Agenda – Executive Policy Committee – October 17, 2023

Report – Standing Policy Committee on Community Services – October 5, 2023

Item No. 6 Online Recreation Services Registration System

STANDING COMMITTEE RECOMMENDATION:

On October 5, 2023, the Standing Policy Committee on Community Services submitted the following to Council:

1. That registration cost for non-residents shall be 100% of resident rates effective the next Leisure Guide registration event after Council approval of the new rate.

2. That the Community Services Department shall investigate options, and identify additional resource requirements, for an online registration system capable of supporting on-line address verification requirements including proof of identity and proof of address.

    A. That the Winnipeg Public Service explore a system for use when minors without names and address verification can be signed up by a guarantor, being the parent/guardian.

3. That the Community Services Department enforce new online registration address verification requirements with new penalties for false registration in the next recreation management system contract period.

4. That the Winnipeg Public Service Report back with an update on the online registration system for leisure programming at the October 2024 meeting of the Standing Policy Committee on Community Services.

5. That the Proper Officers be authorized to do all things necessary to fulfill the intent of the foregoing.

Report – Standing Policy Committee on Community Services – October 5, 2023

DECISION MAKING HISTORY:

STANDING COMMITTEE RECOMMENDATION:

On October 5, 2023, the Standing Policy Committee on Community Services approved the following motion:

WHEREAS Leisure Guide program registrations are facilitated through the use of a recreation management system, primarily through online customer self-service;

AND WHEREAS there is demand for Leisure Guide activities from non-residents;

AND WHEREAS the recreation management system that the Community Services Department presently uses to facilitate Leisure Guide registrations is not currently capable of completing address verification that requires proof of identity and proof of address;

AND WHEREAS the recreation management system presently used is provided through a contract awarded to Active Network through the Request for Proposal tendering process and the current contract period expires November 2, 2026;

AND WHEREAS contract performance will be evaluated in 2025 to inform the decision to exercise an available renewal period or go out to market with a new Request for Proposal;

AND WHEREAS the Community Services Department Recreation, Leisure and Library Fees and Charges Policy LW-009 (the Policy) requires non-residents pay a surcharge of an additional 20% of the Leisure Guide program fee where for the purposes of the Policy "non-resident" means an individual who resides outside of the City of Winnipeg limits and does not have a primary address within the City;

AND WHEREAS an increase to the non-resident surcharge rate requires Council approval.

THEREFORE BE IT RESOLVED that the Standing Policy Committee on Community Services recommend to Council:

1. That registration cost for non-residents shall be 100% of resident rates effective the next Leisure Guide registration event after Council approval of the new rate.

2. That the Community Services Department shall investigate options, and identify additional resource requirements, for an online registration system capable of supporting on-line address verification requirements including proof of identity and proof of address.

Report – Standing Policy Committee on Community Services – October 5, 2023

DECISION MAKING HISTORY (continued):

STANDING COMMITTEE RECOMMENDATION (continued):

A. That the Winnipeg Public Service explore a system for use when minors without names and address verification can be signed up by a guarantor, being the parent/guardian.

3. That the Community Services Department enforce new online registration address verification requirements with new penalties for false registration in the next recreation management system contract period.

4. That the Winnipeg Public Service Report back with an update on the online registration system for leisure programming at the October 2024 meeting of the Standing Policy Committee on Community Services.

5. That the Proper Officers be authorized to do all things necessary to fulfill the intent of the foregoing.

On September 12, 2023, the Standing Policy Committee on Community Services laid over consideration of the following motion to its meeting on October 5, 2023:

1. That the Community Services Department shall develop an online registration system which shall require the supply of photo ID of all registration that shows clearly photo and physical address.

2. That the Community Services Department shall enforce new online registration with new fines for false registration.

3. That registration cost for non-residents shall be 100% of resident rates.

4. That said new registration system will be up and operational with all required Council approvals by the fall registration season of 2025.