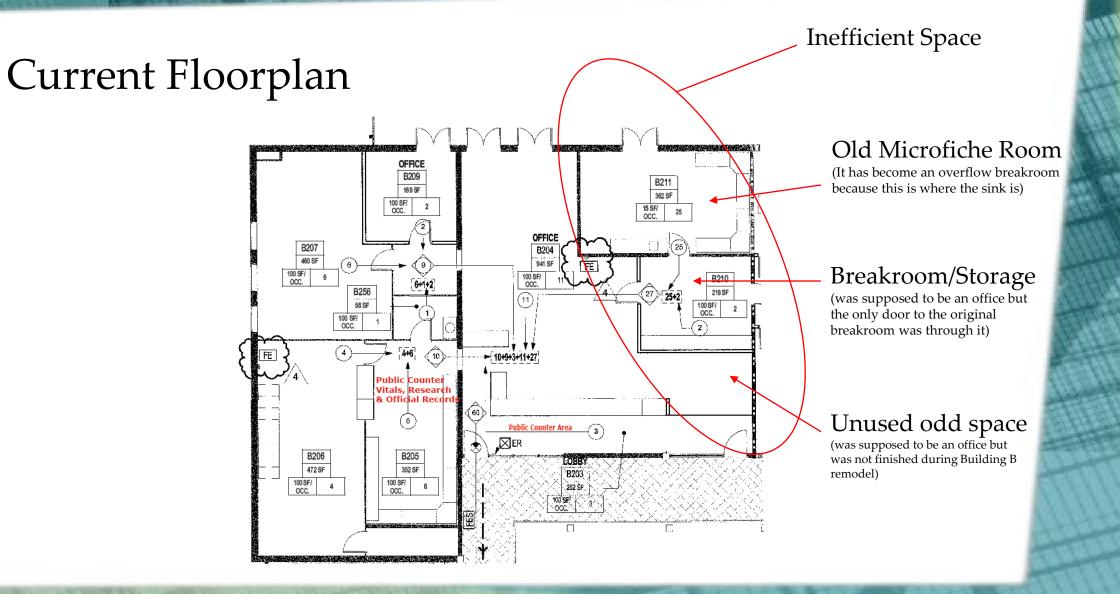# Recorder-Clerk's Service & Workflow Reconfiguration

Background

- Observation
  - **Confusion** – When first entering into the office the public doesn't know where to go. (Main Service Counter or Copy & Research Room)
  - **Crowded** – When we get three or more people in the front office, there is not much space to move around.
  - **Inefficient** – There are many inefficiencies for the layout as it is now. From staffing two counters to valuable unused office space.

Current Floorplan

Inefficient Space

Old Microfiche Room
(It has become an overflow breakroom because this is where the sink is)

Breakroom/Storage
(was supposed to be an office but the only door to the original breakroom was through it)

Unused odd space
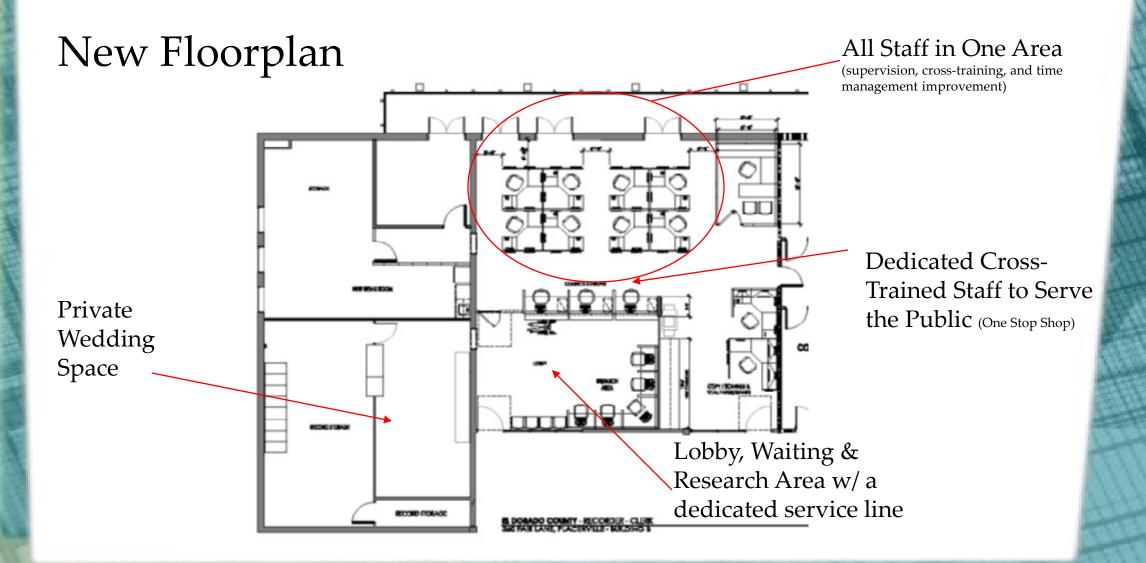(was supposed to be an office but was not finished during Building B remodel)

Visual

Left: You can see that when we have someone at the counter, there is not much space to pass to go into the Copy/Research Room (especially if ADA)

Above: As you can see with only 3 (two standing one sitting) customers, minimal space and lack of organization. Who is next or maybe someone was waiting to be served to find out they are in the wrong location.

New Floorplan

All Staff in One Area
(supervision, cross-training, and time management improvement)

Dedicated Cross-Trained Staff to Serve the Public (One Stop Shop)

Private Wedding Space

Lobby, Waiting & Research Area w/ a dedicated service line

Purpose

- Serving the Public
  - **Minimize Confusion** – Have one service counter to serve for the clerk & recorder functions. Easy to find research kiosks.
  - **Minimize Crowding** – Have an open lobby space with a designated line and waiting area.
  - **More Efficiencies** – Being able to have one service counter will save on staffing demands.

Why are we here today?

- The overall project was approved in the 2019/2020 budget

- The original due diligence & bid was incorrect. ($100K)

- New project amount is $250K

- Does this affect the general fund? No, all the monies for the project are coming from a designated Recorder-Clerk Restricted Special Revenue Fund.

- I need the Board's approval to move forward with a budget transfer.

Thank You

Questions?