



CITY OF CAPE TOWN
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Making room for Rec Room: A mobile field service application

Community Services and Health | Recreation and Parks department
06 September 2019

Making progress possible. **Together.**

The city's growing need for digital services

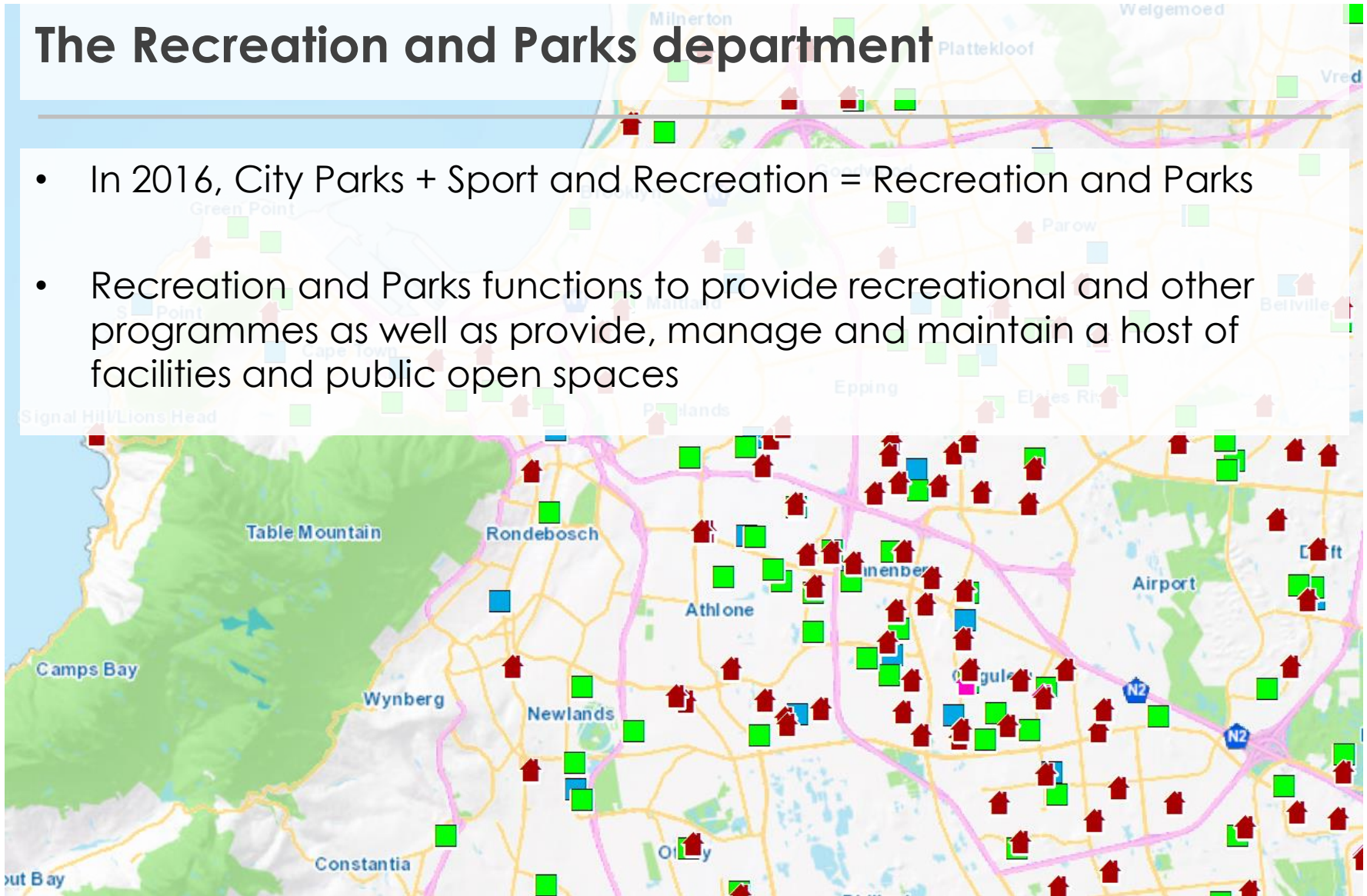
- The city of Cape Town is emerging as a global technology hub and 'tech' gateway to the African continent.
- With increasing public demands, there is a growing expectation that municipal services must be **digital**, be **available online** and be **accessible 24/7**, in addition to the traditional access channels of telephone and face-to-face services.
- Over the last decade, CCT has made significant advances in improving digital services and creating new digital channels for the public to interact with the City.

