

SWITCH TO ACTIVE NET BRINGS E-GOVERNMENT INITIATIVE TO LIFE

“Our team members really enjoy the flexibility to log in to ACTIVE Net from anywhere. It increases efficiencies in terms of staff getting their jobs done.”

- Raphael Guillen, Management Analyst V
City of Pasadena Human Services & Recreation Department

Home of the famed Rose Bowl and Tournament of Roses, the City of Pasadena, California runs 23 parks and 270 recreational facilities that support their 140,000 residents.

In 2007, the City Manager issued a directive to offer the public convenient online services. It was time to better connect citizens to the city’s abundant services and resources. The city’s Human Services & Recreation department transitioned from ACTIVE’s Class software to ACTIVE Net as its fully hosted, web-based solution to drive its e-government initiative.

A FRESH START

After researching other cities’ success with ACTIVE Net, the department decided to transition to the “Cadillac” of online registration tools. The transition exceeded expectations because of the:

- + Intuitive and user-friendly, fully hosted system
- + Ease with which Activity Registration, Facility Reservation, League Scheduling, Membership and Public Access modules met all their needs
- + Effective and efficient staff training
- + Exceptional customer service support
- + Fresh start with updated, relevant data

HAPPY STAFF

Knowledge of their former system allowed the staff to actively engage in the roll-over in a prepared, educated way. Work was not interrupted because the city’s fee structure, facility information and programs were still at their fingertips.

Today:

- + More is done in less time
- + Team communication and efficiency have improved because information is available any time, any place
- + One online calendar and database are shared, saving invaluable time
- + All recreation material is online, cutting print advertising costs and promoting “green” practices

ENGAGED RESIDENTS

Residents responded with positive feedback to the new online resource, including:

- + Readily available information
- + Access to facility schedules and availability
- + Ability to book facilities online
- + Opportunity to provide regular feedback and suggestions



The City of Pasadena’s increased staff and user efficiency resulted in massive cost-savings for the city.

LEARN HOW

ACTIVE Net can help you raise revenue while reducing staff hours and headaches.



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