



# Workplace Design Guidelines

County of Orange - Facilities Master Plan  
June 2006

**Gensler** *Team*

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# I. Introduction

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# Introduction **Overview**

**The County of Orange is focused on improving the quality, functionality, and cost effectiveness of its work and public spaces.** In support of this objective, the County has developed this set of Workplace Design Guidelines, which are intended to provide direction on how to plan space.

Design Guidelines differ from standards in that they enable groups to tailor the design of their spaces, when necessary, to meet their unique requirements. **These guidelines are based on research into the work practices of the County of Orange as well as best practices from other counties, public entities, and the private sector.**

This document provides detailed information on project process, specific space planning recommendations, and tools to support the planning process. Each of the sections is organized to educate both seasoned project team members and newcomers, and to provide comprehensive resources to assist each project team from pre-design through occupancy.

Please note that for any space being planned, all involved parties must carefully take into consideration all applicable codes be they building, exiting, fire, ADA or HIPAA. This will ensure the most successful project outcome.

## **Why should guidelines be used?**

The ultimate goal of the guidelines is to provide a comprehensive tool that takes into consideration all aspects of the project process and aids in expediting pre-construction decision making. These guidelines are designed to accomplish this by:

- Providing a **consistent approach to workplace design** across locations
- Communicating **functional and aesthetic considerations** that should be integrated into our spaces
- Reinforcing our belief that **space is a tool that can support the organization and work process**
- Enabling early, **well-informed decision making** to limit errors and reduce the cost of change
- Providing a guide against which to **evaluate current sites and determine necessary upgrades**

# Introduction **Guiding Principles**

Throughout the course of every design project there are countless decisions to make – from what size offices to plan to how many conference rooms are needed. The Guiding Principles for the County of Orange provide a set of principles that can help the project team evaluate options throughout the project.

## **Guiding Principles**

- **Each of our facilities should reflect the County’s values.**  
The attributes of our mission statement should be communicated to employees and visitors alike when they enter our offices.
- Our spaces should **demonstrate respect for the individual and the work they seek to accomplish.** We believe every member of our organization contributes to our overall performance.
- **Our workplaces should be safe, healthy and secure for everyone who works in them and visits them.** All employees should have a clean and well maintained environment. A healthful environment also means ensuring that our employees are kept from harm’s way through appropriate security measures and strict adherence to safety precautions.
- Each of our facilities should **support our service delivery** by making it easy to access services and creating a supportive relationship between the County and its customers.



# Introduction **Guiding Principles**

## **Guiding Principles** *continued*

- **Our workplaces need to be flexible enough to support the evolution of how we will work over time.** It should be easy for us to move individuals, teams, and support functions, re-purpose spaces, and expand and contract our headcount. Moveable walls and partitions, flexible technology infrastructure, and universal workstation sizes are some of the ways in which this can be accomplished.
- Finally, our spaces should enable us to maximize our resources by being **cost effective, efficiently planned and, whenever possible, environmentally conscious.**

# Introduction **Planning Concepts**

**Planning concepts are used to support the attributes and values we seek to enhance in our work environment** and the ultimate goal of improving the quality of life in Orange County. These concepts describe attributes of the space, how it should function and how it should be incorporated into the workplace. Although there are many types of planning concepts, the following are those that we believe are key components within County environments.

## **Planning Concepts:**

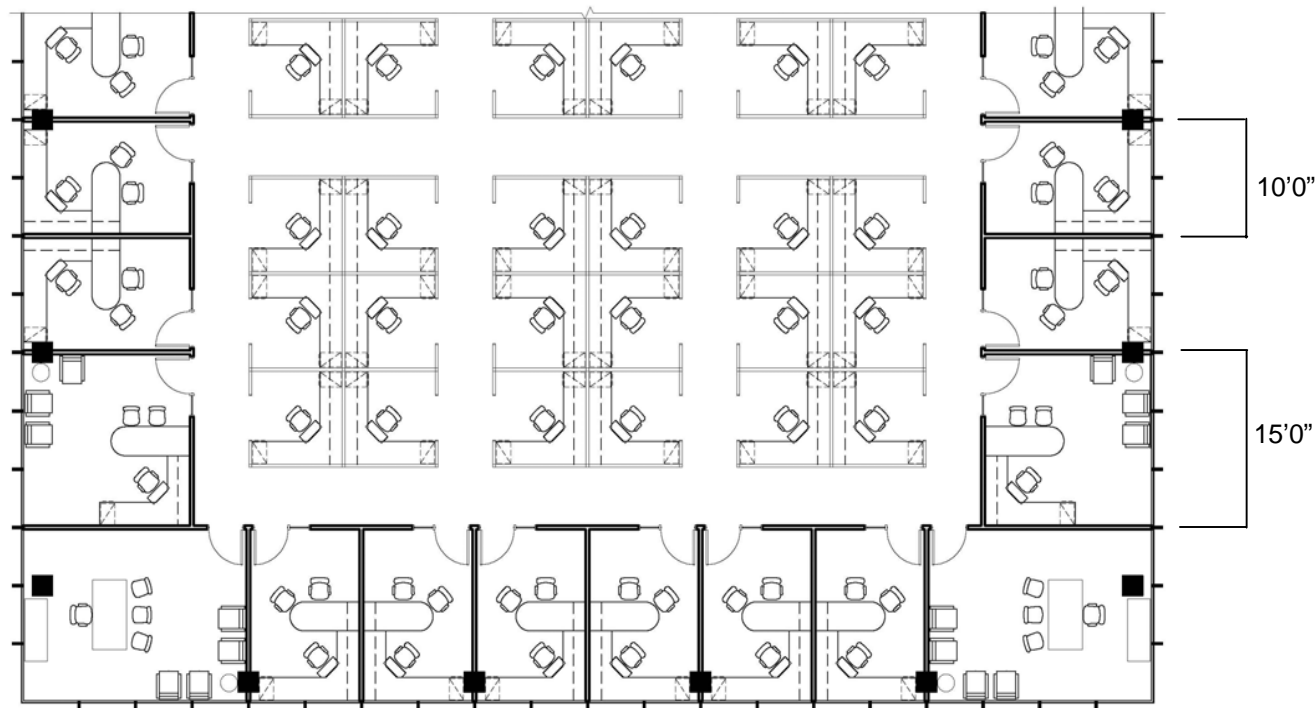
- Universal Plan
- Work Groups
- Kit of Parts Approach
- Healthy Work Environment

# Introduction **Guiding Principles**

## **Universal Plan**

The term “Universal Plan” refers to the concept of **utilizing consistent ”modules” in the planning of space.** Using consistently sized workstations and offices allows us to most effectively respond to change (otherwise known as churn) in the organization. Moving people (and sometimes entire departments) rather than walls or workstation panels allows change to occur more smoothly and minimizes downtime and cost that can affect productivity. The planning module is typically derived from the module of the building; this maximizes efficient use of space by coordinating building elements and workplace elements.

For purposes of these guidelines, **a building module of five (5) feet has been assumed.** Buildings will typically be based upon a module of 4-5 feet and the **guidelines should be adjusted accordingly to maximize the efficiency of that particular facility.**

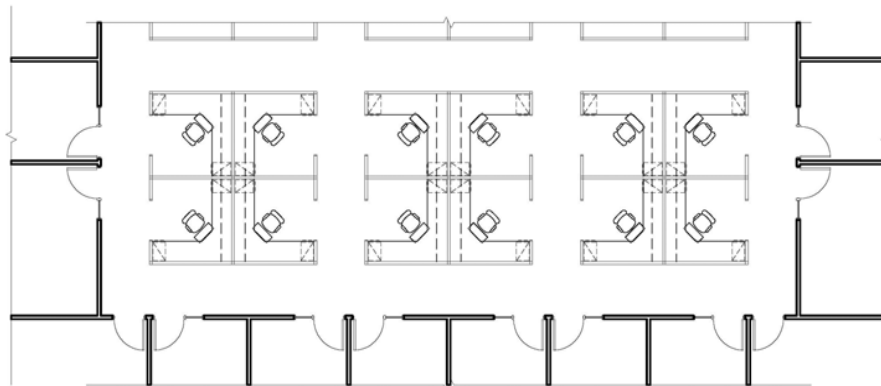


# Introduction **Guiding Principles**

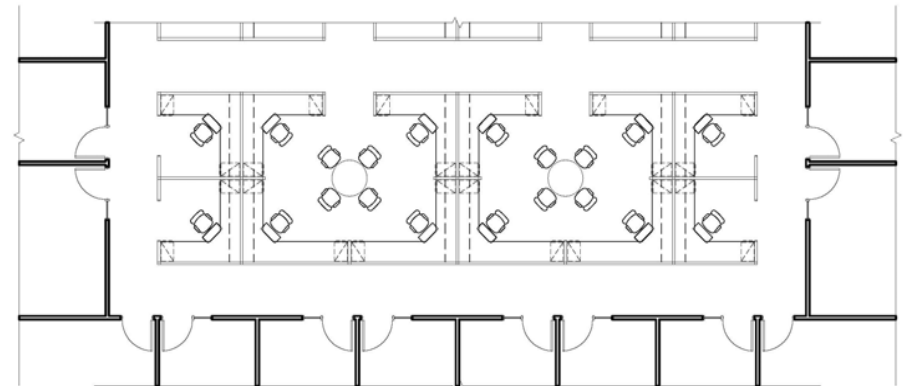
## **Work Groups**

Work Groups, also known as Neighborhoods are incorporated into the workplace to position team members close to one another, essentially with direct line of sight, and to **promote collaboration and knowledge sharing**. Neighborhoods create centers of activity within the workplace and can help to minimize large expanses of workspaces as well as limit overall noise levels within the office. Neighborhoods are generally arranged as avenues or cul-de-sacs depending on the floorplate size and configuration, efficiency of the building and desired environment.

- Workspaces arranged in a grid-like fashion to allow circulation to flow freely through the neighborhood are **avenues**.
- Workstations arranged so that one end of the configuration is closed to through circulation are **cul-de-sacs**.
- The center circulation area of both avenues and cul-de-sacs are often fitted with **storage islands or informal seating** to enable and encourage impromptu team meetings.



