



City of Columbia

701 East Broadway, Columbia, Missouri 65201

Department Source: Parks and Recreation

To: City Council

From: City Manager & Staff

Council Meeting Date: August 18, 2025

Re: Vermont Systems Agreement – Addendum Two – Webtrac App

Executive Summary

The Parks and Recreation Department is requesting a resolution authorizing the City Manager to sign a second 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 add Webtrac App Workgroup Plus to the list of Vermont Systems software applications utilized by the department. The Webtrac App is Vermont Systems' mobile application for Parks and Recreation Departments. The initial cost for the Webtrac App is \$13,100 with an ongoing annual cost of \$9,600.

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.

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

The Webtrac App will provide the department and citizens with a customized mobile app with features designed specifically for parks and recreation departments. The Webtrac App will provide the following benefits to park staff and patrons:

1. Ability to find available facilities such as park shelters or sports fields and instantly make a reservation for their group via the app.
2. Register for classes and special events via the app at the convenience of the patron.
3. Utilize the app as their identification card for facility entry removing the need for plastic cards for a percentage of our patrons. This would be utilized at the Activity & Recreation Center (ARC) and other facilities with entry policies.
4. Allows park and recreation staff to send push notifications to patrons. Staff would utilize the app with other communication tools to alert the public to closures due to weather,



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registration deadlines, changes to special events and reminders for specific classes and events to minimize cancellations.

5. Allow staff to utilize digital passes, memberships and ticketing for facilities, special events and programs to reduce the need for paper tickets and receipts.

Staff anticipates a 6- to 9-month development and implementation timeline for the Webtrac App and will utilize multiple communication outlets to introduce the app to community members.

Fiscal Impact

Short-Term Impact: The initial cost for the Webtrac App is \$13,100 and staff will utilize existing funds in the operating budget for this expense.

Long-Term Impact: The ongoing annual expense for the app will be \$9,600. Staff anticipates additional offsetting revenue to be generated through the use of the app by the public based on staff ability to direct market event and program registration to park and recreation users.

Strategic & Comprehensive Plan Impact

Strategic Plan Impacts:

Primary Impact: Organizational Excellence, Secondary Impact: Resilient Economy, Tertiary Impact: Not Applicable

Comprehensive Plan Impacts:

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

Legislative History

Date	Action
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 second addendum to the Rectrac, LLC, d/b/a Vermont Systems service agreement for the WebTrac app software application.