

## City of Novato Preliminary Space Planning Report

### EXECUTIVE SUMMARY

The purpose of this report is to provide information to assist the City in determining the overall future building size for a new City administration building. Based on our findings, we recommend a building size that fits within a range between 19,500 and 22,500 square feet.

The existing administration offices at 75 Rowland were visited and documented, interviews with administrative leadership were conducted and a spreadsheet has been prepared that represents the likely square footage range for an assumed future two-story building. Staffing projections for the next five years and ten years have also been incorporated. Based on the study we have completed, this represents the inclusion of functions that are currently part of the City administration offices.

In connection with our work, we have identified possible shared spaces such as break rooms, copy rooms and record storage. However, we have also provided some redundancies such as allocating space for two reception areas, should the City find that it needs one on each floor. For record storage, we have provided for future expansion space, allocating more space than the City is using at the present. However, it should be noted that interviewees stated that efforts are being made and can be made in the future to reduce the amount of active files.

Extra civic functions such as the provision of a large community meeting room or a large public lobby that might accommodate civic events have not been included in these tabulations. The overall size of the building will also be dependent on whether additional functions are included in the final building program.

It should be noted that the range of square footage projected is based on factors such as the load factor/efficiency of the floor layout, potential office and conference room configurations, restrooms required by code and growth of departments. For example, if it was found to be functionally possible to aggregate several conference rooms, then the square footage range will drop toward the lower threshold of the range stated above. In our experience, the actual square footage tends to be an iterative process, in which the amount is recalculated several times as the building/floor plans are prepared and revised.

### GENERAL PRINCIPLES AND TRENDS

#### IFMA Standards

An authoritative source of standardized data for offices is the IFMA (International Facilities Management Association). The following charts summarize some of their findings for typical office sizes and space allocations. Although these are dated from 1994 and 1997, a 2009 update did not modify these numbers. There is a slight difference between the commercial world of office space and governmental agency space allocations, with large government spaces in general sized down from the private sector by about 10-20%.

In the U.S., private offices are concentrated at senior management job levels. The use of open plan predominates for professional, technical, and clerical workers. In the 1990's,

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most organizations pared down to as few as three different office sizes and configurations so most workers could be moved into existing spaces with minimal changes.

We have used the following IFMA standards in this report:

### U.S. Space Standards (International Facility Management Association, 1997)

<u>Job function</u>	Space per Employee – 1994	Space per Employee - 1997
Upper management, 95% private office, 5% open plan	289 sq. ft. / 26.9m <sup>2</sup>	1994 <u>280 sq. ft. / 26.0 m<sup>2</sup></u>
Senior management, 85% private office, 15% open plan	200 sq. ft. / 18.6m <sup>2</sup>	1994 <u>193 sq. ft. / 17.9 m<sup>2</sup></u>
Middle management, 65% private office, 35% open plan	151 sq. ft. / 14.0 m <sup>2</sup>	1994 <u>142 sq. ft. / 13.2 m<sup>2</sup></u>
Senior professional, 40% private office, 60% open plan	115 sq. ft. / 10.7 m <sup>2</sup>	1994 <u>114 sq. ft. / 10.6 m<sup>2</sup></u>
Technical/professional, 15% priv.off., 80% open, 5% bullpen	90 sq. ft. / 8.4 m <sup>2</sup>	1994 <u>92 sq. ft. / 8.6 m<sup>2</sup></u>
Senior clerical, 9% priv.off., 86% open plan, 5% bullpen	81 sq. ft. / 7.5 m <sup>2</sup>	1994 <u>84 sq. ft. / 7.8 m<sup>2</sup></u>
General clerical, 5% priv.off., 82% open plan, 13% bullpen	69 sq. ft. / 6.4 m <sup>2</sup>	1994 <u>73 sq. ft. / 6.8 m<sup>2</sup></u>

### BOMA Standards

The BOMA Standard (Building Owners And Managers Association) has been the generally accepted method for measuring office space for many years. The purpose of the Standard Method For Measuring Floor Area in Office Buildings is to allow for communication and computation of a building's square footage on a clear and understandable basis. This standard can and should be used in measuring office space in old as well as new buildings. It is applicable to any architectural design or type of construction.

The BOMA Experience Exchange Report found that the average U.S. cubicle or management station is 90 square feet, while the average private office is 186 square feet. Bullpen spaces for multiple workers average 1,402 square feet. Many jobs in IT programming use private offices around 120 square feet.

### Usable Area

This measures the actual occupiable area of a floor or an office suite and is of use to a tenant in evaluating space offered by a landlord and in allocating the space required to house personnel and furniture. The Usable Area of a floor is equal to the sum of all Usable Areas on that floor. The amount of Usable Area on a multi-tenant floor can vary over the life of a building as corridors expand and contract and as floors are remodeled. Usable Area can be converted to Rentable Area by the use of a conversion factor. The Usable Area of an office is computed by measuring to the finished surface side of the office side of corridor and other permanent walls, to the center of the partitions that separate the office from adjoining Usable Areas, and to the inside finished surface of the dominant portions of the permanent outer building walls.

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### Rentable Area

This method measures the tenant's pro-rata portion of the entire office floor, excluding elements of the building that penetrate through the floor to areas below. The Rentable Area of a building is fixed for the life of a building and is not affected by changes in corridor sizes and configuration. This method is recommended for measuring the total income producing area of a building and for use in computing the tenant's pro-rata share of a building for purposes of rent escalation. The Rentable Area of an office on the floor is computed by multiplying the Usable Area of that office by the quotient of the division of the Rentable Area of the floor by the Usable Area of the floor resulting in the R/U Ratio.

