



SUBJECT: City Hall – One Window Design Update

TO: Environment, Infrastructure & Community Services Cttee.

FROM: Environment, Infrastructure and Community Services

Report Number: EICS-05-21

Wards Affected: All

File Numbers: 175-02-7

Date to Committee: March 4, 2021

Date to Council: March 23, 2021

Recommendation:

Receive and file environment, infrastructure and community services report EICS-05-21 providing One Window service counter and long-term design concepts and schedule for the 1st floor City Hall renovations.

PURPOSE:

Vision to Focus Alignment:

- Support sustainable infrastructure and a resilient environment
- Building more citizen engagement, community health and culture
- Deliver customer centric services with a focus on efficiency and technology transformation

Background and Discussion:

The City had initiated a study to review office space requirements and work space requirements in 2019 and had retained +VG Architects to assist in this process. As a continuation of this project staff and +VG worked with both Service Burlington and Development Application Processing staff to create a customer focus space on the first floor of City Hall which has not seen a major renovation since it was built in 1985. This project is in line with The Red Tape Red Carpet Task Force report that was approved by council on September 23, 2019 and included amongst its 22 recommendations, recommendation 16 to:

Create 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.

The Red Tape Red Carpet Task Force also included recommendation 12 to “Develop a clear vision and associated branding strategy at the City of Burlington with respect to business attraction and development.” Work on what is now known as the Burlington One Brand initiative commenced pre-COVID-19, but the bulk of the work has been paused as a result of the pandemic. However, the development of the One Brand and the Burlington brand promise will be front of mind as we design the look and feel of the customer service window, and how staff and customers will interact with the space. The Burlington brand will be directly influenced and guided by the physical space, technology, and culture at City Hall, so it is crucial that these initiatives are in alignment.

This report will provide an update on the City Hall first floor design concept. The renderings in this report provide a framework for future design and the mainly neutral finishes will allow for future flexibility with accent colours once the One Brand initiatives are completed. The concepts show how the new physical space which has been reconfigured to address the existing concerns and allow for a greater customer experience. Furniture in place is flexible allowing for reconfiguration in the lobby space for various event situations. Workstations behind the counter can be reconfigured to suit evolving work requirements. Public Safety has remained a top priority in the design concept including accessibility, ergonomics, and security.

Strategy/process

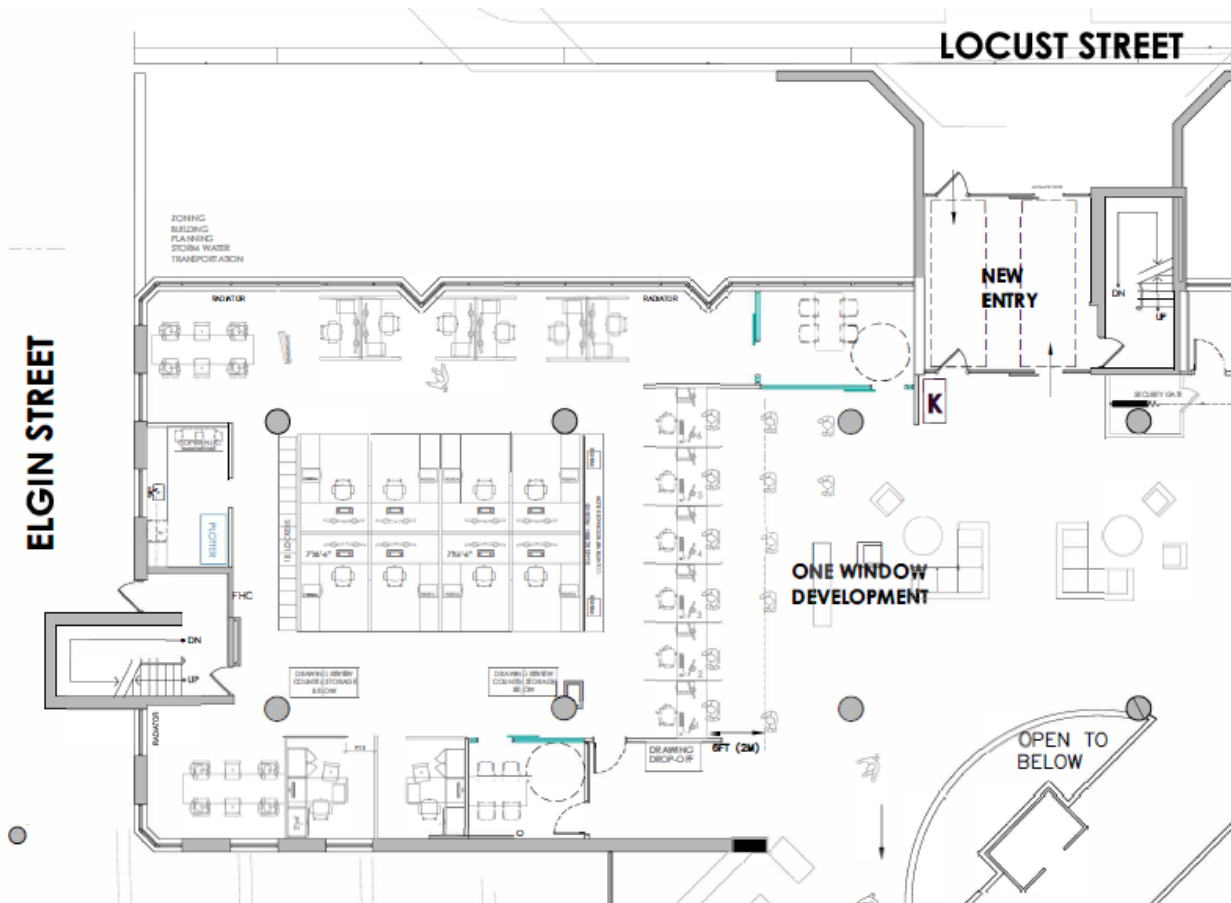
This process has been in collaboration with multiple department stakeholders all with a common goal to achieve exceptional customer service. It has to be understood that the space and concepts shown is just one of the tools used to achieve this. Aligned with this is also the technology requirements to assist with a remote workforce, which has been highly used during the pandemic. Further technology enhancement including software will be needed to empower staff and customers during the development application process.

