



701 East Broadway, Columbia, Missouri 65201

Council Memo

Department Source: Parks and Recreation

To: City Council

From: City Manager & Staff

Council Meeting Date: June 15, 2026

Re: Vermont Systems Agreement – Third Addendum – Removal of Webtrac App

Impacted Ward: Citywide

Executive Summary

The Parks and Recreation Department is requesting a resolution authorizing the City Manager to sign the third addendum to the RecTrac, LLC, d/b/a Vermont Systems service agreement. Vermont Systems provides the business operations management software utilized by the Parks and Recreation Department. The addendum will remove Webtrac App Workgroup Plus from the list of Vermont Systems software applications utilized by the department. The Webtrac App is Vermont Systems' mobile application for Parks and Recreation Departments. Staff cannot move forward with the installation of the Webtrac App due to the City's requirement that all data must be stored within the United States. The initial cost for the Webtrac App was \$13,100 and the City has received a full refund.

Discussion

City Council authorized the renewal of the services agreement with RecTrac, LLC, d/b/a Vermont Systems on June 7, 2021 allowing the Parks and Recreation Department to continue to utilize the business operations management software for the department. The software is utilized for facility reservations, activity reservations, golf operations, participant registration, etc. An addendum to the services agreement was authorized by City Council on January 16, 2024 to add PayTrac (payment processor application) to the list of Vermont Systems software applications utilized by the department. A second addendum to the services agreement was authorized by City Council on August 18, 2025 to add Webtrac App Workgroup Plus to the list of Vermont Systems software applications.

The Parks and Recreation Department is requesting a resolution authorizing the City Manager to sign a third addendum to the RecTrac, LLC, d/b/a Vermont Systems service agreement. The addendum will remove Webtrac App Workgroup Plus from the list of Vermont Systems software applications utilized by the department.

In section 3.2 of the second addendum to the agreement with RecTrac, LLC d/b/a Vermont Systems, Vermont Systems states that they will only use centers for storage of customer data and patron data in the United States. During the implementation phase of the Webtrac app, it was discovered that customer data is stored on servers located in Germany. This is against the City's policies related to information technology, cyber security and the storage of information outside the United States.



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At this time, Vermont Systems does not have an option for storage of information in the United States so the City of Columbia can not move forward with the Webtrac App software development. Parks and Recreation staff is currently looking at other mobile options that could work with the existing Vermont Systems software.

Fiscal Impact

Short-Term Impact: The City of Columbia has received a full refund, totaling \$13,100, for the reversal of the Webtrac App payment to Vermont Systems.

Long-Term Impact: N/A

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Not Applicable, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

Comprehensive Plan Impacts:

Primary Impact: Not Applicable, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable

Legislative History

Date	Action
8/18/25	R117-25: Authorizing a second addendum to the payment services agreement with RecTrac, LLC, d/b/a Vermont Systems, to add the WebTrac App Workgroup Plus software application associated with the management of Parks and Recreation Department programs. R117-25
1/16/24	R15-24: Authorizing an addendum to the payment services agreement with Rectrac, LLC, d/b/a Vermont Systems, for business operations management software for Parks and Recreation Department programs; authorizing a sub-merchant application and agreement. R15-24
6/7/21	R90-21: Authorizing a services agreement with Rectrac, LLC, d/b/a Vermont Systems, for business operations management software for Parks and Recreation Department programs. R90-21

Suggested Council Action

Approve the resolution authorizing the City Manager to execute a third addendum to the Rectrac, LLC, d/b/a Vermont Systems service agreement.



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