

OPERATIONS COMMITTEE

Purpose of Committee and Report. The purpose of the Operations Committee was to identify areas of change and/or concern regarding the move into the Frisco City Hall, and to develop recommendations for the City Manager regarding an initial set of Standard Operating Policies and Procedures. The members of the Operations Committee were tasked with facilitating communication between management and staff regarding policy and procedural options regarding the new Facility.

Committee Report Assumptions. The Committee utilized the following assumptions in the course of developing their recommendations to the City Manager.

New Business Climate, New Opportunities – How an organization develops operating policies, procedures, and systems typically depends upon the access to technology and the architectural structure of the office(s) which house the organization. The move into the new facility will improve organizational technology and bring the organizational units into a new architectural alignment, increasing the opportunities for increased coordination and an increased ability to develop process improvements.

Policy Initial in Nature – The Committee discussed policy and procedural options in the course of developing their recommendations to the City Manager. Throughout the course of these discussions it was acknowledged that these recommendations are initial in nature, and that being in the facility for a period of time will provide the opportunity to review and further discuss standard operating policies and procedures for the facility.

Increased Public Presence in Facility – With the new facility, the public presence will increase (from use of the Library, visits to the Frisco Square area, enhanced parking options, increased convenience, community use of the facility, etc.). With the increased public presence in the facility, there will be an increase in the expectations regarding the look and feel of the facility compared to the current City offices.

Office and Cubicle Etiquette – Employees will have more space, but this facility increases the “cube” environment. Office etiquette, while important right now, will be as important (if not more) to foster an environment conducive to productivity.

Care, Custody, and Control of Facility, Furnishings, and Equipment – With the taxpayer investment in this facility, expectations are to increase regarding individual employees care, custody, and control of the facility and the equipment assigned to the employee.

Community Access to Facility – The City Council has directed to staff that they want to make the facility available for community use to the greatest extent possible.

Frisco Square’s function as a Commercial Area – Frisco Square is a primarily commercial area, and the eventual success of the businesses that are located (and will locate) into the development is primarily dependent upon the convenience that the public has in accessing the area. Employees need to be aware of this in relation to following the parking plan recommendations.

CITY OF FRISCO ADMINISTRATIVE POLICIES	
SUBJECT: OFFICE/BUILDING POLICY	NUMBER: 1
EFFECTIVE DATE: June 29, 2006	
AMENDS/SUPERSEDES:	APPROVED: _____ George Purefoy, CITY MANAGER

**OFFICE/BUILDING POLICIES AND PROCEDURES FOR THE CITY
HALL/LIBRARY**

Employees located in all City buildings will follow the Office/Building Policies and Procedures guidelines as outlined in this policy. The Frisco Public Library, the Fire Department, the Police Department and the Recreation Center each have a departmental policy pertinent to their specific conference rooms, meeting rooms and break rooms.

1 Office and Building Policy.

- 1.1 ***Enforcement*** – Supervisors are to enforce the Guidelines of the Office/Building Policies and Procedures. Failure to comply with the policies could result in disciplinary action under the City’s Personnel Policies and Procedures.
- 1.2 ***Food and Beverages – Public Areas and Meeting Rooms*** – Food and beverages are not allowed in the public greeting areas unless approved by the City Manager. If applicable, consumption of food and beverages will be allowed in all conference rooms for meetings with City Council, City staff, and/or boards/visitors/citizens attending the meetings in order to conduct official City business.
- 1.3 ***Food and Beverages – Employees*** – Employees may consume food in their offices except where office areas/work areas are part of a public greeting / reception area. Employees should to be aware of how some food odors may affect co-workers and are therefore encouraged to consume meals in the second floor break room area. Food containers are expected to be cleaned by their owners and not left in kitchenettes or Break Room. Centralized coffee preparation is allowed in designated areas, including break rooms and/or kitchenette areas. Coffee and/or beverage preparation in private offices and individual workstations is prohibited.
- 1.4 ***Tobacco Free Facility*** – The City/Library is designated as a tobacco free facility. The use of all tobacco products is strictly prohibited inside the building and on all grounds surrounding the complex, with the exception of the designated tobacco use area. ***(Graphic to be included).***
- 1.5 ***Posting of Announcements*** – All official City notices must be approved and initiated by the City Secretary or designee prior to posting on the official bulletin board. Sufficient review time must be allowed prior to posting.

