

Class Application Replacement Strategy (CARS)

Project Update for Priorities Committee

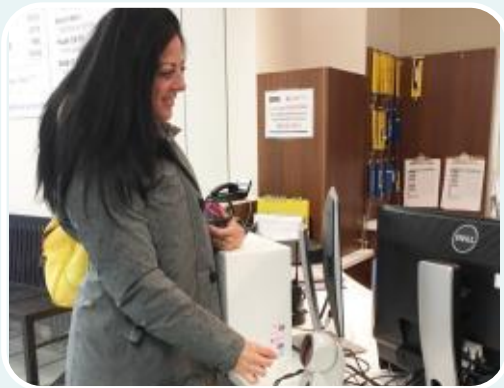
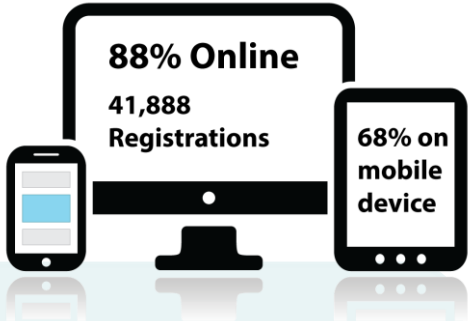
October 22, 2019

Project Update

- Core functions of the system
- What customers can expect
- Project timeline
- Go live and transition timeline
- Action items for customers
- Transition to the new system
- Customer service impacts
- Desired transition outcomes



Core Functions



Transit

\$1.75M
in Revenue

1,670,000
Ridership

Millennium Card & Passes

\$7.3M in Revenue

881,000
Pass Scans

Facility Bookings

\$5.4M in Revenue

175,000
Rental Hours

Spontaneous Use & Admissions

\$4.2M in Revenue

401,373
Visits

Programs

\$3.8M
in Revenue

47,600
Registrations

What Customers Can Expect

Improved online experience

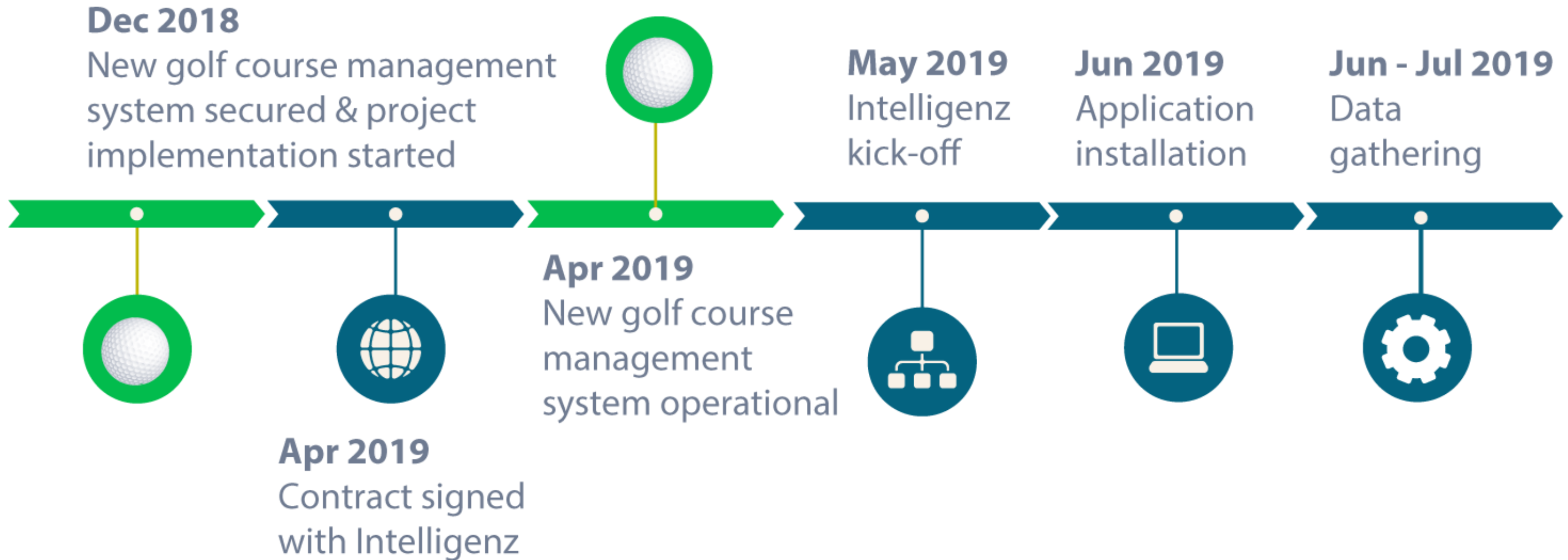
- Easy to navigate
- Robust search for registered programs
- *NEW* online booking availability
- Mobile enabled + mobile app

