

---

**MEETING DATE:** 9/13/2022

**PREPARED BY:** Jason O'Mara, Assistant Director of Parks & Recreation

**AGENDA CONTENT:** Discussion and possible action on service agreement with Connect2Concepts and authorize the City Manager to execute the agreement.

**AGENDA ITEM SECTION:** Consent Agenda

---

**BUDGETED AMOUNT:** \$4080.00

**FUNDS REQUESTED:** \$0.00

**FUND:** 60-506-316

**EXECUTIVE SUMMARY:**

Connect2concepts is a cloud-based software designed to meet the growing needs of the recreation industry by streamlining current processes and procedures, collecting relevant and time sensitive information, and compiling it into one central location. Additionally, it works to provide a central hub for various aspects in facility operations including risk management, emergency response plan, certification tracking, SOP's, and tasks.

Staff have identified specific use for each of the Connect2 modules but anticipate immediate implementation of the specific modules listed below to enhance current operations while staff work to become familiar with the software's full capabilities.

- Accidents/Incidents module will provide more consistent data gathering with the ability to report follow-up information after initial incident. Also, real time emails/text messaging is available to keep management in the loop whenever incidents occur.
- ERP module will allow all parks and recreation staff to have access to the most update emergency response documents to ensure proper protocol is followed during any facility emergency.
- Certificate tracking module will track all parks and recreation certifications, such as First Aid/CPR, to ensure staff are always up to date on their required trainings and recertifications to helps keep staff confident in their ability to respond to emergencies.
- Task module will allow staff to transition away from our current communication forms and cleaning lists to a paperless option that can be assigned to specific people, positions or groups, tracks completed items or missed tasks, and allows staff to provide comments for additional data gathering.
- Memo and log module provides an opportunity for better communication with our front line staff as they currently don't have city emails which makes it difficult to provide

operational updates or changes, receive timely feedback, and overall peer to peer communication.

- Counts module enhances our current capabilities in tracking and reports specific usage throughout the facility based on how detailed staff create each location. Additionally, staff plan to explore the live count feature to help inform members of high usage times, especially during peak season, so they can better plan their visit.

**RECOMMENDATION:**

Staff recommends City Council approve a service agreement with Connect2Concepts and authorize the City Manager to execute the agreement.

**SUGGESTED MOTION:**

I move we approve a service agreement with Connect2Concepts and authorize the City Manager to execute the agreement.