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## Parks and recreation levels up with new online management system

By Sora O'Doherty

Orinda Parks and Recreation has adopted new, cloud-based recreation management software that will allow citizens greater access to parks and recreation activities, classes, sports and youth leagues, with more convenient online registration and payment. It will also allow citizens to search online for availability of community facilities, such as fields, picnic areas, event space, and meeting rooms. "We've spent quite a bit of time testing new recreation registration software solutions to ensure we made the best decision for our patrons," said Parks and Recreation Director Todd Trimble. "We think users will find this new program easy to use and enjoy many of the new features."

The CivicRec solution offered by CivicPlus, providers of the city's new website, is designed to be intuitive to navigate and easy for citizens to use, and is mobile-friendly, allowing citizens to search for community activities and events, register, and remit payment even from a smartphone or tablet. Registered users will have the ability to see previous transactions and view an event calendar with all classes and programs the patron has registered for. Also, users will have access to account statements, and will be able to set up contact preferences, and view waiting list status.

Before people can register for any upcoming events, they will be required to create a new household account, even if they have a current account in the old software system. Trimble said the city will use this opportunity to ensure all records are up-to-date and to remove inactive users from the database.

Households with a current account on file will receive an email containing a link to create a new account.

According to Trimble, it should only take approximately five minutes to complete the household account setup process. Fall/winter program registration is underway and patrons will need to have a new account to sign up for these programs. Those who do not receive an email with information on setting up an account may contact Parks and Recreation at (925) 254-2445 for assistance.

"We're continuously looking to improve our user experience and feel this is going to be a wonderful tool for our patrons," Trimble said. CivicRec is part of the CivicPlus Platform of local government technology solutions designed exclusively for the public sector.

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