

## Attachment 1

### Protocol for Councillor Constituency and Office Renovations

This document outlines the steps and approval procedures for Councillor constituency and office renovations, including request for constituency offices located on private property.

#### 1. Initiation

- 1.1. Councillor initiates request for a new constituency office by completing the Request for Constituency Office or Office Renovations Form; or
- 1.2. Councillor requests renovations/changes to a current office or constituency office by completing the Request for Constituency Office or Office Renovations Form.
- 1.3. Sample Request for Constituency Office or Office Renovations Form included as Appendix A.

#### 2. Acknowledgement

- 2.1. City Clerk's Office consults with Facilities Management on Councillor's request and responds to requesting Councillor with a Project Charter outlining the following:
  - i. confirms requirements expressed by Councillor;
  - ii. outlines next steps and rough timelines;
  - iii. provides types of costs involved in the request; and
  - iv. advises Councillor of the staff contacts for project.
- 2.2. Councillor asked to sign-off the Project Charter to acknowledge captured requirements and types of costs associated with the request. [**Sign-off #1**]
- 2.3. Sample Project Charter included as Appendix B.

#### 3. Location Search (if required)

- 3.1. If request is for a new constituency office in the ward of the Councillor, Real Estate staff begins search for potential locations, based on the signed-off project charter.
- 3.2. Facilities Management and City Clerk's Office staff will make sure that the identified location(s) meet the legislated requirements of the Ontario Building Code, the Accessibilities for Ontarians with Disabilities Act and the Occupational Health and Safety Act.
- 3.3. Councillor is invited to visit screened sites.
- 3.4. Councillor selects one potential site and advises in writing to City Clerk's Office via a signed memo. [**Sign-off #2**]

#### **4. Preliminary renovation plan, floor plan and furniture requirements and cost estimates**

- 4.1. City Clerk's Office and Facilities Management Staff gather high-level requirements from Councillor for renovations required to existing office or set up requirements of new office, based on the selected site.
- 4.2. City Clerk's Office provides high-level renovation plan, floor plan, furniture requirements and high-level cost estimates to Councillor with an updated Project Charter.
- 4.3. Councillor acknowledges and confirms the high-level cost estimate provided by signing the updated Project Charter. [**Sign-off #3**]
- 4.4. By signing the updated Project Charter for a new Office to be set up, Councillor is also providing direction for City staff to proceed to negotiate a lease for the site, if required. [**Sign-off #3**]

#### **5. Lease Proposal (if required)**

- 5.1. Real Estate staff prepares the formal lease offer proposal to the landlord of the selected site.
- 5.2. City Clerk's Office staff sends the lease offer proposal to the Councillor to review.
- 5.3. Councillor signs off on the lease offer proposal in writing. [**Sign-off #4**]

#### **6. Detailed Floor and Furniture Plan**

- 6.1. Facilities Management staff prepares detailed renovation plan and work requirements.
- 6.2. PMMD staff issues call on renovation in accordance with work requirements provided by Facilities Management.
- 6.3. Based on the results of the bid, Facilities Management staff prepares detailed floor plan, renovation plan and furniture, computer and telephone details and associated costs, including moving costs.
- 6.4. City Clerk's Office and Facilities Management staff meets with the Councillor to go through the detailed floor plan and the associated costs.
- 6.5. If changes to the plan are required, these are captured in writing and communicated back to the Councillor. Councillor is then required to respond in writing to confirm the changed requirements.
- 6.6. The final requirements are captured in an updated Project Charter.
- 6.7. Councillor signs off on the final constituency office or office renovation plan and associated costs by signing the Sign-Off for Costs for Constituency Office or Office Renovations Form. [**Sign-off #5**]
- 6.8. Sample Sign-Off for Costs for Constituency Office or Office Renovations is included as Appendix C.

