



Status Update Program Administration Facility Booking System and City Wide Point of Sale System(POS)

Update to General Committee 5/23/2023



Important Milestone to announce...





Background

- The current CLASS(ezreg) and Citywide Point of Sale (POS) system that has been in place since 2008 (15 Years) was declared End of Life by the vendor, and is currently under extended support.
- Provide a robust and comprehensive application that provides the ability to efficiently maintain and grow to meet customers' expectations
- Project Began in late 2019
 - Company bought out the initial awarded tool Legend and moved to Perfectmind and now Xplor Recreation
 - Pandemic – Resource Availability Constraints
 - A number of digital transformations and rigorous testing to ensure service integrity
- Recreation, Library, Culture, and Clerk/Contact Centre are major stakeholder business units for the new solution with support from our ITS Team and Vendor Partner.
- Implementation of Xplor Recreation to be ready for the Fall 2023 Program Registration Period.



New System

- **Provides a frictionless booking experience:**
 - Self-service option that covers all of the City's rental and registration offerings.
 - One stop for multiple City services
 - Increasing the capacity of the system to ensure registrations and rentals can happen at record speed - giving our customers back their personal time
 - Enhanced business analytics
 - Increased staff efficiency - communications are conducted within the system as opposed to via email
 - One Card gives you access to most City facilities!
- **Allows access to the following:**
 - Search and Register for Recreation, Library & Culture activities, courses and events
 - Discover all available City spaces and facilities for booking
 - Purchase Memberships, Multi-Visit Passes and Personal Training Sessions
 - Manage memberships
 - Request refunds online
 - Purchase products (such as gift cards, waste bins, waste tags, and more.)
 - Easy to follow "How To" videos explaining how to get the most of online account services



Key Benefits

- **Increased Customer Experience – increase capacity and speed**
 - Past Registration System(CLASS) – limited to 300 users registering and payment process. Significant system lag when user capacity is reached.
 - New Registration System – Can accommodate 900-1100 users registering and payment process without the system slowing down.
 - QueueIt system – when the system begins to slow down, users are placed on the QueueIt system to learn queue times before accessing the system.
- **Facility Bookings – Enhanced Search Function**
 - CLASS (Facility Booking) – does not have the ability to show users at a glance what rooms, gymnasiums, and arenas are available for rent.
 - New System (Facility Booking) – consists of a calendar view for community amenities, allowing users to search for room and space availability across the City through a calendar search.




Key Benefits

- **Integrated Memberships**
 - CLASS Membership Models – Users are required to carry multiple membership cards belonging to different types of memberships
 - New System Membership Model – Integrates memberships across City of Markham into one consolidated membership. Residents can use one membership card and access variety of services
- **Membership Data Collection**
 - Enhanced data collection in New System provides insights to users and preferences.
 - Enhanced data collection provides staff the information needed to modify programming to meet the needs of local residents.



Key Benefits

- **Less waiting in line**
 - Residents can create an account from the comfort of their own home and sign up for programs and services immediately!



Create a login. [Signup](#)

Login to your account

Email

Password

[Forgot password?](#)

[Login](#)



Already have an Account? [Login](#)

Create a login.

First Name Required

Last Name Required

Gender Required

Birthday Day Year Required

Email Required

Primary Phone Type Required

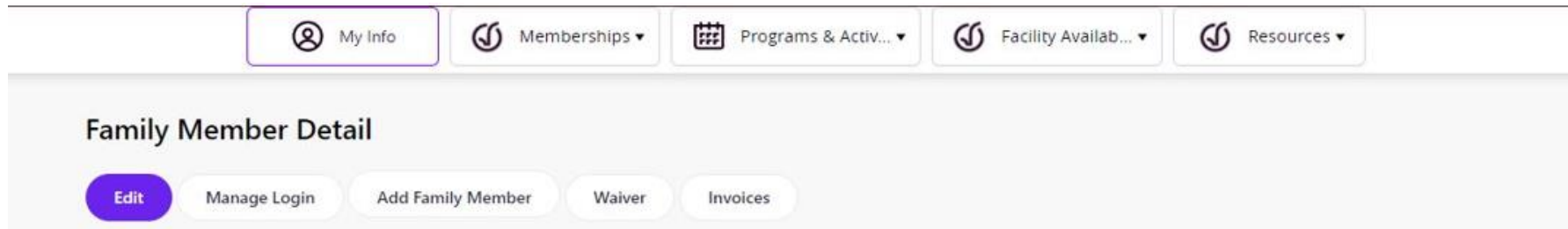
Primary Phone Required

Street Required



Key Benefits

- The customer portal allows you to check your invoices and receipts, program history, add a family member
- Residents will also be able to browse our comprehensive list of programs and book some facility spaces





Key Benefits

Robust Search Function

- Allow residents to search for specific programs or search for offerings by community centre locations

Easier Navigation

- Residents can browse through program offerings, which is sorted into categories to allow easier navigation