- 1.5.1 ***Postings in Break Room Areas*** – Display or posting of materials on any department or break room bulletin boards must be approved by the employee’s Department Head. The employee must obtain the Department Head’s initials; the Department Head shall affix his/her initials and removal date (two weeks) in the lower right hand portion of the material to be displayed or posted. Any item not bearing the initials of a Department Head shall be removed immediately and discarded.
- 1.5.2 ***Postings Must Be Related to City Business*** – Posters or notices will only be allowed for City related news and events.
- 1.5.3 ***Exceptions to Posting Guidelines*** – Special exceptions for postings of announcements may be authorized by the City Manager’s Office.

1.6 ***Furniture and Decorations*** –

- 1.6.1 ***Use of Heaters*** – Heaters will not be allowed during the first six (6) months occupation of the City Hall/Library. Once the use of heaters has been approved by the Facilities Division, heaters must be ordered through the Facilities Manager. Heaters must be placed so as not to direct heat on a computer or an enclosed area containing a computer. The heater shall not use the same power strip as a computer.
- 1.6.2 ***Use of Appliances*** – Small appliances (examples refrigerators, coffee makers, etc.) and water dispensers will not be allowed in private office areas.
- 1.6.3 ***Approved Extension Cords*** – Only three (3) prong, grounded, industrial extension cords may be used and the Facilities Department must approve the use.
- 1.6.4 ***Hanging Items on the Walls*** – Any items to be hung on the wall (examples include artwork, degrees and/or diplomas, maps, etc.) need to be framed or have a finished tape border (example – finished tape border on laminated maps). These items are to be reviewed in advance and approved by the Department Head and/or the City Manager or designee. Wall calendars and large wall planners are to be kept within an employee’s workstation, private office, or work room and not displayed in public view. The calendars and wall planners do not need to be framed. Personal cartoons, news clippings and posters should be contained within an employee’s cubicle area. No items will be hung, attached, or affixed to the building structure of walls, doors, windows or any article of furniture except as approved under this policy. The hanging of any approved items must be coordinated with the Facilities Department. Supplies needed to hang approved items must be obtained from the Facilities Division.

- 1.6.5 **Bulletin Boards** – Only bulletin boards approved by the Facilities Division and used for City business may be hung. Departmental bulletin boards that have been authorized by the Department Head are allowed for City related business. Only offices/workstations equipped with fabric walls or material intended for such use may use pushpins to secure maps and other City related approved items.
 - 1.6.6 **Placement of Items on the Furniture** – No items will be placed on the top of the systems furniture or the overhead bins. All personal items should be kept to a minimum to maximize the individual workspace. Personal photos should be framed and placed on desktops, credenzas, bookcases, or systems furniture. All desk accessories should be complimentary to the furniture and décor.
 - 1.6.7 **Plants** – Plants should be limited and placed in containers (baskets, brass, plastic, ceramic, etc.) that include a drip-pan to eliminate the chance of leakage. Plants should not spread over the desk/credenza top. Personal plants will be the responsibility of the employee. Live plants placed in appropriate containers on the floor in any private office or individual workstation should not create an obstacle for the traffic flow and will be maintained by the respective employee. Should a plant develop any insect problems, the plant must be removed immediately.
 - 1.6.8 **Public Counters** – All public counters will remain free of clutter including, but not limited to, literature and literature holders. Brochures will be dispensed or made available in appropriate holders.
 - 1.6.9 **Removal of Decorations and/or Furnishings** – The Department Head may require at any time that a “decoration or furnishing” be removed if it is deemed to be in “poor taste” or disruptive to a professional work environment.
 - 1.6.10 **Public Art Guidelines** – The purchase and placement of art and decorations in the large open or common areas will be undertaken by the City Manager in cooperation with the Public Art Program.
- 1.7 **Other Office Guidelines** –
- 1.7.1 **Audio Volume** – Audio volume must be at a level that it does not disturb others.
 - 1.7.2 **Fragrances** – Burning of candles and other items with open flames is prohibited. Use of other fragrance generating devices is also prohibited.
- 1.8 **Signage** – No signage, other than approved with the complex plan, is permitted without approval by the Facilities Manager and must be consistent with the existing signage. All signage must be installed or hung by the Facilities Division.

