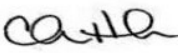




## COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	November 5, 2024
<b>SUBJECT:</b>	Transition and Launch of New Xplor Recreation Software
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Chris Herstek Director, Recreation Healthy and Safe Communities Department
<b>SIGNATURE:</b>	

The Recreation Division's legacy software "Legend" will reach end of life for the Canadian market March 31, 2025. Recreation staff are in the process of transitioning to the new "Xplor" software system which is scheduled to launch later this month to support winter program registration.

Currently 85% of recreation customers register for programs in the online environment. The features of our new software will make accessing Recreation programs easier, provide a responsive environment for mobile users and allow for continued enhancement long term for the online customer.

The Recreation Division recognizes the impact of change on seasoned users and acknowledges that a level of comfort, repeat exposure to the new environment, customer service support and access to online self-help resources will aid in successfully transitioning customers to the new system. The following is a list of measures taken to create awareness, encourage early exposure to the software and further support our customers through the registration process.

### Migration Period System Restrictions

November 4–19, 2024

- Migration of data between the two products to transition customer accounts, program data, memberships, rental contracts, and account balances to our new software product.
- Online marketing campaign to communicate restrictions to customer accounts and tease new software launch beginning November 6.

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

- New account set up and active account management will be frozen during this period for customers and staff.
- Membership and clip card renewals and sales will be frozen during this period however passes will continue to be honoured and accepted for entry to programs.
- New rental requests and rental contract changes will not be processed but actioned in priority sequence beginning November 20.
- Credit on account and refunding will be delayed for processing until November 20.

### **System Launch**

Beginning November 20, 2024

- Marketing campaign to encourage early exposure and account set-up in the new environment (Website, Poster/Post Card Campaign in Recreation Centres, E-blast to Customers, Social Media Campaign).
- Online step-by-step video demonstration of the new software.
- Redesigned and responsive [www.hamilton.ca](http://www.hamilton.ca) online experience.
- Quick links embedded on recreation facility landing pages to ease navigation.
- Staff support on phone, email and in person during registration week.
- Customer service resources created for staff to enable effective support.
- Onsite vendor support during registration.
- Online program registration opens December 11 & 12, 2024.

While measures have been taken to prepare and support online users in advance of registration day, the Recreation Division is anticipating longer than normal transaction times for users during registration week.

Users navigating in the software for the first time will require more time to familiarize themselves with the new environment. Additionally, customers who have not already previewed their online accounts may require staff assistance on registration day which will further delay processing times.

For registration week support and assistance, recreation customers are strongly encouraged to contact recreation support staff directly by phone at 905-546-3747 or by email at [recreation@hamilton.ca](mailto:recreation@hamilton.ca).

Should you require further information please contact Dawn Walton, Manager, Business Support, Recreation Division at 905-546-2424 ext. 4755.

### **Appendices and Schedules Attached**

None