



# BCC Workshop

## Information Technology Update

February 2, 2010



# BCC Workshop

## February 2, 2010 Agenda

- E911 Call Mapping (Phase II Compliance)
- Customer Service (Gov QA)
- Public Access to Permit Applications (PAPA)
- Animal Registration & Licensing (PEARL)
- Elderly Nutrition Meal Reservation (PENUT)
- Utilities
  - Web Payment (CCPAY)
  - Electronic Bill Presentation
  - Round Up
- Credit Card Payments

# Emergency Services

## E911 Call Mapping

Elmer Holt  
Emergency Services

Gail Parnell  
Information Technology








# Emergency Services

## E911 Call Mapping

### Definitions


- Phase 0 – no information at all
  - Phase I – Reception of location of tower transmitting their signal to us
  - Phase II – Reception of location information of the wireless caller
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# Emergency Services

## E911 Call Mapping

### Features



E911 Call Mapping provides an immediate and automatic display of mobile and land line 911 calls at each public safety answering point (PSAP) in the County

- 
- Fire Rescue and Sheriffs Office
  - New Port Richey
  - Zephyrhills
  - Dade City
  - Port Richey






# Emergency Services

## E911 Call Mapping



### Facts & Figures

- 66% of 911 calls are from wireless phones
  - 34% of 911 calls are land line phones
  - If the phone and cellular phone company are using GPS technology then the location requirement is within 50 meters radius of the call
  - If the phone and the cellular phone company are using satellite tri-angulations then the location requirement is within 300 meters radius of the call
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# Emergency Services

## E911 Call Mapping



### Benefits

- 
- If the caller can not tell us their location for any variety of reasons we can locate once a call is initiated. (home intruder, lost, a child, can't speak, etc...)
  - Gives a two dimensional display of the call location which allows the call taker to have a birds eye view of the area to assist the first responders for scene management, crowd control, exposures, major highways and public safety officers use this technology to assist in pursuits.
  - Saves 911 processing time for the call taker
  - Improves accuracy and efficiency when maintaining the databases
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# Emergency Services

E911 Call Mapping

Demonstration



# Customer Service

Gov QA

Heather Grimes




Customer Service / Information Technology





# Customer Service

## Gov QA

- 
- Activated October 12, 2009
  - Self Service Modules for Citizens
    - Submit customer complaints and requests for service.
    - Searchable FAQ's
    - Submit general questions
    - Message center
    - "My Service Center"
    - Survey's – coming soon
  - Back Office Features for Customer Service
    - Management of customer complaints, requests for service, and questions (w/ customized workflow)
    - Searchable FAQ's
    - Customer database
    - Reporting
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# Customer Service




## Gov QA

- ❑ The following departments use the system:
  - ❑ Administration & Commission Offices
  - ❑ Customer Service
  - ❑ Code Enforcement
  - ❑ Road & Bridge
  - ❑ Stormwater
  - ❑ Animal Services
  - ❑ Permit & Development Information Services, Building Inspections, Contractor Licensing
  - ❑ Traffic Operations
  - ❑ Utilities (FAQ's only)
  - ❑ Libraries (FAQ's only)
  - ❑ Community Development (Message Center only)



