



Sunnyvale Civic Center Modernization

Phase A.2 - Needs Assessment

Community Workshop #2

SUNNYVALE
CITY HALL

July 25, 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. As we develop the architectural space program and potential site planning scenarios, we are discussing key concepts and priorities.

The Purpose of this Meeting is to:

- Present Draft Vision, Success Criteria, and Needs Assessment
- Review Architectural Space Program Concepts
- Receive Input for Program Priorities
- Receive Input for Potential Site Planning Scenario Concepts



Context, Purpose, & Intended Results

The Intended Results for this Meeting Are:

- Critique of:
 - Vision, Success Criteria, and Needs Assessment
 - Architectural Program Concepts
- Input on Exterior Space Priorities
- Input on Potential Site Planning Scenario Concepts

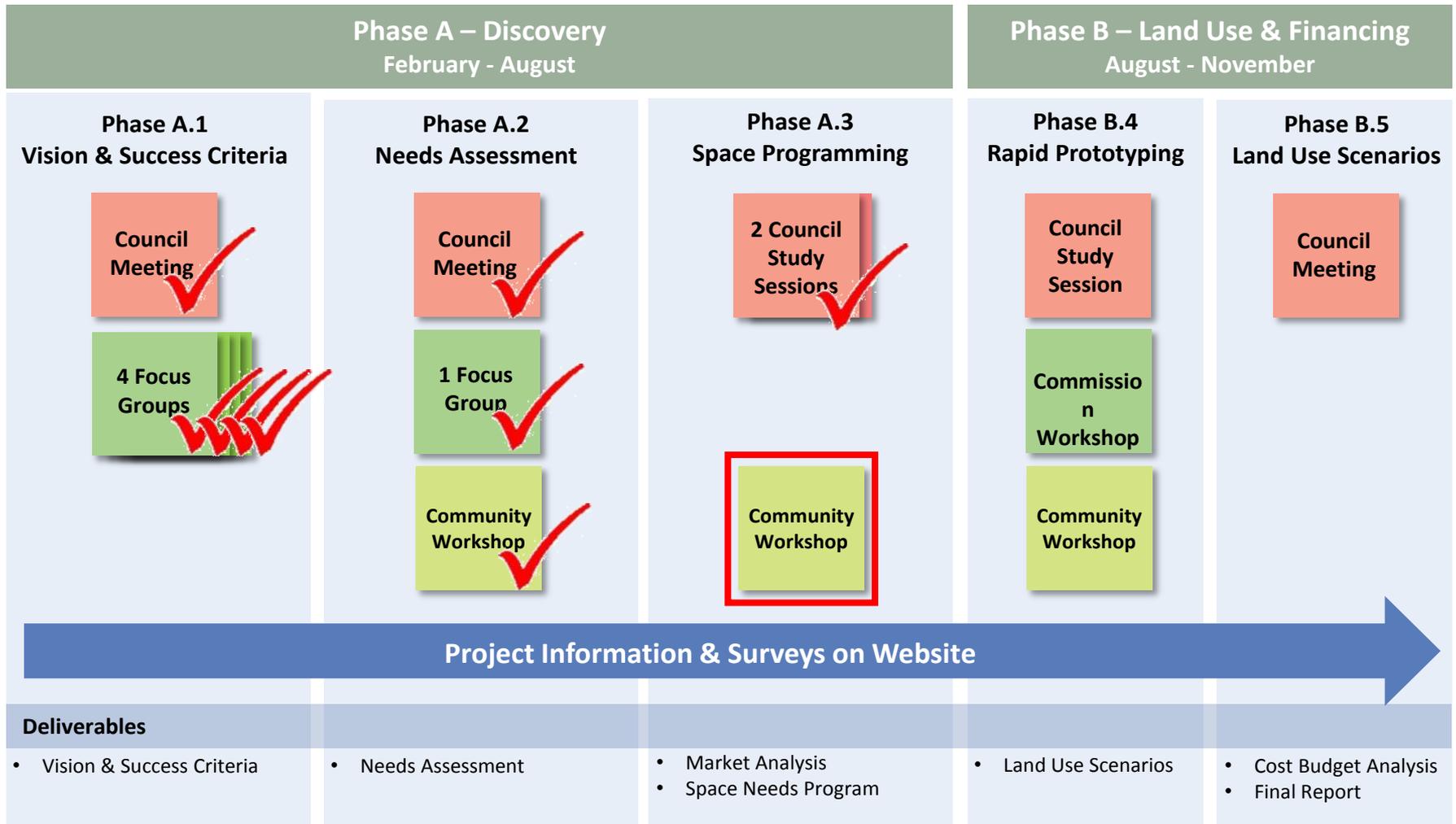


Agenda

- Introduction *10 minutes*
- Presentation *30 minutes*
 - Why this project?
 - Summary of Vision, Success Criteria, and Needs Assessment
- Service Demand & Delivery *5 minutes*
- Architectural Space Program Exercise *50 minutes*
- Exterior Space Priorities Exercise *40 minutes*
- Potential Scenarios Exercise *30 minutes*
- Conclusion *5 minutes*



Project Process – Summary of Community Outreach





Why are we doing this?

- **Facilities inhibit service delivery, collaboration, and innovation**
 - Walls that block Wi-Fi and prevent technology upgrades
 - Outdated building layout and configuration
 - Poor department adjacencies
 - Multiple, unclear entries and points of service
 - Facilities do not support number and size of staff and community meetings
- **Ineffective use of community resources**
 - Single story buildings and on-grade parking do not make best use of a valuable site
 - Open space does not support a variety of uses
 - Underused site and facilities outside of office hours
- **Community population has grown, facilities are not meeting increased service demand**
 - 38% population growth since last permanent building was built for City services in 1985
 - Population has increased 34% since last Library expansion in 1983
 - Public Safety staff has increase 21% since 1985.
- **Civic Center does not meet current standards**
 - Structural standards
 - Accessibility standards (site and facilities)
 - City sustainability standards



Working Drafts

Vision

Success Criteria

Needs Assessment



Vision – Emerging Concepts

- Reflect the Identity of Sunnyvale
- Be a Model of Sustainability
- Provide Open Space for Community Use
- Efficient, Functional, & Flexible Facilities to Support Programs & Services
- A Welcoming Environment that Makes People Feel Good
- Support Civic and Community Engagement
- A Focal Point that Weaves the Community Together
- Is Fiscally Responsible and Sustainable



Vision - Working Draft

The Sunnyvale Civic Center will:

Serve the Community by:

Providing efficient, functional, & flexible facilities that support innovative service delivery and share resources that support the community's needs.

Welcome the Community by:

Reflecting the identity of Sunnyvale and creating an environment that inspires community pride, promotes civic engagement, and offers a wide range of indoor and outdoor services, to accommodate our diverse community.

Lead the Community by:

Supporting participatory governance and being a model of fiscal and environmental sustainability.



