

Parks, Forestry and Recreation Registration and Booking Transformation (RBT) Project

**April 2024 Update: Gender Data Collection in
Registration and Booking System**

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
- The ACTIVENet system has a list of gender terms available to support collection of socio-demographic information, that clients can select from when creating or editing accounts. At this time, terms can be removed from list however terms cannot be added, or edited (appear as written) and the listed order is fixed.
- Staff from Parks, Forestry and Recreation presented to the 2SLGBTQ Advisory Committee in January 2024 on the gender options available in the new system and collected feedback from the committee

What We Heard from the Committee

- Gender data should be collected, and should be optional for clients complete (not mandatory)
- Remove these options from the staff and customer interface:
 - Other
 - Gender non-conforming
- Add these options if/when possible:
 - Questioning
 - Prefer not to state
 - Free text cell to self-describe

What We Heard (continued)

- Other recommendations:
 - Provide definitions if possible (when clients hover over a term or on another City webpage)
 - Change "Female" and "Male" to "Cis Female" and "Cis Male"
 - Change "Female" to "Woman" and "Male" to "Man"
 - Align options to City's recommended language

Status Update

- Recommendations have been provided to the vendor
- The project team has tested the staff and user view of the gender options based on the feedback provided (screen grabs in the following slides)
- The City is updating its recommended language related to gender data collection
 - When this work is completed, the project team will return to this committee for additional consultation related to the system
- If we are able to implement additional changes in the system, we will update the committee

Client User Interface View

Personal Information

Gender *

Please select

- Male
- Female
- Non-binary
- Genderqueer/Androgyny
- Intersex
- Transgender
- Transsexual
- FTM(female-to-male)
- MTF(male-to-female)

Staff User Interface View

The screenshot shows the ActiveNet staff interface for adding a new customer. The top navigation bar includes the ActiveNet logo, the City of Toronto logo, and navigation links for 'Customers' and 'Front Desk'. The main content area is titled 'Customers x' and shows the breadcrumb 'Point of Sale » Change Customer'. A yellow banner highlights the 'Add New Customer' button. Below this, a form is displayed with a legend indicating that an asterisk (*) denotes a required field. The 'Name' section contains two text input fields for 'First*' and 'Last*'. The 'Personal Information' section includes a 'Gender' dropdown menu, a 'Date of Birth' field, and a 'Customer Type' dropdown menu. The 'Customer Type' dropdown is open, showing options: Male, Female, Non-binary, Genderqueer/Androgyny, Intersex, Transgender, Transsexual, FTM(female-to-male), and MTF(male-to-female). Below the dropdown, there are checkboxes for 'of Household?' and 'Optional Postal Mail?'. The 'Security Information' section is partially visible at the bottom, with a note that a field is required for customers 13 years of age or older.

Question

Have we captured feedback correctly?

Contact Information

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Thank you