



COUNCIL REPORT

To: Mayor and Council

Date: March 26, 2024

From: Ron Mattiussi, Interim CAO

Subject: **City Hall Project Update**

Report Prepared by: Trevor Seibel, Deputy CAO

PURPOSE

The purpose of this report is to provide Council and the community with an update on the City Hall Project.

RECOMMENDATION to Consider and Resolve:

THAT the report titled “City Hall Project Update” dated March 26, 2024 from the Deputy CAO, be received for information.

STRATEGIC AREA(S) OF FOCUS

Invest in Infrastructure – We will invest in building, improving and maintaining infrastructure to meet the needs of, and to provide a high quality of life for, current and future generations.

DISCUSSION

On February 27, 2024 Council was provided an update of the City Hall Project. This report will provide an update on the new information since the last report.

Construction Update

The City Hall Project is progressing to completion. The following is an update since the last report:

- The telecommunication connections were completed on time. The systems have been tested and are ready for the internal connections. This was previously identified as a possible risk which has now been mitigated.
- All the remaining millwork is now on site and installation/connection on going. This was previously identified as a possible risk which has now been mitigated.

- The Integrated Systems Testing has commenced and is progressing. This was previously identified as a possible risk which is now being mitigated.
- The final concrete pours have been completed. The pavement required connecting the drive lane from the new site to the existing drive lane adjacent to JBMAC will be completed as soon as asphalt is available (April/May).
- Exterior civil works (landscaping, fencing, etc.) are ongoing and will carry through April/May.
- New furniture and partitions have arrived on site and installation has commenced. It will take anywhere from 2-4 weeks to properly commission and test all the infrastructure as we prepare for a fully-functional building to be operational and serve the public.

Since the last update, there has been one notable change that has impacted the path to building occupancy. The equipment, processes and approval required for the chlorination testing has pushed building occupancy from late March to early/mid-April. At this time, there are no other known issues affecting the path to achieving building occupancy.

Staged Approach to Occupancy

Currently, building construction is approximately 96% complete with outdoor site works at approximately 95% complete. At the time of this report, building occupancy is anticipated toward early/mid-April. This is not the timeline that the building will open for public service. This means that the building transitions from an active construction site to an asset facility with permitted occupants (e.g. staff) who would need to begin preparing the building to be fully functional to serve the public. Everything from the front counter to information technology and service desks to operating Council Chambers will need to become functional on all floors to serve building tenants and the public.

All organizations in the building will move-in and un-pack according to the confirmed timeline for occupancy and their respective move-in schedules. This planning remains underway and the dates that each organization will serve the public in the new building will derive from that.

PUBLIC COMMUNICATIONS

One of the primary goals of the City's move strategy includes minimizing temporary service disruption to the public. As a result, all affected City facilities are scheduled to be moved in phases into the new building beginning with departments who do not provide front counter service. This means the front counter at the existing City Hall building remains as-is while the less front-facing department staff move to the new building (while the existing City Hall building remains open and the new building remains closed). Subsequently, the front counter staff and services would be transferred to the new building last once services in the new building are up and running and the building is ready to open shortly thereafter for service. As with any building move, some intermittent service disruption should be expected until staff teams are in the building and fully functioning.

Internal City employee communications regarding the move is being led by our human resources team, and external communications regarding service delivery is being led by the City's communications and engagement team. Further, a total of six organizations will be moving into the new building at different times throughout the spring and summer months. Although each organization is issuing its respective communications regarding its service delivery, the City will also consolidate the information about the start of service for all six organizations, which currently include:

- City of West Kelowna - Administration
- Okanagan Regional Library – West Kelowna Library Branch
- Member of the Legislative Assembly (MLA) – Kelowna West
- Member of Parliament (MP) - Central Okanagan-Similkameen-Nicola
- Insurance Corporation of British Columbia (ICBC) – Pilot Project
- ServiceBC – Pilot Project

After the City has achieved building occupancy, organizational moves and schedules will be confirmed and the public can expect to see various stages of site finishing, preparation and move-in activity while the new building remains closed. As this occurs, public communications from all six organizations will ramp up in stages. The City's primary responsibility is to communicate the status of City services and facilities, which remains our focus. However, we recognize the complexity of six large organizations communicating separately about the start of their services in a new building and we're here to help. The City is working in partnership with the other five organizations to provide a one-stop approach to service start-up information.