1.9 **Keys and Locking System –**

1.9.1 **Copying or Loaning** any issued key for the complex is strictly prohibited.

1.9.2 **All Offices and Main Doors** shall be locked at the end of each working day. Department Directors are responsible for assuring office doors are locked at the end of each day.

1.9.3 **Additional information will be provided at a later date.**

1.10 **Restrooms** – No personal effects, toiletries or grooming items will be placed in the restrooms accessed by the public. Items found may be discarded.

1.11 **Break Room –**

1.11.1 **Storage of Personal Items** - No personal dishes, silverware or appliances are to be stored in the employee break room overnight. At the end of the week, the Cleaning Crew will discard any silverware, coffee cups, or dishes left in the kitchen.

1.11.2 **Refrigerators, Freezers and Appliances** – All break room and kitchenette refrigerators and freezers may be used for short-term storage of food and beverages. At the end of the week, the Cleaning Crew will discard any items left in the refrigerators or freezers. No small and/or portable refrigerators will be allowed in the City Hall / Library unless authorized by the City Manager. Microwaves will only be allowed in the break room, kitchenette areas, City Council kitchen area, or where approved by the Facilities Division.

1.11.3 **Trash and Recyclables** – All trash and recyclables should be placed in the proper receptacles.

1.12 **Waiting Areas** – All waiting areas are the responsibilities of the Departments that utilize the waiting area. These areas must be routinely checked to ensure that they are neat and tidy and clear of trash and/or clutter. The waiting areas will be checked each evening upon departure.

1.13 **Conference Room and Meeting Room Scheduling –**

1.13.1 **Conference Room Clean-up** - All staff in attendance at the meetings will be responsible for discarding all trash. Food trash should be removed and disposed of in the break room receptacles. Upon completion of the meeting, the room is to return to its original condition.

- 1.13.2 ***Scheduling Conference Rooms*** – Scheduling of common conference rooms, training rooms or the Council Chambers for City meetings and business can be made through the on-line calendar system.
- 1.13.3 ***Council Chambers and Public Meeting Rooms*** – Public use of Council Chambers and public meeting rooms are covered under a separate policy.
- 1.14 ***Storage*** – All departmental items will be stored within the department area. Storage outside of the departmental areas must be coordinated with the Facilities Division.
- 1.15 ***Repairs*** – The Facilities Division must make any and all repairs. No pins, nails, glue, tape, or any other device or adhesive may be used unless provided and approved by the Facilities Division.

Employee Parking

Parking Supply for Frisco City Hall / Library – The parking plan has been drafted as a short-term, transitional plan to supply adequate parking to the facility pending the design and construction of a parking garage facility for the City Hall and Library. The parking plan calls for use of the parking at the rear of the facility, and additionally completing the asphalt paving of one (1) out-lot on the southeast corner of the City Hall property. Construction of this out-lot is not scheduled to be constructed in time to be available for the employees upon moving into the facility. Employees with City vehicles will utilize parking in the northwest corner of Frisco Square (Shown below in Figure 3).

Day One Employee Parking – Employees reporting to work at the new City Hall and Library may utilize the parking lot to the rear of the City Hall and Library facility. The first row of parking spaces in this lot is designated as visitor parking spaces. Additional permit-accessible parking spaces will also be available on this row of parking. Employee parking is on a first-come basis for the remainder of this parking lot area (Shown below in Figure 1). On an interim basis prior to the construction of the Southeast parking lot area, employees may utilize available parking along Page Street and sections of Library Street that are south of Page Street.

Recognizing that Frisco Square is primarily a commercial area, and that promoting access to the local businesses is critical for their success, employees are encouraged to not utilize areas designated as visitor parking during business hours.

