



Board of County Commissioners Agenda Request

6C
Agenda Item #

Requested Meeting Date:

Title of Item: Facilities Needs Discussion

<input checked="" type="checkbox"/> REGULAR AGENDA <input type="checkbox"/> CONSENT AGENDA <input type="checkbox"/> INFORMATION ONLY	Action Requested: <input type="checkbox"/> Approve/Deny Motion <input type="checkbox"/> Adopt Resolution (attach draft) <i>*provide copy of hearing notice that was published</i>	<input type="checkbox"/> Direction Requested <input checked="" type="checkbox"/> Discussion Item <input type="checkbox"/> Hold Public Hearing*
--	---	--

Submitted by: Nathan Burkett	Department: Administration
--	--------------------------------------

Presenter (Name and Title): Nathan Burkett	Estimated Time Needed:
--	-------------------------------

Summary of Issue:

The Facilities Committee has been meeting for several months to discuss the County facilities. At Tuesday's meeting I will review the attached presentation with the Board.

Alternatives, Options, Effects on Others/Comments:

Recommended Action/Motion:

Financial Impact:

Is there a cost associated with this request? Yes No

What is the total cost, with tax and shipping? \$

Is this budgeted? Yes No *Please Explain:*

Aitkin County Government Center Building Project

Strategy Presentation



Why Is This Conversation Important?

- Better Customer Service
- Improving Safety and Security
- Increasing Operational Efficiency
- Decreasing Infrastructure Costs



What is “Better Customer Service”

- Making our facilities accessible to everyone
- Making it easy for our customers to find the services they need
- Locating like services near each other



Better Customer Service: Making our Facilities Accessible to Everyone

Current State

- Disabled veterans have a long walk to get to the VSO office
- The elevator is difficult to access and find – elderly people sometimes climb the stairs because they cannot find it
- Many doors are not wheelchair accessible
- Restrooms are inaccessible for employees and the public
- Handicap lift is difficult to operate

Future State

- Easy veterans access to VSO office
- Elevator accesses are clearly marked and available
- Public service areas are wheelchair accessible
- Easily accessible restrooms
- No need for handicap lift



Better Customer Service: Making our Facilities Accessible to Everyone, cont...

Current State

- No central welcoming area
- No seating or lobby space
- No space for public terminals
- Parking is far away from entrances

Future State

- Central welcoming area
- Seating and lobby for those who are waiting
- Public computer access to access public records
- Close by parking



Better Customer Service: Making it Easy For Our Customers to Find the Services They Need

Current State

- Customers are constantly asking how to get to certain offices
- Customers complain the building is “like a maze”
- Staff spend a large amount of time giving directions

Future State

- Service oriented signage in the interior and exterior of the building
- Streamlined layout
- Reduced staff time giving directions because customers go to the right place the first time



Why is Better Customer Service Important

- Aitkin County is in the business of serving the public, if we aren't doing it well, we aren't doing our jobs.
- Aitkin County has an obligation to ensure that we make our services accessible to all of our customers.
- Aitkin County builds trust when we have positive interactions with our customers, when we cannot even get them around our buildings without difficulty, we lose trust.



Better Customer Service: Locating like services near each other

Current State

- Many times customers have business with multiple departments, and have to move throughout the “maze of a building” to accomplish their business
- There is no current logic behind the layout of the building, departments are just placed where they fit

Future State

- Customers will be able to get service from the same window, or a very nearby window – also allowing departments to communicate on issues
- Logical building layout, that puts similar services next to each other



What is “Improving Safety and Security”

- Ensuring that our Customers do not have slips, falls or other accidents
- Ensuring that our staff are safe and secure



Improving Safety and Security:

Ensuring that our Customers do not have slips, falls or other accidents

Current State

- Parking near the doors is limited, and the layout/concrete walkways are hard to keep hazard free
- Elderly and disabled residents oftentimes have to negotiate stairs creating risk

Future State

- Parking near doors, improved walkways to keep hazard free
- Fewer stairs and/or easier access to elevators



Improving Safety and Security:

Ensuring that our staff are safe and secure

Current State

- No/limited courthouse security
- Ineffective doors to offices that don't close or lock, allowing potential threats behind the counters
- "Maze" layout of the building makes it hard to cordon off and secure

Future State

- Courthouse security for offices that remain in the courthouse
- Staff areas are securely locked from the outside with effective safety protocol
- Logical layout that will allow for emergency management



Improving Safety and Security:

Ensuring that our staff are safe and secure (cont...)

