



On-Demand Reservations

Karen Lee

Recreation Supervisor

The Ask

That the City Council receive an update on the City's improved On-Demand Reservation System.



Facility Reservation Background



THE CHALLENGE

- Antiquated process
- Back and forth between departments and facilities for supplemental vendors and insurance
- Difficult to know where to start
- Inconvenient and time consuming
- Intimidating – “A Million Dollar Insurance Policy!?”



THE OPPORTUNITY

- A convenient positive experience
- One-stop shop reservations (online and in-person)
- Easy transaction process
- Resident focused experience – *Enjoy the Occasion!*
- Simple and easy to understand language

Success (2020 to Present)

- ✓ Implemented CivicRec software
- ✓ Activated online reservations at:
 - 27 park picnic areas
 - Circle City Center (CCC)
 - Victoria Park
 - Historic Civic Center Theatre & Community Room
 - Civic Center Gym & Fitness Room
- ✓ Launched "Ready to Serve" vendor list
- ✓ Streamlined insurance



What is “On-Demand”

On-Demand Reservations



24/7 Access

Full reservation capabilities with just a few clicks from your home or mobile device.



Streamlined Service

Provides residents with a quick, concise way to reserve facilities.



Efficiency

User friendly and allows staff to view documents such as layouts and notes.



On-Demand Reservations

Reservation Options



In-Person

Traditional
pen-to-paper and
in-person support



Phone

Consultation
and support with
our friendly staff

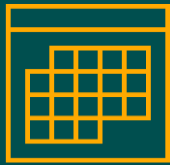


Online

New convenience
with 24/7 access
and support

On-Demand Reservation Framework

Step-by-Step



Select facility
and reservation date



Complete forms



Upload required
documents



Process payment

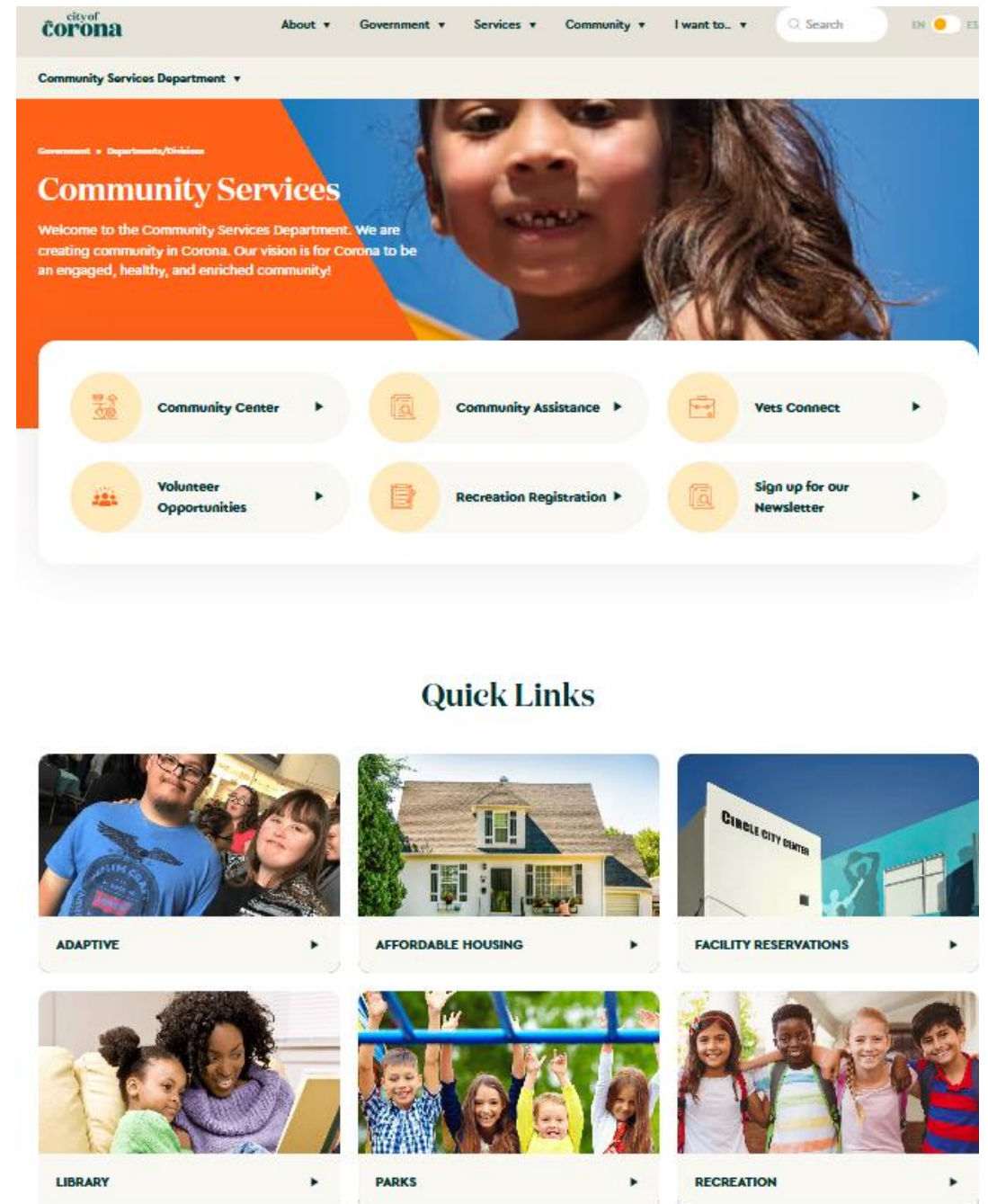


Review and
approve

Reservations Landing

Start Here: coronaca.gov

- Recreation Services:
 - Facility Rentals
 - Forms and applications
 - Tour a few of the facilities
 - List of vendors with verified insurance
 - Click on coronaca.gov/registration
 - Select "Picnic Shelters" or "Indoor Facility Reservation"
 - Follow steps to complete reservation process





CITY OF
CORONA

PICNIC RESERVATIONS

*Save Time, Reserve Your
Favorite Picnic Areas Online!*



SCAN ME

RESERVE ONLINE

Scan the QR Code for:
+ Availability
+ Park Information
+ Rates
+ Reservations
+ More