Success Criteria – Emerging Concepts

- Preserve and Enhance Current City Service Levels
- Improve Access to City Services
- Create an Attractive, Welcoming, & Well-Used Environment for the Community
- Maintain a Balance between Built Structures and Open Space
- Provide a Walkable, Safe Environment
- Provide Cultural & Community Resources
- Consider Lifecycle Costs: Balance Ongoing Operational/Maintenance Costs With Initial Construction Costs
- Reduce Water & Energy Consumption
- Improve Connectivity Between City Services on the Civic Center Campus
- Maintain Flexibility for Future City Needs
- Balance Short Term Costs with Long Term Value
- Improve Technology to Expand Service Capabilities & Improve Efficiencies



Success Criteria - Working Draft

■ Categories

- Improve the Quality of Services – Leaders in New Service Innovation
- Accessible to All Members of Our Diverse Community
- Civic and Community Engagement
- Increase Usability of Open Space
- Leaders in Sustainability
- Fiscally Responsible



Success Criteria - Working Draft

- **Improve the Quality of Services – Leaders in New Service Innovation**
 - Preserve or Enhance Current City Service Levels
 - Create Flexibility for Future City Needs
 - Improve Technology to Expand Service Capabilities & Improve Efficiencies





Success Criteria - Working Draft

- **Accessible to All Members of Our Diverse Community**
 - Improve Access to City Services
 - Improve Connectivity Between City Services on the Civic Center Campus
 - Create an Attractive, Welcoming, & Well-Used Environment for the Community
- **Civic and Community Engagement**
 - Flexible and Adaptable Spaces for Civic and Community Use – Meeting and Gathering Space
 - Provide Cultural & Community Resources

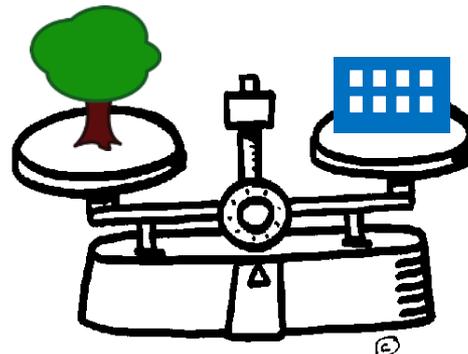




Success Criteria - Working Draft

■ Increase Usability of Open Space

- Provide a Walkable, Safe Environment
- Maintain a Balance between Built Structures and Open Space
- Make sure spaces can accommodate multiple uses – indoor and outdoor
- Outdoor Space that is open and used by the community
- Combine active and passive space to meet a range of user needs





Success Criteria - Working Draft

■ Leaders in Sustainability

- Civic Model of Sustainability
- Reduce Water & Energy Consumption



■ Fiscally Responsible

- Consider Lifecycle Costs: Balance Ongoing Operational/Maintenance Costs With Initial Construction Costs
- Balance Short Term Costs with Long Term Value
- Strategic Use of Land and Resources





Needs Assessment

Site

Library

City Hall

Public Safety



Needs Assessment

■ Site

- High Percentage of Green Space
- Safe Pedestrian Pathways
- Support Variety of Community Use & Gathering in Outdoor Space
- Adequate Parking for Peak Use

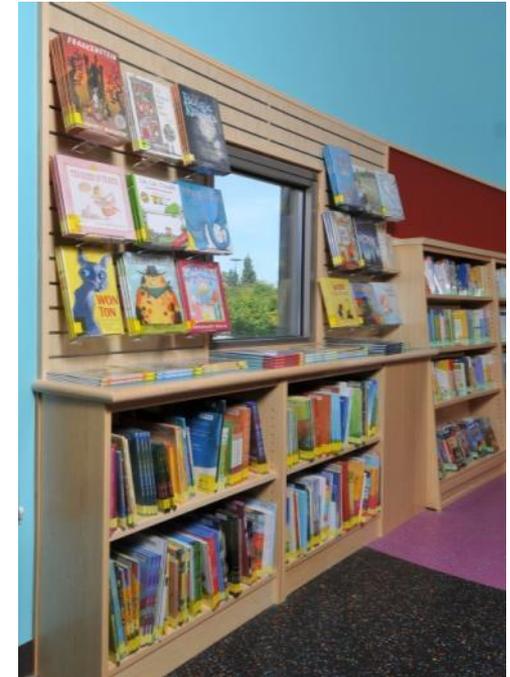




Needs Assessment

■ Library

- Additional Meeting Space for Small Groups, Programs, and Events
- Bigger & More Robustly Shelved Collections and Areas for Teens, Tweens, and Children
- More Effective Space Layout
- More Robust & Appropriate Technology

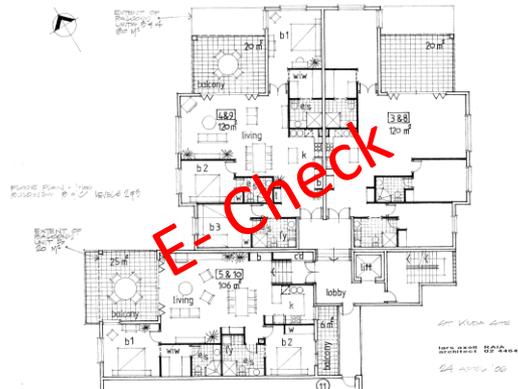




Needs Assessment

■ City Hall

- Innovative 21st Century Services
- More Effective Space Layout & Allocation
- More Meeting Space
- Improved Security
- More Robust & Appropriate Technology in Council Chambers & Meeting Rooms





Needs Assessment

■ Public Safety

- More Effective Space Layout
- Dedicated Space for Emergency Operations Center
- Additional Space for Evidence Storage and Processing
- Upgrade Crime Lab Facilities
- Additional Secure Parking





Opportunities for Comment

- **Open City Hall**
 - Online forum
 - Link on City of Sunnyvale homepage
- **Comment Cards**



Service Demand & Delivery

Key Principles

Service Demand Historic Data



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 – Historic Data

- **Population**
 - Historic
 - Projection
- **Service Demand History**
 - Building Division
 - Utility Billing
 - Business Licenses
 - Library
 - Public Safety
- **Staffing Levels**



