



City of Grand Island

Tuesday, September 15, 2015

Study Session

Item -1

Presentation on Utility Customer Service Center

Staff Contact: Tim Luchsinger, William Clingman

Council Agenda Memo

From: Tim Luchsinger, Utilities Director
William Clingman, Interim Finance Director

Meeting: September 15, 2015

Subject: Presentation on Utility Customer Service Center

Presenter(s): William Clingman, Interim Finance Director
Craig Lewis, Building Director
Tim Luchsinger, Utilities Director
Aaron Schmid, Human Resources Director

Background

Over the last several years the number of customers who pay their bill in person has increased. The layout of City Hall is inadequate to accommodate this increase. Also, there has been a need for additional space within City Hall for some time now too. Several solutions have been discussed regarding space issues at City Hall and potential changes were referred to as the “Domino” effect within City Hall.

Discussion

Moving the customer service group, which services Utility customers, to another location will serve to improve the service level that customers receive when paying their bill in person. This is currently done at City Hall and City Hall presents numerous challenges that a new location would resolve. The primary challenges are parking, interior congestion and privacy. At one time City Hall also offered a drive thru window and it was utilized; however, the drive-thru presented problems of its own. Increased traffic presented hazards to pedestrians, the line of cars could cause backups onto 1st street that would create traffic hazards and location was not ideal for City employees who took payments at the window. The move to another location will help to better serve customers.

The move of the customer service group out of City Hall will also free up some much needed space. This move would allow IT to expand their current space, HR to create privacy within their space and it would right size the space for the Finance department.

Conclusion

This item is presented to the City Council in a Study Session to allow for any questions to be answered and to create a greater understanding of the issue at hand.

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Utility Customer Service Center

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Survey

Survey Summary

In surveying 500+ customers:

- 🌅 49% want to pay with cash
- 🌅 85% would like a drive-thru
- 🌅 27% would like more privacy
- 🌅 70% want more parking
- 🌅 67% would like a separate facility





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History

History

- Department Domino's
- Building at 1st and Sycamore
- Space in the Utility 1306 W. 3rd Building

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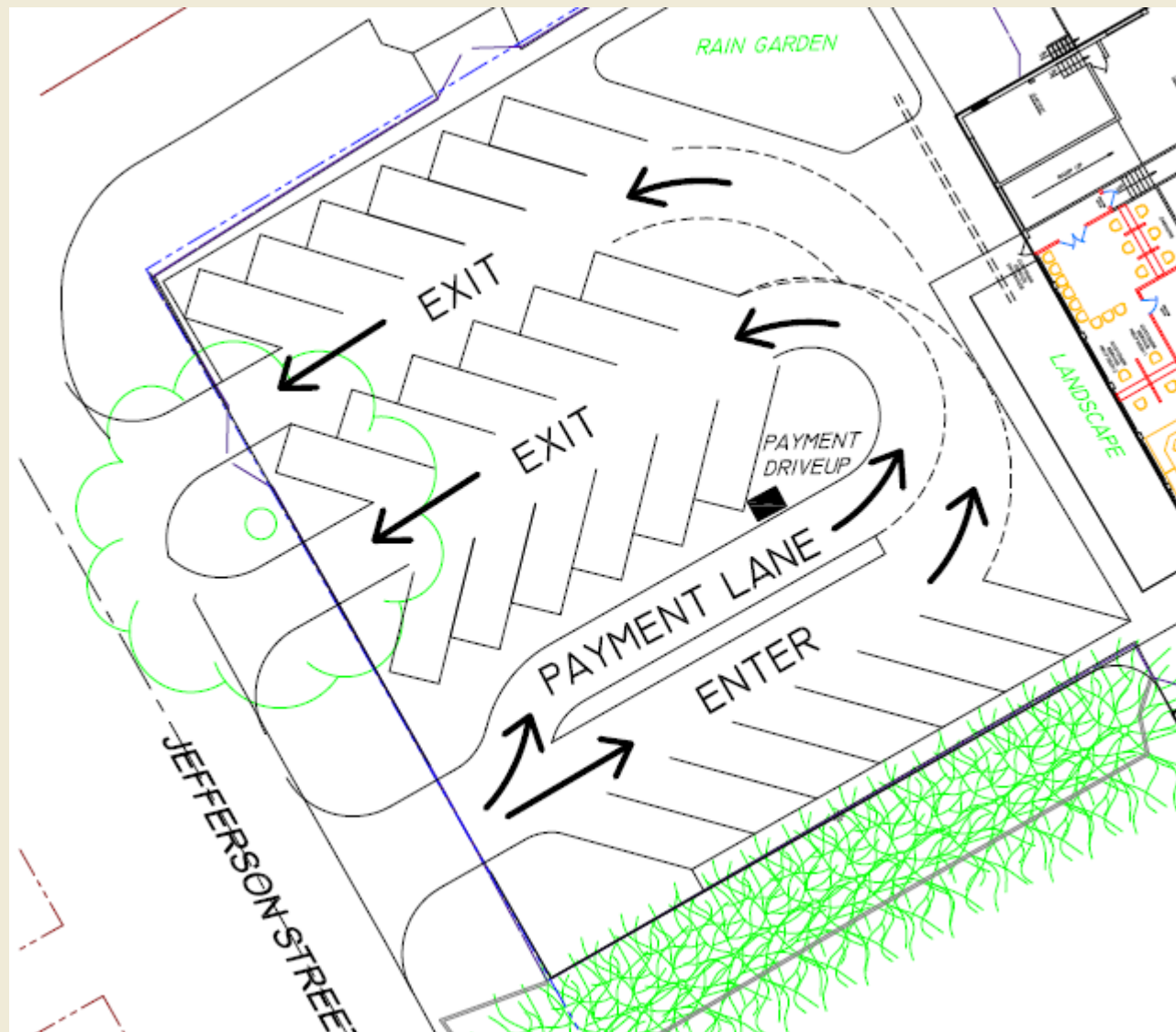
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Utility Customer Service Center 1306 W. 3rd Street

