

Registration and Booking Transformation (RBT) Project

Gender Data Collection in
Registration and Booking System

Introductions

Parks, Forestry & Recreation

Parks, Forestry & Recreation contributes to Toronto's quality of life through stewardship of the environment; by promoting and enhancing the social and physical development of children and youth; and by leading the way to lifelong active living for residents of Toronto through a wide variety of leisure and recreational opportunities that welcome everyone. The division is also responsible for community development, parks, horticulture and forestry programs, park and open space planning and environmental initiatives. The division manages and maintains facilities and operates specialized services, including the ferries, golf courses, waterfront and regional parks systems.

Project Background

- The City of Toronto is replacing its recreation program registration and facility booking software
- The contract for replacement was awarded to Active Network LLC (Active) in June 2023 for use of the ACTIVENet system, a cloud-based recreation management system
- The City is currently working with Active to configure the system to meet City requirements
- The anticipated launch date for the new system is Q4 2024

Using Gender Data

- The City's [Data for Equity Strategy](#) aims to support City divisions in collecting socio-demographic data to analyse, use and apply disaggregated data to inform equitable program planning and service delivery
- Data is an important tool for identifying, understanding, monitoring and addressing service access and the impact of programs for people in Toronto
- Data is essential for the City to develop evidence-informed policies, strategies, services and processes that are relevant, impactful, responsive, transparent and accountable to Toronto residents
- When data is considered and reported only for the city's population as a whole, that data can hide important differences in the needs and experiences of particular groups of people
- Gender data helps us understand who is using our programs and allows us to analyse programs, usage and patterns or trends

Data Privacy and Security

- The collection of socio-demographic data, and the analysis and reporting of disaggregated data must be conducted in a way that protects the privacy of individuals at all times, complying with legislative requirements and the guidance for privacy and fair information management provided by the City Clerk's Office, Corporate Information Management Services
- Parks, Forestry and Recreation staff who have access to private information like client accounts are trained in privacy requirements and their obligations to protect private information on the job

Gender Data and Registration

- Gender data is not required for transactions such as registering for a program, even if that program is gender-specific
 - For example, if registering for a swimming program for girls, the system does not check to ensure the client is a girl
- The current registration and booking system only has two binary gender options: female and male
- In 2021, Parks, Forestry & Recreation made two changes regarding client accounts:
 - Allowing online client account creation
 - Making gender an optional field in a client account
- Prior to 2021, accounts could not be created online, and gender was a mandatory field when creating a client account
- Currently, gender information is not collected when creating an account online
- When clients complete a [Family Account Form](#) or when creating an account over the phone or in-person with staff, gender information is optional
- In the new system, gender can be identified for all clients at the time of account creation (and can also be changed by clients). If clients change their gender in the system, staff can see the change made.

Discussion

- Project staff would like to discuss some options related to gender data in the new registration and booking system with the group
- As part of the discussion, we will be showing you a list of gender field options that are available in the new system, should we decide to collect gender data
- It is important to acknowledge that this list is not comprehensive, was not developed by staff, and contains some language options that are outdated
- The list includes the options that are currently available in the new registration and booking system
- In the interest of transparency, staff is bringing the list to the advisory committee for discussion and feedback

Discussion – Gender Options

- The City's Equity and Human Rights unit provides resources and promising practices to staff to incorporate gender inclusive considerations in all City services and programs
- Recommended terminology for City of Toronto programs includes:
 - Woman
 - Man
 - Trans woman
 - Trans man
 - Gender non-binary (including gender fluid, genderqueer, androgynous)
 - Two-Spirit
- The following slide shows the options that can be displayed in ACTIVENet, the new registration and booking system.
- Though it is not a comprehensive list, this list represents all the options currently provided by ACTIVENet.
- Terms can't be edited at this time. They would appear as written.

Gender Options Continued

- These binary options are mandatory defaults if we display the gender field
 - Female
 - Male
- Other options (none, some or all could be displayed to clients)
 - Genderqueer / Androgyny
 - Gender Non-conforming
 - Non-binary
 - Intersex
 - Transgender
 - Transsexual
 - FTM (female-to-male)
 - MTF (male-to-female)
 - Other
 - Blank (default)

Question 1

Should the gender field be mandatory in the new system?

Question 2

What gender options should clients be able to choose from?

Question 3

Are there other options you would like to see?

We can provide recommendations to the vendor for future consideration.

Question 4

Do you have additional feedback?

Contact Information

Kathleen Harquail

Manager, Business Transformation and Change Management

Registration and Booking Transformation Project

Parks, Forestry and Recreation

Email: kathleen.harquail@toronto.ca

Phone: 416-577-2427

Thank you