## 7. Moving Details

- 7.1. Facilities Management staff prepares detailed plan on moving and date of move and communicates this to the City Clerk's Office by e-mail, copied to the Councillor.
- 7.2. Councillor signs off on moving date and plan with a response email.  
**[Sign-off #6]**
- 7.3. Facilities Management staff proceeds to arrange move.

## General requirements

- The Director of Council and Support Services, City Clerk's Office, is the single point of contact with the Councillor on constituency office requirements. Facilities Management and Real Estate staff are involved in preparing details plans, investigating sites and estimating costs, and participate in meetings with Councillors with City Clerk's Office staff.
- All required document must be signed off by the Councillor and not Councillor's staff.
- The requirement for sign-off may delay the target delivery dates. Urgent requests for Councillors may not be met if the required documentations have not been signed off.
- Upon the discretion of the Director of Council and Support Services, a faxed sign-off may be accepted, provided the original signed copy is provided in an expeditious manner.
- No constituency office on non-City-owned property will be set up 12 months prior to the municipal election.

## REQUEST FOR CONSTITUENCY OFFICE OR OFFICE RENOVATIONS

*Form to be submitted to City Clerk's Office, Director, Council and Support Services for processing.  
See Reverse for more information about completing this form. If space is insufficient, attach a separate page.*

**SECTION 1 – COUNCILLOR INFORMATION**

<b>Ward:</b>	<b>Councillor:</b>
<b>Contact Name:</b>	<b>Contact number:</b>
	<b>Contact e-mail address:</b>

**SECTION 2A – REQUEST FOR SPACE *(Please check one box)***

- |   |   |
|---|---|
| <input type="checkbox"/> Request for new constituency office      | <input type="checkbox"/> Request to change existing constituency office |
| <input type="checkbox"/> Request to eliminate constituency office | <input type="checkbox"/> Request to change existing City Hall office    |

**SECTION 2B - LOCATION *(Please check one box if needed)***

- Request for City Hall space
- Request for Civic Centre space at:     East York Civic Centre         Etobicoke Civic Centre
- North York Civic Centre         Scarborough Civic Centre
- Request for space at City-owned facility
- Request for private sector space

**SECTION 3 – DETAILS OF REQUEST *(See instructions on reverse for information required)***

**COUNCILLOR APPROVAL**

Councillor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SECTION 4 – BUDGET APPROVAL *(To be completed by City Clerk's Office)***

Cost Centre: \_\_\_\_\_ City Clerk or Designate: \_\_\_\_\_

**SECTION 5 – WORK ORDER ASSIGNMENT** (To be completed by Real Estate / Facilities Management)

Work Order No.: \_\_\_\_\_ Project Manager: \_\_\_\_\_

For information about the **Parameters for Councillor Constituency Offices** approved by City Council at its meeting of October 30, 31 and November 1, 2012, please see:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.CC27.5>

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**INSTRUCTIONS**

**Section 1**

Provide requested information.

**Section 2**

Check appropriate boxes.

For increases or reductions to space, check the "change" box.

For leased space, reductions or elimination of space would be based on the terms and conditions of the agreement.

**Section 3**

Provide details for the required search:

- Geographic parameters (boundaries by streets)
- Space type (i.e. Storefront, Office)
- Nearby Amenities (i.e. Parking, public transit, major thoroughfare access)
- Space features (i.e. Washroom, segregated office)
- Other unique requirements
- Any additional supporting information

**Section 4**

To be completed by City Clerk's Office.

**Section 5**

To be completed by the respective Real Estate Services or Facilities Management Services manager.

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If further information or assistance is required, please contact:

Winnie Li  
Director, Council and Support Services  
City Clerk's Office  
City Hall, 9<sup>th</sup> Floor, West Tower  
416-392-8676 or [wli@toronto.ca](mailto:wli@toronto.ca)

Upon completion of this form, forward it to Winnie Li.