CENTRALIZING THE START OF SERVICE INFORMATION

The City is working in partnership with all organizations to post/share consolidated updates about the start of all services. For now, the public could simply sign up to receive City of West Kelowna updates at www.westkelownacity.ca/subscribe where our e-News will be sent directly to their email inbox.

The start of services in the new building is anticipated to occur in phases beginning in May/June 2024. As the move-in process begins, public communications material will be released in both print and digital formats to provide details such as:

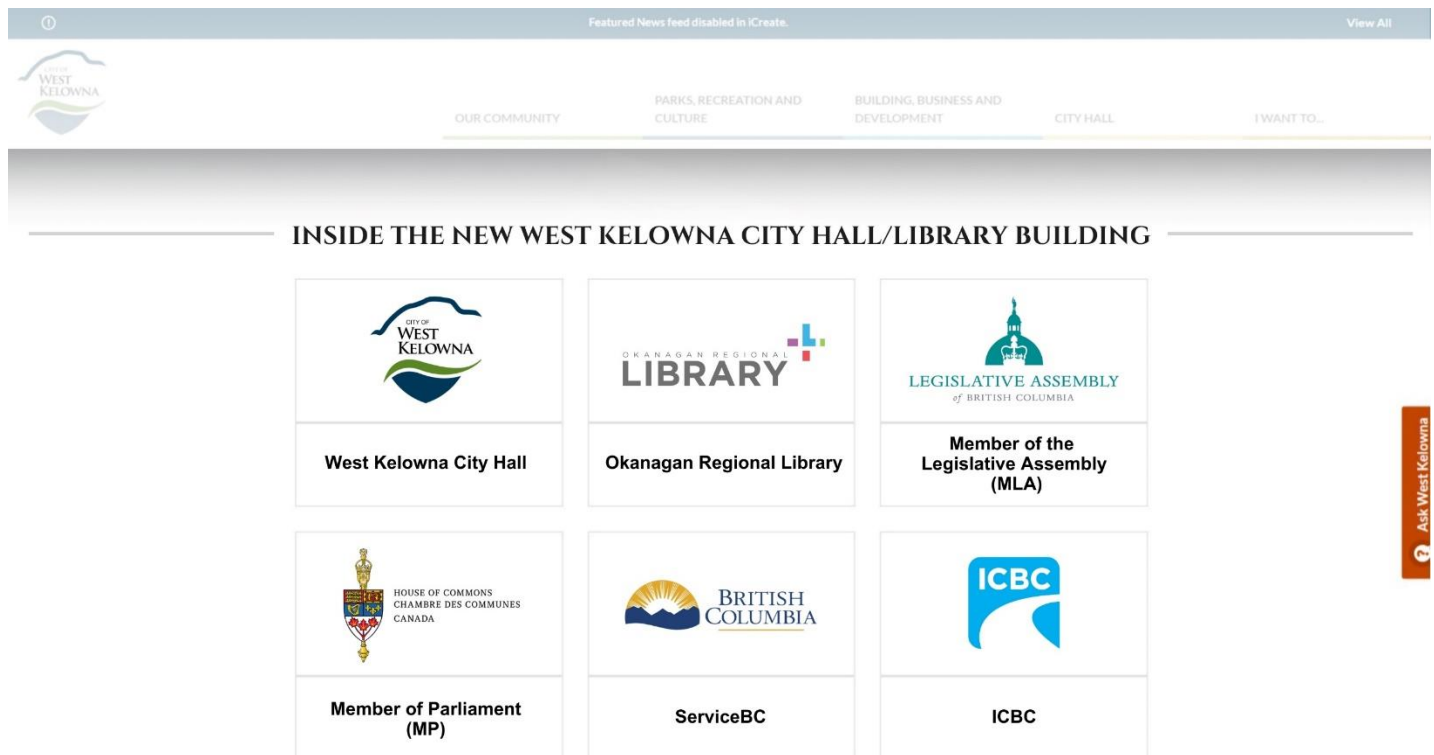
- The date that the new building opens for service
- The hours and location
- The organizations that are ready to provide services
- The types of services that are available
- Which floor each organization is located on and how to access them

