Ramsey County Board Workshop:

Accessible Service Delivery & Facilities

Economic Growth and Community Investment Service Team

February 19, 2019

Estimated Start time: 9:45 a.m.

220 Courthouse, Large Conference Room

Agenda

1. Introduction   Johanna Berg, Deputy County Manager EGCI

2. Presentation   Johanna Berg, Deputy County Manager EGCI

3. Discussion and next steps

ACCESSIBLE SERVICE DELIVERY & FACILITIES - Update

February 19, 2019

County Board Workshop

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Workshop Goals

- Update the County Board on the 2018 Strategic Priority work completed
- Seek direction on next steps

Accessible Service Delivery & Facilities

Ramsey County will enhance resident access and community investment through improved service delivery and accessible county facility locations.

1. Refresh the strategic facilities planning work completed to date
2. Present facilities planning options to the County Board to determine if a formal project should be pursued

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Team Members

EGCI		**Policy & Planning**		**Health & Wellness**
Johanna Berg		Lidiya Girma		Bill Calmbacher
Leon Boeckerman		Elizabeth Tolzmann		Womazetta Jones
Amado Guevara		Max Holdhusen		Keith Lattimore
Jean Krueger				Sheng Thor
Sue Sutter				
Lynn Wyman		**Finance**		**IPR**
		Lee Mehrkens		Laura Manning

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Approach

- Revisit 2014 Strategic Facility Plan (SFP)
- Community engagement
- Additional Considerations
- Ramsey County Today
- Conceptual Service Delivery

2014 Strategic Facility Plan (SFP)

Key themes reviewed and <u>validated</u>

- Welcoming access and the efficient provision of services

- Department Co-location

- Economic Development

Robust community engagement related to service delivery was recommended and is now <u>completed</u>

Public facing facilities <u>expanded</u> to include Libraries and Community Corrections

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Community Engagement

- Resident-user surveys

- County staff surveys

- Government service delivery trends

- Resident-user location of residence

Resident-User surveys

- Intercept surveys of 437 residents-users
- Cross section of service delivery facilities that are highly visited
- Multi lingual survey staff

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Engaging Residents-Users: Key Insights

- Most are satisfied with services and facilities – East lowest

- Service delivery emphasis more than physical building

- Improve awareness of available County services

- Limited parking is a concern as is lack of free parking

- Increase service access options – online specifically

- Health & Wellness residents-users frequently expressed desire for additional H&W services on-site

Complete survey on RamseyNet: Community Engagement

County Staff surveys

- On-line survey

- 327 staff participants

- Service staff included from all areas covered by the intercept surveys

Engaging County Staff: Key Insights

- ## Access to Services

  - Adequate public transportation

  - Availability of free parking

  - More remote services

- ## Physical qualities of service buildings

  - Interior design to better reflect community

  - Lobby area improvements (privacy)

- ## Customer service quality

  - Service quality matters most

    - Efficiency, responsiveness and positive interactions

Trends in Government Service Delivery

- Ramsey County
  - Toured six service locations for the resident-user experience
- Hennepin County – multiple countywide locations for each service area
  - Health & Human Services
  - Resident & Real Estate Services
- NACo – San Diego County, Live Well Center tour

Additional Considerations
Talent Attraction, Retention & Promotion

- Culture change – resident focus, not department; policies; procedures
- Modernization – tools; technology
- Mobility/Flexibility – staff; furniture; space

Additional Considerations
Real Estate Lease or Own

- Financial Considerations: Financing options; Rates; Opportunity Cost; Appreciation

- Qualitative Considerations: Risk; Flexibility; Amenities; Availability; Timing

Model based on facility options that are available in the market

# Ramsey County Service Delivery Today

- Areas of Concentrated Poverty

- Transit Service Availability

- Service locations and the resident-user location of residence (examples)

