MGWB COMMITTEE: **9/21/06**
ITEM: **#3**

CITY OF SAN JOSE
CAPITAL OF SILICON VALLEY

Memorandum

TO: MAKING GOVERNMENT WORK BETTER COMMITTEE

FROM: Peter Jensen

SUBJECT: **ONE YEAR STATUS REPORT ON NEW CITY HALL/DEVELOPMENT CENTER**

DATE: September 8, 2006

Approved

Date

RECOMMENDATION

Accept the one year status report on City Hall and the Development (Customer Service) Center as written.

OUTCOME

Acceptance of the report will provide the full City Council with information on City Hall activities during the first year of operation.

BACKGROUND

In August 2002, the City of San Jose broke ground on the new City Hall. August 2003 saw the beginning of work on the facility's structural steel. The building was completed in 2005, with the last departments moving into the building in August.

Although construction work on City Hall is complete, two of the 46 prime construction contracts remain open - both for corrections to items that have yet to be completed according to the plans and specifications. The first of the two contracts is with ACCO, Incorporated who provided mechanical and building control systems for the facility's heating and cooling, and the second contract is with Western Waterproofing who provided the exterior waterproofing services. General Services and Public Works have been working closely with both contractors to resolve the remaining issues, and we expect to close both contracts soon.

August 24th of this year marked our 1st year anniversary of having all staff in the building. During this period, the building commissioning process progressed as planned and has been an extremely valuable effort in supporting staff's ability to normalize building operations. Project close-out is anticipated to be completed by the end of September and will be followed with the final Certificate of Occupancy.

The first year in the facility has allowed the building occupants to adjust to downtown and the new facility. As this adjustment has occurred, other preplanned elements have progressed while

areas of change that insure the facility serves the needs of staff and the public have been identified and are being addressed. This report will summarize these efforts.

ANALYSIS

City Hall Projects

On May 16, 2006, Council approved an expenditure plan for interest earnings on the Civic Center construction bond proceeds and for the commercial paper notes related to City Hall technology, furniture, equipment, and relocation (TFE&R) costs. This expenditure plan provided funds to address various projects, primarily focused on City Hall. Several of the more significant City Hall projects are being delivered through the Public Works Department. These projects include:

- Installation of automatic doors to enhance accessibility
- Redesign of railings to ensure child safety
- Enhanced way-finding signage
- Audio-Visual upgrades
- Television Production Studio Improvements
- Ergonomic Enhancements in the Customer Service Center

For these projects, a Request for Qualifications was issued on August 4th for architectural and engineering consultants to provide professional services to complete design and construction documents. Six Statements of Qualifications were received on August 18th and will be reviewed for final selection, which is anticipated by mid-September. From there, the planned project delivery schedule calls for the completion of design and construction documents by mid-December, construction bidding in early January 2007, and contract awards in February. It is anticipated that fabrication and construction will begin immediately following contract awards with completion schedules tracking near the end of the fiscal year. Other City Hall projects include:

- *Plants in lobbies:* All public lobbies now have plantscapes incorporated. These plants soften the lobbies and add personality to the space.
- *Rotunda:* The rotunda now features bistro tables and chairs for the use of employees and the public from 9 am to 3 pm, Monday through Thursday. General Services is working to schedule lunchtime performances and events, and will consider providing food or coffee service as an interim measure until the 4th Street retail space can be filled.
- *Brown Act Board:* The location for postings of Brown Act notices has been moved. The original location is affected by the weather, especially the wind, making the posting of notices difficult. The new location inside the wing on the first floor will provide easy access for both the public and staff. The original sign will still be used for City events of interest to the public.

- *Vending Machines:* Vending machines are in place in the garage on the tower side of the facility. Waterproofing efforts hampered our ability to get power to the wing location, but this should be in place by November 2006.
- *Mail:* A U.S. mailbox is in place on the northwest corner of 5th and Santa Clara. This location will be convenient for employees as they enter and leave the facility from the new employee garage. It will soon be followed by drop-boxes for other carriers such as UPS and FedEx.
- *Improved Cell Phone Service:* Cell phone service at City Hall, particularly for those who use certain providers, has proven unreliable. This project will address the issues in order to provide for increased reliability. This project will return to Council for award, with completion expected in June 2007.
- *Emergency Evacuation Drill:* City Hall staff have been trained on the building safety systems, including procedures for evacuation in the case of an emergency. This October will bring the first emergency evacuation drill to City Hall so that staff can practice what they have been taught.
- *Room Reservation Software:* The implementation of a room reservation software package will make reserving rooms and equipment less cumbersome. The incorporation of online reservations will streamline the process and help to ensure the continued reliability of meeting and event support.
- *Holiday Decorations:* In response to heavy demand from employees throughout the facility, General Services is working with the Attorney's Office to incorporate the ability to have holiday decorations in the lobbies.

