



TOWNSHIP OF NORTH HURON

REPORT

Item No.

REPORT TO: Reeve Vincent and Members of Council
PREPARED BY: Pat Newson, Director of Recreation and Facilities & Richard Al, Manager of Employee and Business Services/Deputy Clerk
DATE: 06/09/2016
SUBJECT: Recreation Software
ATTACHMENTS: Legend Executive Summary, Summary Analysis Chart

RECOMMENDATION:

THAT the Council of the Township of North Huron hereby approve the purchase of Legend Recreation Software for the set-up fee of \$11,475.00 and the monthly fee of \$955.00;

AND FURTHER THAT staff be directed to proceed with the purchase of necessary hardware to support the migration;

AND FURTHER THAT the Clerk be directed to prepare an authorizing by-law to enter into an agreement between Legend Recreation Software and the Township of North Huron for the purchase, set-up and maintenance of the software.

EXECUTIVE SUMMARY

The North Huron Recreation Department uses CLASS Recreation Software for managing the department operations. The department was informed two years ago that CLASS support was scheduled to end in 2017 and as such security and functionality updates would cease. The department has researched options for replacing CLASS and has selected Legend Recreation Software as the preferred option.

DISCUSSION

Background

The CLASS Recreation Software is a suite of management tools which supports facility rentals, membership management and program registrations for the Recreation Department. It is hosted on the North Huron Recreation server and will no longer be supported by *ActiveNET* in 2017. CLASS was considered the premium recreation software option and used by 95% of the municipal market in Ontario including North Huron which has used CLASS since 2002. The decision by *ActiveNET* to discontinue CLASS has resulted in an industry upheaval to switch over to a new program before the end-of-life date for CLASS is reached. *ActiveNET* offered their online equivalent recreation software as a migration path for all CLASS clients. North Huron staff investigated *ActiveNET*'s online option along with six other possible software options to determine the most appropriate fit for North Huron.

One primary goal associated with the migration to a new product was to provide the public the ability to manage their own accounts and allow individuals or families to register for programs, view available facilities, request a booking, make payments, purchase or update their memberships, and track their accounts at any time of the day all using a convenient self-serve online portal. The larger group users such as Minor Hockey or Lacrosse would have the

opportunity to view available space at facilities and submit required bookings online. For staff needs, the department was looking for a user friendly system, that is adaptable to users on a variety of devices including computers, tablets or smartphones, which could provide improved reporting, tracking and marketing capacity, while reducing staff time spent making bookings or registering clients in person and over the phone. In person and over the phone bookings and registrations should be an option supported by the software as well to ensure that clients that prefer those methods are accommodated. The ideal system would be multifaceted, meeting staff requirements and increasing public access, as well as flexible by providing opportunities to grow with user needs as markets change. The migration to a new system would also afford an opportunity to revisit our current access control mechanisms and make improvements where necessary.

North Huron Analysis

Staff participated in numerous webinars to review software options. Richard Al and Pat Newson also attended the Parks and Recreation Ontario Conference where five software products were available to be reviewed. Attached is a summary table of the evaluation and how the decision was made to recommend Legend Recreation Software. The programs were evaluated on three primary criteria:

FUNCTIONALITY – Does the product support the tasks that the North Huron Recreation Department required: Membership management and access control, Facility Booking, Point of Sale, and Recreation Program Registration? PCI-DSS Compliance and other regulatory features were important in the evaluation. Data collection and record keeping capacity. Web portal and client data security was evaluated. The preference was to move to a “cloud based” system where by client data would no longer be stored locally on municipal servers but would instead reside on the provider’s servers in secure data centres.

PRICE – Is the product good value?

MARKET PENETRATION – Numerous other organizations in the recreation industry in Canada have been switching over to new software at the same time. North Huron wanted some assurances that the system purchased would be used by other organizations as well, particularly those in the municipal sector to ensure that the product would be available, updated and supported over the long term.

Hardware

Migrating to a cloud based system means that the software and associated client data is no longer stored on a local municipal server. However, this does not eliminate the need for a local server as numerous other functions are provided to staff by the local equipment. Moving to a cloud based system will provide staff in other facilities with access to the system, allowing them to create bookings for various spaces throughout the municipality which are not currently managed centrally (i.e. Council Chambers, Museum meeting room, ESTC meeting room). It will also allow the finance department to run required reports without accessing the recreation server.

The access control system currently in place requires upgraded equipment to support the migration to Legend. It is our goal to improve the client experience and accommodate a vast majority of

client needs, as such doors will be outfitted with multiple access mechanisms including biometrics and card scan. An access control door will be added to the arena to control membership skates in the mornings. Additional security cameras will be included in the upgrades.

North Huron did not previously subscribe to the CLASS point of sale module, however point of sale is included in the standard Legend suite and it is our goal to utilize the module to support our concession booths and potentially kiosks. The basic requirements for point of sale are a compatible receipt printer, point of sale (POS) computer system with cash drawer and debit machine. To enable point of sale in the concession booths and at the front counter, these hardware items will be required.

Legend also has additional functionality in terms of course reporting above that offered by CLASS. As an example, tablets can be used to enable swimming instructors the ability to complete progress reports which would then be available to parents to keep up to date on their child's progress through their online portal account. To utilize this functionality the purchase of compatible tablets would be required.

FINANCIAL IMPACT

The 2016 budget has allocated \$35,000 from Reserves to the Recreation Administration budget for the purchase of Recreation Software and associated hardware requirements to support the transition. The cost of the program, associated hardware and set-up fees will not exceed the budget allotted, however exact expenses are undetermined as hardware needs are still being considered and adjusted based a balance between current needs to enable efficiencies and future needs to increase client usage. Required hardware will be procured in accordance with North Huron Procurement Policy requirements.

Start-up costs will include:

\$11,475 for software set-up and installation, configuration and customization, integration with finance, training, data migration. Additional cost for travel and accommodations for trainers during the start-up phase (expensed at cost).

The ongoing monthly expense of \$950/month will be invoiced once the program goes live in Spring 2017, and will be included in the 2017 operating budget.

The Recreation Software generates two types of operating expenses, the merchant fees charged when debit or credit card payments are used, and the software licensing fees.

	2015 expense	Annual future expense
Merchant fees	\$6,583.91	\$7,900.70 (assumes 20% in merchant fees generated by on-line purchasing)
Software	\$3,771.54 (CLASS)	\$11,400 (Legend)

These increased expenses are cost recovery from the fees charged for rentals, memberships and programs. In anticipation of the expenses associated with a new online system, the department added a 1% (approx.) fee increase on top of CPI in 2015 and 2016. There is a return on investment by reallocation of staff time, and a greater uptake in purchases of services and rentals. This will be tracked during the transition and post implementation of the software.

FUTURE CONSIDERATIONS

The product will be purchased in September 2016 with the contract set up for a Spring 2017 go live date.

RELATIONSHIP TO STRATEGIC PLAN

Our administration is fiscally responsible and strives for operational excellence.



Pat Newson, Director of Recreation and
Facilities



Richard Al, Manager of Employee and
Business Services/Deputy Clerk



Sharon Chambers, CAO