

**AD HOC CITY HALL FRONT COUNTER RECONFIGURATION COMMITTEE
CITY HALL CONFERENCE ROOM
MONDAY, AUGUST 29, 2016
4:30 P.M.**

AGENDA

- I. CALL TO ORDER
- II. CONSENT AGENDA
 - A. Minutes (page 1)
- III. NEW BUSINESS
- IV. OLD BUSINESS
 - A. Member Appointment - Contractor
 - B. Bathrooms (page 4)
 - C. Front Counter Posts – Weight Bearing (page 6)
 - D. Ideas From Other Cities (page 7)
 - 1. City of Waite Park – Stefan Salmonson, PPS – this is the gentleman that came to Paynesville for active shooter training a few years ago.
 - 2. Forest Lake
 - 3. Osseo
 - E. Update From Special City Council Working Session
- V. INFORMATIONAL
- VI. ADJOURN

Please contact Renee Eckerly at 320-243-3714 ext. 227 or at renee@paynesvillemn.com if you can't attend the meeting.

Board Members: Donavan Mayer, Neil Herzberg, Jennifer Welling, Alice McColley, Belinda Ludwig, Angel Murdock, JoLyn Lindquist & Renee Eckerly.

This agenda has been prepared to provide information regarding an upcoming meeting of the Ad Hoc City Hall Front Counter Reconfiguration Committee. This document does not claim to be complete and is subject to change.

BARRIER FREE: All Ad Hoc City Hall Front Counter Reconfiguration Committee meetings are accessible to the handicapped. Attempts will be made to accommodate any other individual need for special services. Please contact City Hall (320) 243-3714 early, so necessary arrangements can be made.

REQUEST FOR COMMITTEE/COUNCIL ACTION

COMMITTEE/COUNCIL NAME: Ad Hoc City Hall Front Counter Reconfiguration Committee

Committee/Council Meeting Date: August 29, 2016

Agenda Section: Consent

Originating Department: Administration

Item Number: II - A

ITEM DESCRIPTION: Minutes

Prepared by: Staff

COMMENTS:

Please review the minutes of the August 15, 2016 Ad Hoc City Hall Front Counter Reconfiguration Committee meeting.

ADMINISTRATOR COMMENTS:

COMMITTEE/COUNCIL ACTION:

Motion to approve the minutes of the August 15, 2016 Ad Hoc City Hall Front Counter Reconfiguration Committee meeting.

MINUTES

AD HOC CITY HALL FRONT COUNTER RECONFIGURATION COMMITTEE MEETING

AUGUST 15, 2016

The Ad Hoc City Hall Front Counter Reconfiguration Committee meeting was called to order at 4:30 p.m. Members present were Donovan Mayer, Neil Herzberg, Renee Eckerly, Jennifer Welling, Alice McColley, Belinda Ludwig, JoLyn Lindquist, and Angel Murdock.

There were no previous minutes to approve.

ELECTION OF OFFICERS

Motion was made by Eckerly to elect Herzberg as Chair, Murdock as Vice Chair, and Welling as Secretary. Seconded by Ludwig and unanimously carried.

MEETING SCHEDULE

The Board consented to meet on an as needed basis. The next meeting is Monday, August 29, 2016 at 4:30 p.m.

COMMITTEE MEMBER

It was mentioned that the Committee is an even number and that when the Council Chambers was redone a local contractor sat on the Committee to help with design, layout, questions on compliance with the building code, etc. Brian Miller was suggested and Ludwig will contact Miller and if Miller declines Ron Mehr will be contacted.

FRONT COUNTER DISCUSSION

The Committee discussed the following:

- Budget – there is nothing in the 2017 Budget; Building CIP has a negative balance, Motor Vehicle has \$12,670.00, and Administration has \$11,730.00. It was suggested to take money from all departments as all departments are served at the front counter in some way.
- Wish List:
 - Division of City / Motor Vehicle / Driver's License / DNR
 - Privacy issues
 - Security – panic button, cameras, pocket windows, card readers, etc.
 - Adequate work space
 - Blind spots
 - Front counter desk – Murdock
 - Enough computers, printers, equipment for MV, DNR, and DL
 - Lighting – above the counter and in the back parking lot
 - Adequate storage & filing – for supplies and documents
 - Camera area
 - Plate & sticker distribution area
 - Handicap accessibility
- Ideas from other cities – Eckerly will check with Waite Park and others for photos and costs
- Operation during construction

- Council member thoughts:
 - Public may not think security is necessary - there should not be a price tag on security
 - Make area more efficient
 - Increase the counter length; however the bathrooms may be a problem
 - Welling will check if two bathrooms are required for City Hall or could there be one unisex
 - Customers stand behind a line until called to increase privacy for the customer being helped at the counter (similar to the medical clinic)

There being no further business, the meeting was adjourned at 5:45 p.m.

