

## Oregon State Parks and Recreation Commission

April 2024

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Agenda Item: 6d

**Action**

Public Comment Allowed: Yes

Topic: **Recreation Hub Approval**

Presented by: **Frank Smith, Assistant Director – IT Special Projects Manager**

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### **Background:**

The Recreation Hub contract is the result of a thorough assessment of potential vendors, alignment with strategic objectives, stakeholder needs, and financial considerations to improve the management of the Oregon Parks and Recreation Department's campgrounds.

Recreation Hub aims to modernize and simplify campground management across Oregon State Parks. It offers reservation management, volunteer management, content management, retail operations, and visitor support features.

The annual cost should be evaluated based on the value it provides, such as enhanced efficiency, improved visitor experiences, potential new revenue streams, better communication, technical support, upgrades, and scalability to meet future needs.

Our selection of *Conduent and Booz | Allen | Hamilton* as our partners was based on feedback from various interested parties, including OPRD staff and visitors. Recreation Hub's focus on a Human-Centered Design process will help ensure the system's effectiveness and user satisfaction.

Annual cost estimate: \$2.67M per year or \$13.35M for a 5-year contract

Note: Cost is based on a transaction fee of \$5.55 per transaction and ~480K transactions per year.

**Prior Action by Commission: None**

**Action Requested: Approval**

**Attachments:**

**Prepared by: Frank Smith, Assistant Director – IT Special Projects Manager**