



Agenda Item No: 1.q

PLACENTIA CITY COUNCIL AGENDA REPORT

Meeting Date: July 21, 2026

Submitted by: Lydie Gutfeld

From: Development Services

Subject:

APPROVE A NINE-MONTH AGREEMENT WITH CIVICPLUS FOR RECREATION MANAGEMENT SOFTWARE (CIVICREC) NOT TO EXCEED THE AMOUNT OF \$16,940.58

Financial Impact:

Year 1 contract	TOTAL
(includes installation, training, and equipment)	\$16,940.68

Summary:

The Community Services Department currently utilizes the Active Recreation Registration software to manage program registrations, facility reservations, memberships, online payments, leagues, classes, camps, and customer accounts. Over the years, it has become apparent that the current software is not able to meet the needs of the Community Services Department and continues to increase its fees while decreasing its service levels. As technology and customer expectations continue to evolve, staff evaluated available recreation management software solutions to improve operational efficiency, enhance the customer experience, and provide a secure, modern registration platform. Civic Rec has been selected as the software vendor that will work to ensure programs, services, events, and applications for vendors, facility reservations, and permits are better handled through efficient processes and AI capabilities.

Recommended Action:

It is recommended that the City Council:

1. Approve a nine-month agreement with CivicPlus for the CivicRec Recreation Management Software in an amount not to exceed \$16,940.58; and
2. Authorize the City Administrator or her designee to execute the agreement and any related documents necessary to implement the software.

Strategic Plan Statement:

By awarding this contract, the City will move forward on accomplishing Strategic Goal No. 5 - Organizational Excellence by having a registration software that is able to better serve the Placentia community, its visitors, and internal customers with excellent customer service options when looking for programs, services, and events.

Discussion:

To ensure the City selected the solution that best met its operational needs, staff conducted a

comprehensive review of available recreation management software providers. Multiple vendors were invited to demonstrate their software platforms, including:

- | | |
|------------------------|-------------------|
| • Kaizen | No quote provided |
| • Xplor Recreation | \$17,000 |
| • CivicRec (CivicPlus) | \$ 16,940.68 |

Each demonstration was evaluated based on functionality, ease of use, implementation process, customer service, reporting capabilities, security, integration opportunities, and overall cost.

Following staff evaluation, CivicRec was identified as the preferred solution. CivicRec provided the most competitive pricing while offering the functionality necessary to support the City's current and future recreation operations. Additionally, CivicRec offers the opportunity for future integration with the City's existing CivicPlus website platform, creating a more seamless customer experience while improving internal efficiencies.

A significant factor in staff's recommendation is that CivicRec is currently the only recreation management software that is GovRAMP Authorized, meeting government cybersecurity and compliance standards specifically designed for public agencies. The attached sole source letter confirms CivicRec is the only recreation management platform currently included on the GovRAMP Authorized Vendor List, making it uniquely qualified to meet the City's security and compliance objectives.

Staff is recommending approval of only a nine-month agreement at this time. The City currently contracts separately with CivicPlus for its municipal website services. That agreement expires in April 2027. At that time, staff intends to return to City Council with an amendment to the City's existing CivicPlus agreement to incorporate the CivicRec Recreation Management Software into a single, consolidated agreement. Combining these services under one contract will streamline contract administration, simplify vendor management, and provide greater integration between the City's website and recreation registration platform.

The proposed agreement includes implementation services, staff training, consulting, financial integration, GIS integration, ADA accessibility tools, and recreation management licensing for the initial term ending March 31, 2027, for a total cost of \$16,940.58. Annual recurring services beginning April 1, 2027, are estimated at \$15,987.50, subject to future City Council approval through the amended CivicPlus agreement.

Financial Summary:

The total cost of the initial nine-month agreement is \$16,940.58, which includes software licensing, implementation, training, consulting services, and related setup costs. Sufficient funding is available within the Community Services Department's Fiscal Year 2026-27 operating budget.

Upon expiration of the initial term on March 31, 2027, staff anticipates returning to City Council to amend the existing CivicPlus website services agreement to include the CivicRec Recreation Management Software under one consolidated contract.

Attachments

[Placentia CA Just Rec SOW.pdf](#)

[Xplor Recreation - City of Placentia_NextRec_Recreation Management System.pdf](#)