1306 W. 3rd Street

- 🌅 Engineering Division Building
- 🌅 Unused space
- 🌅 Significant parking

1306 W. 3rd Street – Exterior Plan



The floor plan illustrates the layout of a Customer Service Center. Key areas include:

- CASHIERS:** Located in the upper left, featuring six yellow cashier stations arranged in two rows of three.
- CUSTOMER SERVICE COLLECTIONS:** A yellow rectangular area in the upper right.
- CUSTOMER SERVICE TEAM LEADER:** A yellow rectangular area adjacent to the Collections area.
- CUSTOMER SERVICE HELP DESK 1:** A yellow rectangular area in the center.
- CUSTOMER SERVICE HELP DESK 2:** A yellow rectangular area below Help Desk 1.
- CUSTOMER SERVICE REPRESENTATIVES:** A yellow U-shaped area in the lower right.
- SECURE DOOR:** Three doors are marked with blue arrows and labeled "SECURE DOOR".
- UP:** A staircase is located on the far left, labeled "UP".
- CUSTOMER SERVICE ENTRANCE:** The main entrance is at the bottom left, labeled "CUSTOMER SERVICE ENTRANCE".

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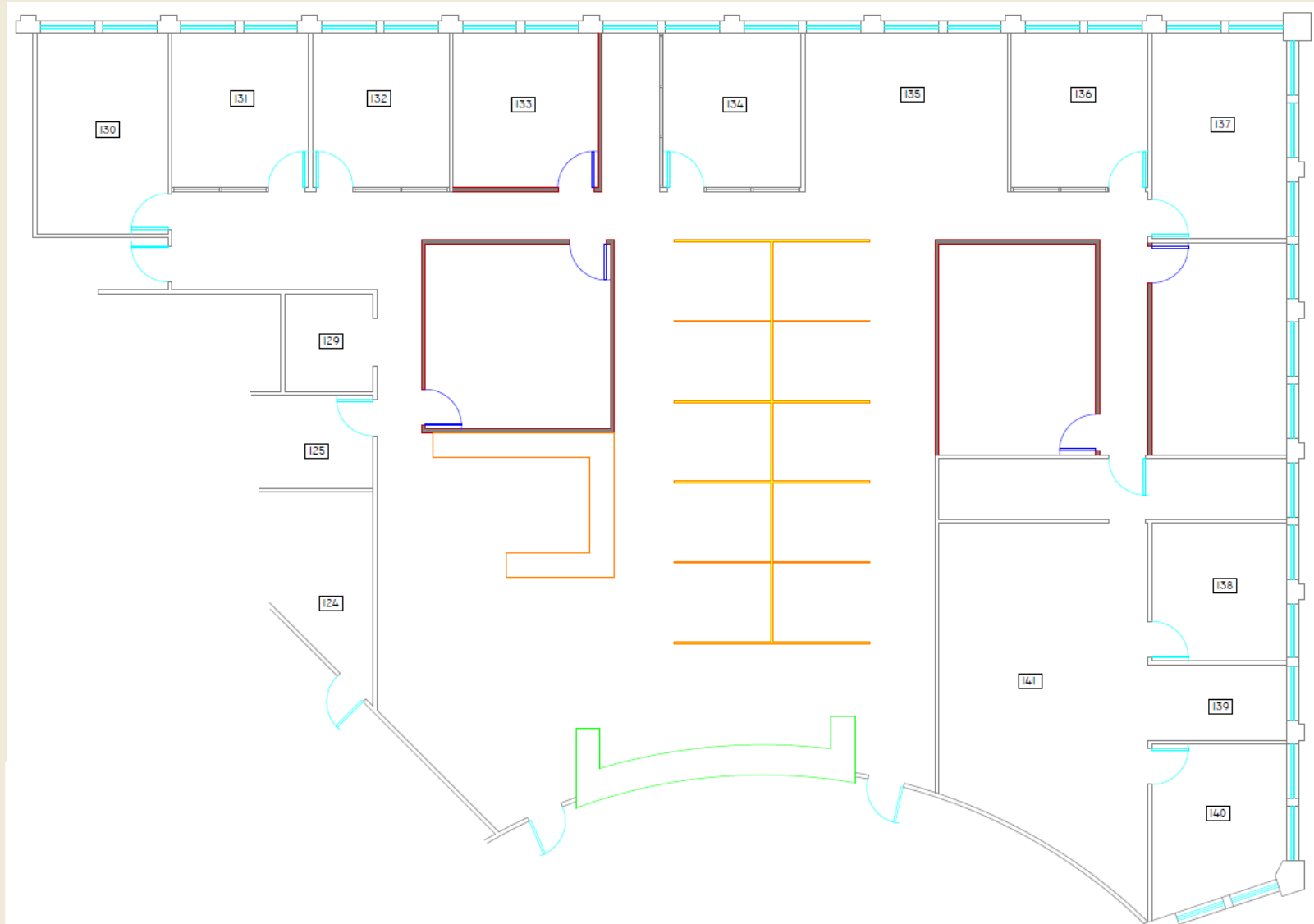
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City Hall

City Hall Improvement

- Increased space for Information Technology (IT)
- Improved space for Human Resources (HR)
- Right sized space for Finance

City Hall – Proposed Interior Floorplan



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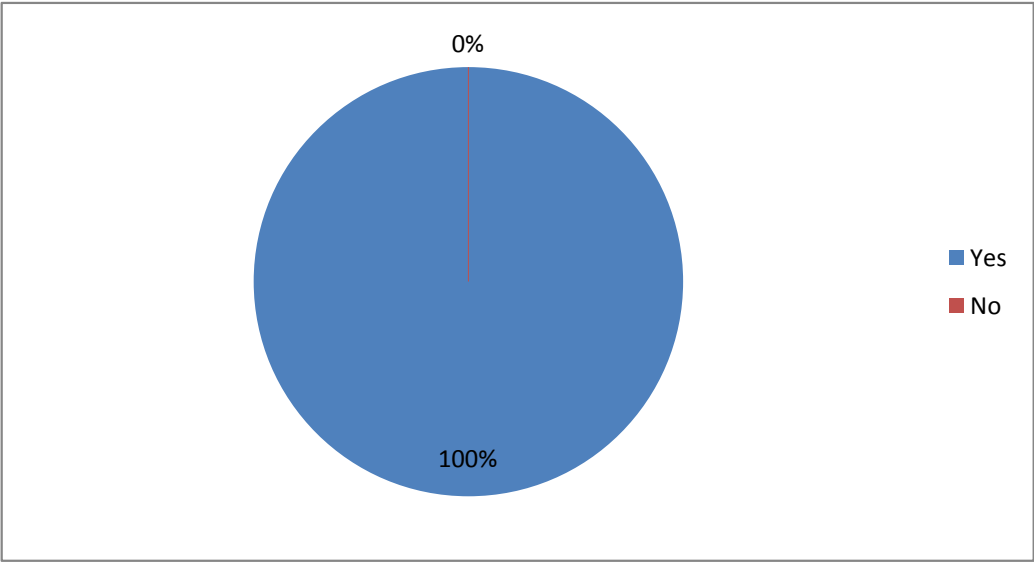
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Questions?

