

Scott County Treasurer's Office

Space Considerations

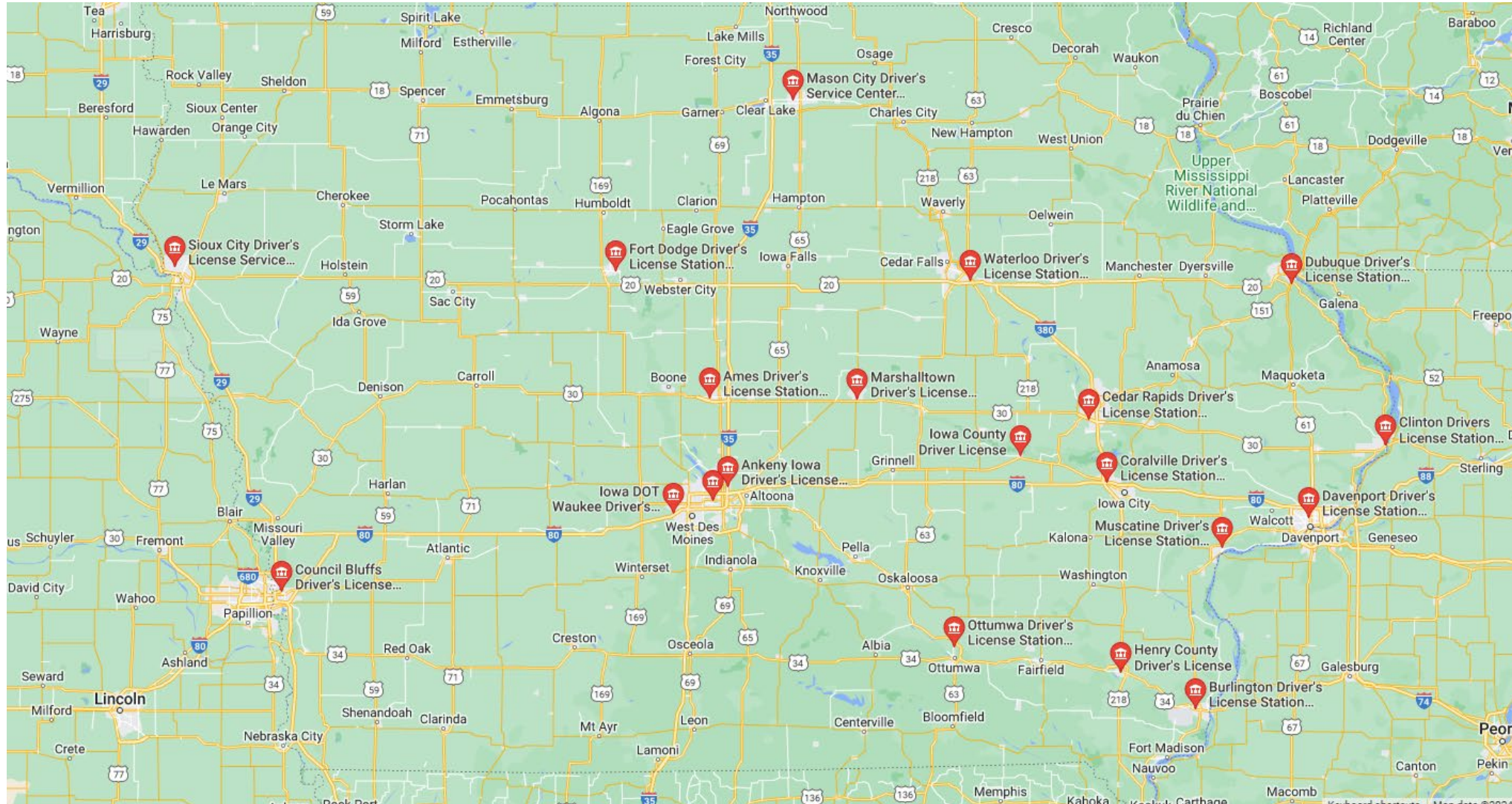
County General Store (CGS)

