



Cochise County Funding Request - Budget FY 2025-26

Due: March 31, 2025

Submit to: budget@cochise.az.gov

Department/Elected Office: Clerk of the Superior Court

Date: 3/31/2025

Department Contact Name and Phone Number: Rachel D Gray – 520-432-8646

Requested Amount

Start-up or Initial Costs: \$44,850

Estimated ongoing or annual cost: \$10,956

Has funding for this request been identified:

Yes. Funding for the NEMO-Q Ticketing System will be provided through General Fund Revenues. Historically, revenue projections for the Clerk of the Superior Court's office have been conservatively estimated, often resulting in actual revenues exceeding expectations. By adjusting these revenue projections to more accurately reflect historical trends, sufficient funds will be available within the existing budget to cover both the implementation and ongoing operational costs of this project.

Does this request require a new position: No Yes
(new classification/titles must go through HR)

If yes, position title, salary range, and projected EREs:
N/A

Description of request:

The Clerk of the Superior Court is requesting funding to purchase and implement the NEMO-Q Ticketing System, a queue management solution designed to improve the efficiency and effectiveness of customer service operations. The system allows the public to check in through an on-site kiosk or online platform, receive real-time wait updates, and schedule their visit in advance. This reduces physical lines, shortens wait times, and enhances the overall customer experience. The system will also allow staff to better manage daily workloads by organizing service flow and reducing congestion during peak hours. This leads to a more structured and predictable work environment, enabling employees to serve constituents more effectively and with greater consistency.



FY26 Funding Request – Continued

What specific performance outcome does the department expect?

We expect to see shorter wait times, increased customer satisfaction, and more efficient use of staff time. Visitors will be better informed, better prepared, and able to plan their visit, while staff will be able to focus on delivering high-quality service with fewer interruptions or bottlenecks. Furthermore, this system will aid the department in assessing how to structure customer service windows during peak times, ensuring resources are allocated efficiently to meet demand.

How will this be measured?

The NEMO-Q system provides detailed performance reports, including average wait time, number of visitors served, service duration, and queue abandonment rates. These data points will be used to monitor effectiveness and identify opportunities for further operational improvements. We will also track public feedback and staff productivity.

Is the request due to a change in State Statute, or Policy, or best practice?

This request is based on the adoption of modern best practices for customer service and government service delivery. Queue management systems are widely used in other courts and government offices to improve constituent service and operational flow.

Is the request due to a change in workload/caseload, or population served?

Yes. The Clerk's Office has experienced an increase in case filings, e-filings, and new case creation, which has placed added demands on staff and front-office operations. As workload continues to grow in complexity and volume, the need for a more structured and efficient approach to managing daily assignments and customer flow has become clear. Implementing the NEMO-Q system will support smarter staff scheduling, improve service consistency, and ensure we meet the needs of constituents effectively and efficiently.



FY26 Funding Request – Continued

Describe the connection to the County Strategic Plan: The Clerk of the Superior Court’s proposal to implement a NEMO-Q ticketing system directly supports Cochise County’s strategic goals for improving government operations and public service. Cochise County’s Strategic Plan emphasizes Efficient Administration Practices as a priority area focusing on modernization, accessibility, and prudent use of resources. The NEMO-Q queue management system advances these objectives in several ways:

Modernizing Service Delivery: The County plan calls for developing online tools to increase public access to services. Implementing NEMO-Q fulfills this mandate by introducing a touchscreen kiosk and virtual queue system for the Clerk’s office. Constituents can check in electronically and wait their turn without standing in line, which improves convenience and access. By leveraging a proven third-party technology solution, the Clerk’s office is also following the plan’s guidance to utilize private services where appropriate, bringing in modern tools to enhance public service delivery.