CUSTOMER SERVICE SURVEY RESULTS FROM JULY 2015

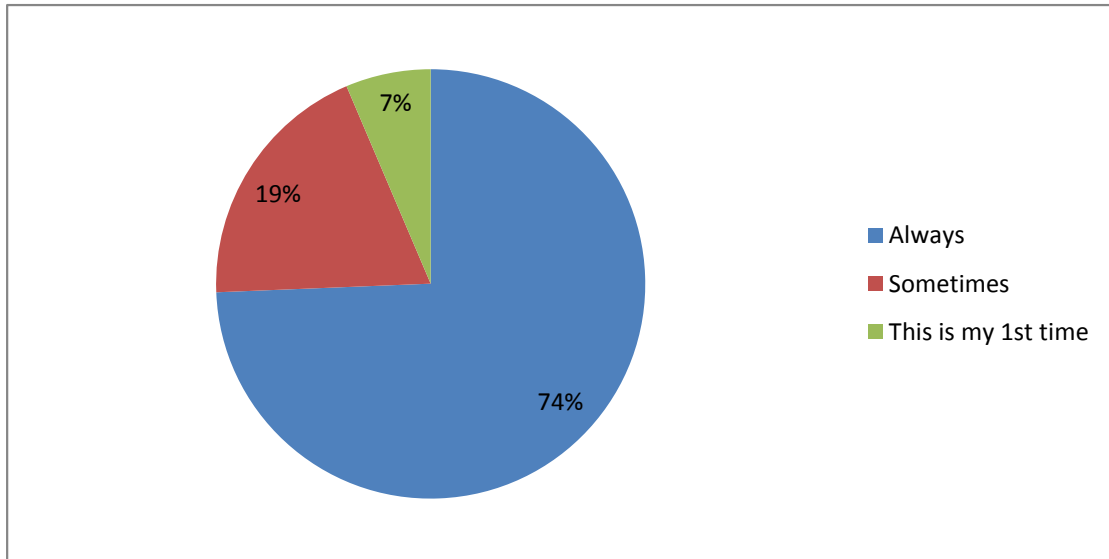
Question 1	
Are you a current electric, water or sewer customer with the City of Grand Island?	

Yes	No
515	0



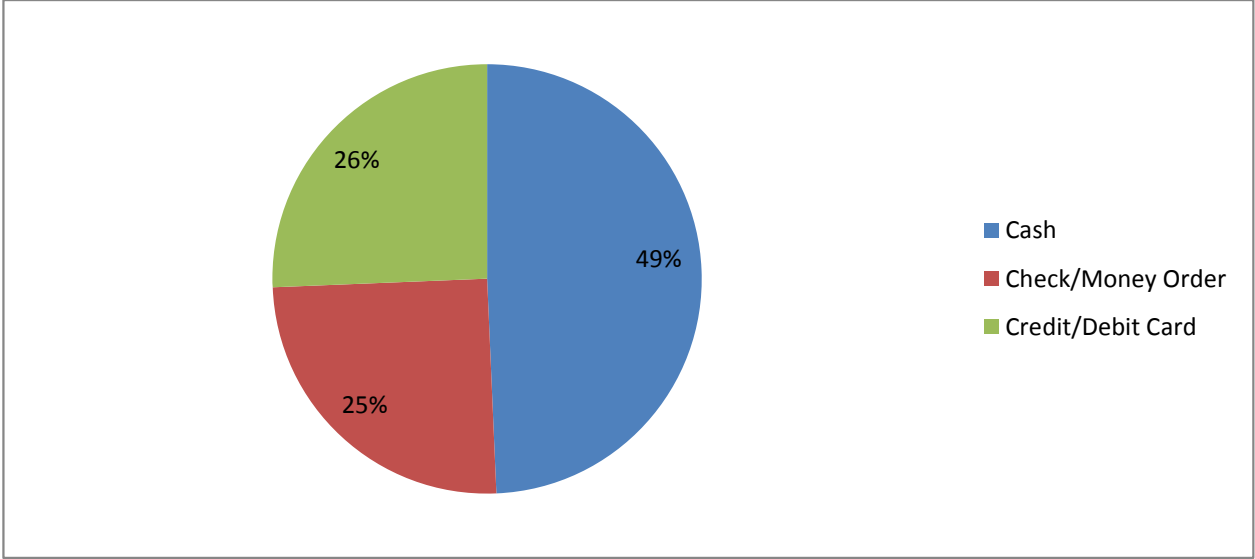
Question 2		
How frequently do you come to City Hall to pay your bill?		