Avenue Configuration



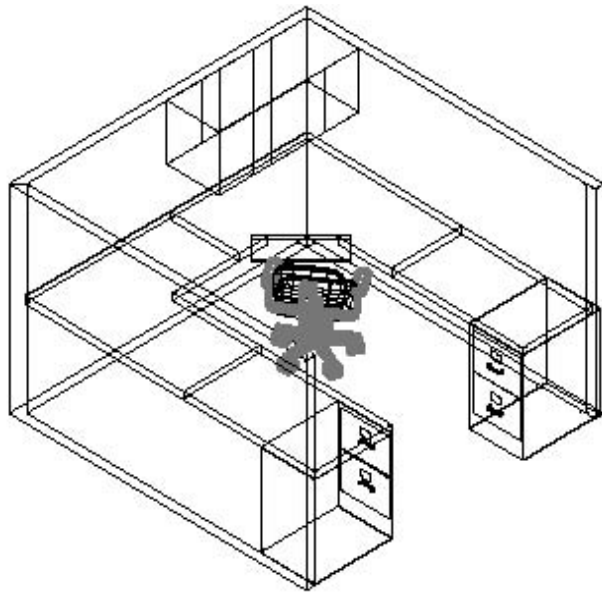
Cul-De-Sac Configuration

# Introduction **Planning Concepts**

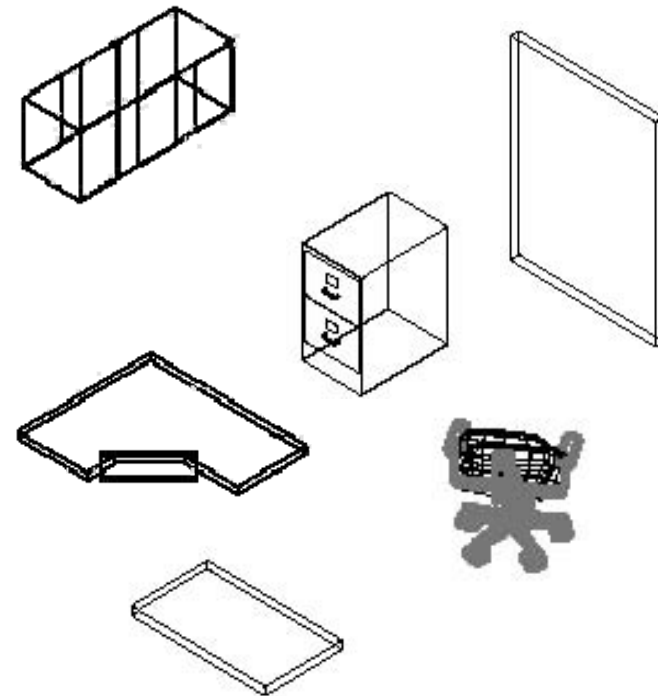
## Kit of Parts

The concept of “Kit of Parts” works in conjunction with the universal planning approach to **maximize flexibility in the workplace environment**. Some of the attributes of the Kit of Parts concept are as follows:

- Use a modular approach to furniture solutions.
- Minimize the number of panel sizes and heights.
- Standardize parts so they are interchangeable across different locations.
- Keep color simple and neutral to extend the life of the product (use paint or artwork to articulate the personality of the space).



Typical Workstation Configuration



Kit of Parts

# Introduction **Guiding Principles**

## **Healthy Work Environment**

A healthy work environment is integral to work performance. Below are some planning strategies that will help support the healthfulness of the County's workspaces:

- **Utilize ergonomic furniture** in all new and renovated County facilities.
- **Maximize access to light** by using glass on office fronts or sidelights (if budget allows for it) and/or by placing offices on the interior (see diagram below).
- **Incorporate environmentally friendly materials**, such as Low VOC paints, that contribute to employee well-being.



## II. Guidelines: Workspaces

|                 |       |       |
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| Private Offices |       | p. 14 |
| Workstations    |       | p. 21 |

# Workspaces Overview

**This section provides guidelines for the design and integration of private offices and workstations.** One key planning decision is the type and ratio of work spaces (i.e. open-to-closed) that is selected, which must be carefully aligned with the functions of the department or group in question. To help guide this decision-making process, this section includes guidelines for the type and size of workspace recommended for each job function.

# Workspaces **Private Offices**

Given that the work process of some individuals requires an enclosed work space to support private and confidential job functions, a variety of private office types are identified here.

While private offices can support specific functional needs, high concentrations of offices can also be detrimental to collaboration and mentoring. Often, a small conference room can alleviate the need for individual offices while maintaining an open, collaborative environment within the workplace. It can be beneficial to look closely at the specific job functions within your department during the pre-planning phase in order to determine the appropriate allocation of offices within the workplace.

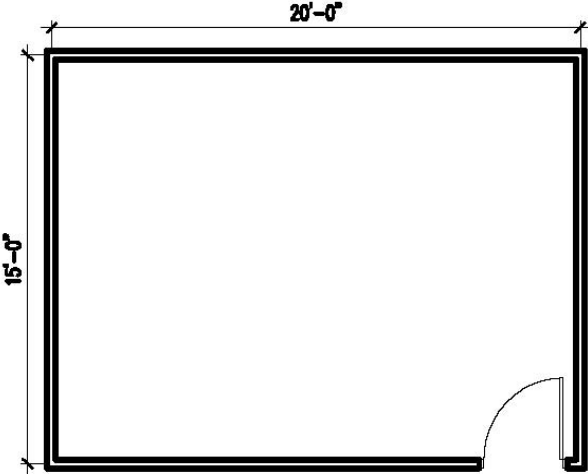
## **Guidelines for Office Planning:**

- Office sizes range from 100 to 300 square feet.
- Offices are provided to individuals with a demonstrated need for daily privacy and confidentiality.
- Locate offices supporting highly confidential activities away from public spaces within the workplace.
- Locate offices in departmental clusters when possible.
- Arrange furniture to most appropriately serve the functional needs of individual occupants.
- Provide adequate clearance within the office for accessibility of the occupant and guests.

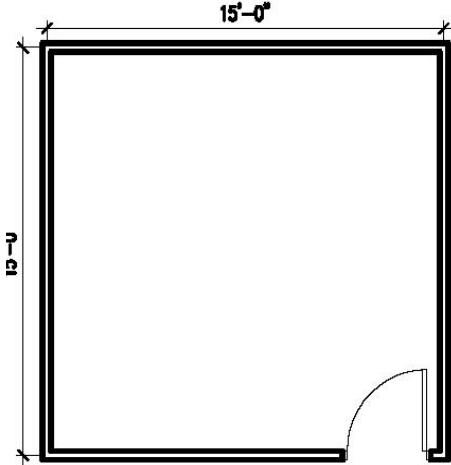
# Workspaces Private Offices

It is recommended that County departments use four office sizes, each of which can be configured with specific furniture and equipment to meet specific user needs. The four office sizes are depicted below and are shown with a variety of arrangements, to support the varied work patterns of County employees, on the following pages.

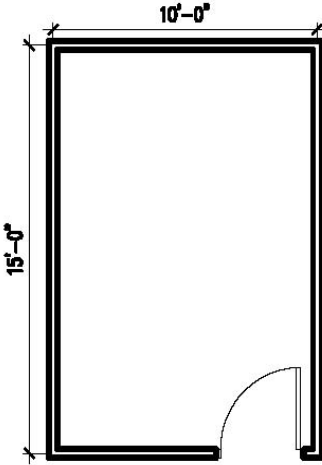
**Office A**  
300 Square Feet (15' x 20')



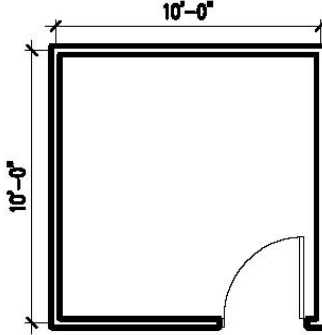
**Office B**  
225 Square Feet (15' x 15')



**Office C**  
150 Square Feet (10' x 15')



**Office D**  
100 Square Feet (10' x 10')



# Workspaces **Private Offices**

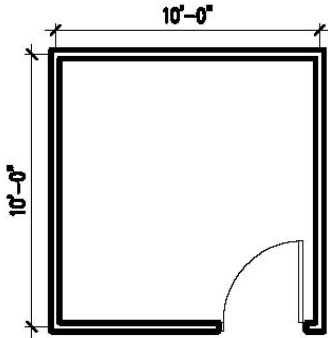
Assigning individual workspace is an important part of the planning of any work environment. **Smaller offices** (C & D categories) **will be used more frequently as they adequately support a broader range of job functions.** In contrast, larger offices (A & B categories), particularly, the 300 SF will be used in small numbers and only for Department or County Leadership.

## **Private Offices**

- **Office A: 300 SF**
  - Division and Department Heads
  
- **Office B: 225 SF**
  - Division and Department Senior Leadership
  - Leadership job functions that require frequent in-office meetings with internal teams and/or outside consultants, vendors, and officials
  
- **Office C: 150 SF**
  - Department Managers
  - Managerial job functions that require frequent in-office supervisory meetings, often with two or more employees at a time
  
- **Office D: 100 SF**
  - Analytical and Confidential Professional Staff
  - Job functions that require frequent individual analytical work that necessitates privacy and auditory confidentiality. Enclosed, secure offices also allow for additional security for files and information

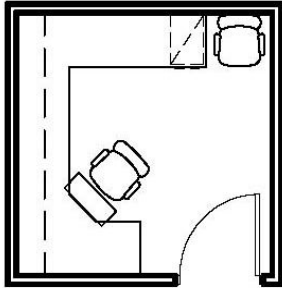
# Workspaces Private Offices

100 Square Feet Footprint (10' x 10')



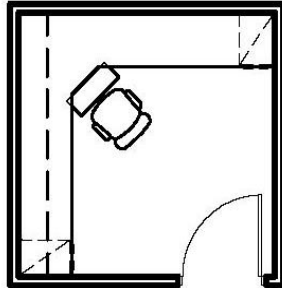
## Space Layout Options

1. Traditional Layout



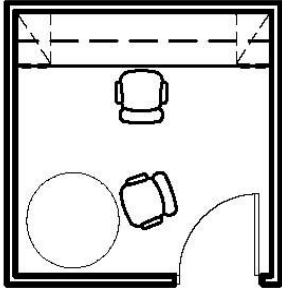
- Space for 1 on 1 interviews
- Enclosed for confidentiality

2. Concentrated Work Layout



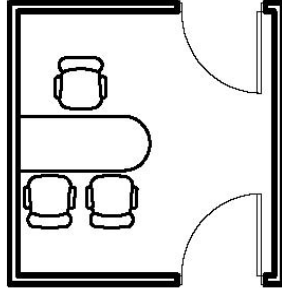
- Maximum desk area
- Enclosed for confidentiality

3. Collaboration Layout



- Small meeting area
- Enclosed for confidentiality

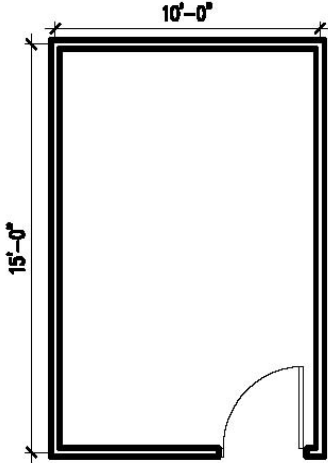
4. Interview Layout



- Small meeting area
- Enclosed for confidentiality

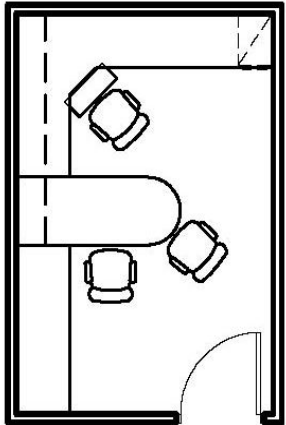
# Workspaces Private Offices

150 Square Feet Footprint (10' x 15')



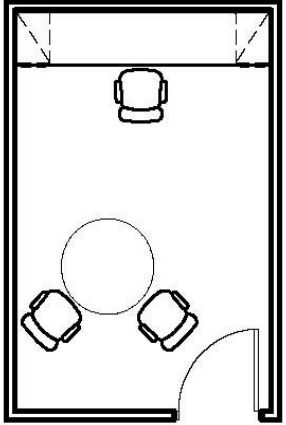
## Space Layout Options

1. Collaborative Layout



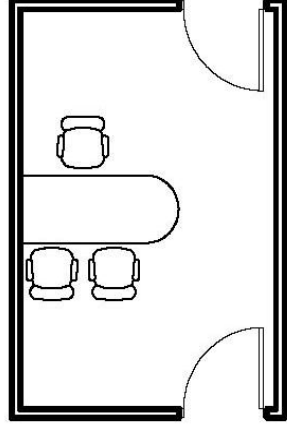
- Meetings of 2-3
- Enclosed for confidentiality

