

**City Hall
Customer Service Window and Re-Entry**

Physical Changes – City Hall First Floor

Environment, Infrastructure and Community Services Committee

Report: EICS-17-20

Presented By:
Ken Pirhonen
Manager of Facility Assets
EICS – Facility Assets Section

May 2020 – City Council Motion

- ▶ *“ Motion to amend Report BEDC-02-20 Red Tape Red Carpet Implementation Update, Q1 2020 to direct the Executive Director of Environment, Infrastructure and Community Services to report back in July 2020 on preliminary service redesign plans for Phase 1 City Hall reopening including but not limited to customer experience interfaces and staff workspace accommodation changes required to meet COVID 19 workplace requirements. “*

Red Tape – Red Carpet RC-16

- ▶ Red Tape Red Carpet Recommendation RC16 called for the creation of an “Open for Business” customer service window, ideally on the first floor of City Hall, co-locating key staff from different business-related departments for easy public access and on-the-spot collaboration & problem solving.



COVID-19

- ▶ City Hall Closed in March 2020
- ▶ Social Distancing Requirements
- ▶ Restraints in current City Hall Floor plans
- ▶ Staff working remotely
- ▶ New way of doing business

Design Approach

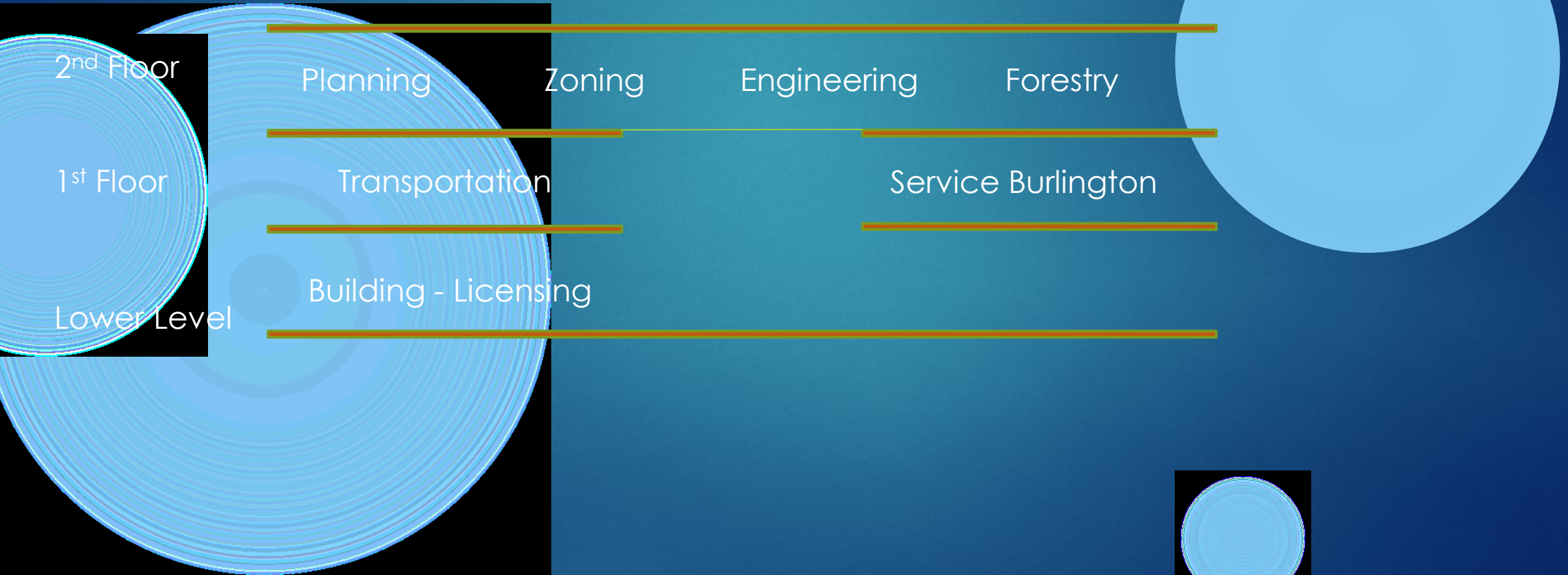
- ▶ **Focus around the Customer**
- ▶ **Provide Staff the tools required to provide an outstanding customer experience**
- ▶ **Provide a flexible space to accommodate COVID-19 requirements**