Always	Sometimes	This is my 1st time
383	99	33



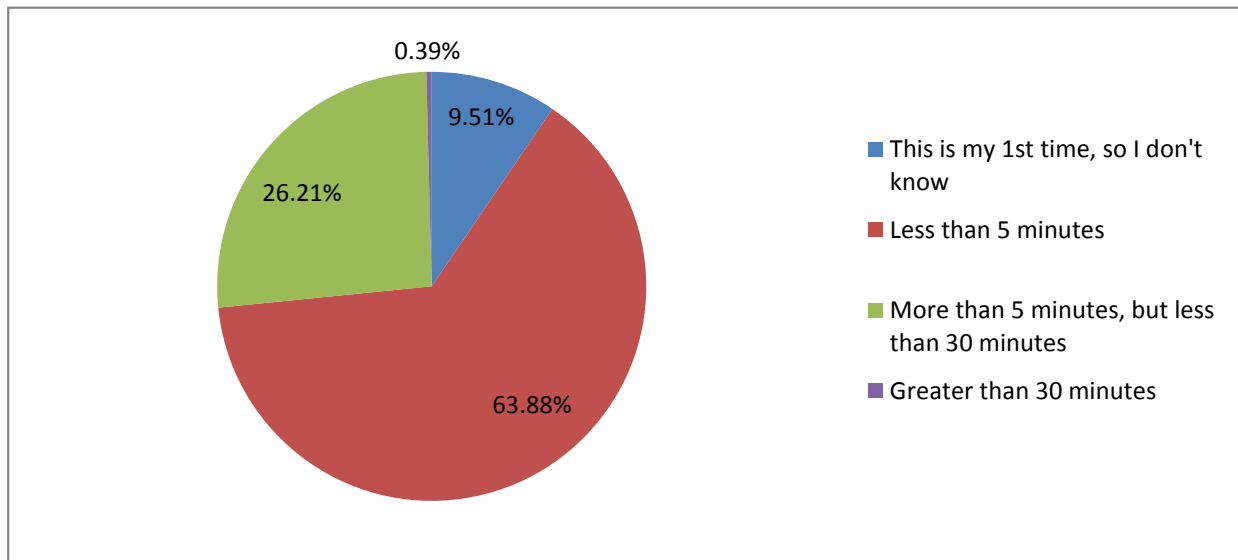
Question 3
What method of payment do you most often use when paying your Utility bill?