# Customer Service




## Gov QA - Benefits

- 
- “One Stop Shopping” to submit and search information online.
  - Automatic request workflow based on type.
  - Transparent tracking of work requests that helps:
    - Measure department and staff workload.
    - Coordinates cross department request resolution.
    - Measures service levels to citizens.
  - Reduces phone calls into operating departments.
  - Ability to view customer history.
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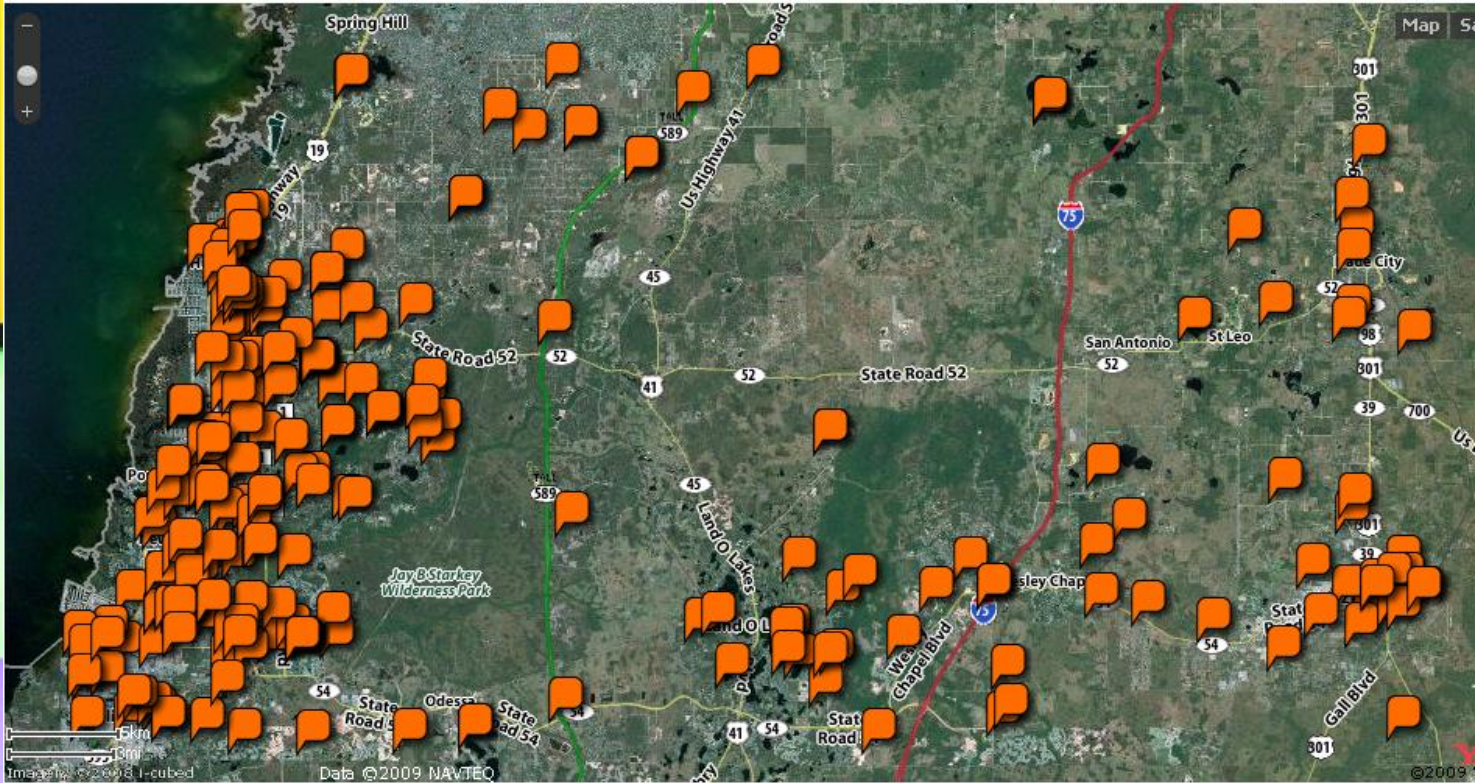


