

Time for Recreation Penticton to swap systems

(Penticton, BC – May 21, 2019) – The City of Penticton is upgrading the recreation software it uses to manage client memberships and passes, program registrations and facility bookings. As the current CLASS/Reg-e system is outdated and technical support is no longer available, the City will switch to PerfectMind, a cloud-based recreation management system, later this summer.

“Initially, clients will be able to set up and manage their personal and family accounts and register for programs using a new and easier-to-use web page,” says Recreation Business Supervisor, Kelsey Johnson. “We hope to implement more features of the system in the future and continue to improve the connection between residents and the City’s parks, recreation and cultural services.”

The switch will mean some changes for registered users. Anyone who has an active account used in the past two years will be migrated to the new system. All of the users’ current registrations and account information will be moved over. Community Centre swipe cards will also work with the new system and will not need to be replaced. Anyone who has not actively used their account in the past two years will need to set up a new account. It will still be possible to register by phone and in person.

Johnson expects the City will migrate nearly 15,000 active accounts on the first day of operation. “With any change in a computer system, you can expect some bumps and a learning curve as it is implemented. We are targeting launching the new system before registration begins for the busy fall programs but we won’t be able to confirm the actual date until much closer,” says Johnson.

The City is planning a number of communication activities to keep users up to date on what the changes will mean to them and what they need to do use the new system. More information will be shared with users who have email accounts in the system and through the City’s website (www.penticton.ca), social media accounts and other communication channels.

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