

City of Los Altos

Community Center Master Plan

Staff Program Workshops

June 4th and 5th, 2008





Agenda

- Service Delivery Overview
- Space Allocation Study Program Review and Discussion
- Program Review
 - Staffing Projections
 - Additional Space Requirements
 - Department Adjacencies
 - Shared Use Opportunities
- Feedback/Next Steps

Service Delivery Overview



Community Center Service Goals

- Open, Accessible and Visible to the Public
- High Quality, Affordable and Meaningful Personal Level of Service
 - Build Trust through Timeliness, Responsiveness and Consistency
 - Ongoing Adaptation and Innovation to Understand Customer Issues, Needs and Expectations
 - Personal Connection and Planned, Timely Interactions
- Principle and Value-Based Services rather than Rule-Driven Services
- Provide Choice of Access to the Public (Personal or Electronic)
- Provide Transparent and Self-Serve Access to Information
 - Up-to-Date, Accurate Information and Services
 - Use of Technology for Ease of Interaction
- Meet the Diversity of Community Service Needs through Partnering and Volunteerism
- Promote Health and Wellness for the Community and Staff
 - Places for Exercise, Recreation and Therapy
 - Prevention and Intervention Opportunities for Seniors and Youth
- Strive to Benefit the Entire Community in a Way that is Balanced, Fair and Equitable to Everyone



Community Center Operational Goals

- ❑ Provide Welcoming, Centralized Point of Service
- ❑ Campus Concept of Organization
 - Clear Way Finding to Departments
 - Strives for Separation but Connectedness as Appropriate Between Departments
- ❑ Opportunities for Multi-Generational Interaction yet Maintain Separateness for Seniors and Teens as Appropriate
- ❑ Provide Support Spaces Categorized by Function
 - Allow for Specificity of the Space Type needed by the Community
 - More Efficiency of Usage
- ❑ Allow for Zoning of Activities to meet Multi-Functional Needs
 - Private Confidential Activities
 - Open, Collaborative and Adaptable Spaces
- ❑ Provide Security and Safety while Maintaining Small Town Feel, Openness and Accessibility
- ❑ Support Health and Wellness with the Provision of Exercise and Showering Facilities



