

Gardiner City Hall Programming Questionnaire

Smith Reuter Lull Architects is currently in the initial phase of a planning study for the future of the site and the collection of buildings which currently house the Gardiner City Hall, police, fire safety, and building and grounds on Church Street. We are working to understand and analyze how the site and buildings are currently used, and will be working with the Town to develop a plan for how this location may be best used in the future.

In an effort to gather information on all departments currently working within the Gardiner City Hall facility, we are asking that you fill out this brief questionnaire. Our goal is to develop a clear picture of how the current City Hall operates, what shortcomings may exist, and identify the requirements and desires each of you may have that will help establish a direction for the future of this facility.

Please respond to this questionnaire before April 14, by editing this file within Word and email it back to Ted Vedock at ted@smithreuter.com or print it out, fill it in and fax it to 786-5625. Thank you.

1. Department Name: **Gardiner Police Department**
2. Name of person filling out this questionnaire: **Chief James M. Toman**
3. Please give a brief description of your role, and the functions your department is expected to perform on a daily basis. **Chief of Police - 24 hr administering of the Police Dept, to include staffing, budgeting, crime analysis, etc. We provide safety and security to Gardiner's citizens. Respond to calls for assistance, patrol city streets, traffic enforcement, criminal and motor vehicle investigations, parking problems, animal complaints, report writing, making arrests when necessary, crime prevention, public speaking, etc.**
4. What are your department's hours of operation? **24 hours a day, 7 days a week**

5. Please list the names of the individuals who currently occupy (or will be occupying in the foreseeable future) your department and what their job entails.

Myself - brief duties listed above

Dolores Daoust - Admin Assistant - Performs all administrative reporting functions for the Police department, fire department and is the City of Gardiner's Welfare Director.

Sgt. Stanley Guilmette - Patrol Supervisor - Supervises patrol shifts, does investigations of criminal and motor vehicle violations, prepares reports, also responsible for maintaining Departments evidence

Sgt. Todd Pilsbury - Same basic description as Sgt. Guilmette. Sgt. Pilsbury is in charge of our reserve officers and is the approving Sgt. On all court paperwork and accident reports.

Sgt. William Ellis - Same basic descriptions the previous two Sgts. Is responsible for approving other required departmental paperwork.

7 Patrolman - Julian Harwood, Scott MacMaster, Normand Gove, James Gioia, Isaiah Peppard, Daniel Murray, and Stacey Blair. Harwood is the department's School Resource Officer who, during the school year works out of the school, during summer and vacations he performs all patrol functions. Stacey Blair assigned to Maine Drug Enforcement Agency. All other listed patrolman report to work as assigned and perform the above duties on a regular basis. The Gardiner Police Department also employs 7-15 part-time reserve police officers.

Reserve officers are called on an as needed basis and are expected to perform the above listed activities.

The department will also be having a utility clerk occupying space which is currently being

utilized by our soon to be departed dispatchers. The clerk will be doing data entry, answering and transferring phone calls, assisting with city paperwork, etc.

6. What are your department's space needs, and how will each of those spaces be used? Please list individual spaces needed as well as spaces that could be shared within the department or within the facility, such as copier rooms, conference rooms, storage rooms, etc.
Currently, we have 2 offices, one occupied by myself and one occupied by the department's administrative assistant. Everything else is shared due to spacial issues. Spacial needs include, an office for the Sgt.'s, a report writing room for the officers, a combined locker room with shower facilities that must be useable by current and future female employees, a booking room, an on site room for property and evidence. A conference room big enough to hold meetings with staff which could also be utilized as an interview/interrogation room and training room. A sally port available to park a car in which provides easy access to the prisoner booking area. To name a few.

What sort of public interaction is required for your department? For example, do you require a reception area, waiting room or a service counter? We have constant public interaction based on our job's duties and responsibilities, so, yes to all! We definitely need the ability, which we lack now to separate multiple parties/combatants whether they are here for the same issue or different issues, which occur on a regular and frequent basis.

Do you require confidential meeting rooms or offices? Absolutely

Are there any special security requirements? Absolutely, certain parts of our facility must be monitored by camera to ensure officer, public, and arrestees safety and security. The department must also have restricted access due to the work we perform and the highly sensitive material that we deal with on a day to day basis.

