

Bridging knowledge and experience in the workplace.



Project Description & Goals

The V Division of the US Coast Guard manages repairs, maintenance, and alterations for all boats in the Pacific area. They also provide technical information, training and assistance to field units as well as contracting and procurement to all floating units. Thus, the goal of the group is to **improve the quality of service, reduce response times, and enhance quality of intervention.**

Neighborhood Type

The United States Coast Guard at Oakland, CA features **Desk-Bound Interactive neighborhoods.**

It covers 20,000 sf with 106 employees.

Workplace Issues

- No cross functional communication or learning
- Mobile or transient staff
- Lack of formal meeting rooms
- Redundant documentation of knowledge and resources
- Limited daylight and visibility



Research Activities

- Town Hall Meeting: understand spatial performance and aspirations
- Balanced Score Card: identify goals and performance measures and gaps
- Observational Study: determine utilization of space by staff
- Survey and interviews: engage staff and management to understand current facilities and work patterns



Project Solution

- IT integration, digital archives, centralized file sharing, improved data retrieval
- Touch down customer service areas
- Increased team space with a sense of entry and shared areas for groups
- Acoustical compatibility zones
- Open cross functional neighborhood settings
- Improved use of daylight to encourage interaction