Improved customer service

- Improved communication
- Real-time recreation schedule updates
- Improved capabilities for future development



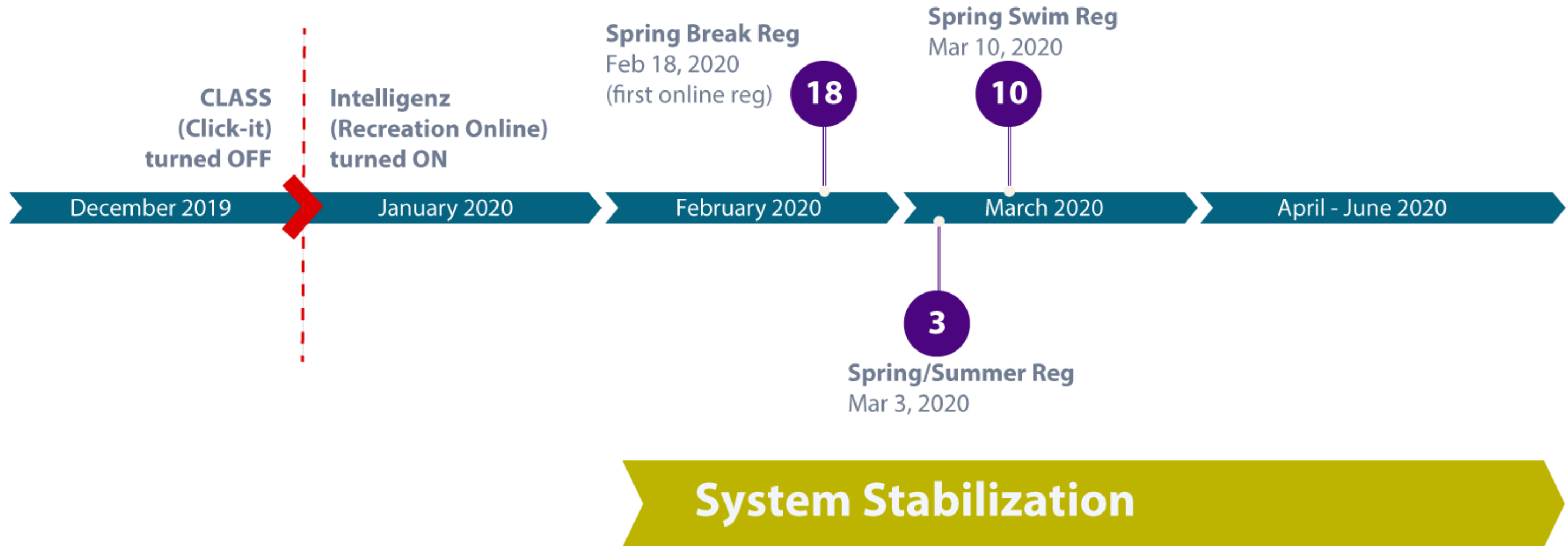