# Customer Service

## Gov QA – Facts and Figures

- 
- ❑ Over 9,000 requests for service since Oct 09.
  - ❑ 7,500 customers in system.
  - ❑ Most common request / complaint type is “Overgrown Lot” or “Trash & Junk”.
- 
- ❑ Populated over 500 frequently asked questions to the database.
  - ❑ 20,000 searches for information in the FAQ’s since Oct. 09.
  - ❑ Most common words searched in the FAQ’s – water, permit, building.
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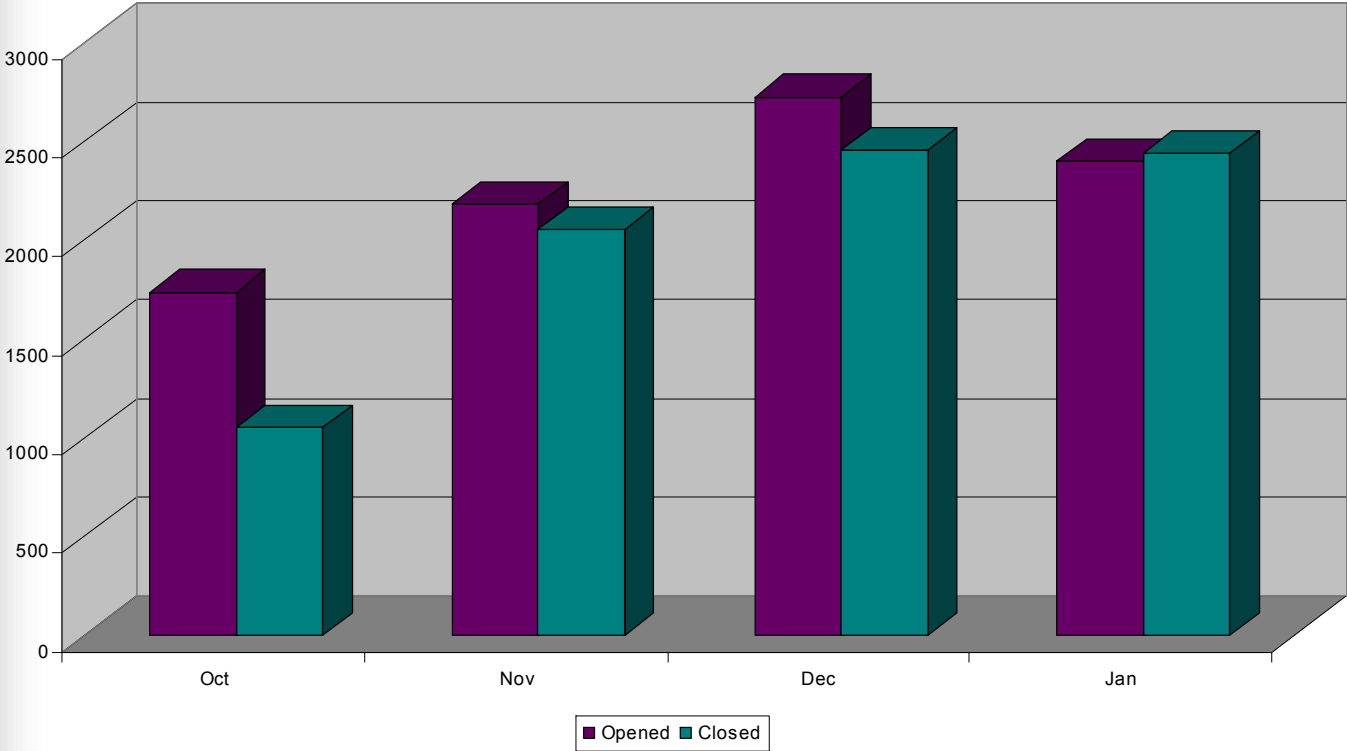
# What citizens are calling in requests for service?



# Are we keeping up with the demand?

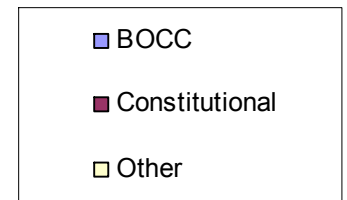
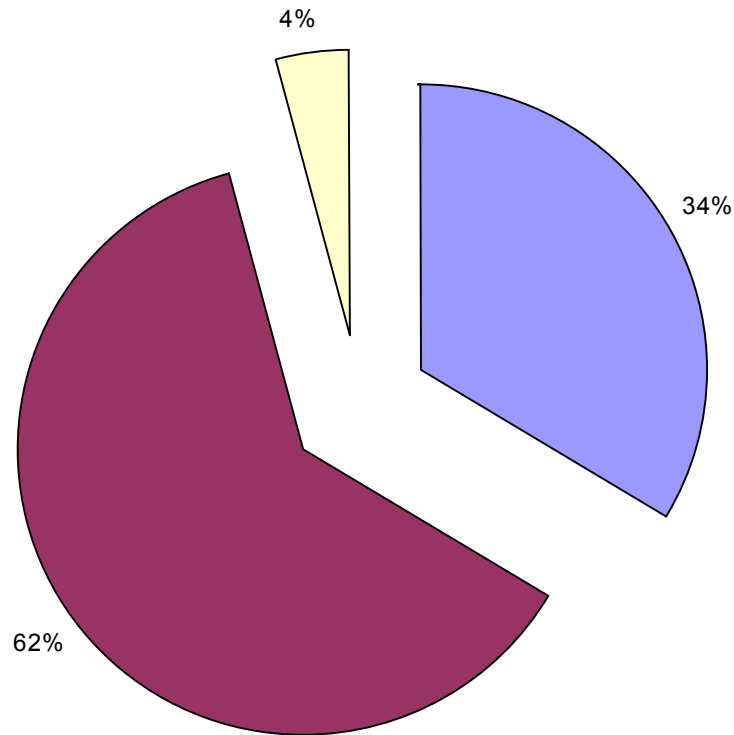