Modernisation

- Recreation and Parks = Rec Room mobile application and online Facilities Booking System

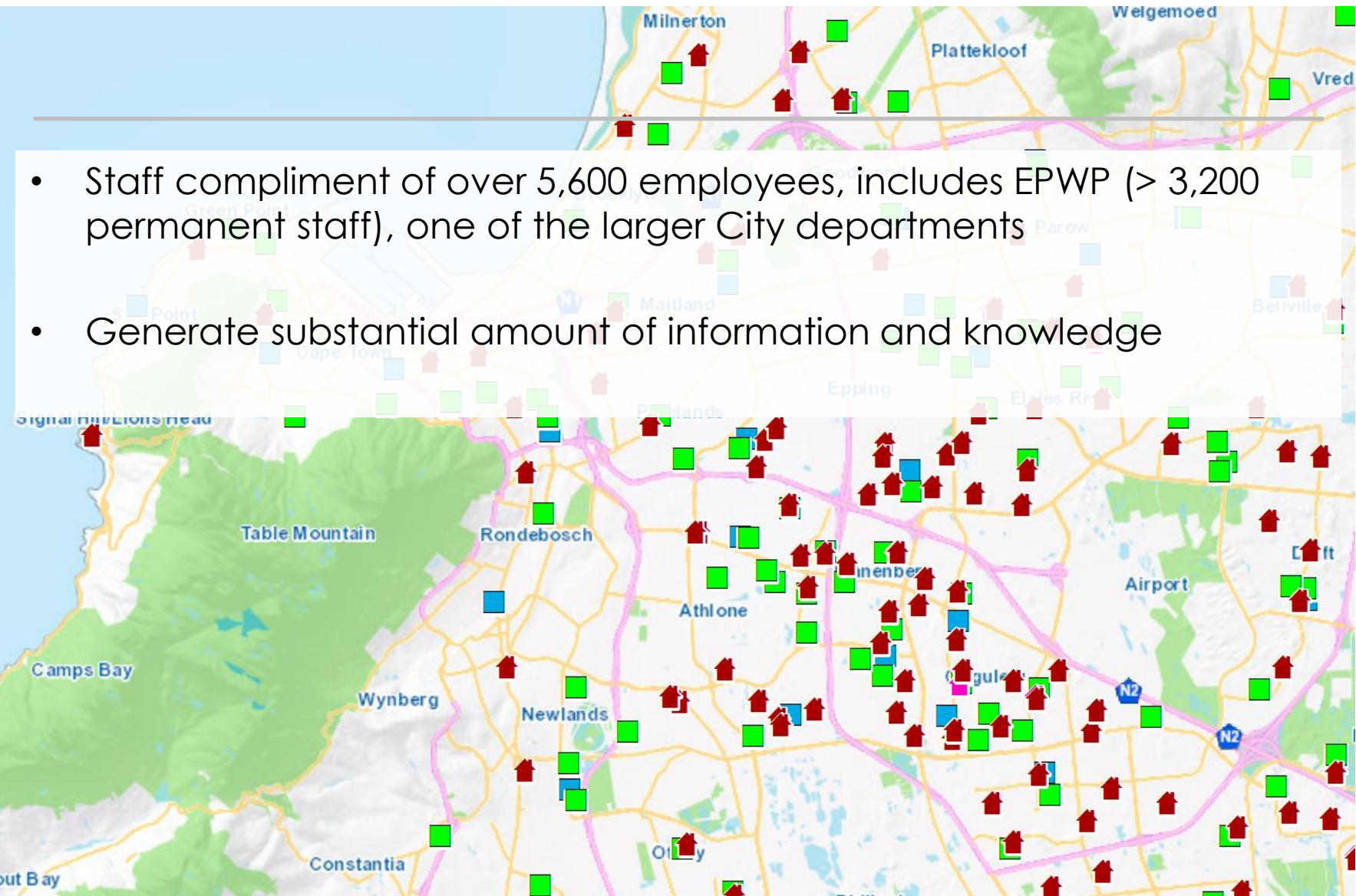
The Recreation and Parks department

- In 2016, City Parks + Sport and Recreation = Recreation and Parks
- Recreation and Parks functions to provide recreational and other programmes as well as provide, manage and maintain a host of facilities and public open spaces

