



Sunnyvale Civic Center Modernization

Phase A.2 - Needs Assessment

City Council Study Session #3

June 23, 2015



Introduction & Agenda Review

Context

Purpose

Intended Results

Agenda



Context, Purpose, & Intended Results

Context :

We have completed a working draft of the Vision, Success Criteria, and Needs Assessment for the Civic Center Modernization. Now we are preparing to draft a Space Program for Council.

The Purpose of this Meeting is to:

- Review Program Concepts & Assumptions

The Intended Results for this Meeting Are:

- Refinement of Program Concepts

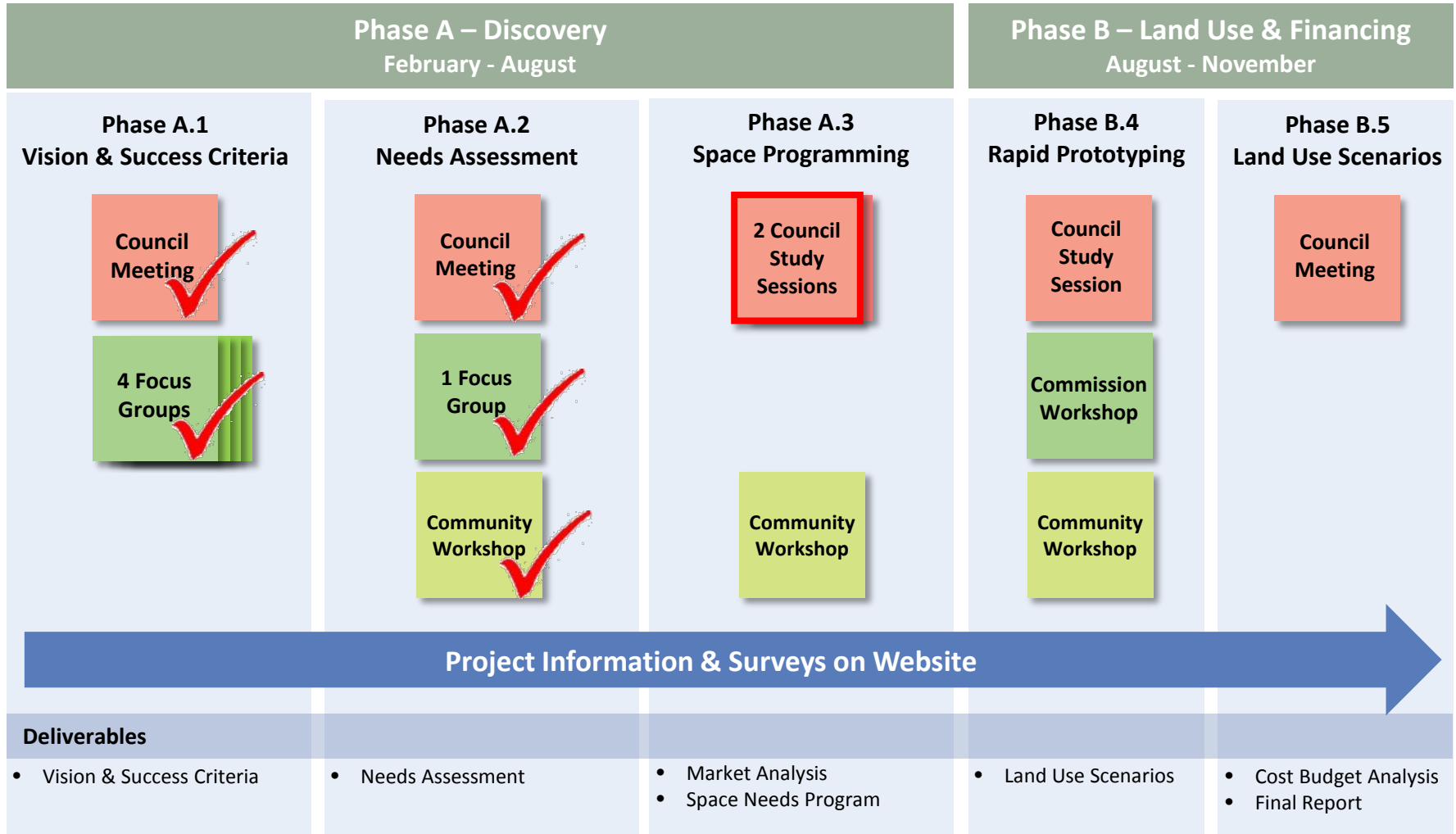


Agenda

- Introduction / Agenda Review
- Service Demand & Delivery
- Program & Facilities Concepts
- Conclusion



Project Process – Summary of Community Outreach





Service Demand & Delivery

Key Principles

Population

Service Demand History

Staffing Levels



Service Demand – Key Principles



■ Service Demand

- Population
- Economic Impact
- Service Needs & Goals
- Customer Service Expectations

■ Service Delivery & Staffing

- Staffing Levels
- Service Portfolio
- Innovations in Service Delivery
- Future Growth