Architectural Space Program Concepts

Improved Customer Experience

Library

Unique Service Needs

Work & Meeting Space

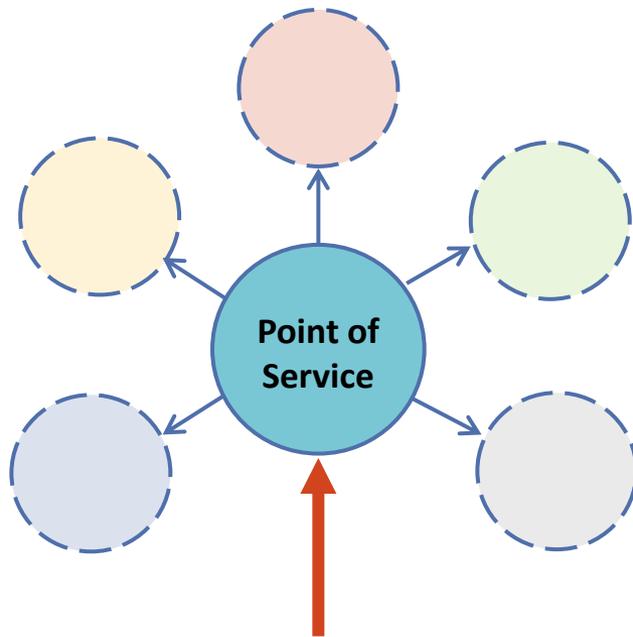
Other Considerations

Exterior Open Space



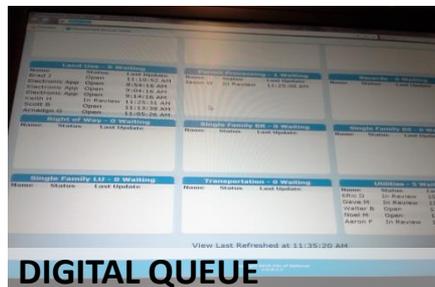
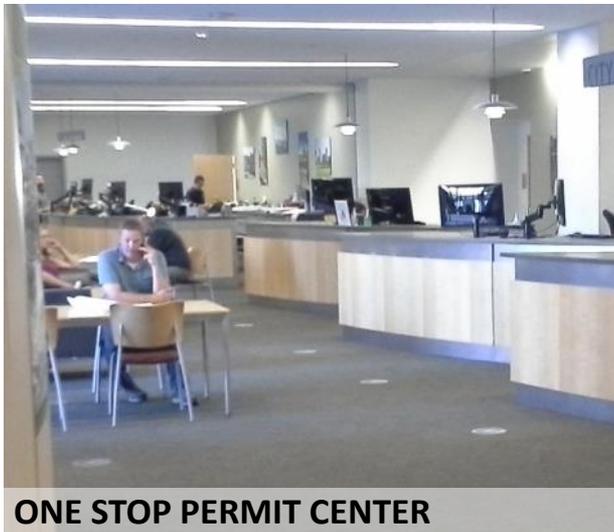
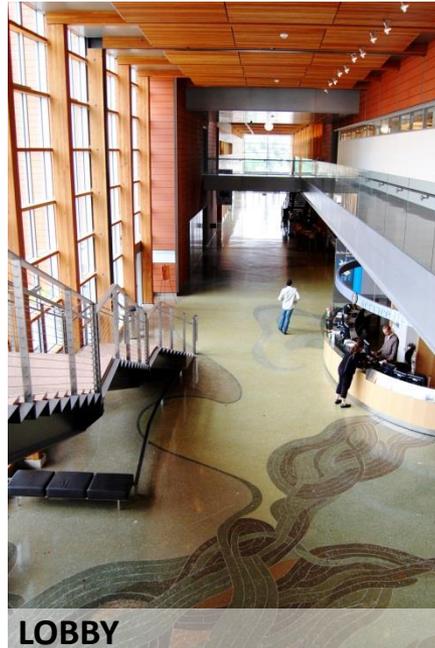
Architectural Space Program Concepts

- Improved Customer Experience





Architectural Space Program 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



Architectural Space Program 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





Architectural Space Program Concepts

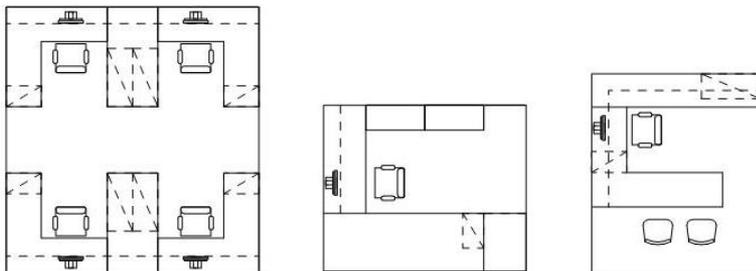
- Unique Service Needs
 - Public Safety
 - More Effective Space Layout
 - Additional Space to Support Operational and Procedure Requirements
 - Emergency Operations Center
 - Community Development (one-stop shop)
 - IT infrastructure





Architectural Space Program 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





Architectural Space Program 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





Architectural Space Program Concepts- Exercise 1

■ 5 Stations

- Improved Customer Experience - *Nathan*
- Library - *Kate*
- Unique Service Needs - *Pam*
- Staff Workspace - *Amy*
- Shared Use Meeting Space - *Dave*

■ Opportunities for Input

- Flipchart notes with Recorder
- Comment cards



Exterior Space Priorities

Introduction

Small Group Exercise

Key Findings

EXTERIOR SPACE USE



- Plaza providing outdoor gathering spaces with a range of seating options



- Informal green space for events or outdoor activities

Plaza (place your dots here)

Informal Green Space (place your dots here)



- Outdoor spaces providing a range of group activities



- Outdoor amphitheatre for a range of events



- Nature play or traditional playground for children of different ages and abilities

Outdoor Gathering (place your dots here)

Ampitheatre (place your dots here)

Playground (place your dots here)



- Large pebble seats for lounge and play
- Cafe table and chairs
- Sculptural seats
- Wooden benches



- Outdoor cafe with seating near the library

Seating (place your dots here)

Outdoor Cafe (place your dots here)

EXTERIOR SPACE USE



- Drought tolerant planting
- Plant identification interactive signage

Planting (place your dots here)



- Garden plots for the community

Community Garden (place your dots here)



- Multi-use loop trail system to provide recreational opportunities

Walking / Jogging Path (place your dots here)



- Art installations to provide education or wayfinding

Public Art (place your dots here)



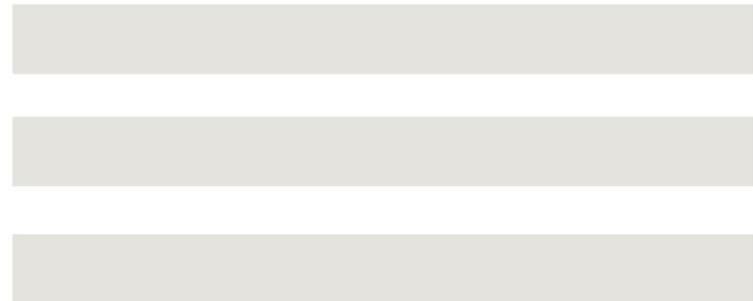
- Sand volleyball court open to the public

Outdoor Sand Volleyball (place your dots here)



- Outdoor bocce ball open to the public

Bocce Ball (place your dots here)





Exterior Space Priorities – Exercise 2 - Instructions

- Break into small groups at stations
- Review List
- Make any desired additions
- Place dots based on priorities
- Discuss reasons for choices



