

## Digital Citizen Advisor Survey Summary

This report summarizes the information gathered from Digital Citizen Advisors for the second Registration and Booking Transformation survey. Visit the [project's web page](#) for summaries of feedback provided by the User Advisory Group and previous Digital Citizen Advisor surveys.

### Engagement Method

81 Digital Citizen Advisors provided input by completing an online survey between July 7 and August 5, 2019. The survey focused on two areas:

1. new features that would help residents with the recreation registration process
2. rethinking the registration process through new policies or business processes.

### Results

This report has two sections. The first section summarizes the findings related to new features that would help with the recreation registration and booking process, while section two summarizes the findings related to rethinking the registration process.

#### Section 1: Feedback on New Features

Digital Citizen Advisors were presented with 10 features and asked to rank the features according to their helpfulness. Below are the results of the feedback we received.

Figure 1: Location Based Search - The ability to search for programs or facilities by postal code or through an interactive map

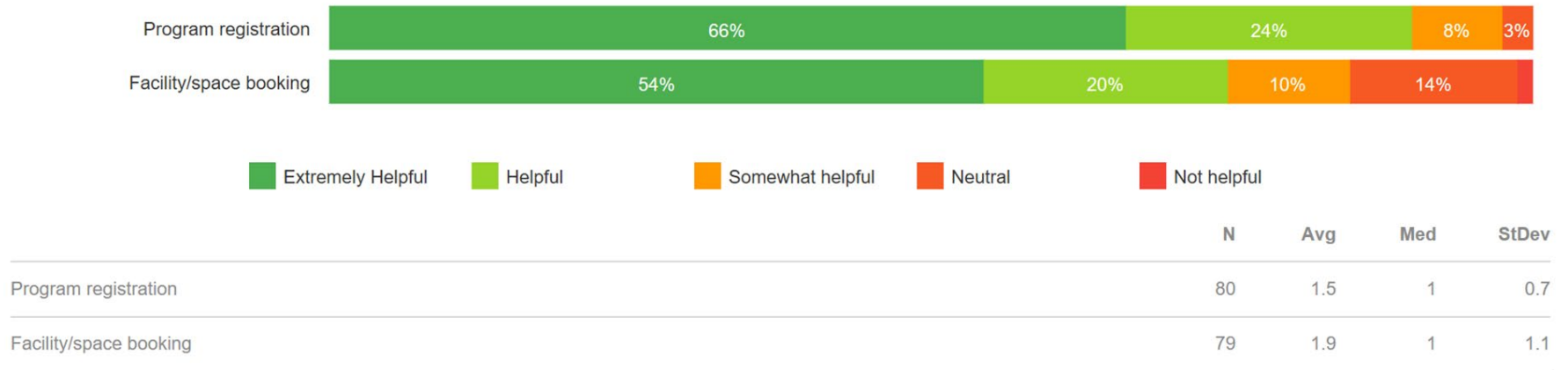
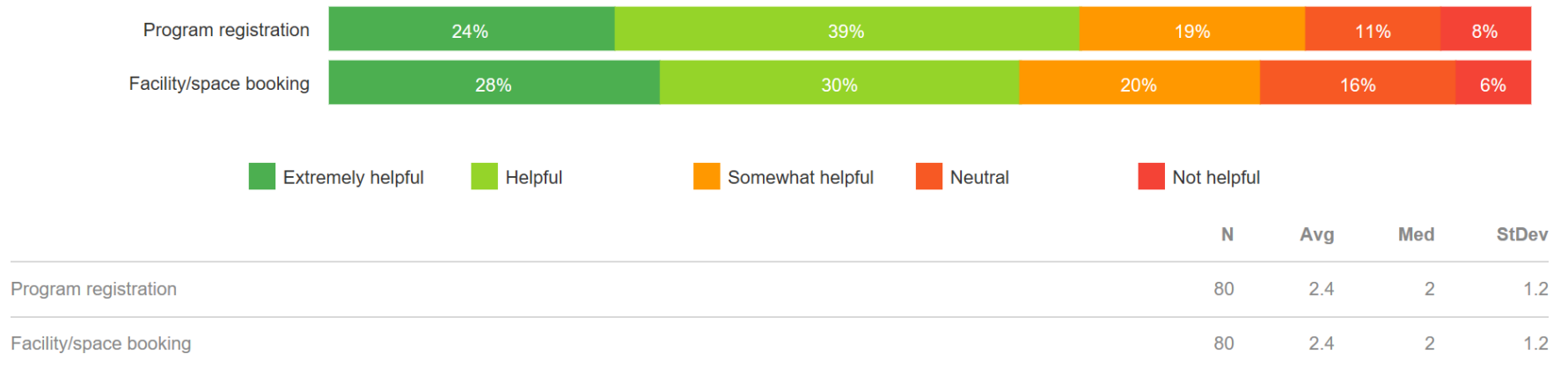


