



CITY OF PORTLAND
OFFICE OF MANAGEMENT AND FINANCE

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From: Kristin Wells, Portland Building Project Lead

To: Chris Warner, PBOT; Mike Stuhr & Gabe Solmer, WB; Michael Jordan & Dawn Uchiyama, BES; Kia Selley & Trang Lam, Parks; Claudio Campuzano, CBO; Jennifer Cooperman, BRFS; Serilda Summers-McGee & Larry Nelson, BHR; Jeff Baer & Dan Bauer, BTS; Carmen Merlo, Facilities & CAO; Tom Rinehart, CAO

CC: Portland Building Bureau Workgroups; Project Staff

RE: Workgroup Updates and Planning

This past month workgroups had some major accomplishments and milestones:

- The project team presented near final layouts to the Shared Spaces Workgroup. Based on feedback in the meeting, the project team is modifying the gathering room furniture layout to place one additional café-height table and bar stools. Minor adjustments are still being made to the open shared spaces on the typical floors and the 15th floor, but are nearing completion.
- The Basis of Design for the customer service area was presented to the Public Engagement Workgroup. PBOT raised a change to potentially have a presence on the first floor as well. This need is being incorporated into the planning, but outcomes are still to be determined. The uncertainty of the customer service delivery model continues to present a challenge to landing this area, but a design approach is now being developed to accommodate changes over time as this model develops. The workgroup confirmed the approach for meeting/pull-out spaces, ATM, and kiosks was the appropriate direction. It also confirmed the requirements for the back of house room adjacent to the customer service desk. A preliminary design will be presented at the next PEW meeting.
- The Meeting Rooms Workgroup reviewed final layouts of meeting rooms and discussed the needs for the training rooms. As training room needs have developed, it has been determined that the technical needs for the WB and PP&R training needs are driving some changes. There will now be three training rooms on the 3rd floor instead of two. One will be a dedicated WB training space, one will be set up specifically for PP&R's training needs, but will be shared by all bureaus, and one will be a shared general computer training space. Non-technical trainings are expected to occur in the conference rooms on the first, second, and fifteenth floors.
- The Individual Bureau Workgroup completed step 3 of the 6 steps to your individual floor layouts. This included the selection of the collaboration/support space types, as well as the workstation typical type for each workgroup. Each bureau has had its own approach to decision-making within their bureau. Some ways we have heard include: setting up a survey to more/less vote on selections; leadership/leadership groups making decisions; and open invitation meetings to explain each step to employees interested and gain their feedback. Most bureaus selected a range of options to give their employees choice of workspace types on their bureau floors (in addition to those provided in common areas). 2d plans are currently being created based on

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decisions to date and will be presented to IBW members this week for your signature and approval by the end of the month.

In step 4, we are collecting panel height decisions and information on your additional storage needs. There are storage areas in the basement for wet/dirty storage, and on the 3rd floor for larger and less frequently accessed items, which bureaus do not want to store on their bureau floors, but still want within the building. The storage information will be collected this week to allow the project team to lay out the 3rd floor and basement storage areas. Space is limited, so if requests are greater than can be accommodated, we will need to decide what to do at that time.

As we are nearing completion of the layouts, we are reminded that frequent and repeated communication as to the 'why' is important.

The success of this project so far is largely attributed to the collective work of all 10 bureaus. The team appreciates the hard work you and your staff have put in to realize the combined messaging and shared goals of this project.

Why?

The three pillars of the project are:

- Public First
- Collaboration
- Employee Experience

These three came out of the great work during the visioning of Phase I by the Directors, Design Committee, and the employee surveys. Space and layout decisions to date have been led by these pillars.

Additionally, the results of the survey provided this collection of words from employees to capture their vision of a new workplace:



A recap of this was completed along with a presentation of the design to Directors and Design Committee members in April 2017. This can be found here for reference:

<https://www.portlandoregon.gov/omf/article/636545>

Change Management:

The Project Team is meeting with potential consultants to plan the approach and scope for change management. It is expected that Change Management planning will start in earnest in the fall and early winter. Part of the plan will include communication support out to employees. We will be asking to meet with Bureau Directors and Change Management Committee members to ensure the plan is robust and meets the needs of the bureaus. It is likely the structure of change management will adjust as we move forward to ensure a successful transition into our new space and provide appropriate support to our employees as we embark upon these significant changes. More to come on this.

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Reminders:

We want to remind all bureaus that we are not planning to move any furniture or equipment back to the building unless identified through this process.

Printers & Equipment: All printing/scanning/copying/faxing will be accommodated through shared multi-function devices located in print rooms on the floor (there will be no printers, including personal printers, on the floors other than these spaces). P&D will be working with the BTS team to identify which printers would be best to move back in and what will need to be procured. BTS is working on a secure printing software solution to ensure privacy concerns will be met.

Why? The reason for this is to preserve the air quality for all our employees. Print rooms have proper ventilation to remove particles in the air emitted by printers. Additionally, this will preserve the open workspace for people and support a clean, open, and light space as requested by employees.

Exceptions: Plotters are outside the scope of printers. The project team has collected information from your bureaus on plotter types and sizes. Three location options were provided for plotter placement. The majority of bureaus chose to place one plotter in the large print room on their floor(s). Some plotters will be located in a shared plotter room on the third floor. The final third floor plan will be completed soon to accommodate this new space. Please note the large cutters do not fit in the large print room with the plotters and bureaus will need to have a table-top cutter instead or place those in the 3rd floor plotter room.

Specialty printers/devices were collected previously. These included label makers, permit printer, laminator, microfiche etc. The majority of devices identified seem to fit nicely on the layout tables in the print rooms and power and data will be provided there for these devices. A couple may need to find place on the open floor space and we will be doing this in the September process.

PBOT Signals and Streetlights has identified specialty equipment that needs to be accommodated. A specialty plan has been completed for this group.

No other devices/equipment have been identified and will be accommodated.

Furniture/Objects: The Space Optimization Project is purchasing all new furniture for the building. Therefore, no furniture or objects will be moved back to the Portland Building unless identified in this process. What is that process?

1. The storage process right now is identifying objects/specialty storage pieces that will go in the basement and third floor. We are asking for lineal feet of storage shelves needed and any large storage pieces that floor space needs to be considered for. This will establish our move plan for these areas.
2. In September we will be asking bureaus to identify anything “bigger than a breadbox” that needs to be considered on the bureau floors. The yardstick for this will be anything that will not fit in a yellow crate and/or be placed within one of the new drawers/shelves/storage spaces or is an individual computer/monitor/peripherals. (Example, a vault). This again will set up our move planning for the bureau floors, but will also help us to confirm there isn’t something significant that needs to be planned around which has not come up in all the steps taken thus far.

Why? In support of the values set forth by employees through the surveys, we want to ensure an open, light, airy, functional space on day 1. By identifying these items now, we can eliminate some of the other furniture, if needed, to support these items. Additionally, this will help us to appropriately size our move services contract and plan the bureau moves.

Is there something else we are missing? Your input is important. We are trying to be thorough and ask all the right questions to capture all our needs and plan appropriately. If there is something we are forgetting to ask or accommodate, please let us know ASAP! The furniture order is being turned over to our furniture vendor in September and changes after that will be very challenging, if possible at all. We will also be contracting for move services this fall and need to size and time that appropriately.

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