbers or use a USB Barcode Reader.



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Reporting the Redemption of Paper Vouchers (cont.)

- Voucher number can be entered by remittance or other staff.
- Voucher is designed so that it can be retained with the daily shift report and the bottom of the voucher can be removed for entering the voucher number by staff not related to the remittance process.



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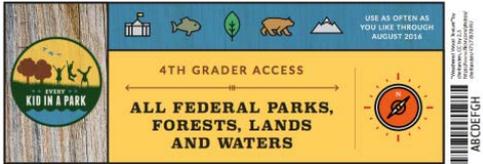
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Reporting the Redemption of Paper Vouchers (cont.)

CONGRATULATIONS!
YOU'VE EARNED A FREE PASS
TO ALL U.S. NATIONAL PARKS, FORESTS, NATIONAL LANDS AND WATERS

Follow these instructions to start your adventure!

- 1 Print this page**
Great job! First print this paper voucher and put it in a safe place until you are ready to use it.



- 2 Hit the road**
Click "Plan Your Trip" on this website (www.everykidinapark.gov) to learn about all of the places you can go.

- 3 Get in free!**
Show this paper voucher to receive free access and/or claim your 4th grade pass. Be safe and have fun!

This area for official use by facility personnel

ABCDEF GH

Duplicate voucher number and barcode can be removed for entry by staff outside remittance



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Share the Experience Employee Photo Contest



sharetheexperience.org/employees

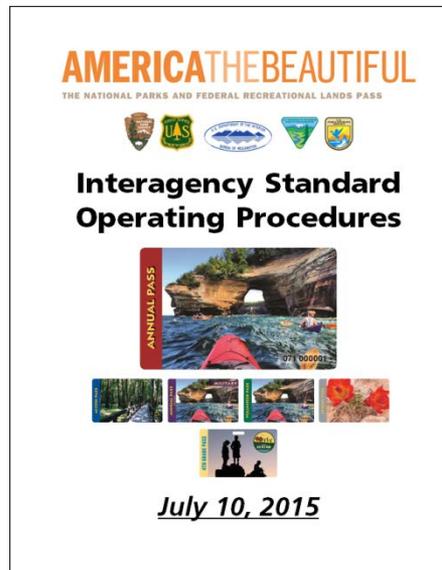


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Great Customer Service

Consistently applying the policies and procedures is an important aspect of great customer service.



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Remembering why we are offering the 4th Grade Pass



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Questions?

