



Staff Report

December 2, 2024 Council Workshop Meeting

Operations Response Management Agreement with Daupler, Inc.

Presenter: Steve Wall, Public Works Director

Time Estimate: 10 minutes

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BACKGROUND: The various divisions within Public Works (e.g. Streets, Water, Sewer, etc.) have needs to allow for customers, emergency responders and others to contact Public Works employees after hours to respond to emergencies and other work activities requiring more immediate attention. For decades, the City used a company called Sonitrol to provide call services to relay after-hours needs and messages from customers to staff. Around the 2020 timeframe, Sonitrol was bought by a company called Stanley, Black and Decker who did not have experience in servicing public works and was trying to service the City from a call center in the Midwest.

In 2022, the City dropped Stanley, Black and Decker and contracted with Guardian out of Seattle, WA. Guardian is considered a more traditional alarm monitoring company (e.g. Fire and building security), but was specifically selected by the City because they held the licensing for all of the radios and radio frequencies that the City held. Guardian assured the City they could tailor their system to meet the City's needs. Unfortunately, that was not the case and staff has been having similar issues as when we used Stanley, Black and Decker.

For the last 3 months, Public Works has been piloting a new company, Daupler Inc. (<https://daupler.com/>), for emergency operations management, specifically for the Sewer Division where a high volume of after hour callouts occurs. Daupler's system will take calls (both after hours and during work if desired), dispatch workers and document information relative to the emergency. Daupler is not a work order or asset management system like Tyler, but if desired in the future, there are patches that can link Daupler to Tyler. The pilot system for the Sewer Division has gone very smoothly and has not seen the same issues as working with Stanley, Black and Decker or with Guardian.

SUMMARY: Staff has completed multiple demos with Daupler and has run a 3-month pilot program using the Sewer Division as a working test. Daupler has proven to far exceed the capabilities of prior operations response management companies and staff is proposing the City enter into a one-year agreement for Daupler to provide services for all Public Works divisions.

BENEFITS TO THE COMMUNITY: Daupler is more than just a call center. It was built with the exact function in mind that cities need to be able to efficiently respond to after hour

callouts. We believe Daupler will provide a more efficient process overall, which should lead to faster response times and better overall after hours work management.

POTENTIAL CHALLENGES: Implementation of a new system and understanding the limitations vs. needs can always be a challenge with new software. However, based on the 90-day trial period for the Sewer Division, implantation for the rest of the divisions within public works should straight-forward.

As staff becomes more familiar with both Daupler and the City's new asset management module through Tyler, it is envisioned that an application programming interface (API) would be developed to allow the two products to communicate with each other to make work more seamless between the after hours system (Daupler) and the daily work order system (Tyler). It is anticipated there may be limited work duplication until the API occurs, but implementing the API will also likely be expensive and complicated.

BUDGET IMPACT: As shown in the exhibits, the cost for services for 2025 is \$39,900. There are adequate funds in the multiple operating budgets this system serves to cover these expenses.

RECOMMENDATION: Staff recommends including this item on the December 16, 2024 Consent Agenda for Council's consideration.