

# CLARK COUNTY STAFF REPORT

**DEPARTMENT:** General Services

**DATE:** October 6, 2015

**REQUESTED ACTION:** Adopt the resolution and policy limiting the use of the County's Public Service Center to county business only.

Consent  Hearing  County Manager

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## **BACKGROUND**

Clark County opened the Public Service Center on March 18, 2003. County offices, including the Auditor, Treasurer and Assessor, conduct business in the building and assist the public with legal documents, applying for marriage licenses, and paying property taxes.

Other public offices such as Community Development and Community Planning also are in the building and open to assist the public with zoning issues, comprehensive plan questions, and applying for land use permits. Also, internal county offices conduct business there, including Human Resources and Information Technology. Finally, the Board of County Councilors conducts public hearings in a designated sixth-floor hearing room. In all, roughly 500 county employees conduct county business in the Public Service Center.

At times, members of the public who are not conducting county business enter and remain on the premises. They sleep onsite and even disrupt County business. This use is inconsistent with the intended use of the Public Service Center.

To address this issue, the Board can agree to limit the use of the building to individuals conducting county business or commenting and/or attending hearings on Board matters. A proposed resolution and policy are attached.

## **COUNCIL POLICY IMPLICATIONS**

This action proposes a change in policy. Adopt the attached resolution and policy limiting the public's use of the Public Service Center to county business.

## **ADMINISTRATIVE POLICY IMPLICATIONS**

Adopt the attached resolution and policy limiting the public's use of the Public Service Center to county business.

## **COMMUNITY OUTREACH**

N/A

## **BUDGET IMPLICATIONS**

There is no budgetary impact as a result of the policy and resolution. The fiscal impact will be de minimus. Signs notifying the public of the policy change will need to be purchased/made and installed.

YES	NO	
X		Action falls within existing budget capacity.
		Action falls within existing budget capacity but requires a change of purpose within existing appropriation
		Additional budget capacity is necessary and will be requested at the next supplemental. If YES, please complete the budget impact statement. If YES, this action will be referred to the county council with a recommendation from the county manager.

**BUDGET DETAILS**

Local Fund Dollar Amount	
Grant Fund Dollar Amount	
Account	General Fund
Company Name	

**DISTRIBUTION:**

Board staff will post all staff reports to The Grid. <http://www.clark.wa.gov/thegrid/>

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 Robert Stevens                      Date      10/2/15  
 Director, General Services

**APPROVED:** \_\_\_\_\_  
**CLARK COUNTY, WASHINGTON**  
**BOARD OF COUNTY COUNCILORS**

DATE: \_\_\_\_\_

SR# \_\_\_\_\_

**APPROVED:** \_\_\_\_\_  
**Mark McCauley, Acting County Manager**

DATE: \_\_\_\_\_

# BUDGET IMPACT ATTACHMENT

## Part I: Narrative Explanation

I. A – Explanation of what the request does that has fiscal impact and the assumptions for developing revenue and costing information

## Part II: Estimated Revenues

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
<b>Total</b>						

II. A – Describe the type of revenue (grant, fees, etc.)

## Part III: Estimated Expenditures

III. A – Expenditures summed up

Fund #/Title	FTE's	Current Biennium		Next Biennium		Second Biennium	
		GF	Total	GF	Total	GF	Total
<b>Total</b>							

III. B – Expenditure by object category

Fund #/Title	Current Biennium		Next Biennium		Second Biennium	
	GF	Total	GF	Total	GF	Total
Salary/Benefits						
Contractual						
Supplies						
Travel						
Other controllables						
Capital Outlays						
Inter-fund Transfers						
Debt Service						
<b>Total</b>						



## General Services

# Policy Statement

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Policy No.:	P- 1000
Policy Title:	Public Service Center Security and Access Policy
Effective Date:	10/1/2015
Last Revision:	3/8/2013

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### **PURPOSE:**

The purpose of this policy is to establish security and access practices for the Public Service Center (PSC) for staff and patrons. The County has the same right as a private property owner to preserve its property for its intended use. In preserving its property, the County must act in a lawful and non-discriminatory manner. The primary purpose of the PSC is to provide for the conduct of County business. The interior of the PSC is not a public forum and is not designated for use for rallies, protests, press conferences or similar events. The PSC courtyard and kiosk are areas where public assembly can occur. Hearings and public meetings are held in the PSC at designated locations and times. This policy is intended to accommodate public access to these hearings and meetings, while, at the same time, limit public use and access to the PSC to that necessary to conduct business with the offices in the PSC.

Our goal is to provide a safe, clean and secure experience for both staff and patrons of the Public Service Center.