Administration Staff Accommodation Study

- ▶ Included all administration Space including City Hall and Sims Square
- ▶ A balance of three key items
 - ▶ Space - “Me Space” to “We Space”
 - ▶ Technology
 - ▶ Culture
- ▶ One Window process relies on the above to achieve customer excellence

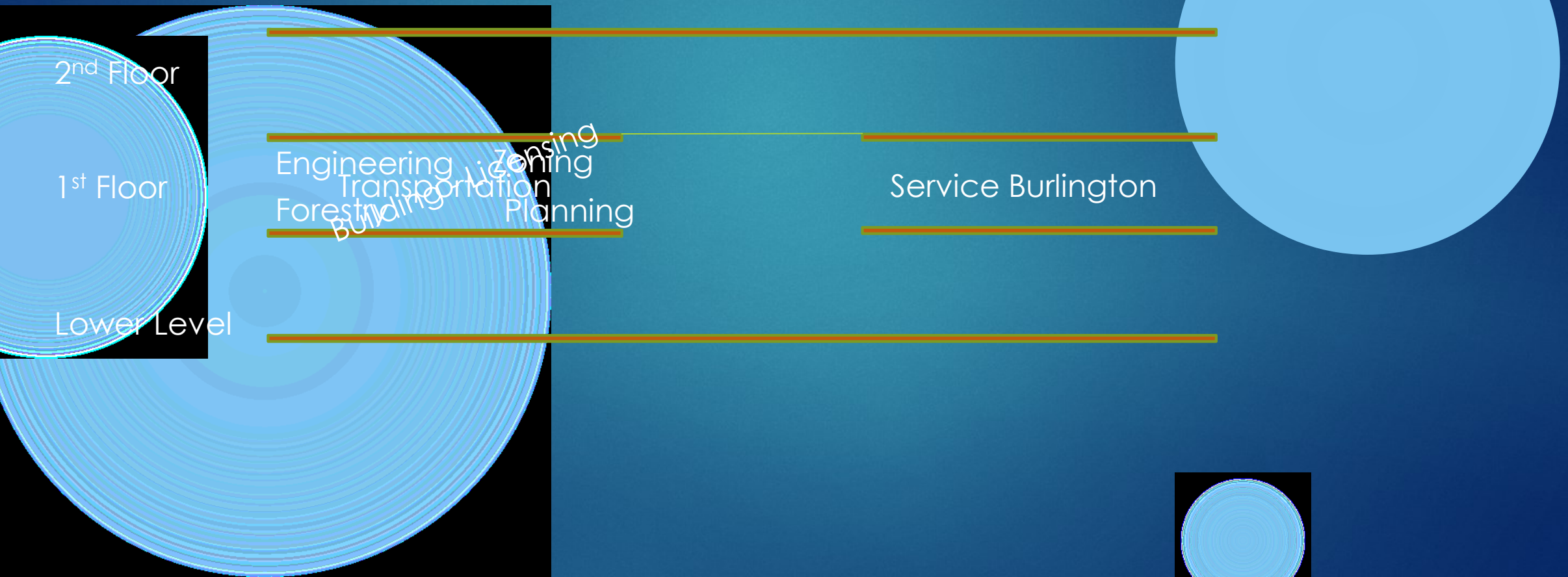
