

TORONTO STAFF REPORT

August 9, 2006

To: Administration Committee
From: Chief Corporate Officer
Subject: Space Utilization at City Hall, Metro Hall and the Civic Centres

Purpose:

This report responds to City Council's request for information on space utilization at the five civic centres, namely East York, Etobicoke, North York, Scarborough and York Civic Centres. Also included in this report is space utilization information for City Hall and Metro Hall.

Financial Implications and Impact Statement:

There is no financial impact arising from this report.

Recommendations:

It is recommended that this report be received for information.

Background:

At its meetings held on February 21–25 and 28 and March 1, 2005 when City Council considered the City's 2005 capital and operating budgets, it adopted a motion requesting the Commissioner of Corporate Services to report to Council, through the Administration Committee, on the utilization of space at the civic centres. This report responds to that request. The report also includes information on space utilization at City Hall and, Metro Hall in order to provide a more complete picture of space utilization in the City's major civic office buildings.

Comments:

1.0 City Hall and the Four District Model

Following the City's amalgamation in 1998 and City Council's approval of the "City Hall and Four Districts" model in December 1999, the role of the former city halls/seats of government changed.

Toronto City Hall became the seat of government and head office of the new City of Toronto, along with accommodating some South District functions. Metro Hall, North York Civic Centre, Scarborough Civic Centre and Etobicoke Civic Centre became district service centres accommodating district functions and operations for the four new districts, as follows:

Metro Hall	- South District Service Centre
North York Civic Centre	- North District Service Centre
Scarborough Civic Centre	- East District Service Centre
Etobicoke Civic Centre	- West District Service Centre

East York and York Civic Centre became satellite offices delivering district services to local communities. Further, in accordance with City Council's direction in April 2002, head office and South District operations were to continue to be inter-changeably located at City Hall and Metro Hall, given their close proximity to each other. In fact, the majority of the South District public counter services are located at City Hall.

Based on the "City Hall and Four Districts" model, Facilities & Real Estate staff working cooperatively with all relevant divisions across the organization implemented the Master Accommodation Plan (MAP) project, thereby redistributing City office staff to the appropriate head office and district locations to ensure an effective and efficient delivery of City services to the public in communities across the city, along with renovating and reallocating office space to achieve maximum space utilization.

2.0 Space Utilization at City Hall, Metro Hall and the Civic Centres

2.1 City Hall

As the seat of government, Toronto City Hall serves as the political and administrative headquarters of the organization. The building, which was built in 1965, consists of a 3-storey podium base topped with two high-rise office towers (East Tower Floors 4 to 25 and West Tower Floors 4-19). Nathan Phillips Square, the City of Toronto's premier public square and event venue surrounds the building.

City Hall contains approximately 511,006 sq. ft. of rentable floor area, including approximately 274,256 sq. ft. of staff office space, a main floor public rotunda area, Council Chamber, Members Lounge and committee and meeting rooms for public bookings. As noted in Chart 1 attached, ancillary uses including a café, wedding chapel, the Hester How Child Care Centre, Toronto Public Library branch and credit union space are also located in the building.

City Hall accommodates offices for all members of City Council, consisting of the Mayor and 44 Councillors and their staff on the 2nd floor of the building, as well as six Councillors constituency offices. All meetings of City Council are held in the Council Chamber, which contains approximately 5,430 sq. ft of floor area and has a seating capacity of approximately 332 people. The Council Chamber also accommodates Toronto and East York Community Council meetings.

The City Manager, the three Deputy Managers, many of the City's general managers and executive directors, the City Clerk's Office, and other senior staff and their key head office, policy and support staff are located at City Hall. As highlighted in Chart 1 attached, City Hall currently accommodates approximately 1,138 City staff, with capacity for approximately 1,220 staff. While 93% of available office space is currently occupied, the building will be at 100% capacity when planned office renovations are completed in 2007.

2.2 Metro Hall

Metro Hall, built in 1992 to house the former Metropolitan Toronto government and its departments, is now used as the South District Service Centre, accommodating a variety of functions and services, as well as some head office and centralized functions. Metro Square, a City-maintained public park/open space flanks Metro Hall and the three neighbouring office buildings in the Metro Centre complex.

The 27-storey office tower contains approximately 725,000 sq. ft. of rentable area, including approximately 571,884 sq. ft. of useable office space located on the 2nd and 4th to 27th floors. The ground floor contains large public rotunda and lobby areas. The Council Chamber located on the 2nd floor is currently being renovated to accommodate the City's new 3-1-1 Call Centre. Public meeting rooms of various sizes are located on 3rd floor.

As highlighted in the Chart 1 attached, Metro Hall accommodates approximately 2,353 staff, with capacity for approximately 2,400 staff. Thus, the building is at 98% capacity. Interior renovations to be undertaken in the near future will further densify office space to create more efficient space utilization, enabling an increase in staff occupancy to achieve 100% capacity at this location.