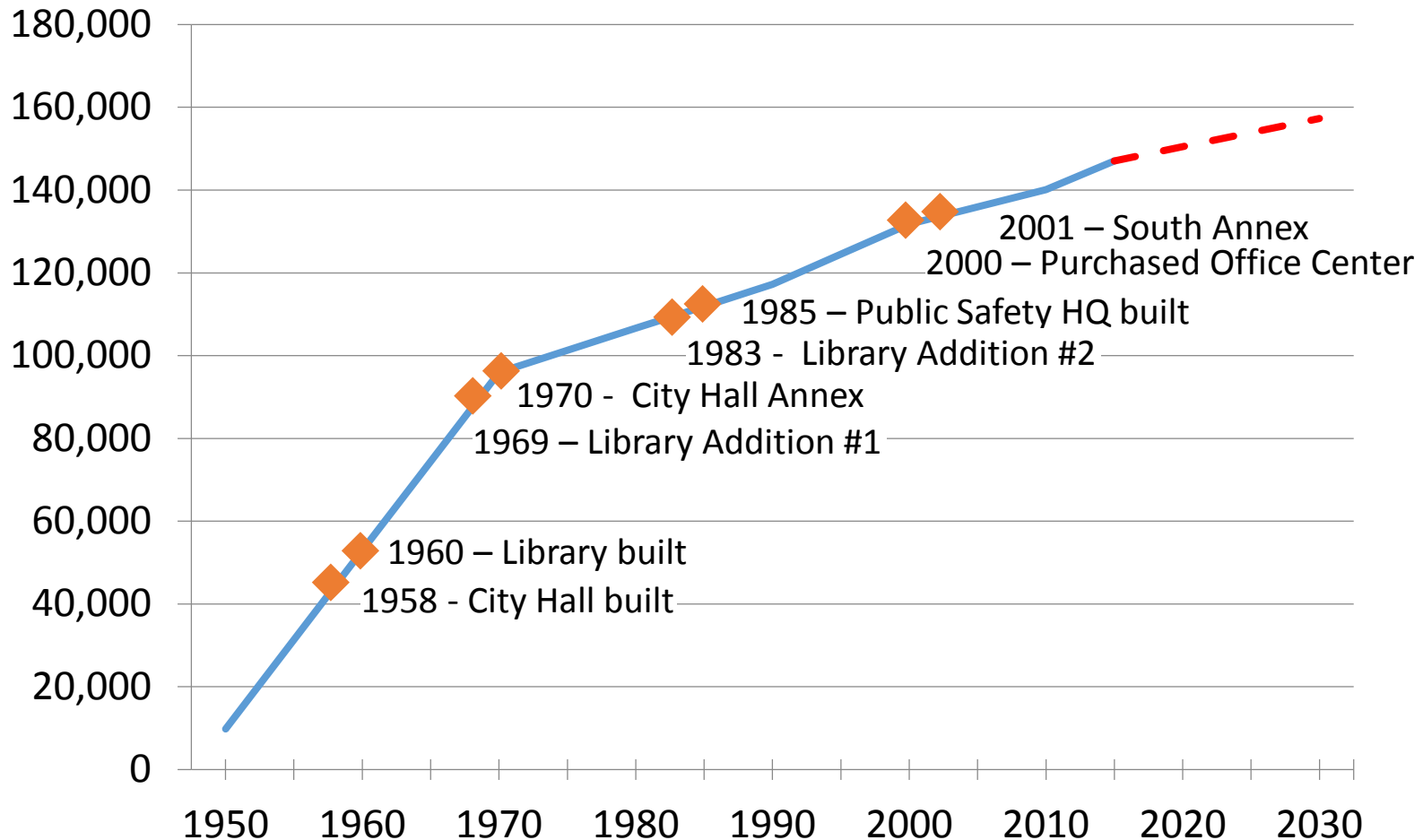
■ Program & Facilities

- Customer Service Space
- Areas for Collaborative Work
- Appropriate Technology Infrastructure
- Regulatory Requirements
- Flexibility/Shared Use



