

Olmsted County Kiosks & Remote Work

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Director of Facilities & Building Operations



Building the foundation of a vibrant community

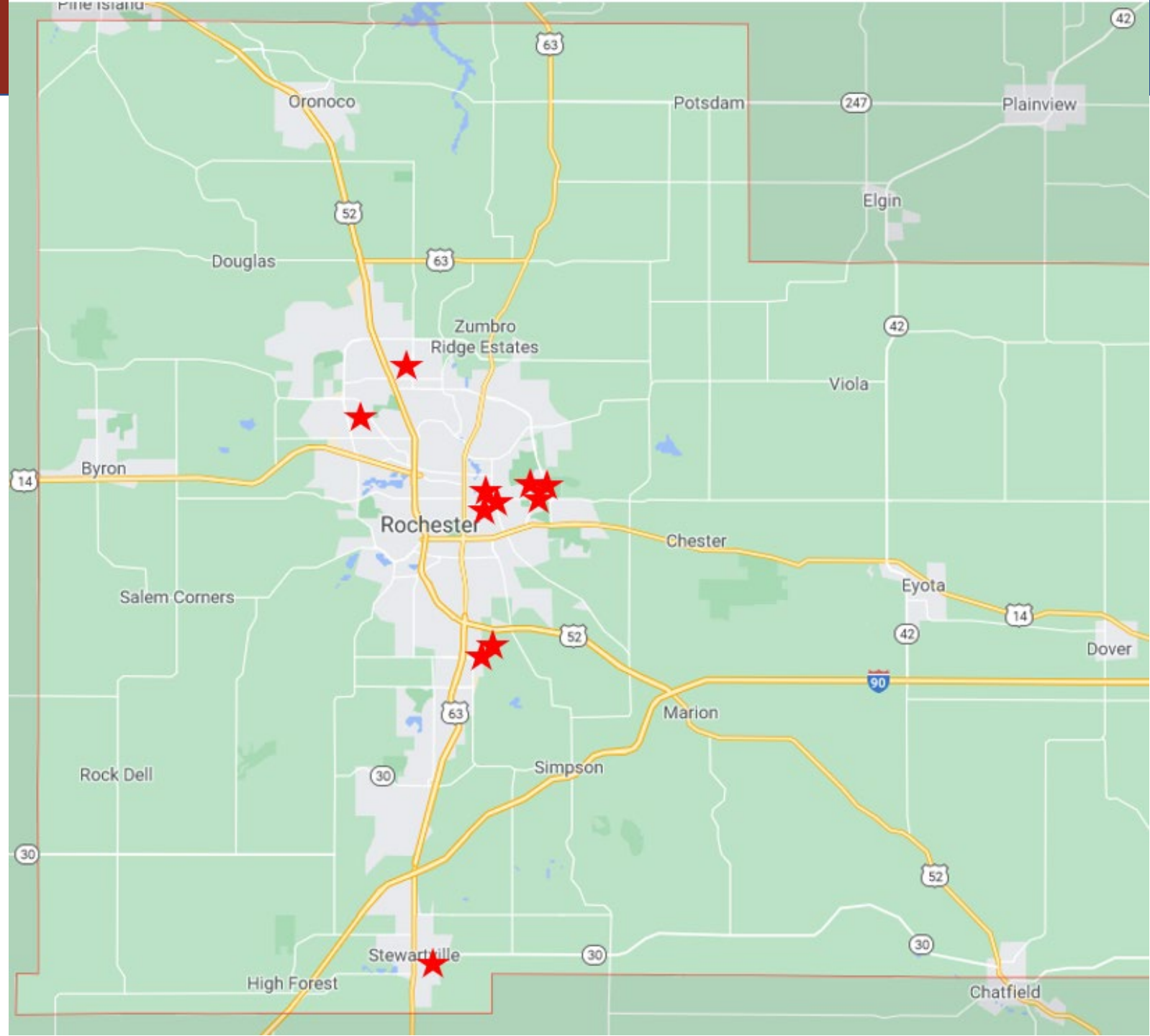
Kiosks

- Initiated as a response to COVID-19 pandemic
 - County buildings were closed to the public
 - Many services were in greater demand (housing & food assistance)
 - Improve accessibility outside of normal business hours
- Advanced Kiosks
 - Selected as vendor
 - Orders placed in 2020 using Coronavirus Relief Funds (CRF) ≈ \$8,000/kiosk
 - <https://advancedkiosks.com/>