The following are a few design features that were incorporated into the City Hall first floor area:

New One Window Development Counter and additional supporting consultation rooms

This design feature incorporates the recommendation in the Red Tape Red Carpet report identifying an “Open for Business” customer service window ideally located on the first floor. The counter allows for the customer to obtain all the information required during the development application process. Design items include:

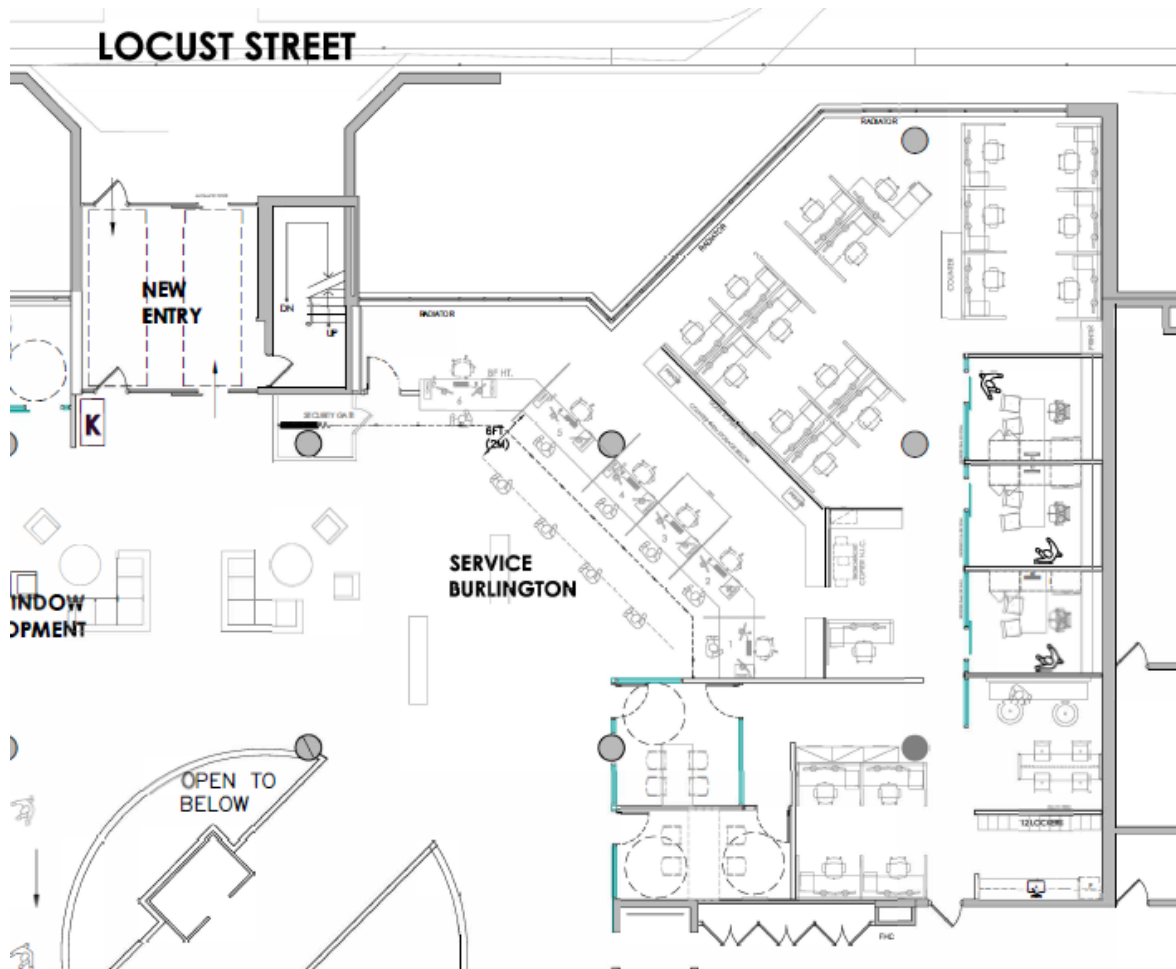
- 6 stations complete with technology
- Supporting workstations behind the counter
- 2 Consultation Rooms
- Queuing space in front of the counter
- Supporting lobby space furniture