### Load Factor

The Load Factor is the percentage of space on a floor that is not usable, expressed as a percent of Usable Area. It is also known as the Common Area Factor or the Loss Factor. Most all measurements in commercial properties have a rentable square feet (the amount of space paid for) and the usable square feet (the amount of functional space that can be used). The rentable is always greater or equal to the usable and is measured by the building's Load Factor. The Load Factor is a percentage that takes into account the common areas (lobby, hallways, etc), HVAC systems, ducts, pillars, etc. The greater common area, the higher the Load Factor, the less usable square footage to rentable square footage. Average Load Factors in Class A buildings in the Bay Area range from 15-25%, meaning there is an additional 15-25% square footage added to the particular space the tenant occupies. This allows the landlord the ability to share some of the common area costs with tenants, by inflating the portion of space on which they pay rent. The load factor for single-tenant buildings is generally a bit less due to a reduced need for additional corridors and common areas.

We have used load factors of 110% and 120% in our spreadsheets to present the range for commercial office space in the San Francisco Bay Area.

**Load Factor (Load) = R/U Ratio - 1.**

Conversion Formulas	
Rentable Area ÷ Usable Area	R/U Ratio
Usable Area x R/U Ratio	Rentable Area
Rentable Area ÷ R/U Ratio	Usable Area
Usable Area x (1 + Load)	Rentable Area

### Trends

Today, the trend in commercial offices is toward smaller offices and more open work areas with workstations. For example, in the 1970's, U.S. Corporations typically allocated 500 to 700 square feet per employee to build an effective office. Today's average is little more than 200 square feet per person (not including load factor). The space allocation is expected to be reduced further by 2015, projected to be between 50 to 100 square feet per person.

(MSN Good Design, <http://www.good.is/post/your-office-is-getting-smaller/>)

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Many U.S. corporations tend to allot about 64 square feet (an 8' x 8' space) for a typical office worker. Some go as small as 6' x 6", or 48 square feet.

The "lean-and-mean" movement which has occurred over the last decade has caused many organizations to pare office sizes down as far as possible to save real estate costs, with some moving to offices as small as 6' x 6'. This resizing resulted in higher densities than many office floor plates were set up to accommodate, so HVAC, acoustic support, and elements had to be adapted. Along with more use of user-moveable furniture and less concern about adherence to strict workstation standards, there is a higher degree of interest in overall workplace cost control.

A study of workstations determined that the ideal workstation for a full-time computer user would be 8.7 feet by 8 feet. A U-shaped station model was developed based on task analysis and ergonomic measurements for typical computer-based workers. (Cohen, James, Tavelra, Karsh, Scholz, & Smith, 1995, p. 1669).

Perception of workstation sizes is also a matter of comparison. If your peers have bigger offices, your office will definitely seem too small. Psychological research has also flagged a "loss of space versus your last office" condition as a potential performance issue. "Analysis found a substantial decrease in job satisfaction for workers whose workspace floor area has been reduced by more than 25 percent" (Brill, Margulis, Konar, & BOSTI, 1984, p. 108).

Additionally, businesses have been utilizing "work hubs". Although the concept of work hubs has been used to signify a variety of different ideas, for the purposes of this report, the work hub concept is the creation of concentrated work areas based on a center of interest, importance, or activity. Generally, this means a work area with a concentration of cubes that might open into each other to make it easy to share information; or it can also mean shared counters and a shared work area which could be shared by numerous people.

### Sources:

Haworth, Changing Nature of Work and Trends White Paper  
International Facility Management Association (1997) Benchmarks III  
Brill, Margulis, Konar & BOSTI (1984). Using office design to increase productivity, Vol.1, Buffalo, N.Y., Workplace Design and Productivity, Inc.  
Cohen, James, Tavelra, Karsh, Scholz & Smith (1995) Handbook of human factors and ergonomics (2<sup>nd</sup> edition), Wiley, N.Y.

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On Tuesday, January 4, 2011, this consultant conducted a series of interviews to ascertain current and future city offices space needs. The meetings were held with the following administrators:

Cathy Capriola, Assistant City Manager  
Sheri Hartz, City Clerk  
Dan Weakley, Human Resources Manager  
Pam Shinault, Parks & Recreation Director  
Jason Nutt, Public Works Director with Patrice Valdivieso, Public Works Analyst  
Dave Wallace, Community Development Director

Following is a summary of the interview results concerning the staffing space needs, preferred functional adjacencies, file and storage space needs, printing and copying space needs, privacy and security needs and other related issues.

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### **Staffing Needs**

#### Central Administration

Central Administration consists of the City Manager, the Assistant City Manager, the City Clerk, Senior Management Analyst, Executive Secretary, Word Processor, and Senior Administrative Clerk (Receptionist). [Currently, there is an Assistant to the City Manager, however, the incumbent is retiring and the position is being eliminated].

A total of four offices are needed for Central Administration- City Manager, Assistant City Manager, City Clerk and the Senior Management Analyst (who could perhaps share an office of reasonable size with another analyst). An office of the analysts is important due to confidential or sensitive projects that they may work on (such as human resource projects) in the future. The Senior Administrative Clerk/Receptionist needs a cubicle workstation with a public counter. This space should be large enough to accommodate some shared equipment and storage.

#### Redevelopment / Economic Development

Redevelopment / Economic Development consists of two full-time staff people – Redevelopment Administrator (office) and Senior Management Analyst (workstation cubicle). In addition, there are plans for this work unit to use interns regularly in the future as a means to augment staffing levels. A workstation cubicle will be needed for a future intern.

#### Administrative Services Department

The Administrative Services Department consists of three major divisions – Human Resources/Risk Management, Finance, and Information Technology.

Human Resources – Staffing includes a Human Resources Manager (office), Human Resources Analyst (office) and an Administrative Clerk II (private space; could be a

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workstation cubicle if it is in a private, confidential area. Based on workload, one more professional HR position should be planned for that would require an additional office.

