



# City of Grand Island

Tuesday, September 22, 2015

Council Session

## Item G-2

### Approving Minutes of September 15, 2015 City Council Study Session

Staff Contact: RaNae Edwards

CITY OF GRAND ISLAND, NEBRASKA

MINUTES OF CITY COUNCIL STUDY SESSION

September 15, 2015

Pursuant to due call and notice thereof, a Study Session of the City Council of the City of Grand Island, Nebraska was conducted in the Council Chambers of City Hall, 100 East First Street, on September 15, 2015. Notice of the meeting was given in the *Grand Island Independent* on September 9, 2015.

Mayor Jeremy L. Jensen called the meeting to order at 7:00 p.m. The following Councilmembers were present: Mitch Nickerson, Mark Stelk, Jeremy Jones, Chuck Haase, Julie Hehnke, Linna Dee Donaldson, Michelle Fitzke, Vaughn Minton, Roger Steele, and Mike Paulick. The following City Officials were present: City Administrator Marlan Ferguson, City Clerk RaNae Edwards, Interim Finance Director William Clingman, City Attorney Robert Sivick, and Public Works Director John Collins.

Mayor Jensen introduced Community Youth Council member Brandeis Jensen and board member Danna Burchess.

INVOCATION was given by Community Youth Council member Brandeis Jensen followed by the PLEDGE OF ALLEGIANCE.

SPECIAL ITEMS:

Presentation on Utility Customer Service Center: Interim Finance Director William Clingman reported that over the last several years the number of customers who pay their utility bills in person had increased. The current layout of City Hall was inadequate to accommodate this increase. In the past several solutions had been discussed regarding space issues at City Hall.

The following survey results of over 500 customers were presented:

- 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

Building Department Director Craig Lewis commented on the customer service area in City Hall which was one of the most confined spaces in the building. Reviewed was the domino effect that had been looked at over the last couple of years. The sight at 1<sup>st</sup> and Sycamore Streets for a new building was cost prohibitive.

Utilities Director Tim Luchsinger commented on the building at 1306 West 3<sup>rd</sup> Street. He stated there was unused space in the building and lots of parking. Reviewed was the layout of the building and how the customer service group could use that area. Mentioned was the importance of a drive-through as indicated in the survey. This would more than likely be an overhead tube

system. The total interior estimate was \$104,500 and a remote kiosk delivery system was estimated at \$35,000.

Moving the customer service group to another location would serve to improve the service and free up much needed space in City Hall. It also would eliminate parking issues, interior congestion and privacy within the building. The move of the customer service group out of City Hall would free up space that could be used to expand the Information Technology Department, create privacy within the Human Resources Department, and allow adequate space for the Finance Department. Mr. Clingman reviewed the changes that would take place in City Hall.

Positive comments were made by Council regarding the central location of 1306 West 3<sup>rd</sup> Street and cost of this project versus building a new building. Mr. Luchsinger answered questions regarding the building at 1306 West 3<sup>rd</sup> Street. He stated a new water main had been installed. Mr. Clingman answered questions regarding the survey. Comments were made regarding having the Finance Department in two different areas and not having a Finance Director at this time to have input in this decision.

Public Works Director John Collins answered questions concerning the drainage and the gravel street on the west side of 1306 West 3<sup>rd</sup> Street. Mr. Luchsinger stated the meter readers were in the process of moving to this new location.

ADJOURNMENT: The meeting was adjourned at 7:40 p.m.

RaNae Edwards  
City Clerk