New Service Burlington Counter and additional supporting consultation rooms

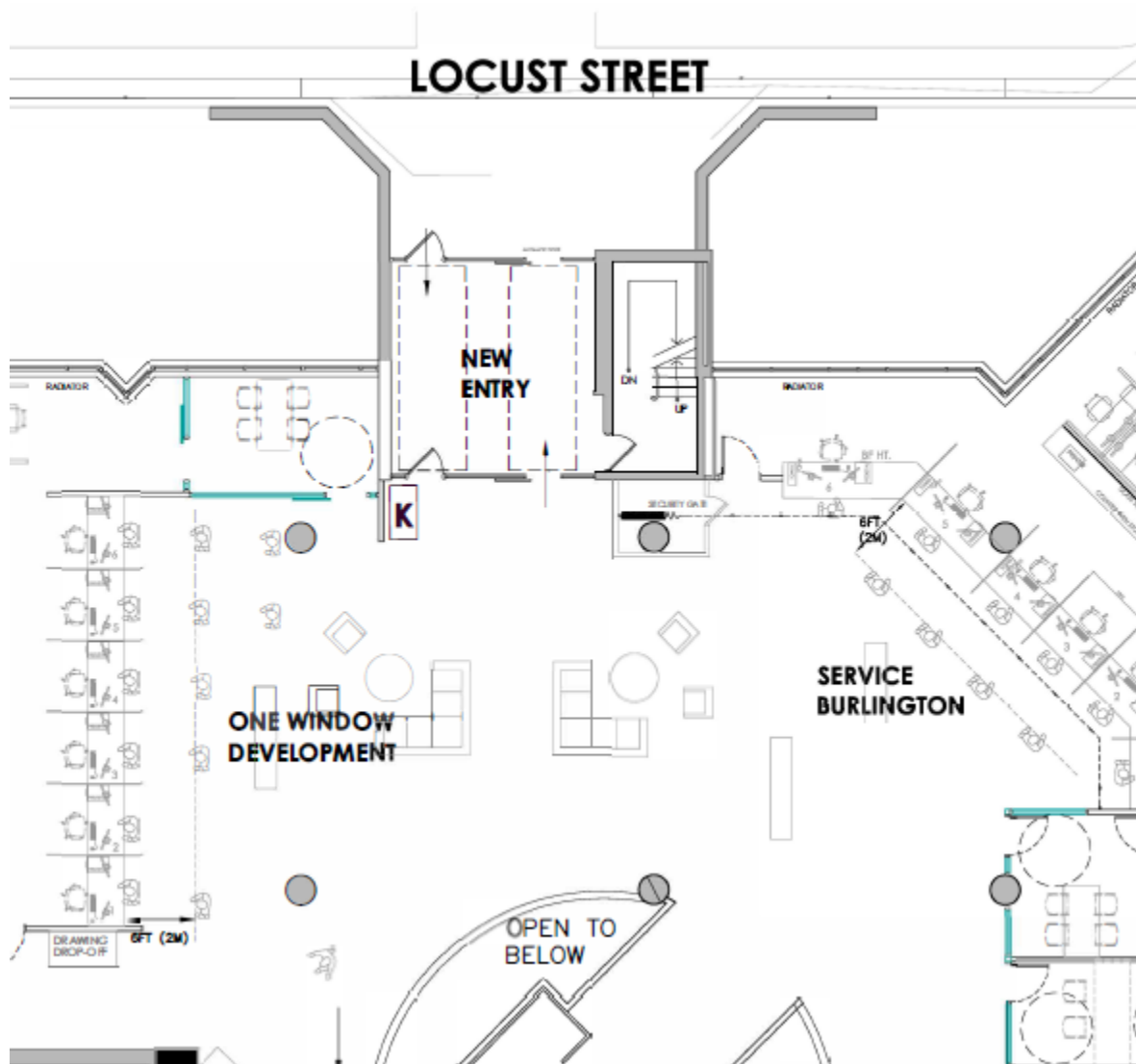
A large aspect of this design was to allow for the customer to wait in a queuing area without being in the flow of traffic around the lobby atrium, which assists with privacy while being served at the counter. The addition of consultation rooms allows for longer conversations to take place as well as first attendance meetings. Design items include:

- 6 stations complete with technology
- Supporting workstations behind the counter
- 2 Consultation Rooms
- Queuing space in front of the counter
- Supporting lobby space furniture



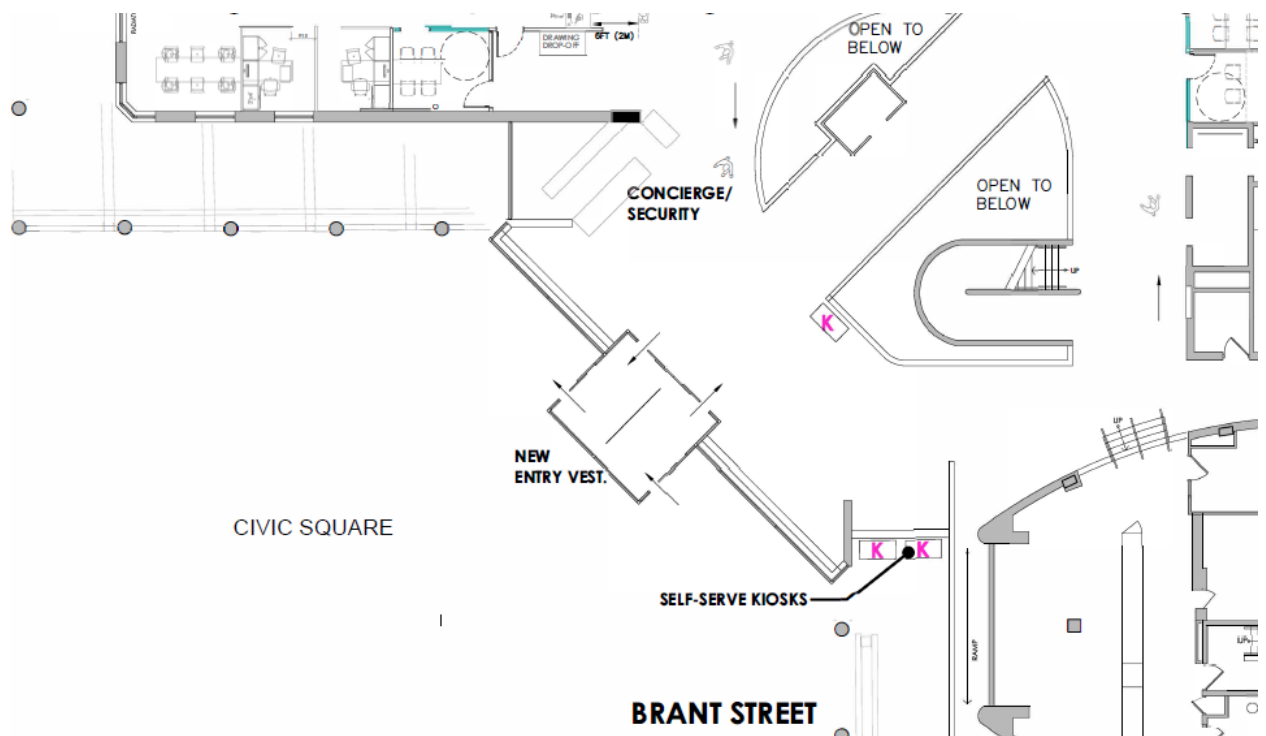
Realigned Locust Street entrance

As the service counters and customer serve experience is a key item in the design of the first floor space, we have an opportunity to correct some building performance features including the Locust Street entrance vestibule. The widening of the entrance allows for improved accessibility as well as proper timing between doors when opening and closing. This reduces the amount of heat loss from the lobby space aswell as improve customer comfort by avoiding sudden infiltration of outside air.