Project Timeline



Project Timeline



Go Live and Transition Timeline



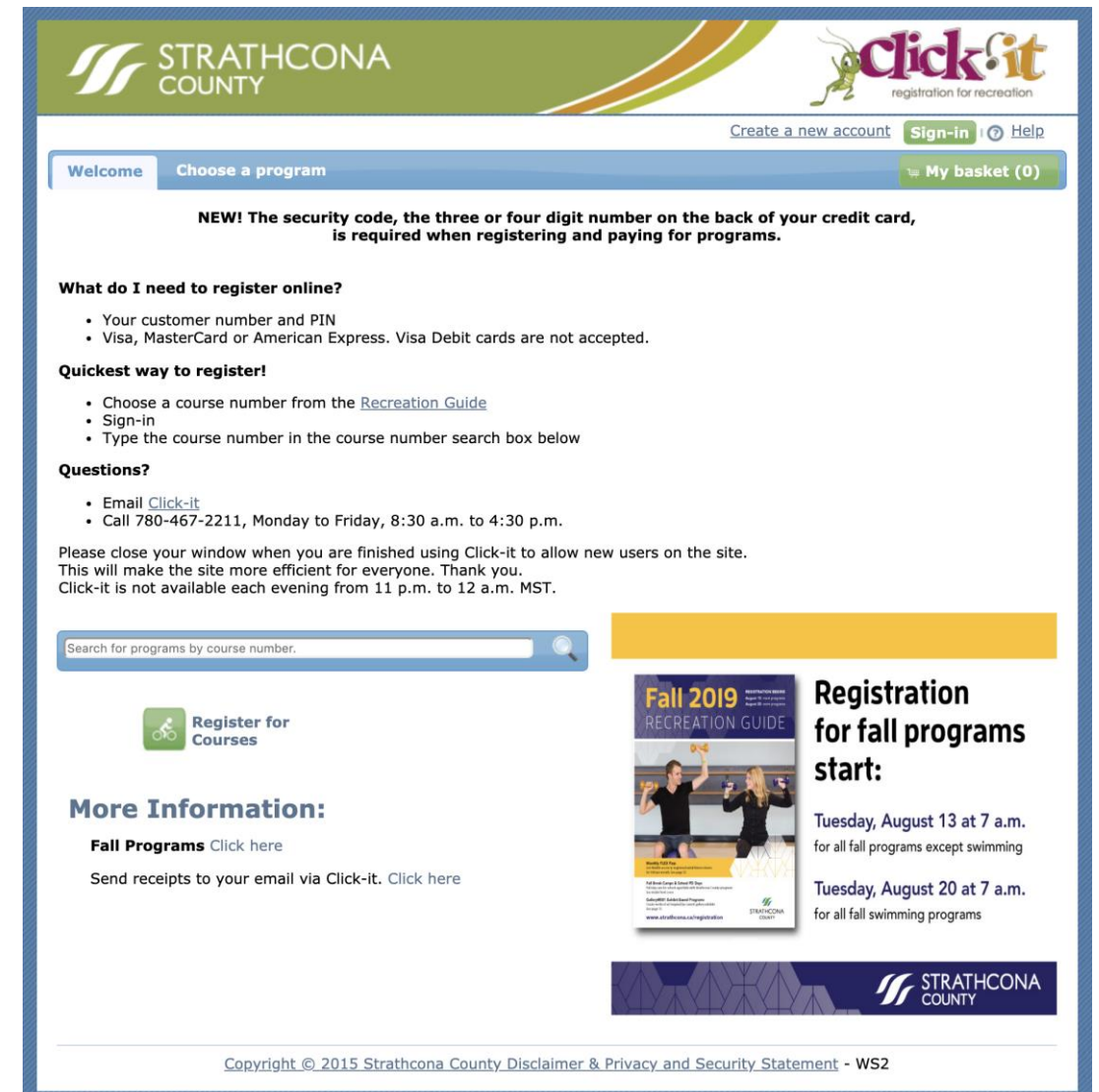
Action Items for Customers

Before moving out of Click-it (Prior to Dec 31, 2019):