Service Demand - Population

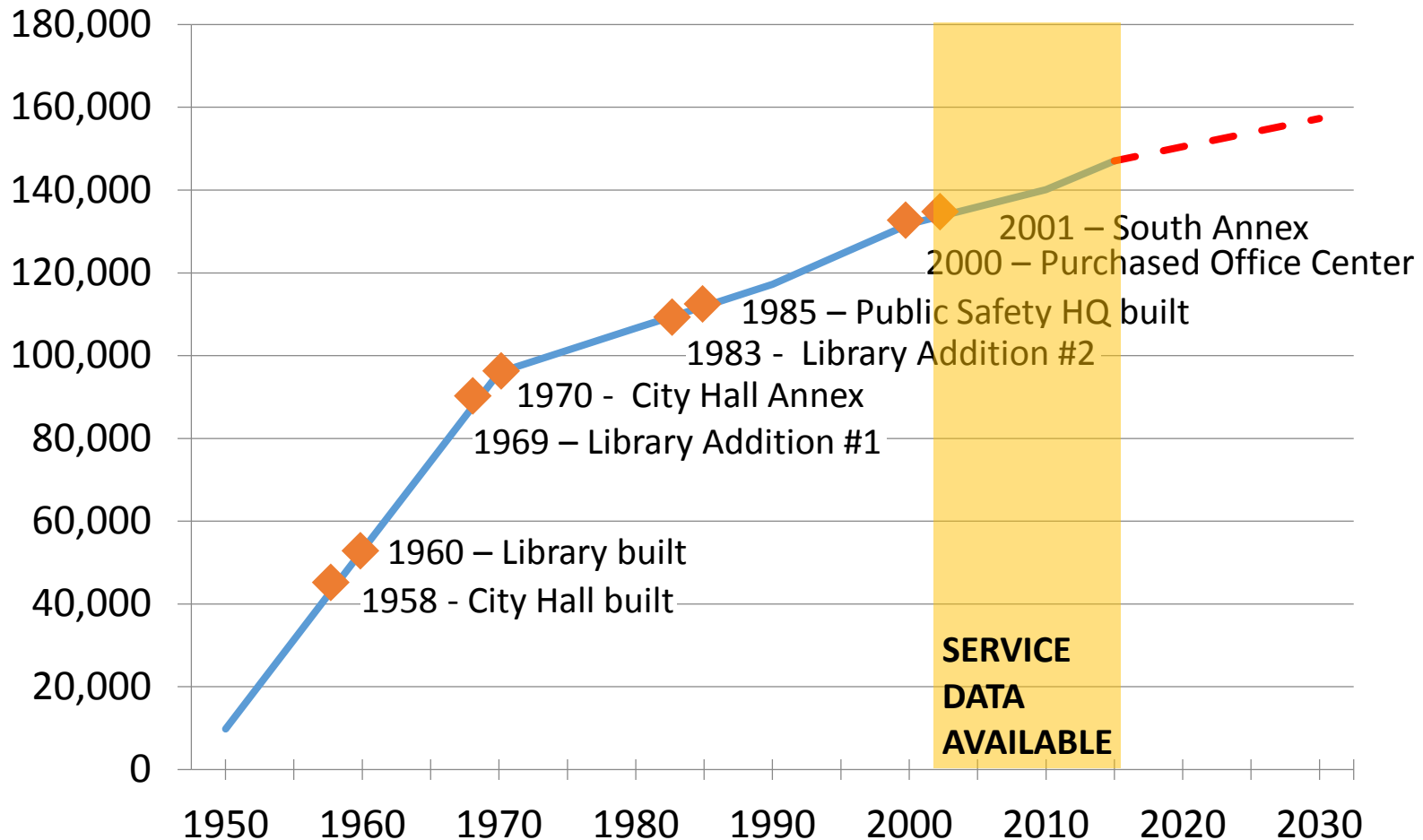
Residents





Service Demand - Population

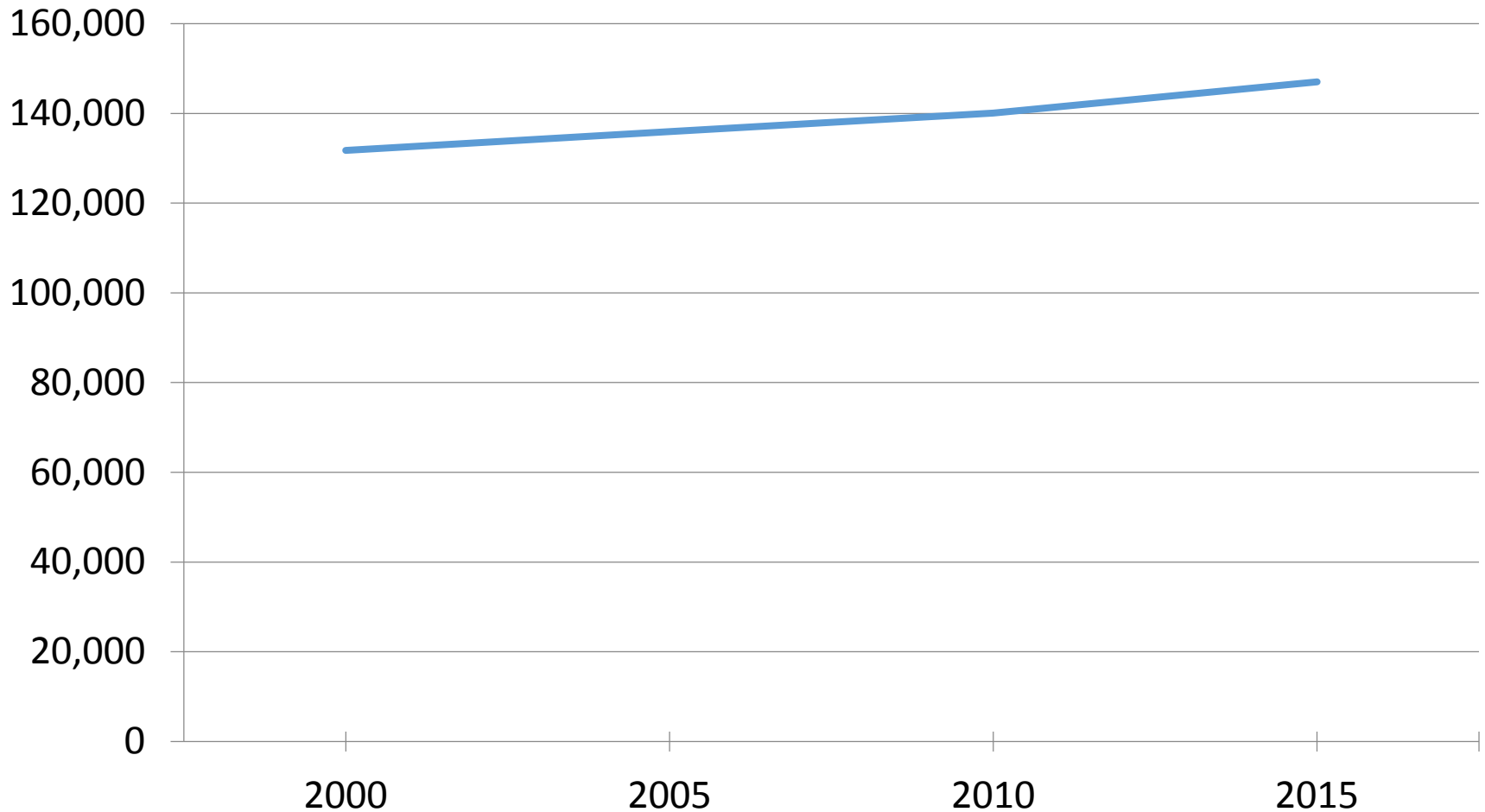
Residents





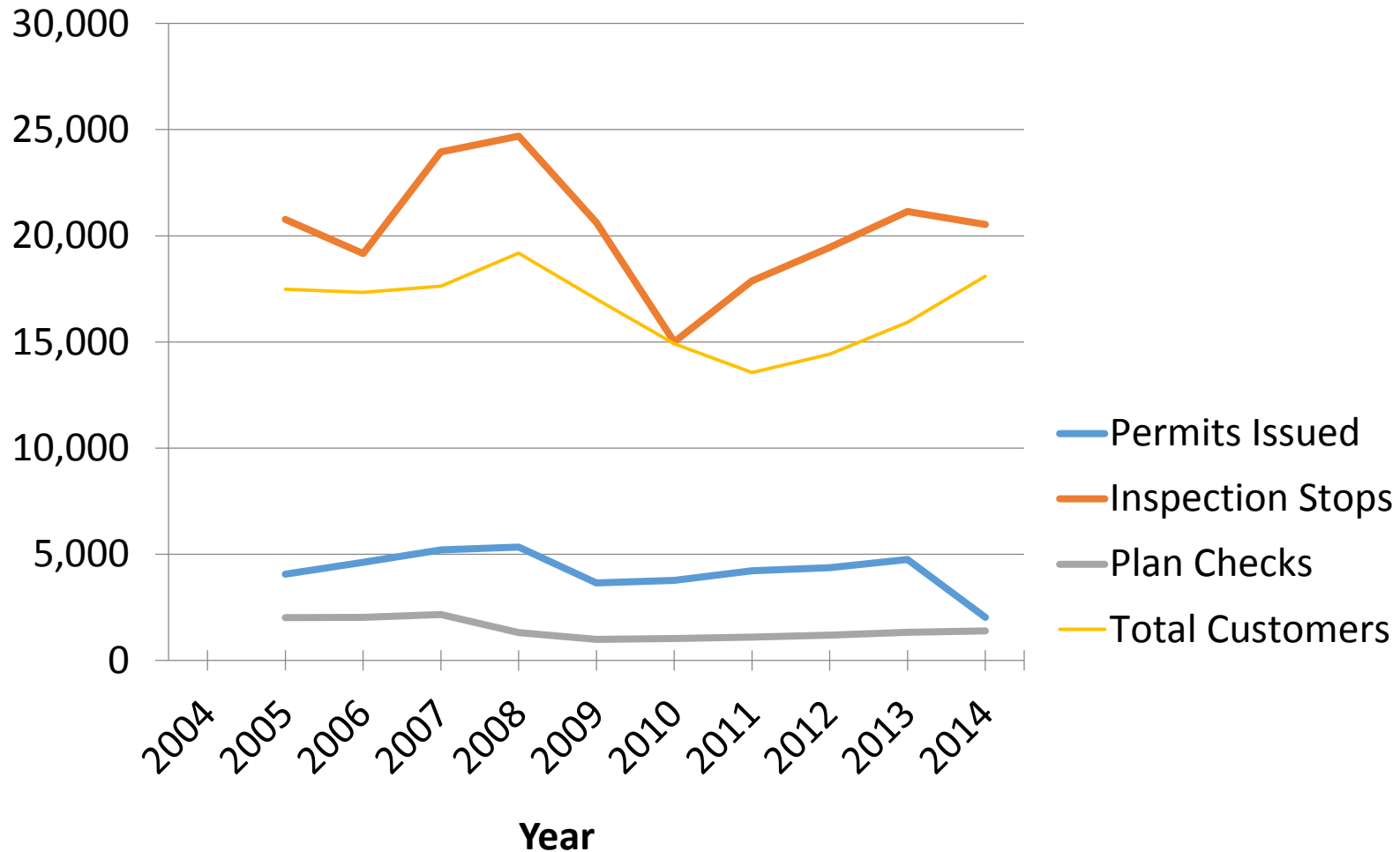
Service Demand - Population

Population



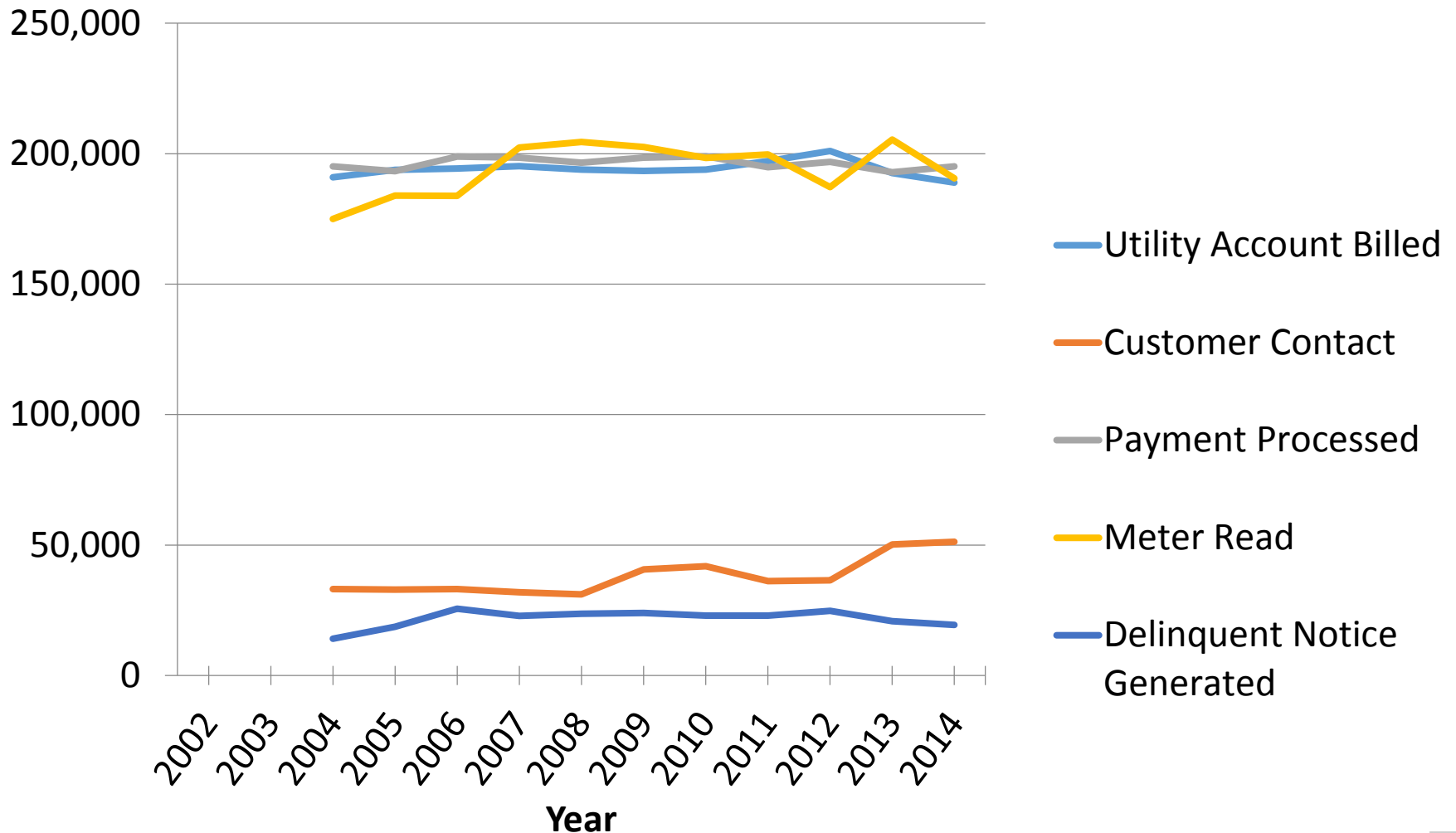


Service Demand – Building Division



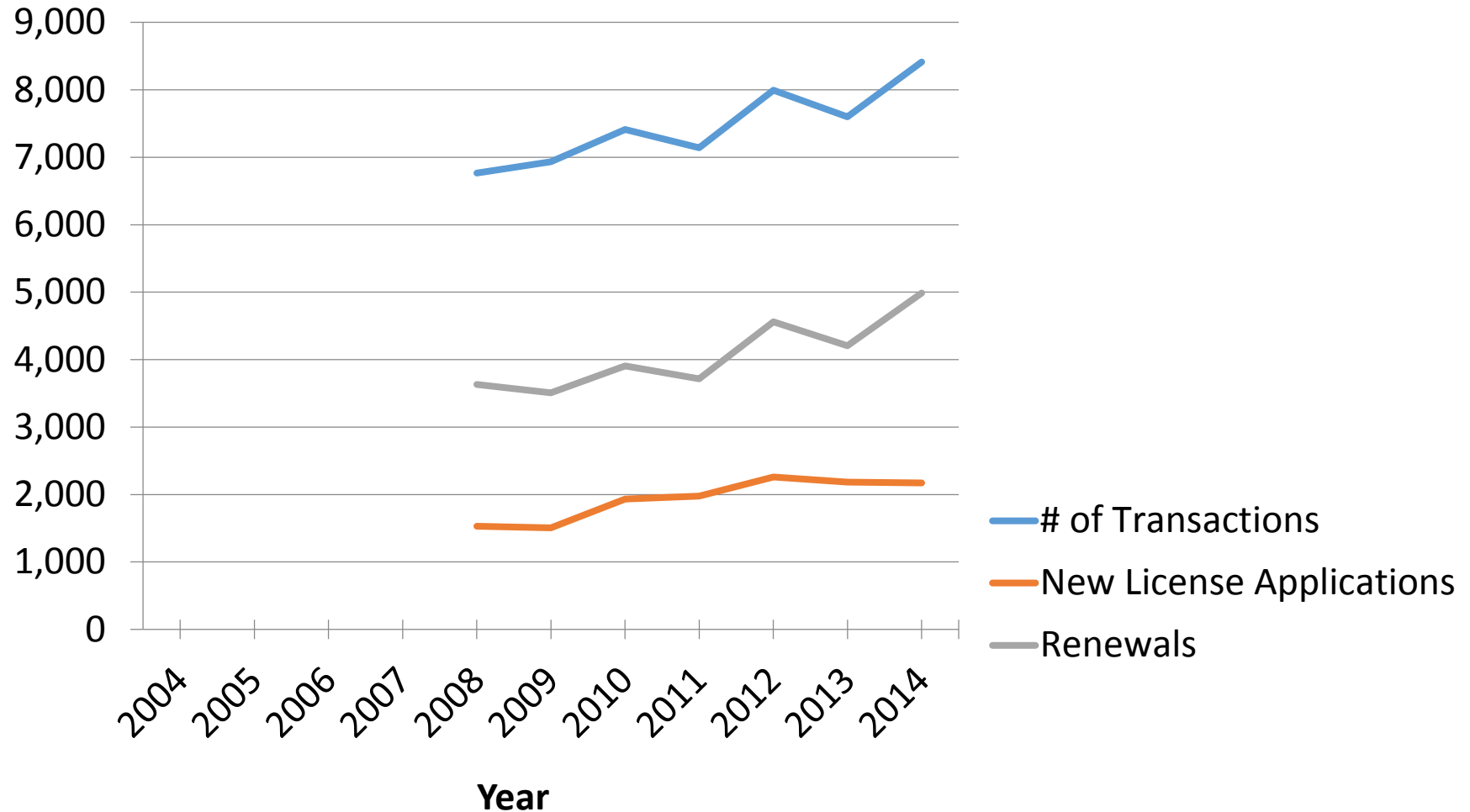


Service Demand – Utility Billing



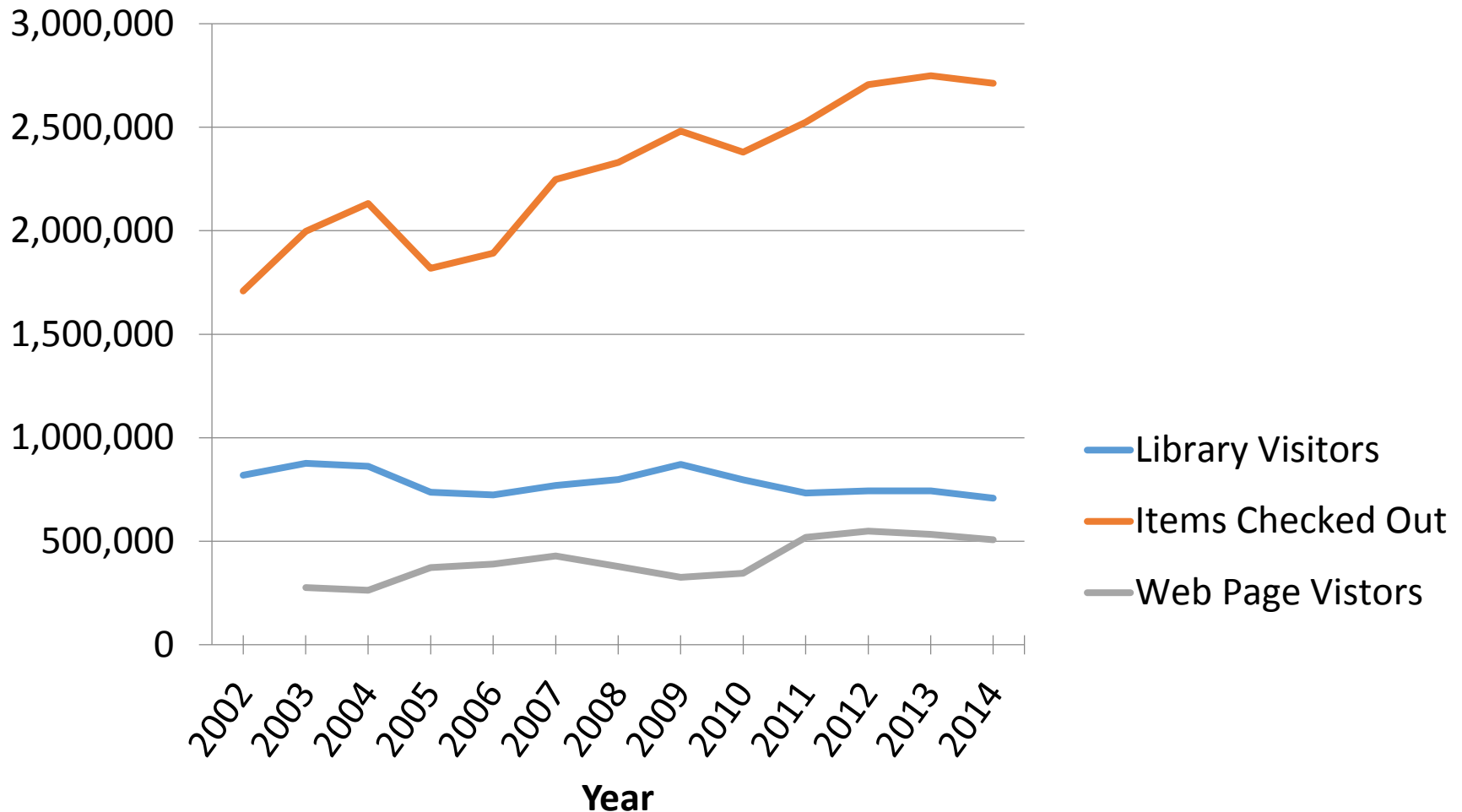


Service Demand – Business Licenses





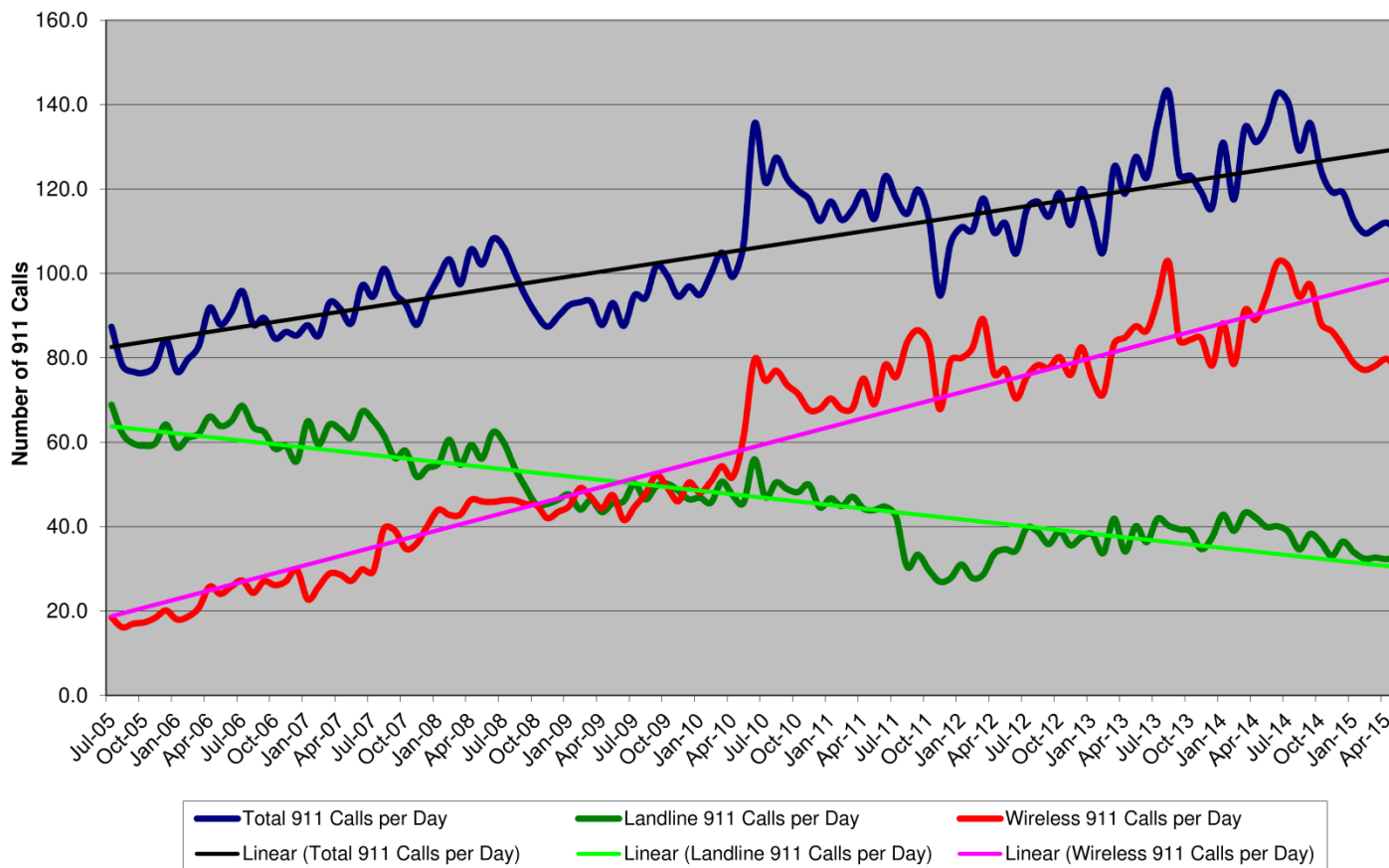
Service Demand - Library





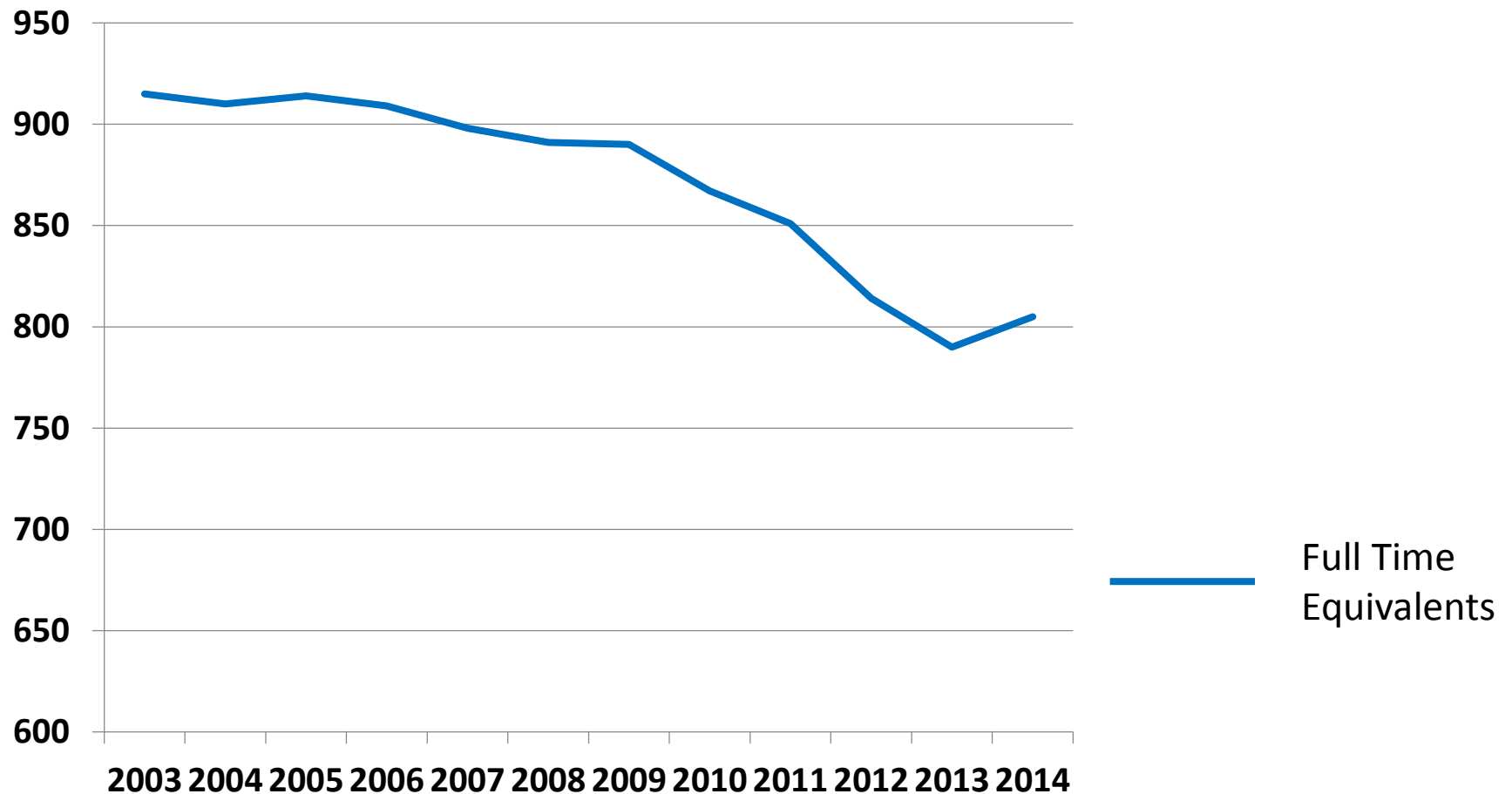
Service Demand – Public Safety