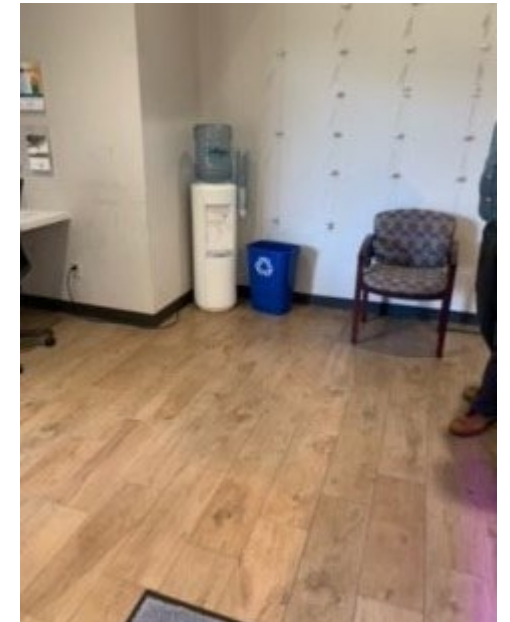
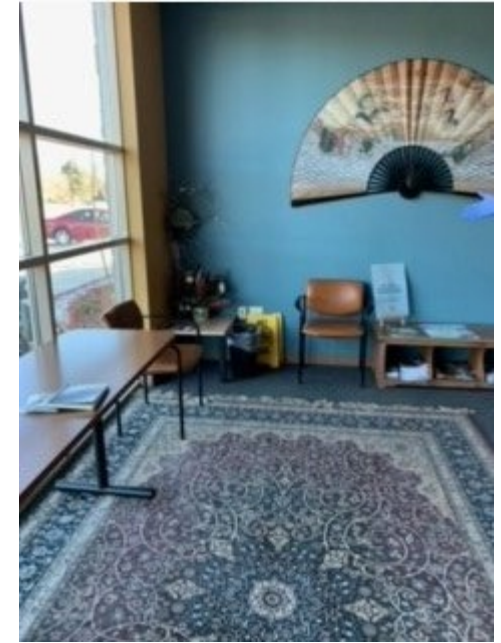
Kiosks

- Kiosk Partners
 - Family Service Rochester
 - Salvation Army
 - Channel One
 - Intercultural Mutual Assistance Association
 - Zumbro Valley Health Center
 - Rochester Public Library
 - Stewartville Public Library
 - County Buildings
 - Government Center
 - 2100 Building
 - 2117 Building



Kiosks

- Site Visits
 - Accessible location
 - Power
 - Data
 - Attachment (wall or floor)



Kiosks.....

- Originally scheduled installation – January 20 – 21, 2021
 - Software updates
 - Accessibility (508 compliance, hearing/vision impaired, etc.)
 - Service directory content and organization
 - Button design and screen saver
 - End user documentation
 - Kiosk partner coordination/communication
 - Testing, testing, testing.....



Kiosks

- Scheduled for installation July 8-9, 2021
- Other considerations
 - Plans for support
 - Future enhancements
 - Printing
 - Scanning
 - Telephone
- Creating secure spaces for after hours use