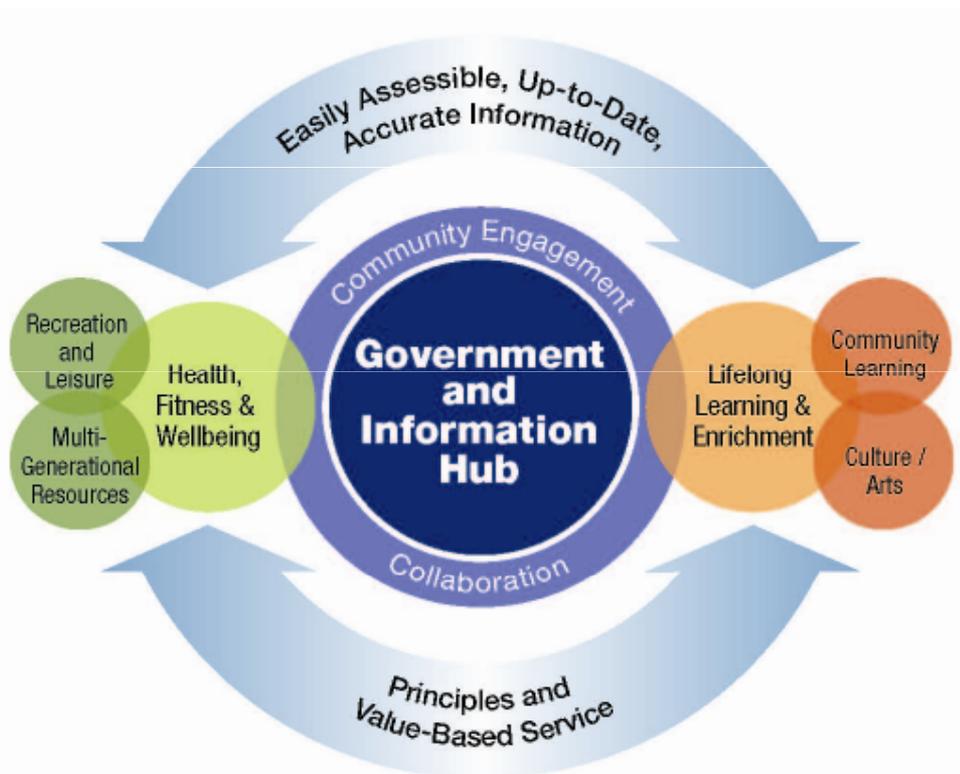
Plan of Service (POS) – Service Concept

- ❑ *Government & Community Information Hub*
 - Principle and Value Based Service
 - Easily Accessible, Up-to-Date, Accurate Information
- ❑ *Community Engagement & Collaboration*
 - Ongoing, Adaptability to Community Needs
 - Meaningful, Personalized Human Interaction
 - Symbiotic Relationship Volunteerism and Service Organizations
- ❑ *Lifelong Learning & Enrichment*
 - Community Learning as a Way of Life
 - Cultural and Arts Experiences
- ❑ *Health Fitness & Wellbeing*
 - Holistic Approach to Resources for Multi-Generational Community
 - Recreation and Leisure Activities for Whole Community





Service Concept Model



SERVICE + ENVIRONMENT = EXPERIENCE





Service Delivery Model



SERVICE + ENVIRONMENT = EXPERIENCE



Space Allocation Study Review

City Administration

Engineering / Public Works / Community Development

Police

Parks & Recreation / Community Center

Senior Center

Theater

Community Pool

Library



City Administration (Clerk and City Manager)

City Manager

Department Personnel		Space	Area	Source
1	City Manager	1 office	100	O-1
1	Technical Services Manager	1 workstation	80	WS-1
2	TOTAL Personnel	2 TOTAL Offices and Workstations		
Department Function Needs		Space	Area	Source
	conference room	4 person	100	C-3
	graphics workstation	Graphics Room	80	Existing
	lateral file cabinets	(3) Type B: 42" wide x 24" deep	36	S-2
Total Programmed Space:			396	
Add 25% for Circulation and Engineered Systems:			99	
Total for City Manager:			495	

495

City Clerk

Department Personnel		Space	Area	Source
1	City Clerk	1 office	100	O-1
1	Volunteer Coordinator	1 workstation	80	WS-1
1	Executive Admin. Assistant	1 workstation	48	WS-2
1	Volunteer	1 workstation	80	WS-1
4	TOTAL Personnel	4 TOTAL Offices and Workstations		
Department Function Needs		Space	Area	Source
	conference room	4 person	100	C-3
	food prep, sink and storage	coffee alcove	40	S-5
	files	(2) Type A: 18" wide x 20" deep	9	S-2
	files	(3) Type B: 42" wide x 24" deep	36	S-2
Total Programmed Space:			493	
Add 25% for Circulation and Engineered Systems:			123	
Total for City Clerk:			616	

616



City Administration (Finance)

Administration and Finance

Department Personnel	Space	Area	Source
1 Assistant City Manager	1 office	100	O-1
1 Financial Services Manager	1 workstation	80	WS-1
1 Accounts Payable	1 workstation	408	WS-6
1 Accounts Receivable & Payroll	1 workstation	see above	WS-6
1 Accounting Tech.	1 workstation	see above	WS-6
1 Receptionist	1 workstation	48	WS-2
1 Human Resource Manager	1 workstation	263	WS-3
1 Human Resource Technician	1 workstation	see above	WS-3
8 TOTAL Personnel	8 TOTAL Offices and Workstations		
Department Function Needs	Space	Area	Source

City Hall Shared and Public Space

Department Function Needs	Space	Area	Source
storage closet		20	Existing
mechanical room		420	Existing
large conference room	12 person	288	C-1
Mayor's office	conf. room connected to Lobby	100	C-3
supplies/storage rm.		120	standard
eating and break room	large break room	252	S-3
copy center		85	S-1
Community Chambers	seating for ???	1,200	existing
Lobby of Community Chambers		140	existing
Lobby and Waiting Area	Public Works, Community Development and Administration	336	CS-1
front counter and files	public walk-up counter	378	CS-1
lobby front counter storage	workspace & storage for each dept.	see above	CS-1
Restrooms	size based on occupant load	396	S-7
janitor's closet		32	S-6