911 Calls per Day (Wireless + Landline)





Service Delivery – Staffing Levels





Program & Facilities Concepts

Improved Customer Experience

Library

Unique Service Needs

Work & Meeting Space

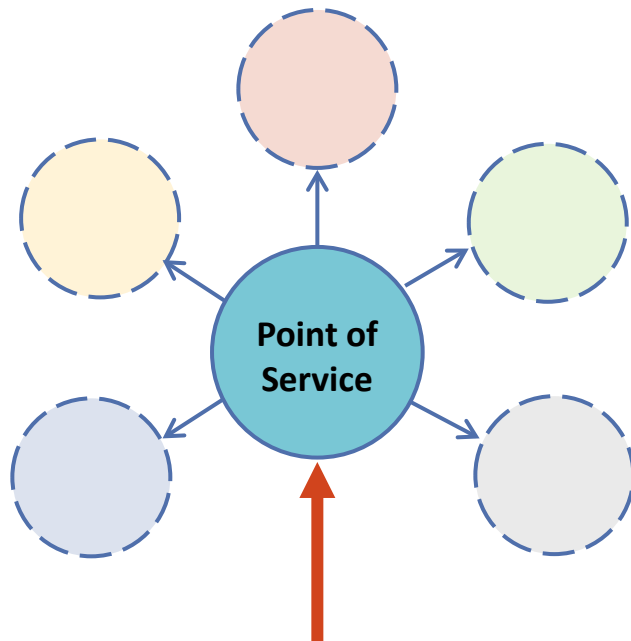
Other Considerations

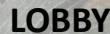
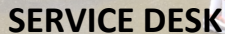
Exterior Open Space



Program & Facilities Concepts

- Improved Customer Experience





- **First Encounter Upon Entrance**
- **More than Reception**
 - Provide Services
 - Triage
- **Ease of Access for Public**
 - Staff Comes to Customer vs. Sending Customer to Find Staff