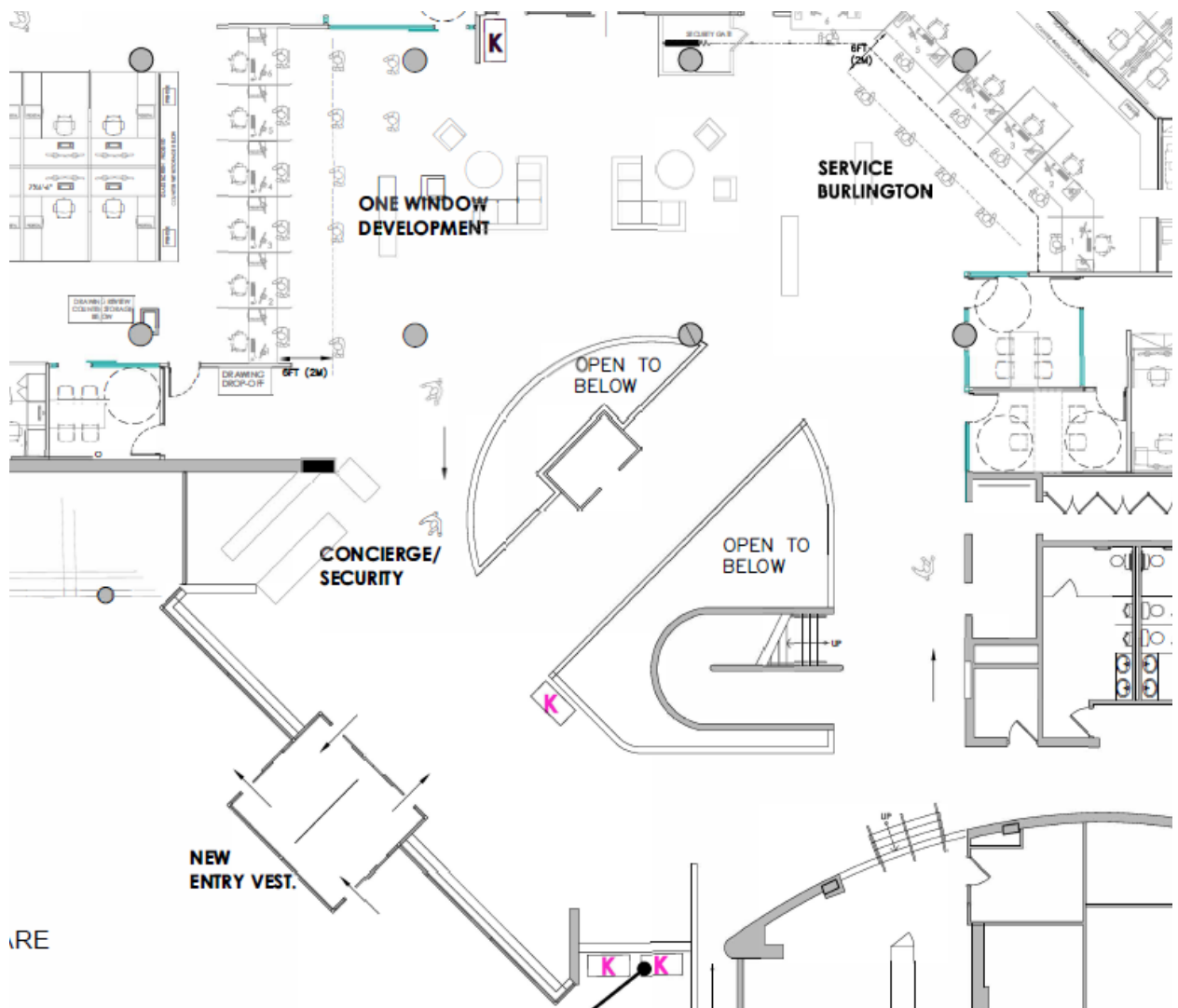
New Front Entrance connecting Civic Square to the lobby space and relocated Security/Concierge Desk

In collaboration with the Civic Square project it is important that the two spaces align and achieve design excellence. There is an opportunity to enhance the city hall space by pulling similar Civic Square design elements into the lobby space which is enhanced by a new front entrance connecting the two spaces. The timing of this work would be phased after the customer service counters are completed and combined with construction work associated with the Civic Square project.