Figure 2: Automatically Generated Suggestions - The ability to search for programs or facilities by postal code or through an interactive map



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Figure 3: Customizable User Program Schedules - The ability to search for programs or facilities by postal code or through an interactive map

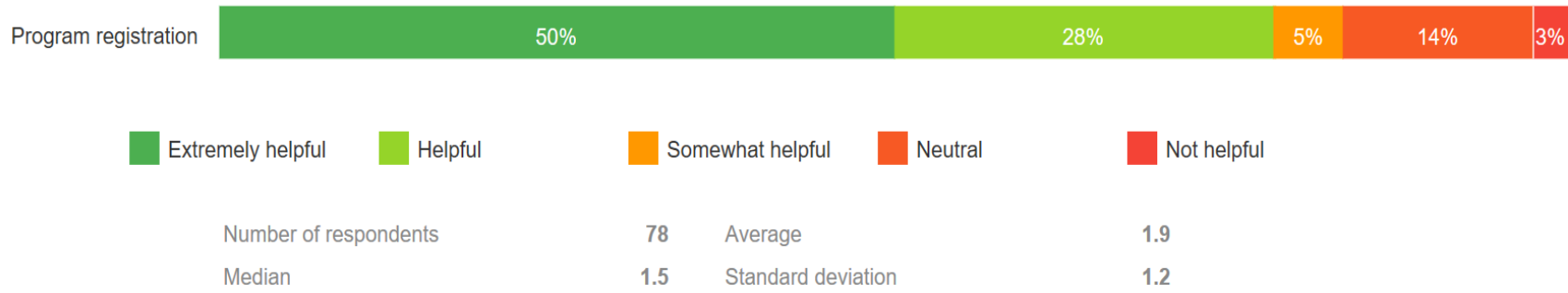
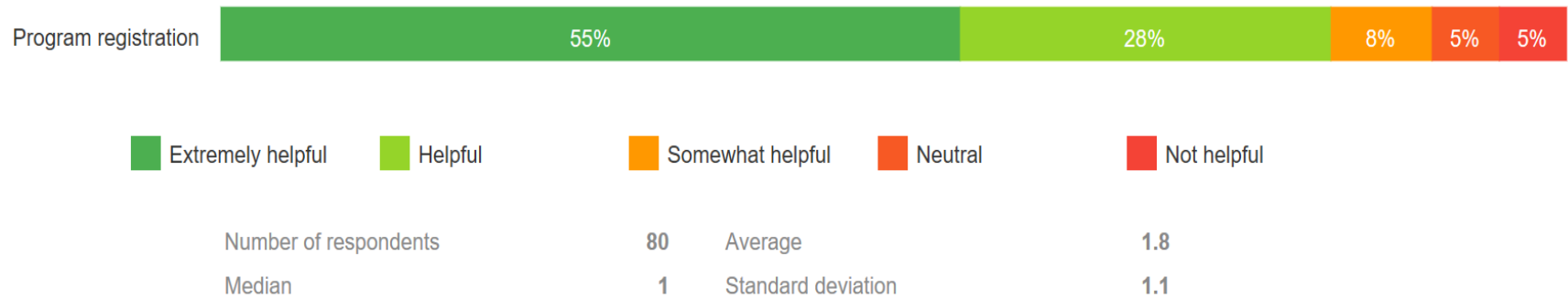


Figure 4: Descriptive Program Codes - The ability to search for programs or facilities by postal code or through an interactive map



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Figure 5: Ability to Create Wish Lists - The ability to search for programs or facilities by postal code or through an interactive map