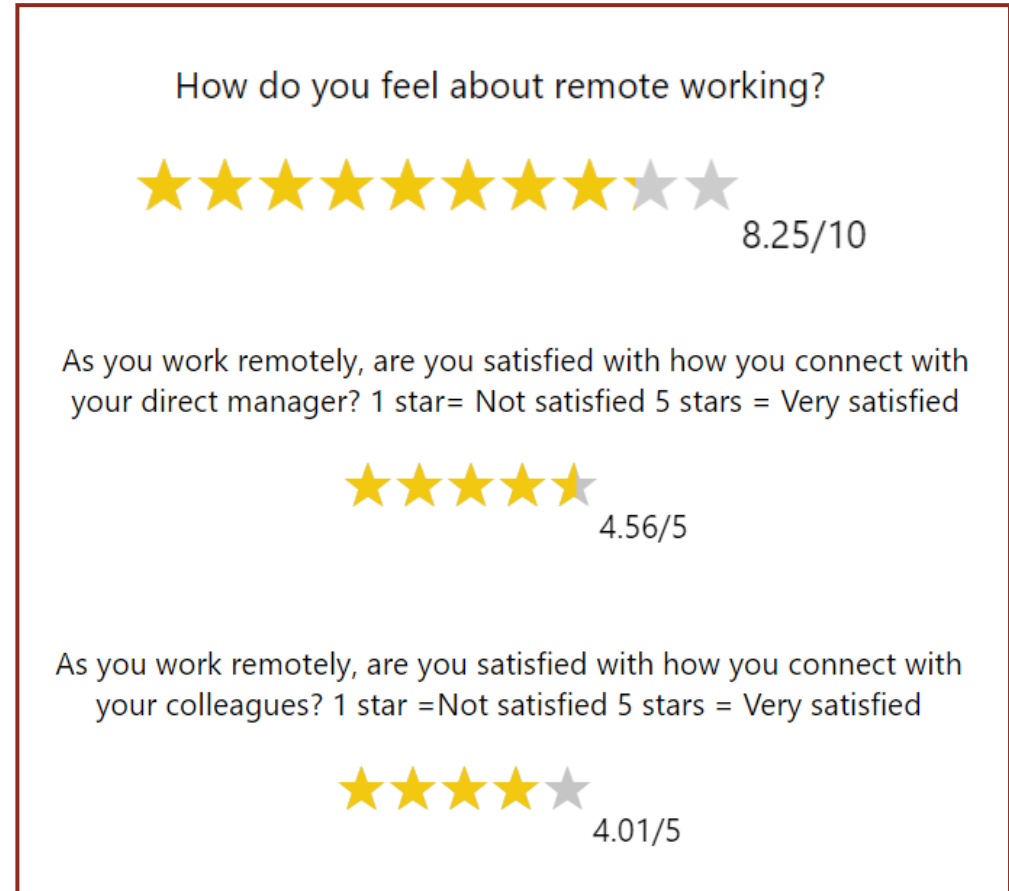


Remote Work Staff Survey – July '20 & January '21

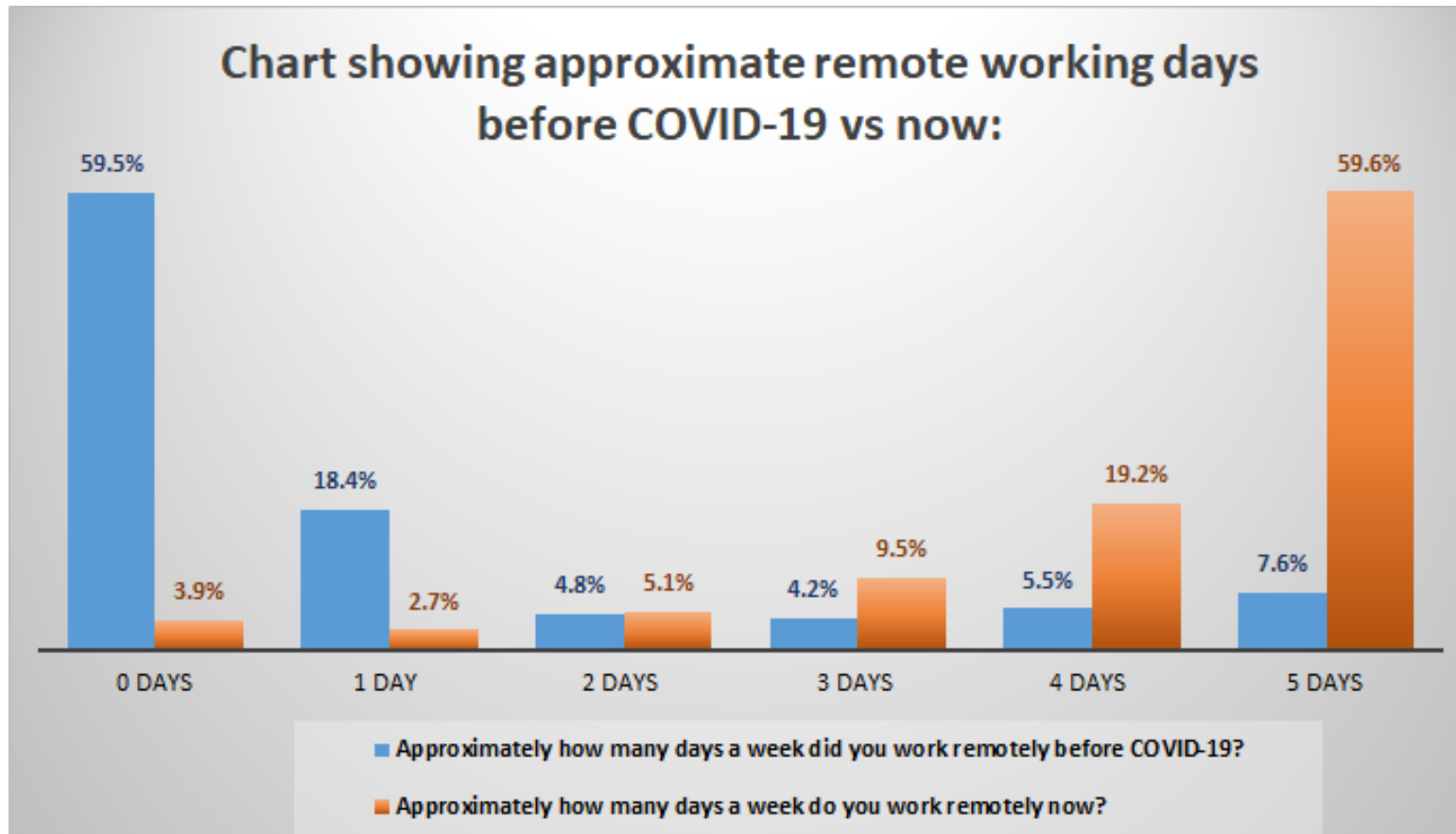
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- Department Directors shared the survey with staff that are currently working remotely
- Total 589 survey responses (45.6% of OC employees)
- Overall positive reviews for remote working
- Remote staff showed better connection with their direct supervisors as compared to co-workers