Current City Hall Department Locations

- ▶ Departments are located across multiple floors in City Hall

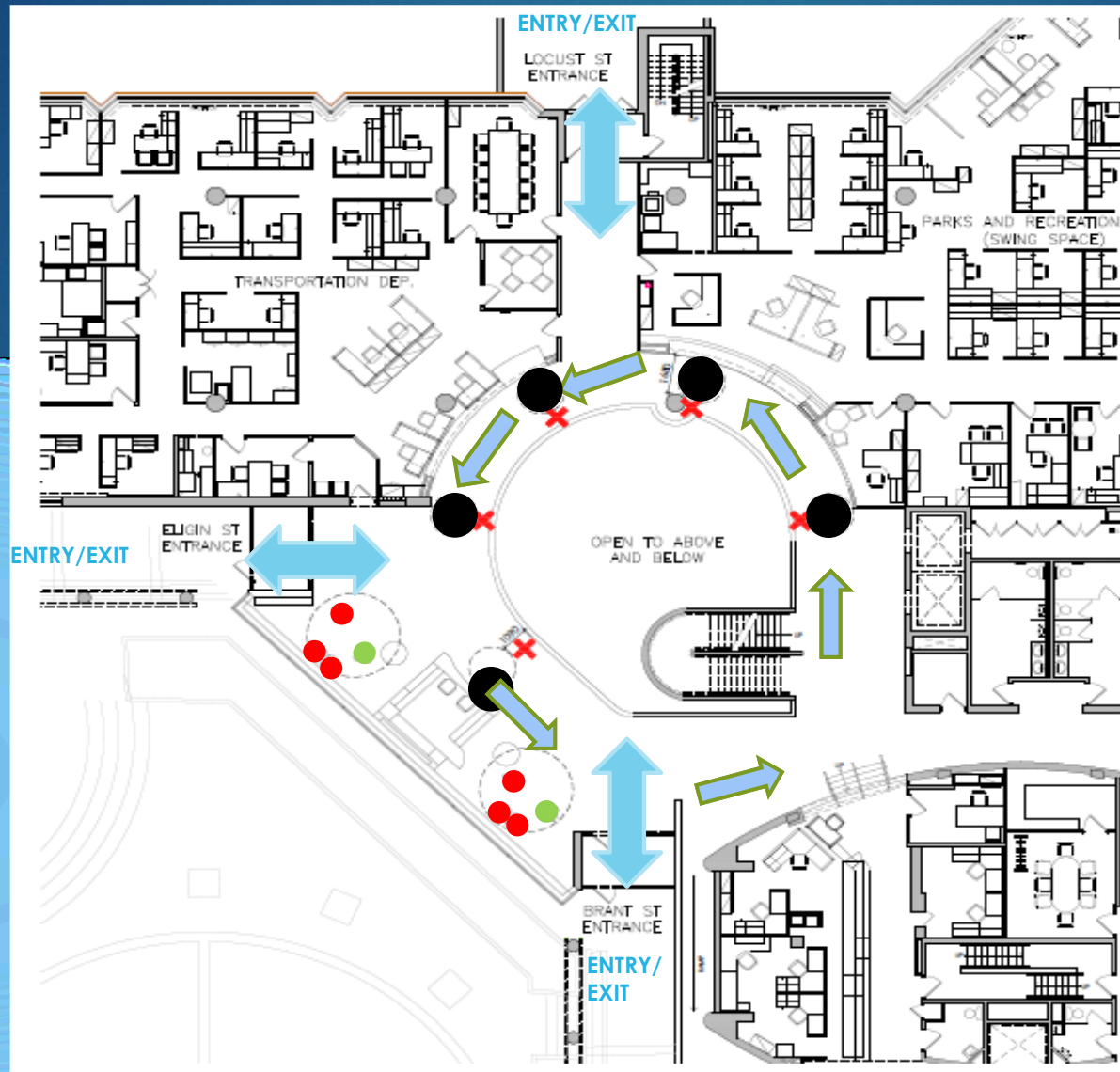


Red Tape – Red Carpet Recommendation

- ▶ One Counter to discuss development applications



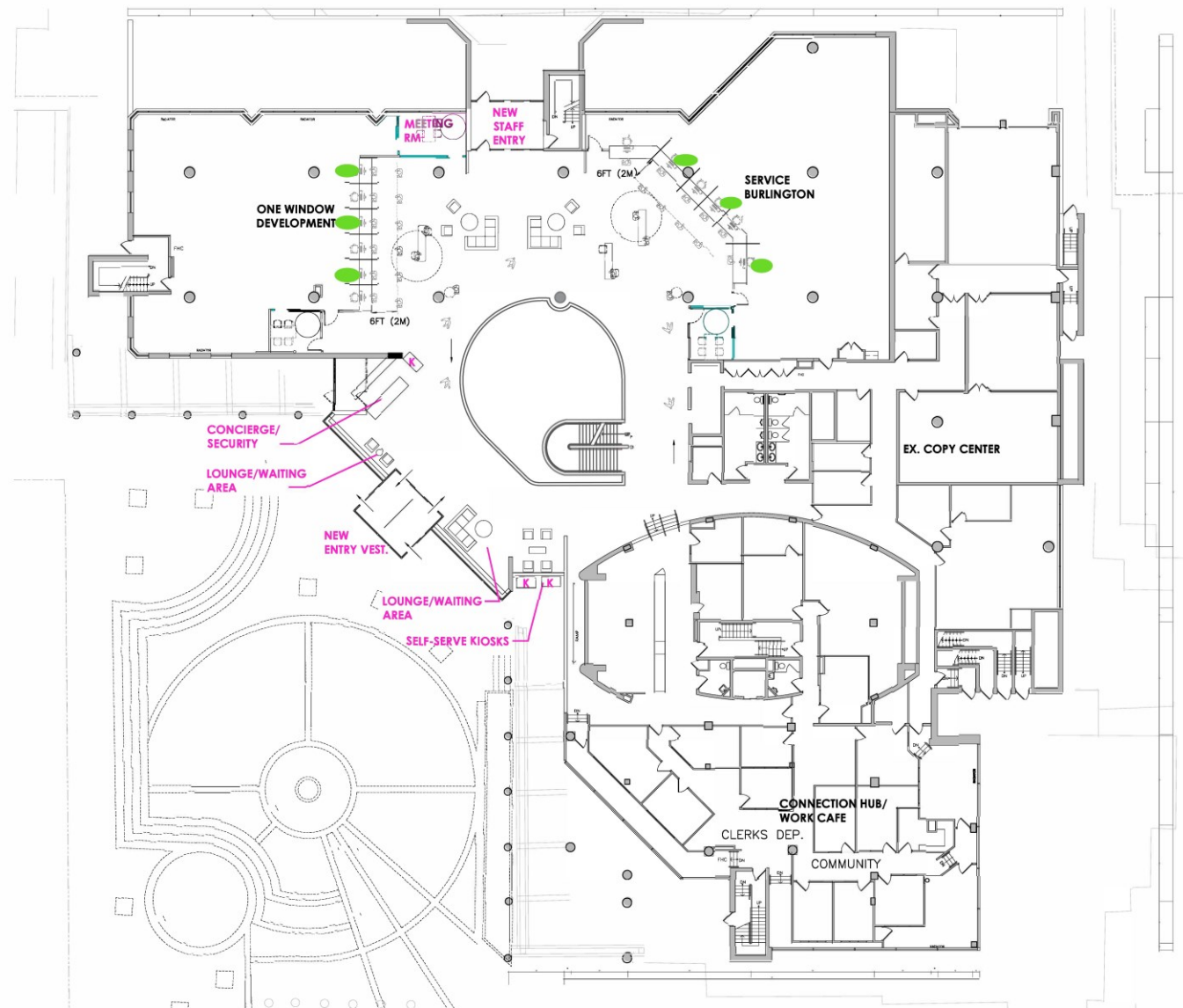
COVID-19 Existing Layout Constraints:



- ☐ LOCUST ST. ENTRANCE: NOT OBC COMPLIANT
- ☐ NO QUEING AREA – LINE UPS
- ☐ REQUIRE CLEAR & CONCISE WAYFINDING / SIGNAGE (CIRCULATION AND DISTANCING)
- ☐ ELEVATORS: ONE PERSON ONLY OR 2 WITH MASKS
- ☐ NO PASSING LANES (MASKS MANDATORY)
- ☐ NO DISTINCT MAIN ENTRY

-  6 FT DIAMETER
-  OCCUPIED SEAT
-  NON-OCCUPIED SEAT

One Window Design Concept.....