Open vs. Closed Requests for Service



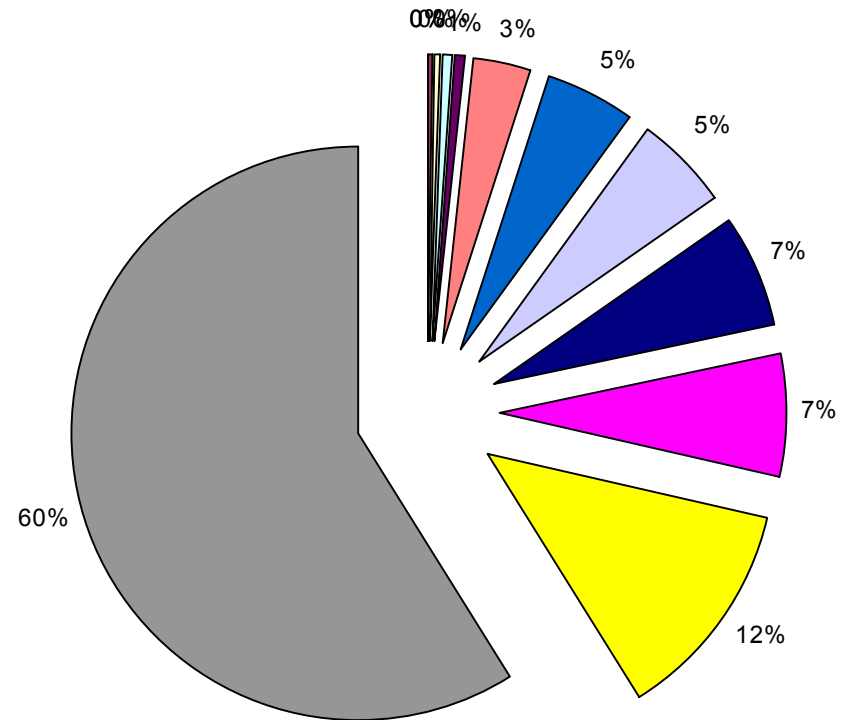
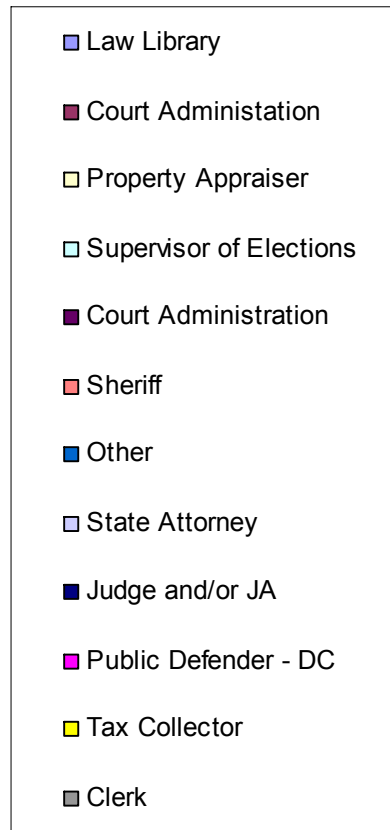
# Where are we connecting citizens to?

