



CITY OF VANCOUVER TRANSITIONS TO ONLINE FORM COLLECTION AND ARCHIVING WITH ePACT

The City of Vancouver, Washington Parks & Recreation serves a community of more than 40,000 families, offering a wide variety of activities from arts programs and day camps, to sports and inclusive recreation, which supports those with disabilities.

CHALLENGES

With seasonal and year-round programs, the City of Vancouver collected critical information from families on separate paper and web forms for each activity, in addition to standard registration paperwork. This created a manually cumbersome process for staff before activities began, and continued well past their end date, as state licensing required participant information to be archived for seven years.

The City of Vancouver faced several challenges with its existing process:

- ▶ **No submission tracking:** Staff had to manually compare form submissions alongside registration lists to see which families had submitted the required paperwork ahead of a camp. This complicated process meant many families hadn't filled out the right forms despite doing so for other programs, and had to complete them quickly on the first day.
- ▶ **Unable to filter for key information:** With 1200 participants in camps, and 250 in inclusion programs, staff had to manually prepare and sort forms each week to find specific information about allergies, inclusion needs, photography consents, lifejacket waivers, and more.
- ▶ **Lack of secure storage:** Staff kept paperwork on site in case it was needed during a program, resulting in drawers full of participant information that was easily accessible to anyone in the office. At year-end, paperwork was boxed and driven to a facility, and archived using a manual storage and filing system with similar security risks.
- ▶ **Multiple paper forms:** The department requested separate forms, waivers, consents, and other documents for each program and activity offered, meaning that families often submitted the same information multiple times, and meant that staff had to carry heavy binders filled with hundreds of forms when travelling offsite.
- ▶ **Limited access to participant records:** Critical data wasn't automatically available for all staff overseeing a program. Staff members often had to request access to information, at which point the forms were manually scanned and emailed to the right contacts.

STANDARDISING, STREAMLINING, AND SECURING PROCESSES THROUGH TECHNOLOGY

“ ePACT ensures that the information we need to support our participants is available across all programs in real time. Everything is stored in one convenient location and the Admin App means that authorized staff can access participant records on their tablets, eliminating the huge binders we used to carry around. ”

STACEY ALLINGTON, RECREATION SPECIALIST

By transitioning from paper forms to ePACT, the City of Vancouver, Washington saved hundreds of administrative hours, further streamlined the collection of critical information with API integration, and ensured a secure archiving process to meet state licensing requirements.

800 hours saved on managing paper forms during camps

100% positive feedback about ePACT from families and staff

The City of Vancouver initially implemented ePACT for Spring Break camps and inclusion programs, and soon expanded use of the system to Summer programs. Staff noticed immediate improvements to their form collection process across all programs:

- ▶ **Seamless experience for families:** By connecting their recreation management system with ePACT through API integration, families receive their ePACT invitation shortly after registering. Staff use automated reminders to prompt families who have yet to submit their information, and send automated reconfirmations to have families who attend multiple, subsequent programs to ensure their information is still up to date.
- ▶ **Improved access to information:** Staff can track form submissions from a single dashboard, and filter for specific information to prepare for programs, such as special accommodations or medical clearances. Records and associated documents are easily shared between programs and all their authorized staff.
- ▶ **Secure, cloud-based archiving:** All forms, waivers and uploaded files are archived in ePACT, automatically deleting information after the 7-year retention period has passed. Electronic archives provide staff with an efficient way to store and search for records when needed, while meeting all licensing requirements for retention.
- ▶ **Immediate updates from families:** Families use their single ePACT record to share critical participant information for all the activities their children register for. Staff receive new or updated information immediately, even if a program has already started.

The City of Vancouver, Washington Parks & Recreation has improved the collection, management, and long-term storage of critical participant information, eliminating a manual paper process for staff and almost 1500 families. ePACT provides secure, efficient access for authorized staff, and a more user friendly experience for families from start to finish.



“ Since implementing ePACT, we've been able to streamline our processes across multiple programs, and improve security for the information we collect from participants. With the API integration and the ability to archive information electronically, we've saved hundreds of administrative hours and made the lives of families so much easier too. ”

JEN THOMAS, SYSTEMS MARKETING PARK OPERATIONS

Contact ePACT today to learn how your recreation organization can benefit from ePACT too!