Finance – Staffing includes Finance Manager (office), Accountant/Analyst (office), 4 Senior Account Clerks (workstation cubicles now are in a work hub format). The current staffing arrangement works well.

Information Technology – Staffing includes IT Manager (office), Computer Technician (cubicle in a shared work hub), contract part-time IT Analyst (cubicle in a work hub near the main computer room) It was recommended that there be an addition of one workstation cubicle to hire another professional IT position based on workload and staffing needs as the city adds more software. Overall, the current space for IT is sub-par. There is a need for flexible space for interns as well. The IT staff needs a production area to build and repair computers, another locked storage area for computers and equipment, plus a climate controlled server room. Generally, IT requires slightly more area because of additional equipment.

For the conference rooms, the current space is awkward and does not hold more than 12 around the table at one time. City staff does hold meetings with some regularity that have 15-20 in attendance. We recommend a larger conference room, which could be multi-purpose and used as a closed-session room.

### **Adjacency**

The Administrative Services Department consists of the Human Resources Manager and staff, the Finance Manager and staff, Information Technology Manager and staff, and the Redevelopment Administrator and Senior Management Analyst. The Administrative Services need to be near the Central Administration offices. They share analysts and regularly deal with issues of budget and financing and citywide issues. HR and Finance should be together; however, it is also important for business license to be near the front counter to receive business license customers. Redevelopment administrators could be physically located with Community Development staff instead of being placed with Central Administration.

### **Work Hubs:**

The current work hub configuration for Central Administration is working well at the present. This allows three management positions to share one Executive Secretary.

The current Account Clerk work hub is also working well. In the future, there may be a need for analysts to be in a hub configuration for easy access to each other.

For file security, the Senior Administrative Clerk (HR) needs a private lockable office or a small space that could be part of the Administrative hub, where the complete Administrative hub would be lockable.

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A lockable Human Resources/Finance work hub might include an office with the HR manager, lockable HR files and HR analysts adjacent to the Manager with the financial analysts with lockable financial files also included.

For IT, a secure, lockable work hub could be provided where the IT Manager could have oversight to a general work space that included clean work stations as well as a production work area for repair work and sufficient equipment storage.

### Problems with the Reception Area

There were concerns regarding the reception area in a new facility. There may be a problem due to lack of resources for receptionist staffing. Currently, there is a Senior Administrative Clerk in Central Administrative that acts as the centralized receptionist for the City. The other reception location is on the 1<sup>st</sup> floor with clerical staff in the Community Development one-stop shop. Assuming there is a two-story building, there may be a need for two reception areas, one on each floor. This is difficult since the City does not have a dedicated receptionist staffing position after July 1, 2011. A first floor receptionist could "buzz up" or otherwise communicate to the second floor as a way to potentially resolve the problem.

The City offices work with the visiting public in two main ways. 75% of the visitors are for the Community Development Department and 15% are for Business Licenses, although this may decrease with the more automation of business license services in the future. (Parks Recreation and Community Services dramatically decreased the number of visitors coming to 75 Rowland by decentralizing class registration to occur at two locations in the community rather than occur at the city offices). Now, Community Development receives the majority of the public using a system of three rotating staff members for initial reception and intake.

There is a need for a large public waiting area for Community Development. The public area for Community Development is now approximately 25'x30.' The Community Development Director thinks this size room has served them well. In a downtown location, there will probably be an increase in public use of the City offices due to closer proximity than currently. Therefore, if the reception spaces for Central Administration and Community Development are combined, this room may need to be enlarged further. In addition, the future may allow customers to provide more self-service and use of computers while they are waiting which may require additional space.

On the second floor of 75 Rowland, a Senior Administrative Clerk has been assigned to function as the general receptionist for the City. This position answers the general City phone line and helps customers with a variety of needs. In addition, this position provides general clerical support to Central Administrative and Administrative Services. There is a need for ESL skills for the non-English speaking public that walks-in.

One idea that the Assistant City Manager expressed was to plan for a wrap-around counter with two reception workspaces adjacent to a general waiting area, with a wall behind the reception desk for general staff privacy. In the past, the City had tried to rotate clerical staff into reception position but the rotating of staff did not work well and the public complained of bad service. There are currently 7 clerical staff members remaining on the staff located at 75 Rowland.

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### **Printing and Copying**

There is a need for a centralized production work area functionally close to Finance (which is charged with monitoring some of the shared equipment) yet easily accessible to the other departments that will be using the larger printer, postage machine, folding machine, etc. This equipment needs to be in a closed area in order to ensure noise protection.

### **Files**

Human Resources files need to be centralized and personnel files need to be in a locked room and a locked cabinet. Some of the current files could be moved to the offsite file storage location so that the active file need could be approximately 2/3 the size of the current file area.

The Assistant City Manager has an ultimate vision of a centralized Records Retention Center with rolling file cabinets to be used for all staff for permanent records. These permanent records need to be in a fire safe area as well. She referenced her experience in Citrus Heights with a successful file storage area, not accessible to the public that contained vaults with files, a long layout area for rolled maps and a scanning station.

### **Other issues highlighted**

1. The downstairs conference room needs to be usable as a community room. This would be rentable space for civic organizations or the general public for events. The City will need the ability to lock-off City offices to allow for evening use of this room.
2. The Engineers need better drawing layout space
3. The restrooms need to be larger than current facilities in order to accommodate showers.

## *The City Clerk's Office*

### **Staffing**

The City Clerk is part of Central Administration. There are currently three staff members. They have lost two staff in the last five years. They need one office and two workstations. The private office is used for personnel meetings and small conferences with city council members and superiors.

The City Clerk participates in the executive management team meetings that are led by the City Manager in the City Manger's large conference room. They do not have a need for an additional conference room.