Break Down of Connects by High Level Categories



# Breakdown of Constitutional Calls

Constitutional Connected Call Breakdown

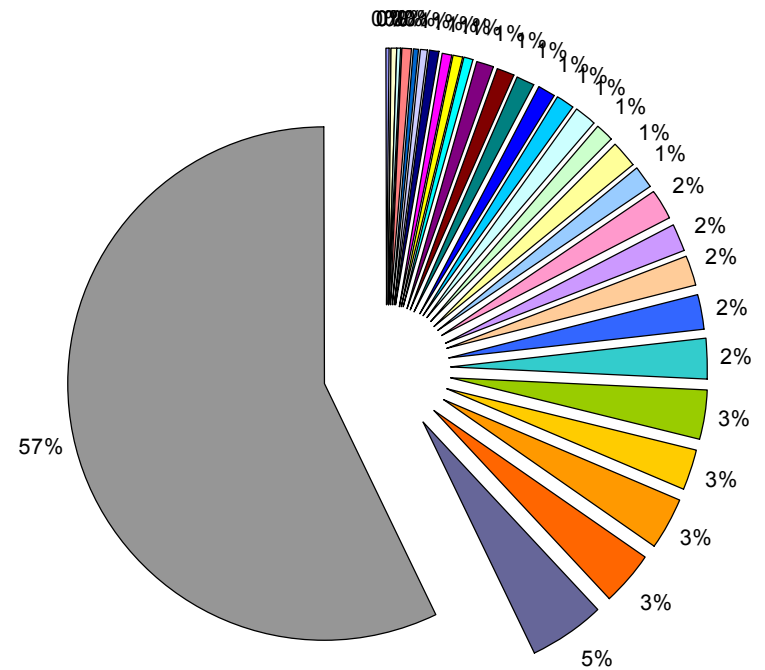


# Breakdown of BOCC Calls



- Addressing
- County Administration
- E.O.C
- GIS
- Tourism
- Development Review
- Facilities
- Animal Services
- Engineering
- Real Estate
- Risk Management
- Co-Op Extension Office
- Community Development
- County Attorney
- Individual Extension
- Parks & Recreation
- Road and Bridge
- BOCC
- IT Department
- Building Inspections
- Emergency Services
- PCPT
- Personnel
- Ambulance Billing
- Zoning
- Contractor Licensing
- Human Services
- Misdemeanor Probation
- Central Permitting
- Permit & Development Information Services
- Code Compliance
- Utilities

**BOCC Connected Call Breakdown**



# Customer Service

Gov QA - Demo



[www.pascocountyfl.net](http://www.pascocountyfl.net)

<http://insidepasco>

# Permit & Development Information Services

Public Access to Permit Applications (PAPA)

Jim Dilorio  
Information Technology

Cindy Jolly  
Permit & Development Information Services





# Permit & Development Information Services

## Public Access to Permit Applications (PAPA)

- Activated December 2009
  
- System Features:
  - Internet based solution
  - Inspection status in real time
  - Permit searches
  - Roadway searches
  - Licensed contractor searches
  - Ground settlement searches
  - Right-of-way use permit searches
  - Reports
  - Framework for additional features





# Permit & Development Information Services

## Public Access to Permit Applications (PAPA)



### Benefits

- Provides an all internet based solution, no software is required to be installed
  - Reduces phone calls by enabling our customers desiring on-line access for research to do so
  - Contractors and homeowners ability to obtain inspection status results on the Internet reducing phone calls related to inspection results
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# Permit & Development Information Services

## Public Access to Permit Applications (PAPA)

### Benefits

- Contractors, homeowners and customer service ability to research permit information on-line
- Contractors, homeowners and customer service ability to research roadway information on-line
- Contractors and homeowners ability to search for ground settlement investigation or repair permits

# Permit & Development Information Services

Public Access to Permit Applications (PAPA)

Demonstration

[Public Access to Permit Applications](#)







# Permit & Development Information Services

## Public Access to Permit Applications (PAPA)



### In the Planning Stages

- On-line permitting and E-Payment for high volume items with minimal or no plan review required
  - Establish of policies for E-Payment fees related to land management transactions
  - On-line payment for inspection rescheduling
  - Electronic conversion of applications to permits
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# Permit & Development Information Services


## Public Access to Permit Applications (PAPA)



### In the Planning Stages

Application intake process improvements and electronic workbench

Establishment of metrics database, activity status, reporting and tracking



WIFI/Mobile friendly version of popular features such as inspection status enabling customers with data plans to use cellular phones (iphone, Droid etc)



