



SUDBURY TOWN OFFICES SPACE PLANNING QUESTIONNAIRE FOR DEPARTMENT LEADERS

In evaluating and planning possible renovations and additions to Sudbury Town Hall, this space planning (or "programming") questionnaire is designed to help our design team learn about how you work: *what* you do, *how* you do it, and whether new space could be designed to help you work better. The questionnaire is a critical component of good facilities planning and it initiates an interactive process that will benefit greatly from your careful thought and participation. Thank you in advance for your time and effort.

Your Name and Department: _____

Telephone and fax numbers: _____

Email address: _____

A. SPACE IMPRESSIONS

What adjectives describe your *current* space?

What adjectives should describe your *new* space?

B. DEPARTMENT OVERVIEW

Briefly describe what your department does:

How many full-time employees (FTE's) currently work within your office space?

How many FTE's do you anticipate having within your office space in the new location?

How many part-time employees (PTE's) currently work within your office space?

Do they have their own workstation, or share with other part-time employees (e.g., staggered work schedules)?

How many PTE's do you anticipate having within your office space after the renovation?

Will these PTE's require their own workstation? If so, how many and what type of workstations will be required for them?

C. ORGANIZATIONAL DATA: PRIVATE OFFICES

Currently, how many **private offices** are there within your department?

Is there a logic to how they are currently placed within your office (e.g. adjacent to an outside wall, conference room, or open workspace)?

What tasks take place in these private offices? (Please include both private offices that currently exist and private offices anticipated in the new location.)

How many private offices are desired in the new location?

Is there an ideal placement or arrangement for these private offices?

Is it required that any of the private offices in the department be large enough to accommodate a small meeting table or a work table (in addition to a desk)?

What level of privacy is required for each of these offices, and do the tasks completed in any of them involve HIPAA (Health Insurance Portability and Accountability Act) considerations?

D. ORGANIZATIONAL DATA: OPEN WORKSPACE

How many **open space workstations** are there currently within your department?

What level of privacy is currently provided for the typical open space workstation? ___ good ___ fair ___ poor

Is this level of privacy appropriate (neither too much nor too little) for the workstations?

Would you say that there is a logic that dictates the placement of the employees within the office, or has it simply evolved over time, as the department grew and changed?

How many of the workstations need to be near a service counter?

If applicable, what are the pros and cons of how the workstations currently relate to the service counter?

How often are verbal communication and/or visual supervision required between open space workstations and private offices?

How effective has this been in your current office arrangement?

Is the size of the workstations appropriate? If not, please provide information on specific workstations.

Is there are any common workspace (e.g. work or layout table) within the office?

If so, where is it located and how large is it?

How often is it used, and by whom?

If there is not currently a shared workspace within the office, would one be desired in a renovated office?

E. ORGANIZATIONAL DATA: SERVICE COUNTER

Please estimate the approximate **number of visitors** you serve each workday.

What types of **interactions** commonly occur at the service counter? If there is a wide variety, please describe: 1) the shortest typical interactions, 2) the most common type of interaction, and 3) interactions that take longer.

How long do these various interactions usually last, and how often do they occur?

How comfortable is the level of **security and safety** provided by the service counter?

If the service counter is not safe, what suggestions do you have for how it can be improved?

What **technology** is used by employees during these interactions (e.g., on-line data on a flat-screen monitor)?

Where is that technology placed within the office currently?

Has this placement been effective?

Is **printed material** (e.g., ledgers, paper maps, schedules, brochures or handouts) available for dissemination or viewing at the service counter?

If so, is the amount of space currently provided for this adequate?

Is there currently a **visitor waiting or queuing** area?

If so, do you feel that it can be improved?

How often are visitors brought to the employee side of the service counter?

If and when this occurs, where are they currently brought? Is the path taken to the destination problematic?

Ideally, where and how would such interactions occur? Might the service counter area be configured to allow this type of interaction to remain at the counter, or might visitors be brought to a conference room rather than somebody's private office or workstation?

F. ORGANIZATIONAL DATA: TECHNOLOGY

How many **printers** (including plotters if applicable), **copiers** and **fax machines** are there within your department?

<u>Quantity</u>	<u>Device</u>	<u>Where placed now?</u>	<u>Ideally placed where?</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Is there any technology that your office uses that is not mentioned in the Technology or Service Counter sections above (e.g. microfiche readers)?

<u>Quantity</u>	<u>Device</u>	<u>Where placed now?</u>	<u>Ideally placed where?</u>
_____	_____	_____	_____
_____	_____	_____	_____

Does your department anticipate acquiring any **additional technology** in the future?

If so, where would be the ideal placement for them?

Do *other departments* currently use any of the technology in your workspace?

If so, what technology, how often, and by whom?

Does your department currently use any of the technology housed by *other departments*?

If so, what technology, how often, and in which departments?

G. ORGANIZATIONAL DATA: STORAGE

What **published or printed materials** are currently stored within your departmental office? Please include storage both within private offices and in open workspace, as applicable.

In what format is the majority of this information stored (e.g., hard-copy letter/legal size, 24" x 36" sheets, microfiche)?

For each type of material listed above, in what **type(s) of closets or cabinetry** (e.g. open shelving, tall cabinet, lateral files) is this material currently stored?

For each item listed above, is the type and design of storage unit appropriate for the material stored within it?

Currently, how many of each type of storage unit mentioned above are there in the department, and do you consider this number adequate for your needs now and in the future?

Ideally, where would these various storage units be placed (e.g., near the service counter, outside a particular office, in a dedicated file room)?

Where are ordinary **office supplies** currently stored?

Are the size and location of this area adequate? If not, how much room would be ideal for this purpose, and where should it be located?

Does your department use **remote storage areas** within the Flynn Building, Town Hall or elsewhere?

If so, where are these areas currently located, and how large are they?

How often do you require access to these areas?

Is there a specific reason why these items are not stored within your office?

Has gaining access to these areas been problematic for any reason, and would it be advantageous to have the items stored within your office, if possible? If so, please explain.

Are there any items currently stored *within* your office confines that should *not* be?

In cold weather, where are **coats** stored? If there is a closet for such purpose, in the size and location needed?

Are there any **other storage needs** that have not been referenced above, whether needed now or in the future?

H. MEETINGS

How often do members of your department hold **meetings**, whether with other staff members or with the public?

Where are these meetings currently held? Please include meetings held within private offices, open workspaces and elsewhere in the Sudbury Town offices complex (e.g., Loring Parsonage).

How many people participate in each of these meetings, and what departments do they most-frequently represent?

Ideally, where would such meetings occur?

If some or all of these meetings are held outside of your departmental offices, is it due to insufficient meeting space?

If so, what are the ideal sizes and number of meeting spaces that your department could support?

I. DEPARTMENT ADJACENCIES

If your department interacts frequently with other departments or agencies, please list why and level of importance. (1= most important, etc.). Note that we are referring only to in-person meetings rather than phone calls and email.

<u>Imp.</u>	<u>Agency/Department</u>	<u>Type or reason for interaction</u>
1		
2		
3		
4		

J. PARKING

Please estimate the number of parking spaces needed for department employees and municipal vehicles.

K. OTHER THOUGHTS

Are there any entirely new types of spaces that you would like to see in the new location, that don't exist now?

Are there any items that were not mentioned in this questionnaire that you feel should be taken into consideration in the placement and design of your new / renovated space?

THANK YOU! We appreciate your cooperation and assistance.