CITY OF FORT LAUDERDALE
City Commission Agenda Memo   **#14-0893**
REGULAR MEETING

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

FROM: Lee R. Feldman, ICMA-CM, City Manager

DATE: September 3, 2014

TITLE: Motion to approve the proprietary purchase of queue management
                 hardware and software - $25,652

Recommendation
It is recommended that the City Commission approve the proprietary purchase of queue management hardware and software from Nemo-Q, Inc. in the amount of $25,652.

Background
In April, 2014, the Department of Sustainable Development (DSD) deployed a queue management system called Nemo-Q in order to improve customer service and streamline operations. Prior to selecting Nemo-Q, two other queue management systems were also evaluated and informal quotes were obtained for all three systems. The Nemo-Q product provided the best solution and the lowest cost, which was below the formal bid threshold of $25,000. Now there is a need to expand this system at the original location and add another system at a different location. This system has worked well and the Information Technology Services staff recommends continuing the expansion of this system which has excellent features, is cost efficient, and has been user friendly rated. Having one uniform queue management system throughout the City is also more efficient for employees to support and manage.

Previously, customers of the Department of Sustainable Development (DSD) would have to line up at the reception desk to get directions and a ticket in queue. Those tickets would be called across the main lobby by each clerk following the order of the manually updated numbers on a display board. The new system automates this process by providing multiple queues and a direct interface with the public via a free standing kiosk. From the kiosk each person can select options such as building permits, code compliance, planning and zoning, etc. Each option either displays directions or a sub-option such as "Apply for Permit" or "Speak with Code Officer." A ticket is printed with

an assigned queue number.

This system also allows DSD staff to manage queues and call ticket numbers from workstations. The software calls the numbers over a set of loud speakers located in the main lobby and in the area just outside the lobby. Numbers called are also displayed on a television display. The software keeps track of wait times, number of waiting customers, staff productivity, number of stations available, etc.

DSD is now requesting enhancements to this system. Enhancements include a second kiosk unit to be mounted according to the Americans with Disabilities Act (ADA) standards, a web-to-queue module that will allow getting a place in queue via the web, and a digital signage module that will improve the lobby display.

The Finance Department would also like to use this system in the Utility Billing and Collection Division located at City Hall. Currently individuals that come to City Hall to pay a bill, make changes to their accounts, or pay a parking ticket stand in line to wait for the next available employee.

With the addition of the queue management system at City Hall, neighbors will be able to utilize a kiosk that will print a ticket and place them on the appropriate queue. With no need for a line, the waiting area will provide seating for the public. Numbers will be called out from a loud speaker and displayed on a television display. Staff will have control of their queues and managers will have important data related to daily operations that can be analyzed for efficiency improvements.

Resource Impact
There is a fiscal impact to the City in the amount of $25,652.

Funds available as of August 22, 2014					
ACCOUNT NUMBER	**INDEX NAME (Program)**	**OBJECT CODE/ SUB-OBJECT NAME**	**AMENDED BUDGET (Object Code)**	**AVAILABLE BALANCE (Object Code)**	**PURCHASE AMOUNT**
001-FIN040201-3107	Utility Billing & Collections	Services& Materials/ Data Processing Services	$696,023	$230,517	$16,187
140-DSD034002-3925	Building Permits	Services& Materials/ Office Equipment	$3,173,331	$1,612,420	$9,465
				PURCHASE TOTAL ▶	$25,652

<u>Strategic Connections</u>

This item is a *Press Play Fort Lauderdale Strategic Plan 2018* initiative, included within the Internal Support Cylinder of Excellence, specifically advancing:

- Goal 11: Be a well-trained, innovative, and neighbor-centric workforce that builds community.
- Objective 3: Continuously improve and innovate communication and service delivery.

This item advances the *Fast Forward Fort Lauderdale Vision Plan 2035: We are United.*

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