



CITY OF CONCORD

Report to Mayor and City Council

DATE: June 28, 2022

TO: Mayor and City Council

FROM: Brian G. LeBrun, Deputy City Manager - Finance

SUBJECT: Temporary Relocation of Collection's Office

Recommendation

Accept this report regarding the temporary relocation of the Collection's Office to the Green Street Community Center. Relocation time period is from the end of July to the end of October.

Background

City Council approved funding in the FY23 capital program, \$175,000 in CIP 65 to renovate the Collection's Office. Collection's is one of the busiest offices in the City with the highest number of citizen/customer visits every year. Additionally, the City Council approved \$42,000 as part of the FY21 surplus to purchase new counters for the customer facing areas of the office. This work is long overdue and will greatly enhance the customer experience when they visit collections to register vehicles and pay taxes or utility bills.

Discussion

The Collection's office is in dire need of renovation, including painting, carpeting, ceiling tile replacement, electrical and HVAC work. This work will make the office much more inviting for customers to transact business with the City. As part of the renovation, new counters have been purchased that will completely refresh the existing setup as well as reconfigure the customer counter layout for ease of access and provide a more functional ADA compliant counter option. The new setup will include a less obtrusive plexiglass barrier between the customer and staff and will have a better overall look and feel. A copy of the new counter layout is included with this agenda item.

Part of the renovation is the need to relocate the Collection's Office to the Green Street Community Center from the end of July to the end of October. The Collection's Office will use space on the first floor to the right as one enters the community center. This space currently

houses several Information Technology staff who will be moved to the second floor until the renovation is complete.

Signage will be strategically placed at City Hall and Green Street Community Center to clearly direct customers to the temporary site. Green Street Community Center includes a ramp for handicapped accessibility. The temporary site will process all the same transactions that are currently processed and the setup of frontline staff and counters will be similar to the current setup in City Hall. Notices will be placed on the City website, in the newspaper, included with utility bills, and will be included in the motor vehicle renewal notices that are sent to citizens each month. A copy of the notice is attached to this agenda item.

As part of the move to temporary quarters, the Collection's Office will be closed on July 21 and 22 for the actual move. Staff will work on Saturday July 24 to set up computers and work stations to be ready to reopen to the public on Monday July 25. A similar closing will need to occur when the office moves back to City Hall at the end of October, and a notice will be posted at that time when the exact dates are known.

Understanding that this is an inconvenience for customers, every effort is being made to post notices and directions that will be as clear as possible for customers to navigate to the temporary site.

Additionally, voting for Ward 4 will take place in the Green Street Community Center Gym on September 13th for the State primary and November 8th for the general election. The City will provide a staff person to direct pedestrian traffic at Green Street Community Center to minimize confusion for voters and Collection's Office customers and be sure they are queueing in the correct places for their respective visits.

Any questions regarding this temporary relocation, please give me a call.

Brian
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