Jennifer Welling

From: Brad Mehlhop
Sent: Thursday, August 18, 2016 11:14 AM
To: Jennifer Welling; Renee Eckerly
Subject: RE: Bathrooms and support posts

Yes it does. I need to know how that number was found.

There are many different classifications of occupancies. Along with those differences come different needs for restroom facilities.

Brad Mehlhop
City of Paynesville
Public Works and Building Official
(320)243-3714 ext. 226

From: Jennifer Welling
Sent: Wednesday, August 17, 2016 12:26 PM
To: Brad Mehlhop
Subject: FW: Bathrooms and support posts

See Renee's question below Thanks.

From: Renee Eckerly
Sent: Wednesday, August 17, 2016 7:27 AM
To: Jennifer Welling
Subject: RE: Bathrooms and support posts

But capacity in the meeting room is 50, so does that change things?

Renee Eckerly
City Administrator – Economic Development Director
221 Washburne Avenue
Paynesville MN 56362
(320) 243-3714 ext. 227

From: Jennifer Welling
Sent: Tuesday, August 16, 2016 3:49 PM
To: Renee Eckerly
Subject: FW: Bathrooms and support posts

FYI ☺

From: Brad Mehlhop
Sent: Tuesday, August 16, 2016 3:21 PM
To: Jennifer Welling
Subject: Bathrooms and support posts

Ô.K. so I took the public use square footage (1736) and divide by 100 (100 sqft per person). I come up with an occupant load of 17.36 people. The code requires one water closet per 25 and one lavatory per 40.

So long story short – yes, one restroom will suffice.

Brad Mehlhop
City of Paynesville
Public Works and Building Official
(320)243-3714 ext. 226

Jennifer Welling

From: Brad Mehlhop
Sent: Thursday, August 18, 2016 2:03 PM
To: Jennifer Welling; Renee Eckerly
Subject: Front counter

I have reviewed the blueprints for City Hall. The posts at the front counter are not weight bearing. The soffit above the counter houses a water line, electrical lines, duck work, and probably communication lines.

Brad Mehlhop
City of Paynesville
Public Works and Building Official
(320)243-3714 ext. 226

Renee Eckerly

From: Shaunna Johnson <Shaunna.Johnson@ci.waitepark.mn.us>
Sent: Wednesday, August 24, 2016 7:30 AM
To: Renee Eckerly
Subject: RE: City Hall Security

Good morning Renee,

You must have had a late night! Below is the security consultant that we worked with to provide us recommendations on security improvements to city hall. He is amazing and very reasonable. I believe our cost were under \$5,000 for this assessment of our city hall. It was well done and thorough. He is former FBI guy and he lives I believe Milaca or Mora area. We learned of his company at a presentation he did at a Rural Water meeting that was held in Waite Park. He will provide you a security plan that will help you determine what improvements to make. From there, we worked with Murry Mack to give us an architectural drawings and then were able to the improvements with just quotes as it was under the bid threshold. We used Shingobee as a general contractor and Heartland Glass helped us with our bullet proof glass. I am very happy with our glass and how it works with our front counter. I recommend stopping by and seeing it if you are interested.

Happy to help any way that I can. Let me know if you have any other questions.

Stefan V. Salmonson, PPS

PROtective Services, Inc.