Filters [Reset](#)

Keyword [Reset](#)

Location [Reset](#)

Service [Reset](#)

Date Range [Reset](#)
 -

Days of week [Reset](#)
☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

Age [Reset](#)
 yr - yr

Adapted Programs

Cooking
Learning & Education
Sport & Active
Swimming
Tennis

Children Programs

[Art](#)
Cooking
[Learning & Education](#)
Martial Arts
Performing Arts & Music
Science & Technology
Skating & Hockey
Sport & Active
Tennis

Markham Sports League

Basketball
Volleyball

Youth Programs

Art
Cooking
Learning & Education
Martial Arts
Performing Arts & Music
Science & Technology
Skating & Hockey
[Sport & Active](#)

Adult Programs

Art
Cooking
Learning & Education
Martial Arts
Performing Arts & Music
Skating & Hockey
[Sport & Active](#)
Tennis
Workshops

Family Programs

Art
Martial Arts
Skating & Hockey
Sport & Active
Tennis

Preschool Programs

Art
[Cooking](#)
Learning & Education
Martial Arts
Performing Arts & Music
Science & Technology
Skating & Hockey
Sports & Active
Tennis

Camps & Holiday Programs (4 - 15 years)

March Break
Summer
Winter Break

Fitness Programs

Consultation
Group Fitness: Cardio
Group Fitness: Mind & Body
Group Fitness: Strength Training
Group Fitness: Total Body
Small Group Training

Swimming Programs

Aquafit
Leadership
Leadership Recertification
Learn to Swim
Lifesaving Club of Markham
Low Ratio
Private / Semi-Private Swim
Specialty



Key Benefits

Client Details

[Edit](#)[Buy Membership](#)[Manage Login](#)[Print](#)[Run Statement](#)[...](#)

Angus Glen Tennis Cent...
Court: Tennis

May 8, 2024

Ends (Adjusted)

Angus Glen Older Adult...
Court: Tennis

May 13, 2024

Ends (Adjusted)

Milliken on the Move
Court: Tennis

May 13, 2024

Ends (Adjusted)

Fitness: Hassle Free
Drop-In: Fitness Centre

Ongoing

▼ Client Information

Account:

First Name: John

Last Name: Smith

Gender: Male

Age: 62

Birthday: 26/01/1961

Need Info:

Medical Conditions:

Requires 1-on-1 Support: ☐

Type: Client

Primary Contact: ☐



Prevent Access: ☐

Prevent Access Reason:

Account Status: Active

Account Status Reason:

Example of
multiple
memberships
that a client
may have



Key Benefits

Integrated Memberships

CLASS Membership Model:

- Users are required to carry multiple membership cards belonging to different types of memberships

New System Membership Model:

- Integrates memberships across City of Markham into one consolidated membership. Residents can use one membership card and access a variety of services

Front:



Back:

This card identifies the holder as a member of the City of Markham. It is not a credit or debit card. By using this card, the holder agrees to the terms and condition set forth by City of Markham. The City of Markham reserve the right, at any time, to amend or terminate the functions of the card belonging to the holder in accordance with such terms and conditions, which may also be amended from time to time. This card is the property of the City of Markham and must be returned upon request. If this card is lost or stolen, please notify City of Markham staff immediately for assistance. Lost or stolen cards may be replaced at the cost to the user.



Key Benefits

- **Public Services:**
 - Customers will now be able to obtain a wedding photo permit online (including payment)
- **Contact Centre - For our Customers**
 - Self Service – customer now have the ability to manage their own account 24/7. Customers will be able to independently set-up and manage their own accounts, register for programs, monitor their payment balances, check their transactions, history, and store their preferred credit card for easy access when they register.
 - System capacity – the New System can accommodate many more concurrent users than CLASS – including on busy registrations days. Currently, a maximum of 300 people can use the CLASS system at once.



Key Benefits

- **Contact Centre - Staff**
 - Business intelligence gathering for internal clients by CSRs will be much easier – with simple search features
 - CSRs will be able to help customers who have issues navigate the system more easily
 - Transactions performed by CSRs are quicker and simpler (ex. refunds and program changes)
 - CSRs will no longer have to manually work Waitlists! This is a major time saver! Currently, 2 CSRs spend 2 hours per day managing Waitlists. With Xplor, Waitlists will be self-managed by customers and the system. Once a spot becomes available, the system will automatically send an email to the client next on the Waitlist (this is done automatically with an email from the system).



Next Steps

- **Spread the word...** Important Steps to setup Accounts and Access the new system.
- **“Create your account”** (starting on June 19th)
 - Go to our live site, create a new profile
 - Add family members
 - Save your financial information
 - Navigate and learn your new account
- **Important Dates:**
 - Fall 2023 Program offerings are available for online viewing on August 1st
 - Registration Days!

Fall General Programs open

Residents - Aug 15th

Non-Residents -August 16th

Fall Aquatics open

Residents on August 22nd

Non-Residents on August 23rd