



# Office of the Student Services Manager

## Safewalk Dispatch Solution

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### PURPOSE:

To replace current Google Maps Coordinate software with a dispatch solution of similar capacity, at a sustainable price.

### BACKGROUND:

In 2014, the AMS Safewalk Service transitioned from a paper & radio based dispatch system to a more robust digital dispatch solution. Google Maps Coordinate was chosen as the software of choice due to reliability, capability and price point.

Following Google's 2015 restructuring announcement, the company announced the shuttering of its Google Maps Coordinate software – providing current customers until January 2016 to source an alternative software solution. In June 2016, with instruction from the Executive Director, I assigned the Safewalk Coordinator to source potential replacement solutions and send out requests for proposals.

### OPTIONS IDENTIFIED:

The Safewalk Coordinator identified four existing software providers with existing solutions meeting our requirements: RideCell, TapRide, NextConn and LiveSafe. All four providers were contacted with a request for proposal. Subsequently, all received proposals were evaluated – showing similar functionality (much of which was above and beyond our implementation needs), minimal capacity for customization, and priced in the range of \$30,000 - \$50,000 USD / year (including implementation costs, licensing costs, and customer support).

In search for a more affordable solution, a student run Victoria based development company was contacted and expressed interest in developing a custom dispatch solution for the society, at an affordable annual cost, with no monetary upfront development commitment.

### SWIFTWALK FEATURES:

Features of the dispatch software that has since been developed:

- Web-based with a Push notification enabled iOS app for the teams to use
- Hosted on secure, private domestic cloud servers
- Real-time location based (providing the dispatcher with real-time GPS locations of both teams on a map of campus)
- Built in customized features such as: VOIP Calling, Incident Reporting, Vehicle Inspection Check-list, Client Flagging and Client Information Auto-Fill

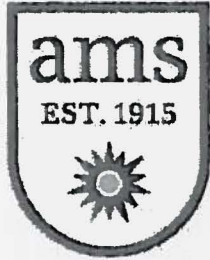
Developed as per the instructions of the Safewalk Coordinator, members of the Safewalk team and myself, the software is extremely robust and meets the unique needs of the AMS Safewalk service. Olivewood Software provides an option of integrating a number of additional paid features (such as built-in staff scheduling and in/out punch tracking) in the future.

### PRICING:

**Base Licensing:** \$600 per Fleet User Account per year and \$800 per Dispatch User Account per year for an aggregate purchase price of \$2,000 CAD per year + all applicable tax.

**VOIP:** \$2.99 per associated Fleet User Account per month and \$0.024 per minute of used VOIP airtime + all applicable tax.

*Enclosed: Invoice, Contract and attachments.*



# Office of the Student Services Manager

## Tutoring Hardware Replacement

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### **PURPOSE:**

To improve reliability of data collection, user surveying, and general support capabilities of off-site AMS Group Tutors through the replacement of aged iPad 2<sup>nd</sup> generation devices with newer model hardware.

### **BACKGROUND:**

The AMS Group Tutoring service and personnel rely heavily on the use of iPads while on the job. These devices are currently utilized daily as a portal for client usage rate collection, surveying, and general web access as needed for tutoring activities.

For the past number of years, the service has been using refurbished iPad 2<sup>nd</sup> Generation devices (2011 model) but unfortunately the battery life of these devices has been deteriorating – resulting in very short battery life and unintended device shutdowns (when the battery displays a remaining charge under 10%). Battery life is now very unreliable – no longer lasting for the entire duration of most 3 hour shifts and many sign in locations do not have power readily available.

### **HARDWARE:**

We aim to replace existing iPad 2<sup>nd</sup> Generation devices with the more recent 16GB iPad Air (1<sup>st</sup> generation) devices. These come at a discount to the newer Air 2 model but still fit (and exceed) their intended use cases (functionality and battery life wise).

We intend to repurpose existing iPad 2<sup>nd</sup> Generation devices within other aspects of the AMS Services – namely as a tool to further enhance our client surveying and outreach capabilities.

### **COSTS:**

As sourced by the AMS IT Department, the cost of each 16GB iPad Air device comes to \$429 + tax. We estimate, that for 5 devices, with all taxes and protective cases, the costs should not exceed \$2,500. As a one-time capital expenditure that will be amortized over a number of years, we ask for the AMS Council to approve the expenditure from the SUB Repairs & Replacement Fund. Being an unforeseen programmatic upgrade required for ongoing service delivery over a multi-year term, we believe that allocation from this fund is best suited for these replacement costs.