- Validate an existing or add a new e-mail address
- Download account history
- Pay outstanding balances
- Register for Winter programs
- Transit customers - Purchase a 2020 pass

After Intelli goes live online (Jan 2020):

- Set up online account



Transition to the new system



Active customer accounts (Memberships, Upcoming bookings, Winter registrations)

Customer Service Impacts

Two phase launch – January 2020

1. In-person sales for recreation guests and transit riders

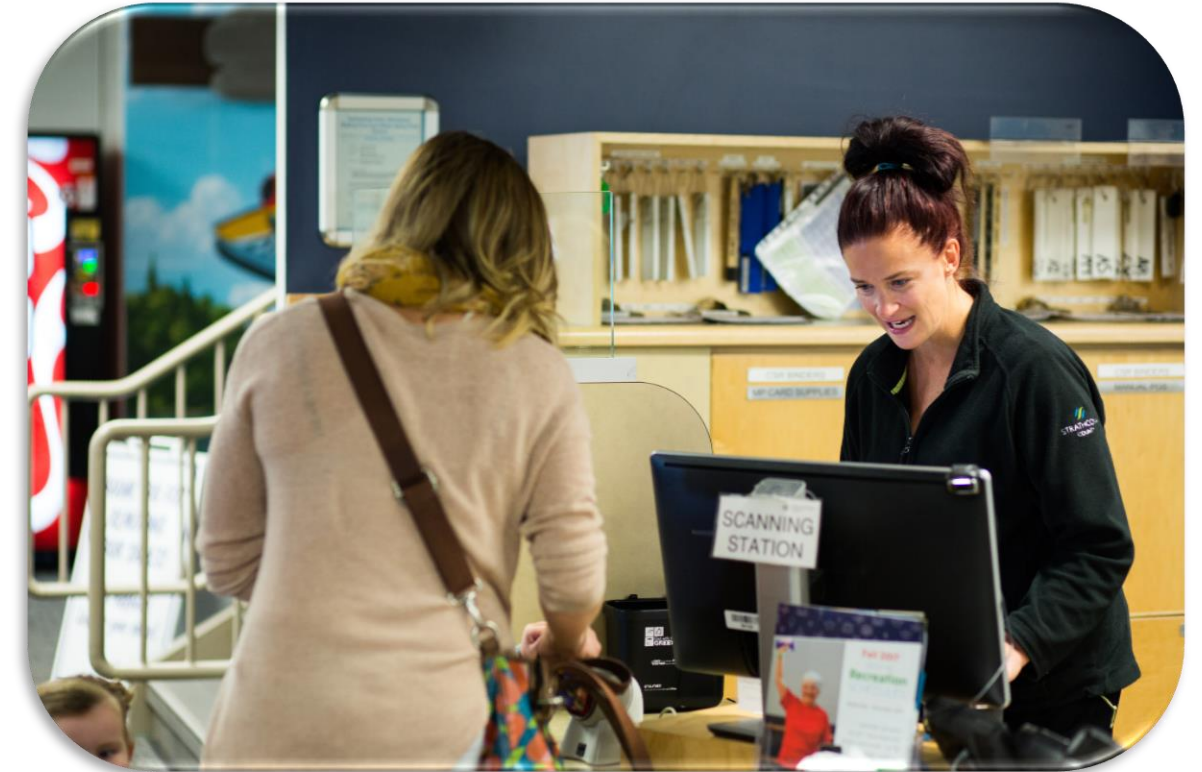
Recreation admissions, memberships, facility bookings; and
Transit Tickets - Manual processes in place during system switch
over from Class to Intelligenz

2. Recreation online (Click-it replacement)

Go live targeted three weeks after phase 1

Desired Transition Outcomes

- Deliver the best possible service to customers
- Ensure staff are well trained to serve customers
- Minimal impacts to customer for go-live



Goal 6 - Providing facilities and services that are available and accessible to residents.

Questions?