Her existing office is 14 x18 but could be smaller without inhibiting her work. She currently has seven file cabinets of approximately 21 lineal feet x four shelves height in her offices that are all "active records." These do not need to be in her office but need to be nearby and lockable. She prefers a record retention center that would centralize all sensitive files in one lockable space

### **Adjacency**



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She likes the current Administrative hub that puts her adjacent to the City Manager, the Assistance City Manager, the Executive Secretary and the large conference room.

She needs to be more adjacent to her support staff. Currently this is not the case, with \_\_\_\_\_ sharing space within the Finance work hub located far away from the Administrative hub.

\_\_\_\_\_, who is not in the department, also helps with back-up website assignments so it would be helpful if she remained adjacent.

### **Problems**

Her office is adjacent to a hallway with improper sound isolation so she hears the metal doors opening and closing noises all the time.

\_\_\_\_\_, her staff member who works on web postings and needs frequent interaction with department administration, is isolated and close to a noisy conference room. \_\_\_\_\_ also mentioned the need to ergonomically adjust her workstation (This would be a general comment concerning all work stations.)

### **Other space needs/shared space opportunities:**

#### **Printing and Copying**

The City Clerk creates binders, prints and collates. They could use a shared copy room with sufficient layout space.

#### **Files**

Permanent records are now stored off-site. These are permanent records for all departments, not just administrative. She envisions a centralized permanent record storage area that includes rolling files on tracks, a workstation with a scanner and possibly access for public research.

## **Administrative Services Division's Human Resources, IT and Finance Departments**

### **Staffing**

There are currently 3 HR staff, 2 IT staff and 6 staff in Finance. They have recently lost one position in Finance. The growth of one position in IT was projected for the future. The Human Resources Manager's current office is 10x12.' He sees the need for 8 private offices, one for each of the three managers, one each for the account analyst, HR analyst, administrative analyst, HR benefits and the IT manager (currently the IT manager does not have an office). He projected the need for 6 workstations, including the need for a station for part-time or sub-contracted consultants.

There is the need for high privacy for confidential conversations within HR concerning personnel or benefits topics. The Finance Manager and IT manager could have a shared space with one small conference room between them.

For other meetings they use a shared conference room with Engineering currently due to the existing circumstance of adjacency and are willing to share smaller conference rooms in the future. It is rare to call a meeting with more than 3 or 4 people.

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### **Adjacency**

The Finance Department working all together makes them more efficient. The manager's office is directly adjacent to the Finance hub so he has direct oversight. This is the most important adjacency in his opinion.

### **Security**

IT must have secure server rooms. HR needs lockable personnel and risk management file storage. The payroll tech needs a private area to talk about paycheck issues.

### **Problems**

IT has equipment storage needs for PC's and laptops and miscellaneous equipment. This storage could be part of a workroom. IT has no private workroom now. The existing server room is 13 x 23' with three workstations one of which is a third-party vendor workstation.

There is a need for more file space. There are 11 lateral file cabinets stored in the hallway. These files need to be consolidated to a larger centralized file room

There is also a separate, central file room that is 17x15' with 7 more lateral files and 10 standard files, a check printer and 30x24"x4' high safe. Some consolidation and re-organization of the on-site files is in order to determine the appropriate room size for the Administrative file storage needs.

### **Additional needs**

They would like to have a training room as part of the facility. Ideally they would like to do training each month. It would usually be for 10-15 people but occasionally for 30-40 people. They currently use the Hamilton Community Facility, the Police Department or the Corporation Yard training rooms.

They need a flexible space with a few computer stations for the testing of HR applicants. There is also a need for additional "hotelling" workstations for occasional auditors or for temporary business license support.

## **Parks and Recreation Department**

### **Staffing**

The Parks and Recreation Department needs two offices. They need 8 workstations. There are four full-time staff that work at the City offices; there are two full-time staff that use workstations on a half-time basis. They need a dedicated workstation for the IVR (voice recording). They use two small conference rooms now that hold 6 people that are approximately 9 x 12'. This department has lost 25% of their staff recently and projects the addition of one staff member over the next five years.

### **Adjacency**

Parks & Recreation mostly coordinates with Public Works and Engineering.

### **Problems**

The director's current office (12x13) is a little small but she uses the adjacent conference room for meeting.

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The IVR station and the word-processing station needs to be in a quiet area. She hopes that new offices will have individual climate controls because now the west facing windows for their offices create uncomfortable heat gain problems that they can't really regulate.

### **Files**

They need map storage- this could be a shared space with Public Works. They need locked storage for personnel files. They have 20 personnel, 700 volunteers and 300 part-time workers. There are six double 4-drawer lateral files, 8 lateral files, 6 standard file cabinets and reference bookcases that need to be located in a file storage room. They need active record retention for the thousands of registrations for Parks & Recreation programs and facility rental agreements.

### **Printing and Copying**

They prefer a separate copy machine and fax machine area with counter space for collating. They have reprographic needs for newsletters and school flyers.

### **Requests**

They need large bin-size mailbox spaces for sending mail bundles off-site. They requested healthy choice vending machines in the break room.

Staff will walk during their lunch hour and need lockers, a workout room with shower and dressing area. The department is predominantly women now and they do not want to have to share a facility with the police department when and if the city offices are relocated downtown.

Their current kitchenette is a galley type that does not give them a break room. They requested a break room/kitchenette with a stove, dishwasher, garbage disposal, microwave and coffee area.

## **Public Works Department**

### **Staffing**

The Public Works Department and Engineering Division have seventeen staff, two interns and one volunteer. They currently have three offices and request six offices for supervisors and above. Supervisors need privacy to have meetings with their staff. They need 14 workstations for full-time staff. They need 3 small workstations to provide flex space for three people, interns and part-time staff. They need at least two small workstations with terminals for a monitoring system and a PMP computer. They use two conference rooms. They have a weekly meeting with 12 people and they also use a smaller conference room for meetings.

