

RESOLUTION NO. 2022-157

A RESOLUTION OF THE CITY COUNCIL APPROVING THE ALLOCATION OF FUNDING FOR CITY HALL LOBBY SECURITY AND CUSTOMER SERVICE IMPROVEMENTS

WHEREAS, City Hall consists of modular buildings that have been modified over time to accommodate staff and service needs at different points in time; and

WHEREAS, recent interactions with members of the public and events have demonstrated that there is a need to safety and customer service improvements to the City Hall lobby; and

WHEREAS, the City's approved on call contractor has provided a quote that will open up the space between the Recreation office and the Finance Department so that one public counter can be established with the ability of staff to pass back and forth between the two separate areas today; and

WHEREAS, the proposed enhancements will allow for multiple people to staff the front counter to enhance customer service and provide a safety barrier for employees in the case of an emergency; and

WHEREAS, the cost for the improvements are approximately \$48,000, which will need to be allocated from unallocated reserves.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Marina does hereby:

1. Adopting Resolution No. 2022-157, approving the allocation of \$48,000 for necessary City Hall lobby security and customer service improvements; and
2. Authorizing Finance Director to make necessary accounting and budgetary entries.

PASSED AND ADOPTED by the City Council of the City of Marina at a regular meeting duly held on the 20<sup>th</sup> day of December 2022, by the following vote:

AYES, COUNCIL MEMBERS: Visscher, McCarthy, Medina Dirksen, Delgado

NOES, COUNCIL MEMBERS: None

ABSENT, COUNCIL MEMBERS: Biala

ABSTAIN, COUNCIL MEMBERS: None

ATTEST:

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Bruce C. Delgado, Mayor

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Anita Sharp, Deputy City Clerk

December 14, 2022

Item No: **10k(1)**

Honorable Mayor and Members  
of the Marina City Council

City Council Meeting  
of December 20, 2022

**CITY COUNCIL CONSIDER ADOPTING RESOLUTION NO. 2022-, APPROVAL  
TO ALLOCATE FUNDING FOR CITY HALL LOBBY SECURITY AND  
CUSTOMER SERVICE IMPROVEMENTS**

**REQUEST:**

It is requested that the City Council Commission consider:

1. Adopting Resolution No. 2022- , approving the allocation of \$48,000 for necessary City Hall lobby security and customer service improvements; and
2. Authorizing Finance Director to make necessary accounting and budgetary entries.

**BACKGROUND:**

City Hall consists of modular buildings that have been modified over time to accommodate staff and service needs at different points in time. The public lobby area currently consists of one window that is directly accessed from the office space of one individual Recreation employee. There are also two doors that lead directly to two separate departments housed in City Hall. In order for staff to interact with the public or to pass between the Finance Department and Administration areas of the building, they must use the lobby area. In the current set up security and safety for employees is greatly impacted as there is no demarcation between the public area and the employee area. Additionally, staff from all departments do not have a public counter space to use and there is no staff person to greet visitors if the Recreation staff is not present.

**ANALYSIS:**

Recent interactions with members of the public and events have demonstrated that there is a need for safety and customer service improvements to the City Hall lobby. This includes a clear demarcation between the public areas and employee areas of the building, the ability to keep doors closed leading to back offices, ability for staff to assist each other with members of the public, and ability for staff to have a safe way to retreat in case of an incident. Unfortunately, the current set up does not provide for these needs and lacks in the ability to provide the best customer service.

Currently, employees are not provided a physical separation from members for the public that enter the lobby area with the exception of the Recreation office window. With the configuration, members of other departments do not have the ability to assist with greeting members of the public that visit the lobby area. If other Departments see someone enter the lobby area via a camera, they must go into the lobby area themselves to greet the public. The Finance Department for example is not able to access the counter area in the Recreation office without passing through the lobby area. In addition to being unsafe for employees, it is also inefficient from a customer service perspective as staff is not able to provide coverage for each other in making sure there is staff present to greet the public.

In order to rectify these critical issues, staff has asked the City's approved on call contractor to provide a quote that will simply open up the space between the Recreation office and the Finance Department so that one public counter can be established with the ability of staff to pass back and forth between the two separate areas today. The alterations to the building are very minor and in essence restore the lobby area to what it was configured as originally. In addition, the project would install a bullet resistant glass barrier at the counter as most public facilities are using today.

These enhancements will allow for multiple people to staff the front counter to enhance customer service and provide a safety barrier for employees in the case of an emergency. The cost for the improvements is approximately \$48,000.

**FISCAL IMPACT:**

The expenses incurred for this project, not expected to exceed \$48,000 (with contingency), will need to be allocated from unallocated reserves.

**CONCLUSION:**

This request is submitted for the City Council consideration and approval.

Respectfully submitted,

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Matt Mogensen  
Assistant City Manager  
City of Marina

**REVIEWED/CONCUR:**

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Layne Long  
City Manager  
City of Marina