



Councillor Paul Ainslie

Toronto City Council
Ward 24, Scarborough-Guildwood

Chair, General Government and Licensing Committee
Chair, Board of Management of the Toronto Zoo

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Date: March 19, 2019
To: Economic and Community Development Committee
Re: Recreation Program Registration

Recommendation:

The Economic and Community Development Committee request the General Manager, Parks, Forestry and Recreation to report to the May 27, 2019 meeting of the Economic and Community Development Committee on:

- a. the days and timeframes for registration for recreation programs over the past 5 years, and the feasibility of registration beginning on alternative days and times, such as weekends, or in the afternoon
- b. the state of recreation program waitlists including:
 1. how many registrants are currently on waitlists
 2. how the waitlists compare to City of Toronto service standards
 3. comparisons with waitlists for recreation programs in other GTA municipalities
- c. changes required to registration systems in order to allow the systems to suggest alternative program locations or times during the enrollment process

Background

As we strive to improve the customer service experience for all Torontonians, it would be beneficial to review the current practices surrounding our recreation program registration. Everyone is eager to secure city programming during the allocated registration start time, I would like to explore how and if our current process is meeting the needs of our residents.

A comparable of the practices of surrounding municipalities with those of the City of Toronto's recreation program registration process would provide a lens to bookmark if any improvements/adjustments should be implemented to our current system.

With a focus on providing our residents with the best technology and service to adequately meet their needs during the recreation program registration period, I am requesting that Parks Forestry and Recreation review and report back to the Economic and Community Development Committee on the success of the recreation registration program.

All my Best,

Paul Ainslie
City Councillor, Ward 24
Scarborough - Guildwood