

FY 2027 Department Funding Request

Department/Program #	Department Name / Program	Priority #	Department Improvement Title
23001-0025	23001 - DISTRICT CLERK/0025 - PASSPORT	1	Waitwell Queueing System
Budget Category, FINAL Recommendation and Comments			
FINAL Budget Department Category	FINAL RECOMMENDATION for Funding	Comments (if any)	
G-Not Supported	Not Recommended	Department has NemoQ and uses this for all areas of their office. The main concern listed in this request can be solved by current vendor. Recommend department reach out to NemoQ to have a separate option for Passport Fair days rather than introducing an entirely new system/kiosk. NemoQ is currently used by other departments in the County.	

WHY is this request needed?

Currently the District Clerk's office uses the NemoQ queueing kiosk to manage customer check-in's and monitor wait times. The system has performed sub par in the past two years and is only configurable by NemoQ. One of the uses we need a reliable queueing system for is passport fairs twice per year which are held on Saturday's. The past fairs saw difficulty utilizing the queueing system for just the passport fair as we could not select the use only for that and the system failed to work on a non-workday. Reports that are obtained from NemoQ regarding wait times, ticket priority and other important customer service factors is limited in scope.

WHAT are you requesting?

Wait Well queueing system enterprise license that gives us: 3 locations (One physical location but split into 3 locations WaitWell to accommodate unique workflows)
 1 additional sandbox location(s) for testing, training, or templating
 120,000 outbound SMS segments, shared between locations. Overages will be charged at \$0.07/SMS segment.
 Unlimited staff accounts, admin accounts, and manager accounts, incoming SMS, queues, and email notifications
 Queue Management System: Customers can join your line from anywhere
 Appointment Management System: Manage appointments and walk-ins on one screen. Automated appointment reminders via text or email
 Analytics & Reporting: Real-time data and 30+ service operations reports
 Advanced Workflow Automation: Customized communication templates, waivers and forms
 Web-app for waitlist digital display and kiosk
 WaitWell's extensive API library
 WaitWell payments: Customers can pay in advance of service
 Multi-language support for English, Spanish, and French
 Premium Support, including a Dedicated Account Manager for initial and ongoing configuration, setup and implementation of all locations
 Annual Business Reviews
 Customer Insights: Ratings, reviews, and notes features

HOW will this benefit your office and/or the County?

Customers to the Collin County passport office should piece of mind when checking and having their place in line held appropriately and to be better informed as to their status. The ease of use of this system will allow a citizen to join the wait queue before leaving their home to come to the courthouse. This new system will give this office greater visability with expanded reporting to help improve customer service.

Is there statutory authority for this request?	No	Will this generate revenue?	No	If Yes, potential amount?	
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FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED)

Item Detailed Description	New / Replace	Quantity Requested	User Name and/or Job Title	Estimated Unit Cost	Estimated Total Requested	Unit Cost Provided by Purchasing	Updated Item Description (if applicable)	Recommend Quantity	FY 2027 Recommend Amount	Recommend FY 2026 Amount	
WaitWell Enterprise	New	1		\$9,400.00	\$9,400.00	\$10,340.00	WaitWell Enterprise	0	\$0.00	\$0.00	
Implementation Fee (one-time setup)	New	1		\$1,000.00	\$1,000.00	\$1,100.00	Implementation Fee (one-time setup)	0	\$0.00	\$0.00	
Estimated Requested Equipment Subtotal:						\$10,400.00	Recommended Equipment Subtotal:		\$0.00	\$0.00	
Total Estimated Department Request:						\$10,400.00	Updated Total Department Request:		\$11,440.00		
						RECOMMENDED Total Department Request Utilizing FY 2027 Funds:					\$0.00
						RECOMMENDED Total Department Request Utilizing FY 2026 Funds:					\$0.00

ANALYSIS

Q & A Discussions with Department

Sent To:	Date Sent	Comment	Date Received	Responder's Name	Comment
Brenda G	4/14/2026	Email	4/21/2026	Mike G.	Email
Questions TO Department			Response From Department		
Are you wanting to replace NemoQ for other areas of your department or just Passports?			Yes, this system would replace the NemoQ queueing system. In the current configuration, NemoQ handles all requests for front counter service be it passports, copy requests or legal filings.		
Can NemoQ create a "Passport" only option that you could use during the Passport fairs?			Yes. One of the bigger benefits of using the WaitWell system is that we control it locally and can configure it to what days we need it to work.		
Was it a system error or does NemoQ just not work on the weekends? Is this something NemoQ could fix knowing that you only have 2 Passport Fairs a year and if they were given the dates in advance to ensure the system is up and working?			In short, yes NemoQ can fix these errors, however they must come onsite and do so physically. WaitWell gives us the opportunity to fix and configure the system the way would like it configured. They offer 24/7 support in the instance we cannot correct errors ourselves through the dashboard, they are able to remote in and assist.		
What major issues are you facing with NemoQ?			The primary issue is when there is an issue with NemoQ or we need it configured a certain way (Passport Fairs, etc.) they need to physically send a support technician to update the system. We are waiting on their schedule to fix a problem and be able to move on, this an immense burden to the customer		