Employees that have TxDOT handicap accessible permits may utilize available permit parking spaces.

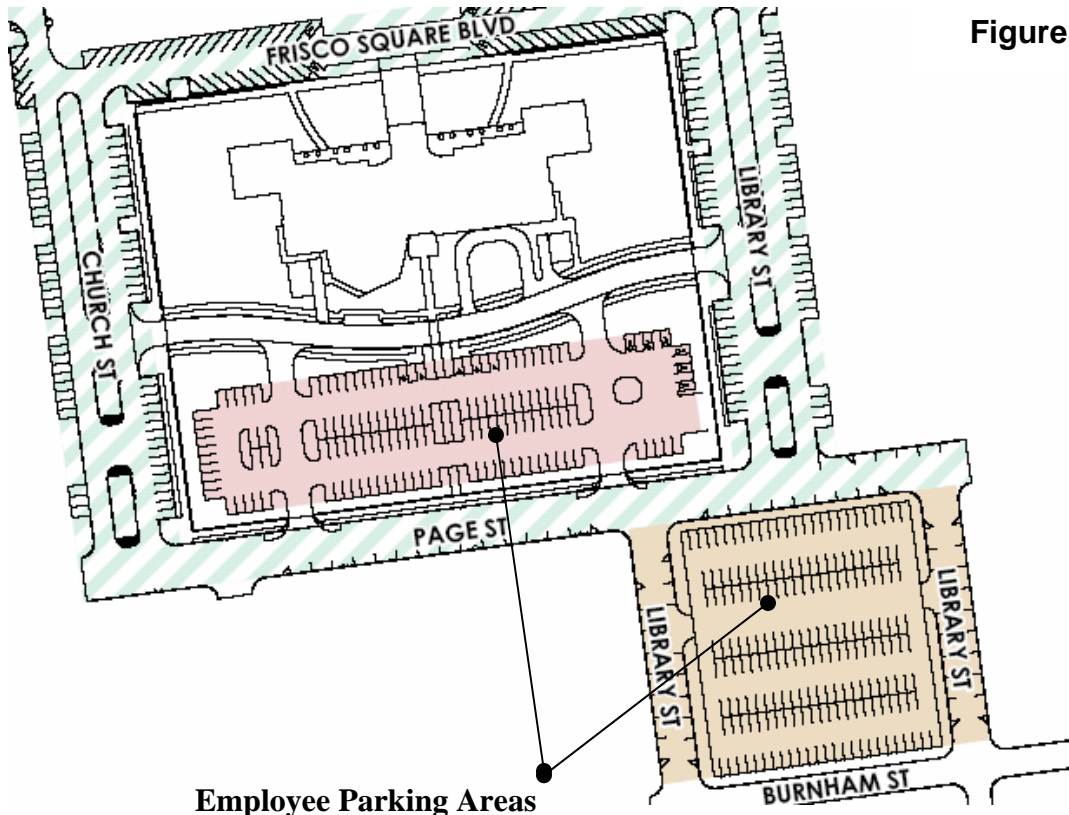
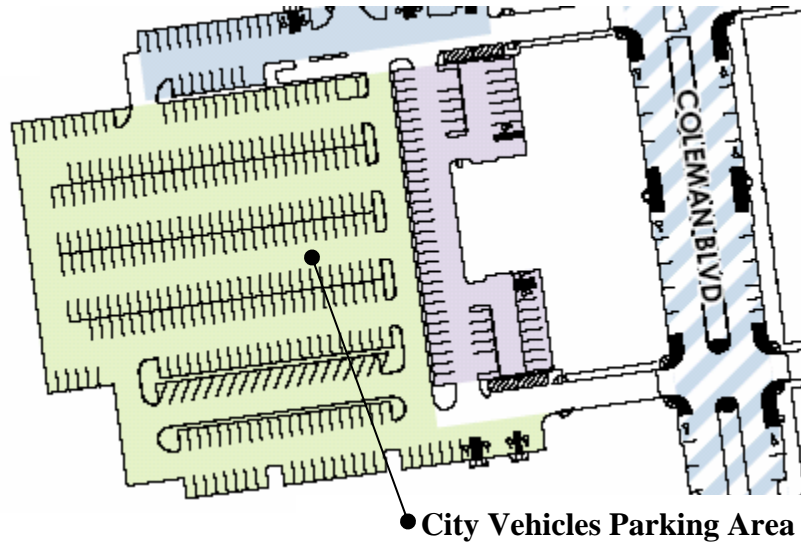


