

To: Marketing Planning and Legislative Committee

Date: 4/18/2017

From: Anne Muzzini, Director of Planning & Marketing

SUBJECT: Administration Building Hours for the Public

Background

During the last budget cuts the Board of Directors approved closing the front desk during the lunch period from 12:00-1:00 PM. Since then the responsibility for staffing the front desk shifted from one employee in the Human Resources department to Customer Service. Now the front desk is staffed by rotating customer service representatives who answer the customer service lines as well as handle walk in traffic. The work load increased when the Regional Transit Connection (RTC) discount card functions and Clipper functions were added to front desk activities. We now get more foot traffic than prior to Clipper.

Because the Customer Service department is staffed by many individuals from 6:30 AM to 6:30 PM, there is enough flexibility to keep the front desk and front door open during the lunch hour. This will increase customer service without impacting the budget.

Recommendation

Staff recommends returning the public access hours for the administration building to 8:00 AM – 5:00 PM.