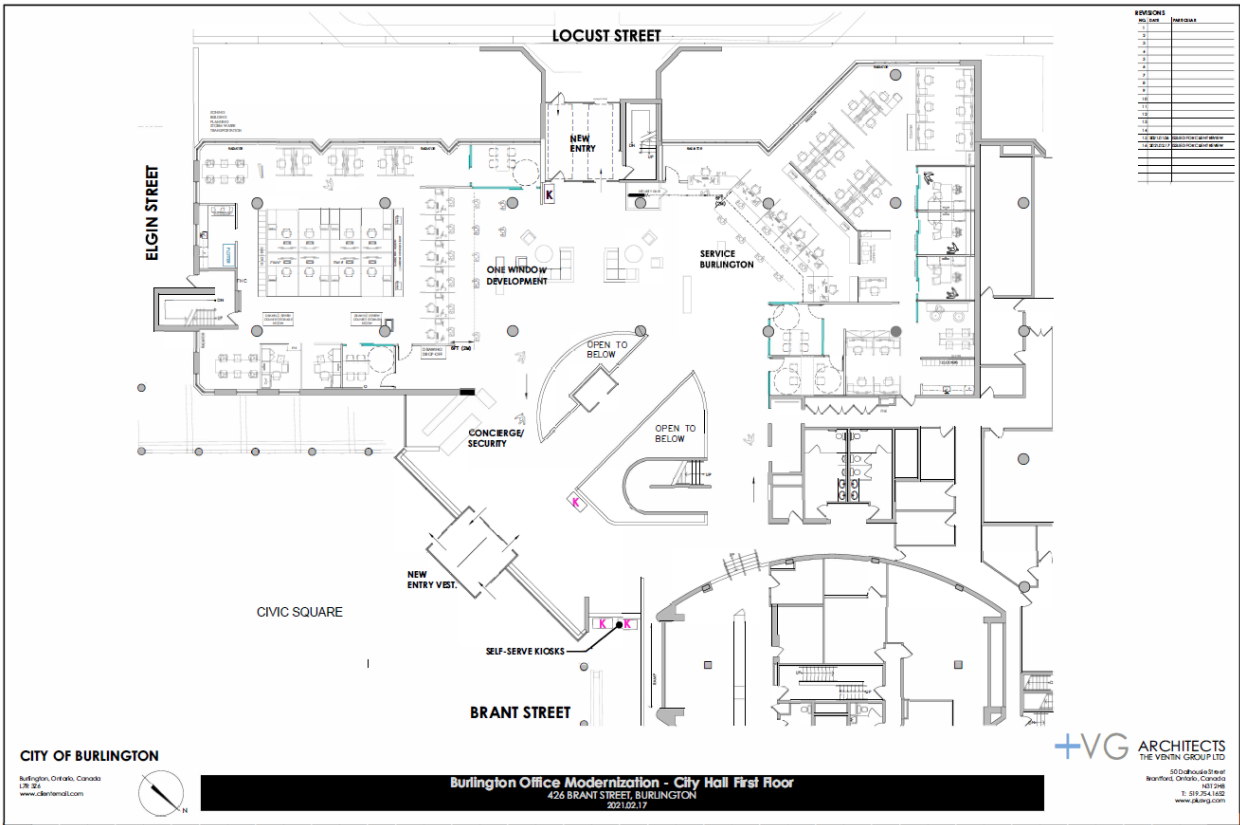


Additional floor space including a link connecting the front entrance to the Service Burlington Counter

Another design feature that allows for additional collaboration space, physical distancing as well as a link to the Service Burlington counter is the addition of a bridge across the opening in the Atrium. This design element allows for additional floor space during events as well as collaboration for small meetings. As the City Hall Atrium space is used for special events including speaking events and other public events, the addition of the bridge increases the activity space and enhances the other design elements.