 - Digital Permit Center Queue
- **High Touch Points for Customer Service Nearby**
 - Utility Bills
 - HR



Program & Facilities Concepts

■ Library

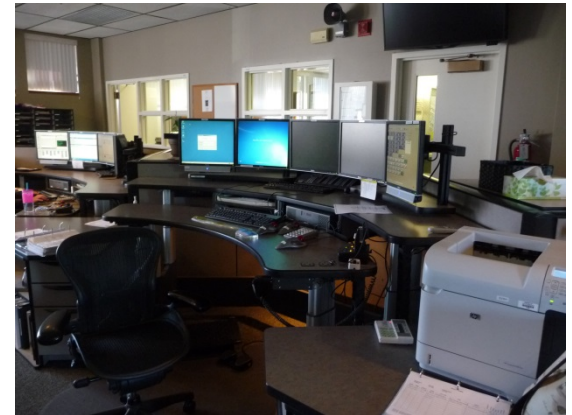
- Growth in Public Areas
- More Collection and Seating Space
- More Space for Programs
- Especially for Children's and Teens' Collections & Programs
- Quiet study and collaborative space





Program & Facilities Concepts

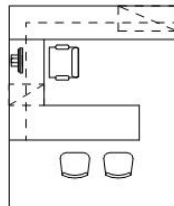
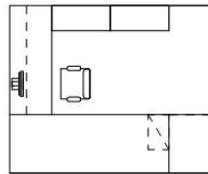
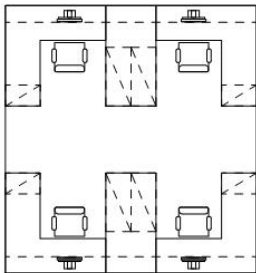
- Unique Service Needs
 - Public Safety
 - More Effective Space Layout