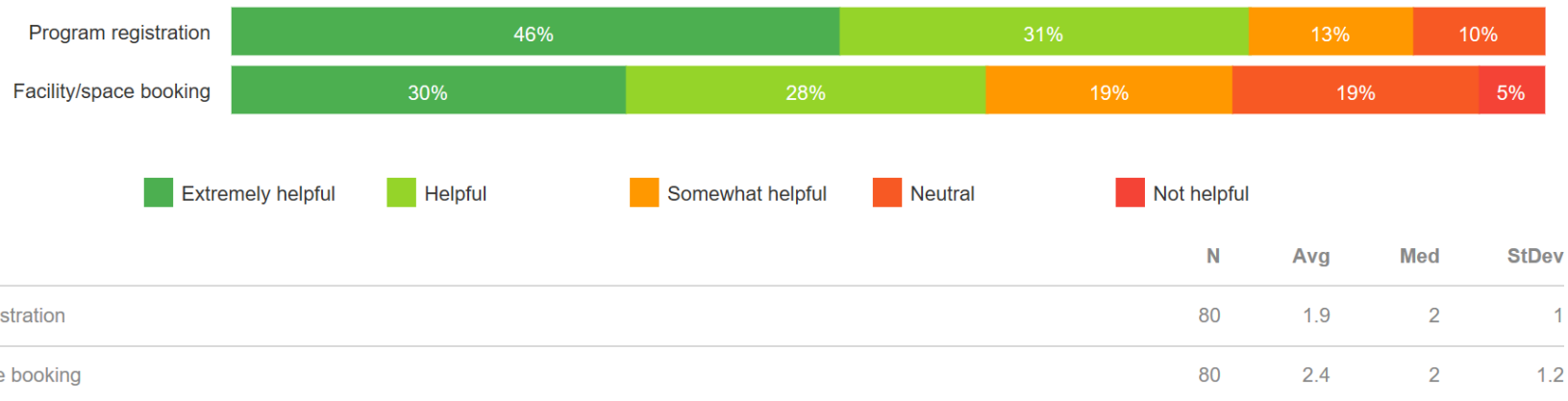
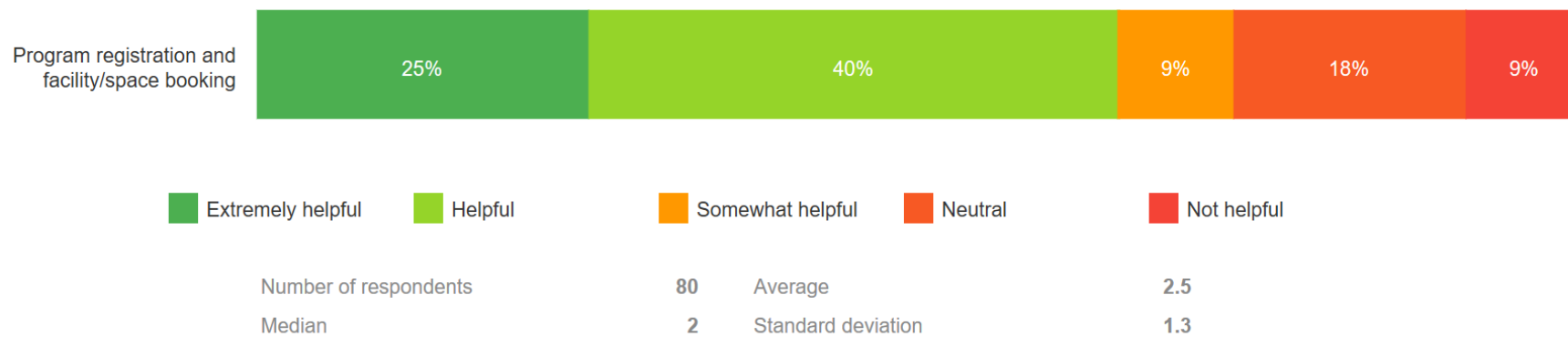


Figure 6: Automatically Saved Payment Information - The ability to search for programs or facilities by postal code or through an interactive map



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Figure 7: Detailed Program and Facility Information - The ability to search for programs or facilities by postal code or through an interactive map