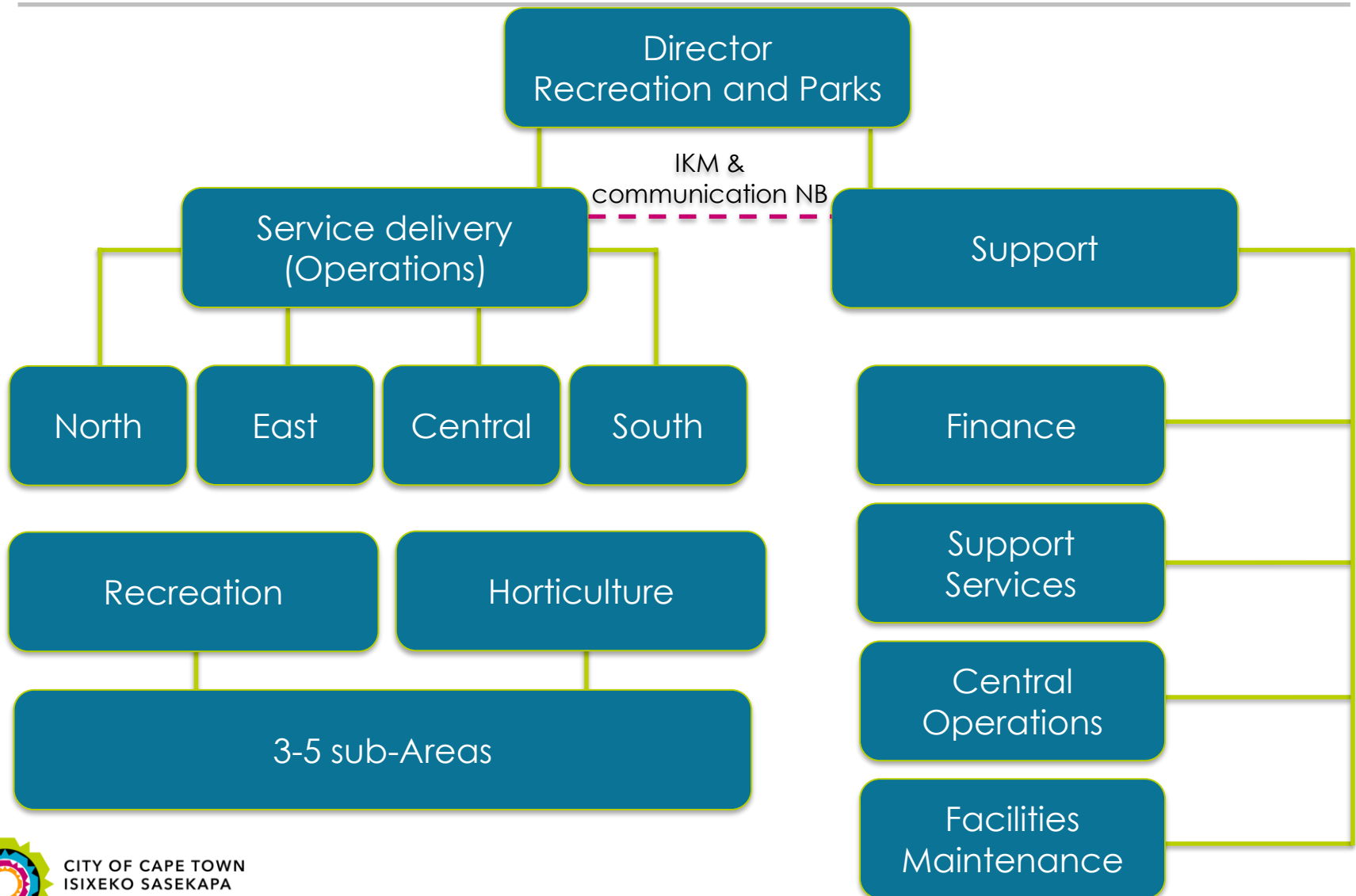


Facilities include ...

Community centres
Indoor or multi-purpose centres
Stadia
Resorts
Sport grounds
Public swimming pools
Beaches
Parks (District, Community and Neighbourhood)
Spray parks and Smart parks
Cemeteries and Crematorium
Biodiversity areas
Nursery
Undeveloped POS

- 
- A map of Cape Town, South Africa, showing various suburbs including Milnerton, Platteklouw, Vred, Parow, Maitland, Green Point, Signal Hill, Table Mountain, Camps Bay, Wynberg, Newlands, Rondebosch, Athlone, and the Airport. The map is overlaid with numerous red house icons and green square icons, representing data points for a mobile field-service application. A semi-transparent text box is positioned in the upper left quadrant of the map.