### **Adjacency**

The team supervisors need to be adjacent to their teams.

### **Problems**

The Maintenance staff is not currently staffed at the City offices but will need to be included. Maintenance has one supervisor who will need an office and five mainline staff who are rarely at a desk but whose space needs will be accommodated. They are part of the Corporation Yard but there is no space allocated for them over at that

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location. They will need a large materials storage closet. They would need ground floor access with equipment and vehicle needs adjacent.

The department also needs drawing layout space. They think the solution is either to have each cubicle outfitted with an oversized plan table or to create a pod with an oversized table and noise control.

The current layout has become hodge-podge with some workstations in use and some empty. Other than the Engineer area that is grouped together in one room, the work layout is too linear. They have the need for individual heaters because they don't have effective climate control.

### **Files**

The files right now are spread out throughout the department. They have a need for a centralized lockable file storage area. They can't keep all of their flat files in one location because it causes too much concentrated point load on the building's structure.

A total of 49 file units are in use in areas that are not within dedicated closed door offices. Most of them have approximately 75% contents inside of them at this time.

The summary of storage units by work section is:

GIS (Geographic Information Systems and Mapping)  
1 cabinet /2 book shelves/9 file cabinets (12 units total)

ADMIN/CLERICAL  
5 book shelves/4 file cabinets (9 units total)

CIP Engineering Common Room  
1 file cabinet/5 bookshelves (6 units total)

CIP/PP  
1 bookshelf shared (1 unit)

PRIVATE PROJECTS  
2 bookshelves/19 file cabinets (21 units)

The off-site storage area for both Private Projects and CIP Engineering at Building 500 at Hamilton is comprised of two adjacent rooms.

The largest is 18.5 x 21.5, or 397.75 sq. ft.; the smaller one is 18.5 x 7, or 129.5 sq. ft (combined 527.25 sq. ft.) The files themselves take up approximately 2/3's of the total area, but some room is needed for Maintenance staff to navigate around and place boxes on the shelves.

### **Printing and Copying**

They would like a centralized printing and plotting area within their own department that is noise controlled. Currently the folding machine is the loudest and it is in an open area.

### **Requests**

They would like coat racks for foul weather gear.

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### Community Development Department

#### **Staffing**

The Community Development Department has 19 staff. They currently have 7 offices and 13 workstations. They have recently lost four planners, one analyst, front counter staff, a building inspector and a code enforcement staff. They are requesting 4 offices and 15 workstations. The four offices are for the Community Development Director (his current office is 11x15'), the planning manager, the building official and the building office manager. The current smaller offices are 9' x 11.'

The current staffing level may not be adequate over the long term if development in the community returns to previous levels. Their expansion in the future would include one management analyst and two planners, equaling 3 additional workstations. They may need two additional workstations for consultants or temporary staff.

They currently have three conference rooms but one has code enforcement file cabinets stored within it. There is a need for a minimum of 2 conference rooms. This is important because the staff conducts multiple simultaneously scheduled meetings with the public.

#### **Adjacency**

The current adjacency that exists within the Community Development Department now, with planners in one area and building inspectors and code enforcement officer nearby, works well. This department is the main point of contact with the public so it makes sense for the Community Development Department to be on the first floor but consequently they are more isolated from direct contact with City Administration except for the weekly City Manager's meeting.

The director thinks it would be better if he was more in the center of the office rather than where he is now on the perimeter. He would like to see managers grouped in the middle with staff all around them. He would like to see the planners grouped together.

He thinks it is beneficial to have staff close to the front counter and one conference room must be near to the front counter.

Planning staff is located more in the back of the office and they tend to be on the phone much more. Planning could benefit from being nearer the front counter as long as there was adequate acoustic and visual separation from counter activities.

Building inspectors tend to be more out in the field. After the One-Stop period is over in the morning they are out of the office for most of the day.

#### **Reception Area**

Currently they have a lobby waiting area that is 25x30.' He thinks the size of the lobby has worked well. People congregate in the lobby. They have been operating a One-Stop Shop each morning between 9 and 11 a.m. where all staff from every division are available to expedite projects. There is usually a line of 6-8 people waiting at the reception desk at 9 a.m. The receptionist is trained to do a quick "triage" to determine the initial needs. Overall, they average about 25 people a day between 9 and 11 a.m. After that time, it is much quieter and the public use is much less intensive.

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### **Problems**

Filing and storage are problem areas for them because of the volume of large drawings they are required to store.

The staff tends to informally congregate around the printers or in the corridors and hold informal conversations about projects that are useful but too loud and disturbing to those trying to do other work.

### **Files and Storage**

Files that are currently being worked on are held at the workstations of the staff. The storage of building permanent plans creates more of a problem for his department. The Planning files are currently in one room approximately 10 x 14.' The Building file room is approximately 10 x 25.' They have been working to digitize files but they do not have the resources to do the digitizing currently. Paper filing is sometimes more accessible and thus easier to use. They charge a fee for plan storage and therefore plans need to be held longer than the minimum mandated standards. The residential projects require more limited storage but the commercial projects are larger and held onto for a much longer time.

Files should be stored in more of a central core area so they are more conveniently accessible.

They also have offsite storage that is coordinated through the City Clerk's office and is included in the City Clerk's projected offsite file room needs.

### **Printing and Copying**

He thinks printers and copiers should be in a central room that is closer to where staff meets the public (but that could have noise impacts).

They currently have two 4x8' tables for laying out drawings as well as oversized counters in the reception area for meeting and working with the public at the One-Stop Shop.