Office: 320-679-4848

Cell: 612-961-5867 (24/7)

E-mail: Stefan@PROtectiveServicesinc.net

WEB: WWW.PROtectiveServicesinc.net

Member: ASIS, INTELLENET, MAPI, MGIA, SOTA

Thanks and have a great day!
~Shaunna

Shaunna Johnson | City Administrator

19 13TH AVE N | PO BOX 339 | WAITE PARK MN 56387-0339

OFFICE: (320)252-6822 EXT 217 | FAX: (320)252-6955

EMAIL: SHAUNNA.JOHNSON@CI.WAITEPARK.MN.US | WEB: WWW.CI.WAITEPARK.MN.US



From: Renee Eckerly [mailto:Renee@paynesvillemn.com]
Sent: Tuesday, August 23, 2016 8:05 PM
To: Shaunna Johnson
Subject: City Hall Security

Shaunna,

We are researching adding more security to our front counter area. Could you share with me who you worked with at your City Hall?

Renee Eckerly
City Administrator – Economic Development Director
221 Washburne Avenue
Paynesville MN 56362
(320) 243-3714 ext. 227

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Police Project

A policing research project in Brooklyn Park seeks to build trust and reduce crime. [PAGE 8](#)

Let It Snow!

Eden Prairie is ready for a snowstorm any time with its improved snow removal program. [PAGE 11](#)

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PHOTO BY KATHRYN FORBES

CITY HALL SECURITY

PREPARE FOR THE UNTHINKABLE

BY MARY JANE SAETANKA

Behind the soaring windows and sleek facade of Forest Lake's elegant new city center are other state-of-the-art design features: bulletproof glass service windows, hidden panic buttons on the City Council dais, and security cameras inside and out.

The possibility of violence is a fact of life for government officials around the country, including those in Minnesota. In January 2015, a man walked into the New Hope City Hall with a shotgun during a Council meeting, resulting in the wounding of two police officers before he was killed. In 2011, a man who had been convicted of sexual assault in Cook County returned to the courthouse with a gun and shot two people, including the county attorney.

While such high-profile incidents are rare, security concerns are widespread among Minnesota cities. A request from city clerks in southwestern Minnesota led the League of Minnesota Cities (LMC) to offer training sessions for officials who want to try to avoid violence—and learn how to make city buildings safer if the unthinkable happens.

The sessions were presented at the LMC Regional Meetings around the state last fall. This spring, the League of Minnesota Cities Insurance Trust (LMCIT) Safety and Loss Control Workshops will include information on

how to spot disgruntled and troubled employees and citizens, strategies for making city buildings safer, and tips on what to do if violence erupts.

RECOGNIZE THE SIGNS AND BE PREPARED

"It's about stopping the incident before it happens; recognizing the hazards," says Troy Walsh, an LMCIT loss control consultant with a background in firefighting and public works. "It's knowing the potential is there."

Walsh presents League workshops with Tracy Stille, an LMCIT loss control consultant who is a retired Maple Grove police captain. Stille says education is needed. Some city officials, for example, don't realize that they can't prohibit people from carrying guns into public buildings if those people have a permit.

"A lot of [city officials] are surprised to find that out," Stille says. "The question is who should be carrying or

not carrying, and do we need police at meetings where hot topics are coming up. Cities need an emergency plan and an evacuation plan."

Stille and Walsh say city officials have shared stories about residents who stomp into city hall to harangue them about water bills, or show up at their homes to rant about snowplowing. That's scary for clerks who work alone at city hall, and for councilmembers who find an angry resident pounding on their door at night.

Distinguishing a one-time outburst from chronic behavior is key, Walsh says. Many of the people involved in violent incidents were known to be troubled beforehand. The New Hope shooter had many contacts with police departments over the years, repeatedly called 911, and was hospitalized for mental issues.

"If someone is calling with complaints constantly ... are they getting worse? Are they complaining to you in public, meeting you at your place of worship or in the grocery store? If the trends are getting more severe, that's what we want people to recognize," Walsh says. "Law enforcement should be tracking things



PHOTO BY LAINE STEFFEN

Forest Lake City Administrator Aaron Parrish at the Administration and Finance service counter with accounting clerks Trena Blume (left) and Becky Gestson. The glass panels at the service counter are bulletproof.

and thinking about what [the person] might do. If we can recognize it ahead of time, we might stop them."

Some of the same behavior patterns may identify troubled employees: constantly blaming others for workplace issues, extended periods of being withdrawn or depressed, out-of-ordinary behavior, and obsessive discussion about violent incidents elsewhere.

