



CITY OF KIRKLAND

City Manager's Office

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MEMORANDUM

To: Kurt Triplett, City Manager

From: Tracey Dunlap, Deputy City Manager
Chris Dodd, Facilities Services Manager

Date: March 4, 2021

Subject: Virtual Service Center Update

RECOMMENDATION:

It is recommended that the City Council evaluate the schematic design and estimated cost of a Virtual Service Center and provide direction to either: (1) move forward with design, construction documents, and bidding for a new Virtual Service Center on the City Hall campus or (2) discontinue work on the project at the end of schematic design.

BACKGROUND DISCUSSION

When City Hall was renovated in 2016-2017, major innovation and new ideas were introduced to provide the Community and businesses of Kirkland a safe, inclusive and welcoming design while also providing excellent customer service and transparency in government.

Since that time, development case counts increased significantly resulting in additional staffing at City Hall. In 2019, the Council budgeted \$1 million in development fees to build an addition to City Hall that would have created more Class A office space to accommodate the additional development services staffing needs. With the world reeling from a global pandemic, and many City Hall staff subsequently working from home, the City decided to pause the City Hall addition project in 2020.

For the past year during the pandemic, City staff have been creating innovative ways of continuing to provide the best customer service to the residents and business community in a safe, inclusive and welcoming manner during the City Hall closure.

At their regular City Council Meeting on November 4, 2020, City Council received a presentation from staff introducing the concept of adding a Virtual Service Center for development services, which would also provide welcoming displays and flexible meeting space. The virtual service center was proposed to be funded by development fee reserves. At that meeting, City Council authorized staff to reallocate the development services funds for the City Hall addition and reserve an additional \$1 million in development fees for the project. Council direction was to continue forward into schematic design with the goal of understanding the potential size, cost and schedule of construction before providing a final decision.

The schematic design revolved around two core values: (1) pandemic response efforts to keep staff and customers healthy while providing excellent development services to the community

and those who interact with City Hall staff during and post-pandemic and (2) create opportunities to reinforce R-5434 and the values of welcoming and belonging therein.

The schematic design exercise concluded with a 1,700 square foot addition to the North side of City Hall. The Virtual Service Center could offer virtual staff interaction kiosks, flexible meeting and event space for up to 117 occupants, exhibition space to celebrate heritage months and other commemorations, complement community celebrations, perform as a Council Chamber overflow while providing a safe, inclusive and welcoming City Hall, including a more ADA-friendly entrance. Roll up doors would provide indoor/outdoor opportunities for social distancing and open air. Additional exterior wayfinding signage would direct visitors to the Virtual Service Center. Color changing LED lights are proposed that could be programmed to complement exhibitions and celebrations during the evenings. Renderings of the concept are provided in Attachment A.

BUDGET

With the City Council authorizing a beginning placeholder budget of \$2,000,000 from the Development Services Reserve Fund, initial estimates are that the entire cost of the project would require an additional \$185,000 to be fully realized. The anticipated project budget is as follows:

<u>ITEM</u>	<u>Amount</u>
Hard Cost/Construction (15% design contingency)	\$1,546,859
Washington State Sales Tax (10.2%)	\$157,779
Design	\$185,623
Owner Contingency 8%	\$123,749
Furniture, Fixtures and Equipment	\$108,280
Permitting/Utility Connection	\$61,846
Total:	\$2,184,136

Should the City Council like the project to move forward and remain within the initial placeholder budget of \$2,000,000, a few deductive alternatives could be considered:

<u>ITEM</u>	<u>Amount*</u>
Remove air conditioning	\$182,403
Remove site wayfinding signage	\$14,120
Remove colored LED lighting	\$67,493
<u>Less exterior glazing</u>	<u>\$16,943</u>
Total deductive alternatives	\$280,959

*amounts include the deduction of design fees and Washington State sales tax

Should the City Council deduct all these elements, the total anticipated project budget would be reduced to \$1,903,177.

SCHEDULE

Should the City Council choose to move forward, major scheduled milestones are as follows:

<u>ITEM</u>	<u>Dates</u>
Programming	March-April 2021
Design Development Documents	April – July 2021
Documentation	July – November 2021
Permit Review	August – December 2021
Bidding	November – December 2021
Construction	January – July 2022

UNCERTAINTIES

Given the ongoing COVID-19 pandemic, construction cost estimates are volatile and construction schedules given are following industry standards and best practices. It is also unknown when City Hall will reopen to the public and if so, how many residents and members of the business community would return to in-person interactions at City Hall. As COVID-19 infection rates fall and vaccinations rise, it is also reasonable to consider whether the proposed virtual services center is still relevant. However, the City's after-action plans related to COVID-19 must consider the possibility of future pandemics and how the City prepares for them. Additional space, remote service kiosks and the ability to stay socially distant will continue to be helpful in any future outbreaks.

NEXT STEPS

Staff is seeking Council questions and direction. If the Council chooses to move forward with this project, City Council would potentially authorize the additional needed funding or provide guidance on potential deducts. The City would contract with ARC Architects to gather vital staff input and create the final programming elements, evaluate any potential conflicts with the City Hall Campus Master Plan, integrate permit requirements, produce construction drawings and specifications for bidding and construction, along with a final cost estimate. Staff would then return to City Council for final review and approval of the project scope, schedule and budget. If the project were to move forward from there, ARC Architects would provide ongoing construction administration support throughout construction and provide the City with close out documentation.



kirkland city hall:
virtual service center

rotating display wall / virtual kiosk



metal roof w/ car decking

pre-engineered steel structure

aluminum storefront

exhibit gallery wall

sliding entry door

concrete floor

arc
architecture resource collaborative



kirkland city hall:
virtual service center

lecture hall / chambers overflow



metal roof w/ car decking

pre-engineered steel structure

aluminum storefront

exhibit gallery wall

sliding entry door

concrete floor

arc
architecture resource collaborative



kirkland city hall:
virtual service center

indoor/outdoor expo



ar|c
architecture resource collaborative



kirkland city hall:
virtual service center

solid/glass exterior walls

multi-color LED lights



ar|c
architecture resource collaborative



kirkland city hall:
virtual service center

night view