# Permit & Development Information Services

Public Access to Permit Applications (PAPA)

Demonstration

Hand Held Version (on iphone)



# Animal Services

Electronic Animal Registration & Licensing (PEARL)

Jim Dilorio

Information Technology





# Animal Services

## Electronic Animal Registration & Licensing (PEARL)




- Activated March 2009
- Animal Services Features:
  - Internet based solution
  - Licensing and rabies registration system to ensure public safety and disease control
  - Customer, clinic, doctor and pet database
  - Complete database from all vet offices
  - Enhances the ability to enforce pet licensing policies
- Veterinary Office Features:
  - Licensing and rabies registration system



# Animal Services

## Electronic Animal Registration & Licensing (PEARL)

### Facts & Figures

- 
- ❑ 41,867 licenses processed using the new electronic system
  - ❑ 100% system availability to date
  - ❑ Forty-eight (48) veterinary offices in Pasco County that sell Pasco County Animal Licenses
    - ❑ Thirty-four (34) Pasco County clinics/hospitals are utilizing the PEARL system (70%)
    - ❑ Processing approximately 80% of all licenses sold
    - ❑ Success of PEARL provided the ability to obtain 80% market saturation
  - ❑ Twenty-four (24) veterinary facilities located out-of-county that sell Pasco license tags
    - ❑ Five (5) out-of-county clinics/hospitals are utilizing the PEARL system (20%)
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- 



# Animal Services

## Electronic Animal Registration & Licensing (PEARL)

### Animal Services Benefits

- Eliminates the need for the traditional “Pen and Paper” process licensing system
- Immediate access of pet owner information, if the pet were to become lost, it could be reunited much more quickly
- Saves over 3120 hours on an annual basis in staff time used for data entry and tracking of certificates
- Enables redirection of 1 FTE toward customer service
- Additional County revenue from license enforcement



# Animal Services

## Electronic Animal Registration & Licensing (PEARL)

### Animal Services Benefits

- Opportunity to offer product as a service
- Saves the taxpayer money through reduced printing costs for license books. Veterinarians now use their own paper in their offices to print the certificates.
- Produces a legible license/vaccine certificate, reducing errors that occurred while trying to decipher illegible, hand written certificates
- Reduces the amount of time it takes to process spay/neuter rebates back to the citizens
- Desire to accept credit cards for adoption payments





# Animal Services

## Electronic Animal Registration & Licensing (PEARL)



### Animal Service Benefits (ROI)

- Mailed out 976 license violation notices over 4 month period
  - 301 five dollar tags resulted in \$1,505
  - 119 twenty five dollar tags resulted in \$2,975
  - Total return \$4,480
  - Additional features if added will further automate the process and will allow for hundreds of violators to be notified easily and quickly each month
  - 1 out of every 2 recipients responded favorably by purchasing their licenses after receipt of the post card
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# Animal Services

## Electronic Animal Registration & Licensing (PEARL)



### Veterinary Office Benefits

- Eliminates the need for the traditional “Pen and Paper” process licensing system
  - Customer and pet database
  - Immediate access of pet owner information, if the pet were to become lost, it could be reunited much more quickly
  - Saves the veterinary community money by eliminating the need to mail bulky packages of vaccine certificates to Animal Services each month
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# Animal Services

Electronic Animal Registration & Licensing (PEARL)



## Demonstration



[Pearl \(Electronic Registration & Licensing\)](#)



# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)




Gail Parnell  
Information Technology





# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)




- 
- Activated June 2009
  - Back Office Features for Elderly Nutrition
    - Automation of Meal order Intake (Congregate, Home delivery, transfers/delivery confirmations)
    - Manage (Clients & relationships, Users & Roles, Emergency Contacts, client reminders)
    - Administrative (Funding Source, Sites, Routes, Labor)
    - Reporting & Metrics
  - Meal Vendor Features
    - On-line access to daily meal orders
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# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)