- Staff compliment of over 5,600 employees, includes EPWP (> 3,200 permanent staff), one of the larger City departments
 - Generate substantial amount of information and knowledge

Our structure



The need for a solution...

1/3 of staff had access to the internet / PC / laptop = made capturing data & reporting challenging

Various systems & platforms used (multiple SharePoint sites)

The Sport and Recreation Programmes Policy approved, mandating the provision of recreation programmes to the public

Recreation programmes at Hubs (n=55) became a SDBIP indicator

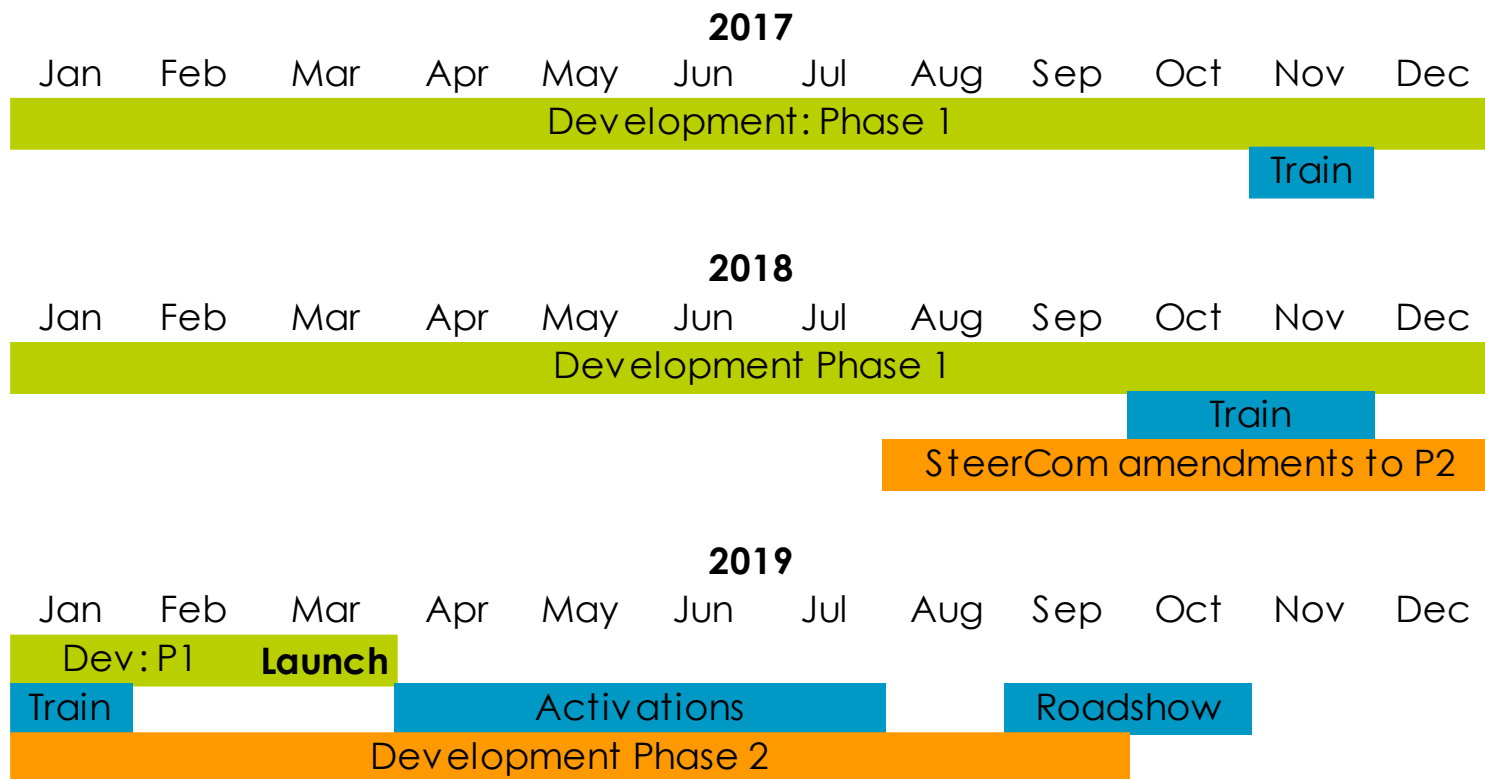
Effectively plan and schedule programmes and events as well as capture attendance of programmes