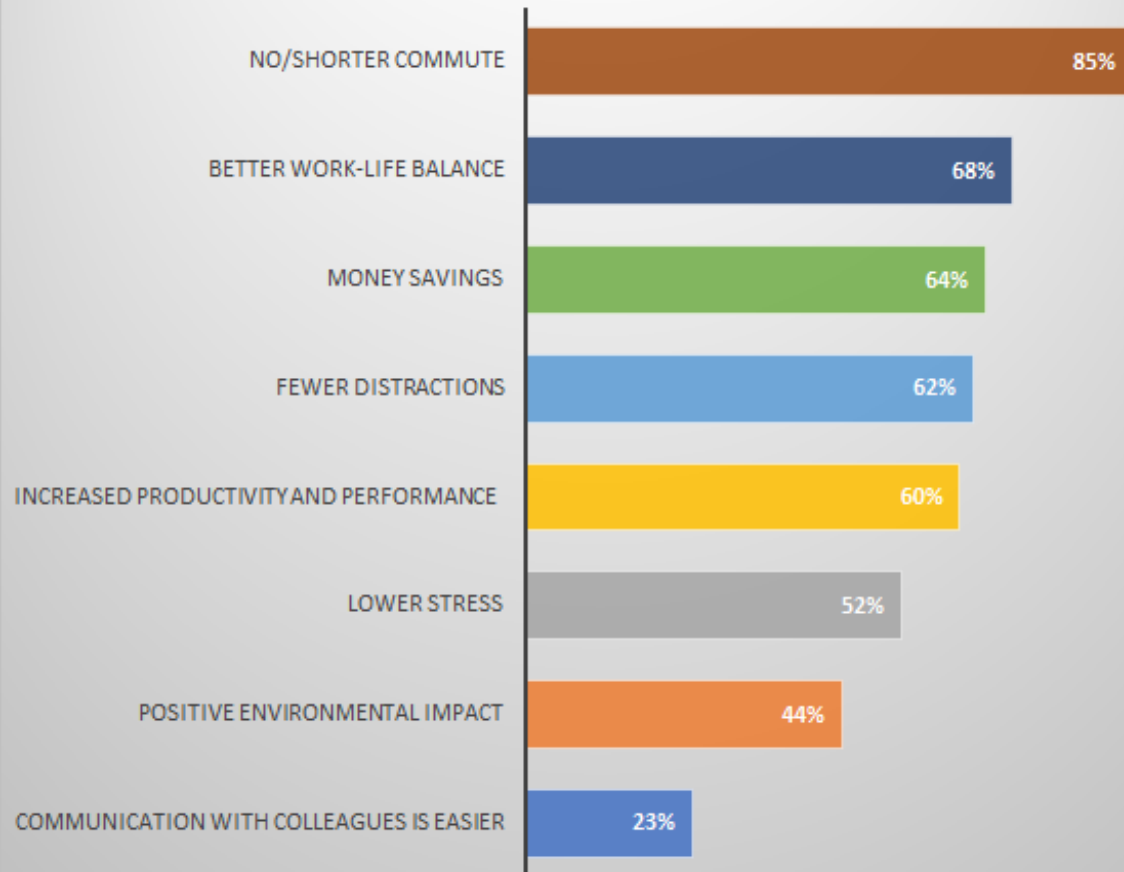


- **Pre Covid-19:** around 17% of the survey respondents worked remotely more than 3 days a week
- **Covid-19:** around 90% of the survey respondents work remotely 3 days or more a week
- **Long term:** Around 70% of survey respondents would continue working remotely either as full time or part time if their department considers it as a long-term strategy.
 - **DISCONNECT BETWEEN EMPLOYEES & SUPERVISORS**