Cash	Check/Money Order	Credit/Debit Card
254	129	132



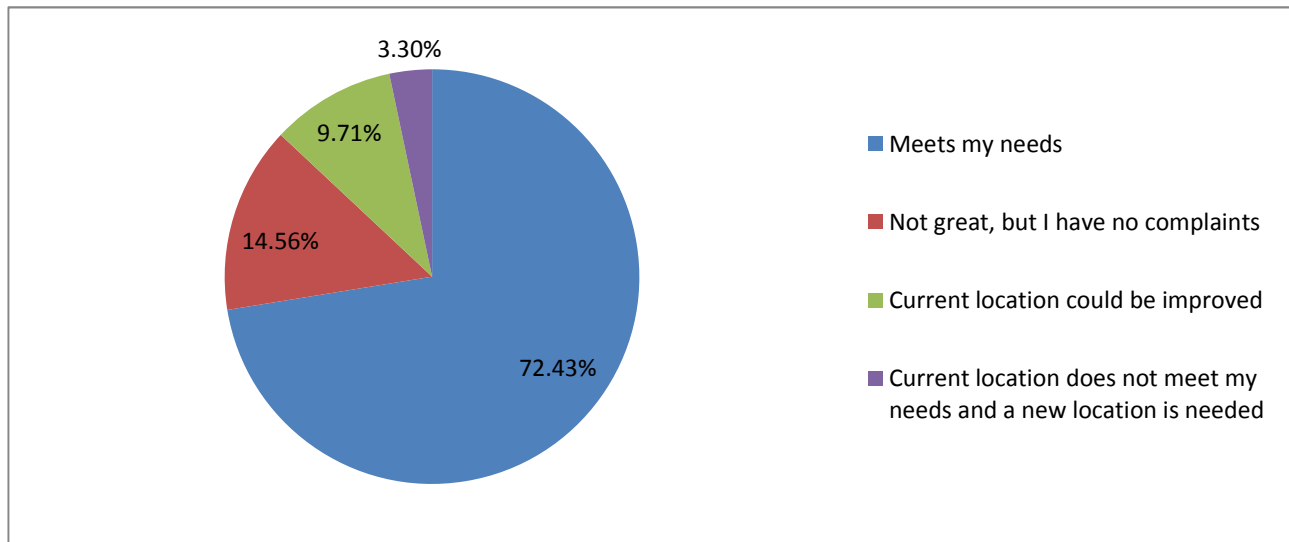
Question 4
When paying your bill how long do you typically wait in line?

This is my 1st time, so I don't know	Less than 5 minutes	More than 5 minutes, but less than 30 minutes	Greater than 30 minutes
49	329	135	2



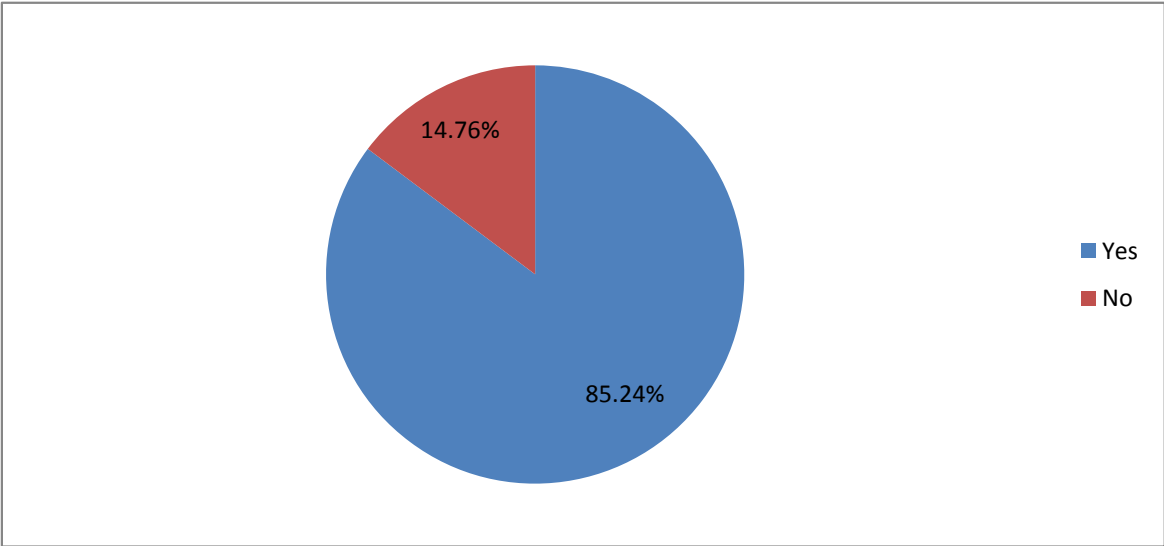
Question 5
How well do you think City Hall is designed to serve Utility customers?

Meets my needs	Not great, but I have no complaints	Current location could be improved	Current location does not meet my needs and a new location is needed
373	75	50	17



Question 6
If a staffed drive-thru service for making payments was offered, would you utilize it?