2. Meeting Layout



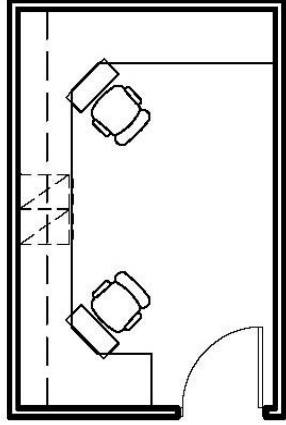
- Separated work area
- Meetings of 2-4
- Enclosed for confidentiality

3. Interview Layout



- Additional entry for security
- Interviews of 2-3
- Enclosed for confidentiality

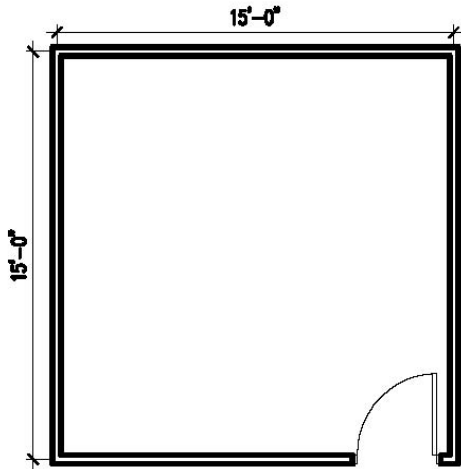
4. Shared Layout



- Flexibility to accommodate 2+ staff
- Enclosed for confidentiality

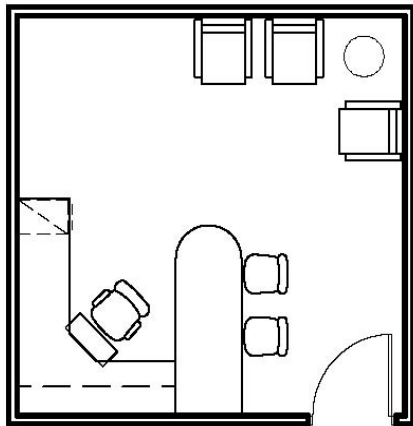
# Workspaces Private Offices

225 Square Feet Footprint (15' x 15')



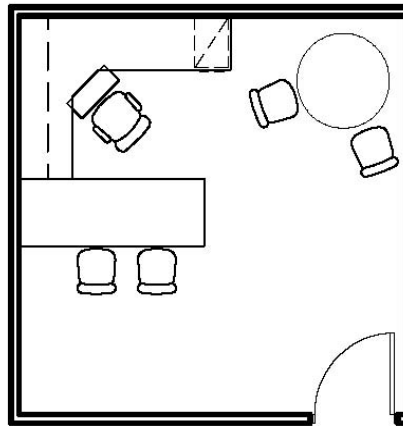
## Space Layout Options

### 1. Collaborative Layout



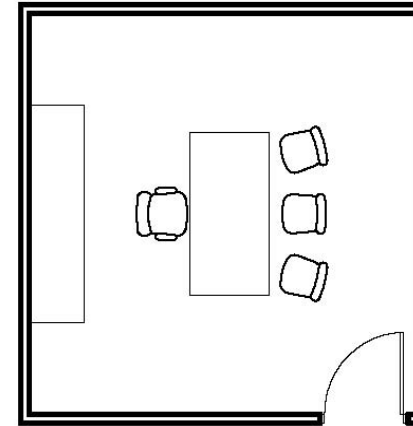
- meetings of 2-3
- Casual and formal meeting area
- Enclosed for confidentiality

### 2. Traditional Layout



- Meetings of 2-4
- Formal meeting area
- Enclosed for confidentiality

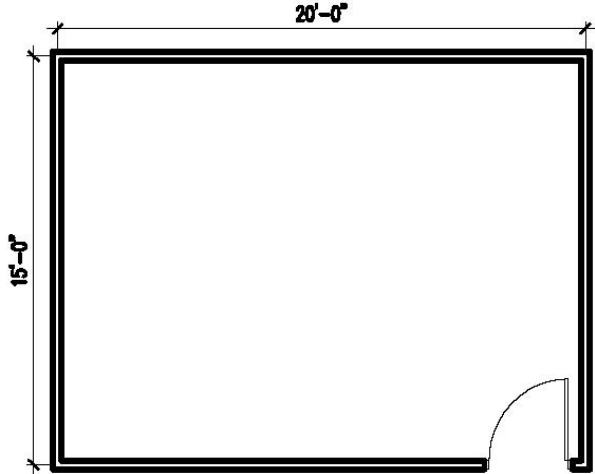
### 3. Traditional/Formal Layout



- Meetings of 2-4
- Enclosed for confidentiality

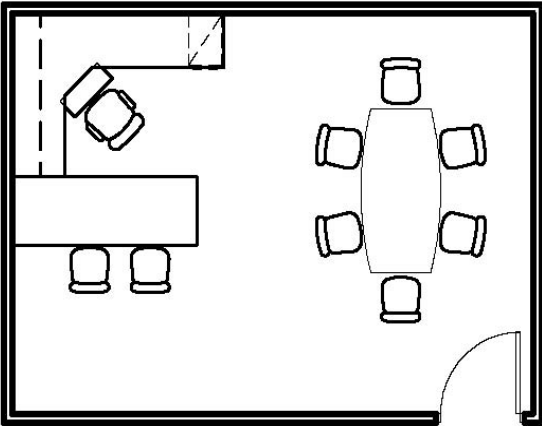
# Workspaces Private Offices

300 Square Feet Footprint (15' x 20')



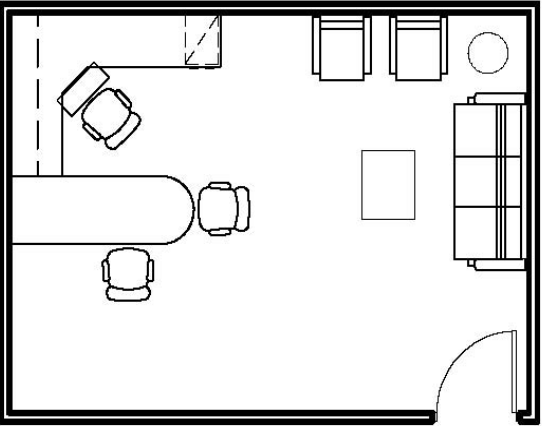
## Space Layout Options

1. Traditional Layout



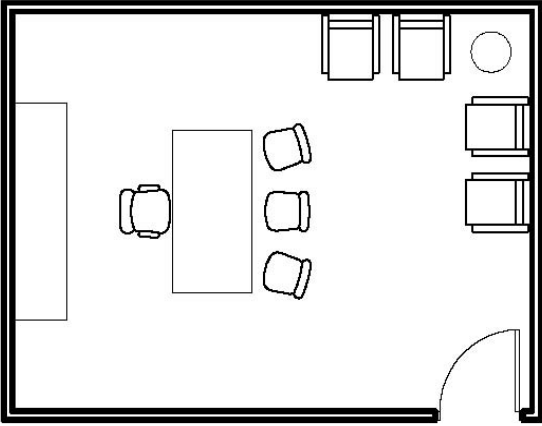
- Meetings of 4-6
- Formal meeting area
- Enclosed for confidentiality

2. Collaborative Layout



- Meetings of 2-3
- Casual and formal meeting area
- Enclosed for confidentiality

3. Traditional/Formal Layout



- Meetings of 2-4
- Casual meeting area
- Enclosed for confidentiality

# Workspaces **Workstation**

In most County departments between 50% and 80% of staff will be in workstations. These open environments, if well planned, can provide for both teaming and collaboration as well as focused “heads down” work. It is important to plan for areas, such as small conference rooms, that staff in workstations can use for confidential or potentially disruptive conversations. While it is generally recommended that lower panel heights (i.e. 48” high) be used to increase access to light and teaming, groups that interview or meet with clients in their workstations should have higher panel heights (i.e. 66” high) for added visual privacy.

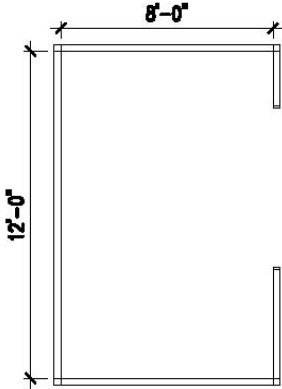
## **Guidelines for Workstation Planning:**

- Workstation sizes range from 48 to 96 square feet.
- Most work processes can be accommodated in 64 SF workstations.
- Determine workstation panel heights based on functional needs (*see Toolkit section*).
- Provide sufficient clearance for ingress and egress. This is particularly critical for groups that conduct client meetings within their workspaces.
- Use interview rooms and conference rooms on an as-needed basis for concentrated work and personal privacy when required
- Arrange workspace so that adjacent occupants are not all facing each other, this will allow occupants to concentrate more easily.

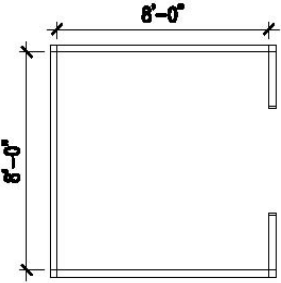
# Workspaces **Workstation**

It is recommended that County departments use three workstation types, each of which can be configured with furniture and equipment to meet specific user needs. The three workstation sizes are depicted below and are shown with a variety of arrangements, to support the varied work patterns of County employees, on the following pages.

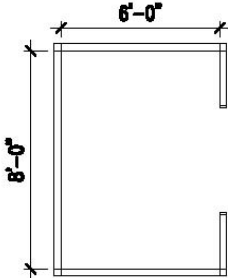
**WS A: 96 Square Feet**



**WS B: 64 Square Feet**



**WS C: 48 Square Feet**



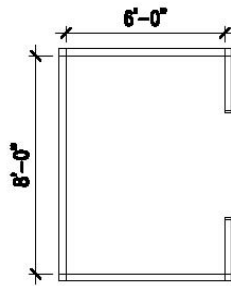
# Workspaces **Workstation**

## Workstations

- **Workstation A: 96 SF**
  - Caseworkers and professional staff that frequently meet with clients in their individual work area, but do not need significant auditory privacy for the daily function of their job.
  - Job functions that require frequent interaction and collaboration with colleagues.
  
- **Workstation B: 64 SF**
  - Administrative and professional staff
  - Job functions that require frequent interaction and collaboration with colleagues, and do not have frequent meetings with clients within their workspace.
  
- **Workstation C: 48 SF**
  - Clerical, support and field work staff
  - Job functions that spend much of their workday outside of the office, or within the office, but away from their individual workstation.