Exterior Space Priorities – Key Findings

- Presentation of Group Summary
- Additional Comments



Potential Site Planning Scenarios Exercise

Introduction

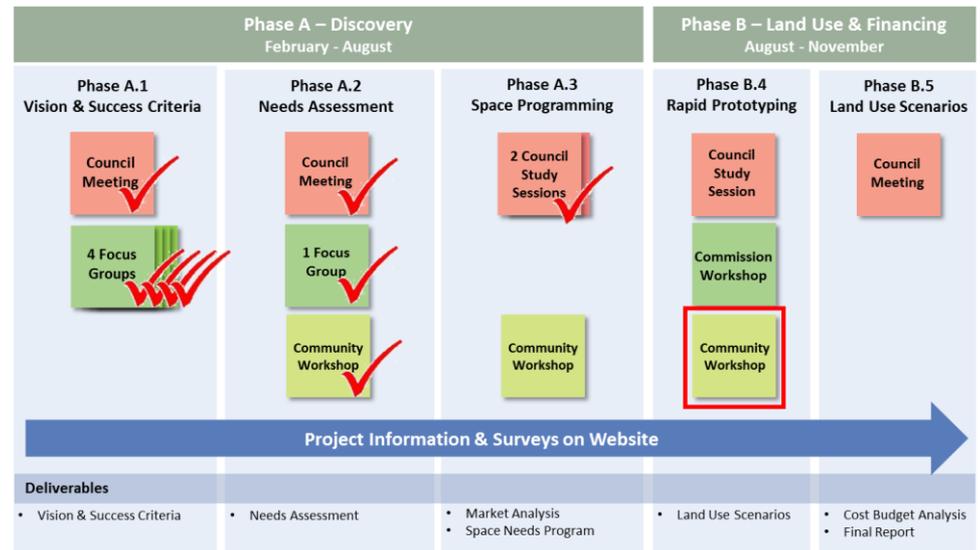
Discussion



Potential Site Planning Scenarios - Exercise 3

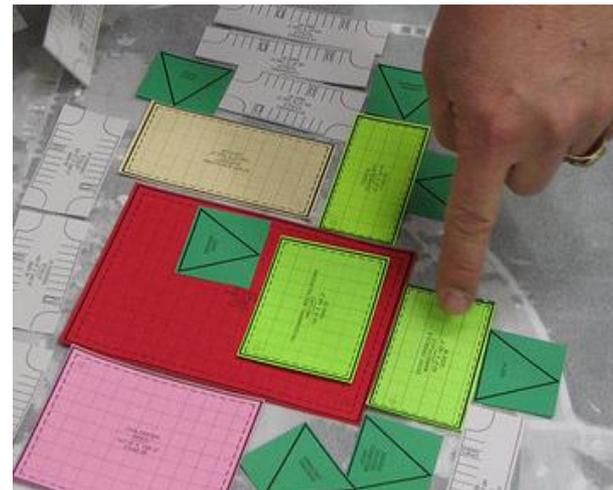
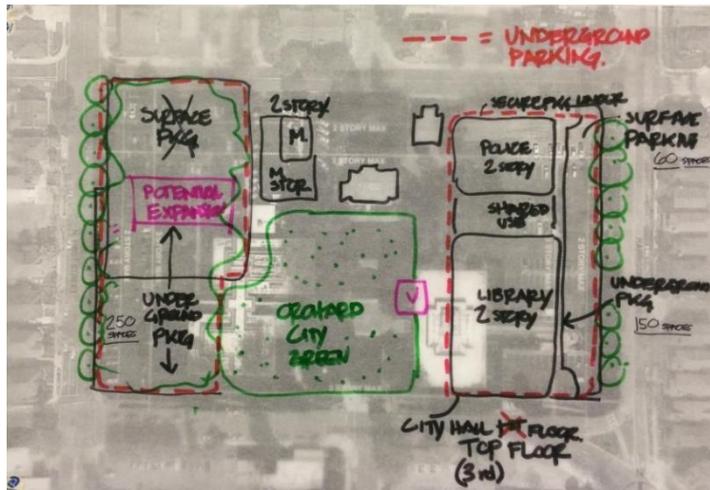
– Scenarios Goals

- Not expected to be a solution
- Exploration of key questions
- Testing different approaches and priorities through Rapid Prototyping
- Guide development of initial site planning concepts
- Gather information to inform future decisions
- All Scenarios will strive to
 - Realize the Vision
 - Address the Needs Assessment
 - Fulfill the Success Criteria





Next Step – Design Workshop





Potential Site Planning Scenarios Exercise – Proposed Scenarios

- **Proposed Scenarios (Primary Focus)**
 - ❖ Prioritize Lower Cost to the Public
 - ❖ Prioritize Open Space
 - ❖ Prioritize Reuse

- **Proposed Assumptions**
 - Library
 - All Scenarios will keep Library Services on the Civic Center Site
 - Public Safety
 - At least one scenario will keep all Public Safety space on the Civic Center site
 - At least one scenario will explore locating a portion of Public Safety space off site



Potential Scenarios Exercise - Discussion

Proposed Scenarios	Input & Discussion
Prioritize Lower Cost to the Public	
Prioritize Open Space	
Prioritize Reuse	
Other	