- History of CGS
- Why have a second location?
- Co-location with DOT
- Traffic and volume statistics
- Issues with current GCS location
- Should we consider combining offices?
- Desired attributes for space
- Lease vs buy considerations

County General Store

- Concept Created in 1982
 - 1982 – Northpark Mall
 - 1983 – Northpark Mall (Larger space)
 - 198X – Northpark Mall (Still larger space)
 - 1992 – 216 E. 50th
 - 2001 – 2140 W. Kimberly (Co-located with DOT Driver Services)
 - Also created space in Admin Building lobby for DOT
 - 2013 – 902 W. Kimberly (Co-located with DOT Driver Services)
 - \$105,000 buildout cost, plus cost of moving, furniture
 - DOT is lessee, we signed a 28E agreement to share space
 - Lease expired 12/31/23, temporarily extended to 12/31/24
 - DOT is actively seeking another location (not planning to include Treasurer's Office)

DOT Drivers' License Stations



Customer Traffic

- 60,000 In-person Visits Annually
 - 50/50 split between CGS/Administration Building
 - We're in the service business
 - 80% have appointments (Required for title transfers)
 - Average wait time less than five minutes
 - Average time to serve:
 - Tax payments – 3 minutes
 - Registration Renewals – 5 minutes
 - Title Transfers – 20 minutes
 - 50% of Clerk time spent on title transfers

Scott County Treasurer's Statistics

	<u>Vehicle Registration Renewals</u>	<u>Tax Payments</u>	<u>Titles</u>
Volume	220,000	160,000	60,000
In Person	48%	18%	100%
Online	36%	29%	
Mail/Lockbox	15%	28%	
Escrow		31%	

Vehicle Titles

- 60,000 New titles issued/Yr.
 - 30,000 From auto dealers
 - Dropped off/mailed
 - Electronically Submitted (Images, not data)
 - 30,000 In-person (Mandatory)
 - Complexity
 - Fraud
 - Original documents
 - 50/50 split between Admin Center and County General Store
 - Require Appointment

Issues With Current Location

- Water Main Breaks – 2X in last 4 months, requiring vacancy of building for multiple days
- Water Leaks in Roof (Multiple occurrences) – Buckets in staff and customer areas for weeks to months at a time, tarps over computers and other equipment (some damage)
- Water flows in through front door during rainstorms
- Delays in service (three months to change lightbulb)

Issues With Current Location (Contin.)

- Snow removal delays (regular) until after opening hours
- DOT CDL testing was moved and expanded into CGS parking areas
- Sewer backups requiring portable restroom use and driving to other area businesses
- FSS issues with invoicing and payments for custodial services
- Location is hard to find for public
- Safety Concerns (Dumpster diving, gunshots, needles, damage to lockbox)

Combine Offices To One Location?

