

Report to MSC (Public Works/Planning/C&LS)
Meeting Date: September 9th, 2024
Report Title: Booking Software

Department: Administration
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Position: Acting Recreation and Volunteer Coordinator
Report # CLS-2024-26



RECOMMENDATION:

Be it resolved that the Municipal Services Committee (MSC) recommends to Council that it re-allocate the budgeted funds of \$13,263.00 from the 2024 budget for booking software to use for Seniors and other programming, as presented in MSC Report CLS-2024-26.

BACKGROUND:

Council approved \$13,263.00 in the 2024 budget for booking software (\$6,763.00 for set-up and installation fees and \$6,500.00 for annual software services). This software was to be used to alleviate communication and processing time for program registrations and hall rentals. The booking software would have also included point of sale (POS) to make it more convenient for community members to pay for rentals and services. The booking software was also to provide data so staff could create accurate reports to help monitor usage and trends for program registration and hall rentals.

DISCUSSION:

Staff conducted research that leads them to believe that a booking software system would be underutilized. Staff watched demos of different booking software, received quotes, and conducted reference checks.

Booking Software Company	Quotation Amounts Excluding HST
Amilia Enterprises Inc.	\$899.99 Installation + \$1,475.00/year service fee
ActivNet	\$10,000 Installation + \$3,250.00/year service fee
Universe S&R	\$5,550 Installation + \$7,535.00/year service fee

Upon asking other local municipalities about the compatibility of booking software with the Township's financial software, staff determined that the booking software would not be integrated into Citywide. Instead of automatically depositing transactions into the proper accounts staff would still have to manually process the transactions at the end of each month.

After much discussion Staff believe that installing a booking software would not be feasible at this time. If the Township increases programming and hall bookings or builds a large recreational facility, a booking software application would then be justified.

Staff are recommending using Eventbrite to streamline payment and registration processes for programs. The Township is currently using this platform for events. Ticket buyers will incur a service fee of 3.5%+ \$1.29 per ticket sale. The cost of this software is \$0. Staff will continue to use the free Google calendar to book community halls and other municipal facilities.

Staff recommends redirecting the budgeted funds for a booking software to be used for Seniors and other programming. This year the Township did not receive the Seniors Community Living Grant from the Ontario government.

FINANCIAL IMPLICATIONS:

Re-allocate the budgeted funds of \$13,263.00 from the 2024 budget for booking software to use for Seniors and other programming. \$0 for yearly service fees for using Eventbrite.

ATTACHMENTS:

None.

e-signed

September 5, 2024

Christy Melvin, Acting
Recreation and Volunteer Coordinator

DATE

e-signed

September 5, 2024

Shellee Fournier, CAO

DATE