Current State

- Current air quality in the courthouse building is poor, poor ventilation, particularly on the bottom floor
- Mold issues are occurring, causing a health hazard
- Keyed access makes access control difficult

Future State

- Improved ventilation and air quality, reducing health hazards and risk
- Key card access systems that control and log who is entering the building and when



Why is Improving Safety and Security Important?

- Any time a customer or staff member is at risk, Aitkin County is at risk.
- Our employees have concerns about security in the courthouse, given recent courthouse events, and deserve to work in a safe place.
- Aitkin County has not had significant problems, but an ounce of prevention is worth a pound of cure.



What is Increasing Operational Efficiency?

- Improving processes to decrease the amount of staff time spent
- Increasing coordination among departments
- Ensuring staff have professional and appropriate space to do their jobs as efficiently as possible



Increasing Operational Efficiency:

Improving processes to decrease the amount of staff time spent

Current State

- Processes to perform tasks are staff-time intensive
- Processes typically happen in steps within a department and are transferred to another
- The public does not have access within the courthouse to information online

Future State

- Use technology and workflow tools to improve processes
- Perform processes in the most logical way, not based on departmental boundaries
- Easy access to public information on courthouse public computers



Increasing Operational Efficiency:

Increasing coordination among departments

Current State

- Physical barriers (walls and stairs) to increased departmental collaboration
- Opportunities to make minor but time saving changes are not discovered
- Below average interpersonal communication between departments

Future State

- Reduced physical barriers
- Generate opportunities through the removal of physical barriers
- Increase interpersonal communications through shared common space and open floor plans



Increasing Operational Efficiency:

Professional space for efficiency

Current State

- Poor lighting, layouts and space reduce employee productivity
- No private large group or small group meeting spaces
- Some managers do not have private offices for confidential conversation
- Board room is inefficient and doesn't allow for good public access

Future State

- Better lighting, space layouts and atmosphere
- Large and small group meeting space to facilitate collaboration
- Private offices for managers for confidentiality
- Improved Board room for better public access



Why is Increasing Operational Efficiency Important?

- Process improvements lower costs over the long term and can have immediate benefits
- Increased coordination will lead to better customer service and more ideas for innovation, generated by the departments
- Professional space for employees has the potential to increase productivity up to 70% according to Gallup studies



What is Decreasing Infrastructure Costs?

- Studying and utilizing our space better so we can heat and cool less of the building
- Studying alternative heating and cooling sources



Decreasing Infrastructure Costs:

Utilizing our space better

Current State

- Space is poorly utilized, with too many square feet heated and cooled
- Certain areas of the building that are storage are unnecessarily heated/cooled
- Buildings are inefficient from an energy perspective

Future State

- Improved space utilization, only heat and cool the areas we need
- Dedicated cold storage
- Improved building energy efficiency



Decreasing Infrastructure Costs:

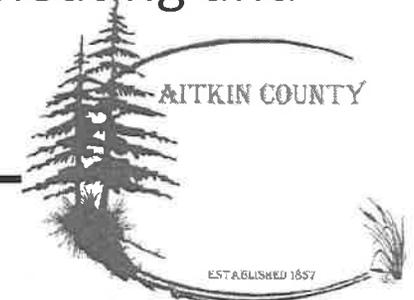
Studying alternative heating and cooling sources

Current State

- Very inefficient and high cost heating and cooling systems
- High replacement cost heating and cooling systems
- Inefficient lighting systems
- Many different systems managing heating and cooling

Future State

- High efficiency heating and cooling systems that can be replaced by component
- Lower replacement cost and longer life heating and cooling systems
- Increased efficiency lighting
- Begin transitioning to single technology for heating and cooling



Why is Decreasing Infrastructure Costs Important?

- Long term infrastructure can be projected to cost more and more without a good maintenance and upkeep
- Current systems are old and inefficient and VERY expensive to replace – which would need to be done soon
- Improved heating, cooling and lighting can improve employee productivity