SDBIP = capturing 'on the ground' information into a central information repository for reporting

Facilitate communication between the internal staff

The Rec Room: An internal communication and reporting solution

Development timelines



While development progressed, mobile devices were procured

Phased development of a custom-made tool

Programme / Events planner (Phase 1)

Programme planner
schedule

Programme / Event
Calendar

Capture attendance

Reporting (dashboard
and reports)

Incidents and injuries

Facility checklists

Sport fields,
halls, pools

Enhanced scheduling and reporting (Phase 2)

Changes to
programme scheduling

Changes to capturing

Multiple reports

Upload images

Streamline with online
facilities booking

Manager notifications

Planned: Communication and Collaboration (Phase 3)

Newsfeed, status update, award, discussion board, post pictures and videos, upload stories, newsletters, announcements, contacts

Programme / events
calendar on www

We are here



- Development since 2017 – time to settle and focus on uptake / usage
- Review functionalities
 - ✓ Additional checklists
 - ✓ Sports field triage (sport field assessments)
 - ✓ Cemetery pre-bookings
 - ✓ Additional incident reports
 - ✓ Mowing schedule

Rec Room Tour



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Welcome!



Set up your profile



Title:

Name:

Clare Bartels

Designation:

Head: Research and Knowledge Management

Preferred Name:

Directorate:

Department:

Recreation and Parks

Branch:

Feature:

Associate your facilities into your profile

Schedule (plan) your programme / event

1234

Programme Name

Programme Name

Programme Description

Programme Description

Programme Objective

Programme Objective

Schedule Type

☐ Programme
☐ Event

Programme Type


Feature:

Submitting your programme starts an approval process

Thu 2019/08/01 11:45 AM

Sharepoint User

The Rec Room Approval 1: Test Programme

To  Tyrone Thesen

Tyrone Thesen has requested approval for the programme Test Programme

To approve the submitted request, follow the link below:

<http://cityteamsqa2016.capetown.gov.za/sites/recroom/approval#?ID=1063>



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View my (approved) activities



