



Governance and Priorities Committee Report

For the Meeting of December 3

To: Governance and Priorities Committee **Date:** November 19, 2015
From: Katie Hamilton, Director of Citizen Engagement and Strategic Planning
Subject: Proposed Public Use of City Hall Policy and Guidelines

RECOMMENDATION

That Council

- A. Approve the proposed Public Use of City Hall Policy and Guidelines
- B. Direct staff to pilot usage of City Hall for events and report back in six months

EXECUTIVE SUMMARY

City Hall is a resource for citizens to access information and services, and is open to the public, representing the community's relationship with their local government and City operations. In an effort to provide citizens with a better connection to their local government and be responsive to community requests, a proposed public use policy has been developed to enable members of the public to book spaces in City Hall for meetings and events.

This will provide community groups better access to meeting space, and result in a greater animation of City Hall and connection between citizens and the public facility. Upon approval by Council, the policy will take effect as of January 1, 2016.

PURPOSE

The purpose of this report is to provide Council a proposed policy on the use of City Hall, and propose a six month pilot to determine any ongoing capacity and resource implications.

BACKGROUND

In September of 2015, Council directed staff to prepare a Public Use of City Hall Policy and report back. The previous policy was outdated and did not encourage public access to the facility.

Since that time, staff have used a handful of event bookings to develop and test the policy with varying levels of complexity and equipment needs. The proposed policy is based on those learnings.

ISSUES & ANALYSIS

In order to continue to provide citizens with a better connection to their local government, and responsive to community requests, staff recommend that Council adopt the Public Use of City Hall policy, allowing for a greater use of City Hall by community groups.

The proposed policy anticipates events such as:

- Community group meetings
- Non-profit events
- Workshops
- Seminars
- Arts and culture related events
- Documentary screenings
- Private weddings

Other uses will be considered.

The following types of events are **not** being considered at City Hall:

- Commercial activities involving retailing and/or merchandising
- Memorials inside Council Chambers
- Non-licensed gambling or gaming activities
- Preaching or activities that aim to convert or recruit someone to join a religion, cause or group
- Public rallies or demonstrations inside City Hall
- Registered political party events or displays

Spaces included in the proposed policy are Council Chambers, Antechamber, Songhees and Esquimalt Nation Meetings Rooms, City Hall foyer, and the Douglas Street entrance space.

Some considerations when creating the policy included:

- Ensuring that day-to-day business of City Hall is not impacted by external use
- Ensuring that the frequency and timing of events does not overwhelm staff capacity
- Ensuring insurance requirements are met
- Ensuring sufficient and appropriate staffing requirements are considered
- A clear process and usage guidelines for booking the space
- Acceptable use of equipment and equipment availability room availability
- Ensuring meeting room availability for internal purposes
- Associated fees if applicable

Costs

Generally, meeting space will be provided free of charge during regular business hours. For after-hours events, the Client would be charged for cost recovery based on the following proposed fee structure:

- Events on weekday evenings will be charged **\$0 to \$250**, depending on nature of the event and staffing needed.
- Events on weekend days of 4 hours or less will be charged **\$500**
- Events on weekend days up to 8 hours will be charged **\$1,000**
- Events on weekend days for more than 8 hours, including any set up and tear down on additional days will be charged **\$1,500**

Costs above include any building security, IT, event staffing or labour costs for set up and take down, and other staffing outside of normal business hours.

With the exception of weddings, it is the intention of this policy that use of City Hall is cost-neutral to the taxpayers. Private weddings will be subject to a \$150 room rental fee.

The normal business of City Hall must not be impacted by external use. This includes:

- Day to day operations of City Hall
- Meetings of Council
- Centennial Square programming
- City-organized events or workshops

Process for Booking

- Application form and guidelines will available online
- Completed application forms sent to engage@victoria.ca
- Staff from Citizen Engagement and Strategic Planning will manage the bookings and act as the main point of contact

In the proposed policy, bookings will be on a first come, first served basis.

OPTIONS & IMPACTS

Options include

1. Adopt the proposed Public Use of City Hall Policy and Guidelines (Recommended)
2. Direct staff to report back in six months on program usage and impacts to staff capacity (Recommended)
3. Status quo on use of City Hall; available on an ad hoc basis, with larger requests involving hard costs requiring Council approval. Community requests without direct staff or Council involvement generally discouraged.

