



SWITCH TO ACTIVE NET BRINGS E-GOVERNMENT INITIATIVE TO LIFE

“The transition from Class to ACTIVE Net was very smooth and the training by ACTIVE was great. ACTIVE Net proved to be very easy to use.”

- Judy Lawhead, Administrative Assistant
City of Wilsonville Community Services Department

The City of Wilsonville is a fast-growing town of more than 17,000 residents. Long recognized as Tree City, USA, the community maintains its natural beauty by investing millions into its parks and trails system that draws residents, families and businesses to the environmentally sensitive, active community.

With a strong emphasis on citizen service, City Hall transitioned to online services in 2006. An upgrade from ACTIVE Network's Class software to ACTIVE Net required no additional investments in hardware, equipment, licensing or dedicated IT support.

AN EASY CHANGE

Cost savings and ease of use ultimately led to the ACTIVE Net upgrade, but city staff also enjoyed:

- + The comfort of a similar system
- + Remote training in only three days
- + Process improvement
- + Improved data management

A CHANGE FOR THE BETTER

The Community Services department spearheaded changes and improvements, especially in how they reported to City Council, including:

- + Adjusted their accrual vs. cash-based system
- + Changed from number of facility bookings to hours of usage
- + Report facilities and parks revenue annually instead of quarterly

Overall, ACTIVE Net has proven to be a much better system, not only because it works better for City Council, offering a more accurate and comprehensive view of operations, but it also reduces staff time spent reporting.

THE GREATEST WIN: SELF-SERVE OPTIONS

As for the biggest benefit the Department has experienced, ACTIVE Net has significantly improved efficiencies by offering a number of convenient, self-service options to citizens.

Staff believes this option has increased the number of registrants. Programs and activities are so accessible that residents can view full program descriptions, times and instructors from the convenience of their own homes or offices.

“ACTIVE Net helped open our eyes to new ways of doing things and it turned out better in the end.”

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36% Registrations Processed Online

LEARN HOW

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



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