WASHOE COUNTY, NEVADA
1861

COMMUNITY
SERVICES DEPARTMENT

2024 Facility Master Plan Update

Facility Master Plan Update

WC Strategic Plan Innovative Services (objective)

Promote Experimentation & Innovation (goal)

Space Standards – establish space standards based on time in office and needs

#futureofwork

WASHOE COUNTY, NEVADA 1861

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2024 Facility Master Plan Update

Facility master planning

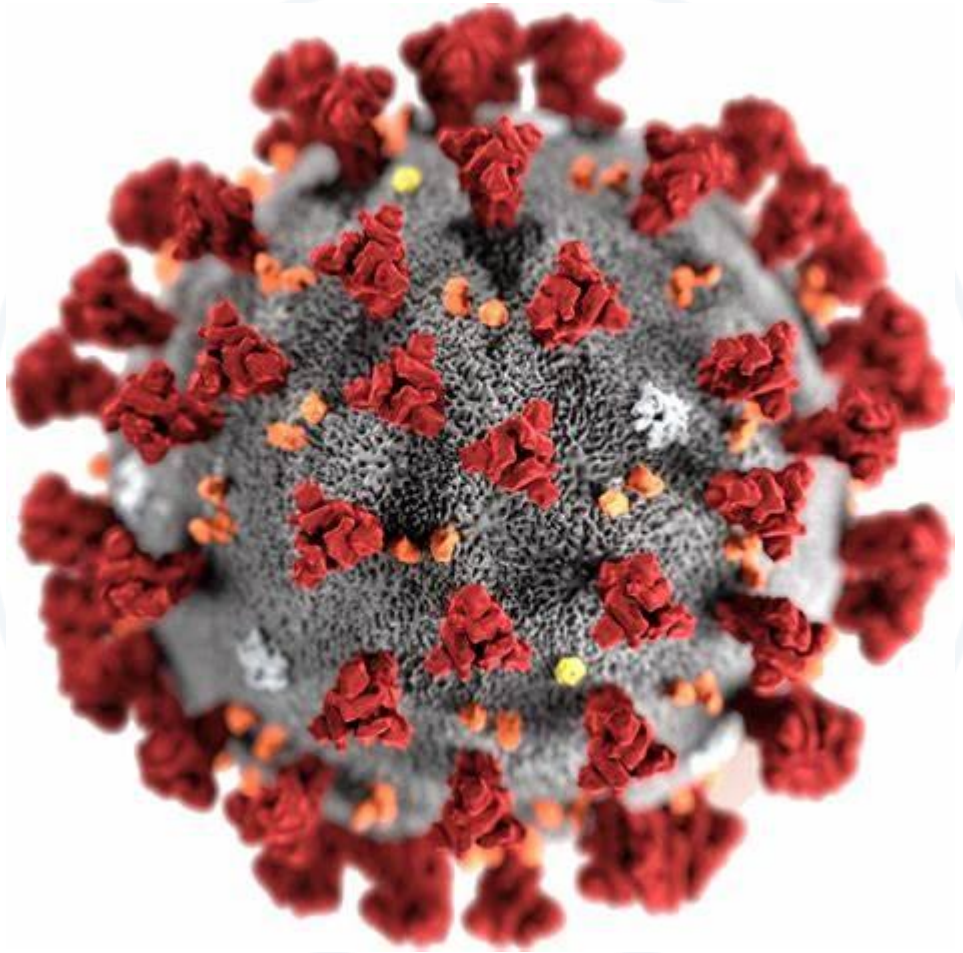
- A master plan is a dynamic long-term planning document that provides a guide for future growth and development.
- For facilities we utilize master plans to inform decisions related to space utilization and needs. (generally, a 10-year planning horizon)
- Master plans exist for general government facilities, court related facilities, libraries, 911 Parr Blvd., parks, and sewer facilities
  - The general government master plan includes space standards to be used across Washoe County facilities.

- In 2019 we updated the Facilities Master plan with 4 goals.

1	Increase the efficiency of operations within County government;
2	Identify cross-functional issues and improvements that could be enhanced with staff relocations;
3	Suggest the more efficient use of spaces, including departmental adjacencies, individual departmental organization and efficient personal workspaces; and
4	Provide more space-efficient workstations to reflect reduced requirements to utilize and store paper copies and materials.

Washoe County: Future of Work Initiative

COMMUNITY SERVICES DEPARTMENT



Where we work matters

- After the experiences in 2020 we added 6 additional goals to a new update

5	Reduce the space footprint for the 9th Street office staff to reflect Office of the Future accommodations, incorporation of technology, adaption to an appropriate level of Hybrid workers, and a more collegial work environment.
6	Maximize the space utilization employing revised space standards to develop opportunities to consolidate other County functions to 9th Street.
7	Provide a technology capable Training Center and virtual meeting facility to be used by all County departments to accommodate off-site and Hybrid staff participation.
8	Evaluate the feasibility of developing a Central Public Counter to improve service levels.
9	Evaluate the impact on space requirements as a result of a number of staff now working from home a portion of the week and using a shared Hotel Workstation when in the office.
10	Determine the best way to utilize approximately 10,000 square feet of space on Floor C-1 that will be available in 2024 when the Covid Tracing program is completed.

Where we work matters

- What we found
  - Staff projections from 9th Street Departments increase by 10% to 821 in 2034
  - Utilizing current vacant space, underutilized space, and reducing office and workstation sizes in future space renovations could accommodate at least 100 additional staff.
  - Incorporating new space standards and hotel workstations for hybrid staff will accommodate our projected 2034 space needs without expansion

Where we work matters

- Important concepts for all facilities
  - Construction, operation, and maintenance of space is a real cost to Washoe County
  - Remodel costs are far less than 50% the cost of new construction or leasing space
  - Flexibility in the way we use private, non-public spaces is important
  - Hybrid work needs are different than non-hybrid needs
  - More than 10% of the current workforce is underutilizing space.
  - Space standards consider technology, and less paper approaches.
  - Standardized furniture types within facilities help flexibility across departments.

Where we work matters

- Short term recommendations
  - Technology Services – move majority to Edison Way and renovate the entire space to showcase the Future of Work concepts for 100% in office work and various hybrid schedule workspaces.
  - Create an employee centric space expanded around the central staff lounge and wellness center with an expanded staff training center. This contemplates a main entry at Building D, Building B, and Building A, without connection through the employee centric space.
  - Continue work to determine if centralizing some counters into common front counters in buildings A and D increase security for employees and improve customer interactions. **(20% of our counter interactions are requesting directions within the buildings)**
  - At the direction of the Board, the Downtown Courts Master Plan will be next for update.

Where we work matters

- Longer term recommendations
  - Multiple 9th Street adjustments can be made depending on staffing level increases (funding needed)
  - Northern Nevada Public Health areas need to be planned (funding needed)
  - Encourage departments to review Edison Way space for ideas and concepts available (no funding needed)

Thank you

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