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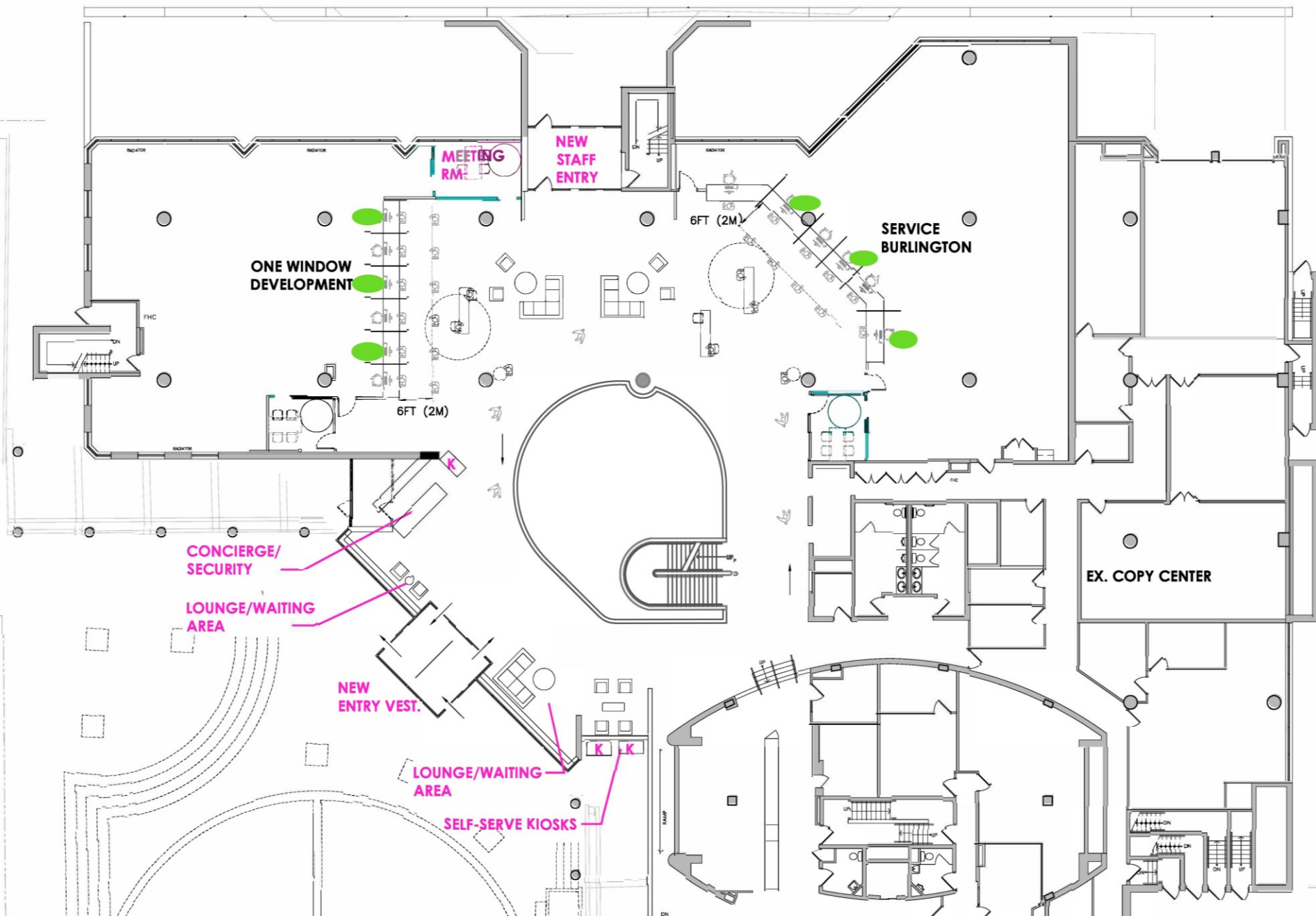
Burlington Office Modernization - City Hall - Option - 3b - Bridge

426 BRANT STREET, BURLINGTON
2020.08.10

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Plot Date: Aug 05, 2020 - 2:30pm By: nlenimon
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Report Recommendations

Recommendation:

Direct the Executive Director of Environment Infrastructure and Community Services to report back in Q4 2020 with further long-term design concepts for the first-floor public areas of City Hall; and,

Direct the Executive Director of Environment Infrastructure and Community Services to advance to detailed design and construction for the redesigned service counters for the One Window Development and Service Burlington Customer Experience areas to accommodate physical distancing requirements and customer service needs as generally outlined in report EICS-17-20.

Questions?

