

# The Portland Building Reconstruction Project

## FOCUS GROUP RECOMMENDATIONS

In February and March 2017, two public focus groups were held to explore priorities for the building's public spaces. One group discussed meeting and event spaces, while the other focused on customer service areas. While the 25 participants were not asked to agree on a single set of recommendations, many of their comments are summarized below. The recommendations that have been incorporated in the proposed design are marked with a check; others are being explored.

### CUSTOMER SERVICE AREA

- ✓ One-stop customer service center
- ✓ Customer service area near front of building, given high volume of customers and accessibility
- ✓ Standing counter for quick inquiries
- ✓ Chairs in waiting area and places where service may take longer
- ✓ Wheelchair accessibility available at all customer service areas
- Option to sit or stand for customer service (*being explored*)

### MEETING /EVENT SPACES

- ✓ Easy accessibility for people with disabilities
- ✓ Preserve pre-function space for auditorium
- ✓ Space for public art and historical displays
- ✓ Access to second floor outdoor space for Portlandia viewing
- ✓ Sufficient wall space for displays in meeting rooms
- ✓ Facilities to support catering
- ✓ Potential to use lobby as an event space
- ✓ Ability to darken space for projection
- ✓ Flexible furniture to use space in different ways

### USER FRIENDLINESS

- ✓ Helpful wayfinding signage
- ✓ Waiting area in eyesight of customer service staff for security
- ✓ Avoid staff visibly working in the back of customer service area (frustrating for waiting customers)
- Electronic customer service kiosks (*being explored*)
- Computer screens for customer service staff with swivel arms (*being explored*)

### AESTHETICS

- ✓ Some interior elements reflecting historic design
- ✓ Open, airy feel
- ✓ Views through the building to the outside
- ✓ Avoid institutional/ sterile look
- ✓ Avoid columns in the middle of meeting rooms
- ✓ Avoid white floors (high maintenance cost)
- ✓ Visually activate all four corners of the building from the outside
- Space that reflects Portland (*being explored*)
- Interior that complements exterior (*being explored*)