



# United States Department of the Interior

NATIONAL PARK SERVICE

1849 C Street, N.W.  
Washington, D.C. 20240


IN REPLY REFER TO:

10 (2608)

**JUN 29 2017**

Memorandum

To: Interagency Points-of-Contact

From: Interagency Pass Program Manager 

Subject: Senior Pass Program Change Information Including Standard Operating Procedures, Webinar Training, Pass Ordering and Other Information

In order to comply with the required changes to the Senior Pass Program mandated by the National Park Service Centennial Act that was signed into law under the last administration, the National Park Service will be taking action in the near future. Below is additional information regarding the implementation of these changes. We will provide further guidance to include the announcement of the implementation date once it has been established. Due to the uncertainty of the "go-live" date for the passes, initial orders for senior passes should be placed no later than Friday July 7, 2017, to ensure sites have passes available to sell as soon as the implementation date is announced.

## **Press Releases and other Communication Tools**

There will be a national press release and social media posts to announce the implementation date of the Senior Pass Program changes. Agencies and sites should not share any information with the public until the official notice is released. When released, individual agencies and sites may amplify the message as needed.

## **Revised 2017 Standard Operating Procedures**

The revised 2017 Standard Operating Procedures (SOPs) are now available and have been updated to include information on the changes to the Senior Pass Program. These changes include the increase in price for the lifetime Senior Pass from \$10 to \$80 and a new annual Senior Pass for \$20. Sites should continue preparations for implementation of these changes.

## **Senior Pass Training**

There will be a series of seven 1-1/2 hour webinar trainings on the changes to the Senior Pass Program beginning on Tuesday, July 11 at 2:00pm EDT. A complete list of these training sessions is shown below. Fee collection staff should attend at least one of these training

sessions. Each of these training sessions will be identical. This training will be recorded and will be made available online at a later date.

Webinar Training Sessions – Register at <https://doodle.com/poll/9t4rq7d6qy7c7ct5>

Tuesday, July 11th at 2:00pm EDT  
Thursday, July 13th at 3:00pm EDT  
Wednesday, July 19th at 1:00pm EDT  
Tuesday, July 25th at 2:00pm EDT  
Thursday, July 27th at 1:00pm EDT  
Wednesday, August 2nd at 11:00am EDT  
Thursday, August 10th at 2:00pm EDT

### **Ordering the New Senior Passes**

The new Senior Passes have been redesigned to be distinctly different from the current pass. Attached are images of the new passes.

Beginning the week of Monday, July 3, 2017, USGS will begin accepting orders for the new Senior Passes. You must place your site's initial order before Friday, July 7, 2017 to ensure passes are on hand should an implementation date be announced. Attached is the revised USGS Order Form for the new Lifetime and Annual Senior Passes. **All Senior Pass orders placed on or after July 3<sup>rd</sup> will be for the new passes unless otherwise specified (if ordering the \$10 Lifetime Senior Passes use the old order form).** You can place orders three ways: 1) by calling toll-free (888) 275-8747, Option #1; 2) by fax at (303) 202-4710; or 3) by electronic mail at: [fedrepass@usgs.gov](mailto:fedrepass@usgs.gov). If you do not have your customer number or if you have any questions about ordering, please contact the USGS team at (888) 275-8747, Option 1.

With the increase in price of the new Senior Passes we expect that public demand will be light. Please be conservative with your orders to ensure passes are available for all sites. To help you determine your total 2017 inventory needs, please order 50% of the number you sold in 2016 for September through December.

### **Destruction of Old Senior Passes**

The current \$10 Lifetime Senior Pass will no longer be sold after the implementation date of the new passes. Once the implementation takes place, \$10 Lifetime Senior Passes will need to be removed from sales locations and destroyed in accordance with your agency's official *Government Property Destruction Guidelines*. Because these **passes are accountable Government property**, they must be destroyed properly, not just thrown into the trash. **Keep a limited number of the \$10 Lifetime Senior Passes on hand in order to handle customer service issues.**

### **Revised Interagency Pass Brochure**

A new Interagency Pass Program brochure is currently being produced, but sites are to continue to issue the existing brochure until your inventory is depleted. USGS will begin shipping the newly designed brochure that includes the new Senior Pass information when their current

inventory is depleted. Please continue issuing the current brochure, do not recycle. Attached is a PDF version of the newly designed brochure as a reference.

### **For More Information**

For specific information about entrance pass programs contact Brooke Linford via electronic mail at: Brooke\_Linford @nps.gov, or by phone at (202) 513-7139

#### **Attachments**

Revised 2017 Interagency Pass Program Standard Operating Procedures

Revised Appendix B – 2017 USGS Pass Order Form

Revised Appendix E – Pass Program Brochure

Revised Appendix J – Interagency Pass Security Features

Image of New Lifetime Senior Pass (Front and Back)

Image of New Annual Senior Pass (Front and Back)