FY 2027 Department Funding Request

Department/Program #	Department Name / Program	Priority #	Department Improvement Title
23001-0025	23001 - DISTRICT CLERK/0025 - PASSPORT	1	Waitwell Queueing System

Q & A Discussions with IT					
Sent To:	Date Sent	Comment	Date Received	Responder's Name	Comment
Questions to IT			Response From IT		
Would there be any savings to the county if Passports no longer used NemoQ? If so, do you know how much?			Not sure. The WaitWell kiosk device is more expensive than the NemoQ kiosk. I imagine the maintenance cost will be comparable to each other.		
Is IT able to fix any issues the Clerk's Office has with NemoQ or is this strictly handled by the vendor?			The vendor handles most of the support.		
Have you heard about issues with NemoQ from other departments that use it?			No. Other departments seem happy with NemoQ		
Would IT assist in the implementation of this new platform?			Yes. IT will have to be involved with network connectivity.		
If yes, does IT have the bandwidth to work on this project?			Yes. IT support will be minimal. Facilities may have to get involved for power/data drops.		
Does IT have any concerns about this request?			Yes. Is WaitWell only for passports? Will there be NemoQ & Waitwell kiosk near each other or is the DC requesting to replace NemoQ altogether. This introduces a new product that IT has to help support.		
Anything else we may need to know about this request - or things to add for Purchasing to price?			WaitWell may be more expensive than NemoQ. Has the DC shared their concerns with NemoQ before replacing it?		

FY 2027 Department Funding Request for a NEW Position

Department/Program #	Department Name / Program	Priority #	Department Improvement Title
23001-0025	23001 - DISTRICT CLERK/0025 - PASSPORT	2	Passport Clerk

Budget Category, FINAL Recommendation and Comments		
FINAL Budget Department Category	FINAL RECOMMENDATION for Funding	Comments (if any)
G-Not Supported	Not Recommended	Passport Office reinstated in FY 2025. Current stats do not support the addition of another position at this time. Based on FY 2026 revenues and expenditures - year-end estimates show department will bring in slightly more revenue than expenditures.

WHY is this position needed?
 The District Clerk's office started accepting passports on November 4, 2024. We have (4) passport clerks, and a Lead Clerk over that area. There has been an increase in Passport applications since we started accepting passports again. In January 2026 we processed 854 Applications, 592 Pictures and assisted 1111 customers. We have started taking walk-ins daily plus still assisting the appointments.

HOW will this position benefit your office and/or the County?
 With an added clerk, we will be able to assist more applicants, shorter waiting times, and less Comp time.

Is there statutory authority for this request?	no	Will this generate revenue?	yes	If Yes, potential amount?	
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Job Duties of NEW Position
 Accepts and processess passport applications by assessing paperwork for completion, verifying U.S. Citizenship and Identification, taking photographs according to federal guidelines, swearing in applicants, and preparing transmittals. Performs vairious duties by maintianing and balancing daily receipts. Answers passport related telephone inquiries, and collecting government fees. They will be required by the State Department to become certified, and receive an agent ID number. May be ask to assist in other areas as needed.

NEW POSITION(S) REQUEST											
Requested Position Title	Requested Quantity	Requested Grade	Part-Time (20 hrs.) Full-Time (40 hrs.)	Requested Salary Per Position	Total Estimated Amount with Benefits	CORRECTED Salary	CORRECTED Position Title/Grade (match to job duties detailed above)	CORRECTED Salary with Benefits	FY 2027 Recommend Quantity	FY 2027 Recommended Amount	
Passport Clerk	1	531	Full-Time	\$41,207.00	\$71,619.00	\$41,207.00	Passputer Clerk / 531	\$71,619.00	0	\$0.00	
Requested NEW Position(s) Subtotal:						\$71,619.00	CORRECTED New Position(s) Subtotal:		\$71,619.00		
									RECOMMENDED New Position(s) Subtotal:		\$0.00