Areas of Concentrated Poverty with Ramsey County Facilities Overlay

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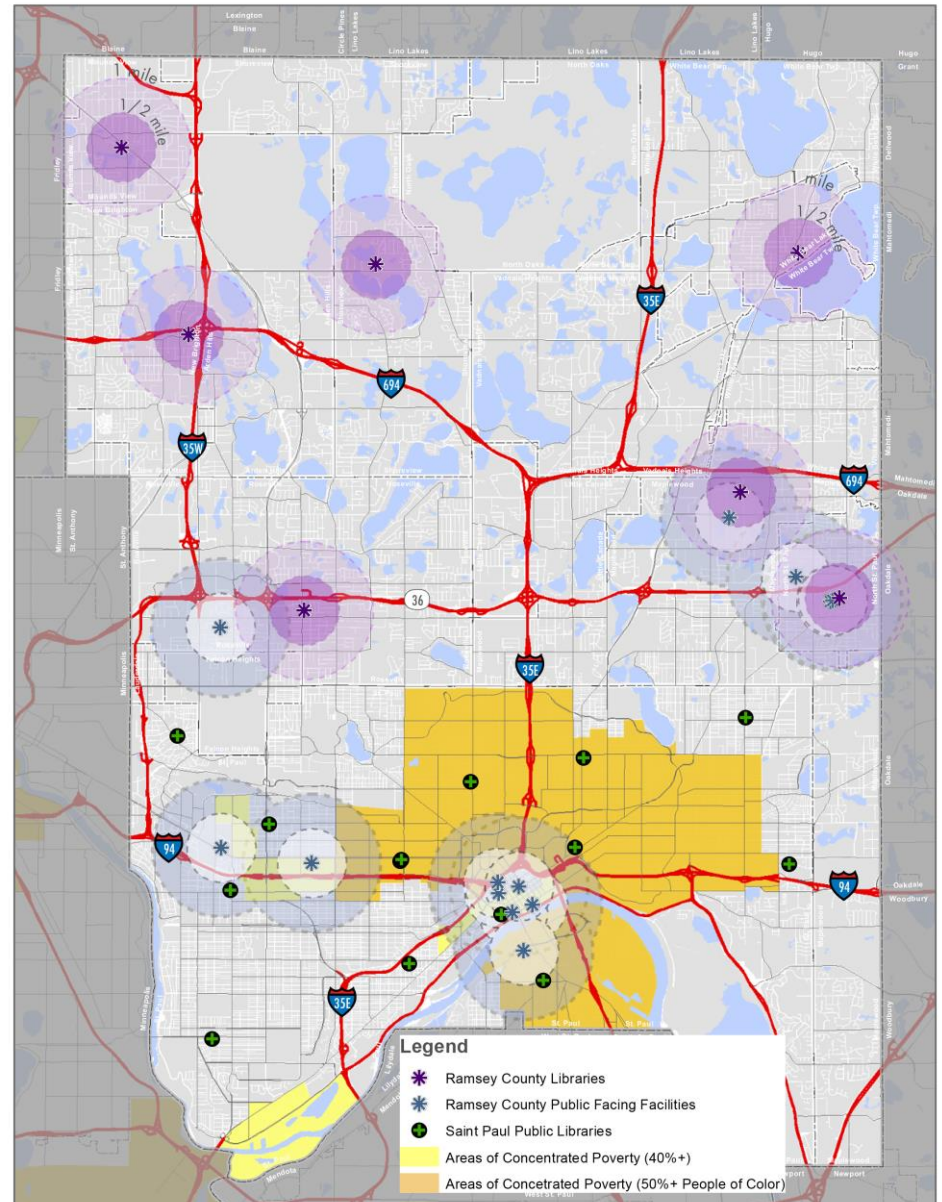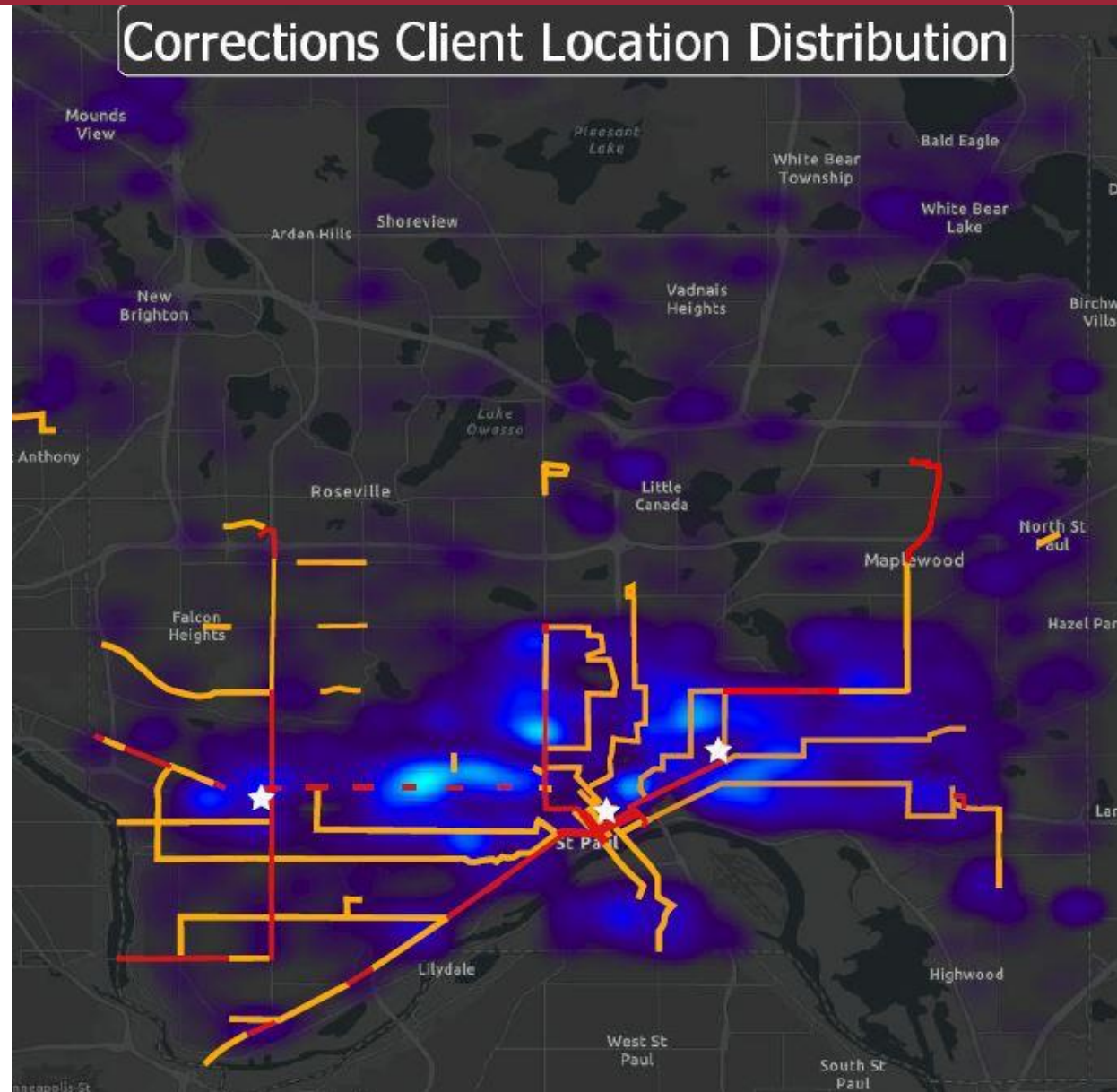
- Rush hour service is equal or better

