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Good Day,

The Department of Recreation and Parks is committed to providing updates and ongoing explanations to our youth sport organizations and parents in reference to the unfortunate glitches in our new scheduling software. We apologize for the confusion this has caused and we are diligently working to resolve these issues as quickly as possible.

There are still compatibility issues between the way we have provided scheduling information in the past and the direction we are moving. One new aspect to our system is the ability for all to view live schedules on the county website, www.aacounty.org/recparks, which will occur later this week. Additionally, all schedules are currently available on the scheduling portal for head coaches and commissioners.

We fully comprehend there is a need for improvement and are taking immediate actions to resolve. Based on the interactions with our staff and user groups during the past few week the system designers are currently developing solutions in an effort to avoid future scheduling complications. Your input has been imperative to assist us with educating and training our staff and athletic organizations. Also, to guide the technology team to correct and improve the software and eliminate the compatibility issues.

Recreation and Parks is committed to providing opportunities for all to play games within their sport at similar levels. We are continuing to expand the opportunity for all teams to play competitively at their specific level of their sport. We will be able to effectively realign team schedules after a predetermined number of games have been played. This has proven to be an effective tool in providing competitive games for all. The department wants to ensure all of our youth sports organizations, players and parents are aware of and understand this process. This process is why you are only seeing a partial schedule at the beginning of the season. Once the realignment has occurred the schedules for the remainder season will be published. In cooperation with our coaches associations, the Department strives to publish all schedules five business days prior to season start. Rescheduled game revisions will be posted five business days from original game date.

Until such time as we can successfully implement all aspects of the new scheduling process, we will be communicating with commissioners and coaches via emails and through the Team Sports portal. It is very important all athletic organizations commissioners and coaches log into the portal, aacoprod.aacounty.org/TeamSports for the most up-to-date schedules. It is to the benefit of all during this transition to have full cooperation and excellent communications from our commissioners and coaches to players and parents to avoid further confusion and frustration.

The Recreation and Parks athletic staff and leadership value the relationships with our youth sports organizations. We will continue to keep you updated and informed on the progress of the new scheduling software. With your support we can conduct a fun and successful spring season while simultaneously improving our services and technology.

Thank you,

Jessica Leys, Director