 - Additional Space to Support Operational and Procedure Requirements
 - Emergency Operations Center
 - Community Development (one-stop shop)
 - IT infrastructure





Program & Facilities Concepts

- Open Office Environment
 - Fewer Private Offices
 - Collaboration Space
- Flexible, Adaptable, Modular Design
- Continued Evaluation of Planned Growth / Service Demands
- Providing Sufficient Space to Improve Service Delivery
- Standardized Workspace





Program & Facilities Concepts

- Shared Use Strategy Provides adequate conferencing resources to the City and the Community
 - Council Meetings
 - Staff Meetings
 - Training Center
 - Tenant Meetings
 - Public Meetings and Events
 - After Hours Access for Community Use





Program & Facilities Concepts

- **Considerations for Offsite Options for Library and Public Safety**
 - **Library**
 - Public has stated a strong preference for Library remaining at Civic Center
 - Concern with loss of open space at the Community Center
 - Creates an active and enlivened Civic Center
 - **Public Safety**
 - Continue to consider potential of moving appropriate service areas off-site
- **Priority for providing space for current tenants (NOVA, etc.)**
 - Parking demand
 - Fiscal impact
 - Policy with being a landlord and tenant
 - Unknown policy outcome of potential ballot measure
- **New vs Renovated**
 - Building configuration and adaptability of existing buildings may affect the efficiency of the space size and layout



Program & Facilities Concepts

■ Exterior Program Ideas

- Passive Informal Green Space
- Pathways
- Children's Playground
- Places to Sit, Read, Eat Lunch
- Flexible Open Space for Mid to Large Gatherings
- Bike Parking & Bike Paths
- Community Garden
- Public Art
- Amphitheater
- Bocce Ball
- Volleyball
- Park Like Amenities





Conclusion

- **Next Steps**
 - Community Workshop, July 25th
- **Action Items**
- **Feedback**



Council Questions