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THE REC ROOM

[Home](#) [Profile](#) [Directory](#) [Hide](#)

[Go to Calendar](#)

Filter

Programme Type

Start Date

End Date

Approval Status

Host

Venue

Show entries


Search:

Name	Programme Type	Start Date	End Date	Approval Status	Programme Status	Host	Venue	Schedule	View	Edit	Cancel	Delete
Neo testing 30.07.19	Holiday Programme	30-07-2019	09-08-2019	Approved	Active	14th Avenue Sports Ground	14th Avenue Sports Ground	Schedule	View	Edit	Cancel	Delete
Test	Arts and Culture	28-06-2019	28-06-2019	Draft	Draft	14th Avenue Sports Ground	14th Avenue Sports Ground	Schedule	View	Edit	Cancel	Delete
Test	Arts and Culture	01-01-1970	01-01-1970	Draft	Draft			Schedule	View	Edit	Cancel	Delete
Test Programme	Arts and Culture	01-08-2019	30-08-2019	Draft	Draft	14th Avenue Sports Ground	14th Avenue Sports Ground	Schedule	View	Edit	Cancel	Delete
Test Programme 31-07-2019 Greg	Fitness Programme	31-07-2019	31-08-2019	Draft	Draft	14th Avenue Sports Ground	14th Avenue Sports Ground	Schedule	View	Edit	Cancel	Delete
Ty Test	Arts and Culture	13-06-2019	31-07-2019	Cancelled	Inactive	14th Avenue Sports Ground	14th Avenue Sports Ground	Schedule	View	Edit	N/A	Delete
Ty Test	Arts and Culture	01-01-1970	01-01-1970	Draft	Draft			Schedule	View	Edit	Cancel	Delete
Ty Test Programme	Arts and Culture	01-01-1970	01-01-1970	Draft	Draft			Schedule	View	Edit	Cancel	Delete



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View calendar of **all** (approved) activities



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THE REC ROOM

Home Profile Directory Hide

Go to My Programmes

My programmes ▼

< August 2019 >

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Filter

Programme type

Area

Sub-Area

Programme host

Programme venue


Programme name	Programme type	Area	Sub-Area	Programme start date	Programme end date	Programme time	Programme host	Programme venue
Test Programme	Arts and Culture	Missing	1.4	01/08/2019	30/08/2019	11:35 - 13:35	14th Avenue Sports Ground	14th Avenue Sports Ground

Previous 1 Next



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Capture attendance



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THE REC ROOM

[Home](#) [Profile](#) [Directory](#) [Hide](#)

Programme Disabled Male Female

Programme

Test Programme

Programme Date

2019-08-02

Attendance Register

Choose Files

Attendance.jpg

View Images

Upload File

Programme Images

Choose Files

coct-logo@2x.png

View Images

Upload File

Save and Next

Complete 'housekeeping' checklists

Facility Type ▾

Facility ▾

Checklists

14th Avenue Sports Ground

+ Add Sports ground checklist

Adriaanse Community Hall

+ Add Halls checklist

Andile Msizi Recreation Centre

+ Add Halls checklist

Atlantis Swimming Pool

+ Add Swimming pools checklist

Bellville Sports Ground

+ Add Sports ground checklist



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Report incidents, injuries and closures

Incidents, injuries and closures

14th Avenue Sports Ground

Personnel facility incidents and injuries [View](#) [New](#)

Facility incidents [View](#) [New](#)

Adriaanse Community Hall

Personnel facility incidents and injuries [View](#) [New](#)

Facility incidents [View](#) [New](#)

Alderbrook Park

Personnel facility incidents and injuries [View](#) [New](#)

Facility incidents [View](#) [New](#)

Andile Msizi Recreation Centre

Personnel facility incidents and injuries [View](#) [New](#)

Facility incidents [View](#) [New](#)

Arderne Gardens

Personnel facility incidents and injuries [View](#) [New](#)

Facility incidents [View](#) [New](#)


Athlone Area Office

Personnel facility incidents and injuries [View](#) [New](#)

