

THE CITY OF MESA | SUCCESS STORY

Keeping Staff and Members Cool in the City of Mesa

Just east of Phoenix, Arizona, the City of Mesa serves a community of more than 2500 members, providing a diverse range of programs, including camps, after-school care, and special need recreation.

Real Time Updates from Families

Families utilize ePACT records to share vital participant details for all their children's registered activities. Staff receive prompt notifications for any new information, ensuring immediate access, even if a program is in progress.

Streamlined Information Access

Staff can track form submissions from a centralized dashboard and easily filter for specific information for program preparation, such as special requirements or medical clearances. Records and documents effortlessly flow between programs and authorized staff, ensuring comprehensive and informed support.

Smoother Process for Families

Families swiftly receive their ePACT invitations after registration. Automated reminders nudge families who have yet to submit their information. Automatic reconfirmations for returning participants and those attending multiple programs ensure their details remain current.

Protected Cloud-Based Archiving

All forms, waivers, and uploaded files find a secure home in ePACT's cloud-based archive. Information is automatically deleted after the custom-set retention period, allowing the City of Mesa to meet rigorous retention requirements. Staff can efficiently store and retrieve records when necessary, while aligning with state licensing protocols.



"The Special Needs Recreation Department has been able to customize questions specific to our program, such as whether participants are G-tube fed or require insulin checks. This year, we even added a question about face painting preferences, eliminating the need for separate permission slips. The ability to tailor questions year by year has been extremely helpful, especially in behavior management."

NINA BERNARDO, SPECIAL RECREATION SUPERVISOR



"Being able to access information remotely and eliminating the need for paper documentation is incredibly convenient. Having access to approval statuses, especially when working with individuals with special needs or allergies, is crucial for ensuring their safety."

NINA BERNARDO, SPECIAL RECREATION SUPERVISOR

THE HIGHLIGHTS

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

1,000

hours saved for families filling out for forms and waivers

\$25,000

in annual administrative costs estimated after investment

6,000

pieces of paper saved annually