## City of Novato Preliminary Space Planning Report

Attached, please find spreadsheets that summarize the space needs that have been discussed in this report. It should be noted that these spreadsheets are intended to demonstrate the ranges and variables that affect square footage needs. For example, the first spreadsheet is based on a 20% load factor, while the second spreadsheet is based on a 10% load factor. The third spreadsheet reflects the work station sizes of 8 x 8, also based on a 10% load factor. Although these represent various space needs, we believe that range of square footage needs is between 19,500 square feet and 22,500 square feet, depending on the factors discussed in the report.

Additionally, it should be noted that we have included names and titles for illustrative and reference purposes only, so that there is some context for the positions we observed.

Functional Areas: City of Novato Quantity Size Net S.F. Load Gross SF

Entry Lobby/Reception/Restrooms 2,525 S.F.

1	Entry Vestibule		1	8 x	8	64	120%	77
2	Entrance Lobby/Waiting & Reception		1	20 x	24	480	120%	576
3	Kitchenette		1	4 x	12	48	120%	58
4	Public Restrooms (one floor)		2	10 x	18	360	120%	432
5	Staff Restrooms (two floors)	including shower area	4	12 x	24	1152	120%	1382

Central Administration, 7 staff 3,372 S.F.

Private offices 4								
6	City Manager		1	14 x	19	266	120%	319
7	Assistant City Mgr		1	14 x	19	266	120%	319
8	City Clerk		1	12 x	16	192	120%	230
9	Analyst		1	11 x	12	132	120%	158
10	Analyst		1	(shared office)				
11	Future Office		1	12 x	14	168	120%	202

Workstations 4								
12	Executive Secretary		1	10 x	10	100	120%	120
13	Word Processor		1	8 x	10	80	120%	96
14	Reception		1	10 x	10	100	120%	120
15	Intern		1	8 x	10	80	120%	96
16	Conference Room	20 seats	1	14 x	28	392	120%	470
17	File storage (City Clerk)	in office or adjacent	7	3 x	4	84	120%	101
18	Permanent Records		1	20 x	40	800	120%	960
19	Closed Session Conf Rm	adjacent to Conf Rm for add'l seats	1	10 x	15	150	120%	180

Administrative Services, 14 staff 3,334 S.F.

Private offices 6								
20	H.R. Manager		1	12 x	16	192	120%	230
21	Finance Manager		1	11 x	13	143	120%	172
22	Principal Accountant		1	11 x	13	143	120%	172
23	H.R. Analyst		1	11 x	13	143	120%	172
24	Admn. Analyst		1	11 x	13	143	120%	172
25	Redev. Administrator		1	11 x	13	143	120%	172
27	IT Manager		1	11 x	13	143	120%	172

Workstations 9								
28	H.R. Benefits		1	11 x	13	143	120%	172
29	Payroll Tech		1	8 x	10	80	120%	96
30	Account Clerk		1	8 x	10	80	120%	96
31	Accounts Payable		1	8 x	10	80	120%	96





65	Public Works Inspector		1	8 x	10	80	120%	96
66	Engineer		1	8 x	10	80	120%	96
67	Eng. Intern		1	8 x	10	80	120%	96
68	Eng. Intern/Adtl. Terminals	seasonal and dummy terminals	4	8 x	8	256	120%	307
69	Maintenance Staff		5	8 x	8	320	120%	384
70	Maintenance Storage Rm		1	10 x	15	150	120%	180
71	Conference Room		2	12 x	16	384	120%	461
72	File Storage Room		14	3 x	4	168	120%	202
73	Drawing Layout Space		2	4 x	8	64	120%	77
74	Coat racks		1	4 x	8	32	120%	38
75	Print/ GIS Plotter Room		1	12 x	18	216	120%	259
<b>Community Development, 19 staff</b>								
<b>Private offices</b>								
76	Community Dev. Dir.		1	12 x	16	192	120%	230
77	Planning Manager		1	11 x	13	143	120%	172
78	Building Official		1	11 x	13	143	120%	172
79	Building Office Manager		1	11 x	13	143	120%	172
<b>Workstations</b>								
80	Principal Planner		1	8 x	10	80	120%	96
81	Senior Planner		1	8 x	10	80	120%	96
82	Senior Planner		1	8 x	10	80	120%	96
83	Planner		1	8 x	10	80	120%	96
84	Planning Sr. Admin. Clerk		1	8 x	10	80	120%	96
85	Housing Coordinator		1	8 x	10	80	120%	96
86	Senior Building Inspector		1	8 x	10	80	120%	96
87	Building Inspector		1	8 x	10	80	120%	96
88	Building Inspector		1	8 x	10	80	120%	96
89	Building Admin. Clerk		1	8 x	10	80	120%	96
90	Building Admin. Clerk		1	8 x	10	80	120%	96
91	Building Word Processor		1	8 x	10	80	120%	96
92	Code Enforcement Officer		1	8 x	10	80	120%	96
93	Code Enforcement Inspector		1	8 x	10	80	120%	96
94	Code Enforcement Inspector		1	8 x	10	80	120%	96
95	Consultants/TempStaff/Exp.		3	8 x	8	192	120%	230
96	Future	1 Analyst, 2 Planners	3	8 x	8	192	120%	230
97	Future		2	8 x	8	128	120%	154
98	Reception Area/Waiting		1	25 x	30	750	120%	900

99	Conference Rooms		2	12 x	16	384	120%	461
100	Planning File Room		1	10 x	15	150	120%	180
101	Building File Room		1	10 x	25	250	120%	300
102	Drawing Layout Space		2	4 x	8	64	120%	77
<b>Staff Break Rooms/Copy Rooms/Storage</b>			<b>2,462 S.F.</b>					
103	Break Rooms	Used in common, two floors)	4	10 x	15	600	120%	720
104	Copy Rooms	Used in common, two floors)	2	10 x	15	300	120%	360
105	Records Storage	Used in common, two floors)	2	15 x	20	600	120%	720
106	Office Equipment	Used in common, two floors)	4	9 x	10	360	120%	432
107	Office Supplies Closet	Used in common, two floors)	2	6 x	8	96	120%	115
108	Janitors Closet	Used in common, two floors)	2	6 x	8	96	120%	115

Not included in the tabulation  
Off-site file and record storage

**Total Square Footage:**

**22,994**

Functional Areas: City of Novato Quantity Size Net S.F. Load Gross S.F.