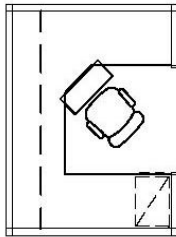
# Workspaces **Workstation**

48 (6' x 8') Square Feet Footprint



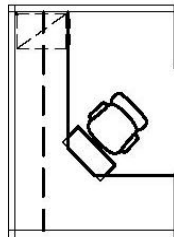
## Space Layout Options

### 1. C-shaped configuration



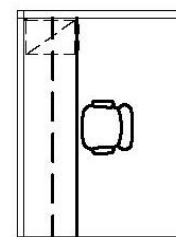
- Maximum worksurface

### 2. L-shaped configuration



- Greater openness and clearance

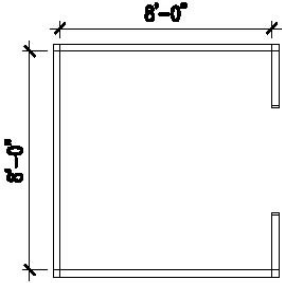
### 3. Spline Configuration



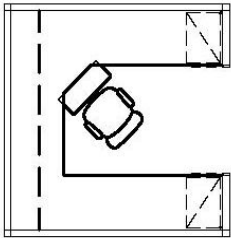
- Can accommodate additional file, tackable wall, or guest chair

# Workspaces Workstation

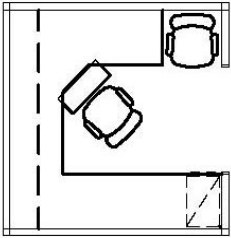
64 (8' x 8') Square Feet Footprint



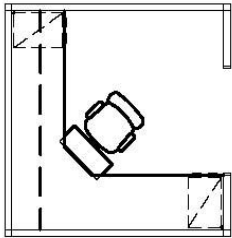
## Space Layout Options



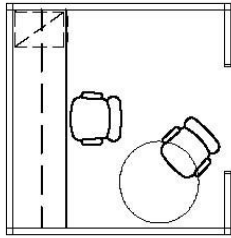
Space Attributes:  
 • C-shaped configuration



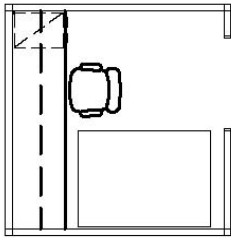
Space Attributes:  
 • C-shaped configuration  
 • Guest chair



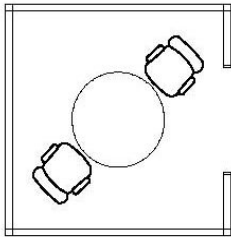
Space Attributes:  
 • L-shaped configuration



Space Attributes:  
 • Spline configuration  
 • Conference area  
 • Guest chair



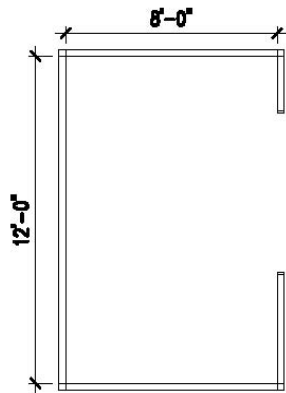
Space Attributes:  
 • Spline configuration  
 • Drafting layout



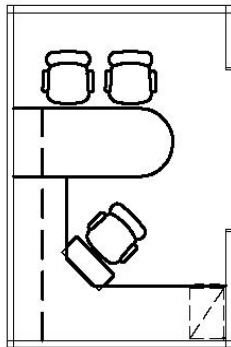
Space Attributes:  
 • Space for 1 on 1 meetings

# Workspaces **Workstation**

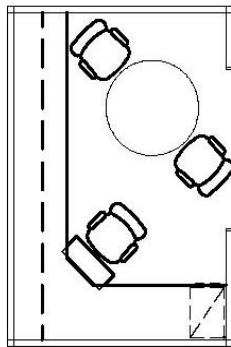
96 (8' x 12') Square Feet Footprint



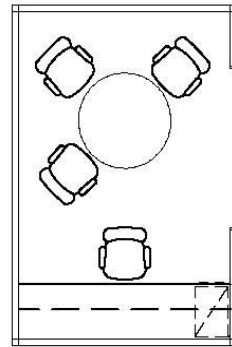
## Space Layout Options



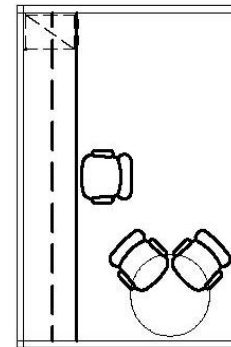
- Space Attributes:
- C-shaped configuration
  - Collaborative layout
  - Guest seating



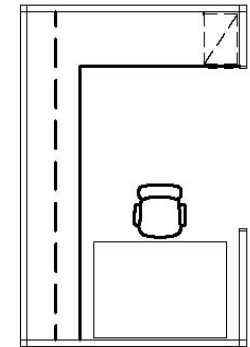
- Space Attributes:
- L-shaped configuration
  - Conference area
  - Guest seating



- Space Attributes:
- Wing configuration
  - Conference area
  - Guest seating



- Space Attributes:
- Spline configuration
  - Conference area
  - Guest seating



- Space Attributes:
- L-shaped configuration
  - Drafting layout

### **III. Guidelines: Collaborative Spaces**

|                  |       |
|------------------|-------|
| Overview         | p. 28 |
| Conference Rooms | p. 29 |
| Interview Rooms  | p. 31 |

# Collaborative Spaces **Overview**

It is recommended that County workplaces be designed to **provide a variety of spaces for formal, scheduled meetings, as well as, impromptu meetings and information exchange** in order to support knowledge sharing and collaboration.

This section provides detailed guidelines for the design of major collaborative spaces, including:

- Conference Rooms
- Interview Rooms

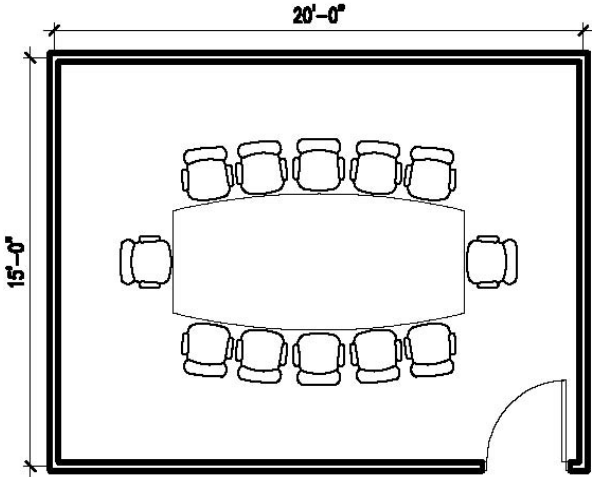
# Collaborative Spaces **Conference Rooms**

Conference rooms provide a comfortable place to present information and share knowledge with team members, colleagues, clients and visitors. It is increasingly important to acknowledge that information and knowledge is shared in any number of ways: formal or informally, scheduled or unscheduled. Incorporating available technology will allow users to have continuous connectivity to the County of Orange network and Internet while working away from individual work spaces. Careful consideration should also be given to the quantity of conference rooms provided, their locations throughout the space and their configurations.

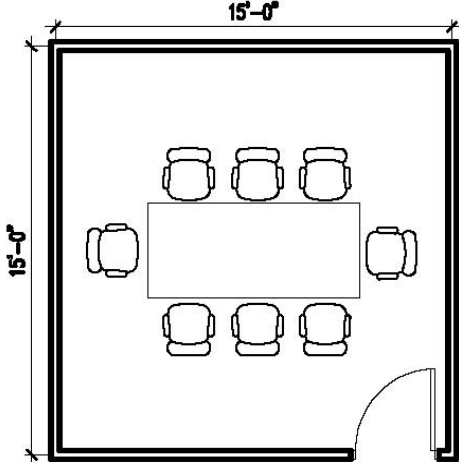
## **Guidelines for Conference Room Planning:**

- To ensure convenient access to all, conference rooms should be dispersed throughout the workspace and shared whenever possible.
- Determine quantity and variety of conference spaces based on frequency of departmental meetings and user population.
- Allocate a minimum of 25 square feet / person.
- Typical conference room sizes:
  - 150 - 200 sq. ft. (6 to 8 people)
  - 250 – 300 sq. ft. (10 to 12 people)
  - 450 – 500 sq. ft. (18 to 20+ people)

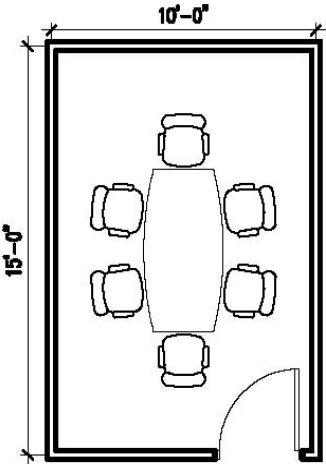
# Collaborative Spaces **Conference Rooms**



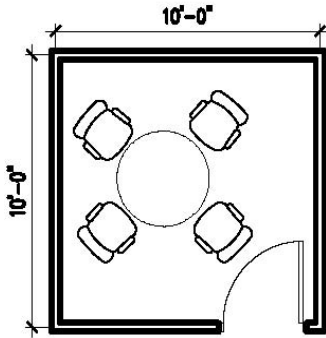
**Conference A: 300SF**  
• 10-12 people



**Conference B: 225SF**  
• 8-10 people



**Conference C: 150SF**  
• 6 people



**Conference D: 100SF**  
• 4 people

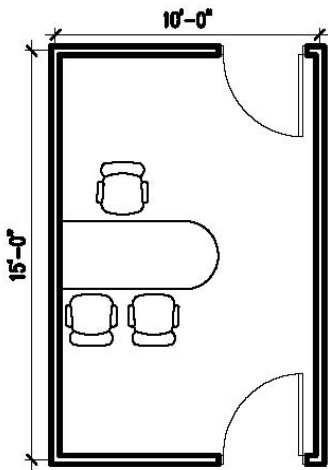
# Collaborative Spaces Interview Rooms

Interview Rooms are areas within the workplace in which small meetings or interviews with the public or other departments may occur. Interview Rooms typically occur in close proximity to the Reception/Waiting Area of the department and may have special security or layout requirements based upon the intended use of the space. **Many departments are choosing to have more interviews and small client meetings in their offices or workstations, which may reduce the number of interview rooms required.**

## **Guidelines for Interview Room Planning:**

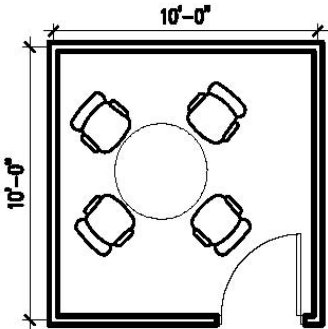
- Allocate 25 SF per person (i.e. 100 SF to accommodate 1 staff member and 2-3 visitors).
- Locate close to Reception/Waiting Area.
- Ensure accessibility and ADA compliance

# Collaborative Spaces Interview Rooms



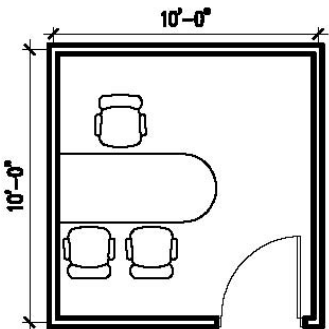
**Interview A: 150SF**

- Formal arrangement



**Interview B: -100SF**

- Collaborative arrangement



**Interview B: (alt. Configuration)**

- Formal arrangement

## **IV. Guidelines: Support Spaces**

|                         |       |
|-------------------------|-------|
| Overview                | p. 34 |
| Reception Areas         | p. 35 |
| Public Counters         | p. 37 |
| Copy/Supply & Workrooms | p. 39 |

# Support Spaces Overview

Support Spaces such as a Copy/Supply Rooms or Reception Areas are required elements in almost every work environment and, when carefully designed, they also present substantial opportunities to bring people together and maximize space utilization without limiting functionality.