Figure 1

Day One Building and Construction Inspection Parking – During non-business hours, employees that drive City vehicles are to park in the northwest parking lot of Frisco Square (Shown below in Figure 2). Employees may utilize the employee parking areas for their personal vehicles, but are to park City vehicles in the northwest parking lot while conducting business in the City Hall and Library facility during normal business hours.

Figure 2



8. **Visitor Parking and Parking Time Limits** – Visitor parking is planned to surround the exterior of the City Hall and Library, including the City Hall Plaza (Shown below in Figures 3 and 4). The first row of parking stalls in the rear parking lot of the City Hall Building has also been reserved for visitor parking. Additional permit-accessible parking stalls will also be located along the first row of parking spaces. The current plan is to have visitor parking be for a two (2) hour time period during normal business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Figure 3

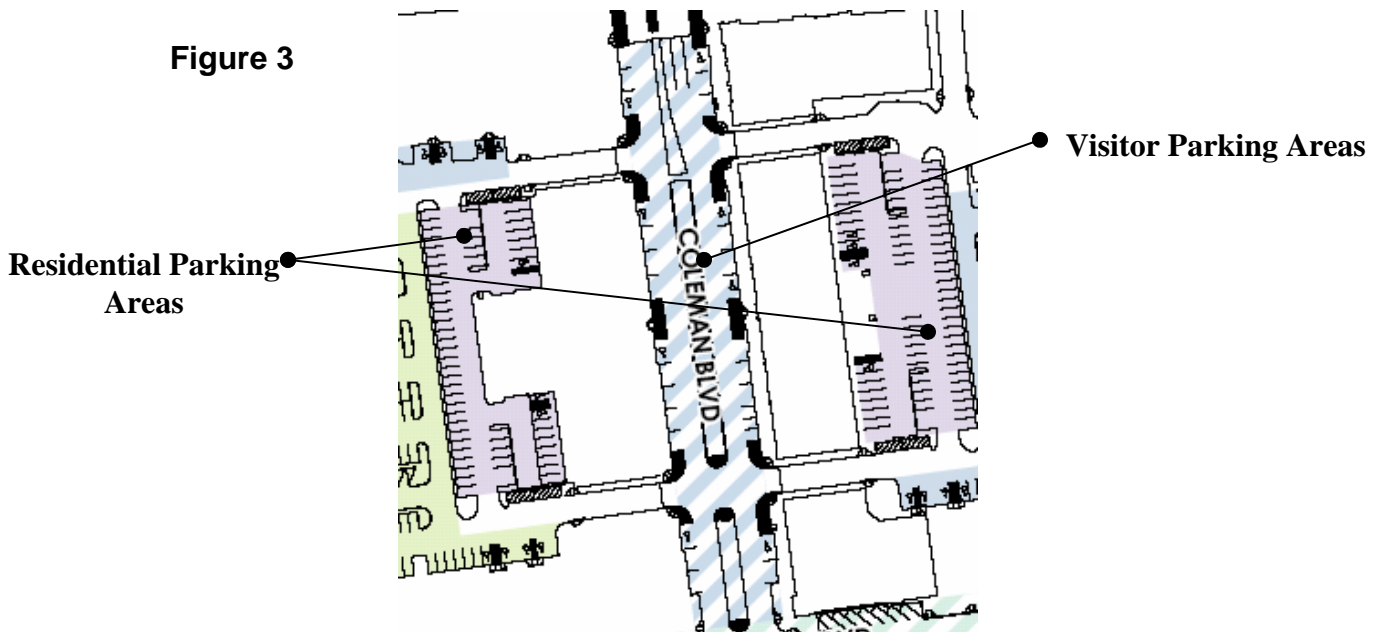
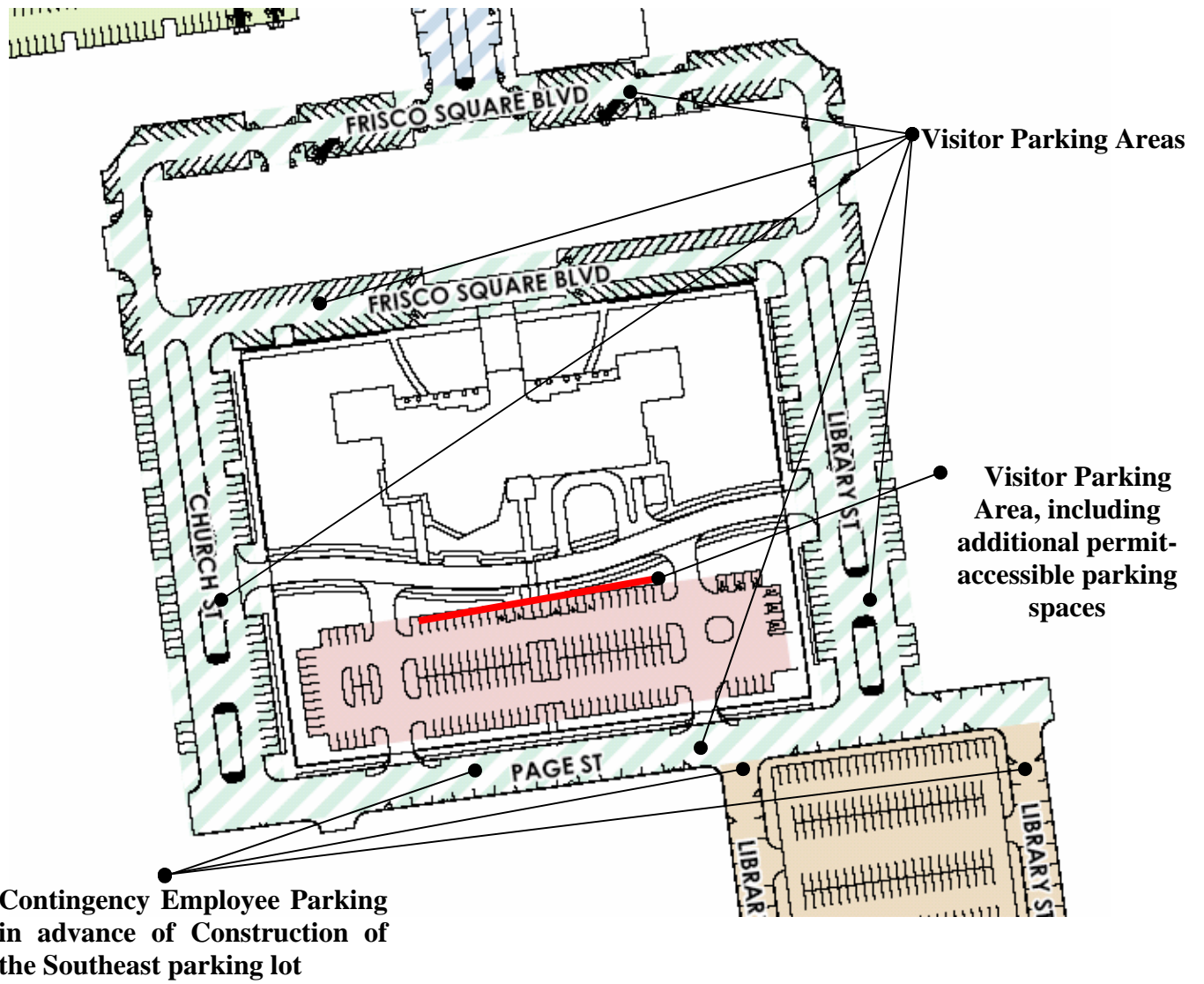


Figure 4



Visitor Parking Areas

Visitor Parking Area, including additional permit-accessible parking spaces

Contingency Employee Parking in advance of Construction of the Southeast parking lot