Conclusion

- **Next Steps**
 - Council Study Session #4, August 11, 2015
- **Feedback**



Thank You



Posted at Workshop for Reference



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

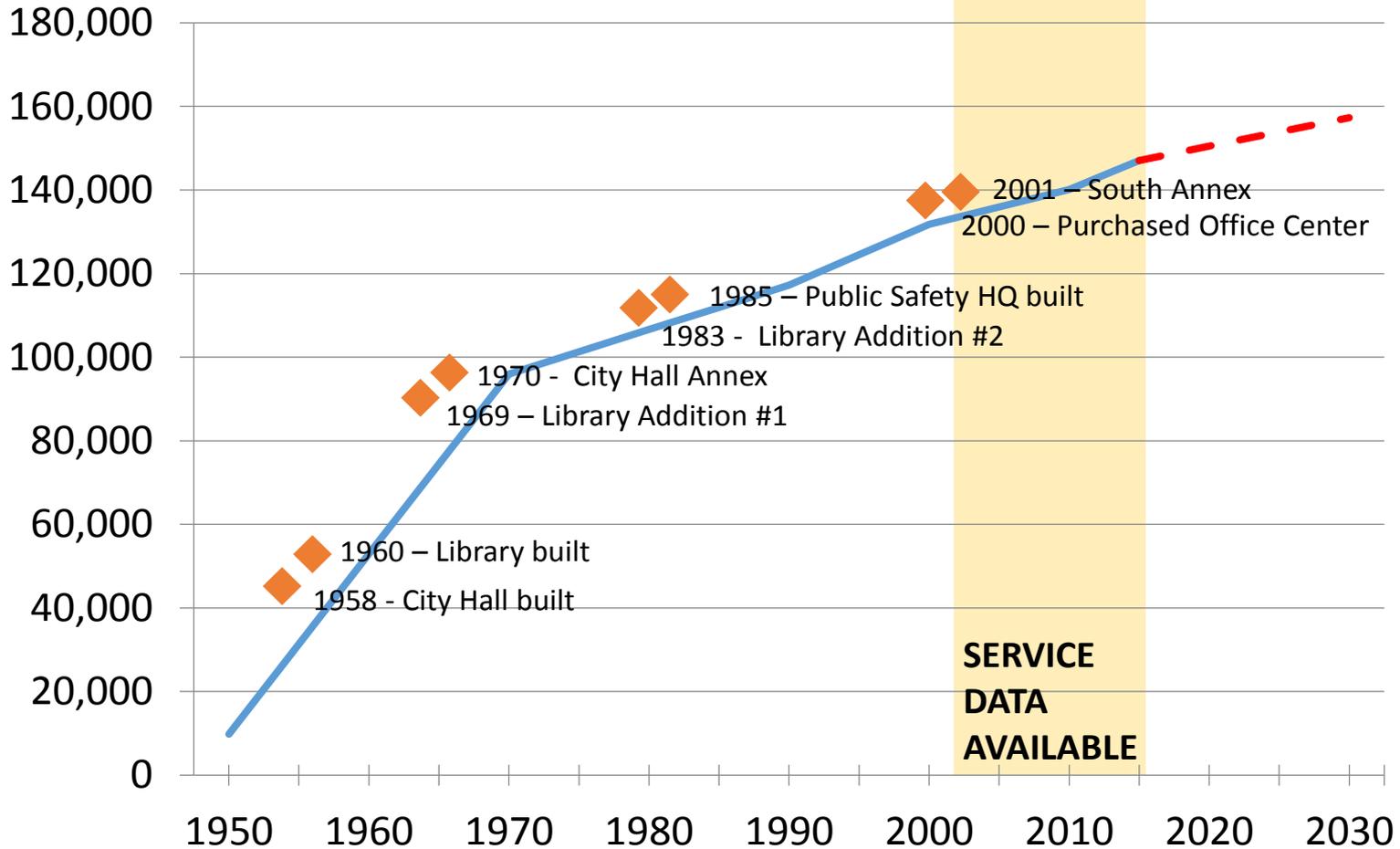
▪ Program & Facilities

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



Service Demand – Population

Residents



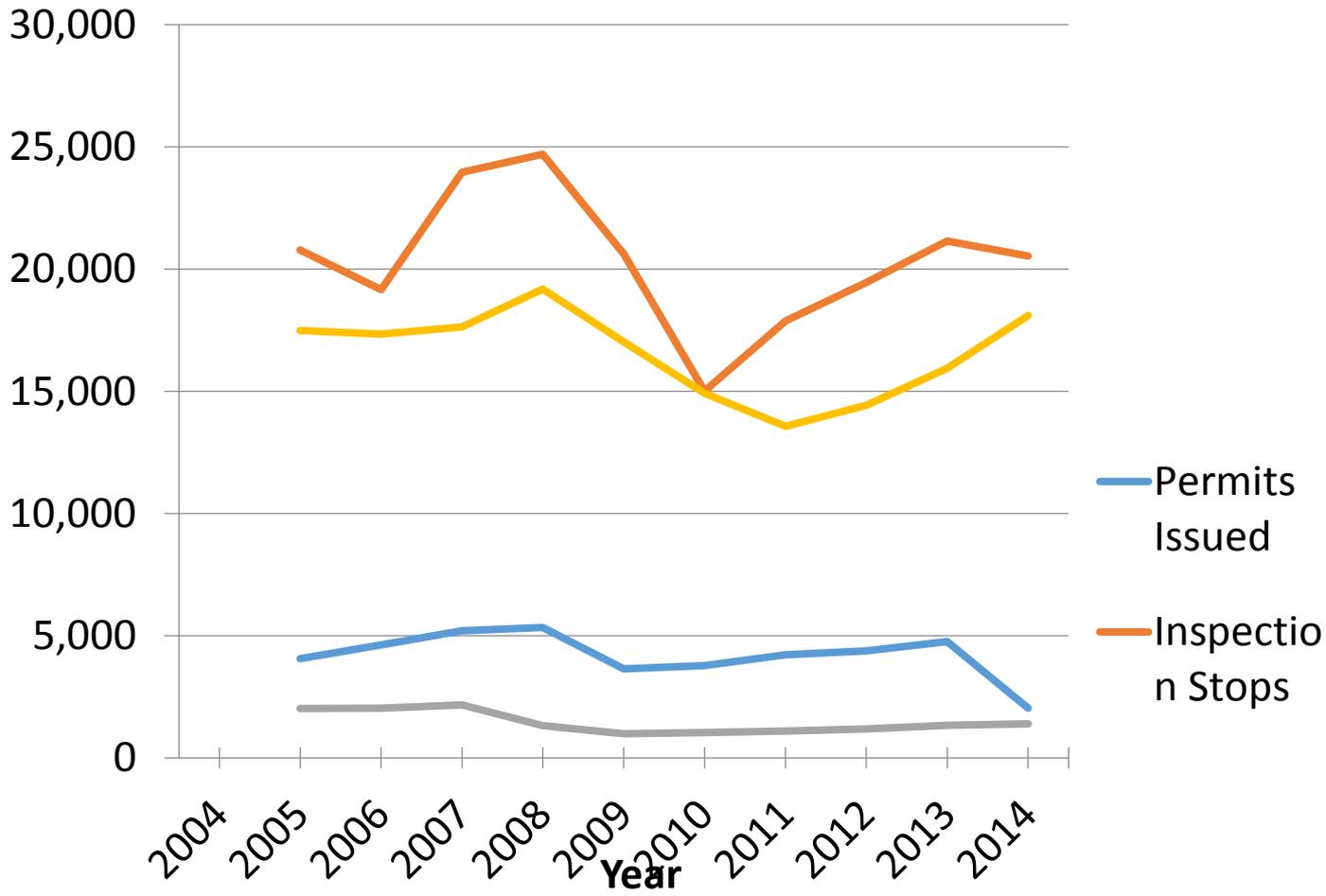


Service Demand – Population – Key Points

- Available projections for Sunnyvale’s population and number of jobs are growing at approximately 1% per year.
- Projections for jobs and housing units in Sunnyvale are available from the Association of Bay Area Governments (ABAG). ABAG’s projections for Sunnyvale for the 30 year period between 2010 and 2040 forecast the number of jobs will grow by 28% and the number of housing units by 34%.
- The most recent data available from the State shows Sunnyvale’s population rose 0.9% between January 2014 and January 2015.
- Longer term population forecasts are available from the State in 5-year increments to the year 2060. For Sunnyvale, projections show population growth of approximately 4% to 5% each 5 year period.