Continuous tracking of these and other projects at City Hall are available on the intranet from the City's homepage using the link titled City Hall Issues. On this database, there are currently 85 specific projects and issues identified. Of these, 39 are currently active and 46 are either resolved or closed.

Development Center

The Development Center comprises the first two floors of the new City Hall. Since its opening last August, it has served over 41,000 customers. Overall, customers have reacted very favorably to the new facility. The new facility presents a number of challenges and opportunities that are still being addressed. Bringing all development services into one location has greatly reduced travel time for our customers. However, it requires staff to move between multiple floors to provide service where and when it is needed. In addition, standardizing the hours of operation across development service departments caused a 16% increase in customer service hours. These changes have presented staffing and logistical challenges that are still being addressed. Staff is working on a number of projects that will help address the challenges and take full advantage of the new facility. These include:

- Moving the Development Center Call Center from the 4th floor to the 2nd floor to improve technical support to the Call Center staff.
- Implementing a customer issue tracking system (integrated with the Permit System) to track customer issues throughout the entire project life cycle.

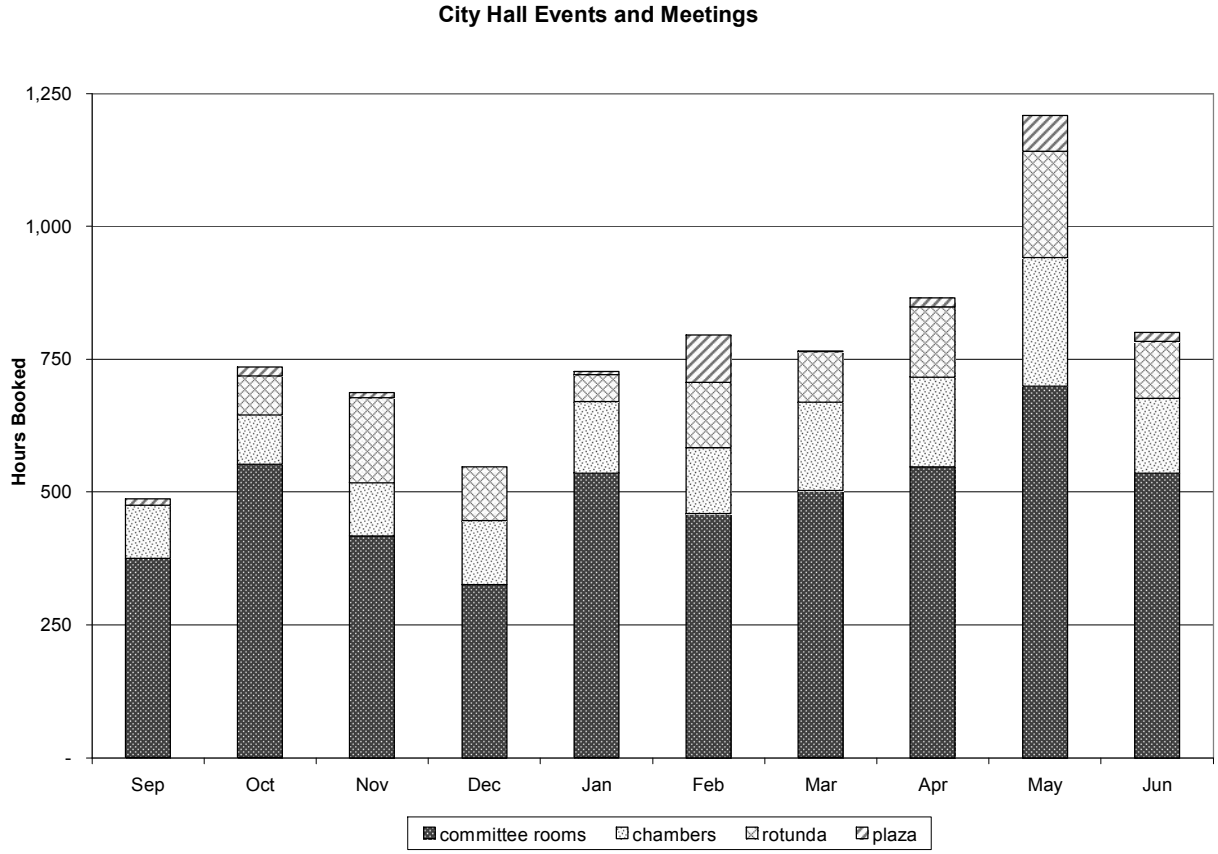
- Enhancing the existing counter customer queuing system (Q-matic) to provide real-time displays of customer waiting times on the Internet, and automatically page managers when wait times exceed established thresholds.
- Installation of a public address (paging system) to notify staff when customers are waiting to see specific individuals.