Facility incidents [View](#) [New](#)



View reports



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THE REC ROOM

[Home](#) [Profile](#) [Directory](#) [Hide](#)

Reports

- [Programme dashboard](#)
- [Programme attendance dashboard](#)
- [Incidents dashboard](#)
- [Overview Report](#)
- [Programme attendance by age report](#)
- [Calendar report](#)
- [Incident report](#)
- [System usage tracking report](#)

Programme attendance report

Year:	<Select a Value> ▼	Quarter	▼
Month:	▼	Programme Type:	▼
Schedule Type:	▼	Is Recreation Hub:	▼
Subcouncil:	▼	Ward:	▼
Area:	▼		

Incidents and injuries report

Year:	<Select a Value> ▼	Quarter:	▼
Month:	▼	Is Recreation Hub:	▼
Suburb:	▼	SubCouncil:	▼
Ward:	▼	Area:	▼

Search...

Advanced Search

Facilities



14th Avenue Sports Ground

14th Avenue Kensington

Abubakr Momath : 021 593 8437



6th Street Sports Ground

6th Street Elsies River

Thulani Mangqangwana : 021 593 8437



Abattoir Sports Ground

Abattoir Street Strand

Siphokazi Matholengwe : 021 593 8437

Booking number : 021 854 1234

The 14th Avenue Sports Ground in Kensington hosts a variety of sports including baseball, cricket and soccer.



Please contact your admin officer to update facility details

Facility type:	Sports fields
Location:	14th Avenue Kensington
Suburb:	Kensington
Sub-Area:	1.4
Subcouncil:	15
Ward:	56
Contact Person:	Abubakr Momath
Contact Number:	021 593 8437 , 072 639 4955
Booking/Municipal Contact Number(s):	021 444 7367
Booking/Municipal Contact Email:	Anne.Kotzee@capetown.gov.za
Features:	Summer playing fields, Winter playing fields, Floodlights, Clubhouse, Disability access



