

GOOD PRACTICE

ICT Solutions in Tampere Sports Services



City

Tampere

Country

Finland

Mission

Automatizing sport reservation and registration processes

Target Group

All citizens

Highlight

Several Information and Communication Technologies (ICT) are in use in Tampere swimming halls, gyms and Tampere Exhibition and Sports Center, as well as when applying for any regular reservations for training.

Timeframe

On-going

Budget

Systems initial set up: € 500 000, then € 10 000 a year.



Objective and Results

The City of Tampere seeks to provide smooth, easy-going and more intense services to its citizens, as well as to offer flexible sport facilities' opening hours (e.g. evenings and weekends).

While making this possible, ICT services also minimize personnel costs while increasing work effectiveness and control over customers.

Pusatec, an access control and paying process

The first Pusatec system was introduced in 1998 to Tampere swimming halls, in 2005 to the gyms and in 2010 to the Tampere Exhibition and Sports Centre. It uses the Tampere Travel Card, which is firstly used for Tampere public transports.

When entering one of the above mentioned sport facilities, users can pay and pass through doors by using the Tampere Travel Card that they have initially purchased and loaded with money or "Stored Value Tickets". If they can also pay by cash or credit card, the Travel Card constitutes the cheapest way to get in. As a result, almost 80% of swimming hall users nowadays use this system.

The Pusatec software supports different kind of charges, such as children, senior and student fares. The card can indefinitely be reloaded in one of the 50 accredited retailers in Tampere.

The City of Tampere currently works on extending the use of this system to other sport facilities in the city.



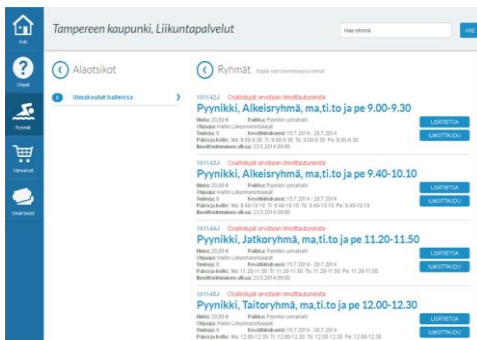
TAMPERE



HelleWi, a registration process to apply for exercise classes

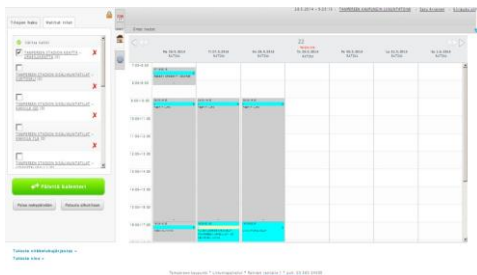
The City of Tampere Department of Exercise and Sports Clubs organizes health improvement exercises for people of working age as well as year-long swimming courses for all ages. Various sports and exercise services (fitness, chair and hydro gymnastics, dancing, gym, ball games) are also offered to seniors, in order to foster their physical activity & fitness, provide recreation opportunities and help their social life.

The HelleWi software is in use to facilitate citizens' applications for the various above exercise classes. It helps in organizing the application process and also makes the charging easier.



WebTimmi: applying for regular training times in sport facilities

The WebTimmi software is used by Tampere groups and sports clubs to browse free times and spaces and apply for regular practice and training times in municipal indoor facilities and athletic fields. They only need to fill in a form on the Internet.



mSki: skiing tracks and activity paths

The City of Tampere offers diverse opportunities for active outdoor exercise, such as jogging and cross-country skiing. A wide network of skiing tracks and activity paths is maintained by modern equipment and skilled craftsmanship.

Many of the paths and tracks are illuminated and located within easy reach of residential areas, close to the idyllic countryside. Altogether there are 80 km of illuminated tracks.

mSki is a software providing citizens and users with real-time information on the conditions of tracks. They can easily see in a glance the whole city area, all the tracks and their condition.

Cooperation and Partnerships

The ICT services involve the City of Tampere Public Transport, IT-services, schools and sport clubs.

More information:

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