Total Programmed Space: 3,767
 Add 25% for Circulation and Engineered Systems: 942
Total for City Hall Shared and Public Space: 4,709

4,709

96



City Administration (Shared Use)

City Hall Shared and Public Space

Department Function Needs	Space	Area	Source
storage closet		20	Existing
mechanical room		420	Existing
large conference room	12 person	288	C-1
Mayor's office	conf. room connected to Lobby	100	C-3
supplies/storage rm.		120	standard
eating and break room	large break room	252	S-3
copy center		85	S-1
Community Chambers	seating for ???	1,200	existing
Lobby of Community Chambers		140	existing
Lobby and Waiting Area	Public Works, Community Development and Administration	336	CS-1
front counter and files	public walk-up counter	378	CS-1
lobby front counter storage	workspace & storage for each dept.	see above	CS-1
Restrooms	size based on occupant load	396	S-7
janitor's closet		32	S-6
Total Programmed Space:		3,767	
Add 25% for Circulation and Engineered Systems:		942	
Total for City Hall Shared and Public Space:		4,709	4,709



Community Development

Community Development

Department Personnel	Space	Area	Source
1 Community Develop. Director	1 office	100	C-1
1 Economic Develop. Manager	1 workstation	80	WS-1
1 Senior Planner	1 workstation	80	WS-1
1 Associate Planner	1 workstation	80	WS-1
1 Assistant Planner	1 workstation	80	WS-1
1 Planning Technician	1 workstation	80	WS-1
1 Executive Assistant	1 workstation	48	WS-2
1 Building Official	1 workstation	80	WS-1
1 Building Inspector	1 workstation in common area	116	WS-4
1 Building Inspector	1 workstation in common area	see above	WS-4
1 Building Inspector	1 workstation in common area	see above	WS-4
1 Building Inspector	1 workstation in common area	see above	WS-4
1 Executive Assistant	1 workstation	48	WS-2
13 TOTAL Personnel	13 TOTAL Offices and Workstations		

Department Function Needs	Space	Area	Source
conference room	4 person	100	C-3
files	(25) Type A: 18" wide x 20" deep	112	S-2
files	(4) Type F flat files, 17" high	80	S-2
drafting table/plan check station	42" wide x 30" deep drafting/light table	20	Existing

Total Programmed Space: 1,104
 Add 25% for Circulation and Engineered Systems: 276
Total for Community Development: 1,380 1,380



Engineering/Public Works

Public Works

Department Personnel	Space Type	Area	Source
1 Public Works Director	1 office	100	C-1
1 Assistant Public Works Director	1 workstation	80	WS-1
1 Associate Civil Engineer	1 workstation	80	WS-1
1 Transportation Engineer	1 workstation	80	WS-1
1 Assistant Engineer	1 workstation	80	WS-1
1 Junior Engineer	1 workstation	80	WS-1
1 Engineering Technician	1 workstation	80	WS-1
1 Executive Assistant	1 workstation	48	WS-2
1 GIS/CADD Volunteer	1 workstation	48	WS-2
9 TOTAL Personnel	9 TOTAL Office and Workstations		

Department Function Needs		Area	Source
conference room	4 person	100	C-3
flat files	(4) Type F flat files, 17" high	80	S-2
files	(7) Type A: 18" wide x 20" deep	32	S-2
files	(1) Type D: 21" wide x 27" deep	7	S-2
files	(1) Type E: 42" wide x 14" deep	5	S-2
files	(4) Type C: 48" wide x 26" deep	56	S-2
files	(2) Type E: 27" w x 14" deep 32" high	10	S-2
flat files	(1) Type G flat file, 30" high	33	S-2
drafting table/plan check station	42" wide x 30" deep drafting table	20	Existing