- Split service into categories by frequency:
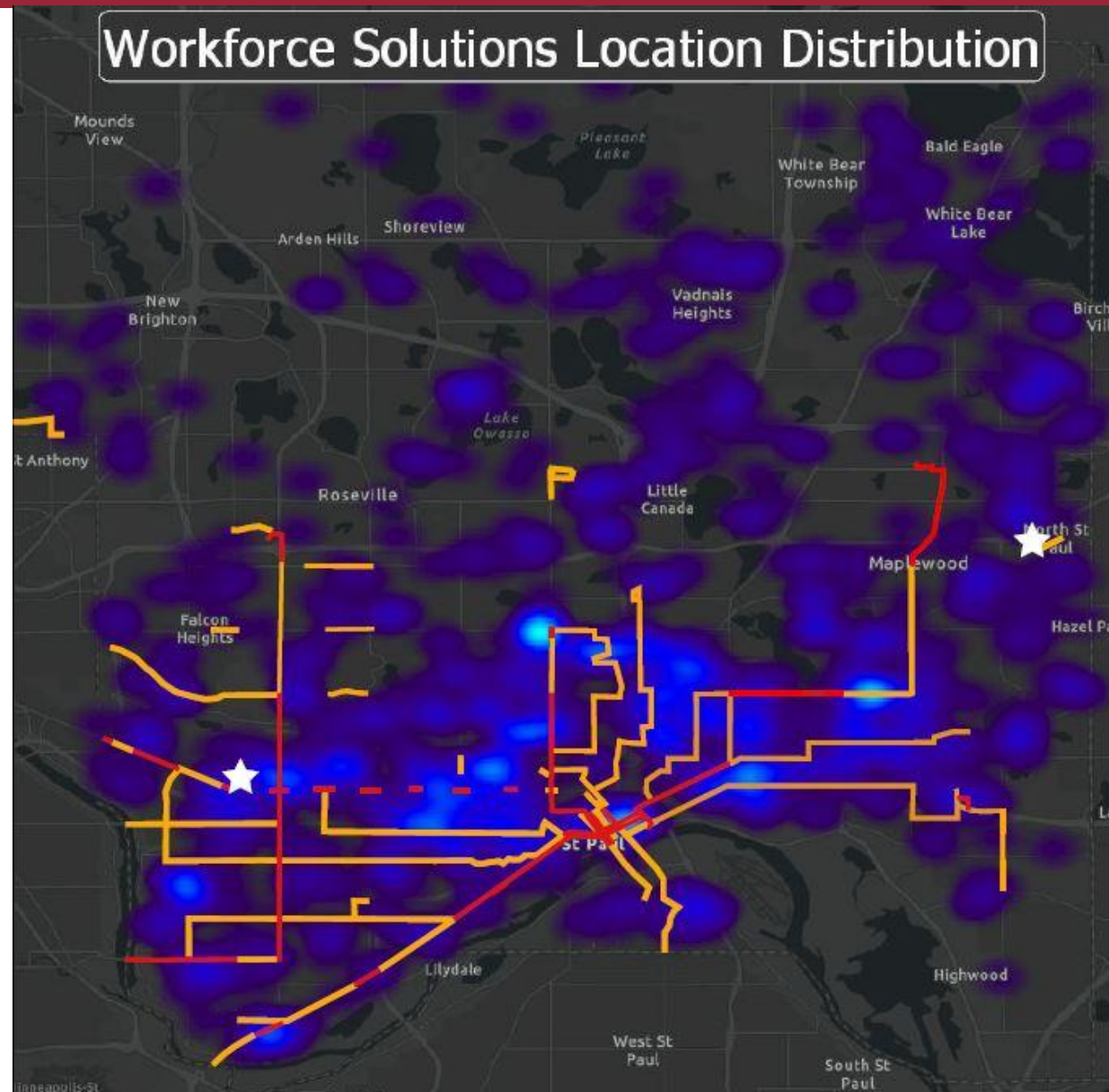 - Excellent (Red)
  - Acceptable, (Orange);
  - Poor (Yellow)