2015 – 2018 Strategic Plan

Allowing for greater and varied use of City Hall is consistent with the 2015-2018 Strategic Plan, specifically:

- Engage and Empower the Community
- Facilitate Social Inclusion and Community Wellness
- Nurture our Arts, Culture and Learning Capital
- Demonstrate Regional Leadership

Impacts to 2015 – 2018 Financial Plan

With the exception of weddings, it is the intention of this policy that use of City Hall is cost-neutral to the taxpayers. Private weddings will be subject to a room rental fee.

The proposed six month pilot project would allow staff to assess impacts to staff capacity, and any potential revenue generation, and provide an update to Council at that time.

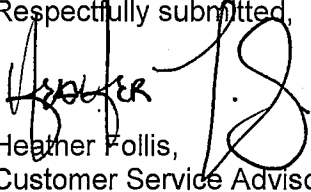
Official Community Plan Consistency Statement

The recommended course of action is consistent with Goal 15 (C) of the Official Community Plan that states "Victorians know their neighbours, are connected to communities of interest and have diverse opportunities for social interaction" and Goal 16 (A) that states "Victoria is a place where artists are able to thrive and where people from all walks of life enjoy formal and informal opportunities to create and enjoy the arts, culture and entertainment activities."

CONCLUSIONS

Providing citizens with better access to their local government and City Hall encourages a more engaged and connected community.

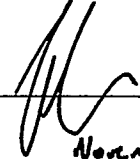
Respectfully submitted,


Heather Pollis,
Customer Service Advisor
Citizen Engagement and
Strategic Planning


Katie Hamilton, Director
Citizen Engagement and
Strategic Planning


Report accepted and recommended by the City Manager:

Date:


November 27, 2015

List of Attachments

Proposed Public Use of City Hall Policy
Proposed Public Use of City Hall Guidelines

	POLICY	
	No.	Page 1 of
SUBJECT: Public Use of City Hall		
PREPARED BY: Citizen Engagement and Strategic Planning		
AUTHORIZED BY:		
EFFECTIVE DATE:	REVISION DATE:	

A. PURPOSE

City Hall is a resource for citizens, and is open to the public, representing the community's relationship with their local government and City operations. In order to continue to provide citizens with a better connection to their local government and be responsive to community requests, members of the public can book spaces in City Hall for meetings and events.

Some considerations of this policy include:

- Ensuring that day-to-day business of City Hall is not impacted by external use
- Ensuring that the frequency and timing of events does not overwhelm staff capacity
- Ensuring insurance requirements are met
- Ensuring sufficient and appropriate staffing requirements are considered
- A clear process and usage guidelines for booking the space
- Ensuring a clear understanding of acceptable use of equipment, and equipment availability room availability
- Ensuring meeting room availability for internal purposes
- Staff ability and mechanism to approve or reject event requests based on suitability and capacity impacts
- Associated fees if applicable

Event approval will be determined by this policy, or at the discretion of the City Manager.

With the exception of weddings, it is the intention of this policy that use of City Hall is cost-neutral to the taxpayers. Private weddings will be subject to a room rental fee.

Any use of public space must comply and be consistent with federal and provincial legislation and any applicable City bylaws, plans or agreements.

B. DEFINITIONS

Normal operations of City Hall is defined as activities that directly relate to advancement or achievement of the City's goals and objectives, and which are not perceived to be of direct and personal benefit to an individual.

Commercial use is any use that generates income for a business. It does not include uses by non-profit or not-for-profit organizations.

Non-commercial use is any use by non-profit or not-for-profit organizations, including uses that raise funds for the organization.

Client refers to the booking organization or individual.

Staff refers to City of Victoria staff.

C. POLICY

Administration

Citizen Engagement and Strategic Planning will be responsible for the administration of City Hall bookings. Staff will have the sole discretion to approve or reject event bookings based on the suitability of the event, and capacity impacts. Suitable events may not be approved based on the frequency or timing of other previously booked events.

Client

The event must be non-commercial, and the requesting organization must be one whose mandate and activities will not discriminate against any individual or group as outlined in the BC Human Rights Code.

Commercial activities, registered political parties, or public rallies will not be permitted to rent space inside City Hall. Filming for television and movies is not included in the policy, but continues to be subject to the City's Film Production Guidelines and Application.

