

ANOKA COUNTY

MANAGEMENT COMMITTEE AGENDA
and Meeting of the Anoka County Board of Commissioners**

Commissioners West (Chair), Braastad, Reinert, and Schulte

FOR THE NOVEMBER 8, 2022, MEETING

8:45 A.M.

County Board Room #705 - Government Center

1. Public Comment: Public comments are welcome at this time. In consideration of others wishing to speak, please limit comments to 2 minutes. Questions directed to the committee will not be answered immediately; however, whenever possible, all appropriate questions will be responded to in a timely and effective manner by county staff.
2. In accordance with the Personnel Rules and Regulations, and/or the Travel Policy, and at the request and recommendation of the respective department heads, consider approving the consent items. **See attached** consent items.
3. Consider recommending adopting Resolution #2022-M19, Resolution Accepting Donations From Patrons. **See attached** resolution.
4. Consider recommending approving an award to QMatic, Inc., for the purchase of Hardware and SaaS Solution for an appointment/queue management system through an existing cooperative contract in an amount not to exceed \$270,000, with an estimated yearly subscription and maintenance cost of \$65,000. **See attached** action item worksheet.

*** Actions taken by this Committee do not bind the County Board. In addition to the County Commissioners appointed to this committee, additional County Commissioners may attend. Non-committee Commissioners may choose to participate in the discussions and/or ask questions, but they will **not** vote on any item, nor will they agree to take a specific action on business conducted by the committee. If their attendance and limited participation in the committee meeting is considered a meeting of the County Board, this shall serve as notice of a County Board meeting. This shall also serve as notice of a County Board Meeting for any committee comprised of four or more members of the board.*

ANOKA COUNTY

CONSENT ITEMS

FOR THE NOVEMBER 8, 2022, MANAGEMENT COMMITTEE MEETING

*Consent items will be voted on as one item.
At the request of any commissioner, a consent item may be
moved to the regular agenda for discussion purposes.*

1. Travel requests at the request and recommendation of the respective department heads in accordance with the Travel and Expense Policies:
 - A. Shane Sheets, Director - Administration/Medical Examiner's Office - to attend International Association of Coroners and Medical Examiners (IACME) Board of Directors Meeting - Orlando, FL - 5 days, February 2023 - costs, which are 100 percent funded by IACME, to include \$55 mileage, \$860 lodging, \$311 per diem, \$600 air fare, \$80 ground transportation, and \$112 parking.
 - B. Shane Sheets, Director - Administration/Medical Examiner's Office - to attend International Association of Coroners and Medical Examiners (IACME) Annual Symposium - Las Vegas, NV - 8 days, July 2023 - costs, which are all funded except per diem by IACME, to include \$55 mileage, \$700 registration, \$800 lodging, \$587 per diem, \$600 air fare, \$50 ground transportation and \$224 parking.

Travel and training forms are available in Administration for review.

RESOLUTION #2022-M19

RESOLUTION ACCEPTING DONATIONS FROM PATRONS

WHEREAS, patrons of the Anoka County Library have donated the following totaling \$585.74 for the month of September 2022 in cash to the Anoka County Library:

Goodwill Donation Box/Book Carts	\$585.74
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WHEREAS, Minn. Stat 465.03 requires the county to accept donations by resolution expressed in terms prescribed by the donor:

NOW, THEREFORE, BE IT RESOLVED that Anoka County, by and through its Board of Commissioners, does hereby accept the donations of cash.



ANOKA COUNTY BOARD ACTION ITEM

11/08/2022

License & Passport Services

ACTION REQUESTED	Recommend to the County Board approval of an award to QMatic Inc. for the purchase of Hardware and SaaS Solution for an appointment/queue management system through an existing cooperative contract in an amount not to exceed \$270,000, with an estimated yearly subscription and maintenance cost of \$65,000.
BACKGROUND	Our current solution was implemented in 2021 and was not developed to support a counter based multi-client/multi-service provider service model that is used in license and passport centers.
SOLUTIONS	<p>Several of the metro counties are currently using an appointment/queue management solution from QMatic Inc.</p> <p>This system allows customers to schedule appointments online or walk-in and enter a standby queue while automatically distributing the workload and assigning customers to the next available service provider.</p> <ul style="list-style-type: none">• It reduces required check-in steps for both customers and staff, streamlining and expediting the process.• It gives standby customers the flexibility to wait from anywhere using mobile devices while monitoring their progress in real-time• The system will auto send appointment confirmation reminders, and other notifications before a visit, enhancing customer service and reduce missed appointments.• Provides real-time report data along with extensive statistics to help License & Passport Services optimize their operations.
FUNDING SOURCE (Levy dollars, IT fund, building fund, asset preservation, carryover dollars, etc.)	<p>MNLARS Funds will be used for the initial hardware and SaaS Solution purchase.</p> <p>Beginning 2024 - Annual Operating Budget for Yearly Subscription Hardware and Software Care/Maintenance.</p> <p>Estimated yearly Subscription and Maintenance cost \$65,000</p>
CONCLUSION	<p>Site visits to Dakota and Washington Counties to observe QMatic has helped determined that QMatic solution will improve our customer's experience through a streamlined check-in and queue system</p> <ul style="list-style-type: none">• easier and quicker check-in process.• Offers customers greater transparency of position in queue.• Reduces staff time needed to assist customers with check-in process and system management.• Increases time staff can dedicate to assisting customers with their transactions.
RECOMMENDATIONS	Recommend to the County Board approval of an award to Qmatic Inc. for the purchase of Hardware and SaaS Solution in an amount not to exceed \$270,000, with an estimated yearly subscription and maintenance cost of \$65,000.