  Acceptable is <20 minute frequency or better

All Weekday Transit Service (10am-2pm)

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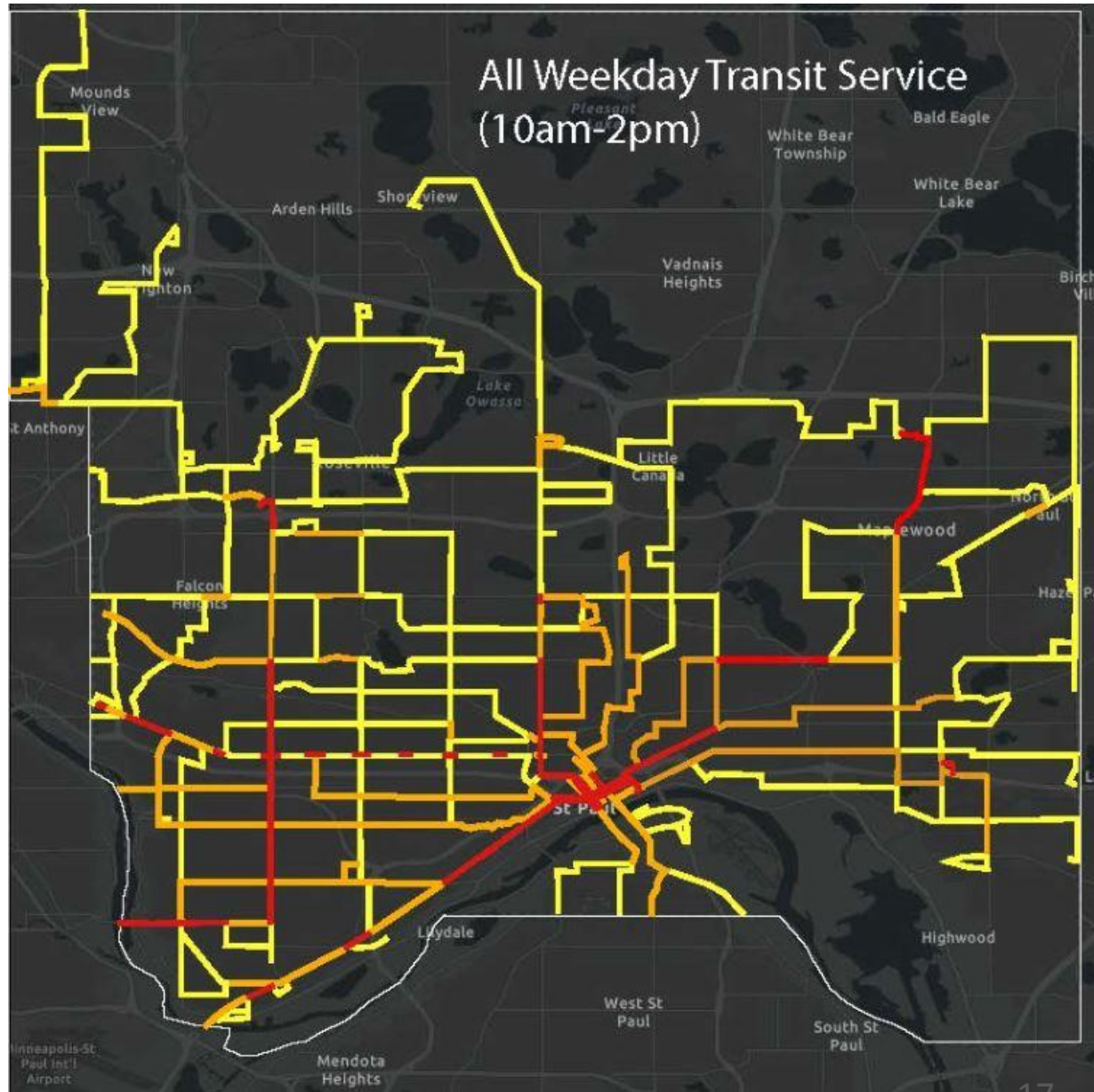
- Lighter color denotes higher density of clients

- Clients are clustered in Rondo/Frogtown, North End, and the East Side

- Also clustered at Adult Detention Center

- All three probation locations (designated by stars) are well connected to clusters by frequent transit service

- Orange and red are acceptable transit service

Corrections Client Location Distribution

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- Lighter color denotes higher density of clients

- Clients are clustered on the Eastside, the North end and Summit-U/Frogtown

- Mismatch between client clusters and facilities (designated by stars)

- North St. Paul location is not on frequent transit service

- Orange and red are acceptable transit service

Workforce Solutions Location Distribution

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Conceptual Service Delivery Recommendation
(Focused on Public-Facing Services)

- Central service delivery building

- Satellite locations

- Mobile Service Teams

- Technology leveraged

Next Steps

- Determine service co-location desires and capabilities: talent, tools, and systems

- Complete mapping of service locations and residence to define preferred geographies

- Validate public-facing staff headcount

- Programming based on above

- Community engagement related to collocated services

- Propose service delivery and service facility recommendation

- Align property portfolio and investment strategies to the new service delivery direction