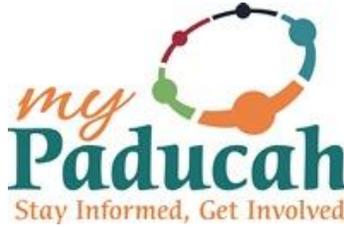


**NEWS  
RELEASE**  
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City of Paducah, Kentucky



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## **Requesting Public Input on *Customer Experience* for City Hall**

PADUCAH – The public input process regarding the City Hall Project continues with the request to now provide comments regarding the value, *Customer Experience*.

Public Information Officer Pam Spencer says, “This week, we want to know about customer experience. How can service delivery to citizens be improved at a city hall facility? Think about features that would make a visit more enjoyable and efficient. Also, we want input regarding elements such as access to records, parking, operational hours, and general building layout.”

Over the next week, please email thoughts about *customer experience* to [cityhallproject@paducahky.gov](mailto:cityhallproject@paducahky.gov) or post comments on the Paducah City Hall Project Facebook page (<https://www.facebook.com/PaducahCityHallProject>).

On Tuesday, August 5, the City Commission and department directors held a workshop to begin providing input on five project values. Each week through mid-September, the City will be requesting input on each of the values: *image, customer experience, functional buildings and work spaces, siting impacts, and sustainability*. Last week the City requested input on *image* specifically answering the question ‘What kind of message should a city hall building in Paducah communicate?’

The input from the public will be combined with input from the City Commission and directors to develop guiding principles for the project which will help steer the work of the City Hall Working Group once it is organized. One of the first decisions to be made is whether to renovate the existing City Hall building or design a new facility.



*Background: At their May 20, 2014 meeting, the Board heard a presentation about City Hall’s conditions from Baccus Oliver, a professional engineer with Marcum Engineering. Over the past few months, Marcum Engineering; Bacon, Farmer, Workman Engineering; and Peck, Flannery, Gream, Warren worked together to conduct an assessment of City Hall’s structure, layout, security, seismic upgrade requirements, and renovation possibilities. The study shows that the 61,000 square foot building which opened in 1964 is showing significant deterioration in its concrete roof canopy and with many of its electrical and mechanical systems. To protect the safety of the employees and citizens, access to the building is limited to the 5<sup>th</sup> Street entrance. Also, barricades have been placed around the building limiting access under the concrete roof canopy which is deflecting or sagging nearly 9 inches at its corners.*

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