



## Managers Meeting Summary

9-12-05

On September 12, 2005 City department heads and managers participated in a workshop to explore programming concepts for the new civic center. After a brief summary of program analysis by the civic center master planning team, participants worked as members of two planning teams to address the following three questions:

### Community Access Needs to City Government

What are the points of access for citizen's interaction with City staff – for what, with who, how often, what's the character of the interactions? How will these change in the future?

### Internal Relationships

How do City departments interact with each other and with the public? How would you organize the departments and sub-groups to best support that interaction and work?

### The Workplace

What are the key characteristics of your department's work is today – how much work is heads-down individual effort and how much depends on interaction with others?



### **Summary of Key Themes**

The City's management team identified six overall programming and planning themes the master plan should address. These included:

#### Having civic space—a place

Staff felt that one item missing today is a central civic space, a place that is an entry to the civic center and that reflects the link to the community as a whole. The ideas were an outgrowth of the discussion about how they serve the community. The place is a linkage to city services, but also a place for celebration, and, yes, even protest was mentioned.

### Multiple ways to “get to” City Hall

The list of ways that the community accesses City Hall, City staff, and City services was quite long, including: coming in to visit in person, telephone, the City website, email, and others. Each “access point” has its own opportunities both for the community and staff, but it also has its own support needs. Perhaps most importantly, staff felt that those ways of access would continue to grow in use with new ones potentially being added with continued growth in technology.

### Centralized and simplified access

A key element in discussions about organizing a new Civic Center was to focus on centralizing and simplifying community access to services and people. Going from multiple locations to a single one is a very important start. However, providing a simple, clear, and centralized paths and points of access is important both for the community and staff. It is an approach that applies to a wide range of the ways people access City Hall.

### Value of a “single site”

Having multiple locations makes coordination and collaboration extremely difficult for City staff. An emphasis in the discussions was on the value that being close together would bring to smoother and more efficient operations.

### Increasingly interactive work

As a now large and growing community, the nature of the demands on City staff are changing. Projects are becoming more complex, both those brought to the City for review and proactively undertaken by staff for planning or development of new community programs. It means that the old ways of working and the old buildings need to change to support these new work demands.

### New ways of working

Work demands are changing. Staff is interested in how new ways of organizing the soon-to-be new Civic Center buildings can support that new work. Both more intense heads-down work along with more interactive work on various projects will require some new thinking.



# Team 2

