

City of Hesperia

STAFF REPORT



DATE: June 6, 2017

TO: Mayor and Council Members

FROM: Nils Bentsen, City Manager

BY: Brian D. Johnson, Assistant City Manager/Management Services
Sean Boal, IT Manager

SUBJECT: Amend Contract with HLP, Inc. Animal Services Software to include online pet licensing

RECOMMENDED ACTION

It is recommended that the Mayor and Council Members authorize the City Manager to approve an amendment to the HLP, Inc. contract in an amount not to exceed \$15,840, from its initial amount of \$53,800 to include the use of online pet licensing features.

BACKGROUND

In 2014, the City's Animal Services Division converted to HLP, Inc. and the Chameleon software system for their animal services operations. Utilizing the Chameleon software system has allowed the Animal Services Division to transition to a more efficient electronic process for dispatch and shelter data management.

ISSUES/ANALYSIS

Currently residents must visit the City's animal shelter during normal business hours to license their pets and pay fees. HLP, Inc. offers an additional component that would provide Hesperia residents the ability to license their animals online. The online pet licensing component will allow residents the convenience and flexibility to license and renew pet licenses through a secure interface via the City's website at any time from a personal computer or mobile device.

FISCAL IMPACT

Funding for the online pet licensing component was approved by the City Council during the Fiscal Year 2016-17 Third Quarter Budget Review on April 18, 2017.

ALTERNATIVE(S)

1. Provide alternative direction to staff.

ATTACHMENT(S)

None