FURNITURE, EQUIPMENT, TECHNOLOGY, ONE-TIME PURCHASES (ITEMS THAT NEED TO BE PRICED)											
Item Detailed Description	New / Replace	Quantity Requested	User Name and/or Job Title	Estimated Unit Cost	Estimated Total Requested	Unit Cost Provided by Purchasing	Updated Item Description (if applicable)	Recommend Quantity	FY 2027 Recommend Amount	FY 2026 Recommend Amount	
Computer Desktop	New	1	Passport Clerk	\$1,592.00	\$1,592.00	\$2,630.00	Computer - Desktop	0	\$0.00	\$0.00	
Software - EA	New	1	Passport Clerk		\$0.00	\$624.00	Software - EA	0	\$0.00	\$0.00	
Phone	New	1	Passport Clerk	\$597.00	\$597.00	\$597.00	Phone - Employee Desk Phone	0	\$0.00	\$0.00	
Scanner Top Feeder	New	1	Passport Clerk	\$999.00	\$999.00	\$999.00	Scanner - Top Feed	0	\$0.00	\$0.00	
Cubicle Package	New	1	Passport Clerk	\$14,000.00	\$14,000.00	\$14,000.00	Cubicle Package	0	\$0.00	\$0.00	
Software - Odyssey		1			\$0.00	\$0.00	Software - Odyssey	0	\$0.00	\$0.00	
Software - Adobe Pro		1			\$0.00	\$130.00	Software - Adobe Pro	0	\$0.00	\$0.00	
Estimated Requested Equipment Subtotal:						\$17,188.00	Recommended Equipment Subtotal:		\$0.00	\$0.00	
Total Estimated Department Request:						\$88,807.00	Updated Total Department Request:		\$90,599.00		
RECOMMENDED Total Department Request Utilizing FY 2027 Funds:										\$0.00	
RECOMMENDED Total Department Request Utilizing FY 2026 Funds:										\$0.00	

FY 2027 Department Funding Request for a NEW Position

Department/Program #	Department Name / Program	Priority #	Department Improvement Title
23001-0025	23001 - DISTRICT CLERK/0025 - PASSPORT	2	Passport Clerk

ANALYSIS

Q & A Discussions with Department

Sent To:	Date Sent	Comment	Date Received	Responder's Name	Comment
Brenda G.	4/14/2026	Email	4/16/2026	Brenda G.	Email
Questions TO Department			Response From Department		
Do you have room in your existing office set up for this position? (would not require any structural remodeling)			Yes - and no structural remodeling		
Do you need a guest chair?			No		
Do you need additional training money for this position?			No		

Statistical Analysis

STATISTICS RELATED TO NEW POSITION REQUEST

Passport Applications

Fiscal Year	# Passport Applications	# of Employees	# Per Employee	% Change per Employee	Comments / Findings		
FY 2017	37,646	6	6,274		5 Passport Clerks and 1 Senior Passport Clerk		
FY 2018	29,820	6	4,970				
FY 2019	4,734	6	789	-84.1%			
FY 2020	0	0	-	-			
FY 2021	0	0	-	-			
FY 2022	0	0	-	-			
FY 2023	0	0	-	-			
FY 2024	0	0	-	-			
FY 2025	9,721	5	1,944	-	4 Passport Clerks and 1 Lead Clerk		
FY 2026 as of June 16, 2026	5,178	5					
FY 2026 Year-End Estimate	10,356	5	2,071	6.5%			
Fiscal Year	# Passport Applications	# of Employees Requested	Total # of Employees Requested	# Per Employee	% Change per Employee	Estimated % Change in Stat	Comments / Findings
FY 2027 Estimate THIS Request	11,081	1	6	1,847	-10.8%	7.0%	

Fiscal Year	# Passport Applications	# of Employees Recommended	Total # of Employees Recommended	# Per Employee	% Change per Employee	Comments / Findings
FY 2027 Estimate Recommended	11,081	0	5	2,216	7.0%	

Revenue and Expenditure History

Fiscal Year	Revenue	Expenditures	Profit	Comments / Findings
FY 2017	\$1,170,117	\$218,185	\$951,932	
FY 2018	\$1,100,237	\$221,478	\$878,759	
FY 2019	\$192,938	\$147,072	\$45,866	
FY 2020	-	-	-	
FY 2021	-	-	-	
FY 2022	-	-	-	
FY 2023	-	-	-	
FY 2024	-	-	-	
FY 2025	\$419,352	\$353,225	\$66,127	
FY 2026 Adopted	\$405,307	\$421,478	-\$16,171	
FY 2026 as of June 16, 2026	\$330,746	\$247,772	\$82,974	
FY 2026 Year-End Estimate	\$466,935	\$421,478	\$45,457	