



Cashless Kiosk Pilot & Cash Handling Update

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Board Operations Committee
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Presentation Overview

- Background
- Adaptive Management
- Feedback
- Next Steps

Background

- 24 Field Fee Collection Locations
 - 19 parking
 - 7 swimming
- \$3 million/year
- Parking, swimming, boating, entry, tours, naturalist fees
- Goals
 - Improve efficiency
 - Reduce opportunity for theft and errors
 - Monitor changes in visitor experience



Background – Prior Phases

- 2022 Visitor Centers Cashless
- 2024 Crown Beach Otis Parking Lot Cashless
- 2024 Consolidated Ventek accounts



Background

2024-2025 Cashless Pilot



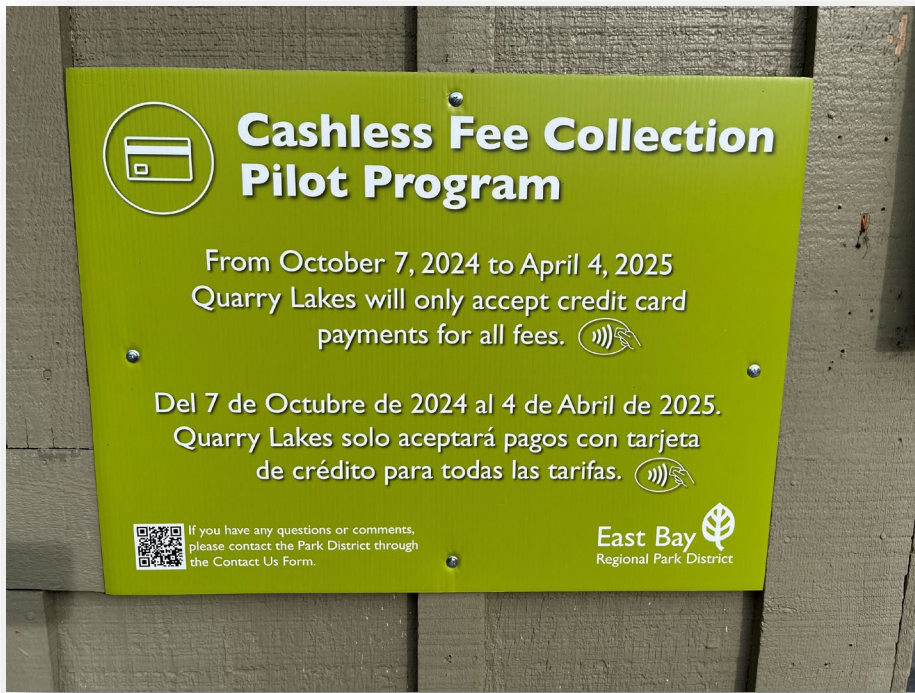
Reliable
Internet
Connections!

Locations – Quarry Lakes & Roberts

Background

- Started October 7, 2025
- Increased payments types through Tap-to-pay





Adaptive Management

REVISED SIGNS - BILINGUAL & PICTOGRAPHIC

Feedback

- Some customer concerns
- Further information needed to determine if concerns are due to structural barriers to non-cash payment vs. preference for cash
- Free entries due to self-reported no cash
 - % has steadily decreased from 7%+ in October 2024
 - 4.4% average since beginning of pilot



Next Steps

- Extend pilot program at same locations through December 31, 2025
- Gather additional data during summer focus
- Add online daily fishing permit purchase option



Next Steps

- Continue exploring other solutions for cash handling efficiency
- Implement courier service at Del Valle and Shadow Cliffs
- Reservations Systems Needs Assessment and ERP replacement will both look at options for field fee collection



Questions?
