

IDAPA RULE IDAPA FEE BOARD ACTION REQUIRED
 BOARD POLICY INFO ONLY, NO ACTION REQUIRED

AGENDA ITEM
Idaho Park and Recreation Quarterly Meeting
February 4, 2025
Boise, ID

AGENDA ITEM: Recreational Management System

ACTION REQUIRED: None

PRESENTER: Seth Hobbs, R&R Program Manager

PRESENTATION

IDPR went live with a new recreational management system on January 06, 2025. In anticipation of the large number of customers that would be booking camping reservations, we implemented a slow inventory release and queueing software. Campsite inventory was released for one month per day through our busy season. On the first day, there were 4.38K customers in line at 8:30 am. All customers waiting were able to access the site by 10:01 am. IDPR had 21,014 customers access the new site on the first day. The customer level did not decrease throughout the week as new inventory was released daily.

Reservation and Registration staff worked many long hours during that initial launch week, ensuring that all customers got the service they deserved.

Staff continue to work with our contractor to refine the website and add more content.

Please see the summary below for the status of the first week with the new system:



LAUNCH WEEK

MONDAY, JANUARY 6 - SUNDAY, JANUARY 12, 2025

Reservations Arriving January 6th – October 12th, 2025



28,119

New Customers



1,822

Contact Center Calls



24,283

Total Invoices



\$4,826,362

Total Revenue



21,241

Campsites Reserved



1,428

Cabins Reserved



131

Day Use Requested



1,514

Boats Registered



5,327

Permits Sold

20,249

Online Reservations

2,768

IDPR Reservations

41

Priority One Defects Resolved

87%

Online Reservations