

## Corrective Action Plan

**Deficiency Noted:** C. Ticket Reservation and Distribution procedures are not in compliance with NPS Policies and Standards.

**Responsible for Overall Corrective Action Plan:** Superintendent, Chief of Interpretation, Chief of Business Services/Administration, Chief Ranger, Visitor Services Manager

VALR Superintendent - \_\_\_\_\_ (Signature), \_\_\_\_\_ (Date)

Step	Action	Due Date	Responsible Party	Status / Comments	May 20, 2014 Next Steps
C. 1	Immediately halt all distribution of narrated tour programs from first come/first serve ticket stock.	February, 28, 2014	Superintendent	completed <sup>1</sup>	completed
C. 2	Set up a "VALR Ticket Team" to ensure timely and professional response to the concerns identified in the report.	April 4, 2014	Superintendent	completed <sup>2</sup>	This team has been meeting regularly to address integration of VALR and recreation.gov concerns. Next steps are to finalize the internal reservation list categories and prepare for the June Workshop.
C. 3	Enhance the data collection (first come/first serve ticketing to the program level; business utilization of recreation.gov; etc)	June 30, 2014	Frank Middleton & Patty Brown (Ticket Team Leads)	Identify the types of decisions that can be improved with additional data that exists in rec.gov database. (Booking Horizon, Time of Purchase, Ratio, etc). Share needs with	Requests for reports addressing booking horizon, time of purchase, and ratios have been sent through Rick Delappe to Active Networks. This is a topic for the June Workshop.

<sup>1</sup> Email dated April 4, 2014 confirming verbal direction delivered in early February to Pacific Historic Parks leadership

<sup>2</sup> Email dated April 4, 2014 confirming assignment to the VALR Ticket Team of NPS staff

				Chris W and Rick D to identify best approach to gathering data. Improve awareness of use of rec.gov by CUA Permit Holders.	
C. 4	Improve written communications (multiple audiences) on ticket availability and ticketing policy (linked to #16)	June 30, 2014	Patty Brown and Frank Middleton	Prepare & Populate the VALR Ticket Team google site (under construction); prepare a VALR Ticket Manual for staff; Prepare a VALR Ticket Policy webpage for public. Use Commercial Service Notification system to communicate with CUA Permit holders re: availability of materials.	Underway. June workshop are anticipated to impact some park policies.
C. 5	Develop a Ticketing Manual (and Superintendents Order). Address ticket allocation by type, methods of obtaining tickets, exchanging reserved tickets, cancelling reservations, advertising. Develop procedures for annual review of allocations and policies	June 30, 2014	Patty Brown and Frank Middleton	A draft document is being prepared and has had Interp Division review and discussion (April 11). Ticket Team has reviewed (April 4).	Update this document based on the outcomes from the June Workshop. Finalize and post to the Googlesite.
C. 6	Conduct ethical conduct training w/ticketing & commercial services scenarios	June 30, 2014	Superintendent	Initial discussions with Maribeth Weurtz regarding training. To be followed up on -not in coordination with investigations.	Management team discussed the idea of incorporating an ethics questions/presentation at each all employee meeting. All employees will be viewing the 30min DOI ethic video with a 'site-specific' skit (i.e. ethical dilemmas most commonly experienced here).

C. 7	(b) (6)	March 30, 2014	Superintendent	(b) (6)	(b) (6)
C. 8	Restrict fc/fs tickets from commercial operators who are not actually fc/fs (i.e. no visitors present)		Frank Middleton	no status report	fc/fs tickets for commercial operators are to be handed only when visitors can be identified by park staff. This issue needs to be clarified in the park policy/guidance document.
C. 9	Research last-minute booking needs by commercial tour operators (best practices at other sites, engage tour operators)	May 30, 2014	Frank Middleton	limited examples within the NPS. Tour company meeting to be scheduled for week of 4/28.	This is a topic for the June Workshop. 4/28 Tour company meeting identified this as an ongoing need.
C. 10	Restrict exchanging of reserved tickets with fc/fs tickets	June 30, 2014	Patty Brown & Frank Middleton	PB: need to draft T&C for CUA permit holders restricting exchange between permit holders of tickets while on NMI property. FM: verbally directed all exchanges between reserved tickets and fc/fs so that no fc/fs tickets scheduled before 11am are exchanged. (Greatest demand by tour operators and impact on fc/fs	PB and Cindy David to follow up with recommendations on how to modify existing CUA permits. Existing method to be included into policy guidance document.

				visitors is reduced).	
C. 11	Executive all documents related to special legislation	March 30, 2014	Superintendent	Agreements for centralized ticketing are executed.	No further action.
C. 12	Identify need for 3rd party agreements wrt ticket distribution & work with Regional office is need is present.	June 30, 2014	Superintendent	To be developed for PPHS and PHP to assist with distribution of tickets at front desk area.	This topic will be discussed during the June Workshop.
C. 13	Review and updates CUA terms wrt operations inside the park.	June 30, 2014	Patty Brown	to be developed w/Cindy David	PB given lead for resolution of this issue. Orientation talks by PHP and NPS to be given at anchor every 15 minutes-- should address some of these issues.
C. 14	Have NPS Partnership office review Pearl Harbor Fund Raising tour program to ensure compliance with NPS Policies and Standards	May 30, 2014	Superintendent	Submitted a request to Reggie Chapple for an intake interview on what would make the most sense in completing this. Reggie has responded but no meeting set at this point.	This item will likely continue on into June.
C. 15	Improve recreation.gov landing page wrt clearer language about ticket availability (linked to #4)	June 30, 2014	Frank Middleton	Pop up language submitted to alert visitors to the availability of 2000 fix daily, despite no reservations.	June Workshop will address this topic. Alternatives have been presented to Active Networks/Rick Delape.
C. 16	Work with the regional office wrt significant changes to the recreation.gov experience	June 15, 2014	Patty Brown and Frank Middleton	identify specific areas where Pearl Harbor info on rec.gov can be	June workshop will address.

				improved. Make changes (pop up, alerts, etc).	
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