Service Demand – Building Division



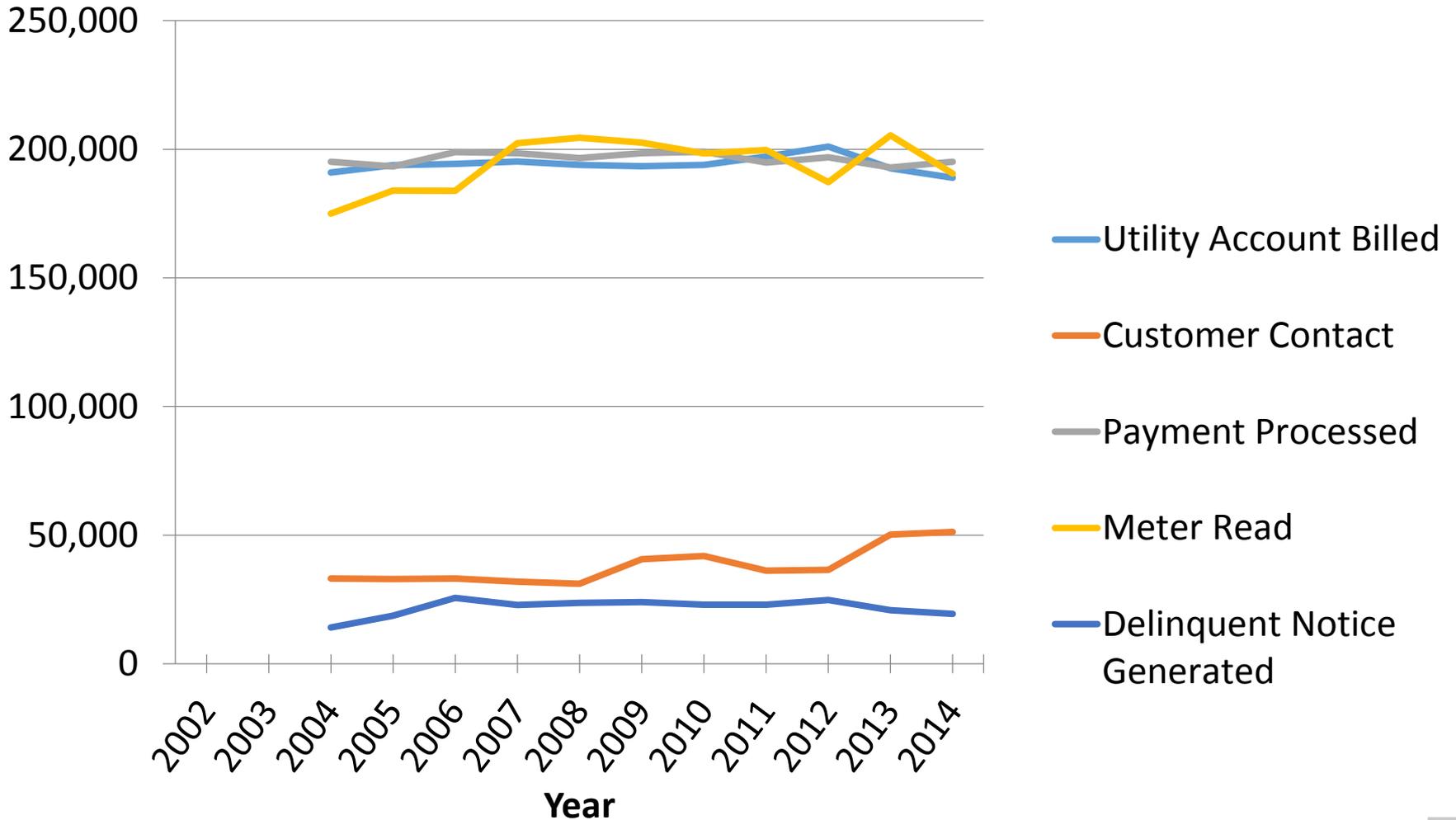


Service Demand – Building Division – Key Points

- Service demands in the building department seem to correlate better to economic cycles than to Sunnyvale's population.
- Data on the number of permits issued trended down between 2013 and 2014. However, building department staff notes that the City has processed more large permits recently as seen by Building Division permit fees which are at an all time high.



Service Demand – Utility Billing



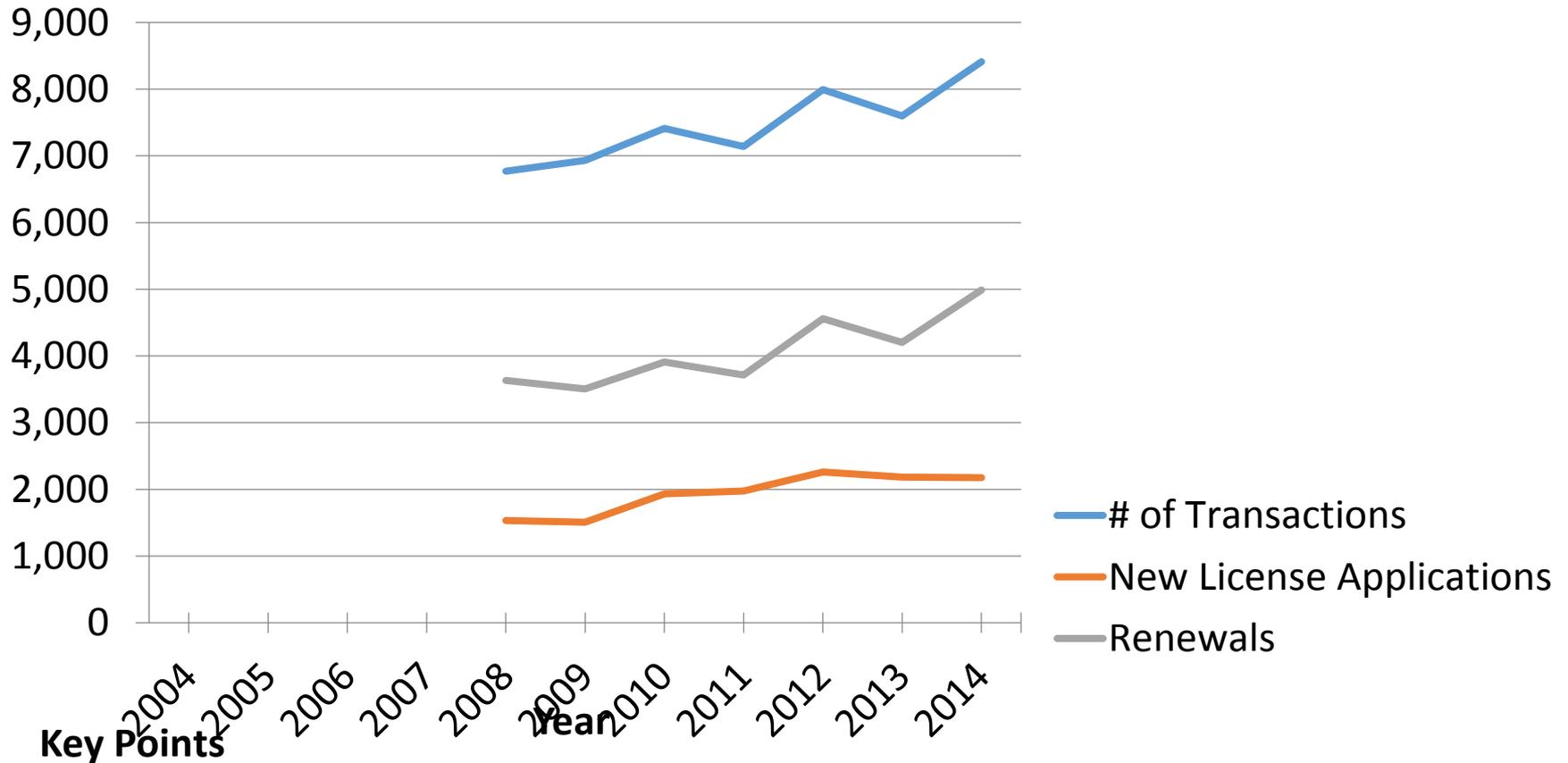


Service Demand – Utility Billing – Key Points

- Data from the City’s utility billing system shows service demand has been fairly steady over the years.
- A more recent up trend has been in the number of customer contacts.