This section provides detailed guidelines for the design of Support Spaces, including:

- Reception Areas
- Public Counters
- Copy/Supply/Workrooms and other Support Spaces

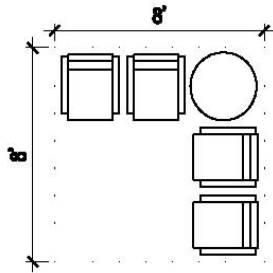
# Support Spaces **Reception Areas**

The reception areas welcome clients, visitors and employees while also serving as a waiting and gathering areas.

**Guidelines for Reception Areas Planning:**

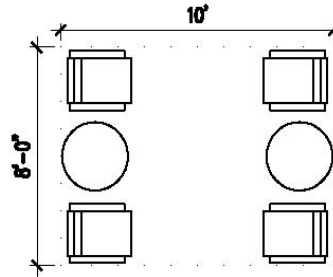
- Reception areas should project the “brand” of the County and department.
- Space should be inviting to clients and visitors.
- Reception areas should provide convenient access to restroom facilities.
- Reception areas should provide sufficient room for the number of visitors anticipated.
- Receptionist is typically required to serve as a monitor for the entry, which requires clear line-of-sight access.

# Support Spaces Reception Areas



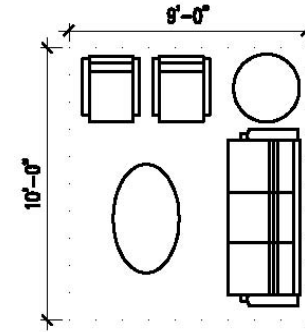
**Small Reception A: 64SF**

- Fits within 8x8 module
- Accommodates up to 4



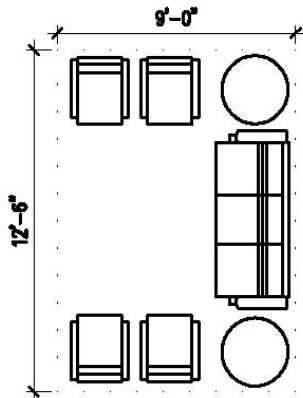
**Small Reception B: 80SF**

- Fits within 8x12 module
- Accommodates up to 4



**Small Reception C: 80SF**

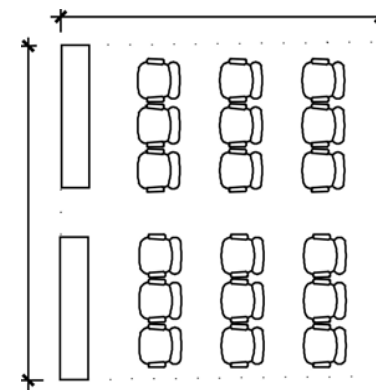
- Fits within 8x12 module
- Accommodates up to 5



**Medium Reception- Approx. 112SF**

- Fits within 15x15 module (incl. circ.)
- Accommodates up to 7

*Note: Additional circulation area is required when these layouts are used within a room or in combination with workstations.*



**Large Reception Areas Approx 160-200 SF**

- Reception areas with a capacity of 10 or more can be planned based on a metric of 20-25 SF per person.
- Departments such as Probation and HSS may prefer smaller, fixed seats to ensure visibility and maximize efficiency.

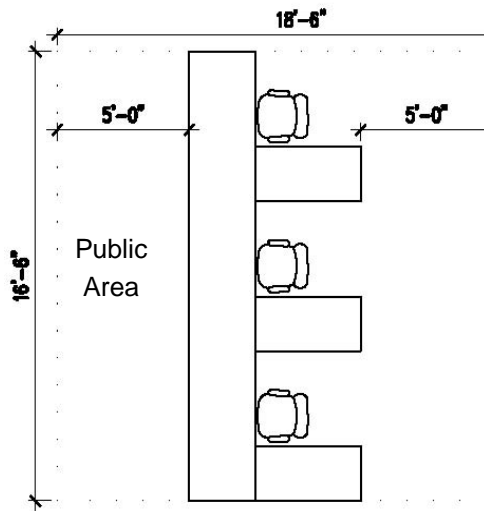
# Support Spaces **Public Counters**

The size and configuration of public counters will depend on the number of daily visitors to the counter, the type of service provided and the desired number of staff to support the counter function. Larger departments with counter functions may necessitate multiple counters to conveniently serve the community while smaller departments may require only a single counter area. As public counters typically serve the public, they should be located conveniently and be easily identified.

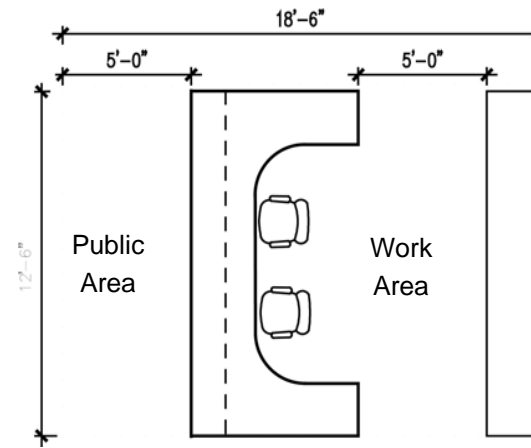
## **Planning Guidelines for Public Counters:**

- Design public counters to enable staff to serve customers and to perform non-public facing work at slower periods.
- Size public counters to accommodate necessary printed materials and to allow for needed layout or collating space.
- Use glass where needed as a barrier between staff and public lobbies or reception areas.
- Ensure all public counters are ADA compliant.

# Support Spaces **Public Counters**



- Approximately 300 SF
- Does not include additional queue area
- Accommodates up to 3+ staff



- Approximately 250 SF
- Does not include additional queue area
- Accommodates up to 2+ staff

## Notes:

- Diagrams are intended as suggestions for layout.
- Larger capacity spaces should be based upon these modules
- Additional circulation area is required when these layouts are used within a room or in combination with workstations.

# Support Spaces **Copy/Equipment and Workrooms**

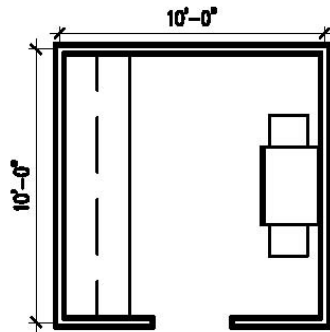
Pantry areas, reprographic rooms, file areas, supply areas, mail distribution areas and equipment areas are typical support spaces that are required to support a productive work environment.

## **Guidelines for Reception Areas Planning:**

- Co-locate mail boxes, printers, copiers, fax machines and scanners with needed work areas to create centralized support areas
- Consider locating pantries and copy/equipment/work areas near on another in a central area to create a hub that is both easily accessible and encourages interaction between staff

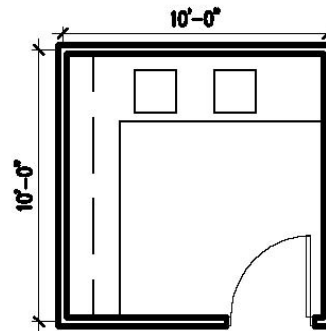
# Support Spaces **Copy/Equipment and Workrooms**

## Work Room Space Layout Options



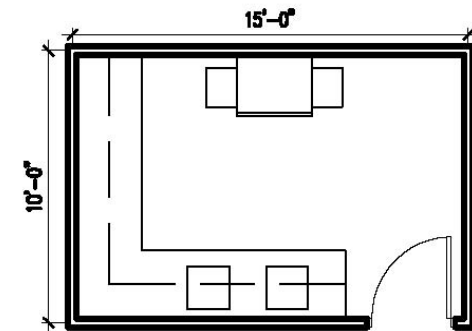
**Sml. Equipment/ Workroom A**

- Open work area
- Accommodates copy/print functions



**Sml. Equipment/ Workroom (alt. layout)**

- Enclosed work area
- Accommodates copy/print functions



**Medium Equipment/ Workroom**

- Enclosed work area
- Accommodates copy/print functions

# Design & Planning Considerations

|                       |       |
|-----------------------|-------|
| Furniture             | p. 42 |
| Acoustics             | p. 46 |
| Adjacency             | p. 47 |
| Power & Communication | p. 48 |

# Planning Considerations **Furniture**

## **Systems Furniture**

Systems furniture is office furniture that has been designed in a **modular, kit of parts approach**. This allows workspaces to be built out as required to suit the needs of each workgroup while maintaining a level of flexibility not available through free standing 'traditional' furniture or hard wall construction.

Using this approach to office furniture selection will allow the County to create cohesion and equity in work environments countywide. In addition this approach will serve to integrate varied work spaces (private offices, workstations, conference rooms, public areas, etc.) and **facilitate flexibility of use and sharing of components within each facility**.

Systems furniture components typically include worksurfaces, seating, storage components, high and low wall panels, tables, credenzas and additional accessories. Coordination of furniture components with work process is essential.

## **Furniture Selection Considerations**

- Select a furniture system with a modular approach in which components can be easily reused or reconfigured.
- Select components that are ergonomically designed.
- Select components that use durable materials and are easily maintained.
- Select components that can accommodate long-range technology objectives.
- Consider the appropriateness of furniture components to the scale of the space.
- Consider the desired aesthetic and finishes.
- Consider the environmental and health impacts of selected materials and finishes.

# Planning Considerations Furniture

## Furniture Components

Furniture will vary based on the specific needs of each job function as well as the space allocated. Private offices will generally include worksurface, task chair, guest chair and storage components. Workstations will generally include the worksurface, task chair, storage components and panels. Conference rooms will generally include tables, seating, credenzas, whiteboards and other equipment.

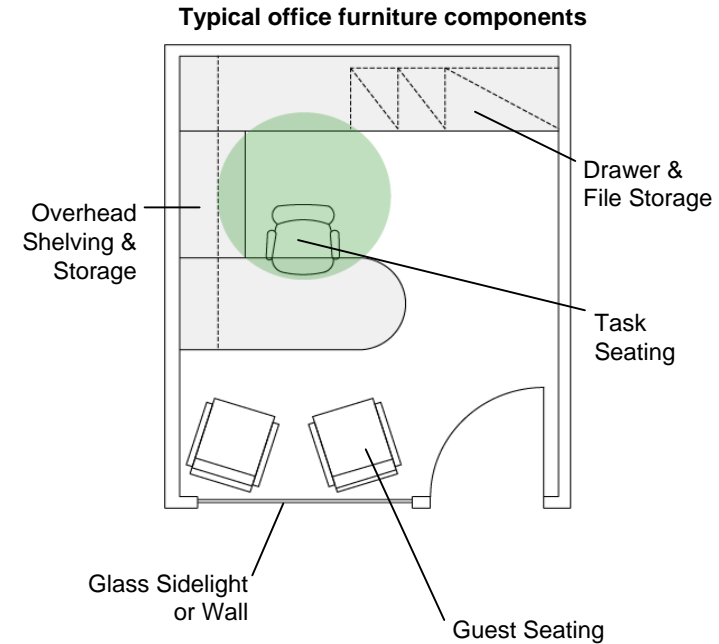
Specific considerations include:

## Worksurfaces

- Select an ergonomic edge detail
- Create a work area cockpit with a front, side and rear worksurface; provide clearance between the front and rear worksurface of 42-48 inches
- Match the depth of the worksurface to the technology and equipment being utilized
- Provide an adjustable worksurface section when appropriate
- Mobile tables are not recommended as a primary worksurface due to the danger of the table becoming top heavy

## Seating

- Test multiple chairs for comfort and appropriateness prior to final selection
- Ensure the dimensions and quantity of chairs are appropriate. Confirm chair templates used in architectural plans reflect selected chair specifications
- Select task seating chairs with casters and significant ergonomic design elements, specifically lumbar support, pneumatic height adjustability, adjustable arms and adjustable back.
- Select guest seating chairs with casters and some ergonomic design elements, specifically lumbar support.