Contact Us For More Details

☎ (951) 736-2241 🌐 www.CoronaCA.gov


bit.ly X

CINEMATIC VIDEO **PHOTO** PORTRAIT PANO



Reservation Approval

- Submit reservation application
 - ☐ Verify layout, insurance, add-on fees
 - ☐ Third-party vendors (if applicable)
 - ☐ Pay remaining balance
- Picnic shelter reservations approved immediately
- More complex applications require staff review and approval (Response time 48-72 hours)
 - If reservation holder has vendors, must verify from Ready to Serve List or acquire vendor insurance
 - Staff will confirm reservation within 48 – 72 hours.
- Once approved - verification email, contact information, and helpful resources provided
- Automated emails sent to resident and internal staff with reservation confirmation



PERMIT #11583

Authorized On: 01/23/2025 12:08 PM

Title: Baby Shower

NOTE: No Approved Vendors CS

Location

Circle City Center
365 N. Main St
Corona, CA 92880

Permit Holder

Authorized Agent

Ramon Ramirez
951-736-2241
RecSvcs@CoronaCA.gov
<https://www.coronaca.gov/recreation>

RESERVATIONS

Location	Facility	Date	Time	Hours	Estimate
Circle City Center	Banquet Room (South)	Sat, Feb 8th 2025	01:00 PM-06:00 PM	5.00	\$710.00
	Addons	General Liability Insurance Level 1 (101-250 attendees)			\$35.00
		Reservation Insurance Base (1-100)			\$87.00
		Application Fee			\$30.00
		Addons Total			\$152.00
TOTAL:					\$862.00

CHARGES

LOCATION	FACILITY	DESCRIPTION	TOTAL	PAID	BALANCE DUE
Circle City Center	Banquet Room (South)	Feb 8, 2025 1:00 PM-6:00 PM	\$710.00	\$710.00	\$0.00
Circle City Center	Banquet Room (South)	General Liability Insurance Level 1 (101-250 attendees)	\$35.00	\$35.00	\$0.00
Circle City Center	Banquet Room (South)	Reservation Insurance Base (1-100)	\$87.00	\$87.00	\$0.00
Circle City Center	Banquet Room (South)	Application Fee	\$30.00	\$30.00	\$0.00
TOTAL:			\$862.00	\$862.00	\$0.00

Real Impact (Jan 2024 - present)

2,948
Total Reservations

661
Reservations Made Online

22%

**Of Reservation Services
Now Provided Online**

AND GROWING!

What's Next

- ❑ Improve, refine, and expand
- ❑ Reduce processing times
- ❑ Add more local businesses to pre-approved vendor list
- ❑ Update administrative policies
- ❑ Continue to provide a stellar experience!



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Questions?

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