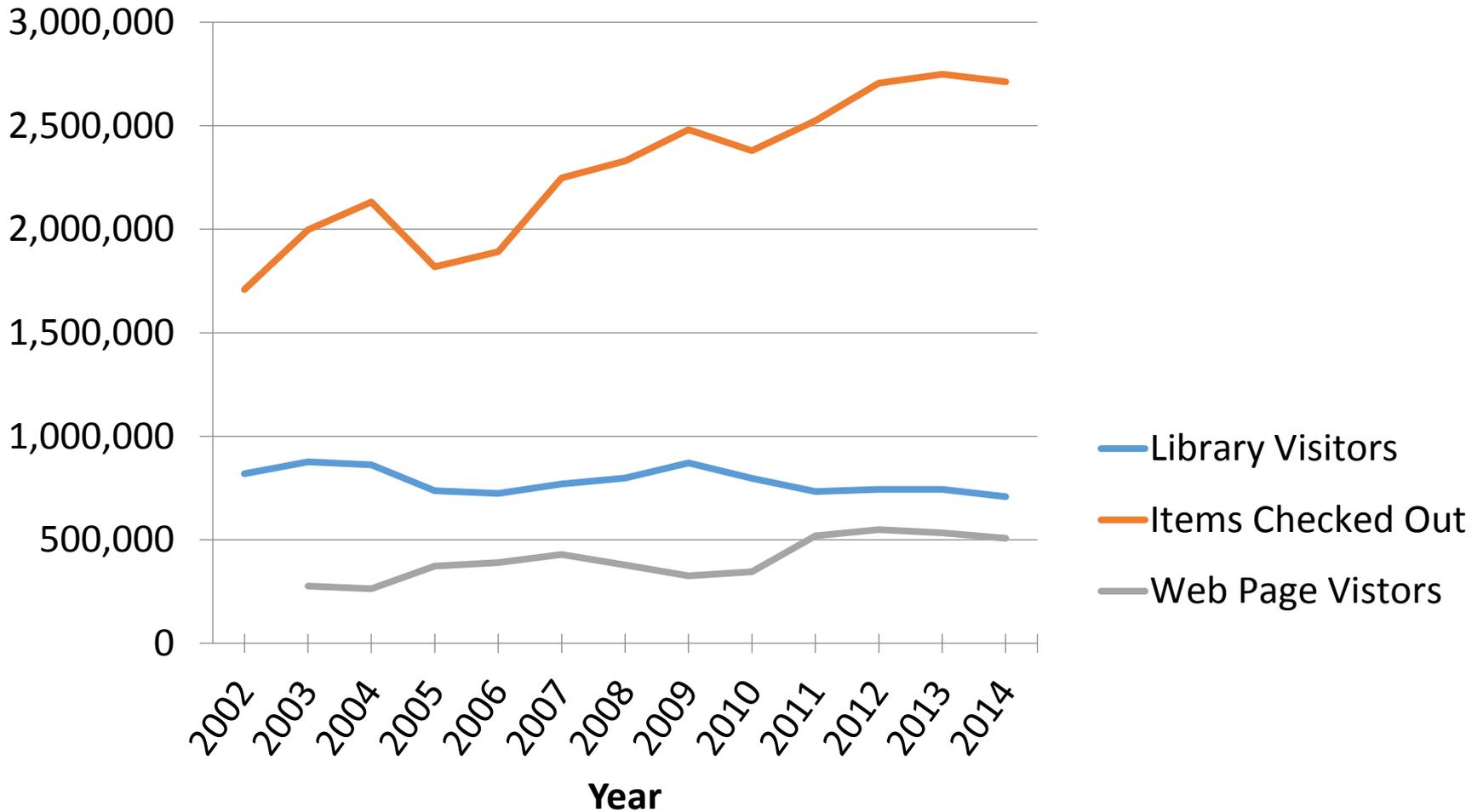


Service Demand – Business Licenses





Service Demand - Library





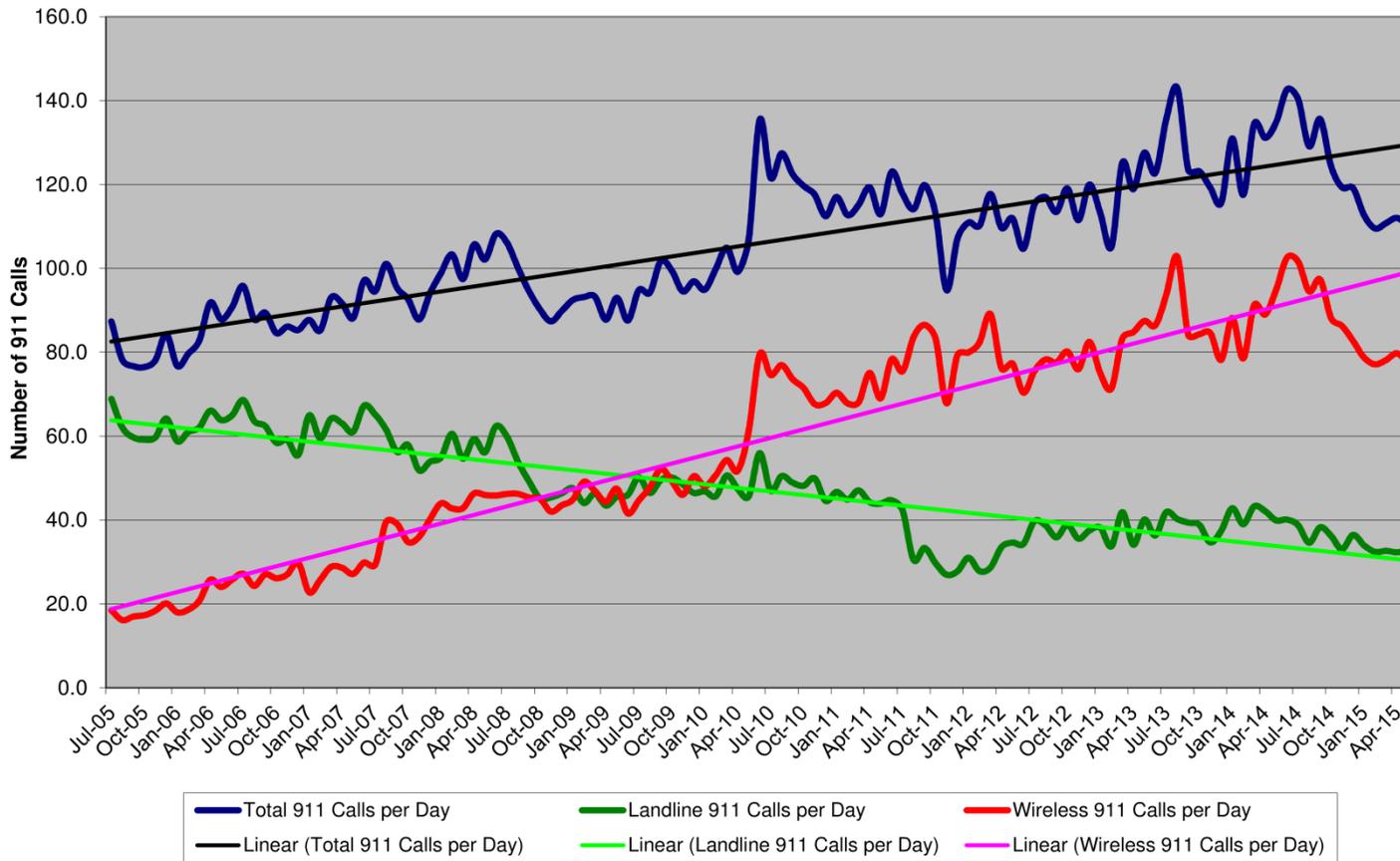
Service Demand – Library – Key Points

- Library circulation has increased steadily as our population rises.
- Data on library visitors is flat or slightly down over the past several years, likely due to the popularity of e-books.
- Not shown on this chart but clearly a factor in planning future library services is the popularity of library programs. Early literacy programs such as children’s story time are typically filled to capacity.
- The addition of the exterior book drop has also decreased the number of visitors. Users who return books without entering the library do not count as visitors.



Service Demand – Public Safety

911 Calls per Day (Wireless + Landline)



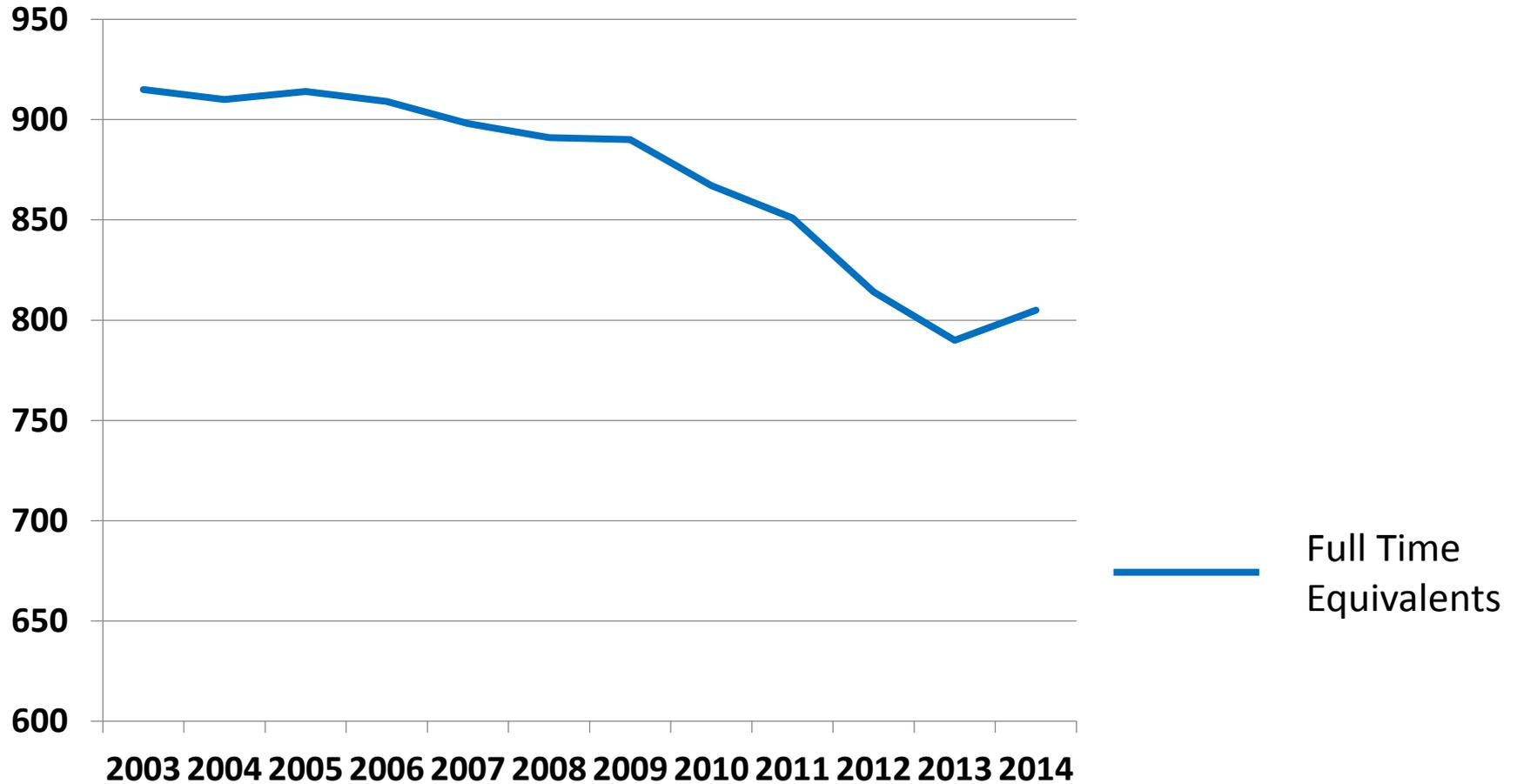


Service Demand – Public Safety – Key Points

- This chart shows the number of 911 calls both from cell phones, land lines and the combined total.
- The total call volume is clearly trending up as population increases.
- The existing Public Safety dispatch center is adequate to meet today's call volumes but will need to be expanded to meet future needs.



Service Delivery – Staffing Levels





Service Delivery – Staffing Levels – Key Points

- This chart shows staffing levels based on actual hours worked, rather than positions approved in the City's budget.
- The chart shows not only a reduction in the number of staff positions but also the trend in position vacancies. 2013 is likely a low point and hours worked data is starting to trend up. Increased effort to fill vacancies in the Public Safety Department explains part of this as well as modest growth in staff positions since 2013.
- Staffing levels decreased significantly with the economic downturn.
- With service demands steady or increasing, staff had to find new ways to do more with less. A good example from the library was the implementation of self-check machines and the installation of an automated materials handling system. These new technologies allowed library services to keep growing while library staff positions were shrinking.