



Department Source: Public Works

To: City Council

From: City Manager & Staff

Council Meeting Date: December 17, 2018

Re: Authorizing a ParaPlan Notify Upgrade EnGraph Software Agreement for Para-Transit Services

Executive Summary

Authorize the City Manager to execute an agreement with EnGraph Software, LLC for the purchase of ParaPlan Notify Upgrade scheduling software for Go COMO's Para-Transit services.

Discussion

Staff is requesting that Council authorize the City Manager to execute an agreement with EnGraph Software, LLC for the purchase of ParaPlan Notify Upgrade scheduling software for Go COMO's Para-Transit services. When a Para-transit client requests a ride, or when a previously scheduled ride is rescheduled, the software will automatically schedule, and subsequently call clients with reminders that include the next day pickup schedules. This software will expedite the return calls to customers each day and eliminate confusion with any schedule changes made throughout the day. Next day pickup reminders will drastically reduce no-shows, and in turn, reduce costs for Go COMO's Para-Transit service. In addition, current staff time focused on calling clients with ride schedules and updates will be greatly reduced.

In addition to the ParaPlan Notify Upgrade scheduling software, the agreement also provides for service set-up, implementation and remote training. ParaPlan Cloud annual hosting services, annual tech support and updates are also included.

The delivery date for the contract service is on or before April 1, 2019. The initial term of the agreement will be five (5) years beginning on the delivery date. The term of this agreement shall automatically renew for successive one year terms unless terminated by either party.

Fiscal Impact

Short-Term Impact: \$4,000 for initial ParaPlan Notify Upgrade software purchase; \$4,000/year for maintenance, annual tech support and updates; \$1,800/year for active Twilio account and grant access to EnGraph software. An FTA grant will fund 80% of these costs and the City's 20% local match will be paid from Transportation Sales Tax.

Long-Term Impact: \$800/year maintenance, annual tech support and updates after initial five (5) year term; \$1,800/year for active Twilio account and grant access to EnGraph software. An FTA grant will fund 80% of these costs and the City's 20% local match will be paid from Transportation Sales Tax.



Strategic & Comprehensive Plan Impacts

[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
	None

Suggested Council Action

Authorize the City Manager to execute an agreement with EnGraph Software, LLC for the purchase of ParaPlan Notify Upgrade scheduling software for Go COMO's Para-Transit service.