



**STAFF REPORT  
ACTION REQUIRED**

**North York Civic Centre: Repurposing a portion of the Members Lounge**

<b>Date:</b>	May 24, 2011
<b>To:</b>	North York Community Council
<b>From:</b>	Chief Corporate Officer
<b>Wards:</b>	
<b>Reference Number:</b>	P:\2011\Internal Services\Fac\Ny11013Fac- (AFS 14022)

**SUMMARY**

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This report seeks the concurrence of the North York Community Council to the proposal to reuse a portion of the existing Members Lounge at North York Civic Centre for operations of the Revenue Services Division. The report outlines a plan to renovate and repurpose the subject space to meet the division's program needs. Space requirements for Community Council meetings, events and/or community bookings would continue to be accommodated within a smaller-sized Members Lounge, or within existing Committee Rooms at NYCC.

The southerly half of the main Members Lounge room will be retained as the Members Lounge, with a reduction of approximately 50% in the current square footage of the main room. Access to and from the rear of the Council Chamber will be maintained and the existing kitchenette will remain unchanged.

**RECOMMENDATIONS**

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**The Chief Corporate Officer recommends that:**

1. The North York Community Council concurs with the proposal to reuse a portion of the existing Members Lounge at North York Civic Centre for operations of the Revenue Services Division, as set out herein.
2. The appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

## **Financial Impact**

The adoption of the recommendations in this report will not result in any new operating or capital budgetary implications for 2011 or future years. Funding for the redesign and repurposing of the existing Members Lounge for use as Revenue Services' new Payment Processing Centre (PPC) and staff workstations will be funded by Revenue Services Division, through Financial Services approved capital project FNS907051 (WBS CFS035), with total project costs of \$800,000 - this amount is currently identified within planned capital expenditures for 2011.

It is expected that modest annual savings (<\$10,000) will be realized in operating expenditures, in the form of reduced costs for utilities and disposal services that are currently paid by Revenue Services for its payment processing operation located at 95 Beecroft Road. There would be no savings in annual rents, as this operation currently occupies space within a parking garage owned by the Toronto Parking Authority, for which no rents are charged.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **ISSUE BACKGROUND**

Revenue Services' Payment Processing Centre (PPC), temporarily located at 95 Beecroft Road in space above the Toronto Parking Authority Parking Garage, needs to be re-located in 2011. A March 2010 Management Letter from the Auditor General identified serious security, fire safety and efficiency issues at the current payment processing centre location on Beecroft Road. The current location cannot accommodate the Auditor General's recommended changes.

The Payment Processing Centre is the central receiving/processing operation for payments made by cheque, draft or money order for property taxes, utility billings and parking ticket payments. It is an integral part of Revenue Services' operations, and a vital part of the City's revenue chain.

The Members Lounge on the lower level of North York Civic Centre (NYCC) represents an ideal space in size and proximity to other Revenue Services operations for the relocation of the Payment Processing Centre. There is no other available space at NYCC that can accommodate this relocation.

## COMMENTS

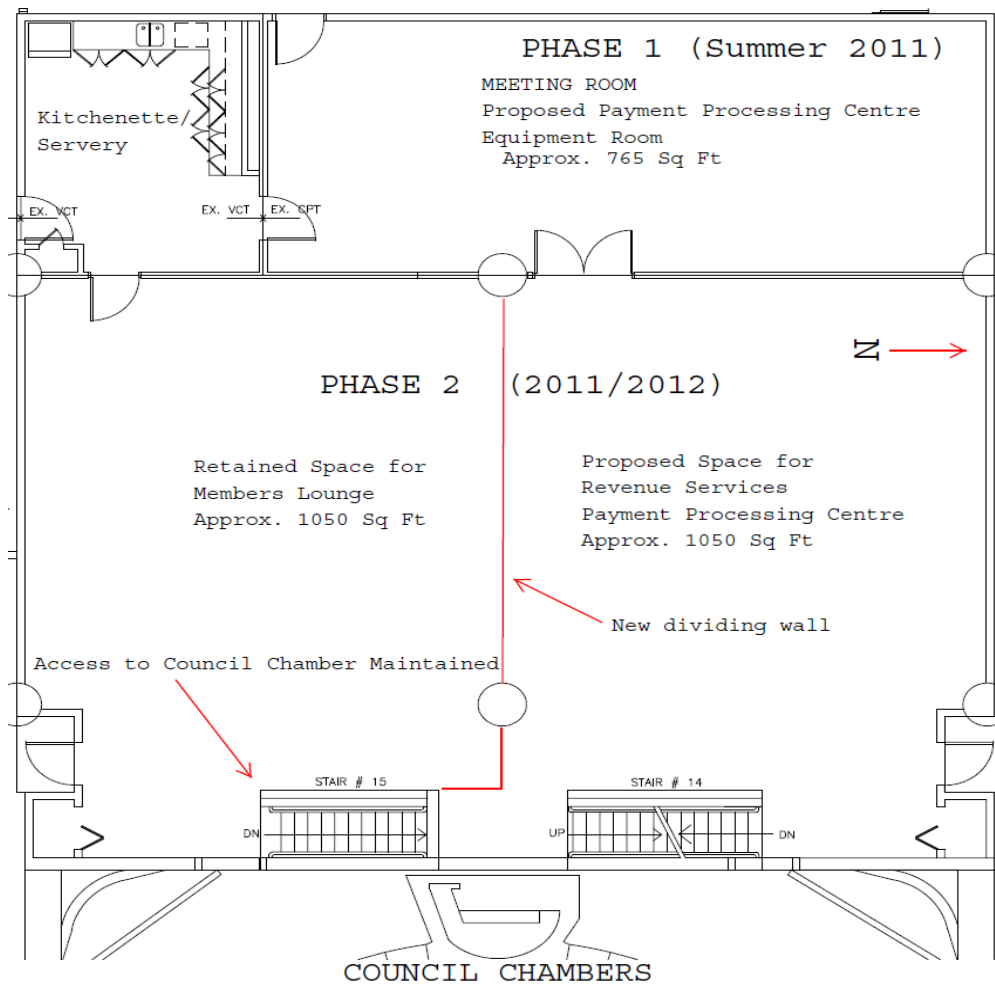
This report outlines a plan to renovate and repurpose a portion of the existing Councillors Members Lounge at the NYCC. The Members Lounge is located on the lower level of NYCC, directly behind and one floor above the North York Council Chamber.