# Planning Considerations **Furniture**

## **Storage Components**

- Provide under-worksurface storage/filing as required to support the work process without severely limiting knee space. Storage components can be used to support worksurfaces.
- Use overhead wall and panel-mounted shelving or storage cabinets to provide additional storage as needed.
- Freestanding filing, storage or shelving should be minimized as much as possible.
- Mobile pedestals are not recommended unless there is a need for frequent moving.

## **Wall Panels (Workstations)**

- Select a panel height that supports the needs of each workgroup.
- To promote collaboration within a workgroup select a panel height that allows standing visual access, typically 42-54 inches in height.
- Select high performance acoustical panels to assist in the mitigation of sound.

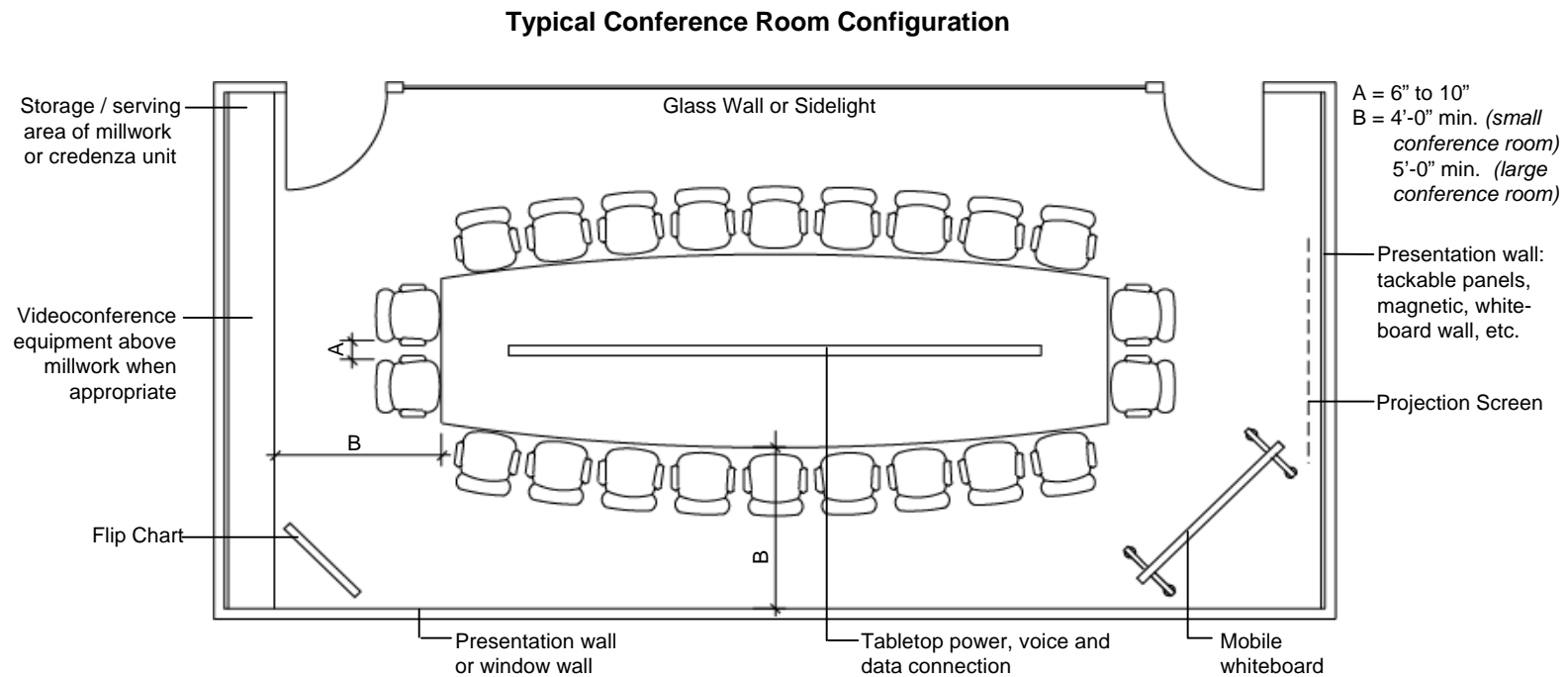
## **Tables**

- Select conference room tables that will support the type and size of meetings anticipated.
- Fixed tables are recommended for:
  - rooms requiring tabletop power, voice and data connectivity
  - rooms in which the meeting type and usage will not vary
  - small conference rooms where the room size is prohibitive to furniture reconfiguration
- Mobile tables are recommended for:
  - rooms designated for multiple uses, such as meetings, training, staging, etc.
  - rooms with adequate space and clearance for the reconfiguration of tables and chairs
- Ensure the table leg size and spacing is compatible with chair size and quantity.
- Select an ergonomic edge detail.

# Planning Considerations Furniture

## Credenzas

- Credenzas are typically located at one or both ends of the conference room to provide storage space and work surfaces for the distribution of materials, and service of food and beverages.
- Ensure the depth of the credenza surface is suitable for intended uses.
- Carefully consider the amount of storage space required.
- Allow sufficient clearance between credenzas and seating to allow passage of people and equipment.



# Planning Considerations **Acoustics**

Design elements can have a significant impact on sound levels within the office. **A balanced combination of hard, sound-reflective surfaces and soft, absorbing surfaces helps to achieve a comfortable audio level in all work areas.** Special attention should be placed on acoustic considerations in conference rooms, interview rooms and private offices in which auditory confidentiality is important.

## **Acoustic Considerations**

- Door and door frame
  - Solid core wood doors provide significant noise mitigation and are appropriate for rooms in which confidential conversations will take place.
  - Glass doors provide limited noise mitigation and should be gasketed whenever possible.
  
- Wall and panel construction
  - Parallel surfaces reflect sound and should be mitigated by the use of absorptive material on walls and panels.
  - Ceiling height walls provide only limited sound attenuation between adjacent rooms. Consider using sound batts when confidentiality and acoustic privacy are important.
  - Consider using sound buffering elements (ie. fabric covered walls or tackable wall panels) between large groups of workstations
  
- Ceiling materials
  - Fiberglass or mineral fiber acoustical tiles provide greater sound absorption than standard sheetrock ceiling. However, because of additional cost, these materials should only be considered for areas in which acoustics are crucial to the work process.
  
- Glass walls
  - Large expanses of glass magnify sound reflection. Therefore, when glass walls are used, caulking is required between the glass panels.
  - Fabric wall covering or wrapped tackable panels can absorb sound reflection from glass wall surfaces.

# Planning Considerations **Adjacency**

Work areas (offices, workstations, conference rooms, etc.) should be planned and configured to best serve the specific functional needs of each department. Understanding that each department will have varied adjacency and configuration needs, these general guidelines should be used to assist in development of workplace layouts.

## **Adjacency and Configuration Considerations**

- Locate and orient workstations to take advantage of natural daylight.
- Screen workstations from conference and collaborative areas to mitigate distractions.
- Distribute conference rooms throughout the space and, where appropriate, proximate to intended users. Conference rooms that are frequently used to meet with outside visitors should be adjacent to the restrooms, pantry, and the lobby or department reception area.
- Provide easy access for visitors with disabilities and special needs to conference rooms and public areas.

# Planning Considerations **Power & Communication**

Coordination of space configuration and furniture with technology, equipment and power requirements is important to ensure the functionality, and flexibility of both individual workspaces and collaboration areas.

## **Power & Communication Considerations**

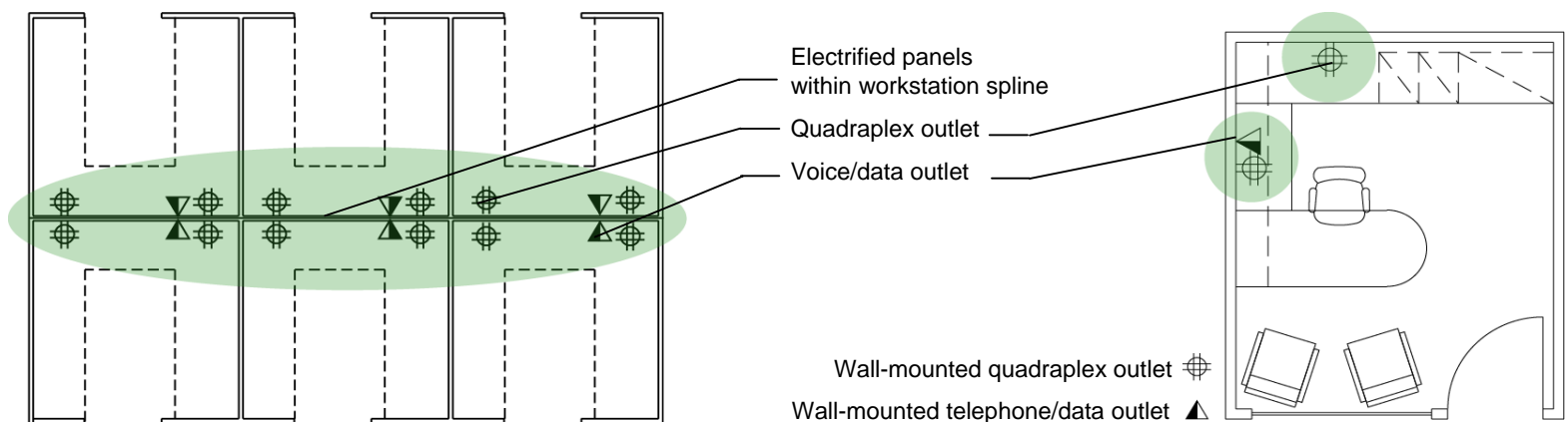
- Technology
  - Provide appropriate data outlets for the intended use of each workspace.
  - Consider incorporating network connectivity throughout the work space in order to increase the functionality and future flexibility of the space.
  
- Equipment
  - Identify standard equipment for all offices and workstations (ie. desktop phone, computer)
  - Identify non standard equipment that may be used in some offices or collaboration areas (ie. printers, TV, copy/fax, video conferencing, projection, speakerphone, or other specialized equipment)
  - Plan workspaces to allow adequate space, power and access for the standard and special equipment identified.
  
