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 sociodemographic 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



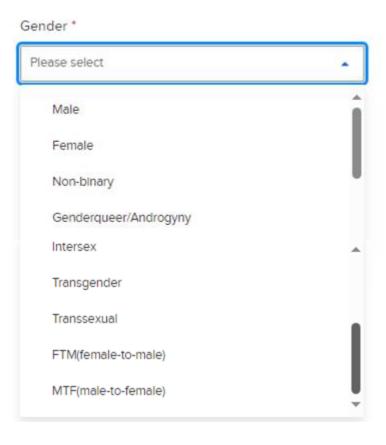
Status Update

- 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



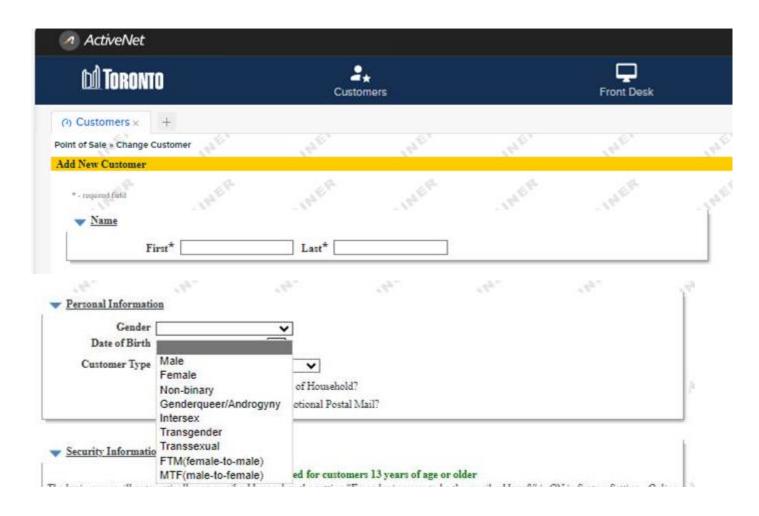
Client User Interface View

Personal Information





Staff User Interface View





Question

Have we captured feedback correctly?



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

