



## **CITY COUNCIL COMMUNICATION**

December 8, 2009

**SUBJECT:** CONSIDER APPROVAL OF A CONTRACT FOR THE PURCHASE OF AN INTERACTIVE VOICE RESPONSE SYSTEM FOR MUNICIPAL COURT

**SUBMITTED BY:** Mike Collins, Director of Economic Development and Administrative Services

**REFERENCE NO:**

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### **ACTION REQUESTED:**

Approve motion to award a contract for the purchase of an interactive voice response (IVR) system for the City of Euless Municipal Court and authorize the City Manager to enter into an agreement with Selectron Technologies, Inc. to provide the VoiceCourt system and related professional services, software license, and maintenance and support.

### **ALTERNATIVES:**

- Approve the request – *simple majority*.
- Approve the request with modifications – *simple majority*.
- Deny the request – *simple majority*.

### **SUMMARY OF SUBJECT:**

The VoiceCourt system is the trademark name for the interactive voice response (IVR) system developed for municipal courts by Selectron Technologies, Inc. (Selectron). The Voice Court system will equip the city to provide our customers with telephone self-service options for retrieving information and accessing other services. With these vital administrative functions performed by this new system, staff will allocate more time to serve walk in customers to the court's building and to complete other administrative functions. Based on managing a volume of approximately 800 cases weekly, a phone log was maintained for several weeks and it was calculated that the Municipal Court staff answers approximately 100 telephone calls per day. Taking results from other municipalities using a similar IVR system, we could experience a reduction in the number of calls manually answered by staff of 20 to 40%.

The VoiceCourt system uses an HTE interface to access Court data such as citation information, court dates, fine amounts, etc. This information is then read back on the telephone to the customer as they make requests for it. HTE publishes specific

information about these interfaces only to their partners, thus making it critical from a support standpoint to utilize only an approved HTE vendor, such as Selectron. Included as an attachment is an October 30, 2009 letter addressed to Purchasing Manager Mike Lowery explaining why Selectron Technologies, Inc. is the single source provider of this product.

Municipal Court collects annually approximately three (3) million dollars in fines and court costs. The proposed VoiceCourt System will include a credit card processing module. We should see a reduction in the processing time of collecting a portion of these revenues with the system accepting credit card payments.

**FINANCIAL CONSIDERATIONS:**

Revenue Sources:

Expenditure Accounts:

Budgeted Fiscal Year(s):           \$ 88,500

Estimated Expenditure:           \$ 52,400

Over/Under Projection By:       \$ 36,100

Other Comments:

**SUPPORTING DOCUMENTS:**

- HTE Single Source Letter

**APPROVED BY:**

\_\_\_\_\_ **LG** \_\_\_\_\_

City Manager's Office

\_\_\_\_\_ **SC** \_\_\_\_\_

City Secretary's Office