

**City of Coral Gables City Commission Meeting
Agenda Item G-15
May 23, 2023
City Commission Chambers
405 Biltmore Way, Coral Gables, FL**

City Commission

**Mayor Vince Lago
Vice Mayor Rhonda Anderson
Commissioner Melissa Castro
Commissioner Ariel Fernandez
Commissioner Kirk Menendez**

City Staff

**City Attorney, Cristina Suárez
City Manager, Peter Iglesias
City Clerk, Billy Urquia
Development Services Director, Suramy Cabrera
IT Director, Raimundo Rodulfo**

Public Speaker(s)

Agenda Item G-15

Update on the implementation of a new telephone system for the Development Services Department. (Sponsored by Commissioner Castro)

Mayor Lago: Moving onto item G-15.

Commissioner Castro: That's me.

Vice Mayor Anderson: That's you, yes.

Commissioner Castro: Update on the implementation of a new telephone system for the Development Services Department. I had spoken to the City Manager previously and he told me that there was some sort of data that wasn't really good, but I'm guessing it's probably some type of baseline to know – I guess what I'm asking is, can I have access to it, any data that we have.

City Manager Iglesias: May I answer Mayor?

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Mayor Lago: Of course.

City Manager Iglesias: Thank you. The new telephone system is being implemented now and it will have the data of number of calls when they were returned, and I believe that our IT Director can update us on that.

IT Director Rodulfo: Yes. Our network manager, Gisela, informed me today that the configuration was finished. The configuration of the system was completed. We are going to proceed to work with Development Services to provide training to the employees so they can start the new method. Basically, that the call-takers will have to log into the system and there will be a call account center system that is employee based instead of line based, so today is one line and you have the statistics for that line, but the line can be picked up by multiple call-takers. Now it's going to be an individual.

Commissioner Castro: So, we need a baseline to see our improvement and we need to know where we're at to know that we are progressing, that we're improving, right, to have something to compare to. How long is it going to take?

IT Director Rodulfo: The system was configured, was finished, now we are working towards training the employees and then we are going to work with Director Cabrera to move forward and how to implement the process. Now, the technology is done, now it's the process part and the training of the employees.

Commissioner Castro: The training of picking up the phone.

IT Director Rodulfo: They have to log into a system. It's basic training.

Commissioner Castro: So, give me an estimate of time when you think this is going to happen.

IT Director Rodulfo: We're coordinating this week, because we have finished the configuration, so we are coordinating with them to do the training with the consultant that did the configuration. The consultant is going to help us train the staff.

Commissioner Castro: So, to be fair, we could say in two weeks, give you a little lead time that we can start implementing this new service, phone service, because we've been talking about this for years and years and I'm happy its finally happening.

Director Cabrera: Yes, we have been. We've just got to train the staff. I don't know exactly. This is really an IT issue of bringing in this call center type of software. It's not just answering the phone. You have to log in, log out, like anything it requires training, even a new phone requires training.

Commissioner Castro: I just want to know when to follow up again with this, so it doesn't just linger.

Director Cabrera: To be fair, Raimundo is not the person in his staff that's taking care of it and she's not here to give you an up-to-date exactly when, but we have been in the process for a few months now. It was presented to me and it was presented to the City Manager and then we had to find the money, and finally, she was given the go-ahead to place the order and then she has to get on the schedule of the developer to implement it for our city, how many staff members, who's going to be on there, who's going to on tier 1, tier 2. So, we've had those discussions and now it's just the matter of implementing and training.

Mayor Lago: I'll take a stab at this – six months.

Director Cabrera: No.

IT Director Rodulfo: No. We have to train now.

Mayor Lago: We have the phones or just the software that we're buying?

Director Cabrera: It's the software.

City Manager Iglesias: It's a matter of weeks not months.

Director Cabrera: It's a matter of weeks.

IT Director Rodulfo: Its weeks – it's just training.

Mayor Lago: We want to get all these things done and I appreciate that, and I value that, but slow and steady wins the race, okay. I'd rather do them right. I know that the Commissioner wants it done as quickly as possible, but we've got to train everybody. By the way, when you are training people, you are either doing it during working hours or you are doing it in off hours, so it takes time away from people being on the floor, people from reviewing.

City Manager Iglesias: Mayor, if I may say, this is part of finalizing all the perks in the Development Services Center. This is something that we've been initiating, just can't initiate everything at once. This is part of our new telephone system that creates a line to each individual person.

Mayor Lago: How much does this cost?

City Manager Iglesias: \$75,000, was it not?

IT Director Rodulfo: Yes. It was the configuration. The system was in place, it's the Cisco System that was there.

Mayor Lago: Did they have an added cost?

IT Director Rodulfo: We have added cost for the implementation of this call service.

Mayor Lago: How are we paying for that?

Director Cabrera: Permit fees.

Mayor Lago: I T'd that up for you perfectly. I want to say thank you for that, by the way. If it wasn't for you, we'd be in the negative. So, thank you for allowing us to be able to implement this new software and paying for it with the new permitting fees. Thank you.

Commissioner Menendez: When can she bring back for an update a couple of months from now.

Director Cabrera: We can give you an update at the next Commission meeting.

Mayor Lago: Okay. Sounds good to me.

Commissioner Castro: This is not something new. This is something that we've been wanting to do for some years now. It's not just out of the blue. It's perfect.

Commissioner Menendez: For an update, I just want to give them enough time to give us an update.

Commissioner Castro: That would be more than amazing.

City Manager Iglesias: And if I may say, the more time that passes, the better the 427 Building will be operating, the more technology we have.

Mayor Lago: Yes.

City Manager Iglesias: But we have to give it a little bit of time because we just moved in, the team just moved in five months ago, this doesn't happen overnight.

Mayor Lago: Thank you. Anything else, Commissioner Castro on that item?

Commissioner Castro: That will be all, thank you.

Mayor Lago: Perfect.