Overall Floor Plan



Renderings:

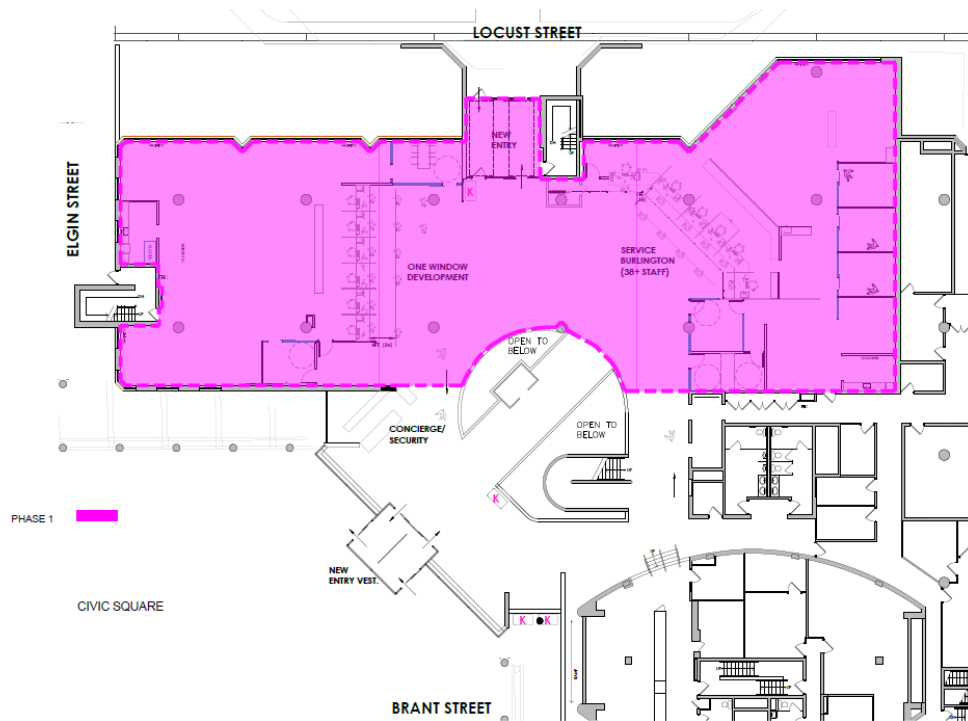




Project Phasing

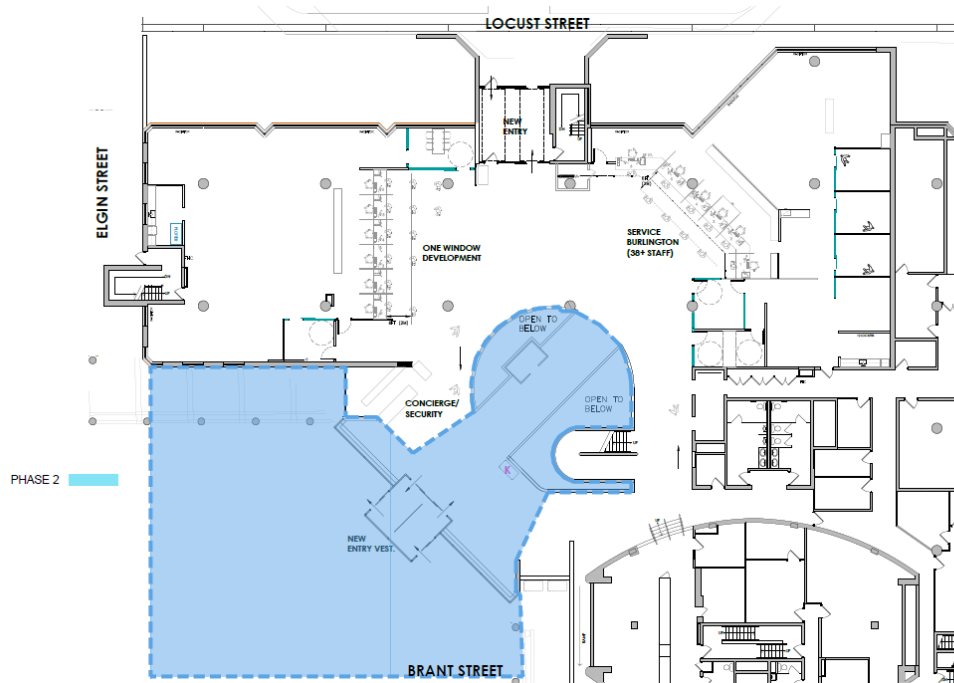
As this project will take place within an existing occupied facility, phasing will be required to maintain service delivery and customer expectations. An option at this time is to relocate the Service Burlington counter to another location within city hall. This would allow for Phase 1 to incorporate both service counters and Locust St. entrance. Timing for construction of this work is Q3 2021 – Q2 2022.

