



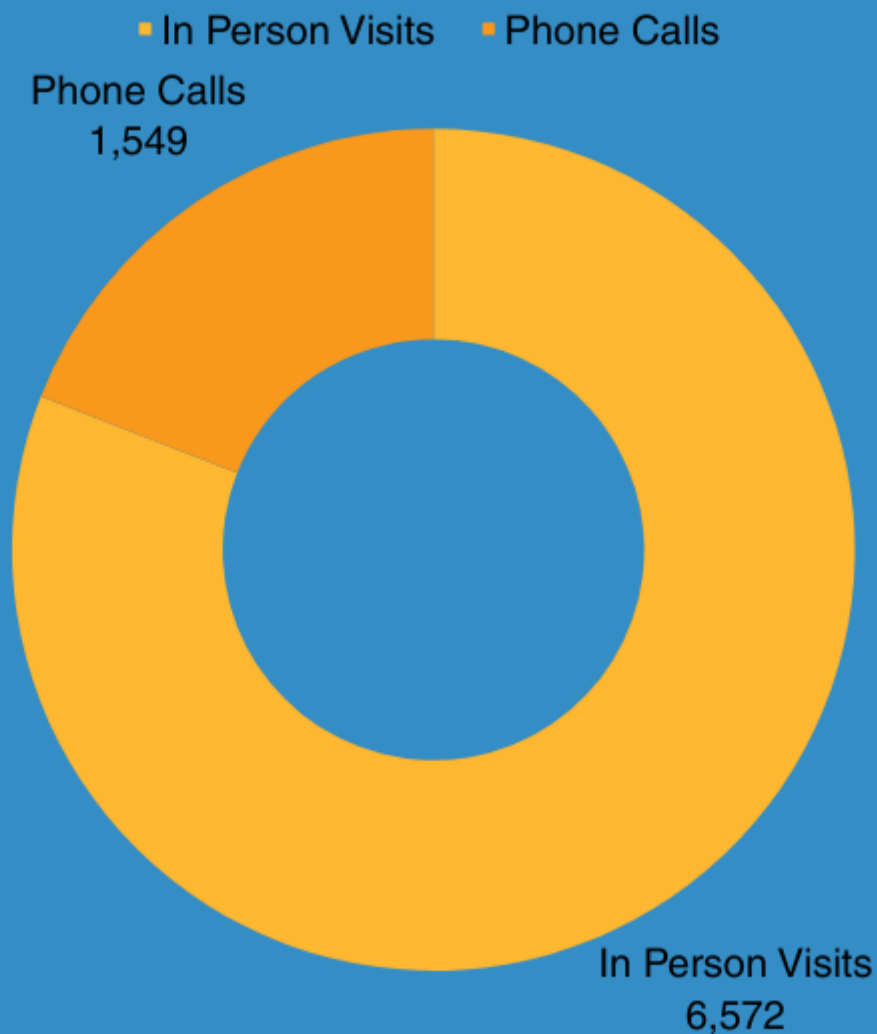
Palm Desert Visitor Services

 PALM DESERT

Where are we now?

The Palm Desert Visitor Services annually provides in-person service to 6,572 people at City Hall, and responds to 1,549 phone calls.

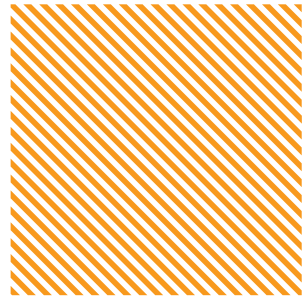
Visitor Services has been located at City Hall for the past 8-years.



Customer Service

Current Location	
Pros	Cons
Civic Center Location	Limited to Weekday Hours
Support Staff in Proximity	Limited Space
	City Business vs. VS. Conflicts
	No Ability/Room for Merchandise

What's Being Proposed



Opportunity: The renovation of the current library building planned offers an excellent opportunity to move Visitor Services to the building as it becomes a City facility. This move would take immediate advantage of the synergy between the Library and Visitor Services in advance of any future construction, providing a higher level of customer service to our visitors than is available in its current location.

Library Location	
Pros	Cons
Open Seven (7) days a week	Staffing plan options for expanded operations
In design phase: spacing can be determined now	
Ability for Merchandise	
Trial too determine spacing needs in a new facility	
Training Opportunity for Library/VS Staff	

Questions and Feedback