- Where to go for more information about each organization

Below are examples of how the City will centralize the start of service information for all organizations. We anticipate that by the end of 2024, each organization will have had ample time to ensure the public they serve knows that start-up has been achieved and where to obtain their information about the services they provide in West Kelowna.

HOW THE START OF SERVICE INFORMATION WILL BE CENTRALIZED

- **ONE WEBPAGE:** A dedicated webpage on the City’s website will be provided where all six organizations’ start-up information will be contained. A screenshot of that consolidated website landing page is below. Please note, this landing page is not live and will be published in the coming weeks after occupancy has been achieved.



- **ONE QR CODE:** For those who prefer digital information, a QR code will be provided on various print materials (e.g. postcards, handouts) where the public can scan and obtain service information from a mobile device. A dedicated City Hall/Library Building webpage on the City’s website will open to provide the status of all organizations in the building, hours of operation, the types of services and links for more information. A ‘know before you go’ approach will be used to help

guide the public as to which building they are going to, for what service, during what business hours and so on.

- **ONE POSTCARD:** Once the webpage and QR code are live, a double-sided postcard will be available at City facilities that will help guide the public to information they may need. Front counter staff will be able to direct the public to the central source of service information before and after the new building opens.
- **ONE CONSOLIDATED SERVICE STATUS TABLE SENT VIA E-NEWS:** A consolidated table of Service Start-up Updates will be widely communicated when a service begins in the new building. A red column will indicate what services are not yet open in the building, while a green column will indicate what services that are open along with the details. As each organization begins service, this table will be updated and e-blasted to City new subscribers (in addition to issuing PSA's, social media posts, etc). This table will also reflect the status of the City's existing City Hall and satellite offices (whether they are open or closed).
- **ONE EMAIL ADDRESS:** A dedicated email address will be provided where City staff can respond to public inquiries to help the public connect with the appropriate organization as part of service start-up. As the new building is not currently open, the public will continue to contact each service provider for information.
- **ONE PHONE NUMBER:** A dedicated phone number will be used to help the public connect about general inquiries and for those who need other organizations' contact information. As the new building is not currently open, the public will continue to contact each service provider for information.

Social media updates, news releases and PSAs, question and answer documents (etc) will also be issued on the City's channels to keep the public well informed, along with sharing information posted by the other five organizations.

WHAT'S NEXT

Staff's focus continues to remain on construction completion, occupancy and the move followed by finalizing the communication materials and timelines for release. More information will follow in next month's Report to Council. At this time, there is no change to the financial update provided in last month's report, and the look-ahead of hosting a community celebration in the summer months would be provided once major occupancy, move-in and public service milestones are achieved.

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
Feb 27, 2024	THAT the report titled “City Hall Project – Update” dated February 27, 2024 from the Deputy CAO, be received for information	C074/24
Nov 14, 2023	THAT Council receive the revised project budget and endorse the financial strategy as contained in this report	C336/23
Jul 12, 2022	West Kelowna City Hall/Library Project Update	

REVIEWED BY

Sandy Webster, Director of Corporate Initiatives

APPROVED FOR THE AGENDA BY

Ron Mattiussi, Interim CAO

Powerpoint: Yes No