Entry/Lobby/Reception/Restrooms		2,374 S.F.						
1	Entry Vestibule	1	8 x	8	64	110%	70	
2	Entrance Lobby/Waiting & Reception	1	20 x	24	480	110%	528	
3	Kitchenette	1	4 x	12	48	110%	53	
4	Public Restrooms (one floor)	2	10 x	18	360	110%	396	
5	Staff Restrooms (two floors)	4	12 x	24	1152	110%	1267	

Central Administration: 7 staff 3,091 S.F.

Private offices		4						
6	City Manager	1	14 x	19	266	110%	293	
7	Assistant City Mgr	1	14 x	19	266	110%	293	
8	City Clerk	1	12 x	16	192	110%	211	
9	Analyst	1	11 x	12	132	110%	145	
10	Analyst	1	(shared office)					
11	Future Office	1	12 x	14	168	110%	185	

Workstations		4						
12	Executive Secretary	1	10 x	10	100	110%	110	
13	Word Processor	1	8 x	10	80	110%	88	
14	Reception	1	10 x	10	100	110%	110	
15	Intern	1	8 x	10	80	110%	88	
16	Conference Room	1	14 x	28	392	110%	431	
17	File storage (City Clerk)	7	3 x	4	84	110%	92	
18	Permanent Records	1	20 x	40	800	110%	880	
19	Closed Session Conf Rm	1	10 x	15	150	110%	165	

Administrative Services: 14 staff 3,056 S.F.

Private offices		6						
20	H.R. Manager	1	12 x	16	192	110%	211	
21	Finance Manager	1	11 x	13	143	110%	157	
22	Principal Accountant	1	11 x	13	143	110%	157	
23	H.R. Analyst	1	11 x	13	143	110%	157	
24	Admin. Analyst	1	11 x	13	143	110%	157	
25	Redev. Administrator	1	11 x	13	143	110%	157	
27	IT Manager	1	11 x	13	143	110%	157	

Workstations		9						
28	H.R. Benefits	1	11 x	13	143	110%	157	
29	Payroll Tech	1	8 x	10	80	110%	88	
30	Account Clerk	1	8 x	10	80	110%	88	
31	Accounts Payable	1	8 x	10	80	110%	88	



65	Public Works Inspector		1	8 x	10	80	110%	88
66	Engineer		1	8 x	10	80	110%	88
67	Eng. Intern		1	8 x	10	80	110%	88
68	Eng. Intern/addl. Terminals	seasonal and dummy terminals	4	8 x	8	256	110%	282
69	Maintenance Staff		5	8 x	8	320	110%	352
70	Maintenance Storage Rm		1	10 x	15	150	110%	165
71	Conference Room		2	12 x	16	384	110%	422
72	File Storage Room		14	3 x	4	168	110%	185
73	Drawing Layout Space		2	4 x	8	64	110%	70
74	Coat racks		1	4 x	8	32	110%	35
75	Print/ GIS Plotter Room		1	12 x	18	216	110%	238

**Community Development, 19 staff 4,328 S.F.**

<b>Private offices</b>								
76	Community Dev. Dir.		4	12 x	16	192	110%	211
77	Planning Manager		1	11 x	13	143	110%	157
78	Building Official		1	11 x	13	143	110%	157
79	Building Office Manager		1	11 x	13	143	110%	157
<b>Workstations</b>								
80	Principal Planner		18	8 x	10	80	110%	88
81	Senior Planner		1	8 x	10	80	110%	88
82	Senior Planner		1	8 x	10	80	110%	88
83	Planner		1	8 x	10	80	110%	88
84	Planning Sr. Admin. Clerk		1	8 x	10	80	110%	88
85	Housing Coordinator		1	8 x	10	80	110%	88
86	Senior Building Inspector		1	8 x	10	80	110%	88
87	Building Inspector		1	8 x	10	80	110%	88
88	Building Inspector		1	8 x	10	80	110%	88
89	Building Admin. Clerk		1	8 x	10	80	110%	88
90	Building Admin. Clerk		1	8 x	10	80	110%	88
91	Building Word Processor		1	8 x	10	80	110%	88
92	Code Enforcement Officer		1	8 x	10	80	110%	88
93	Code Enforcement Inspector		1	8 x	10	80	110%	88
94	Code Enforcement Inspector		1	8 x	10	80	110%	88
95	Consultants/TempStaff/Exp.		3	8 x	8	192	110%	211
96	Future		3	8 x	8	192	110%	211
97	Future	1 Analyst, 2 Planners	2	8 x	8	128	110%	141
98	Reception Area/Waiting		1	25 x	30	750	110%	825

99	Conference Rooms		2		12 x	16		384	110%	422
100	Planning File Room		1		10 x	15		150	110%	165
101	Building File Room		1		10 x	25		250	110%	275
102	Drawing Layout Space		2		4 x	8		64	110%	70
<b>Staff/Break/Rooms/Copy/Rooms/Storage</b>										
<b>-2:257 S:F</b>										
103	Break Rooms	Used in common, two floors)	4		10 x	15		600	110%	660
104	Copy Rooms	Used in common, two floors)	2		10 x	15		300	110%	330
105	Records Storage	Used in common, two floors)	2		15 x	20		600	110%	660
106	Office Equipment	Used in common, two floors)	4		9 x	10		360	110%	396
107	Office Supplies Closet	Used in common, two floors)	2		6 x	8		96	110%	106
108	Janitors Closet	Used in common, two floors)	2		6 x	8		96	110%	106

Not included in the tabulation

Off-site file and record storage

**Total Square Footage:**

**21,078**

Functional Areas: City of Novato Quantity Size Net S.F. Load Gross SF

Entry/Lobby/Reception/Restrooms		2,314 S.F.						
1	Entry Vestibule	1	8 x	8	64	110%	70	
2	Entrance Lobby/Waiting & Reception	1	20 x	24	480	110%	528	
3	Kitchenette	1	4 x	12	48	110%	53	
4	Public Restrooms (one floor)	2	10 x	18	360	110%	396	
5	Staff Restrooms ( two floors)	4	12 x	24	1152	110%	1267	

Central Administration: 7 staff 3,091 S.F.

