



CITY OF FORT LAUDERDALE
City Commission Agenda Memo
CONFERENCE MEETING

#24-0163

TO: Honorable Mayor & Members of the Fort Lauderdale City Commission

FROM: Greg Chavarria, City Manager

DATE: March 5, 2024

TITLE: Presentation on SeeClickFix (FixIt FTL) Replacing Q Alert (LauderServ) as the City of Fort Lauderdale's Customer Request Management System-
(Commission Districts 1, 2, 3 and 4)

On September 5, 2023, the City Commission received an overview of the second phase of the Customer Service Center Consolidation. During the initial phase of the consolidation, call centers for Public Works and Transportation and Mobility departments were merged. On October 1, 2023, Development Services' call center was merged with the others to create a unified Customer Service Center. The three goals of the consolidation were:

- (1) Streamline and modernize operations by leveraging technological innovations, right-sizing staffing levels, and aligning resources and schedules.
- (2) Improve performance by providing fast, accurate, and complete responses to neighbor concerns and inquiries.
- (3) Create a centralized team with a single phone number and consistent processes, procedures, and accountability for follow up.

The City's customer service professionals currently use a software called Q-Alert (also known as LauderServ) for customer request management (CRM)/311. On March 5, 2024, the City will replace Q-Alert with software powering FIXIT FTL known as SeeClickFix. FIXIT FTL will be a platform used by the community and internal staff to open service requests for various departments and divisions throughout the City. Users will be able to use GPS to identify the exact location for their requests, upload photos, and track the status of their request. FIXIT FTL tickets will automatically route to the appropriate staff point of contact, and updates will be made to the system until the ticket is resolved. The FIXIT FTL software is integrated with the Cityworks and Accela (LauderBuild) systems eliminating the need for duplicating work. FIXIT FTL is an integral part of the consolidated call centers achieving the three goals of the consolidation.

Attachment

Exhibit 1 – FixIT FTL Press Release

Prepared by: Porshia L. Garcia, Deputy Director, Development Services Department

Department Director: Christopher Cooper, AICP, Development Services Department