

December 2, 2015

City moving to online registration for recreation programs

A new way to register for recreation programs is coming to Campbell River. Along with in-person and telephone registration, people will be able to register online in late 2016.

Online registration will be available anytime and from home computers, tablets and smart phones, and will offer features such as browsing program options, receiving email updates and much more.

PerfectMind Technologies Inc., has been awarded a contract to provide recreation management software to the City, and five other local governments: Strathcona Regional District, Town of Comox, City of Courtenay, Comox Valley Regional District and Port Alberni are partners in the purchase, which saves each local government approximately half the cost for this new system.

“Last year, we were advised that our recreation software was about to become obsolete, and would no longer be supported by the vendor,” shared Lynn Wark, Manager, Recreation and Culture. *“At the same time, we were in the middle of a community consultation process and customers were telling us they wanted to register for programs and services online. As a result of this finding, and the fact we needed to quickly replace our soon-to-be outdated software, we started exploring the potential of purchasing online registration software. Our goals were to automate and improve our customer service, increase the number of people we serve, create operational efficiencies, and better market and promote our services.”*

To ensure the best product, at the best price, the City partnered with five other local governments and formed the North Island Regional Working Group (NIRWG). In collaboration, the group researched online software, issued a request for proposal, conducted an extensive proposal review, and short-list potential vendors to provide a day-long product demonstration. Moving forward, the City’s recreation department anticipates the NIRWG will continue to work together to explore additional cost-saving initiatives.

PerfectMind Technologies Inc., a Canadian company based in North Vancouver, is currently working with the Village of Cumberland and Black Creek Community Centre to implement their online recreation software. PerfectMind Technologies Inc. serves more than 5,000 clients, including the Richmond Olympic Oval.

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