This plan will see the construction of a dividing wall separating the large main room of the current Members Lounge into a north half and a south half (see Figure 1 below).

The southerly half will be retained for the Councillors Members Lounge, including the exclusive use of the existing kitchenette and one of the current stairways providing access to/from the rear of the Council Chamber.

The northerly half, along with the adjacent smaller meeting room (west side), will be repurposed to provide space to accommodate Revenue Services Division's payment processing operations.

**Figure 1: Proposed Renovation/Reuse of NYCC Members Lounge**



The NYCC Members Lounge is currently underutilized as a resource, with infrequent bookings over 2008, 2009 and 2010. Usage of the Members Lounge by itself averaged only 3.5 bookings per month for events over this period (See Table 1 below). Bookings that utilized the NYCC Council Chamber concurrently with the Members Lounge averaged 17.6 bookings per month for this same period.

**Table 1: NYCC Members Lounge Booking Frequency – 2008 to 2010**

Year	Number of bookings/events		
	Members Lounge only	Council Chamber only	Council Chamber with Members Lounge
2008	37	104	235
2009	31	36	220
2010	57	103	180
<b>Monthly Average</b>	<b>3.5</b>	<b>6.8</b>	<b>17.6</b>

Space requirements for Community Council meetings, events and/or community bookings would continue to be accommodated within a smaller-sized Members Lounge, or within existing Committee Rooms at NYCC.

Relocation of Revenue Services' Payment Processing Centre to NYCC will improve security of these operations, as recommended by a March 2010 Auditor General's Management Letter, most notably through the presence of on-site security. Security of staff and revenue operations surrounding the current non-corporate location at 95 Beecroft Road became a critical issue during the 2009 labour disruption, which saw picketing of this location, and interruptions to mail delivery and normal cheque processing operations.

Relocating the PPC to NYCC will better merge the PPC operations with the Division's existing functions, and streamline payment processing operations, by providing improved access for delivery of incoming mail/cheques. The location of the Members Lounge/new Payment Processing Centre on the lower level of NYCC will allow for direct same-floor access from the loading dock facilities at NYCC for both incoming and outgoing mail and deliveries.

Centralization of divisional staff will allow for better supervision and improved working conditions over the current quasi-industrial setting of the current PPC space, and will result in reclaimed work time as staff from multiple divisions would no longer be travelling between the PPC and NYCC.

### **Planned Implementation**

The Facilities Management Division is working in close consultation with the Revenue Services Division to begin this project in 2011, with completion planned for early 2012. Revenue Services is currently in negotiations to replace its existing cheque scanning equipment in early 2011. An upgrade to this equipment is several years overdue and has been recommended to be installed at its final destination, rather than having to relocate

the equipment from one location to another at a subsequent date at considerable additional expense to the City.

All renovation work will be undertaken after hours or on weekends, to minimize any possible disruption to scheduled meetings of North York Community Council, or other planned meetings or events.

Capital costs for the redesign and construction of Revenue Services' new Payment Processing Centre and staff workstations will be funded by Revenue Services Division, through an approved capital project, with expenditures planned for 2011.

The renovation of the Members Lounge and the relocation of Revenue Services' Payment Processing Centre will proceed in two phases, as follows:

- **Phase 1: Summer 2011**

The existing meeting room (see Figure 1) to be reconfigured for installation and set up of the new payment processing equipment, including necessary power/data upgrades. Delivery of equipment scheduled for June 2011. The meeting room will be unavailable for use during this period.

- **Phase 2: Fall/Winter 2011/2012**

Construction of the new dividing wall separating the large main room of the Members Lounge into a north half and a south half to take place in the Fall 2011/Winter 2012.

The southerly half of the main Members Lounge room will be retained as the Members Lounge, with a reduction of approximately 50% in the current square footage of the main room from approximately 2,100 sq. ft. to approximately 1,050 sq. ft. Corridor access from the southerly corridor and access to/from the rear of the Council Chamber will be maintained (via the southerly stairwell). The existing kitchenette will remain unchanged. Necessary upgrades to power/data, and refurbishment (e.g. repainting, re-carpeting) will be undertaken as necessary.

The northerly half of the main room will be enclosed by a new dividing wall, separating this area from the Members Lounge and kitchenette. This northerly space will be used for staff workstations for Revenue Services' payment processing operation. Access to this area will be from the northerly and westerly hallways. This area will not have access to or from the rear of the Council Chamber (northerly stairwell to be maintained as an emergency exit only – to be determined in consultation with consultant/architect). Once the NYCC space is ready for occupancy, the staff and remainder of operations from the current Beecroft Road location will be relocated to the new NYCC space (Fall 2011/Winter 2012, depending on the construction schedule).

## **CONCLUSION**

This report seeks the North York Community Council's concurrence with the proposal to reuse a portion of the existing Members Lounge at NYCC for operations of the Revenue Services Division, such that preparations to implement the plan can commence as soon as possible in 2011.

## **CONTACT**

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## **SIGNATURE**

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