Pros

- Easier to manage a team
- Lower occupancy costs

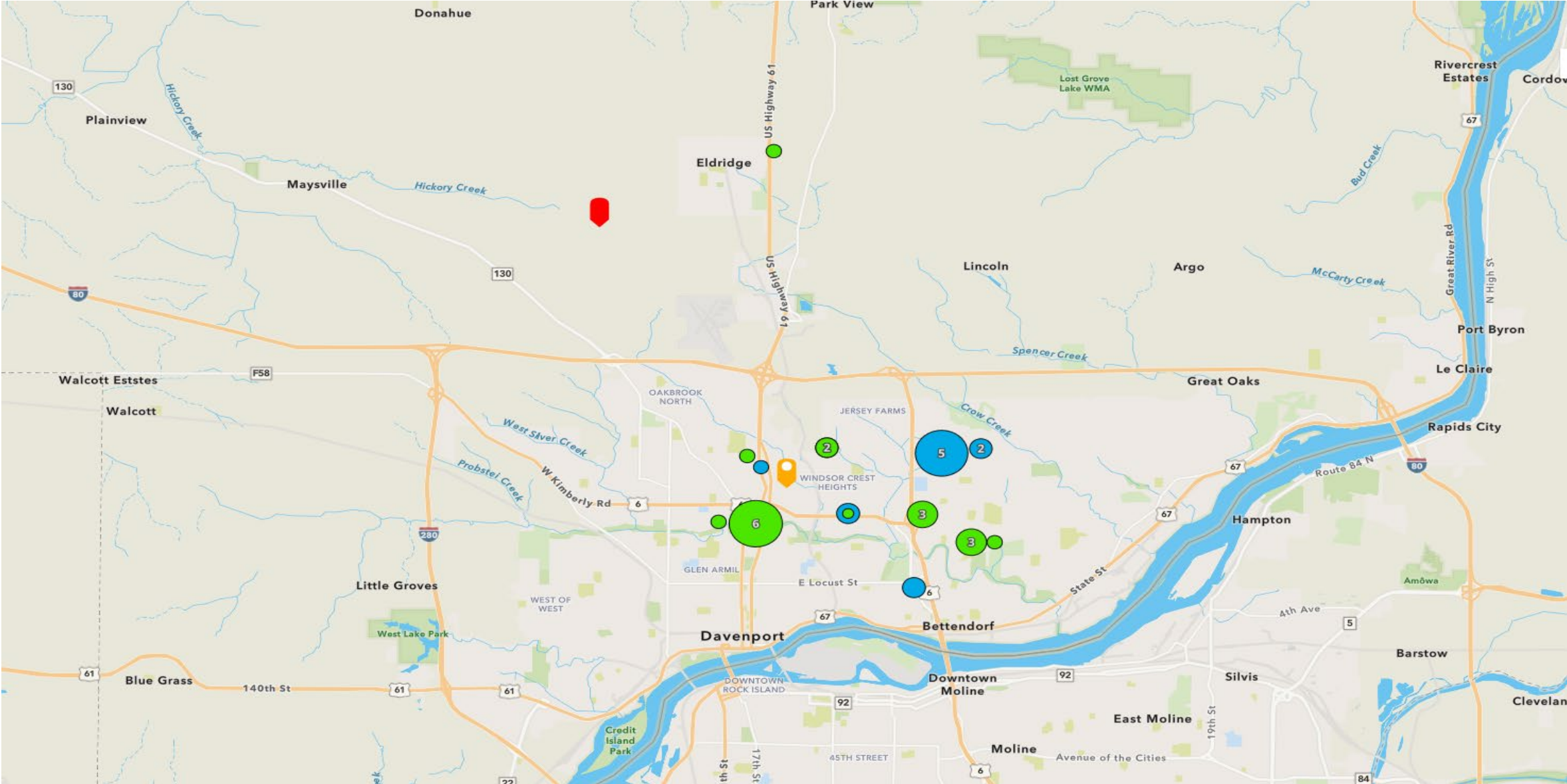
Cons

- Not enough room on first floor
- Additional security presence required if not first floor
- Revenue collection from other departments – has to be received same day
- Not as convenient for customers
- Parking
- Elevators

Desired Attributes For An Office

- Location – Somewhere near geographical population center
- Access – Easy ingress and egress from street
- Findable – Unlike our current location
- Size – Adequate for current staff, plus some temp expansion
- Parking – Adequate for team and expected peak traffic
- Safe for team and clients
- Does not need to be highly visible, nor in high traffic area

Thoughts About Location



Lease vs. Buy Considerations

- Depends on total cost of occupancy over long term (20 years +)
 - Common Area Maintenance (CAM) vs FSS employees
 - Buildouts
 - Resale value
- Six historical buildouts over 40 years – total cost \$500K ++?
- Control over issues as with current location – Landlord vs FSS responsiveness
- Consideration of freestanding vs. owners' association
 - FSS vs third party services (Snow/mowing/maintenance)
- Lock-in land and structure costs
- Real Estate taxes assessed to landlords

Conclusions

- Treasurer's office seeks to move CGS
 - Office redundancy for highest volume department
 - Issues with current location – not likely to improve
- Desire to be near statistical population center of Scott County
- OK to separate from DOT
- Purchasing property has advantages