Councillor Name:	
Project Number:	
Date:	
Revision:	

## Scope

**Scope Statement** - *Developing a written scope statement as the basis for future project decisions, from synopsis sheet, small summary*

▪

**Scope Definition** - *Subdividing the major project deliverables into smaller, more manageable components including source of furniture (new, surplus, personal)*

▪

**Deliverables:**

- 1.
- 2.

## Schedule and Milestones

*Paste your project schedule here*

▪ **List Milestones:**

- 1)
- 2)
- 3)
- 4)

## Budget

- 1) Source of funding – Council General Expense Budget or Constituency Services and Office Budget
- 2) Leasing Costs
- 3) Leasehold Improvements Budget
- 4) Moving and Haulage
- 5) Furniture and Equipment
- 6) Fees (building permit, consultant, project management)
- 7) Total Budget

## Assumptions and Risks

**Assumptions** - Documenting the assumptions made while determining the scope and deliverables of the project

- Term of lease must not extend beyond the current Council term
- All work must be completed at least 12 months prior to an election
- All offices must comply with Occupational Health and Safety Act and Accessibility for Ontarians with Disabilities Act

**Exclusions** - Documenting things that are not included in the project's scope

- Council General Expense Budget will not pay for the following. Councillors can charge these expenses to the Constituency Services and Office Budget:
  - Advertising signage lease
  - Advertising signage production
  - Parking
  - Furniture not included in the Parameters for Councillor Constituency Offices
  - Office decoration
  - Small appliances
  - Ink cartridge for printer
  - Other office supplies not provided by the City Hall stationery supply cabinet
- The following are not eligible expenses in either the Councillor General Expense Budget or the Constituency Services and Office Budget:

- o Outside landscaping costs
- o Plants
- o Purchase or rental of artwork

**Risks** - Determining which risks are likely to affect the project and documenting the characteristics of each

## Organizational Plan

**Resources and Responsibilities** - Identifying, documenting, and assigning project roles, responsibilities, and reporting relationships.

Name	Phone #	Role
Councillor:		Final sign-off at all stages of project
Director, Council and Support Services:		Budget sign-off and liaison between Councillor and Project Manager
Facilities Project Manager:		Project Manager and liaison to Council and Support Services and Facilities Management Division staff and external vendors
Real Estate:		Liaison with landlord and responsible for lease negotiations
Information Technology:		Liaison with Corporate Information and Technology Division

## Quality Plan

Identifying which quality standards is relevant to the project and determining how to satisfy them.

## Communications Plan

Determining the information and communications needs of the stakeholders: who needs what information, when will they need it, and how will it be given to them. Sign-offs by Councillor, Director, Council and Support Services and Project Manager are required at all stages of the project.

## Approvals



<b>Name:</b>	<b>Date</b>	<b>Signature</b>
Councillor:		
Director, Council and Support Services:		
Project Manager:		

SAMPLE

**SECTION 1 – COUNCILLOR INFORMATION**

<b>Councillor:</b> _____	<b>Selected Office Location:</b> _____
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**SECTION 2 – DETAILS & ESTIMATES OF WORK TO BE DONE**

*List work to be done and cost estimates and attach office layout for sign-off. Office layout will include details of items to be completed.*

**COUNCILLOR APPROVAL**

I have reviewed and approve the plans and estimated costs for this project and am aware that these costs will be charged to the Council General Expense Budget but will be allocated to me and disclosed with other Councillor expenses.

Councillor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**SECTION 4 – BUDGET APPROVAL** *(To be completed by City Clerk's Office)*

Cost Centre: \_\_\_\_\_ Functional Area: \_\_\_\_\_

Director, Council & Support Services: \_\_\_\_\_ Date: \_\_\_\_\_

**SECTION 5 – FACILITIES MANAGEMENT CONFIRMATION OF WORK TO BE DONE**

Project Manager: \_\_\_\_\_ Date: \_\_\_\_\_

For information about the **Parameters for Councillor Constituency Offices** approved by City Council at its meeting of October 30, 31 and November 1, 2012, please see:  
<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2012.CC27.5>