Phase 1



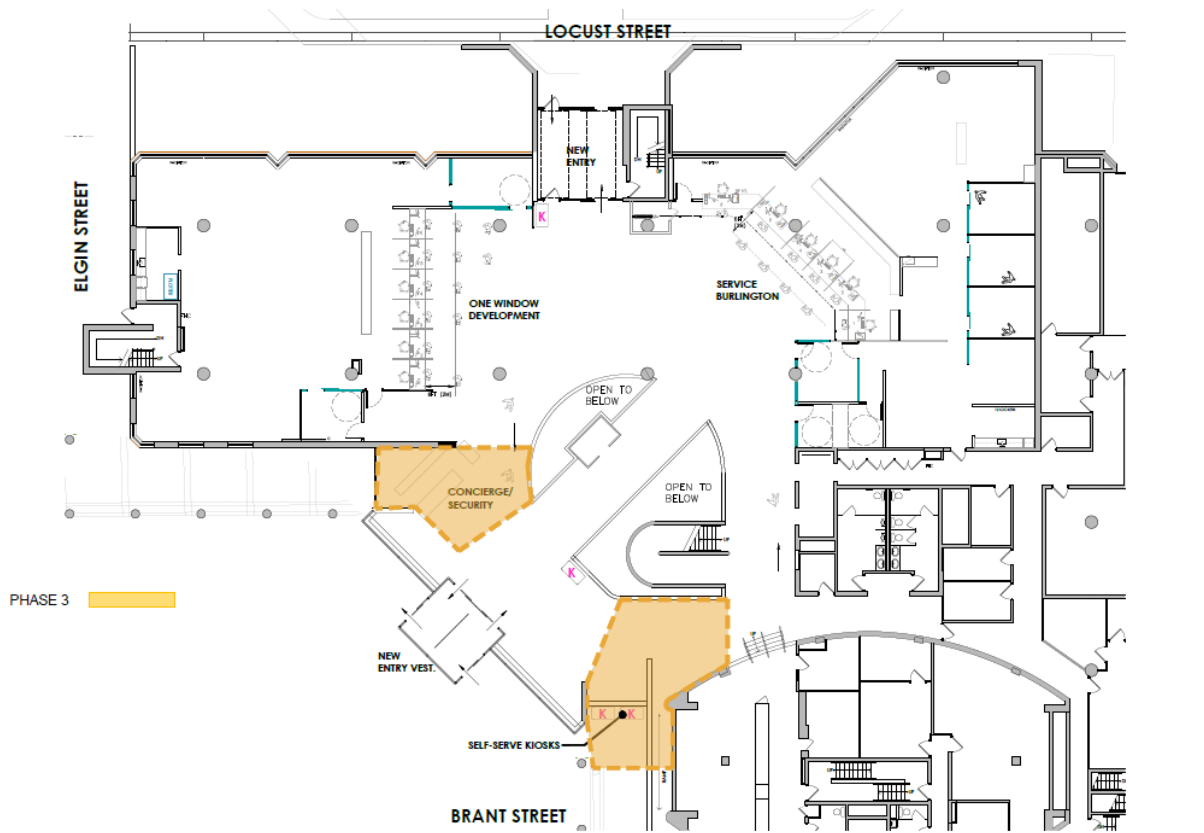
Phase 2

Phase 2 would be completed and incorporated into the Civic Square Project



Phase 3

Phase 3 would be incorporated after the new entrance is completed that would include removal of the existing entrances and adding the security and concierge desks.



Options Considered

Multiple configurations of the service counters and support space on the first floor have been considered and reviewed with stakeholders. The goals are to create a space that is safe, functional and customer focused which has been applied to the design shown in this report.

Financial Matters:

Source of Funding

Funding has been approved in the 2021 capital budget to proceed with this work.

Other Resource Impacts

Other staff have been assigned to provide project management during the design and construction phase.

Climate Implications

As this project provides an excellent opportunity for renewal of aging infrastructure, the renewal of the HVAC distribution system within the construction zones will be completed. This will compliment the recent completion of the main HVAC units in the lower mechanical room and enhance the overall energy performance of the facility. The changes to the locust street doors will allow for less infiltration of outside air, allowing the heating and cooling systems to use less energy.

Engagement Matters:

Various departments have been involved in the city hall first floor design process including staff from Development Application, Service Burlington, Engineering Services, and Facility Operations.

Conclusion:

This report has been submitted to provide an update on the design concepts for the first floor of City Hall. Design Development is proceeding for Phase 1 and construction is anticipated to be completed Q2 of 2022. Following phases will be brought forward with further updates.

Respectfully submitted,

Ken Pirhonen

Manager of Facility Assets

905-335-7600 ext 7408

Report Approval:

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Counsel.