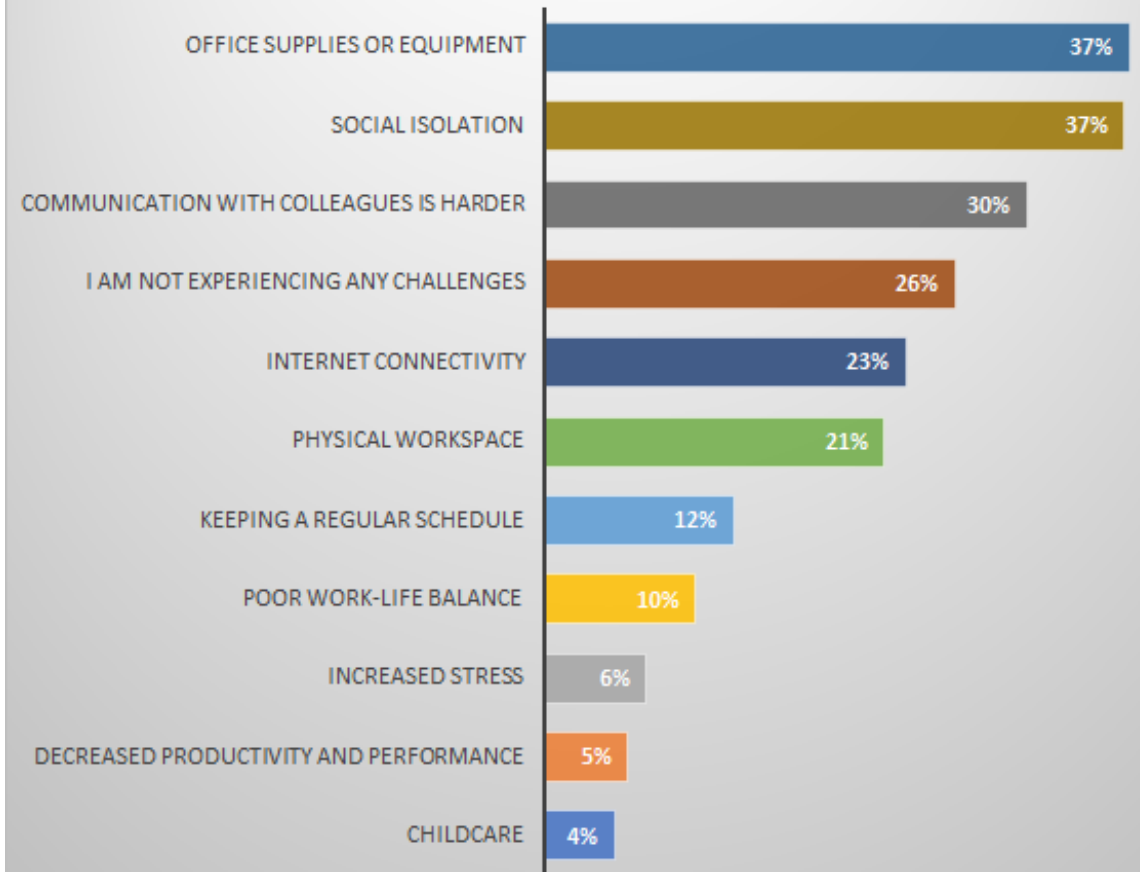


What our staff appreciated as part of remote working as well as some of their top challenges:

What advantages have you experienced while working remotely? (N=575)



What challenges have you experienced while working remotely? (N=571)



Initial Findings

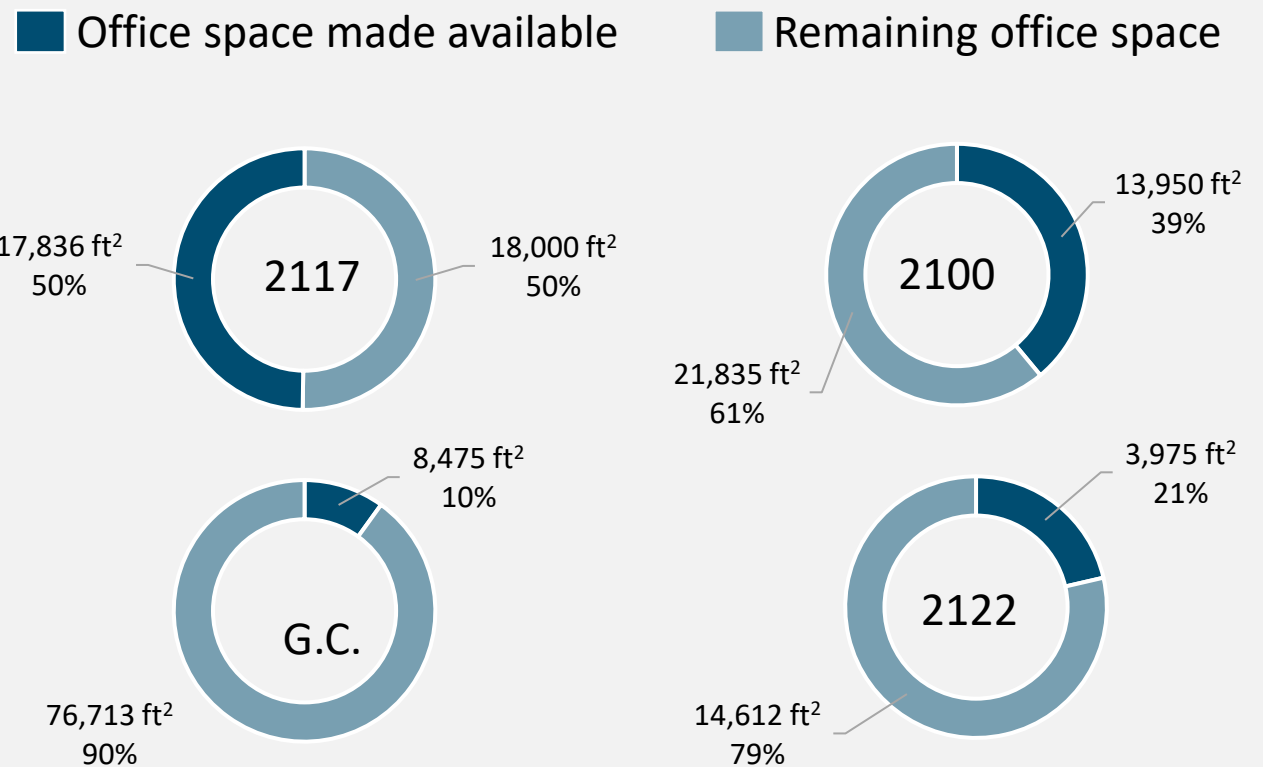
- Modernize language from “Telecommuting” to “Remote Working”
 - Goal of meeting organizational & public’s needs, while delivering high quality customer service
- Potential cost saving examples:
 - 40% reduction in printing (approx. \$130,000 in savings so far)
 - Energy use in buildings (sustainability lens)
- Consider re-investing cost savings to create effective remote workspaces
 - Furniture Options
 - No stipend



