



City of Grand Island

Tuesday, September 22, 2015

Council Session

Item G-22

#2015-266 - Approving Affirmation of Utilities Customer Service Center Plan for 1306 W. 3rd Street

Staff Contact: Tim Luchsinger, Utilities Director

Council Agenda Memo

From: William Clingman, Interim Finance Director
Craig Lewis, Building Director
Timothy Luchsinger, Utilities Director
Aaron Schmid, Human Resources Director

Meeting: September 22, 2015

Subject: Affirmation of Utilities Customer Service Center Plan for
1306 W. 3rd Street

Presenter(s): Timothy Luchsinger, Utilities Director

Background

Over the last several years the number of customers who pay their bill in person has increased and the layout of City Hall does not accommodate this increase. Several solutions have been discussed regarding space issues at City Hall and potential changes were referred to as the “Domino” process by City staff and Council.

Discussion

Moving the Utilities Customer Service Group to another location will serve to improve the service level that customers receive when paying their bill in person as the City Hall layout presents numerous challenges of parking, interior congestion and privacy that a new location could resolve. At one time City Hall also offered a drive thru window, however, it presented problems of increased conflicts with pedestrians and backups onto 1st Street that would create traffic hazards.

The move of the customer service group out of City Hall will also allow the Information Technology Group to expand their current space, the Human Resources Department to create privacy within their space, and provide better space allocation for the Finance Department.

The details of moving the Utilities Customer Service Group to the Utilities facilities at 1306 W. 3rd Street and benefits of space reallocation City Hall were provided to Council at the September 15, 2015 Study Session. Based on this presentation, it is recommended by City staff to relocate the Utilities Customer Service Group from City Hall to the 1306 W. 3rd Street Utilities facilities as a cost effective plan of improving City operations.

Alternatives

It appears that the Council has the following alternatives concerning the issue at hand. The Council may:

1. Move to approve
2. Refer the issue to a Committee
3. Postpone the issue to future date
4. Take no action on the issue

Recommendation

City Administration recommends that the Council approve the Affirmation of the Utilities Customer Service Center Plan for 1306 W. 3rd Street.

Sample Motion

Move to approve the Affirmation of the Utilities Customer Service Center Plan for 1306 W. 3rd Street.

RESOLUTION 2015-266

WHEREAS, over the last several years the number of customers who pay their utility bill in person has increased and the layout of City Hall does not accommodate this increase; and

WHEREAS, moving the Utilities Customer Service Group to another location will serve to improve the service level that customers receive when paying their bill in person as the layout at City Hall presents numerous challenges of parking, interior congestion and privacy that a new location could resolve; and

WHEREAS, moving the group out of City Hall would also allow the Information Technology Group to expand, the Human Resources Department to create privacy within their space, and provide better space allocation for the Finance Department; and

WHEREAS, the details of moving the Utilities Customer Service Group to the Utilities facilities at 1306 W. 3rd Street and the benefits of space reallocation at City Hall were provided to Council at the September 15, 2015 Study Session, and it was discussed as a cost effective plan of improving City operations.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GRAND ISLAND, NEBRASKA, that the Utilities Customer Service Center Plan for 1306 West 3rd Street is hereby affirmed.

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Adopted by the City Council of the City of Grand Island, Nebraska, September 22, 2015.

Jeremy L. Jensen, Mayor

Attest:

RaNae Edwards, City Clerk

Approved as to Form ✕ _____
September 18, 2015 ✕ City Attorney