



## Digital Queue System “QLess”

For frequent visitors to our office, you may have noticed a new system in place we call “QLess”. We are committed to improving the experience we offer in the Construction Services & Permitting office. Smart technology like QLess are a huge benefit for our customers and our organization. By improving how customers experience wait times, we also provide a more productive and positive environment for our staff members.

### What is QLess??

The digital Queue system helps busy government and commercial organizations manage the flow of customers through their facilities. It has a proven extensive list of timesaving and productivity benefits. This includes the ability for our office to share real-time information of how many customers are in line at any given moment. Bottom line, the system will help you get in and out of the office more efficiently, reduces wait times and helps to cut waiting room crowds.



### What you can expect:

All customers are asked to check in at the front info booth. From here, you will be placed in an appropriate workflow, which will reserve your place in line at each location you will be visiting. This will help you save significant time, by getting you in and out of our office in a more quick and efficient manner. If you provide your phone number to the front desk, you will be sent text message updates so you may expect when to be serviced (standard messaging rates apply). There are also two monitors in the office to keep you updated on your place in line and when you are being called for service. You may also download the “QLess” app from your mobile device’s app store, and view the office wait times remotely!

*We hope you enjoy this new feature and we welcome any feedback for future improvements!*