



AGENDA MEMORANDUM

Action Item for the City Council Meeting December 6, 2022

DATE: December 6, 2022

TO: Peter Zanoni, City Manager

FROM: DeAnna McQueen, Assistant Director of Communications
DeannaM@cctexas.com
(361) 826-2940

Josh Chronley, Assistant Director of Finance-Procurement
JoshC2@cctexas.com
(361) 826-3169

Amendment to Lease Agreement of 311 Customer Call Center

CAPTION:

Motion authorizing the First Amendment to the Lease Agreement with Bayview Tower, LLC, for two additional years of office space used by the City's Customer Call Center, totaling \$111,081.00, with FY 2023 funding of \$36,662.80 from the General Fund.

SUMMARY:

The purpose of this item is to approve an Amendment No. 1 to Lease agreement that primarily houses the 311 Customer Call Center employees. In 2020, the 311 Customer Call Center staff were relocated to adhere to COVID-19 health and safety protocols.

BACKGROUND AND FINDINGS:

The 311 Customer Call Center is an in-bound Call Center with 21 full-time employees and one part time temporary employee who take general questions, complaints, comments, and inquiry calls for over 20 City departments including Utility Business Office, Solid Waste, Animal Control, Code Enforcement, Streets, Water, Wastewater and Gas. The 311 Customer Call Center hours of operations are Monday – Friday from 7:00 am to 6:00 pm, closed weekends and all City holidays.

This leasing space at Bayview Tower is 3,642 square feet, that solely occupies the 311 Customer Call Center staff, a trainer's office which includes training space, storage space, a kitchenet and free garage parking.

This lease shall be for a term of 24 months beginning on February 1, 2023. The monthly base rent for the first year will be \$4,582.85, increasing to \$4,673.90 the second year. The total for the first 12 months is \$54,994.20 and the cost for the second 12 months is \$56,086.80. The total for the 24-month period is \$111,081.00.

ALTERNATIVES:

The continuance of leasing this space will allow for the 311 Customer Call Center staff to work on site and maintain productivity and work quality with safety protocols in place. The alternative of rotating a work from home schedule has previously led to a decrease in work quality and productivity.

FISCAL IMPACT:

The fiscal impact for FY2023 is \$54,630.00, which includes 4 months at \$4,491.80 and 8 months at \$4,582.85 per month. The expense will be paid from the Call Center's FY2023 operating budget which is in the General Fund.

FUNDING DETAIL:

Fund:	1020
Organization/Activity:	11475
Mission Element:	172
Project # (CIP Only):	
Account:	530160

RECOMMENDATION:

Staff recommends approval of this item as presented for the operation of the 311 Customer Call Center.

LIST OF SUPPORTING DOCUMENTS:

Amendment No. 1
Lease Agreement