Space Planning- In Process

- Based on estimated long-term remote staff, around 44,000 ft² could be made available for office space in the County.
- Assume 150 ft² per employee – includes circulation, work area, informal meeting space in calculation.
- 'Calculated' and 'remaining' office space excludes major circulation (corridors, elevators, stairs), mechanical rooms, restrooms, large meetings rooms, and lobbies.

How much office space is made available based on estimated long-term remote staff?



What's next?

- Updated policy
- Remote working agreement
- Furniture options
- Short-term workspace modifications as needed
- Long-term workspace planning

Position	Job Description	Area	Full-Time Remote	Days in Office/Week						Total
				1 day	2 day	3 day	4 day	100% Offi	Unsure	
Technician 2	Accounting Technician	2117						1		1
Technician 2	Accounting Technician	2117	1							1
Accountant	Accountant	2117	1							1
Assistant Controller	Manager Treasury	Gov't Center/Treasury	1							1
Associate CFO	Manager	Gov't Center	1							1
Senior Accountant	Senior Accountant	Gov't Center				1				1
Assistant Controller	Assistant Controller	Gov't Center	1							1
Technician 2	Accounting Technician	Gov't Center	1							1
Treasury Specialist	Treasury Specialist	Gov't Center/Treasury			1					1
Technician 2	Accounting Technician	Gov't Center/Treasury		1						1
Technician 2	Accounting Technician	Gov't Center				1				1
Accountant	Accountant	Gov't Center				1				1
Technician 2	Accounting Technician	Gov't Center/Treasury				1				1
Technician 3	Accounting Technician	Gov't Center	1							1
Assistant Controller	Manager - AP	Gov't Center	1							1
CFO	Manager - Finance	Gov't Center		1						1
Controller	Manager PW Finance	2122		1						1
Assistant Controller	Manager	2122		1						1
Accountant	Accountant	2122		1						1
Assistant Controller	Manager - AP	2122		1						1
Technician 2	Accounting Technician	2122	1							1
Technician 2	Accounting Technician	2122			1					1
Technician 2	Accounting Technician	2122	1							1
Contracts Manager	Purchasing Technician	Purchasing/2122			1					1
Contracts Manager	Purchasing Technician	Purchasing/2122			1					1
Purchasing Manager	Manager	Purchasing/2122			1					1
Financial Systems Mgr	Manager	FAST/2122	1							1
Information Systems Analyst	Analyst	FAST/2122		1						1



Conclusion

- CIP impacts
 - Secure lobbies
 - Remote work impacts
- Major takeaways
 - Partnerships
 - Communication, communication, communication
 - Who's on first?



Any questions?