Event Activities

Acceptable events include, but are not limited to:

- Community group meetings
- Non-profit events
- Workshops
- Seminars
- Arts and culture related events
- Documentary screenings
- Private weddings

Other uses will be considered.

The following types of events are **not** permitted at City Hall:

- Commercial activities involving retailing and/or merchandising
- Memorials inside Council Chambers
- Non-licensed gambling or gaming activities
- Preaching or activities that aim to convert or recruit someone to join a religion, cause or group
- Public rallies or demonstrations inside City Hall
- Registered political party events or displays

Events open to the general public as well as ticketed events that conform with the above uses (i.e. supporting non-profit organizations) are acceptable.

City staff will have discretion over the suitability of uses not noted here. When events are determined to be unsuitable for City Hall use, staff may provide information on alternative locations in Victoria, wherever possible. Bookings are subject to cancellation should City business/operations cause a conflict. Clients will be advised of this possibility in advance, and all possible accommodations will be to accommodate the event in another space.

Art Shows

Art show requests for City Hall must be requested through a non-commercial organization and group, and juried. The City reserves the right to decline art shows that do not fit an "all ages" or "family-friendly" environment.

Private Weddings

Private weddings may be booked during regular business hours only, in Council Chambers. As with other events, these bookings are subject to cancellation should City business/operations cause a time conflict. Weddings may hold up to 25 guests. Finger food catering is allowed and must be arranged by the client. Audio speakers may be provided for music. Licences and marriage commissioners must be arranged by the client. The total length for a wedding ceremony room booking shall be up to one hour. The cost for this booking will be \$150.

Bookings

Process for Booking:

- Application form and guidelines are available online
- Send the completed application form to engage@victoria.ca
- Staff will be in contact within five business days to discuss requirements and confirm availability
- Final details, including any IT requirements, must be arranged a minimum of 10 days prior to the event

The normal operations of City Hall must not be impacted by external use. This includes, but is not limited to:

- Day-to-day operations of City Hall, including the Development Centre and Public Service Centre
- Meetings of Council
- Centennial Square programming
- City-organized events or workshops
- Availability of staff resources to support the event, from booking to on-site logistics

Bookings will be allotted on a first come, first served basis. Recurring bookings will be considered if room availability permits.

Events bookings will generally not be considered for Thursdays, to ensure minimal disruption to Council business and avoid potential room conflicts.

Costs

Generally, meeting space will be provided free of charge during regular business hours. For after-hours events, the Client will be charged for cost recovery.

- Events on weekday evenings will be charged **\$0 to \$250**, depending on nature of the event and staffing needed.
- Events on weekend days of 4 hours or less will be charged **\$500**

- Events on weekend days up to 8 hours will be charged **\$1,000**
- Events on weekend days for more than 8 hours, including any set up and tear down on additional days will be charged **\$1,500**

Costs above include any building security, IT, event staffing or labour costs for set up and take down, and other staffing outside of normal business hours.

The City reserves the right to set level of service required and the resulting charges, based on the nature and size of the activity. Any charges will be identified and agreed upon ahead of the event. Private weddings will be charged a fee for room usage.

Staffing

Events will be staffed by at least one representative from the client organization. The City may require additional staffing from the client based on the size and complexity of the event.

City staffing will comply with the collective agreement.

Equipment and Room Responsibility

The organizer will be responsible for returning the site and any City equipment to its original clean condition following the event. The organizer will be liable for any damage done to the site or City equipment during the event.

Proof of Insurance/Liability

The City requires that the organizer provide proof of a valid public liability insurance policy of at least \$2,000,000 against claims for personal injury, death or property damage occurring upon, in or about the venue. The policy will include the City of Victoria as additional named insured and contain a cross liability clause.

If an organization's ability to meet the necessary insurance requirements is limited, insurance may be available to purchase through the City. Additional information is available on this option.

In signing the application form, the organizer agrees to indemnify and save harmless the City in respect of any and all claims, demands, suits and costs arising out of any act or omission of the organizer or of any servant, agent or officer of the organizer arising out of or resulting from the use of the venue by the organizer.

Any damages incurred as a result of special events will be assessed by the City.

Acceptance of Terms and Conditions

A signed application form is required, indicating the terms and conditions are understood and met. A signed agreement form will also be required after the City and the client determine the appropriate staffing and equipment needs, and related costs.



Public Use of City Hall – Guidelines

City Hall is a resource for citizens to access information and services, and is open to the public, representing the community's relationship with their local government and City operations.