Total Programmed Space: 1,019
 Add 25% for Circulation and Engineered Systems: 255
Total for Public Works: 1,274 1,274



Police (1)

Police Field Services Division

Department Personnel	Space	Area	Source
1 Code Enforcement	1 workstations	80	WS-1
1 Crime Prevention	1 workstations	80	WS-1
1 School Resource Officer	1 workstations	80	WS-1
1 Parking Enforcement	1 workstation	80	WS-1
1 Traffic Officer	1 workstation	116	WS-4
1 Traffic Officer	1 workstation	see above	WS-4
1 Report Writer	1 workstation	see above	WS-4
1 Report Writer	1 workstation	see above	WS-4
1 Patrol Sergeant	1 workstation	263	WS-3
1 Patrol Sergeant	1 workstation	see above	WS-3
1 Patrol Sergeant	1 workstation	272	WS-3
1 Patrol Sergeant	1 workstation	see above	WS-3
1 Detective	1 workstation	272	WS-3
1 Detective	1 workstation	see above	WS-3
1 Training Coordinator	1 workstation	80	WS-1
1 Training Sergeant	1 workstation	80	WS-1
16 TOTAL Personnel	16 TOTAL Offices and Workstations		

Department Functions Need	Space	Area	Source
unassigned shared workstations	1 workstation	57	WS-4
unassigned shared workstations	1 workstation	see above	WS-4

Total Programmed Space: 1,460
 Add 25% for Circulation and Engineered Systems: 365
Total for Police Field Services: 1,825

1,825



Police (2)

Police Support Services Division

Department Personnel	Space	Area	Source
1 Property and Evidence CSO	1 workstation	80	WS-1
1 Record Specialists	1 workstation	48	WS-2
1 Record Specialists	1 workstation	48	WS-2
1 Record Specialists	1 workstation	48	WS-2
1 Record Specialists	1 workstation	48	WS-2
1 Record Specialists	1 workstation	48	WS-2
6 TOTAL Personnel	6 TOTAL Offices and Workstations		

Department Function Needs	Space	Area	Source
evidence processing		50	Existing
Communication Center	2 Dispatch stations	126	WS-7
bag & tag		54	Existing
property and evidence storage		176	Existing
phones/dispatch/mech room		817	Existing
911 phones/public answering sys.		79	Existing
telephones/teleminder-(city wide)		332	Existing
staff mail boxes		16	Existing

Total Programmed Space: 1,970
 Add 25% for Circulation and Engineered Systems: 493
Total for Police Support Services: 2,463 2,463

Police Administration Division

Department Personnel	Space	Area	Source
1 Chief of Police	1 office	100	O-1
1 Police Services Manager	1 workstation	80	WS-1
1 Administration Captain	1 workstation	80	WS-1
1 Executive Admin. Assistant	1 workstation	144	WS-5
1 Detective Sergeant	1 workstation	80	WS-1
5 TOTAL Personnel	5 TOTAL Offices		

Total Programmed Space: 484
 Add 25% for Circulation and Engineered Systems: 121
Total for Police Administration: 605 605



Police (3)

Police Temporary Detention

Department Functions Need	Space	Area	Source
conference room		135	Existing
Interview Room		119	Existing
Holding Cell		72	Existing
Holding Cell		72	Existing
Holding Cell		72	Existing
Holding Cell		72	Existing
booking area with toilet room		282	Existing
Total Programmed Space:		824	
Add 25% for Circulation and Engineered Systems:		206	
Total for Police Temporary Detention:		1,030	1,030

Police Department Shared and Public Space

Department Function Needs	Space	Area	Source
conference room	4 person close to Chief's office	100	C-3
large conference room	12 person	288	C-1
mechanical area		400	Existing
Restrooms	sized for Admin and Support Services	396	S-8
kitchen, eating and break area	large break room	252	S-3
Briefing/EOC		499	Existing
locker rooms with toilet rooms	Field Services and Patrol	1,246	Existing
storage		780	Existing
closet		22	Existing
copy center		85	S-1
server room		186	Existing
standard file cabinets	(27) Type A: 18" wide x 20" deep	121	S-2
lobby and waiting area	public walk-up counter	234	CS-2
public restroom	ADA unisex off Lobby	50	CS-5