Improving Efficiency & Effectiveness: A digital ticketing system makes day-to-day operations more efficient. NEMO-Q reduces crowded waiting areas and wait times by organizing customer flow, allowing staff to serve citizens in an orderly and timely manner. This leads to more effective use of staff time and resources, directly supporting the County’s goal of efficient administration. With NEMO-Q, the Clerk’s office can serve more people with less confusion, streamline tasks, and minimize delays, thereby improving the overall effectiveness of government operations.

Data-Driven Management & Accountability: The system will log real-time data on visitor volumes, wait durations, and service times. Such data enables the Clerk’s office to make evidence-based decisions – for example, adjusting staffing during peak hours or identifying process bottlenecks. This aligns with Cochise County’s focus on maintaining fiscal responsibility and continuously evaluating internal processes for improvement. By measuring performance (e.g. average wait times before and after NEMO-Q) the office can demonstrate improved service delivery and accountability for results, reinforcing the strategic priority of high-quality, responsive constituent service.

Arizona Judicial Branch Strategic Agenda (2024–2029) highlights five goals, including Expanding Access to Justice (Goal 1) and Advancing Judicial Branch Excellence & Innovation (Goal 4). These goals reflect a commitment to modern, efficient, and accessible court services. The proposed NEMO-Q system also strongly aligns with the Arizona Judicial Branch’s statewide strategic priorities. The Arizona Supreme Court’s current Strategic Agenda, titled “...and Justice for All,” emphasizes making court services more accessible, efficient, and innovative.

Implementing the NEMO-Q ticketing solution in Cochise County directly supports these aims and others:

Streamlining Access to Justice: By managing the flow of visitors and cutting down on physical wait times, NEMO-Q helps remove barriers for the public in accessing court services. Citizens can engage with the Clerk’s office more easily – for instance, taking a number for specific services and comfortably waiting until called, rather than standing in long lines. This improved front-line service echoes Goal 1 of the state’s agenda (Expanding Access to Justice) by making the court system more navigable and user-friendly. In a rural county like Cochise, such innovations ensure that all constituents receive timely assistance, thereby enhancing service to the public and promoting equal access to the justice system.

Advancing Court Innovation & Efficiency: The strategic agenda places a high priority on judicial branch excellence and



FY26 Funding Request – Continued

innovation. Deploying the NEMO-Q system is an innovative step that modernizes court operations at the local level. It leverages technology to improve efficiency, which means the court can do more with existing resources – a tangible example of innovation improving effectiveness. Court customers will experience shorter waits and clearer processes, boosting satisfaction and confidence in the system. By embracing such technology, the Clerk’s office is in lockstep with the Arizona courts’ modernization efforts, supporting the statewide goal of using innovation to make courts more responsive and effective. This not only improves daily operations but also contributes to maintaining public trust (another key goal) by showing that the courts are proactively improving their services.

Data-Driven Excellence & Performance: The Arizona Judiciary’s agenda encourages continuous improvement and performance measurement as part of achieving excellence. NEMO-Q provides the tools to track performance metrics (e.g. how many people are served, service times, peak demand hours). Court administrators can use this information to measure outcomes and drive further improvements, creating a feedback loop for better service. This data-driven approach supports the strategic agenda’s vision of an accountable, high-performing judicial branch. For example, identifying trends in peak visitation times can inform resource allocation decisions, ensuring that court services remain prompt and effective. By enabling such data-informed decision-making and strategic planning, the NEMO-Q system helps the Clerk’s office contribute to the Judicial Branch’s goals of operational excellence and efficient justice delivery.

In summary, the NEMO-Q ticketing system will be a valuable investment that ties directly into both Cochise County’s and the Arizona Judiciary’s strategic priorities. It leverages modern technology to improve efficiency, enhance public service, and enable informed management. This means better service for constituents and a more streamlined court operation – outcomes explicitly envisioned in the County’s Strategic Plan and the Arizona Supreme Court’s Strategic Agenda.

Has this request been not funded in past budget cycles?

No. This is a new funding request based on updated revenue projections and a growing need for more efficient service delivery.



