

MEMO / NOTE DE SERVICE



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| To / Destinataire | Mayor and Members of Council | File/N° de fichier: RCFS-GM0010-2023 |
| From / Expéditeur | Dan Chenier, General Manager Recreation, Cultural and Facility Services Department | |
| Subject / Objet | Successful launch of fall non-aquatic recreation registration | Date: August 24, 2023 |

The purpose of this memo is to advise Members of Council that the online launch of fall non-aquatic program registration that took place yesterday, Wednesday, August 23, 2023, went very well and experienced no technical issues. Residents were able to successfully book programs for the upcoming season with minimal wait times.

Following recent adjustments made by the vendor, the ACTIVENet service performed well last night, processing 10,000 registrations in the first ten minutes without delay. Peak registration occurred 20 minutes after launch. This morning, the service has processed over 14,000 registrations.

Staff remain committed to working with ACTIVENet to ensure a reliable service.

Thank you.

*Original signed by
Dan Chenier*

cc: Senior Leadership Team
Recreation, Cultural and Facility Services Departmental Leadership Team
Director, Public Information and Media Relations