



File #: 2019-024, **Version:** 1

Report to Mayor and City Council

Tuesday, April 02, 2019

Consent

SUBJECT:

CONSIDER APPROVING THE RECOMMENDATION OF AN ONLINE REGISTRATION AND FACILITY RESERVATION SOFTWARE AND CONVENIENCE CHARGES FOR THE COMMUNITY SERVICES DEPARTMENT (CITY COUNCIL)

I. SUMMARY

The Department of Community Services has utilized a number of Recreation-related software to handle tasks that include program participant registration, facility reservations and Veterans SportsComplex membership management. The two programs currently used, Recpro and Recware, do not meet the needs of the Department, and equally so, Recware is obsolete and no longer supported by the vendor. In an effort to resolve these challenges, the Department is requesting authorization to acquire a cloud-based registration and facility reservation software program through ACTIVE Net. As part of this recommendation convenience charges will also need to be approved.

II. RECOMMENDATION

TAKE the following actions:

1. AUTHORIZE the acquisition of ACTIVE Net software for program registration and facility reservation.
2. APPROVE waiving the City's normal bidding requirements, as stated in City of Carson Municipal Code Chapter 6: Purchasing System, Section 2611: Exceptions to Bidding Requirements for Purchases Other Than for Public Projects.
3. APPROVE convenience fee charges for online payments made by patrons.

III. ALTERNATIVES

1. DO NOT APPROVE the recommendation.

2. TAKE another action the City Council deems appropriate.

IV. BACKGROUND

The current practice for program registration and facility reservation is highly manual, with staff utilizing several forms to record and track program rosters and payments. This system has led to errors in recording information, and staff not readily having all relevant details available to them when a resident makes an inquiry about a specific program or facility. More often than not, only the person responsible for the program can offer answer questions or confirm program information of facility availability. Additionally, accountability is sometimes difficult to oversee.

Over the years, the Department of Community Services has utilized a number of different software to better manage some of these functions. Currently, Recpro is used for facility permits, and Recware for equipment inventory and Vets SportsComplex memberships. In the time since these programs were implemented, staff has found it increasingly difficult to utilize either, as (1) Recware is obsolete and no longer supported by the vendor; and (2) Recpro is not cloud based, does not have an inventory module, and is not user friendly.

In an effort to resolve these challenges, staff looked into other software solutions. Staff's research led to the selection of the Active Network as the provider and host of the cloud-based program. To gauge real-time experience with the software, staff conducted a site visit with Manhattan Beach in September 2018. This meeting further supported staff's belief that the Active Net platform was the right direction for the City of Carson.

Active Net eliminates the need to invest in the purchase and installation of expensive hardware, and there is no ongoing maintenance or upgrade cost. It also has an equipment booking program which is needed. Staff will have the ability to manage registrations online for all programs and services, including classes, youth sports, adult sports, afterschool programs, aquatics, early childhood education, senior services, and SportsComplex memberships. Equally important, the software will tie into the City's accounting systems for ease of processing and recording payments, and issuing receipts.

For residents, the program offers simplified usability to register for programs, and make a request for facility reservations. Program participants will setup an account, register and make payments online for programs as well as request facility reservations from their home, office, or any internet connected computer or device 24 hours a day, seven days a week. All payments are made by credit card; specifically, MasterCard, Visa, or American Express. Those who desire to make payments online are subject to a 5.26% Convenience Fee. The Convenience Fee is the standard for making online payments for services. Residents will continue to have the option to pay by cash, check or credit card in person at City Hall.

Through the online system, the collection of payments by credit card is processed by Active Net. The vendor will send a direct deposit every 72 hours with a daily remittance minus fees. The ongoing cost to the City for the Active Net program includes a Technology

Base Fee of 2.26% on all transactions, and credit card fee of 3.00% for credit card payments.

As part of the roll out plan, staff will implement each module gradually, starting with a few programs to resolve any issues that arise. Once those challenges are settled, staff will go into full implementation of all Community Services programs and services.

The proposed Fiscal Year 2019/2020 budget includes the anticipated \$60,000.00 one-time setup fee to implement this system (Exhibit No. 1). As the Active Network, LLC (“Active”) is the sole source vendor for the product, staff is requesting that the City Council approve waiving the City’s normal bidding requirements, as stated in City of Carson Municipal Code Chapter 6: Purchasing System, Section 2611: Exceptions to Bidding Requirements for Purchases Other Than for Public Projects (Exhibit Nos. 2 and 3). Staff intends to enter into a three-year contract for this service, with the option to terminate after one year.

V. FISCAL IMPACT

Approximately \$60,000.00 will need to be appropriated to initiate the implementation of this new system. Staff is requesting these funds as a part of Community Services’ proposed FY 2019/20 budget. Should the City Council approve staff’s recommendation, as well as the needed funds during the current budget cycle, the money will be allocated in Recreation Administration Account Number 101-90-950-101-6004.

VI. EXHIBITS

1. Active Net Proposal. (pgs. 4-22)
2. CMC Chapter 6: Purchasing System, Section 2611: Exceptions to Bidding Requirements for Purchases Other Than for Public Projects. (pg. 23)
3. Active Net Sole Source Letter. (pgs. 24)

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