FY26 Funding Request – Continued

Director/Elected Official Signature: _____ **Date:** _____

IT Signature: _____ **Date:** _____
(If applicable to request type)

Fleet Signature: _____ **Date:** _____
(If applicable to request type)

Facilities Signature: _____ **Date:** _____
(If applicable to request type)

Procurement Signature: _____ **Date:** _____
(If applicable to request type)

HR Signature: _____ **Date:** _____
(If applicable to request type)



FY26 Funding Request – Continued

Funding Request – Optional Supplemental Data

Five Year History

	FY 21	FY 22	FY 23	FY 24	FY 25
Measure 1					

Narrative:

Describe why this measure is important?

What does this statistic mean? Does it show an increased workload, which your funding request will solve?

Five Year History

	FY 21	FY 22	FY 23	FY 24	FY 25
Measure 2					

Narrative:

Five Year History

	FY 21	FY 22	FY 23	FY 24	FY 25
Measure 3					

Narrative:

Five Year History

	FY 21	FY 22	FY 23	FY 24	FY 25
Measure 4					

Narrative:

QUOTATION FROM NEMO-Q

3/19/25

R-0

By: Sarah Moake Phone:469-525-3685

Customer: Cochise County Superior Court

Contact Name: Rachel Gray

Address: Sierra Vista and Bisbee Locations

Phone: 520-432-8646

Email: ragray@courts.az.gov

QTY.	PART NO	DESCRIPTION	UNIT PRICE	PRICE
HARDWARE				
2	11076-24	Slim Kiosk with Printer and 24" Touchscreen	\$6,960	\$13,920
2	11076-BP	Slim Kiosk Base Plate	\$400	\$800
2	12795	HDMI Extender Kit	\$425	\$850
1	12796	HDMI Receiver w/ Gigabit Switch	\$300	\$300
2	13945	Media Computer for Digital Signage	\$625	\$1,250
2	13945-R	Media Computer for Digital Signage	\$375	\$750
3	13910	LED HD TV - 55"	\$650	\$1,950
2	13810	Wall Mount Bracket for TV Monitor	\$125	\$250
1	13812	Articulating Wall Mount Bracket for TV Monitor	\$150	\$150
2	91000	Installation Hardware	\$200	\$400
2	73030	Case of Paper - 50 Rolls - 11089/11076	\$175	\$350
2	42100	UPS-Battery Back-Up System	\$150	\$300
EQUIPMENT TOTAL:				\$21,270
SOFTWARE AND SERVERS				
1	13303	Online Appointment Server Setup Fee	\$1,000	\$1,000
2	99080	NEMO-Q Appointment Scheduler	\$1,440	\$2,880
1	15201	GALA Centralized Server Software w/ 1 Branch and 10 WS	\$3,750	\$3,750
1	15203	GALA C Branch Software W/10 WS	\$2,450	\$2,450
2	15504	GALA Touchscreen License Standard	\$1,000	\$2,000
2	15501	GALA TV License Standard	\$1,000	\$2,000
1	15601	Annual Server Hosting Fee	\$2,500	\$2,500
SOFTWARE AND SERVER TOTAL:				\$16,580
SERVICES				
1	99000	Installation Labor, Travel & Training (3 Days - 1.5/Site) *Freight is PPD/ADD - Actual charges to be included on final invoice	\$7,000	\$7,000
SERVICES TOTAL				\$7,000
GRAND TOTAL				\$44,850
ANNUAL COSTS - YEAR 2				
SMS Overage - \$.03 per message segment				
New Software Warranty				\$1,050
New Hardware Replacement Warranty - NEMO-Q BLUE				\$2,254
New Service Plan - NEMO-Q BLUE				\$2,272
Annual Appointment Software				\$2,880
Annual Server Hosting Fee				\$2,500
Annual Fee Total:				\$10,956
Customer is responsible for any taxes or local user fees				
Quote is valid for 90 days				

NEMO-Q, Inc.
PO Box 6090

Fed ID: 14-1906060

McKinney, TX 75071
Phone: 972-347-1766

DUNS: 19-274-2901

NEMO-Q Terms and Conditions of Sale

These terms and conditions ("Agreement") govern the sale of queue management software and hardware ("Products") by NEMO-Q ("Company") to the customer ("Customer"). By placing an order and accepting delivery of the Products, the Customer agrees to be bound by this Agreement.