What other special requirements does your department have? I believe that most of the requirements have been mentioned to this point.

7. How well does your current space accommodate your functional needs and space requirements?
It does not accommodate us overall.
8. Do you have special requirements for use of the parking area and building entrances? For example, do you need an exterior door, or can your department be accessed from a public interior lobby or corridor? Do you require special parking requirements, such as dedicated parking adjacent to the building? Critical that we have limited access for the reasons that I have stated above. Parking, it would be very nice for the officers personal vehicle safety that they have a restricted access parking area that is also monitored by a camera system. It would also be practical for officers to enter the facility via a non-public entryway, which is unavailable at this time.
9. What other observations do you have with regard to any other aspect of the existing building and the manner in which it functions?
For far too long we have made adjustments after adjustments in order to accommodate existing

staff so that each function/department located within the City Hall confines has the space that they need in order to perform their functions to the best of their ability.

10. What other comments would you offer with regard to your vision for the future of the City Hall facility?

Based on what has occurred and what will need to occur in order for public safety to function at their highly successful level, more staff will be needed as the City is growing.

Based on that, I hope that public safety (Police and Fire Department) is moved from this building to a to be determined off-site location. Our special needs will then be met. Further, City Hall offices can than takeover the existing public safety space which will easily accommodate their needs. The Fire Department truck area can be torn down which would then provide for much needed parking spaces.

We are planning to be at the Gardiner City Hall during the week of April 17th to meet with staff, and discuss your current operations, your future needs, and your vision for the future of the Gardiner City Hall facility. We hope that this questionnaire will serve to provide us with the basis of information to begin our analysis, and also stimulate your thoughts to help you prepare for our meeting. Please bring any questions, concerns or additional information you wish to share to this meeting.

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1. Department Name: Front Office
2. Name of person filling out this questionnaire: Deirdre Berglund, City Clerk
3. Please give a brief description of your role, and the functions your department is expected to perform on a daily basis.

Work in the Front Office with walk-in customer service re: registering motor vehicles, collecting taxes, sewer billing/payments, Genealogy, general questions, Registrar of Voters

4. What are your department's hours of operation? 8 - 4:30
5. Please list the names of the individuals who currently occupy (or will be occupying in the foreseeable future) your department and what their job entails.

Michelle Fournier - Tax Collector
Rebecca Seiberg - Utility Account Clerk
Deirdre Berglund - City Clerk

6. What are your department's space needs, and how will each of those spaces be used? Please list individual spaces needed as well as spaces that could be shared within the department or within the facility, such as copier rooms, conference rooms, storage rooms, etc.

Vault - currently there is a 10 x 10 vault located across the hall. Access is only available through Assessing office. Clerk responsible for maintaining all City Records.

Conference Room - currently Council room is only conference room available. There is not room for researchers to do genealogy that the clerk can manage properly. Would like to be able to monitor and preserve the records.

What sort of public interaction is required for your department? For example, do you require a reception area, waiting room or a service counter?

Service Counter and place to talk privately—i.e., small conf room.

Do you require confidential meeting rooms or offices?

Small room would be nice

Are there any special security requirements?

Vault would need to be fire proof

What other special requirements does your department have?

7. How well does your current space accommodate your functional needs and space requirements?

Current front office space/counter works well for everyday, however, hall gets a congested when there is a line.

8. Do you have special requirements for use of the parking area and building entrances? For example, do you need an exterior door, or can your department be accessed from a public interior lobby or corridor? Do you require special parking requirements, such as dedicated parking adjacent to the building?

Large meeting room for elections and parking would be nice.

9. What other observations do you have with regard to any other aspect of the existing building and the manner in which it functions?

10. What other comments would you offer with regard to your vision for the future of the City Hall facility?

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1. Department Name:

Finance

2. Name of person filling out this questionnaire:

Patricia A Coty

3. Please give a brief description of your role, and the functions your department is expected to perform on a daily basis.

I am responsible for the financial portion of the City (payroll, accounts payable, budget prep, audit, investments, banking and all associated reporting), as well as administration of employee benefits and processing new employee paperwork, and W/C and labor reports, . I also perform the daily backups of the computer system, and do the majority of bulk office supply ordering.

