

**From:** Park Board GM's Office  
**To:** PB Commissioners  
**Cc:** PB Communications; PB LT (Leadership Team) - DL  
**Subject:** ActiveNet System Update  
**Date:** Wednesday, August 31, 2022 12:36:00 PM i

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Good afternoon Commissioners,

Last night, during swim lesson registration, the ActiveNet system experienced a temporary service outage due to site volume. Commissioners may have received some feedback from frustrated residents. We also, traditionally, have a need that exceeds our ability to deliver related to general capacity of both physical space and instructors.

The system has since been restored and our aquatics programming team will be contacting a limited number of people registered at the top of the waitlist. We are apologizing for any frustrations experienced as a result of this service outage. We are investigating the system failure and working with ActiveNet to do everything possible to minimize the risk of this happening again. Staff recognize that swimming lessons are important to our communities and are working diligently to improve our system for registering. We are also reviewing how we manage waitlists so as to accommodate as many folks as possible.

Regards,

Donnie

**Donnie Rosa | General Manager**  
**Vancouver Board of Parks & Recreation**  
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**Pronouns:** They/She

*We are on the unceded territories of the Coast Salish Nation, the x<sup>w</sup>məθk<sup>w</sup>əjəm (Musqueam), sḵwxwú7mesh (Squamish) and səliłwətał (Tsleil-Waututh) nations.*

**Mission: Decolonize the Vancouver Board of Parks & Recreation** *The Park Board recognizes the institution's colonial history and upholds the Board's commitment to the 11 Reconciliation Strategies.*