



COUNCIL REPORT

To: Mayor and Council

Date: April 23, 2024

From: Ron Mattiussi, Interim CAO

Subject: **City Hall Project Update – April 2024**

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 – April 2024” dated April 23, 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 March 26, 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

At the time of this report, staff has been advised that the timeline of when building occupancy will be achieved is slated for next week. As occupancy requirements continue to be met over the next several days, staff will also provide Council and the community with a verbal progress update at the April 23 Regular Council meeting.

The following is an update since the last report:

- The Integrated Systems Testing has completed with no significant issues to note. This was a previously identified risk which has now been mitigated.

- The chlorination testing has now been completed and the test results passed. This was previously identified as a risk towards building occupancy which has now been mitigated.
- Exterior civil works (landscaping, fencing) is well underway and will carry through April/May.
- New furniture and partitions have arrived onsite and are being installed. 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.

With the receipt of the chlorination test results, all the known issues impacting the path towards building occupancy have now been mitigated. The final step is the completion of all necessary paperwork in order to achieve building occupancy, which we anticipate being advised of next week.

Meetings in Council Chambers

The April 23, 2024 Council Meeting is confirmed to be the final meeting of Council in the existing Council Chambers at 2760 Cameron Road. This earmarks the end of many District and City of West Kelowna Council’s having to conduct meetings without being able to see and hear from the public in a proper purpose-built facility. Components of the audio-video (AV) inside the leased Britco trailers will be transitioned to the new Council Chambers over the next several weeks. Once building occupancy is achieved, and depending on the outcome of the set-up and testing of the new Council Chambers, the confirmed date of the first Council meeting at the new City Hall building will be provided. Council and the community will be updated through the communication tools and methods outlined in the public communications section of this report.

The table below is posted to the City’s dedicated webpage and updates will be issued when the new Council Chambers is confirmed to be open to the public.

May 2024

Council Meetings	
May 14	Time and location to be confirmed by May 10.
May 21	Time and location to be confirmed by May 17.
May 28	Time and location to be confirmed by May 24.

Committee Meetings	
Agricultural Advisory Committee (AAC)	All AAC meeting details for May are not yet confirmed and will be communicated once confirmed.
Accessibility and Inclusion Committee (AIC)	All AIC meeting details for May are not yet confirmed and will be communicated once confirmed.
Advisory Planning Commission (APC)	All APC meeting details for May are not yet confirmed and will be communicated once confirmed.

Public Hearings

May

All Public Hearing details for May are not yet confirmed and will be communicated once confirmed.

Public Communications

Since the previous update to Council outlined in the March 26 report, the updated information noted below is available to the public as we prepare for new building occupancy. For those who may not be aware or are perhaps new to the City of West Kelowna, the new City Hall/Library Building includes the following six organizations that the City is helping to consolidate the start of service information for:

- 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

Postcard with QR code available: A double-sided postcard noted in Attachment 1 is available electronically and will be available at the existing City Hall front counter and other facilities to help guide the public to a dedicated City Hall/Library Building webpage with centralized information. The public would simply scan the QR code from their mobile device that would open the webpage. Service status information from all six organizations will be posted on each organization’s webpage, and widely communicated to the public as the start of service commences for each organization. As the building remains closed there is no new start of service information posted.

Dedicated webpage is live: The dedicated webpage noted in Attachment 2 is on the City’s website is available that centralizes the future start of service information for all six organizations moving into the new building. As each organization begins to issue their respective service start-up information to the public, the City will also consolidate the information so the public has one centralized information source.

Centralized email address and phone number provided for start of service inquiries: As we do with major infrastructure projects and engagement initiatives, a centralized email and phone number is provided to help the public if they aren’t sure who to email or call, especially with six organizations moving into the building. The building remains closed, and as organizations are planning to move in over the coming weeks and months, the start of service information will derive from confirmed move-in and service start-up scheduling. At this time, it is too early to confirm the start of services for all six organizations until after occupancy has been achieved, and once each organization has moved in and ready to serve the public.

Consolidated service status table will be issued to City website subscribers: As the new building is not currently open and organizational moves are scheduled to begin in May, information about the start of new service will be widely released once confirmed by each organization. As outlined in previous Council reports, this will be done by posting information to the website, issuing news releases and PSA's, social media posts, advertising and more. An example of the consolidated start of service table the City will also issue to its e-subscribers is noted in Attachment 3. This table will be updated and issued only when there is a change to service. Each organization's status box will move from red (closed) to green (open) when the start of service is confirmed.

WHAT'S NEXT

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 building remains closed. As this occurs, public communications from all six organizations will begin to ramp up in stages. The public is encouraged to sign up to receive e-news updates at westkelownacity.ca/subscribe. And, at this time, there is no change to the look-ahead of hosting a community celebration in the summer months with more information provided once move-in milestones are achieved.

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
Mar 26, 2024	THAT the report titled "City Hall Project Update" dated March 26, 2024 from the Deputy CAO, be received for information	C100/24
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

Trevor Seibel, Deputy CAO

Attachments:

- 1) Information Postcard Example
- 2) City/Library Building Website Example
- 3) E-news Service Status Table Example

Powerpoint: Yes No