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Useful Contacts

Area 1 Area 2 Area 3 Area 4 General

Area 1 - Recreational Heads

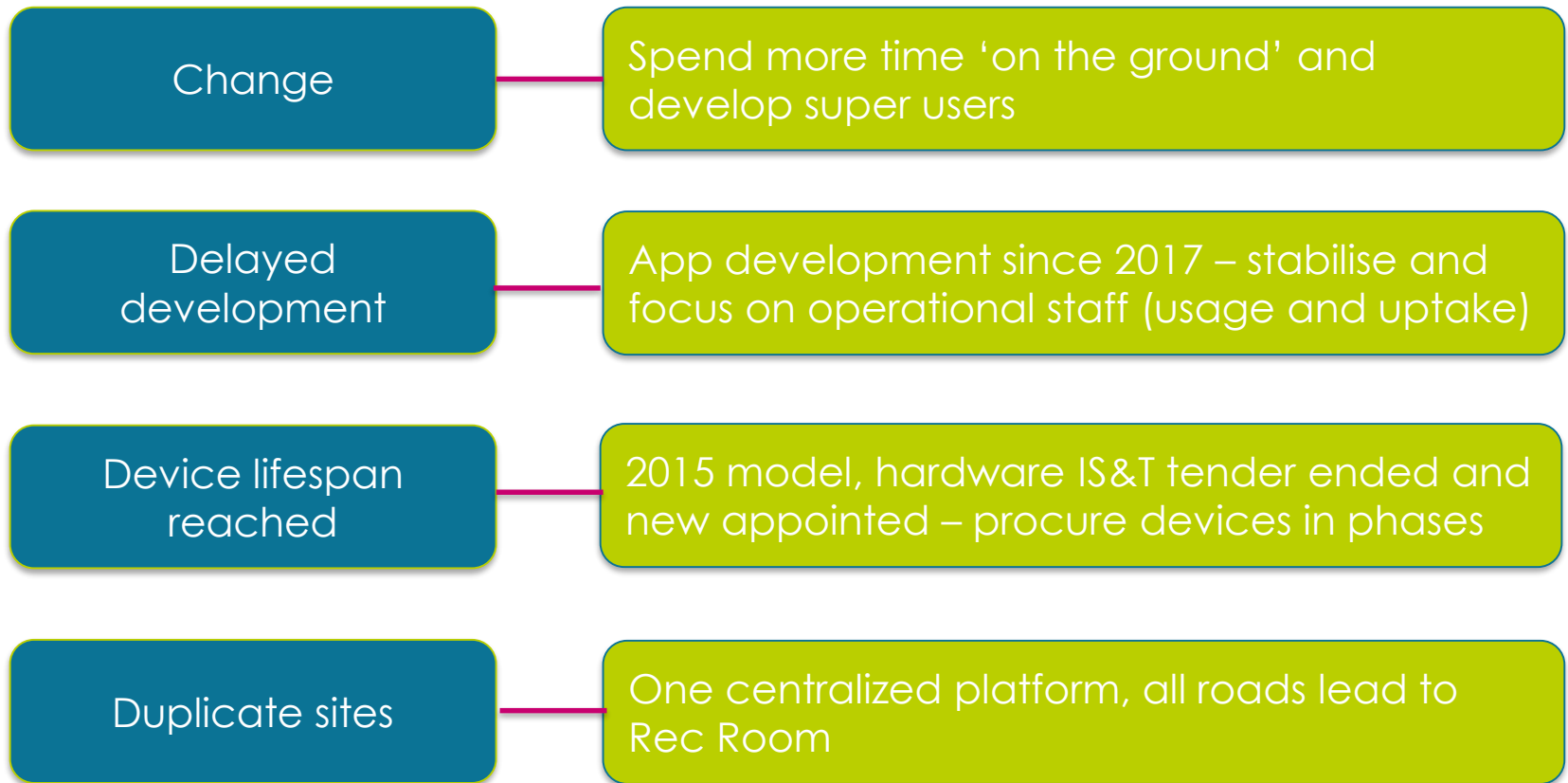
RECREATION HEADS					
SUB AREA	AREA HEAD	CONTACT DETAILS	SUB-COUNCIL	WARDS	SUBURBS
1.1	Wendy Pinder	084 558 5897	1	29, 32	Avondale, Mamre, Witsands, Protea Park, Westleur, Pella, Robinvale, Silvertroom, Saxon Sea, Ext 12
1.2	Norma Nonkonyana	072 380 5852	2, 7	6, 7, 21, 101, 105, 103, 111, 112	Fisantekraal, Philadelphia, Durbanville, Kliphuwel, Kraaifontein, Wallacedene, Northdene, Northpine, Scottsdale, Brackenfell, Eikendal, Scottsville, Bloekombos and Moningstar
1.3	Wadiah Bedford	084 888 0598	15, 16	51, 52, 53, 56, 57	Kensington, Fackreton, Pinelands, Maitland, Langa, Observatory, Mowbray, Rygersdal and Thornton
1.4	Sarel Van Deventer	084 222 1318	1, 3, 15	1, 4, 5, 23, 55, 70, 104, 107, 113	Kensington, Fackreton, Pinelands, Maitland, Langa, Observatory, Mowbray, Rygersdal and Thornton
1.5	Phumla Mrubata	082 888 6876	16	77, 74, 54, part of 57 & 115	Kensington, Fackreton, Pinelands, Maitland, Langa, Observatory, Mowbray, Rygersdal and Thornton



Usage and uptake

Challenges to uptake / usage

Uptake and usage increasing slowly but steadily



In closing...

- In response to the need for a central information platform and repository for internal staff, the R&P department developed the Rec Room mobile field service application
- Both operational staff and management are able to access information anytime, anywhere for planning and reporting purposes
- The app shows substantial promise and value, with developments planned into the future
- Developments include streamlining of Rec Room and FBS = 'two systems with one backbone'
- Watch this space!



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Thank You

For queries contact clare.bartels@capetown.gov.za

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