Outdoor Space, not included in Totals

	Source/Area
covered motorcycle parking	unassigned
Sallyport and Storage	Existing / 832 s.f.
covered vehicle parking	unassigned

Total Programmed Space:	4,659	
Add 25% for Circulation and Engineered Systems:	1,165	
Total for Police Shared and Public Space:	5,824	5,824





Parks & Recreation

Recreation Administration

Department Personnel	Space	Area	Source
1 Recreation Department Head	1 office	100	C-1
1 Recreation Supervisor	1 workstation	80	WS-1
1 Recreation Supervisor	1 workstation	80	WS-1
1 Recreation coordinator	1 workstation	80	WS-1
1 Teen program coordinator	1 workstation	80	WS-1
1 Office assistant	1 workstation	80	WS-1
1 Receptionist	1 workstation	48	WS-2
1 Receptionist	1 workstation	48	WS-2
1 hourly staff	1 workstation	48	WS-2
9 TOTAL Personnel	9 TOTAL Offices and Workstations		

Department Function Needs	Space	Area	Source
conference room	4 person meeting room	100	C-3
supplies	Supplies Storage	100	Standard
files	(4) Type A: 18" wide x 20" deep	18	S-2
files	(6) Type B: 42" wide x 24" deep	72	S-2
Copy Room		85	S-1
restrooms	sized only for Administration	264	S-9
Lobby/waiting area w/public desk	includes storage at workspace	75	CS-2
lobby front counter	public walk-up counter	200	CS-2
large conference room	12 person	288	C-1
Mechanical/server room		100	Standard
Lunch room		156	S-4

Total Programmed Space: 2,102
 Add 25% for Circulation and Engineered Systems: 526
Total for Recreation Administration: 2,628

2,628

Hillview Community Center

Support Space	Space	Area	Source
support rooms/restrooms		2,797	Existing
mechanical rooms		193	Existing
janitor closets		75	Existing
kitchen		515	Existing
administration storage		245	Existing

Total Existing Support Space: 3,825

3,825





Senior Center

Senior Center Administration

Department Personnel	Space	Area	Source
1 Senior programs coordinator	1 workstation	80	WS-1
1 Senior activities director	1 workstation	80	WS-1
2 TOTAL Personnel	2 TOTAL Offices and Workstations		

Department Function Needs	Space	Area	Source
files	(2) Type A; 18" wide x 20" deep	9	S-2
lobby and waiting area	half the size of the Admin Lobby	96	CS-3

Total Programmed Space: 265
 Add 25% for Circulation and Engineered Systems: 66
Total for Senior Center Administration: 331

331

Senior Center Classroom (10)		936	Existing
Senior Center Classroom (11)		937	Existing
Senior Center Classroom (12)		936	Existing
Senior Center storage		80	Existing
Senior Center storage		80	Existing

Multi-Use Space

Department Function Needs	Space	Area	Source
Arts & Crafts classroom (13)		939	Existing
Arts & Crafts classroom (14)		939	Existing
Music/Adult Theatre classroom (15)		951	Existing
Meeting/Classrooms (16)		736	Existing
Meeting/Classrooms (17)		945	Existing
Meeting/Classrooms (18)		945	Existing
Meeting/Classrooms (2)		738	Existing
Dance, Music & Yoga classroom (4)		940	Existing
Formal Meeting Room (A)		1,160	Existing
Social Hall and connected storage (3-F)		2,579	Existing
Stage (3-H)		385	Existing
Luncheons, Classes, Exercise, Youth Center (3-H)		2,331	Existing

Program Definition

Staffing Projections
Space Special Requirements
Department Adjacencies
Shared Use Opportunities



Next Steps

- ❑ Delivery of Draft Reports to City Council (June 10th, 2008)
 - Draft Community Needs Assessment
 - Draft Plan of Service
 - Draft Existing Facility Assessment
- ❑ Development of Facility Program

Thank you!

ABA