



AGENDA MEMORANDUM

Action Item for City Council Meeting January 12, 2020

DATE: December 12, 2020

TO: Peter Zanoni, City Manager

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Lease agreement to house Customer Call Center staff

CAPTION:

Motion to authorize execution of a 24-month Lease Agreement with Bayview Tower, LLC, for the operation of the City Customer Service Call Center for a total cost of \$111,111.35 of which \$57,209.75 is for the first twelve months (including a security deposit of \$4,400.75) and \$53,901.60 is for the second twelve months with the FY 2021 expense of \$39,606.75 being paid from the Call Center's FY 2021 budget in the General Fund.

SUMMARY:

The purpose of this item is to approve a lease agreement to primarily house City Call Center employees. Due to the COVID-19 pandemic and social distancing requirements, the current workspace is not adequate to accommodate staff to adhere to COVID-19 health and safety protocols.

BACKGROUND AND FINDINGS:

The Customer Call Center is an inbound call center with 20 full-time employees that take general questions, complaints, comments, and inquiry calls for over 20 City departments including Utility Business Office, Solid Waste, Animal Control, Code Enforcement, Streets, and Water, Wastewater, and Gas. Hours of operation are Monday – Friday from 7:00 am to 6:00 pm, closed weekends and all City holidays.

Currently, the Customer Call Center is located on the first floor of City Hall with a square footage of 1,165 square feet which is not enough space to accommodate social distancing requirements recommended by the Centers for Disease Control. As a result, the Call

Center can only have 10 agents present in the office at one time. They are currently working on a rotating schedule, one week in the office and three weeks working from home. The inability to have all staff onsite and properly managed by the Call Center manager has led to a decrease in work quality and productivity. The leasing space at Bayview Tower of 3,642 square feet., a space three times larger than the current location, will solely occupy the Customer Call Center staff, a trainer's office, training space, storage space, a kitchenet/copier room, and free garage parking.

This lease shall be for a term of 24 months beginning on February 1, 2021. The monthly base rent for the first year will be \$4,400.75, increasing to \$4,491.80 the second year. The City must also pay an initial security of deposit of \$4,400.75. The total for the first 12 months (including the deposit) is \$57,209.75, and the cost for the second 12 months is \$53,901.60. The total for the 24-month period is \$111,111.35.

ALTERNATIVES:

Leasing this space that is three times larger will allow Call Center staff to return to working on site in order to increase productivity and work quality with safety protocols in place. The alternative of rotating a work from home schedule in the smaller City Hall space has not been productive.

FISCAL IMPACT:

The fiscal impact for FY2021 is \$39,606.75 and includes the initial security deposit of \$4,400.75 plus eight months at \$4,400.75 per month. The expense will be paid from the Call Center's FY 2021 operating budget which is in the General Fund.

Funding Detail:

Fund:	1020
Organization/Activity:	11475
Mission Element:	172
Project # (CIP Only):	N/A
Account:	530160
Cost:	\$39,606.75

RECOMMENDATION:

Staff recommends approving the motion to authorize execution of a 24-month Lease Agreement with Bayview Tower, LLC, for the operation of the Customer Call Center.

LIST OF SUPPORTING DOCUMENTS:

Lease agreement