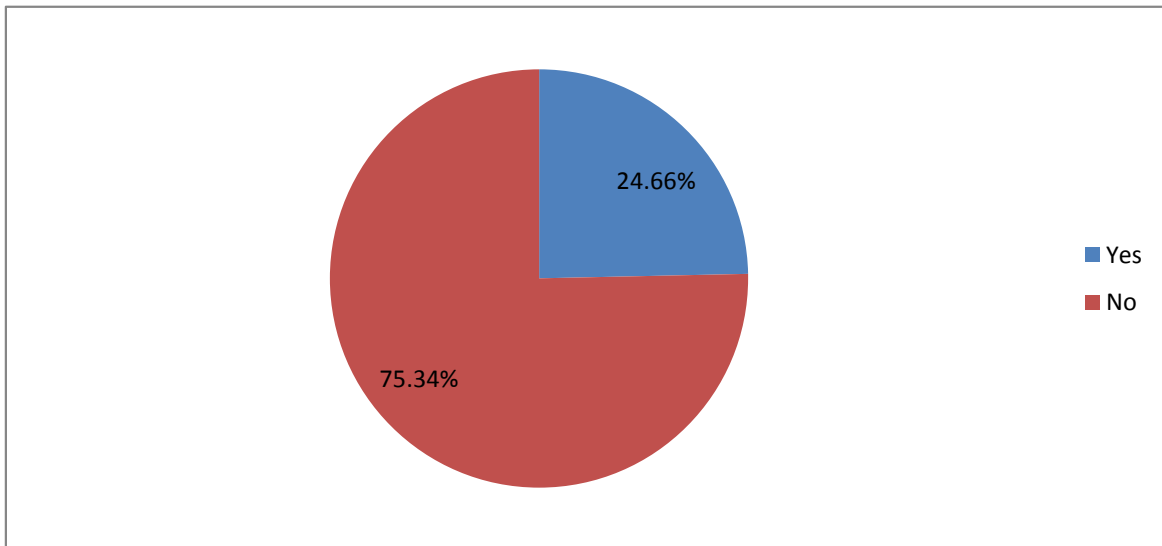
Yes	No
439	76



Question 7

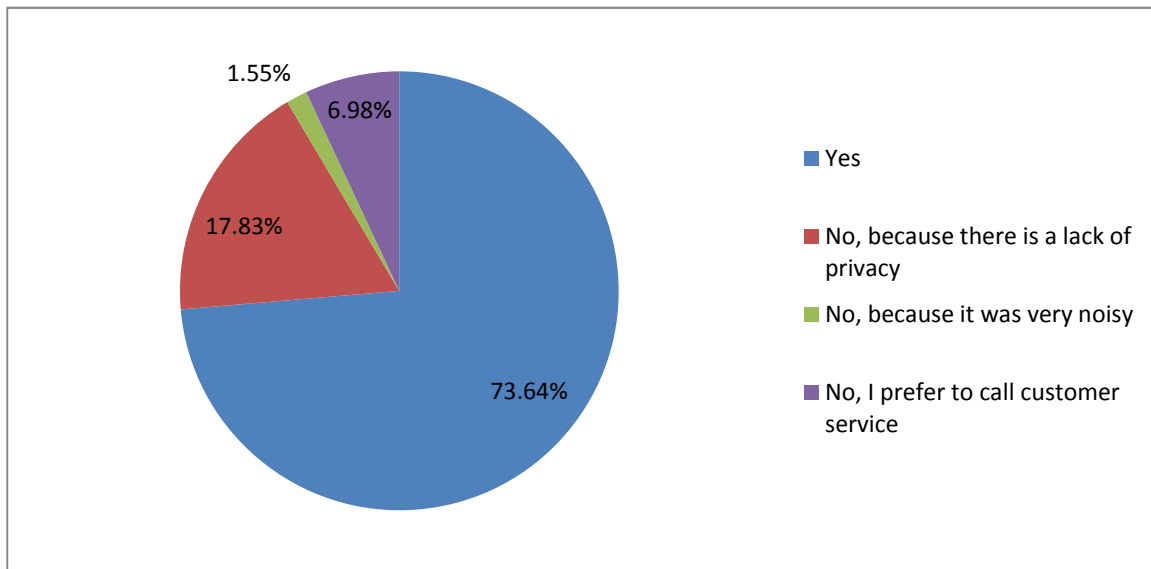
Have you ever had to discuss an issue in person with customer service staff or a supervisor?