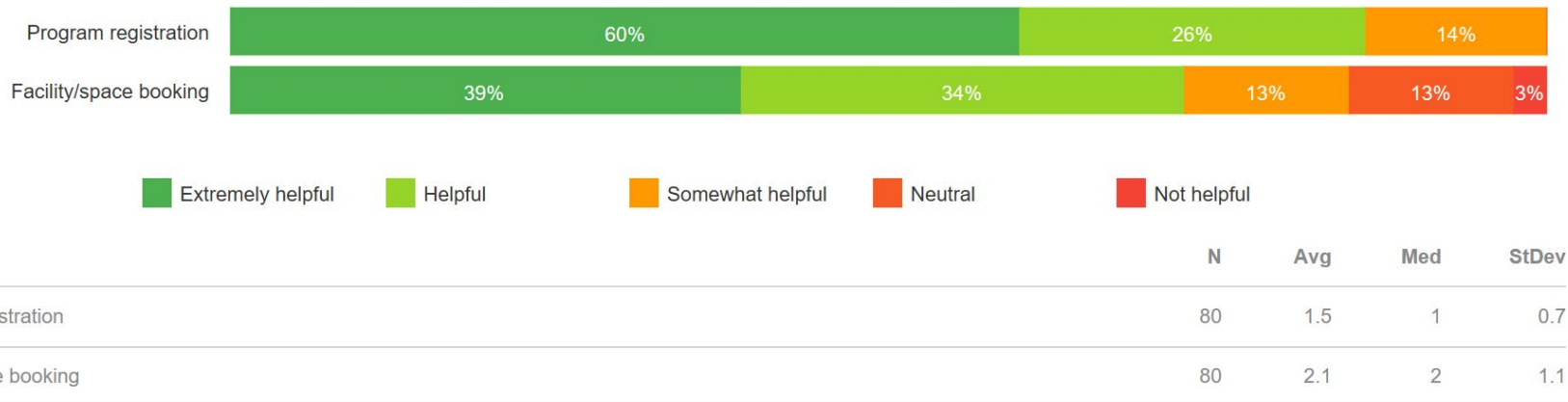
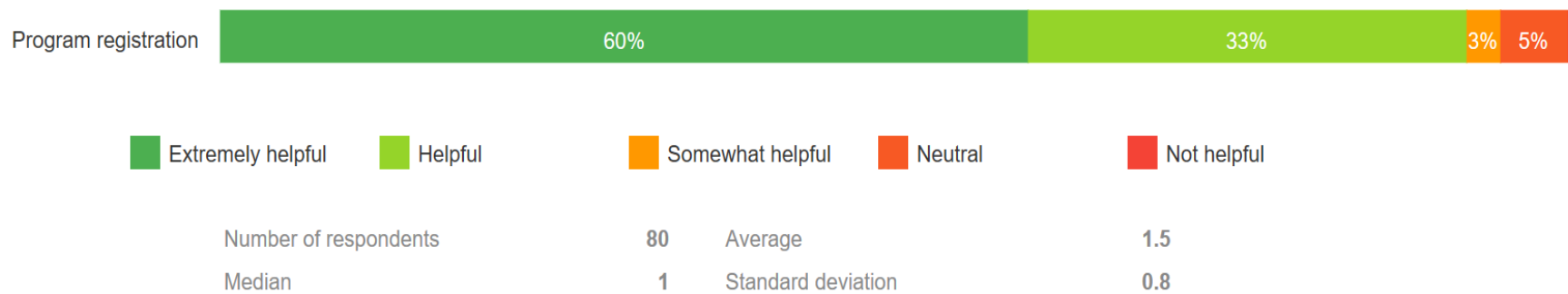


Figure 8: Visible Waitlist Positions - The ability to search for programs or facilities by postal code or through an interactive map



## Digital Citizen Advisor Input Summary

Figure 9: Implementation of Chatbots or Automated Help Features - A chatbot or automated help feature that can answer common questions on demand