- Power
  - Provide wall-mounted power and data outlets in offices and workstations.
  - In conference rooms provide power and data outlets that are aligned with furniture and are designed to support meeting and presentation needs.
  - Be considerate of safety/access issues when coordinating outlet locations with furniture placement.

# Planning Considerations Power & Communication

## Office & Workstations

In individual work spaces close coordination between the furniture, equipment, power, voice and data outlets is essential.

- Outlet mounting height and location considerations
  - Locate outlets above the worksurface if equipment will be connected and disconnected daily
  - Coordinate location of equipment and outlets to minimize cords along the worksurface
  - If outlets are provided below the worksurface, provide grommets at appropriate locations in the worksurface to support desktop equipment.
  - Take into consideration the wire management setup within the furniture system when locating outlets.
- Power minimums
  - Locate two duplex outlets at desk area.
  - Locate one duplex outlet accessible for convenience purposes.
- Data minimums
  - Locate standard voice/data configuration at desk.
  - Locate additional voice/data outlet for convenience purposes where appropriate.



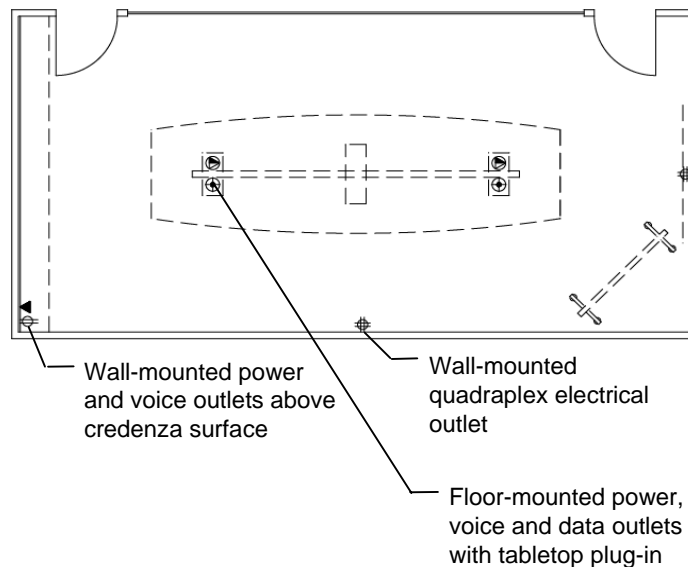
# Planning Considerations **Power & Communication**

## Conference & Meeting Rooms

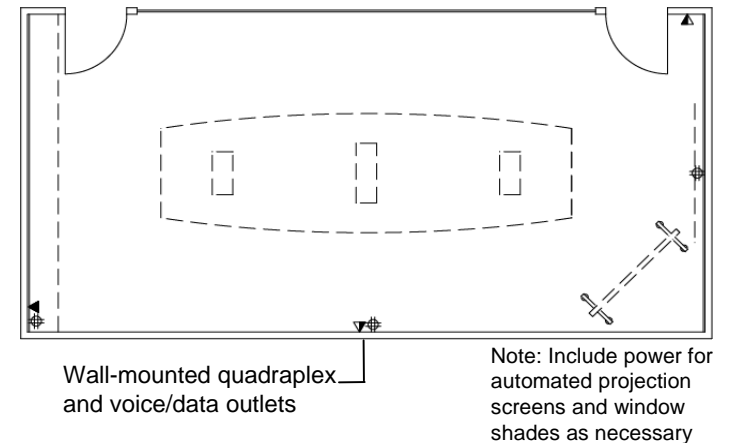
Close coordination between the furniture, equipment, power, and data outlets/ports is essential for providing a fully functional meeting space. Employees and visitors should be able to connect to power, voice and data with ease and minimal exertion. Careful consideration must be given to the standard equipment in a conference room as well as equipment regularly brought in by individuals to determine the correct placement and quantity of outlets.

- Floor-mounted outlets are required for tables with integrated power, voice and data ports at tabletop height.
- Wall mounted outlets should be used in rooms with fixed tables. Wall mounted outlets should be located above credenza surface where appropriate.
- Both wall and floor mounted outlets should be used in rooms with mobile tables in order to maximize flexibility.

**Power/data integrated into the table**



**Power/data available only at wall locations**



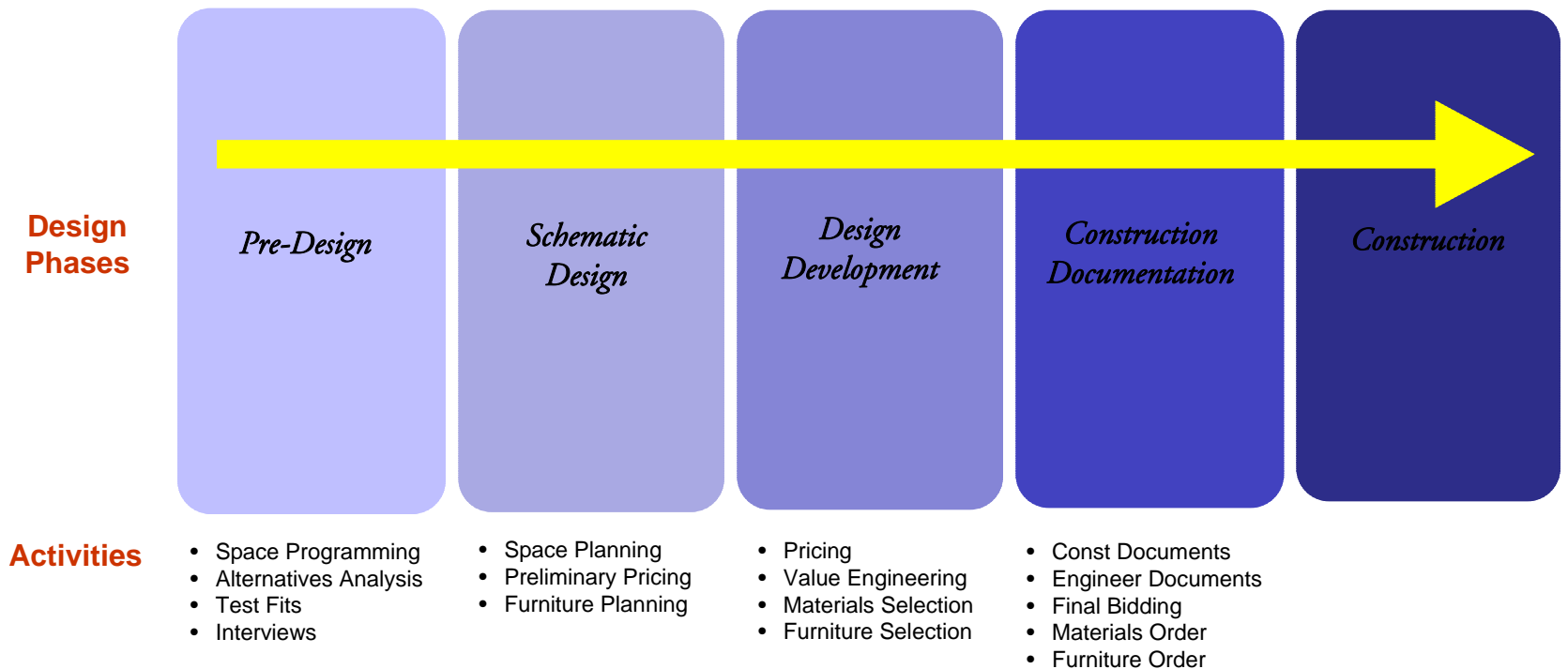
## **VI. Project Process**

|                       |       |
|-----------------------|-------|
| Process Overview      | p. 52 |
| Considerations        | p. 53 |
| Pre-Design Activities | p. 54 |

# Project Process Overview

## How do I get started?

A typical planning and design process for the County involves five primary stages, outlined below. This Workplace Design Guidelines document is primarily used in the Pre-Design and Schematic Design phases as the space program is developed. The timeframe of each project will differ significantly based on the scope of work, whether it is new construction or renovation, and if the facility in question needs to be occupied during construction.



# Project Process Considerations

## **Project Launch**

Set clear vision, goals and objectives for the beginning. Bring together all team members for an official project launch during which the project vision, goals, milestones and desired outcomes can be presented to the core project team and then communicated to the employee population at large.

## **Project Team**

A successful project team includes an identified project manager, representatives of primary groups impacted, and, when possible, of key support departments such as IT and HR. The size and complexity of the project will impact the team makeup but, in general, a more inclusive team is recommended.

## **Project Planning**

Always take the time to develop and communicate a realistic schedule. It is critical that well informed decisions are made early on to eliminate the need for costly and time-consuming corrections late in the process. Although it may be perceived as an “expendable” step, the planning process is invaluable. Spending the time to plan upfront alleviates costly and time-consuming changes in the end.

## **Performance Metrics**

Establish performance metrics and measurements at the start of the process so they can be documented in their “as-is” condition, as well as evaluated after the completion of the project. By establishing project objectives and measurements early on, you will have key goals and strategies to reference as the project progresses.

Potential Performance Metrics include:

- Budget
- Schedule/Timeframe
- Work Process Improvements

# Project Process **Pre-Design Phase**

The beginning of most planning projects includes the development of a “space program,” which identifies existing and projected headcount for the planning year(s) in question, support and public space requirements, and key adjacencies within and between departments. Typically this stage includes a individual or group meetings with leaders, managers and possibly a cross-section of staff.

There are a number of additional activities during Pre-Design that can help inform the space requirements.

## **Supplemental Pre-Design Activities**

### **Space Utilization Study**

A study of how well utilized existing space types and/or furnishings are in order to assess whether they should be duplicated, replanned or removed in a new or renovated space. A typical utilization study starts by identifying spaces to be studied (e.g. large meeting rooms, customer waiting areas) and identifying various times/days to view and record how many people are using the space. A few hours on a couple of days is often enough time to see if the spaces are used and how they are being used.

Often these studies directly lead to well-informed changes to the space program. For example, a utilization study may indicate that groups of 2-4 are using the large conference rooms 80% of the time. As a result, a reported conference room shortage may be related to the size of the rooms in question as opposed to the square footage allocated to this space type. A shift to a greater variety of conference room sizes may be in order.

# Project Process **Pre-Design Phase**

## **Supplemental Pre-Design Activities** *continued*

### **Job Function Assessment**

We want our workspaces to first and foremost be based on functional work and customer service requirements. As such it is important to assess (and reassess over time) the major activities each County employee (or specific role) engages in on a daily basis in order to determine the most effective office, work station or nearby support space (e.g. storage locker) to support their daily tasks. Activities as straightforward as quick interviews, asking employees to document their major activities over the course of a few days, or surveys can help a space planning team uncover important requirements that may otherwise be overlooked.

### **Storage/Filing Needs Assessment**

As a County we are actively trying to reduce our paper and other files and stored materials. A move or renovation is the best opportunity to assess the files that need to be retained in specific offices or workstations, onsite, offsite or can be scanned or discarded. The fewer files we have the more efficiently we can plan our space and the less congested our workplaces will be over time. The County and many departments have file retention schedules that can help guide this process. Given legal requirements, when in doubt always check these retentions schedules before discarding original copies of documents.

A thoughtful purge process is critical before a renovation or planning project and at regular intervals thereafter. Identify specific days for staff to go through files, discard what isn't need on site and send other files to long term storage.