Other amenities include the Metro Hall Child Care Centre, Urban Affairs Library, Vineyards café and credit union space (ATM).

2.3 Etobicoke Civic Centre and 2 Civic Centre Court

The Etobicoke Civic Centre (ECC) was constructed in 1956, with an addition built in 1976, to serve as the city centre for the former City of Etobicoke. It now serves as the West District Service Centre, accommodating City staff work units delivering services to the local community.

The four-storey building consists of approximately 119,604 sq. ft. of rentable floor area. Approximately 108,947 sq. ft. of floor space is used as office space, accommodating approximately 477 staff, with capacity for approximately 544 staff. The building contains a Council Chamber with a seating capacity of approximately 100 people, which is used for meetings of the Etobicoke York Community Council and is available for public bookings. Six touchdown spaces for councillors are available in the building. Public committee and meeting rooms, the Alderbuds Child Care Centre, a Public Health clinic and a cafeteria are also located in the building.

The ECC complex also includes the adjoining former Etobicoke Public Utility Commission office building located at 2 Civic Centre Court. Constructed in 1965, the four-storey building contains approximately 43,748 sq. ft of office space and is at full occupancy, accommodating approximately 224 West District staff. A credit union is located on the main floor of the building.

As noted in Chart 1 attached, ECC together with 2 Civic Centre Court currently accommodate approximately 701 staff and are at 92% capacity, having a combined capacity of approximately 763 staff. Individually, ECC is at 88% capacity, while 2 Civic Centre Court is at 100% capacity.

The longer-term strategy is to dispose of the Etobicoke Civic Centre complex and develop a new West District Service Centre in close proximity to the TTC Bloor subway line.

2.4 North York Civic Centre

The North York Civic Centre (NYCC), built in 1978 as the city centre for the former City of North York, consists of six floors with approximately 218,006 sq. ft. of rentable space. It now serves as the North District Service Centre, accommodating City staff who deliver a full range of North District services to the public, as well as some centralized functions. The large complex adjoining NYCC includes a Toronto Public Library branch, Memorial Hall, Douglas Snow Aquatic Centre and Mel Lastman Square.

North York Community Council meetings are held in the existing Council Chamber, which has a seating capacity of approximately 389 people. There are also six Councillors constituency offices and three Councillors touchdown spaces located in the building.

The building contains approximately 140,008 sq. ft. of office space and accommodates approximately 812 staff. With a capacity for 770 staff, the office space occupancy is over-capacity at 105%. Continued efforts to densify existing office space, redistribute staff occupancy and reclaim/convert underutilized space in the building in order to maximize space utilization for much needed functional office space will be required to avoid staff overcrowding and ensure that ongoing office space accommodation needs can be met at this location in the future.

As highlighted in Chart 1 attached, other uses in the building include committee and meeting rooms available for public bookings, a wedding chapel and a cafeteria.

2.5 Scarborough Civic Centre

The complex at 140, 150 and 160 Borough Drive was constructed in 1972 with space divided up to serve as the Scarborough Board of Education head office, the former City of Scarborough municipal centre and a Public Health clinic respectively. A similar shared arrangement continues to-day. The southeast side of the building containing five floors accommodates the Scarborough Civic Centre (SCC) and serves as the City of Toronto's East District Service Centre, while the east corner of the complex accommodates a health centre and the building's west side is occupied by Toronto District School Board (TDSB) staff. Both the City of Toronto and TDSB occupy office space on the main floor.

The SCC space contains approximately 179,351 sq. ft. of rentable area, with staff office space occupying approximately 115,999 sq. ft. (excluding the basement, Council Chamber and committee rooms). The existing Council Chamber, which has a seating capacity of approximately 270 people is used for Scarborough Community Council meetings and is available for public bookings, along with the existing committee rooms. Five Councillors constituency offices and one Councillors touchdown space are located on site. Other amenities include a wedding chapel and a cafeteria. The main floor rotunda plays host to a variety of community events as does Albert Campbell Square, the outdoor public square located at the front of the complex.

Interior renovations to the SCC space were completed in late 2004, with space densified to maximize space utilization and accommodate City staff delivering services to the East District. As noted in Chart 1 attached, the SCC space can accommodate approximately 463 staff and is at 100 % capacity.

2.6 East York Civic Centre

The East York Civic Centre was built in 1989 as the former Borough of East York city hall. It is now a satellite City office location accommodating City staff and public service counters serving the local community, along with some work units providing specialized City functions. Adjacent to the site are the Centennial College Child Care Centre and a Toronto Public Library branch.