Yes	No
127	388



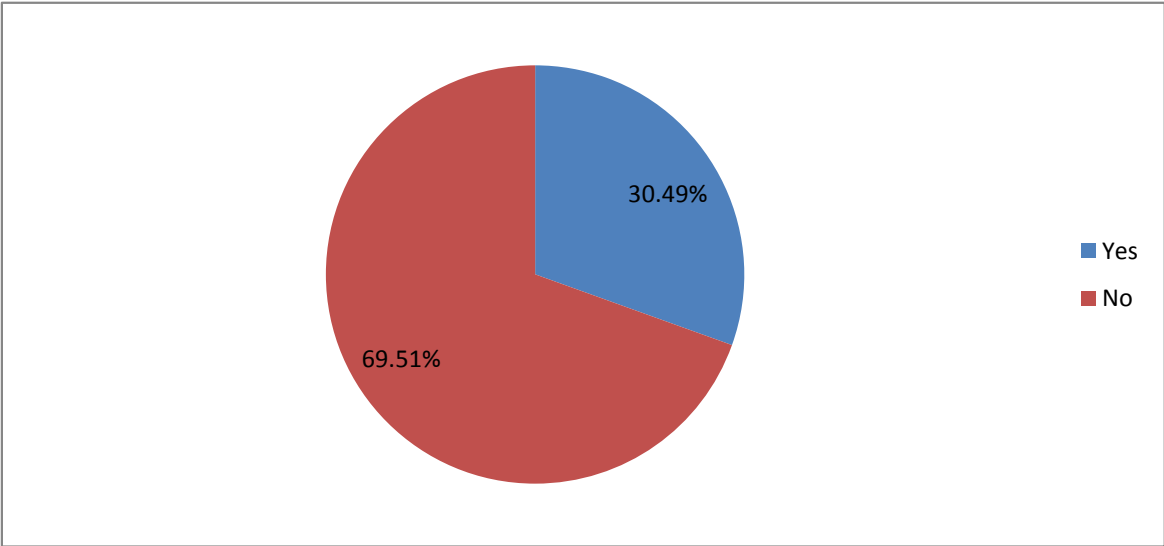
Question 8				
Did you feel comfortable discussing your issue with customer service (check all that apply)				

Yes	No, because there is a lack of privacy	No, because it was very noisy	No, I prefer to call customer service	No, because I had to wait too long
95	23	2	9	8



Question 9
Do you feel that City Hall has enough parking?

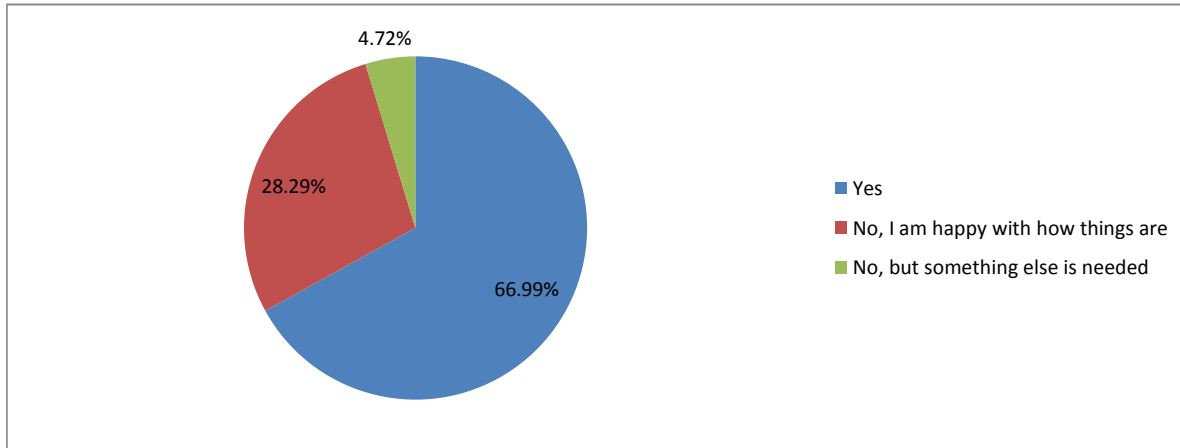
Yes	No
157	358



Question 10

Do you believe a separate facility with more parking, more room inside for making payments, a staffed drive-thru for making payments and a separate, private, customer service area would better serve you while paying your bill in person?

Yes	No, I am happy with how things are	No, but something else is needed
341	144	24



Other needed items listed on surveys for Question 10

Walk-up window
 Increased parking (numerous comments regarding this)
 More room for customer service
 Increased privacy
 Somebody who speaks Spanish
 Increase staff
 Bigger hallway
 Drive-thru