## VII. Toolkit

|                             |       |
|-----------------------------|-------|
| Workspace Assignment Matrix | p. 57 |
| Space Calculation Guide     | p. 58 |
| Workstation Panel Heights   | p. 59 |
| Storage Components          | p. 60 |

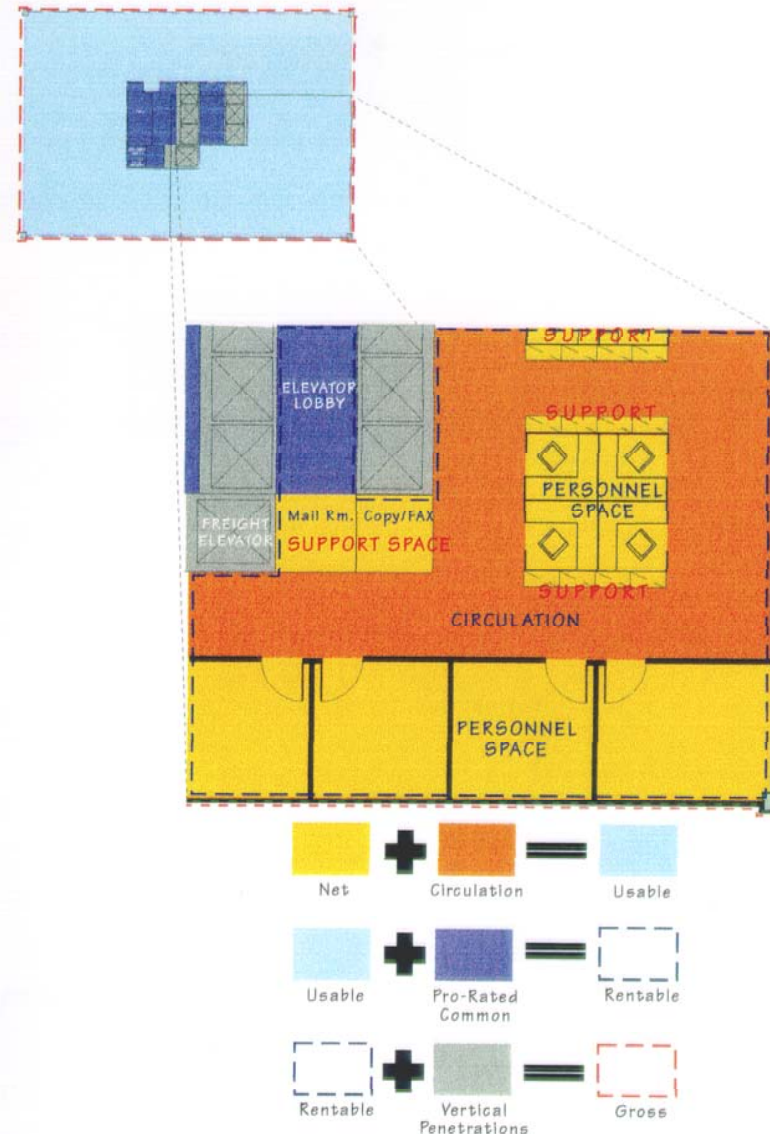
# Toolkit Space Assignment Matrix

The chart below is a sample of the Space Assignment matrix that can be created based on the new workspace guidelines. Based on the each agency and department's reported workstyles, the chart suggests work spaces that may be the most appropriate for each job function. This chart is intended to be a useful tool to assist in planning space, and final space assignments should be determined by each department based on specific functional needs.

|                 |                                      | Leadership     |        | Manager | Analytical | Caseworker  | Admin. | Facilities Support |       |
|-----------------|--------------------------------------|----------------|--------|---------|------------|-------------|--------|--------------------|-------|
|                 |                                      | Private Office |        |         |            | Workstation |        |                    |       |
| Department      | +                                    | 300 SF         | 225 SF | 150 SF  | 100 SF     | 96 SF       | 64 SF  | 48 SF              | other |
| <b>Assessor</b> |                                      |                |        |         |            |             |        |                    |       |
|                 | Administrative Manager I             |                |        | X       |            |             |        |                    |       |
|                 | Administrative Manager III           |                | X      |         |            |             |        |                    |       |
|                 | Appraiser Trainee, I, II, III        |                |        |         | X          |             |        |                    |       |
|                 | Assessment Tech Trainee, II, III     |                |        |         | X          |             |        |                    |       |
|                 | Assessor                             |                | X      |         |            |             |        |                    |       |
|                 | Auditor-Appraiser Trainee I, II, III |                |        |         | X          |             |        |                    |       |
|                 | Buyer I                              |                |        | X       |            |             |        |                    |       |
|                 | Cadastral Technician II              |                |        |         | X          |             |        |                    |       |
|                 | Chief Cadastral Technician           |                |        | X       |            |             |        |                    |       |
|                 | Data Base & Security Adminstr        |                |        | X       |            |             |        |                    |       |
|                 | Data Entry Specialist                |                |        |         | X          |             |        |                    |       |
|                 | Data Entry Sup III                   |                |        | X       |            |             |        |                    |       |
|                 | Executive Secretary I                |                |        |         |            |             | X      |                    |       |
|                 | Information Systems Supervisor       |                |        | X       |            |             |        |                    |       |
|                 | Information Systems Technician       |                |        |         | X          |             |        |                    |       |
|                 | Information Systems Manager III      |                | X      |         |            |             |        |                    |       |
|                 | Managing Appraiser                   |                |        | X       |            |             |        |                    |       |
|                 | Managing Assessment Tech             |                |        | X       |            |             |        |                    |       |
|                 | Managing Auditor-Appraiser           |                |        | X       |            |             |        |                    |       |
|                 | Office Asst, Specialist, Technician  |                |        |         |            |             | X      |                    |       |
|                 | Principal Appraiser                  |                |        |         | X          |             |        |                    |       |
|                 | Principal Assessment Technich        |                |        |         | X          |             |        |                    |       |
|                 | Principal Auditor-Appraiser          |                |        |         | X          |             |        |                    |       |
|                 | Secretary II                         |                |        |         |            |             | X      |                    |       |
|                 | Senior Appraiser                     |                |        | X       |            |             |        |                    |       |
|                 | Senior Assessment Technician         |                |        | X       |            |             |        |                    |       |
|                 | Senior Auditor-Appraiser             |                |        | X       |            |             |        |                    |       |
|                 | Senior Cadastral Technician          |                |        | X       |            |             |        |                    |       |
|                 | Senior Sys/Programmer Analyst        |                |        | X       |            |             |        |                    |       |
|                 | Staff Assistant                      |                |        |         |            |             | X      |                    |       |
|                 | Clerk                                |                |        |         |            |             | X      |                    |       |
|                 | Supvgr Cadastral Technician          |                |        |         | X          |             |        |                    |       |
|                 | Systems/Programmer Analyst I, II     |                |        |         | X          |             |        |                    |       |
|                 | Technical Systems Specialist         |                |        |         | X          |             |        |                    |       |

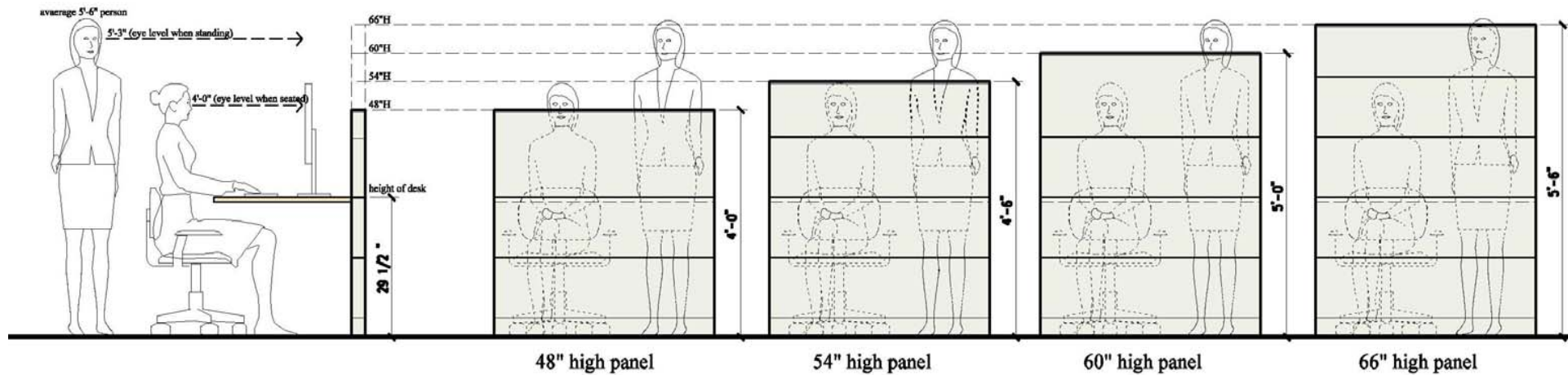
# Toolkit Space Calculation Guide

The diagram below illustrates the different space and square footage measurements that are likely to be involved in any design project. The diagram shows how Net SF is added to circulation space to get Usable SF, and how Usable SF is added to shared space and gross building space (ie vertical penetrations) in order to get Gross SF. This can be useful in developing a space program and determining if specific owned or leased facilities are the appropriate size.



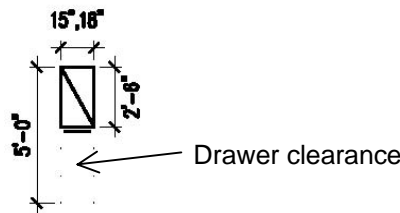
# Toolkit Workstation Panel Heights

The chart below illustrates visibility into and from workstations with various panel heights. A 48" panel provides adequate visual separation for most users. However, for HSS and other departments where client meetings take place in the workplace, 66"-72" panel heights are recommended.

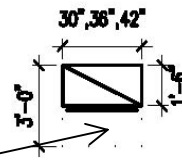


# Toolkit Storage Components

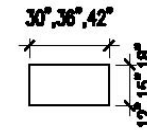
The diagrams below illustrate options for the configuration of filing and storage components. Each department has specific needs regarding files storage and management. Those needs should be carefully considered in the pre-planning phase. Whenever possible files that can be eliminated or placed in off-site storage should be move out of the workspace.



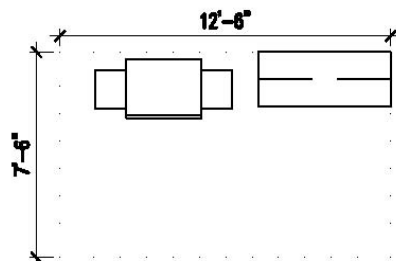
- Attributes:
- Vertical File (letter or legal)
  - Provide space for circulation



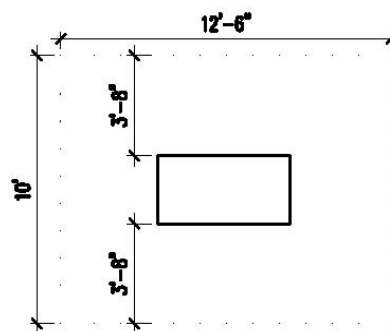
- Attributes:
- Lateral File or Storage Cabinet
  - Provide space for circulation



- Attributes:
- Library or Storage Shelf
  - Provide space for circulation



- Attributes:
- Space above for copy/print & collating or mail/sorting



- Attributes:
- Work table (3' x 6')
  - Access around entire table