### Facts & Figures

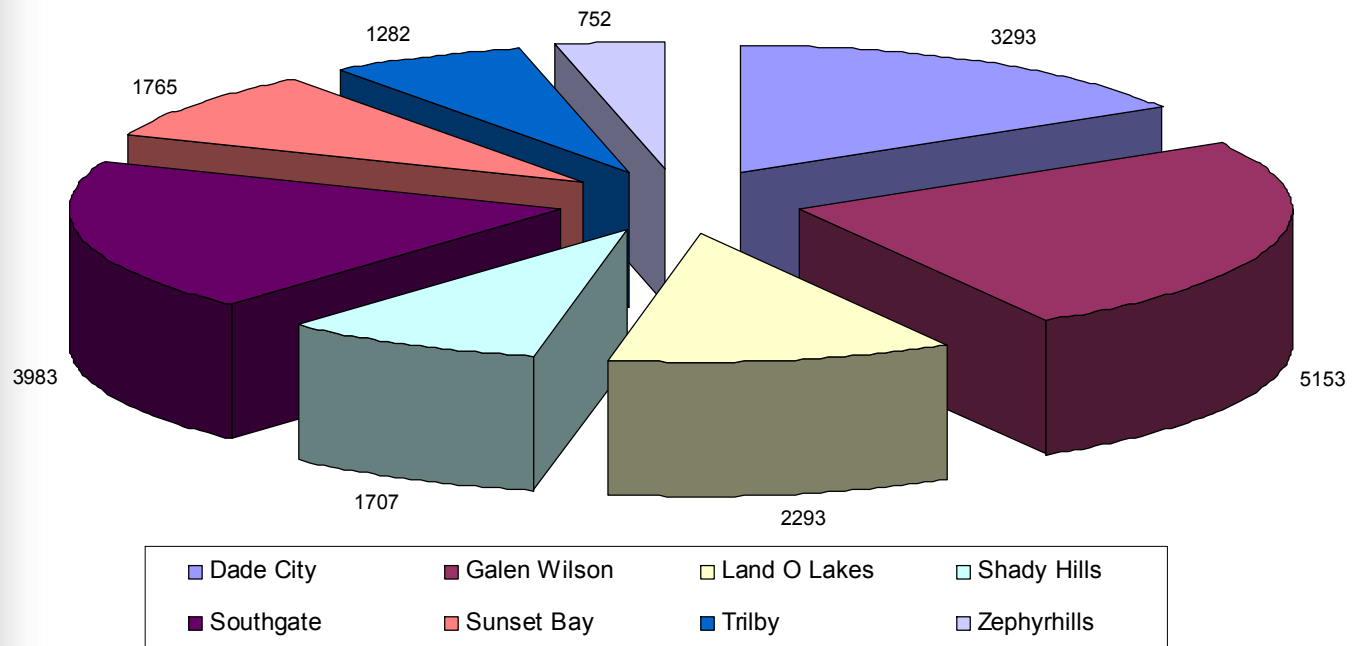
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- 104,536 meals served since deployed in June 2009
  - 100% system availability to date
  - 35,398 congregate meals served since deployed June 2009
  - 69,138 delivery meals served since deployed June 2009
  - Averages
    - 34% Congregate (*dining sites*)
    - 66% Home Delivery
  - 1478 active clients
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# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)

### Facts & Figures

20,228 Meals Served  
December 2009








# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)

### Benefits




- 
- ❑ Automatic generation of vendor reporting. (This eliminated the daily manual creation by staff and eliminated the faxing of these reports to the vendor)
  - ❑ Automatic generation of meal delivery tickets. (This saved an enormous amount of staff time to create these delivery tickets-as there were constant changes that had to be done manually, which is now all automated.)
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# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)

### Benefits




- 
- Volunteers at remote offices enter meal orders and perform data entry (Eliminates paid staff having to enter all meal data as in current system)
  - Volunteers also assist staff and perform delivery confirmation and tracking entry in the new system. (This eliminates paper based tracking and manual entry in use previously.)
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# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)

### Benefits




- 
- ❑ Automated production of all meal tracking reports produced with a few clicks of a mouse that were produced manually in the old system. (weekly, monthly, and yearly reports that were previously done manually are now done automatically with PENUT)
  - ❑ PENUT reports are concise and accurate. The margin of error was far too great with the old system. Overall, due to the new automated system, work is done more efficiently and accurately.
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# Elderly Nutrition

