CITY *of* CALABASAS

PARKS, RECREATION & EDUCATION COMMISSION AGENDA REPORT

DATE: SEPTEMBER 8, 2020

TO: PARKS, RECREATION AND EDUCATION COMMISSIONERS

FROM: JENNIFER HERNANDEZ, EXECUTIVE ASSISTANT
CHELSEE SMITH, RECREATION COORDINATOR

SUBJECT: DISCUSSION AND RECOMMENDATION FOR THE T&SC MEMBERSHIP SOFTWARE UPGRADE

MEETING DATE: SEPTEMBER 14, 2020

SUMMARY RECOMMENDATION:

It is recommended that the Parks, Recreation and Education Commission discuss and give a recommendation for the Tennis & Swim Center membership software upgrade.

BACKGROUND:

Due to the current CDC, State, and County COVID-19 restrictions the City has had to adjust how business is conducted at all the facilities. The Calabasas Tennis and Swim Center has been heavily impacted with COVID-19 protocols.

In the current model members are required to make advanced reservations in order to utilize any part of the Center. The reservations are taken exclusively over the phone during designated times on a first come first serve basis. As a result, this has led to longer than normal hold times, and is inconvenient for the patrons. The front desk is managing a single desk calendar and must speak to every member requesting a reservation.

The software the Center is currently using (Jonas Health & Fitness Club Management Software I4) does not allow for online reservations and must be upgraded in order for members to have online access. Jonas Health & Fitness

Club Management Software has another program called "Compete" that would enable members' online access.

DISCUSSION/ANALYSIS:

Compete not only makes it possible for members to reserve Center areas from their computers or mobile devices, it allows them to receive text messages, enroll in classes, make payments, and much more. This will cut down on phone calls and traffic in the lobby area where class registrations and payments currently take place. If Staff is directed to move forward, training and implementation will take approximately 8-10 weeks.

FISCAL IMPACT/SOURCE OF FUNDING:

Jonas Fitness offers businesses an incentive to upgrade to the new Compete software system by reducing their monthly fees. In this case, fees will be reduced by $111.00 per month.

CURRENT FEES
Monthly fee for current Jonas Software System $910.00

UPGRADED FEES
Onetime fee for data conversion and staff training $3,000
Monthly fee for comprehensive software package $799.00

REQUESTED ACTION:

Provide a recommendation to Staff for the Tennis & Swim Center Membership Software upgrade.

ATTACHMENTS:

Jonas Fitness Cost Analysis & Jonas Upgrade Materials