Product Orders:

- a. All orders for Products must be submitted in writing or through the Company's sales representative. The Customer shall provide accurate and complete information when placing an order.
- b. The Company reserves the right to accept or reject any order at its sole discretion. Upon acceptance of an order, the Company will provide an order confirmation to the Customer.

Pricing and Payment:

- a. The Customer agrees to pay the prices specified by the Company for the Products. Prices are subject to change without notice unless otherwise stated in the order confirmation.
- b. Invoicing will occur in three phases, depending on the project;
 1. Payment for servers and software licenses will be due upon project initiation.
 - 1A. Servers referenced here is for cloud-based solutions hosted by NEMO-Q only.
 - 1B. Project initiation will begin on the date of the Project Kick Off Meeting.
 2. Payment for hardware will be made upon shipment and delivery of materials.
 3. Payment for installation costs shall be due upon completion of the installation.
- d. All payments shall be made in the currency specified by the Company and in accordance with the payment terms stated in the order confirmation.
 1. Any customer residing outside of the US need to pay electronically, ACH, wire transfer, or have their check drawn on a US bank account.
- e. The Customer shall be responsible for any applicable taxes, duties, or other governmental charges related to the purchase of the Products.
- f. All invoices will be considered NET30 for each invoice unless there is another written agreement with the Company.

Delivery and Installation:

- a. The Company will make commercially reasonable efforts to deliver the Products within the agreed-upon timeframe, but it does not guarantee delivery dates.
- b. Any delivery or installation dates provided by the Company are estimates and shall not be considered binding.
- c. Customer is required to provide desired installation deadline date upon project initiation. Any changes to the project delivery date must be submitted in writing and agreed upon by both parties. Delays in installation greater than 60 days (not caused by NEMO-Q) will result in incurred additional administrative fees.
- d. If delivery of hardware stored by NEMO-Q is delayed for reasons not controlled by NEMO-Q will incur storage fees after 30 days.
- e. Risk of loss or damage to the Products shall pass to the Customer upon delivery.
- f. The Customer shall be responsible for providing access to the installation site and any necessary permissions or approvals for the installation of the hardware.
- g. Customer is required to provide access to 120V power and a minimum of Cat 5e data ports to support certain hardware.

Software Licensing and Usage:

- a. The Customer acknowledges that the software provided by the Company is licensed and not sold. The Company grants the Customer a non-exclusive, non-transferable license to use the software solely for its internal business purposes.
- b. The Customer shall not modify, reverse engineer, decompile, or disassemble the software, or create derivative works based on it without the Company's prior written consent.
- c. The Customer shall comply with all applicable laws and regulations regarding the use of the software.

Languages:

All translations for non-English text are required to be provided by client at time of project initiation. NEMO-Q is not responsible for any language translations. Additional languages only apply to your customer check-in and will not be broadcasted on your digital signage, or speakers.

SMS: A text message (SMS) is defined as a single message 160 characters or less.

Server Considerations:

Systems that are cloud hosted on NEMO-Q provided services will be maintained and updated by NEMO-Q. Systems that are hosted on servers on customer's premise, or by a third party, will not be the responsibility of NEMO-Q to maintain uptimes or maintenance.

Hardware Considerations:

Hardware Considerations:

Hardware purchased from NEMO-Q will be subject to the terms and conditions of the NEMO-Q Service and Warranty Agreement. Any hardware that is self-sourced or provided by alternate 3rd parties will not be the responsibility of NEMO-Q to install or maintain.