Thank you for your interest in bringing your event to City Hall. The following information corresponds to the Public Use of City Hall Policy, and booking application form, and is intended as a guideline to assist you in completing your application form and having your event approved.

Members of the public can book spaces in City Hall for meetings and events. All events must conform to the Public Use of City Hall Policy.

The following guidelines provide more information on the activities that can be supported at City Hall.

Event Activities

Please see the Public Use of City Hall Policy for suitable activities and events.

When events are unsuitable for City Hall use, staff may provide information on alternative locations in Victoria, wherever possible.

Bookings

The normal business of City Hall must not be impacted by external use. This includes, but is not limited to:

- Day to day operations of City Hall, including the Development Centre and Public Service Centre
- Meetings of Council
- Centennial Square programming
- City-organized events or workshops

Bookings will be allotted on a first come, first served basis. Recurring bookings will be considered if room availability permits. Clients should provide as much notice as possible prior to an event for any arrangements, and a minimum of 10 days' notice is required for final details including equipment and any IT support required.

Process for Booking

- Application form and guidelines are available online
- Send the completed application form to engage@victoria.ca
- Staff will be in contact to discuss requirements and confirm availability

Requirements

- A signed application form is required, indicating that terms and conditions are understood and met
- Events will follow the guidelines set out below
- Insurance requirements must be met

Costs

Generally, meeting space will be provided free of charge during regular business hours. For after-hours events, the Client will be charged for cost recovery.

- Events on weekday evenings will be charged up to **\$250**, depending on nature of the event and staffing needed.
- Events on of 4 hours or less on a weekend will be charged **\$500**
- Events on weekend days up to 8 hours will be charged **\$1,000**
- Events on weekend days for more than 8 hours, including any set up and tear down on additional days will be charged **\$1,500**

Costs above include:

- Building Services –room set up, tear down, facility logistics
- Citizen Engagement and Strategic Planning – event support and planning
- IT support (set up and during the event)
- Commissionaires/Security (if needed)

The City reserves the right to set level of service required and the resulting charges, based on the nature and size of the activity. Any charges will be identified and agreed upon ahead of the event.

Private weddings will be charged a fee for room usage. The cost for this booking is \$150 for up to one hour.

Staffing

- a) Client
 - Events will be staffed by at least one knowledgeable client representative who has been involved in the booking and has an understanding of the event and organization's responsibilities. These representatives will ensure the smooth implementation of the event.
- b) City Staff
 - Staffing needs will be determined by the event booking, and will comply with the Collective Agreement.

General Use Guidelines for all booking areas and activities

(Information specific to each location is available under Locations, below)

General

- Display materials, banners, promotional signs, etc. should not be attached to the building structure, however easels can be provided by the City. Acknowledgement of individual groups, public and private companies supporting an event at City Hall through financial or service support will be permitted.
- Registered not-for-profit organizations can invite voluntary donations to their society during events
- Commercial events or activities are not permitted uses of the policy

- A floorplan of the event will be required in advance, and will be provided by City Staff upon confirmation of booking
- The organizer shall not use the site or route for any other purpose than that stated in the application
- Applicants must ensure their event complies with human rights provisions as described in the City's Public Use of City Hall Policy
- The organizer will be responsible for returning the site and any City equipment to its original clean condition following the event
- The organizer will be liable for any damage done to the site or City equipment during the event

Food & Beverage

- Non-alcoholic beverages and finger foods requiring no on-site preparation or equipment are allowed, and must be arranged by the client
- The sale of food and beverages is not permitted
- Alcoholic beverages are not permitted
- Recyclable, compostable or reusable materials will be used by the client
- Single-use plastic water bottles cannot be provided to attendees. Water jugs will be provided as requested.
- Kitchen and food preparation areas are not included in room bookings
- Table linens are not available for use

IT and Equipment

- Provision of City equipment, including IT equipment, will be considered where available, but must be coordinated in advance of the event, with a minimum of 10 business days' notice
- The booking organization will be responsible for any loss, damage, or cleaning required to equipment belonging to City of Victoria as a result of the event
- Secure Wi-Fi can be provided to the client at no cost
- IT staff will endeavour to be available during normal business hours of City Hall to meet with the client to provide IT set up at no added cost.
- Equipment available includes projector and screens, and audio equipment as needed. Clients are responsible for providing a laptop or other computer equipment. City laptops will not be provided. Available equipment will be determined by room and location, as well as other events and meetings occurring in City Hall.
- Additional equipment, i.e. extension cords, may be considered upon request

