

Creating specific work “zones” for different activities.



“We want to dramatically change and effect organizational development through the (design) process.”

- David Hood, ARA PBS Region 5

Project Description & Goals

With the arrival of new management, the Public Buildings Service sought to integrate their new design plans with changes in headcount, work processes, and technology. The two primary goals of the project were to **improve client service** and **enhance the quality of project and solution delivery**.

Neighborhood Type

The Public Building Service in Chicago, IL features **Desk-Bound Concentrative** and **Internally-Mobile Concentrative neighborhoods**.

It covers 83,300 sf with 409 employees.

Workplace Issues

- No cross functional learning or communication
- Mobile or transient staff
- Inflexible meeting spaces
- Redundant documentation of knowledge and resources
- Limited daylight and visibility
- 92% of floor plan for individual space; 8% for support space



Research Activities

- Focus Groups: engage employees to understand work patterns
- Balanced Score Card: identify goals and performance measures and gaps
- Workplace Performance Survey: determine performance of workspace
- Plan Analysis: examine current floor plan for menu of available space types



Project Solution

- Neighborhoods with zones for different levels of noise and activity
- Centralized filing storage to increase shared information
- Open cross functional neighborhood settings
- Dedicated focus rooms for increased acoustical separation and concentration
- Improved use of daylight and natural views
- Linked concierge points that manage meeting spaces, way-finding, and visitor services