



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 9, 2021

From: Kari O'Rourke, Communication & Engagement
Manager

Subject: **City Hall/Library Building Detailed Design Consultation Summary**

PURPOSE

For staff to update Council on the City Hall/Library Building Detailed Design public consultation outcomes of West Kelowna's future City Hall/Library Building.

STRATEGIC AREA(S) OF FOCUS

As part of Council's Strategic Priorities, the City Hall Project meets the objectives set out in Council's *Invest in Infrastructure* and *Strengthen our Community* pillars.

BACKGROUND

On September 7, 2021, staff reported the outcomes of the Preliminary Design Consultation process for the City Hall/Library Building and public launch details of the Detailed Design Consultation to inform the final design.

The City Hall/Library Building Detailed Design Consultation Summary Report (Attachment 1) provides a high-level summary of the consultation process and feedback. The detailed comments and participation analytics report is also available to the public on the project webpage at ourwk.ca/cityhallproject.

In the previous updates to Council and the community, staff outlined two rounds of public consultation for the project:

- Preliminary Design: June 14 through July 4, 2021 (completed)
- Detailed Design: September 20 through October 3, 2021 (completed)

Detailed Design Consultation Summary Report Attached

- Report outcomes of Detailed Design to inform final design and transition to capital construction communications as needed (we are here)

WHAT WE HEARD

During the second and final round of consultation for the City Hall/Library Building, there were three focus areas:

1. Present outcomes of what we heard during the Preliminary Design phase.
2. Confirm preferences/direction for the building and outdoor design elements and future programming opportunities for Westbank Library Branch.
3. Invite additional ideas from the community before the design is finalized.

The goal of the consultation was to provide accessible and timely opportunities through in-person and online methods to get involved and help shape the final design for City Hall/Library Building. These opportunities were published through the City’s digital channels (website, e-News, social media), and by print with outreach to our community partners and stakeholders.

Throughout this consultation period, there was a total of 607 visitors to the online engagement website (OurWK.ca/cityhallproject):

- 239 people were informed (clicked through the content)
- 521 people were aware (visited at least one page)
- 85 people completed the questionnaire
- 59 total contributions to the Ideas tool

DETAILED DESIGN CONSULTATION COMMUNICATIONS METHODS

Print		
Ads in local papers	Westside Weekly and West K News	4
News releases and PSAs	Sept. 20, 22, and Oct. 1	3
Display boards	Boards for pop-up engagements	
Electronic		
Social media	Posts on all channels	13
Social media ads	Facebook and Instagram	3
Online engagement platform, OurWK.ca/cityhallproject	<ul style="list-style-type: none"> • Project information • Videos • In-person pop-up activities schedule • Questionnaire • Ideas tool 	607 page visits
City’s main website project page: westkelownacity.ca/cityhall	General information about the project, Sept. 7 through Oct. 4 webpage visit	130
e-News	e-News updates	4
Videos	Invitation to participate and two virtual tours (City Hall and Library)	3
Banner Advertising	Castanet	14 days
Community Relations		
Pop-up engagements	Westbank Library, Westbank Farmers Market, Gellatly Waterfront CNR Wharf	3
Emails to community stakeholders	Greater Westside Board of Trade, all Neighbourhood/Residents Associations	2

THEMES

Feedback received during the Detailed Design Consultation reaffirms the direction of the areas consulted on during the Preliminary Design. Summarized below are the general comments submitted through the questionnaire and Ideas tool.

- Open and inviting spaces:
 - Indoors: an open-concept design that incorporates natural light
 - Outdoors: seating/picnic tables, FireSmart/drought-tolerant vegetation and shade trees, community garden
- Customer service experience:
 - Comments suggested support for in-person customer service areas that offer privacy for conversations with City staff
 - 58% of participants were supportive of a contactless drive through payment drop box at City Hall
- Library space and services:
 - 67% said they would see themselves or their family picking up and returning library materials at the new space
 - 43% said they would attend adult programs
 - 39% said they would use the library space for reading and lounging

The ideas contributed through the Ideas tool on OurWK.ca included:

- Community gathering spaces
 - Art features – a mix of Indigenous and agricultural elements were preferred
 - Bike facilities – secure storage and a bike repair station were mentioned as important to have outside the building
- Lighting, landscaping and seating
 - Combine traditional and modern elements for diversity in streetscaping elements
 - Xeriscaping/FireSmart and drought-tolerant plants were preferred
 - Garden boxes, butterfly and pollinator gardens and walking trails

NEXT STEPS: CONSTRUCTION COMMUNICATIONS

The formal consultation process for the City Hall/Library Building is now complete. However, comments or suggestions could be received by phone or email as we start to transition to capital construction communications. Staff will provide construction updates to keep the community informed as the project progresses as needed. Project information, including public consultation summaries are available on OurWK.ca/cityhallproject.

REVIEWED BY

Sandy Webster, Director of Corporate Initiatives

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes No

Attachment:

1) City Hall/Library Building Detailed Design Consultation Summary Report (Oct. 2021)