### **AFFECTED AREAS and HOURS OF OPERATION:**

The affected areas are all the floors (1-6) and restrooms accessible to patrons.

The café is leased to a private vendor who may operate the café pursuant to the terms and conditions of the lease. The café is open to patrons who purchase food or drink. Those who do not purchase products may be asked to leave by the café manager as a violation of the café's No Trespassing Policy.

The building is open 8 a.m. to 5 p.m., Monday through Friday. There are two public entries. One entry on the first floor and one is on the second floor from the parking garage. Both entries are open during business hours.

### **GENERAL USE:**

First Floor – Ground level entry

- i. The main building entry is intended to welcome and direct patrons and staff to their areas of business.
- ii. The Dragonfly Café is located on the south side of the main building lobby. This is a tenant who leases the area and determines operational hours. Access is limited to the Dragonfly Café patrons and staff during hours of operation.
- iii. The Permit Center is on the north side of the main building lobby. The Permit Center is open for patrons during hours of operation.
- iv. Two accessible patron restrooms are located off the main building lobby. Only patrons may use these restrooms. Staff restrooms are located toward the interior of the building.
- v. Environmental Services is located down the main staff corridor. Only staff and patrons of Environmental Services may access this corridor.

Second Floor – Sky bridge access, elevator access for employees and patrons; stair access for employees only

- i. The offices of the Assessor, Auditor and Treasurer are on the north side of the building. This area accepts all payments, such as permit fees, taxes, marriage licenses, etc. These departments are open to patrons during hours of operation, except 8-9 a.m. Wednesday, when the joint lobby is closed for staff meetings.
- ii. Two accessible patron restrooms are located off the main elevator lobby.
- iii. Geographic Information Service (GIS) is located next to the payment center and is open for patrons during hours of operation.
- iv. The remainder of the second floor is staff offices supporting the services of the county Auditor, Assessor and Treasurer.

Third Floor – Access is by elevator or stairs for public and staff; by stairs for staff only

- i. Community Development, Community Planning and the Prosecuting Attorney's Office civil division are on this floor.
- ii. This floor is for County staff and their customers. Patrons access Community Development and Community Planning by way of a service window off the elevator lobby. Access to the Prosecuting Attorney's Office is secured.
- iii. Two accessible patron restrooms are located off the main elevator lobby.

Fourth Floor – Access is by elevator or stairs for staff; elevator only for the public

- i. Public Works is located on this floor.
- ii. The use of this floor is by County staff. Patrons are assisted at a service window located off the elevator lobby.
- iii. Two accessible patron restrooms are located off the main elevator lobby.

Fifth Floor – Access is by elevator or stairs for staff; elevator only for the public

- i. The County departments of Human Resources, Information Technology and the Auditor's Office are on this floor.
- ii. Patrons can access the HR lobby and Auditor's Office lobby off the south side hallway. Information Technology is only accessible through a secured entrance.
- iii. Two accessible patron restrooms are located off the main elevator lobby.
- iv. The remaining floor area is designated for County staff supporting HR, the Auditor and Information Technology.

Sixth Floor – Access is by elevator or stairs for staff; elevator only for the public

- i. Public Information and Outreach, General Services, Budget and the Board of County Councilors are located on this floor.
- ii. The public hearing room and training room located on the south side of the building are used for County business and public hearings and meetings at specified times.
- iii. Two restrooms are located in the center of the building for staff and the public in the building on county business or attending a public event or meeting.

### **VISITOR CONDUCT:**

Visitors to the Public Service Center are asked to go directly to the County office where they will conduct business or the room where they will attend a public meeting or hearing. Visitors conducting business with the County should announce their presence and the purpose of their visit to the staff of the County office. Visitors who cannot be assisted immediately will be asked to wait in a lobby area until they can be provided service. Individuals in a lobby area who have not announced their presence and purpose of their visit to County staff will be asked the reason for their visit. If the individual is not present to conduct business, attend a public meeting or hearing or to patronize the café, they will be asked to leave the building. If a person refuses to leave, staff should notify General Services of the situation.

**POLICY:**

Visitors and patrons of the PSC are permitted to be present in the PSC for the purpose of: attending public meetings and hearings; conducting business with the staff of the offices and departments housed in the PSC; and patronizing the café.

Notice will be posted in the first floor lobby area of the PSC that this is a limited-use facility. If an individual is not present for one of the above purposes, they should be asked to leave. If they refuse, General Services should be notified. Staff will enforce this policy in a respectful and non-discriminatory manner.

Handwritten signature of Robert Stevens in black ink, written over a horizontal line. The signature is cursive and includes the date 10/2/15.

Robert Stevens                      Date  
Director, General Services

Mark McCauley                      Date  
Acting County Manager