



## City of Calabasas, CA

A better Parks & Rec experience: How Calabasas reduced staff time and resident frustration with digital forms

### OVERVIEW

The staff and residents of the City of Calabasas, California, were frustrated by an inefficient, paper-based waitlist for its popular Tennis and Swim Center. The city turned to Granicus' Forms & Workflow solution to create a streamlined digital tracking process that manages a large, high-profile waitlist with far less effort and far greater transparency. This resulted in a dramatic decrease in widely felt frustration and measurable improvements in staff bandwidth and customer trust.

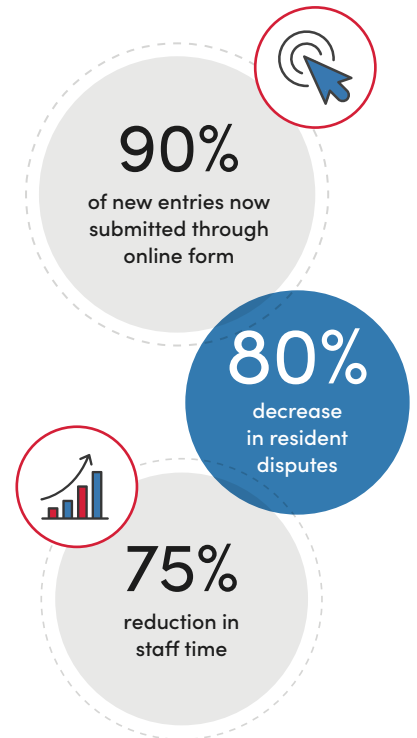
### SITUATION | FILES AND FILES OF FRUSTRATION

The Calabasas Tennis and Swim Center is a highly sought-after, city-run facility featuring 16 tennis courts, a junior Olympic pool, and a fitness center. Its popularity led to an extensive waitlist of more than 8,000 people.

The process for joining the hefty waitlist was entirely manual. Residents had to visit the facility, fill out paper forms, and receive a physical card with their waitlist number. Staff tracked entries in binders and manually called individuals when spots opened – often years later.

### MUST HAVE SOLUTIONS

Forms & Workflow



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This initiative is important because it replaced an outdated paper waitlist at the Calabasas Tennis and Swim Center with a fair, transparent, and efficient digital system that better serves residents and supports staff operations. The impact has been significant, with waitlist management time reduced by about 75%, disputes dropping by an estimated 80%, and residents gaining a more accessible and reliable process for joining one of the city's most in-demand facilities.”

Erica Green | Community Services Director | Calabasas, CA



This approach created several challenges:

- ⊗ **High administrative burden** for front desk staff
- ⊗ **Difficulty verifying and tracking** waitlist entries
- ⊗ **Lost or outdated** contact information
- ⊗ **Disputes** over waitlist cadence
- ⊗ **Limited accessibility for residents** who couldn't visit in person



**“It all just became too difficult to track,”** explained Lana Filice, recreation supervisor for the City of Calabasas. **“It was staff-intensive; when we’d call citizens, we’d have to literally thumb through a book of contacts – and since we had years-long waitlists, people would lose their card or change phone numbers and miss their chance to join the facility.”** It was clear that the city needed a more accessible and reliable way to manage demand.

## SOLUTION | ALWAYS-ON ACCESS

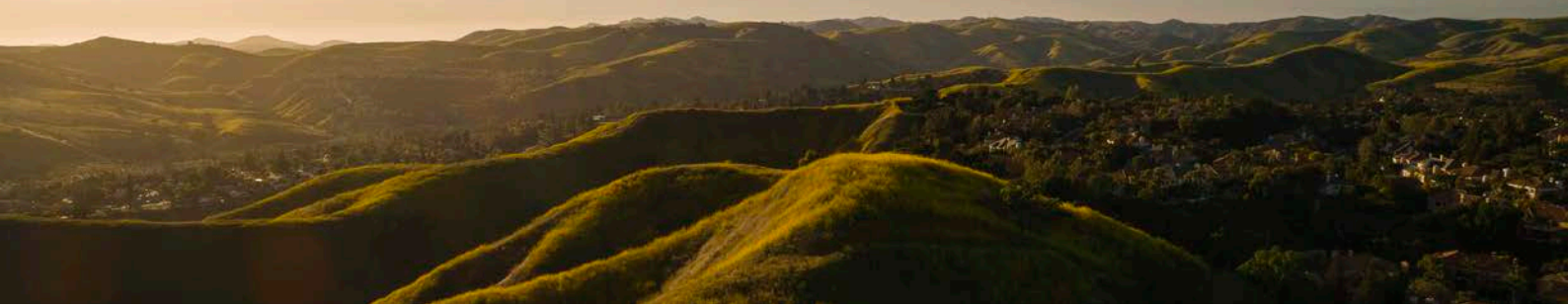
“Working with our IT and Community Services team, we developed an online form that residents can complete from any device,” explained Mayor James Bozajian. “Each submission is automatically dated and time stamped, stored electronically, and followed by a confirmation email – so the residents have proof they joined the list. This replaced a paper-based system with a reliable digital workflow that staff can sort, audit, and manage much more efficiently while also supporting fairness and transparency in how names are pulled from the list.”

The department expanded its use of Forms & Workflow to digitize additional workflows, such as incident reporting and maintenance tracking. These centralized records reduced reliance on paper processes and improved internal accountability and visibility across the department.

“Granicus Forms helps simplify our processes,” said Filice. “Cutting back on the time spent is really huge for everyone involved.”

## RESULTS | MAYOR-APPROVED MODERNIZATION

“The results have been significant,” said Mayor Bozajian. “Staff time spent managing the waitlist dropped from about 8-10 hours per week to just 1-2 hours. More than 90% of new entries now come through the online form, and disputes over whether someone was already on the list have dropped by an estimated 80%. Residents can now sign up more easily, often outside normal business hours, and we have a clear process that improves customer service, efficiency, and public trust.”



The new system also improved data accuracy by creating verifiable records for every submission, reducing disputes and uncertainty around waitlist placement. Collecting email addresses alongside phone numbers strengthened communication, making it easier to reach residents when spots became available.

Internally, the shift away from paper processes and face-to-face conversations with frustrated residents reduced administrative burden. Improved recordkeeping and clearer visibility into demand trends ultimately helps leadership make more informed decisions about future programming and facility planning.

Transforming a cumbersome process into an intuitive digital experience proves how targeted modernization can deliver meaningful – and even award-winning – gains in efficiency and service. **“Sometimes when you have an idea and just move forward with it, the results are even better than anticipated,”** said Filice.

- ✓ **75% less staff time:** Streamlined processes reduced weekly administrative work from hours to minutes.
- ✓ **80% fewer disputes:** A transparent, timestamped system eliminated confusion and improved trust.
- ✓ **90% digital adoption:** Residents now join the waitlist easily – anytime, from any device.
- ✓ **Clear data, smarter planning:** Digital records provide visibility into demand and support better decisions.

*This story highlights the hard work and innovation that earned the City of Calabasas recognition as a winner in the 15th Annual **Granicus Digital Government Awards**, honoring exceptional achievements in digital government.*

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