4. What are your department's hours of operation?

Monday through Friday - 8 am to 4:30 pm

5. Please list the names of the individuals who currently occupy (or will be occupying in the foreseeable future) your department and what their job entails.

Patricia A Coty (See #3 for responsibilities)

6. What are your department's space needs, and how will each of those spaces be used? Please list individual spaces needed as well as spaces that could be shared within the department or within the facility, such as copier rooms, conference rooms, storage rooms, etc.

The Finance Office requires desk space for the Administrator, as well as a separate computer workstation. A minimum of 4 locking file cabinets for the secure storage of personnel records, financial records, etc. Shelving units for storage of financial histories, forms, manuals, as well as space for a laser printer and two extra chairs.

What sort of public interaction is required for your department? For example, do you require a reception area, waiting room or a service counter?

Very limited public interaction, but daily, often frequent, internal interaction.

Do you require confidential meeting rooms or offices?

No

Are there any special security requirements?

Only locking files

What other special requirements does your department have?

Relative quiet

7. How well does your current space accommodate your functional needs and space requirements?

Extremely well

8. Do you have special requirements for use of the parking area and building entrances? For example, do you need an exterior door, or can your department be accessed from a public interior lobby or corridor? Do you require special parking requirements, such as dedicated parking adjacent to the building?

No special requirements

9. What other observations do you have with regard to any other aspect of the existing building and the manner in which it functions?

The location of some offices, especially those with more than occasional public interaction, should be more centralized with other "public" offices. Offices with little interaction with the public should be located away from these offices, as many require a more quiet work environment. The "cold storage" area needs to be reorganized and kept by department.

10. What other comments would you offer with regard to your vision for the future of the City Hall facility?

The City needs a more functional facility with central air and rezoned heat. The City also needs additional room for storage of materials that, under State law, must be kept for several years or forever.

We are planning to be at the Gardiner City Hall during the week of April 17th to meet with staff, and discuss your current operations, your future needs, and your vision for the future of the Gardiner City Hall facility. We hope that this questionnaire will serve to provide us with the basis of information to begin our analysis, and also stimulate your thoughts to help you prepare for our meeting. Please bring any questions, concerns or additional information you wish to share to this meeting.

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1. Department Name: *Fire Dept*
2. Name of person filling out this questionnaire: *Chief Mark Kimball*
3. Please give a brief description of your role, and the functions your department is expected to perform on a daily basis.
Fire & Rescue Services Chief - Fire & Rescue Emergency Responses
4. What are your department's hours of operation? *24/7*
5. Please list the names of the individuals who currently occupy (or will be occupying in the foreseeable future) your department and what their job entails.
*13 Firefighter Paramedics
20+ call Firefighters*
6. What are your department's space needs, and how will each of those spaces be used? Please list individual spaces needed as well as spaces that could be shared within the department or within the facility, such as copier rooms, conference rooms, storage rooms, etc. *Our space is maxed at this time both in living space & vehicle space.*

What sort of public interaction is required for your department? For example, do you require a reception area, waiting room or a service counter? *Reception Area
would be convenient*

Do you require confidential meeting rooms or offices? *yes*

Are there any special security requirements? *yes*

What other special requirements does your department have? *we have limited TRAINING OR CONFERENCE area within this Facility*

7. How well does your current space accommodate your functional needs and space requirements? *Not very well, apparatus bays are overcrowded & living space is overcrowded*

8. Do you have special requirements for use of the parking area and building entrances? For example, do you need an exterior door, or can your department be accessed from a public interior lobby or corridor? Do you require special parking requirements, such as dedicated parking adjacent to the building? *yes we need exterior entrances for our Firefighters*

9. What other observations do you have with regard to any other aspect of the existing building and the manner in which it functions? *The Fire apparatus bays were an existing building from the early 1950's & City Hall constructed 1969 functional for that time? NOT FULLY FUNCTIONAL AT THIS TIME. HOWEVER WE MAKE DO WITH WHAT WE HAVE. IN 31 YRS OF EMPLOYMENT HERE WE HAVE MOVED MANY WALLS WITHIN THE SAME SQ. FT.*

10. What other comments would you offer with regard to your vision for the future of the City Hall facility? *I THINK MR. SMITH WAS RIGHT ON TARGET THIS FACILITY EITHER NEEDS TO BE CITY HALL OR PUBLIC SAFETY.*

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