



TOWN OF ERIE

645 Holbrook Street
Erie, CO 80516

Town Council

Board Meeting Date: 1/14/2020

File #: 20-023, Version: 1

SUBJECT: Consent

A Resolution of The Board of Trustees of the Town of Erie Authorizing A Services Agreement with Amilia for a New Parks & Recreation Registration Software Platform.

DEPARTMENT: Parks & Recreation

PRESENTER: Patrick Hammer, Parks & Recreation Director

FISCAL INFORMATION:

Cost as Recommended: \$75,000.00

Balance Available: \$90,000.00

Budget Line Item Number: 100-50-820-573340

New Appropriation Required: No

STAFF RECOMMENDATION:

Approve Resolution Authorizing a Services Agreement with Amilia Inc. for a New Parks & Recreation Registration Software Platform.

SUMMARY AND BACKGROUND OF SUBJECT MATTER:

For the past several years, the Town of Erie's Parks & Recreation Department has been using a cloud based registration system. The system provided software to implement program registrations, facility rentals and membership/customer information tracking. Recently, staff and residents have experienced increased general dissatisfaction with the software, including long delays when responding to assistance inquiries, poor customer service, and lack of functionality for the needs of a rapidly growing customer base. Additionally, the cost of service increased in 2019, without any notification from the vendor.

Beginning in early 2019, staff began searching for software alternatives that would better serve the staff and customers of the Parks & Recreation Department. After consulting with several other Parks & Recreation Departments throughout the county, staff identified Amilia Registration as the best option. Amilia offers:

- A more intuitive process for account set-up and online purchasing to create better user experiences;
- More efficient use of technology, such as a membership app, eliminating the need for membership cards, which is more sustainable as well as providing a cost savings;
- Integrated cost recovery software which will provide the department with better business acumen to ensure financial stability;
- Integrated asset management software to accurately identify Department assets and replacement schedules/costs.

Staff anticipates that after initial implementation, switching to Amilia will save the Town approximately \$15,000 in fees per year, thus the Town will recoup the cost of the new system in about 5 years. The transition from the current software to Amilia will take approximately nine to ten months once staff has been trained on the new system and a final schedule has been established. The transition will have a minimal impact on current users and will not delay normal operations. In addition to training staff, there will be an opportunity for the community to become informed about the new system and how to register new accounts.

ATTACHMENTS:

1. Resolution
2. Agreement