## Meal Reservation / Tracking System (PENUT)

### Benefits

- 
- ❑ PENUT will result in cost savings in FY 2010. The automatic generation of vendor reporting, meal delivery tickets, entering of meal orders, and tracking of reports which were previously done manually will provide
    - ❑ Cost savings of printing, copying, and distributing manual reservations sheets
    - ❑ Cost savings of staff salary in data base management activities and meal order
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# Elderly Nutrition

Meal Reservation / Tracking System (PENUT)

Demonstration

[Elderly Nutrition System \(PENUT\)](#)





Utilities Customer Information and Service  
(CIS) Department  
Customer On-line Bill Payment (CCPAY)



Jim Dilorio  
Information Technology






Rita Perstac  
Utilities Customer Information and Service  
(CIS) Department








# Utilities Customer Information and Service (CIS) Department Customer On-line Bill Payment (CCPAY)

- 
- Activated June 2009
  - Utility Customer Features
    - Customer on-line bill payment with a debit card or credit card from the convenience of home
    - Customer feedback option
  - Back office features for Utilities Customer Information and Service (CIS) Department and Fiscal Department
    - Payment history reporting tools
    - Customer activity reporting tools
    - Financial activity reporting tools
    - Customer service tools
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# Utilities Customer Information and Service (CIS) Department Customer On-line Bill Payment (CCPAY)




## Facts & Figures

- 
- ❑ 55,082 individual transactions since deployed in June 2009
  - ❑ \$4.5M in customer payments since deployed in June 2009
  - ❑ 100% system availability to date (No unscheduled outages)
- 
- ❑ 9185 customers paid on-line in December 2009
  - ❑ \$748K in customer payments in December 2009
- 
- ❑ Average cost per customer payment is \$1.20 or 1.46 % of revenue



# Utilities Customer Information and Service (CIS) Department Customer On-line Bill Payment (CCPAY)




## Facts & Figures

- 
- 26% of monthly customer payments are automated
  - EFT customer base increased to 9.42 % customer base
  - Credit/debit card customer base increased to 16.63%
  - Evaluating automated payment percentage goals
    - Additional promotion efforts
    - Consider processing fee if customer pays in person
    - Consider new features based on customer survey
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# Utilities Customer Information and Services (CIS) Department Customer On-line Bill Payment (CCPAY)

## Benefits

- 
- Reduction of customer walk-in traffic to process customer payments
  - Increased enrollment in our EFT program
  - High level of customer satisfaction 90%-95% based on actual customer feedback
  - High level of repeat customers each month
- 
- 



# Utilities Customer Information and Services (CIS) Department Customer On-line Bill Payment (CCPAY)

## Benefits

- Easy to use system
- Reduces customer payment errors
- 26% of monthly payments are automated
  - most efficient & cost effective method*



Utilities Customer Information and Services  
(CIS) Department  
Customer On-line Bill Payment (CCPAY)



Demonstration






Customer (CCPAY)



Back office (CCPAY)



# Utilities Customer Information and Services (CIS) Department Customer On-line Bill Payment (CCPAY)

- 
- ❑ In the Planning Stages:
    - ❑ Vacation turn-off and turn-on entry in CCPAY
    - ❑ Collections module to improve collections on past due accounts
    - ❑ Over the counter and telephone payments with debit/credit card and PCI (*payment card industry*) Assessment and mediation
    - ❑ Electronic statement option for customers
    - ❑ Round up
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# Credit Card Payment

## ❑ Compliance

- ❑ Comply with PCI standards for processing web payments in which no customer data is stored in a County database
- ❑ Many of the additional requested uses are not web payment processes, so different compliance standards must be met prior to their deployment.
- ❑ We need to complete a compliance assessment for each type of payment process being requested and implement the assessment's required actions.





# Credit Card Payment

## □ Revenue Impact

- Utilities Fees are about 1.46% of revenue or about \$1.20 per account. (*equates to annual 130K*)
- Accepting credit cards as a form of payment for a particular service can be a service-by-service decision, each with its own qualifying criteria.
- When accepted, cost recovery strategies of credit card processing fees can vary on case-by-case basis.
- We need to define the process to utilize in making and reviewing the “acceptable use” and “cost recovery” decisions.



**Thank You!**