



## Reservation improvements on deck

- Streamline the website and reservation process.
- Allow online payment for additional services like extra vehicles.
- Allow people to change their reservation online rather than having to call.
- Improve confirmation receipts and customer communications.
- Create better wait list for people who find their preferred choice already booked.



## Merchant fees

In Fiscal Year 2019, camping and day visits increased by **1%** over FY 2018.

At the same time, our merchant fees increased **12%**, from \$551,000 to nearly \$628,000.



## **Ending balance: \$74.8M**

Operating cash = \$27.2M

Grants and other obligations = \$23M

Unobligated in case revenue falls = \$11.1M

Reserves for salary/benefit increases = \$9M

Empty Federal Fund = \$4.5M



*Catherine Creek State Park*