Hours

- City Hall normal business hours are Monday to Friday, 8 a.m. to 4:30 p.m.
- City staff are required for all events that are outside of normal business hours
- The activities of the event, including set up and take down, should not interfere or disrupt normal legislative, business or other booked activities
- Events will be managed in a manner that does not conflict with the normal ongoing operation of City Hall

Locations

Below are the locations available for public booking. Other locations in City Hall are generally not available for booking, but may be included on the discretion of City Staff. All locations have public and guest Wi-Fi.

- Council Chambers
 - Seats up to 30 when booked separately and up to 200 in theatre style when booked with Council Antechamber.
 - Additional tables and chairs for workshops or other room setups are available for this room.
 - Projector and screens are available for use in this room.
 - Council "horseshoe" tables are not movable, and must be considered as part of the room layout.
 - Food and beverage as per the Public Use of City Hall Policy is permitted
- Council Antechamber
 - Seats up to 40 in theatre style when booked separately and up to 200 style when booked with Council Chambers.
 - Additional tables and chairs for workshops or other room setups are available for this room.
 - Projector and screens are available for use in this room.
 - Food and beverage as per the Public Use of City Hall Policy is permitted
- Esquimalt Nation Room
 - Seats up to 12, at one table located in room.
 - Additional tables and chairs are not available for this room.
 - Projector and screens are not available for use in this room.
 - Use of City IT equipment is not permitted in this room.
 - Food and beverage as per the Public Use of City Hall Policy is permitted
- Songhees Nation Room
 - Seats up to 20, at one table located in room, with room for an additional 15 chairs located at one end of the room
 - Additional tables are not available for this room.
 - Projector and screens are not available for use in this room.
 - Use of City IT equipment is not permitted in this room.
 - Food and beverage as per the Public Use of City Hall Policy is permitted
- Douglas Street Foyer
 - Can best accommodate standing-room only events
 - Tables and chairs are available for this space if requested
 - Projector and screens are not available for use in this room
 - Use of City IT equipment is not permitted in this room
 - Use of audio equipment is permitted in this room
 - Food and beverage as per the Public Use of City Hall Policy is permitted
- City Hall Foyer (Pandora Avenue)
 - Can best accommodate standing-room only events
 - Tables and chairs are available for this space if requested

- Projector and screens are available for use in this room
- Use of City IT equipment is not permitted in this room
- Use of audio equipment is permitted in this room
- Food and beverage as per the Public Use of City Hall Policy is permitted

Washrooms

Public washrooms are located on the first and second floors of City Hall.

First Aid and Safety Orientation

Events must meet City security, fire and safety standards. City staff must meet the client to provide a First Aid and Safety Orientation, including locations of emergency exits.

Waste Management

Garbage, recycling and kitchen scraps containers will be provided. The client will ensure waste products are minimized and put into the appropriate streams. The City will empty the containers. If significant garbage or clean-up is required, the client may be subject to a cleaning fee.

Parking

Parking is available around City Hall, both on-street and at several parkades in the area. Parking will not be reserved for indoor City Hall events. Clients may wish to rent parking meter hoods separately through the Public Service Centre at their own cost.

Filming in City Hall

Filming for television and movies will continue to be coordinated through Special Event Permits, and are not included in the Public Use of City Hall Policy and Guidelines.

Application Form

Application forms must be signed and submitted by email, mail or in person. The person signing the application form is responsible for ensuring that all conditions are met.

Proof of Insurance/Liability

Managing risk of damage to property and injury to persons is an important part of planning your event. You should identify any elements of risk associated with your event and ensure they are addressed before the event begins.

The City requires that the organizer provide proof of a valid public liability insurance policy of at least \$2,000,000 against claims for personal injury, death or property damage occurring upon, in or about the venue. The policy will include the City of Victoria as additional named insured and contain a cross liability clause.

If your ability to meet the necessary insurance requirements is limited, insurance may be available to purchase through the City. Additional information is available on this option.

In signing the application form, the organizer agrees to indemnify and save harmless the City in respect of any and all claims, demands, suits and costs arising out of any act or omission of the organizer or of any servant, agent or officer of the organizer arising out of or resulting from the use of the venue by the organizer.