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City Manager

November 2025

Dear Sterling Heights Residents and Parks and Recreation Participants,

For over ten years now, the Sterling Heights Parks and Recreation Department has utilized RecPro as our recreation management software to assist with the registration of programs, rental of facilities, track drop-in use and so much more. As you know, the Parks and Recreation Department has grown and evolved substantially over those same ten years and has identified the need for a software solution that can meet the demands placed on it with the added diversity of department functions and the sheer volume of transactions happening each day.

With that information in mind, I am excited to be writing this letter to inform you that the Parks and Recreation Department will be introducing a new recreation management software called RecTrac that will not only meet the needs of the department, but also provide a much better and enhanced user experience for all of our participants. In addition to the back end functionality, reporting, and ongoing customer service that will benefit the departments within the city, I am even more excited to share that this software will be more reliable for our users, will be mobile friendly, and will provide enhanced means of communication including the ability for program updates to be sent via text message for timely message transmission. And while these enhancements sound great in themselves, there will be many more improvements that will become evident over the course of time. I would however be remiss to not note that the migration to new software does come with some additional steps that need to be taken by all of our participants so we can populate the software system with accurate information including the creation of all accounts from scratch.

Beginning December 1, 2025, the system will be opened up for all accounts to be created, which can be done online by you, or with assistance at any of the Parks and Recreation Department buildings. Information will be available online and at the buildings to help make the process as seamless as possible for each of you. On December 3 and December 4, registration will begin for residents and non-residents respectively using the new system for the programs and events found in our winter magazine for the months of January and February and ongoing thereafter.

In closing, the Sterling Heights Parks and Recreation Department is grateful for your continued support of quality of life in the city by way of your participation in programs, activities, and events throughout our department. We want to extend our gratitude in advance for your patience and understanding while we work hard to effectuate this transition to a superior management software in order to best serve each of you on a daily basis. Please contact us at 586-446-2700 or recreation@sterlingheights.gov if you have any questions as the Parks and Recreation Department is ready to answer questions and provide needed assistance to help make this change easier on everyone, not only at the onset but every day moving forward.

Sincerely,

Kyle R. Langlois, CPRE
Parks and Recreation Director