

STAFF REPORT: Planning & Building Services Department

REPORT TO: Council
MEETING DATE: March 28, 2011
REPORT NO.: PL.11.31
SUBJECT: Proposed Move-in Date – New Town Hall
PREPARED BY: D. Finbow, Director, Planning & Building Services

A. Recommendations

THAT Council receive Staff Report PL.11.31. respecting “Proposed Move-in Date – New Town Hall” and that Council authorize the closing of Town Hall to the public on May 6 and May 9, 2011 so as to accommodate the move.

B. Background

The New Town Hall is proceeding on schedule and Town Staff are now in a position to recommend to Council that the New Town Hall be opened to the public on May 10, 2011 (with it being noted that a formal opening will be scheduled for a later date). To facilitate this, it has been determined that it will be required to close Town Hall to the public on Friday May 6 (existing Town Hall) and Monday May 9, 2011 (new Town Hall).

The need to close Town Hall to the public is due primarily to the following:

- Shut down, move preparation, move, set-up and start-up of Information Services Equipment (Computers, Printers, Computer System Servers)
- Lack of access to required resources (computers, reference documents, etc.) in order to provide adequate services to the public
- To allow for the packing and unpacking and set-up of active files, work stations, reference documents, etc. (material that is required to be sourced/utilized daily in order to provide services to the public).

Roads & Drainage, Recreation, Emergency Services, By-law Enforcement, Building Inspection, Water & Sewer and other outside services will not be impacted by the proposed closure of Town Hall to the public. In addition, Town Staff confirm that the proposed office closure will not conflict with required Town payment dates (i.e. taxes, Water and Sewer Payments, etc.).

As to the actual move, Mayhew Canada has been retained to provide assistance in the planning and re-application of existing furniture and move management. The actual move will be completed by a professional moving company with same commencing on May 7 and being completed on May 8, 2011. Information Services Staff and a few key Town personnel will also be involved in the move on these dates.

With regard to Information Services Equipment, it is likely that the servers will be shut down on the evening of May 5, 2011. This shut down will impact Town Hall users as well as off-site users such as The Blue Mountains Public Library. Impacted will be our email services, including Blackberry email service (other than Blackberry Messenger), access to the internet and our various computer systems (financial, building permit, etc.).

The "cut-over" of hard wired telephone services at Town Hall is currently scheduled to occur on May 7, 2011 and should be effectively instantaneous, and not be disruptive in the way of service delivery.

It is expected that upon the opening of the New Town Hall to the public that access to the building will be limited to the west entrance due to planned Mill Street works. Appropriate signage will be installed directing the public to this entrance.

Although Town Staff will be in the office on May 6 and May 9, limited services will be able to be provided over the phone to the public due to the lack of computer and reference resources. Managers have been apprised of this and have been asked to ensure that staff has work plans such that these two work days are used efficiently.

A Draft Communications Plan related to the Town Hall closure is attached for Council's information.

C. The Blue Mountains' Strategic Plan

*"Providing a strong, well managed municipal government."
"Addressing the Town's infrastructure needs."*

D. Environmental Impacts

N/A

E. Financial Impact

N/A

F. Attached

- A. Draft Communications Plan – New Town Hall Move

Respectfully submitted,

David Finbow
Director, Planning & Building Services



DRAFT COMMUNICATIONS PLAN

NEW TOWN HALL MOVE

Communication Methods

Date	Method	Reach	Cost
Week of April 11 th	Website Notification	200 website subscribers, 20,000 website visits monthly	No cost
Week of April 18 th , April 25 th , May 2 nd	Town Ad Page (Enterprise Bulletin and Courier Herald)	5,200 subscribers	Nominal
Week of April 18 th , April 25 th , May 2 nd	Twitter	80 followers	No cost
Week of April 25 th , May 2 nd	Media Advisory	35 media contacts and outlets	No cost
Week of April 25 th , May 2 nd	E-Blast	502 subscribers	No cost

Pending any modification to the move-in date, the proposed content of the communication will include:

- May 6th Town Hall Hours of Operation
- May 9th Town Hall Hours of Operation
- Notice of limited Town Hall telephone service from May 6th-9th
- Notice of limited municipal Email service from May 6th-9th
- Notice of limited electronic Library services (Internet and Email) from May 6th-9th
- Notice of continued essential services and contact information from May 6th-9th:
 - By-law enforcement
 - Water emergencies
 - Wastewater emergencies
 - Roads and drainage emergencies
 - Emergency Police, Fire and Ambulance services
- Town Website will continue to be available and fully operational during this time
- Thank you for your patience during this transition