



# STAFF REPORT

## CITY OF GREEN COVE SPRINGS, FLORIDA

**TO:** Council Meeting

**MEETING DATE:** March 03, 2026

**FROM:** Andy Yeager, Electric Director

**SUBJECT:** Daupler Call Center Contract Renewal for \$13,500 per year for three years. *Andy Yeager*

### BACKGROUND

Over the past few years the police department has stated that when there is an electric outage in town they are overwhelmed by calls and have a difficult time trying to field emergency police calls as they come in. In March of 2025 we signed a one-year pilot agreement arranged through FMPA with a company called Daupler for \$4,900 after a very long search of companies that could fill this role for the city. The year has now come to pass and we are ready to sign a renewal contract with this company. They have proven over the last year to help us improve reliability and response time and also provide all the electric employees with an app that they can keep up with outages and it also gives the customer a chance to provide pictures to our employees so they know what to expect when they arrive on the job site and are prepared with the right material and equipment.

### FISCAL IMPACT

By signing on with this company we are taking a burden off the Police department so they can concentrate on emergency calls for the city, but it also helps the electric department to streamline our process and restore power in a faster time because we have much more information that we can get through the app.

### RECOMMENDATION

The recommendation is to award Daupler Inc. the call center contract for after hours out of service calls. The cost of the service will be \$13,500 per year and this is a three year contract, pending annual budget approval by Council.