



**Subject:** Updated Town Hall Space Needs Study

**Report Number:** CAO 21-13

Department: Office of the CAO

Submitted by: Kyle Pratt, Chief Administrative Officer

Meeting Type: Council Meeting

Meeting Date: Monday, October 25, 2021

## **RECOMMENDATION**

THAT Council receives report CAO 21-13 Updated Town Hall Space Needs Study;

AND THAT the updated Tillsonburg Town Hall Space Needs Review as prepared by Fabrik Architects be used as a guiding document for the next phase of the process; namely, the preparation of a Site Feasibility Analysis and Space Design options in conjunction with the Town Hall Steering Committee.

## **BACKGROUND**

A Town Hall Space Needs Study was prepared and received by Council in 2016 as per report CAO 16-04 (May 9, 2016). Since then, the Town has experienced significant restructuring within its various departments. In addition to this, the global pandemic has resulted in a shift in thinking as to how businesses can operate, and specifically, with respect to flexible and virtual work arrangements. As such, it was determined that an update of the original Space Needs Study was required. Fabrik Architects was retained to conduct this update, which has been completed with input from the Town Hall Steering Committee and Town staff, and now staff are seeking Council's approval to move forward with using this information to guide the next phases of the Town Hall Project.

## **DISCUSSION**

The 2016 Space Needs Study reviewed the 200 Broadway, 10 Lisgar Avenue and 20 Spruce Street locations, which collectively accommodated 111 staff at that time. Based on the study results, a new Town Hall from 21,046 square feet to 23,828 square feet (SF) and accommodating 46 staff plus 1 future staff person was recommended. This

space provision also included 800 square feet for the Tillsonburg District Chamber of Commerce and 400 square feet for the Business Improvement Association.

Since the 2016 study was prepared, there have been a number of significant changes locally and globally and these have the potential to significantly impact the type and size of space that could be required for a new Town Hall including:

- Organizational restructuring and streamlining of various departments;
- Expanded options within the Town's currently leased space at 200 Broadway;
- The just completed review of the Public Works Facility Feasibility Study and potential to consolidate various operational services to that location; and
- The global pandemic, which has resulted in a shift in thinking as to how businesses can operate with respect to flexible and virtual work arrangements.

Fabrik Architects, who also completed the Public Works Facility Feasibility Study, were selected to review and update the Space Needs Study as well as to provide recommendations on space rationalization, especially considering the results of the Town's internal staff space survey and pandemic responsive design criteria.

With extensive collaboration between Fabrik, Town Staff and the Town Hall Steering Committee, Fabrik found that the updated space requirement was for 57 current and 5 future administrative staff, which is 11 more current and 4 more future staff persons. In addition to this, they recommend that the proposed facility be designed to allow for an additional 10% increase in staff to allow for future growth. Although Fabrik envisions that both the Public Works and Town Hall studies would be implemented in tandem with each other, they have allowed for the provisional inclusion of Tillsonburg Hydro Inc administrative offices within the new Town Hall should they not be relocated to the Public Works building at 20 Spruce Street or remain at the Customer Service Centre.

Fabrik Architects prepared two space needs scenarios with the Maximum Flexibility (and larger gross floor area) resulting in a space requirement of 22,500 square feet (23,010 square feet if Tillsonburg Hydro Inc administrative positions are included) and an Optimized Floorplan (minimized gross floor area) of 15,265 square feet. Even with the additional 15 staff positions, Fabrik estimated a minimum 6% (1,328 SF) reduction in the gross floor area required under the Maximum scenario and a very significant reduction of 36% (8,563 SF) under the Optimized Floorplan scenario. These reductions are largely related to the reduced offices and size of space needed if the Town were to implement a flexible work model.

Lastly, the Fabric Town Hall Space Needs Review focuses on three (3) sites:

Option A – 200 Broadway Street, Tillsonburg Town Centre Mall

Option B – 10 Lisgar Avenue, Customer Service Centre

Option C – Greenfield Site – Corner of Brock and Harvey

All of these sites have different pros and cons.

The next phase of the Town Hall project is to complete a location/site Feasibility Analysis, including design options, and Space Design for the selected location.

### **CONSULTATION**

The Town Hall Steering Committee has been involved in reviewing and providing input into the updated Space Needs Study. Additionally, the Town's Senior Leadership Team and Managers have also been involved in review and comment.

### **FINANCIAL IMPACT/FUNDING SOURCE**

The funding source for the Updated Space Needs Study, the Feasibility Analysis, Space Design and IT Modernization Strategy is being funded by the Municipal Modernization Funding Program (\$110,000) awarded to the Town.

### **CORPORATE GOALS**

How does this report support the corporate goals identified in the Community Strategic Plan?

- ☐ Lifestyle and amenities
- ☒ Customer service, communication and engagement
- ☐ Business attraction, retention and expansion
- ☐ Community growth
- ☐ Connectivity and transportation
- ☐ Not Applicable

Does this report relate to a specific strategic direction or project identified in the Community Strategic Plan? Please indicate section number and/or any priority projects identified in the plan.

**Goal** – The Town of Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information, and opportunities to shape municipal initiatives.

**Strategic Direction** – Position Tillsonburg as a leader in the municipal sector.

**Priority Project – *Immediate Term*** - Consolidated Town Hall initiative; Consolidated customer service counter.

**ATTACHMENTS**

Appendix A – Tillsonburg Town Hall Space Needs Review