

**TOWN OF PRESCOTT VALLEY
REQUEST FOR COUNCIL ACTION**

Date: January 12, 2012

SUBJECT: Selectron Interactive Voice Response (IVR) System Upgrade

SUBMITTING DEPARTMENT: Community Development Department

PREPARED BY: Rebecca L. Myers, CPM, Administrative Supervisor, for Richard T. Parker, Community Development Director

AGENDA LOCATION: Comments/Communications , Consent , Work/Study ,
New Business , Public Hearing , Second Reading

ATTACHMENTS: a) Voice Permitting; b) Voice Permitting Additional Functionality, and c) Current Prescott Valley Call Flow

SUMMARY/BACKGROUND: The Community Development Department is currently utilizing computer technology to further enhance customer services, as well as to increase staffing resources. One example of this was purchased from Selectron Technologies, Inc. (Selectron), who specializes in providing interactive solutions to town, city and county government agencies. They provide a solution including hardware, system and application software, implementation, project management, and maintenance related to building permitting and inspection services.

Basically, the Selectron products currently being utilized by the Department accomplish the following two (2) major department goals:

1. **Customer Access:** The Selectron Interactive Voice Response (IVR) software system provides an avenue for all persons applying for a permit within the Town jurisdiction to phone in the inspection request via land or cell phone as opposed to applying in person or via a Staff member. The applicant can also cancel inspections or check on the status of their permit and or outcome of any given inspection.
2. **Field Inspection Integration:** The Seletron InspecTrack System is designed to work in conjunction with existing land-management computer systems the Department is already using. It extends the functionality of the Customer permitting system by allowing inspectors to access and update permit information while in the field. On the reverse side, inspectors can download inspections onto their field unit. This takes place at the beginning and end of each work day affording the inspector the opportunity to remain in the field rather than returning to the Department to update or retrieve information.

On a routine basis, the products provided by Selectron are thoroughly researched and tested internally and by Selectron, Inc., for compatibility with existing systems and long-term support. After one such review, it was recommended that we upgrade our existing system to ensure stability and maintain compatibility with newer technology platforms. This purchase will also provide system data base back up that currently does not exist, as well as an increase in staffing resources as several inspection services that have been added to our land based application will be integrated into the Selectron IVR, thereby eliminating the need for a customer to phone these in and have them manually scheduled by Staff. One major example of this relates to Business License Inspection Services. Therefore, this purchase is being recommended in an

effort to further streamline inspection activities and services to the customers we serve and afford additional staffing resources to the Department.

Council is being asked to approve the purchase of this additional software, as well as the related computer equipment, for the Community Development Department building inspection and code enforcement services from Selectron Technologies, Incorporated.

OPTIONS ANALYSIS: Town Council may approve the purchase of this upgrade to the Selectron Interactive Voice Response (IVR) System or decline approval.

ACTION OPTION: Motion to approve the purchase of the upgrade for the Selectron Interactive Voice Response (IVR) System. **VOTE.**

RECOMMENDATION: Staff recommends approval of the purchase of an upgrade for the Selectron Interactive Voice Response (IVR) System.

FISCAL ANALYSIS: The cost for the purchase of upgrade to the Selectron Interactive Voice Response System is \$12,000.00; however, the upgrade for this system will automate several tasks currently being manually completed by Staff, thereby reducing staffing costs. The following transfers will be required to purchase the IVR system.

101-3010-622-4353 (Software/Hardware Maintenance)	(\$12,000.00)
101-3010-622-3275 (Other Professional Services)	1,834.00
101-3021-665-3275 (Other Professional Services)	1,833.00
101-3030-664-3275 (Other Professional Services)	1,833.00
101-3010-700-7435 (Machinery and Equipment)	2,167.00
101-3021-700-7435 (Machinery and Equipment)	2,167.00
101-3030-700-7435 (Machinery and Equipment)	2,166.00

REVIEWED BY:

Management Services Director _____

Town Clerk _____

Town Attorney _____

Town Manager _____

COUNCIL ACTION:

Approved Denied Tabled/Deferred Assigned to _____