Limited Warranty:

- a. The Company warrants that the Products will be free from defects in materials and workmanship for a period of one year from the date of installation. This warranty is subject to the terms and conditions specified in the Company's warranty policy, which is available upon request.
- b. The Customer's sole remedy under this limited warranty shall be repair, replacement, or refund of the defective Product, at the Company's discretion and outlined in the warranty and service agreement.

Warranty Exclusion for Pre-Existing Hardware and Software:

- a. This warranty exclusively covers the new system and additional products and services provided by NEMO-Q. It does not extend to any pre-existing hardware or software in use by the client. The client agrees that warranty fees for pre-existing items will continue as per existing terms.
- b. NEMO-Q is not responsible for the maintenance, support, or warranty coverage of pre-existing hardware and software. Clients are advised to maintain existing warranty agreements for such items, and related fees will not be covered under the complimentary warranty for the new system's first year.
- c. Acceptance of this warranty implies the client's understanding that issues with pre-existing hardware and software are not covered, and they are responsible for maintaining ongoing warranty coverage and support for these items.

Limitation of Liability:

- a. To the maximum extent permitted by law, the Company shall not be liable for any indirect, incidental, consequential, or special damages arising out of or in connection with the sale or use of the Products.
- b. The Company's liability for any direct damages shall be limited to the amount paid by the Customer for the specific Product giving rise to the claim.

Termination:

- a. Either party may terminate this Agreement for convenience upon written 60 day advanced notice to the other party.
- b. In the event of termination, the Customer shall pay for all Products on which work has been initiated, in line with the invoicing structure, and any services rendered up to the termination date.
- c. Customer will be liable for any return shipping and restocking fees of used hardware, not to exceed 25% of materials cost permitting that hardware materials are in workable and reusable conditions.

Governing Law and Dispute Resolution:

- a. This Agreement shall be governed by and construed in accordance with the laws of Texas. Any disputes arising out of or in connection with this Agreement shall be resolved through negotiation in good faith.
- b. If the parties are unable to resolve a dispute through negotiation, it shall be submitted to binding arbitration in accordance with the rules of arbitration in the State of Texas.

Entire Agreement:

This Agreement constitutes the entire agreement between the Company and the Customer regarding the sale of the Products and supersedes all prior agreements, understandings, or representations, whether oral or written.

By placing an order, the Customer acknowledges that they have read and understood this Agreement and agrees to be bound by its terms and conditions.

QUOTATION FROM NEMO-Q

3/19/25

R-0

By: Sarah Moake Phone:469-525-3685

Customer: Cochise County Superior Court

Contact Name: Rachel Gray

Address: Bisbee Location - Check In Tablet Options

Phone: 520-432-8646

Email: ragray@courts.az.gov

QTY.	PART NO	DESCRIPTION	UNIT PRICE	PRICE
HARDWARE				
1	11071	Windows Check-In Tablet	\$740	\$740
1	11072	iPad Check-In Tablet	\$750	\$750
1	11073	Samsung Check-In Tablet	\$500	\$500
1	11069	Metal Enclosure for Tablet	\$350	\$350
1	11070	Vesa Wall Mount for Tablet Enclosure	\$215	\$215
EQUIPMENT TOTAL:				\$2,555
GRAND TOTAL				\$2,555

ANNUAL COSTS - YEAR 2

SMS Overage - \$.03 per message segment

New Hardware Replacement Warranty - NEMO-Q BLUE

\$632

Annual Fee Total:**\$632**

Customer is responsible for any taxes or local user fees

Quote is valid for 90 days

NEMO-Q, Inc.

PO Box 6090

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- a. To the maximum extent permitted by law, the Company shall not be liable for any indirect, incidental, consequential, or special damages arising out of or in connection with the sale or use of the Products.
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