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SECURITY MEASURES

Not all security measures are expensive. Walsh and Stille suggest having police at meetings when controversial topics are on the agenda. In small cities, clerks who are concerned about a visit from an angry citizen should arrange to have an open phone line to a neighbor, like a nearby business, so that someone can come over or call the police if something seems wrong.

When Walsh was working for the City of Victoria, the City Hall front desk was walled off from offices. A portable door bell was installed under the desk to alert other employees if a second person was needed at the front desk. Access to city buildings can be limited by locking doors if there are multiple entrances or allowing conversations with irate residents only through a window.

Even rearranging chairs and tables in meeting rooms so that city councilmembers can see who is entering the room is helpful. Of course, you want to have open government and to be welcoming to the public, but that has to be balanced with safety to employees and officials, Stille says.

CITY ACTIONS

After the New Hope incident, Osseo officials began having discussions about how to protect their City Council and staff at their 1980s City Hall. The wood front of the Council dais was replaced with bulletproof material to protect councilmembers if they had to hit the floor. Wireless panic buttons were also installed in the Council chambers and at the receptionist's desk. When pushed, they alert an alarm company and then police. The police station is next to City Hall.

The bulletproofing cost about \$8,500. The security system was about \$300 for installation with ongoing costs of about \$10 per month, says Shane Mikkelson, police chief for the city of 2,400 residents. He says the city talked about adding bulletproof glass atop the dais but councilmembers rejected that because of the unfriendly message it would send.

"They wanted some protection and peace of mind, but not the outward projection to residents that they can't come here," Mikkelson says. "We've really worked hard to keep it a small town. You have to be on guard for big-town issues because we're in the metro, but we want to have [a friendly] face, too."



Osseo Police Chief Shane Mikkelson stands in the City Council chambers, which now have bulletproof material on the front of the Council dais and wireless panic buttons near councilmembers' seats.

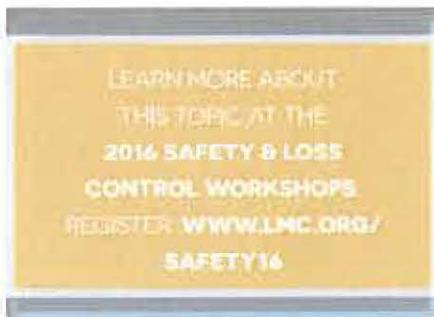
PHOTO BY KATHRYN FORBES

When Forest Lake (population 19,000) began building its new \$18 million city hall-police-fire complex in 2013, officials had security in mind. It has 11 exterior cameras and some interior cameras, all linked to a monitor in the Police Department.

"We see everyone who walks through the doors, in an unobtrusive way," says City Administrator Aaron Parrish. The city put up signs establishing a safe "swap spot" in the parking lot for Craigslist transactions and custody exchanges, where people know they are on camera.

Service counters in each city department are fronted by two panels of bulletproof glass. One glass panel hangs from the ceiling; the other rises from the counter. The two are offset by a roughly three-inch gap that lets people talk without raising their voices. A tray allows exchange of documents.

"There was a discussion about how to balance openness with security," Parrish says. "I thought people might think it was a little more impersonal than just coming over the counter, but they haven't reacted that way."



Conference rooms to the side of the counters allow longer conversations with builders and others who need time with city officials. There are separate locked doors for the public and employees. Access to most of the rest of the building is controlled by key cards.

Wireless panic buttons were installed at the City Hall counter, police counter, and the City Council dais, which is made of bulletproof material.

The key card access system cost \$45,000, and the security cameras about \$35,000. Bulletproof materials and the button system totaled about \$46,250.

"We deal with some challenging things here, whether it be code enforcement, permits, or wetland issues," Parrish says. Security measures have "provided some reassurance for staff; there have been negative situations where it made them feel more secure."

EMERGENCY PLANNING

Even with such measures, Stille believes every city should be proactive in figuring out how to handle a violent incident. Cities need an emergency plan and should consider an active-shooter drill.

"It's good training to have. What if it happened here? What do we do? Do we have escape routes? How do we get police here?" Stille says.

"Somebody who is bent on pulling off an active-shooter incident is going to do it," he adds. "You need to prepare for the worst and hope for the best." ☐

Mary Jane Smetanka is a Minneapolis-based freelance writer.