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**City of Kyle e-Government Program  
Benefits Parks and Recreation Participants, Receives National Attention**

The City of Kyle implemented e-Government in the City's Parks and Recreation programs in early 2006 to accommodate a change in location as well as rapidly increasing participation numbers. Since then, Kyle residents have made thousands of registrations for Kyle's recreation programs, using the system to register for everything from fitness and swim lessons, to vendor booths and BBQ Cook-off teams.

The City of Kyle is the second largest city in fast growing Hays County. The City has seen tremendous population growth, increasing from just 5,000 in the year 2000 to approaching 30,000 residents today.

With such tremendous growth have come unique challenges, and the City has addressed some of these challenges by employing advanced technology. By employing e-government technologies, provided by GovPartner - a leading provider of e-Government software and services, the City is able to do more with less while continuing to provide a high level of quality customer service, even as the customer base continues to grow at such a rapid rate.

"When we moved to a New City Hall, our department was no longer located next to Finance where all payments for classes and facilities took place," explains Kerry Urbanowicz, Kyle Director of Parks & Recreation. "We needed a system that would allow us to operate and track all financial transactions, which this software provided. What we did not realize right away, was that this web based system would offer so much more for our programs and department to grow."

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This fall, the City's online Recreation and Citizen Request Management projects will be profiled at the National Recreation and Park Association (NRPA) annual conference in Seattle, WA. Krystal Loyd, Program Coordinator with Kyle's Parks and Recreation Department, will join representatives from GovPartner, to present the session "Changes in Technology Help Manage Changing Parks and Recreation Policies" on October 12<sup>th</sup> at the Washington State Convention Center.

"It is an honor to represent the City of Kyle on the national scene and I'm very excited to share all the great things our Parks and Recreation department has accomplished through our online registration system," said Loyd. "The system from GovPartner has allowed our programs to continue to grow with us having to add additional staff."

Kyle officials spent over three years researching e-Commerce systems and reviewing other City programs. The end result is an easy to use system that allows residents to register for programs simply by visiting [www.cityofkyle.com](http://www.cityofkyle.com) and going to the Parks and Recreation department's web site to sign up.

The system went live in April 2006. With more than 250 students per week registering for summer camp, the ability to track transactions and rosters for the campers on a weekly basis has been a great benefit for the City. In addition, the time saved by tracking and retrieving all recreation transactions or requests for service from any department within a central system has been a benefit of both GovPartner systems for Kyle.

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