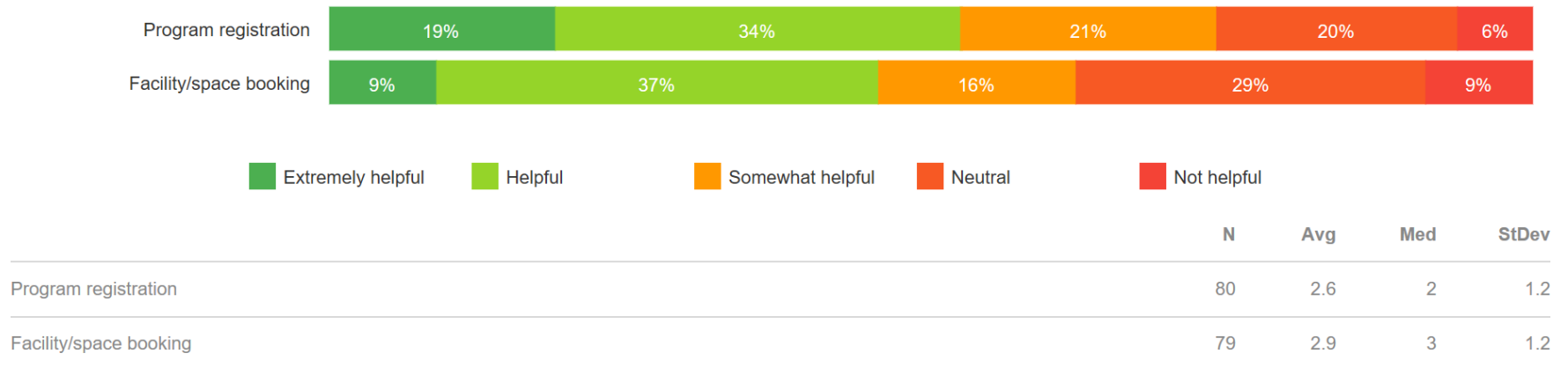
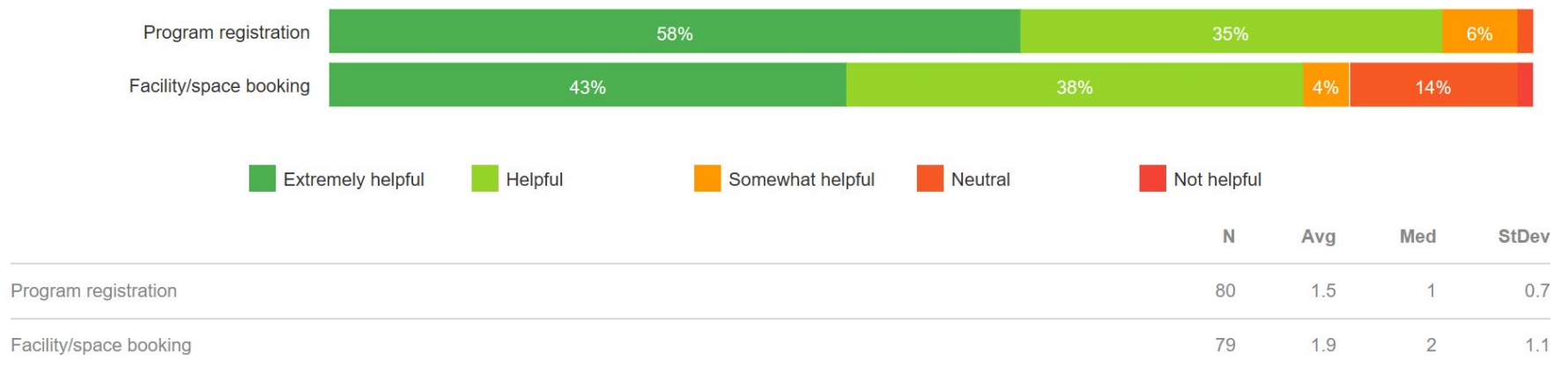


Figure 10: Enhanced Self-service Options - Ability to manage your own account, as well as those in your family group, and program enrollment or facility booking online



## Section 2: Rethinking the Registration Process

Digital Citizen Advisors were asked various questions about the recreation registration process, including preferences for the start time and day of week for the registration process. Below are the results of the survey.

