

Office of the City Manager

City of Richland Hills, Texas

Memorandum

To: Honorable Mayor Bill Agan and members of the Richland Hills City Council
From: Eric Strong, City Manager
Date: June 3, 2014
Subject: City Hall Renovation

City Council Action Requested:

No Action – Discussion only

Background Information:

As City Manager, one of my major areas of focus is centered on how to be a customer service oriented organization. I feel we have a responsibility to do our best to serve the public and be as accommodating and friendly as possible. One of the thoughts I have had regarding this is how inefficient we are sometimes based on our physical location in several different buildings. As such, I am moving forward with a plan to consolidate various city departments into the existing City Hall.

As you know, currently the Director of Neighborhood Services, Planning and Development and Code Enforcement are all located across the street. This creates some inconveniences for people when they come to do business with the City. Frequently, people who are interacting with those departments also need to be in City Hall, which causes them to walk back and forth across the street.

The attached floor plans show both the existing layout of City Hall as well as my plan moving forward to bring those other departments into this building. The new floor plan will create a “one stop shop” for residents for most of the common services we provide. The one major change in all of this is the proposed office for Code and Planning. To maximize space, I am going to remove the wall that currently has a door into the office. We will then bring a counter out into the lobby (similar to what we have on the utility

billing side of the lobby). This will reduce the size of the lobby, but will make us much more efficient.

I have already started with a lot of the preparation work for this project. I anticipate moving forward over the next month with finishing the project and moving employees to this building.

Attachments: Existing and Proposed Floor Plans

Board/Citizen Input: N/A

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