Private offices		4						
6	City Manager	1	14 x	19	266	110%	293	
7	Assistant City Mgr	1	14 x	19	266	110%	293	
8	City Clerk	1	12 x	16	192	110%	211	
9	Analyst	1	11 x	12	132	110%	145	
10	Analyst	1	(shared office)					
11	Future Office	1	12 x	14	168	110%	185	

Workstations		4						
12	Executive Secretary	1	10 x	10	100	110%	110	
13	Word Processor	1	8 x	10	80	110%	88	
14	Reception	1	10 x	10	100	110%	110	
15	Intern	1	8 x	10	80	110%	88	
16	Conference Room	1	14 x	28	392	110%	431	
17	File storage (City Clerk)	7	3 x	4	84	110%	92	
18	Permanent Records	1	20 x	40	800	110%	880	
19	Closed Session Conf Rm	1	10 x	15	150	110%	165	

Administrative Services: 14 staff 2,933 S.F.

Private offices		6						
20	H.R. Manager	1	12 x	16	192	110%	211	
21	Finance Manager	1	11 x	13	143	110%	157	
22	Principal Accountant	1	11 x	13	143	110%	157	
23	H.R. Analyst	1	11 x	13	143	110%	157	
24	Adm'n. Analyst	1	11 x	13	143	110%	157	
25	Redev. Administrator	1	11 x	13	143	110%	157	
27	IT Manager	1	11 x	13	143	110%	157	

Workstations		9						
28	H.R. Benefits	1	11 x	13	143	110%	157	
29	Payroll Tech	1	8 x	8	64	110%	70	
30	Account Clerk	1	8 x	8	64	110%	70	
31	Accounts Payable	1	8 x	8	64	110%	70	





65	Public Works Inspector		1	8 x	8	64	110%	70
66	Engineer		1	8 x	8	64	110%	70
67	Eng. Intern		1	8 x	8	64	110%	70
68	Eng. Intern/Adtl. Terminals	seasonal and dummy terminals	4	8 x	8	256	110%	282
69	Maintenance Staff		5	8 x	8	320	110%	352
70	Maintenance Storage Rm		1	10 x	15	150	110%	165
71	Conference Room		2	12 x	16	384	110%	422
72	File Storage Room		14	3 x	4	168	110%	185
73	Drawing Layout Space		2	4 x	8	64	110%	70
74	Coat racks		1	4 x	8	32	110%	35
75	Print/ GIS Plotter Room		1	12 x	18	216	110%	238
<b>Community/Development, 19 staff 4,060 S.F.</b>								
<b>Private offices 4</b>								
76	Community Dev. Dir.		1	12 x	16	192	110%	211
77	Planning Manager		1	11 x	13	143	110%	157
78	Building Official		1	11 x	13	143	110%	157
79	Building Office Manager		1	11 x	13	143	110%	157
<b>Workstations 18</b>								
80	Principal Planner		1	8 x	8	64	110%	70
81	Senior Planner		1	8 x	8	64	110%	70
82	Senior Planner		1	8 x	8	64	110%	70
83	Planner		1	8 x	8	64	110%	70
84	Planning Sr. Admin.Clerk		1	8 x	8	64	110%	70
85	Housing Coordinator		1	8 x	8	64	110%	70
86	Senior Building Inspector		1	8 x	8	64	110%	70
87	Building Inspector		1	8 x	8	64	110%	70
88	Building Inspector		1	8 x	8	64	110%	70
89	Building Admin. Clerk		1	8 x	8	64	110%	70
90	Building Admin. Clerk		1	8 x	8	64	110%	70
91	Building Word Processor		1	8 x	8	64	110%	70
92	Code Enforcement Officer		1	8 x	8	64	110%	70
93	Code Enforcement Inspector		1	8 x	8	64	110%	70
94	Code Enforcement Inspector		1	8 x	8	64	110%	70
95	Consultants/TempStaff/Exp.		3	8 x	8	192	110%	211
96	Future		3	8 x	8	192	110%	211
97	Future	1 Analyst, 2 Planners	2	8 x	8	128	110%	141
98	Reception Area/Waiting		1	25 x	30	750	110%	825

99	Conference Rooms		2	12 x	16	384	110%	422
100	Planning File Room		1	10 x	15	150	110%	165
101	Building File Room		1	10 x	25	250	110%	275
102	Drawing Layout Space		2	4 x	8	64	110%	70
<b>Staff Break Rooms/Copy Rooms/Storage</b>			<b>2,257 S.F.</b>					
103	Break Rooms	Used in common, two floors)	4	10 x	15	600	110%	660
104	Copy Rooms	Used in common, two floors)	2	10 x	15	300	110%	330
105	Records Storage	Used in common, two floors)	2	15 x	20	600	110%	660
106	Office Equipment	Used in common, two floors)	4	9 x	10	360	110%	396
107	Office Supplies Closet	Used in common, two floors)	2	6 x	8	96	110%	106
108	Janitors Closet		2	6 x	8	96	110%	106

Not included in the tabulation  
Off-site file and record storage

**Total Square Footage:**

**20,550**