In addition, staff hopes to improve the aesthetics of the Center by adding visual displays of development projects currently under development or recently completed, highlighting quality development built in the City.

Events

City Hall continues to experience a wide variety of meetings and events. The most used spaces are the committee meeting rooms during the weekday. In the timeframe between September 2005 and June 2006 those rooms were booked 1,171 times. These rooms are predominantly used for internal meetings.

A number of events have taken place in the rotunda and plaza as well. These events vary from weddings to the Grand Prix driver's dinner and Zero One. In the same September to June timeframe the rotunda and plaza areas were booked 135 times.



General Services staff is finalizing a revised facility use policy that will be presented to Council for its approval in October. The intent of the revisions will be to simplify the policy as it relates to internal uses of the rotunda and plaza areas.

Because of the irregular schedule of meetings and events, staff has struggled to adequately staff these activities. To date, this has been manageable through flexible scheduling and the use of overtime. However, as demand grows, it may become necessary to supplement staff with help from contracted services.

Green Building
Although City Hall was not required to be certified as a LEED green building during construction, many sustainable features are incorporated in the facility and its operations.

On August 31st General Services, with the help of ESD, successfully obtained certification for City Hall as a Green Business by the County of Santa Clara. This is an important step towards demonstrating the City's continued dedication to "Green" operations and the LEED green building certification process in general.

Staff has been examining the possibility of achieving LEED certification for City Hall on an operational level. Obtaining this certification – LEED for existing buildings – can be accomplished through a combination of the green elements of the facility that are already incorporated, along with optimizing our operations to produce environmental benefits. Staff will report to Council on the feasibility of this program in October.

As we experienced this past summer, energy availability still troubles California at times. In this light, staff is pursuing a load-shedding agreement with PG&E. This agreement will commit City Hall to significantly reducing its energy consumption on days designated by PG&E. Methods for accomplishing this include reducing elements such as lighting and modifying the environmental controls to reduce power consumption. General Services will be working with PG&E and the City Attorney's Office to develop this process in time for next summer.

Employee Garage
Public Works is nearing completion of the employee parking garage. This garage will allow for City staff who are currently parking in city operated garages throughout downtown to be centralized near City Hall. Staff is expected to begin moving into the garage in mid-October in a phased move. Overflow parking will be available in the 3rd Street garage for those times when the employee garage is full.

The garage is scheduled for staff parking from 6 AM to 6 PM daily. Following that, the garage will provide convenient parking for the public in support of after hours meetings and events at City Hall, as well as other downtown activities and facilities.

POLICY ALTERNATIVES

N/A

PUBLIC OUTREACH ITEMS

None of the below criteria apply to this report. However, General Services receives constant feedback from City Hall tenants about suggested needs, changes, and improvements. This feedback is also encouraged through monthly Facility Coordinator meetings with representatives from each floor in the building.

- ☐ **Criteria 1:** Requires Council action on the use of public funds equal to $1 million or greater. **(Required: Website Posting)**
- ☐ **Criteria 2**: Adoption of a new or revised policy that may have implications for public health, safety, quality of life, or financial/economic vitality of the City. **(Required: E-mail and Website Posting)**
- ☐ **Criteria 3**: Consideration of proposed changes to service delivery, programs, staffing that may have impacts to community services and have been identified by staff, Council or a Community group that requires special outreach. **(Required: E-mail, Website Posting, Community Meetings, Notice in appropriate newspapers)**

COORDINATION

This report has been coordinated with the Office of the City Manager, Public Works and Planning, Building and Code Enforcement.

FISCAL/POLICY ALIGNMENT

N/A

BUDGET REFERENCE

N/A

CEQA

Not a project

PETER JENSEN
Director of General Services

For questions please contact Peter Jensen, Director of General Services, 938-2025.