The three-storey building is comprised of 66,583 sq. ft. of rentable space, including approximately 50,676 sq. ft. of staff office space. Two Councillors constituency offices are accommodated in the building. The Council Chamber with a seating capacity of approximately 117 people and existing committee rooms are available for public bookings. There is a small cafeteria located on the 1st floor and municipal credit union space is located on the 3rd floor.

Currently, the building is undergoing interior renovations to densify existing office space to accommodate an increase in staff. As noted in Chart 1 attached, while the building capacity is approximately 254 staff, the building will accommodate 318 staff and will be at 125% capacity, once renovations are fully completed in early 2007. The overcapacity in building occupancy can be attributed to the large number of Public Health nurses to be accommodated in the building. Given that they normally work in the field for most of the workday, overcrowding is not anticipated to be a serious problem at this location.

The neighbouring City-owned building at 175 Memorial Drive accommodates an additional 20 City staff and is at full capacity.

2.7 York Civic Centre

The York Civic Centre, which was the former City of York city hall, was built in 1950 with additions constructed in 1958, 1967, 1972, 1974, 1986 and 2004. The latest building addition together with extensive renovations were completed in 2004 to accommodate the Court Services West District court facilities and related administrative office functions, along with City staff providing West District public counter services to the local community.

The three-storey building contains approximately 70,183 sq. ft. of rentable space, including 32,000 sq. ft. used as staff office space and 16,000 sq. ft. used as courtroom space. One Councillors touchdown space is located on site. Having a capacity for approximately 140 staff and a current occupancy of 133 staff, the building is at 95 % capacity as noted in Chart 1 attached.

The existing Council Chamber with a seating capacity of approximately 275 people is available for public bookings. Other public amenities include a wedding chapel, a café (currently vacant) and the adjoining L.E.F.-Silverthorn Daycare Centre.

Conclusions:

Space at City Hall, Metro Hall and the five civic centres is well utilized, with staff occupancies ranging from 92% to 125% of capacity. Each of these locations has a Council Chamber with a seating capacity ranging from 100 to 389 people, which is available for public bookings. Except for Metro Hall, all of the locations have Councillors' constituency offices and/or touchdown spaces. All the locations also have committee rooms and/or meeting rooms that are accessible for use by the public. A broad range of counter services to the public is also provided at each location. A café or cafeteria is also located in each building. Other public amenities such as a wedding chapel, child care centre, Toronto Public Library branch and credit union are located in several of the buildings or adjacent to them.

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List of Attachments:

Appendix A: Chart 1: Space Utilization at City Hall, Metro Hall and the Civic Centres

APPENDIX A

CHART 1

SPACE UTILIZATION AT CITY HALL, METRO HALL AND THE CIVIC CENTRES

USE OF SPACE	CITY HALL	METRO HALL	EAST YORK CIVIC CENTRE	ETOB. CIVIC CENTRE	NORTH YORK CIVIC CENTRE	SCARB. CIVIC CENTRE	YORK CIVIC CENTRE
Head Office/ District Office/ Satellite Office	Head Office/ South District Office	South District Civic Centre	Satellite Office	West District Service Centre	North District Service Centre	East District Service Centre	Satellite Office
Useable Office Space	274,256 sq. ft.	571,884 sq. ft.	50,676 sq. ft.	152,695 sq. ft.	140,008 sq. ft.	115,799 sq. ft.	32,000 sq. ft.
Staff Capacity	1,220 staff	2,400 staff	254 staff	763 staff	770 staff	463 staff	140 staff
Current Staff Occupancy	1,138 staff	2,353 staff	318 staff	701 staff	812 staff	463 staff	133 staff
% Current Staff Occupancy	93%	98%	125%	92%	105%	100%	95%
Public/Customer Service Counters	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Council Chamber Floor Area & Seating Capacity	5,430 sq. ft. 332 people	N/A (3-1-1 Call Centre)	2,351 sq. ft. 117 people	1,930 sq. ft. 100 people	4,684 sq. ft. 389 people	4,855 sq. ft. 270 people	3,815 sq. ft. 275 people
Councillors Constituency Offices	6	0	2	0	6	5	0
Councillors Touchdown Spaces	0	0	0	6	3	1	1
Committee Rooms	Yes	N/A	N/A	Yes	Yes	Yes	N/A
Public Meeting Rooms	Yes	Yes	Yes	Yes	Yes	Yes	No
Café/Cafeteria	Yes	Yes	Yes	Yes	Yes	Yes	Yes (Vacant)
Wedding Chapel	Yes	No	Meeting Room	No	Yes	Yes	Yes
Child Care Centre	Yes	Yes	Adjacent	Yes	No	No	Adjacent
Toronto Public Library Branch	Yes	Yes	Adjacent	No	Adjacent	No	No
Municipal Credit Union Space	Yes	Yes (ATM)	Yes	Yes	No	No	No

Note: Etobicoke Civic Centre also includes adjoining building at 2 Civic Centre Court.