Figure 11: Registration start day preference

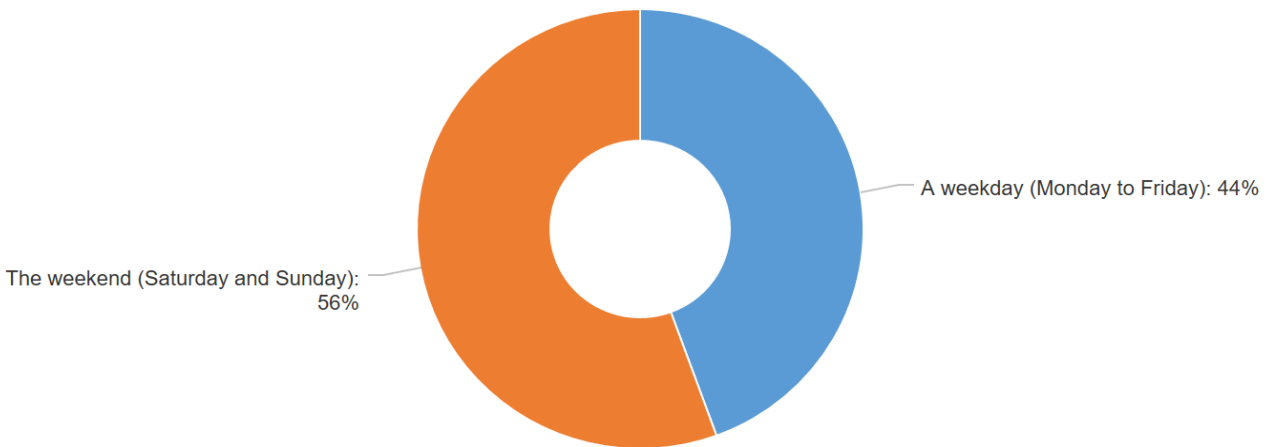
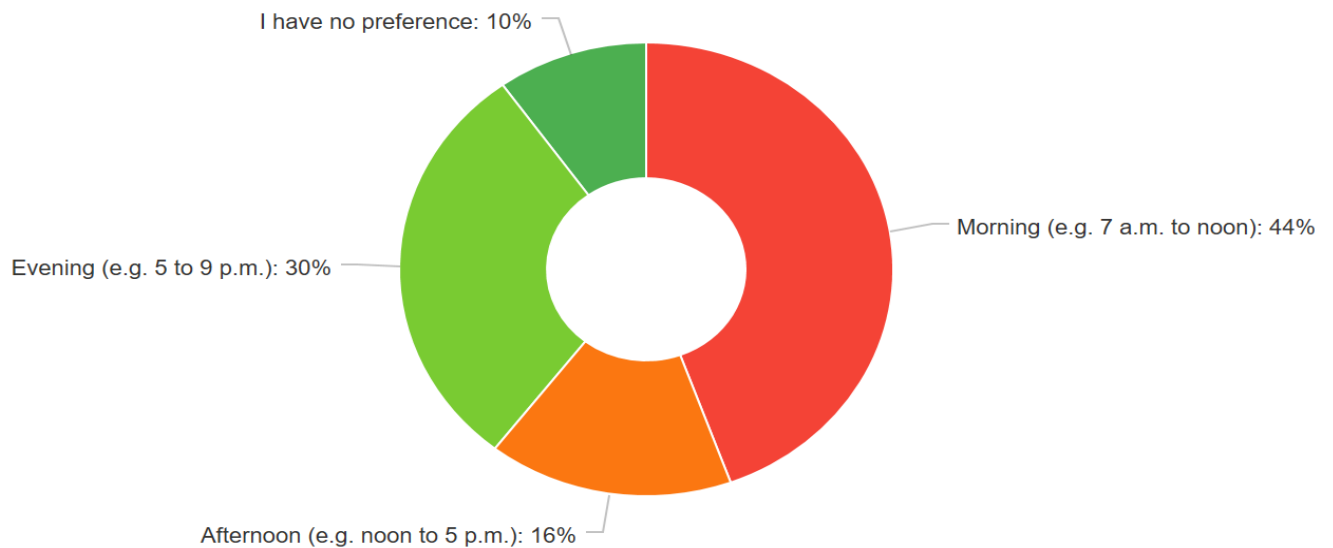
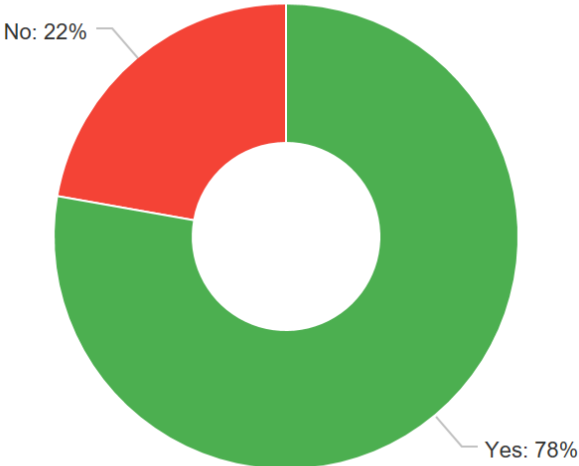


Figure 12: Registration Start Time Preference



**Digital Citizen Advisor Input Summary**

*Figure 13: Does the Quarterly/Seasonal Registration Process Make Sense?*



*Figure 14: Separate or Same Day Registration start dates for Different Demographics/Groups*

