



Town of Zionsville | 1100 West Oak Street | Zionsville, Indiana 46077 | www.zionsville-in.gov

Town Hall Reconfiguration Project FAQs

On February 16, Town of Zionsville administration presented to Town Council on the proposed Town Hall reconfiguration project. Here are some FAQs on this project.

How will the interior of Town Hall be changing this year?

This reconfiguration project would add a customer-centered Municipal Action Center (MAC) on the first floor. When you enter Town Hall, the MAC will be the one space you can go for all government services. We are moving administrative staff from DPW and Parks to Town Hall by finishing the vacant space on the second floor.

How will this reconfiguration better serve residents?

The MAC provides a customer-centric process

- Maximizes return on investment made by community in resources
- Reduces uncertainty as to who, what, where, when and how
- Eliminates the bounce back/redirect
- Facilitates a true 'one-stop' experience in terms of service

Residents expect and deserve the highest level of service. Staff strives to provide the highest level of service. The MAC brings together experts and services from all departments:

1. Finance and Records
2. Fire
3. Municipal Relations
4. Parks and Recreation
5. Planning and Economic Development
6. Police
7. Public Works
8. Wastewater

Resident experience: I need to get fingerprints, a community garden plot, pay my sewer bill, register my kid for nature camp, notarize my will, file for a building permit, register my golf cart and figure out where I can build my new in-ground pool.

Currently, before this reconfiguration (and COVID-19), this requires at least four different sites/offices: Police Department, Parks and Recreation, Finance, Planning and Economic Development. With reconfiguration, this is one stop – all services are available in the MAC.

Administration 317.344.1167	Finance & Records 317.873.5410	Police 317.873.5967	Parks & Recreation 317.733.2273	Public Works 317.873.4544
Town Council 317.873.5130	Town Court 317.873.8240	Fire 317.873.5358	Planning & Economic Development 317.873.8247	



How will this reconfiguration better serve Town staff?

Staff from Administration, Finance, Fire, Parks and Recreation, Planning and Economic Development and Public Works will all be in one place making collaboration easier. Customer-facing staff in the MAC will be cross trained so they can better serve residents.

Why are these improvements needed?

We want to serve our customers to the best of our ability and bringing services and experts together allows us to do so. Also, we need additional office space for existing staff.

How much do these improvements cost?

\$367,694 (professional services, construction, furniture, IT labor and cable, and contingency). The Town has \$249,670 set aside for this work already and is asking Town Council for an additional appropriation of \$118,000.

Are there cost savings?

There is a high-cost savings when we compare the 2018 plans for a new municipal complex (approximately \$15.6 million for demolition and the build-out of a new Street and Stormwater building, Parks Department building and Nature Center).

In addition, by adding DPW to the second floor of Town Hall, in comparison to the 2018 plans, we are eliminating 3,045 square feet – an initial savings of \$478,188. By adding the Parks Department to the second floor of Town Hall, in comparison to the 2018 plans, we are eliminating 3,906 square feet – an initial savings of \$1,188,552. That's a long-term cost savings of \$1.3 million.

How will the current Municipal Services Building change?

Zionsville Police Department will have no change. While DPW and Parks Department office staff are moving to the second floor of Town Hall, both these department *operations* will remain in place at the Municipal Services Building.

Will the public still be able to utilize meeting rooms and the Community Room in the future?

Yes! These are unaffected by the reconfiguration.