



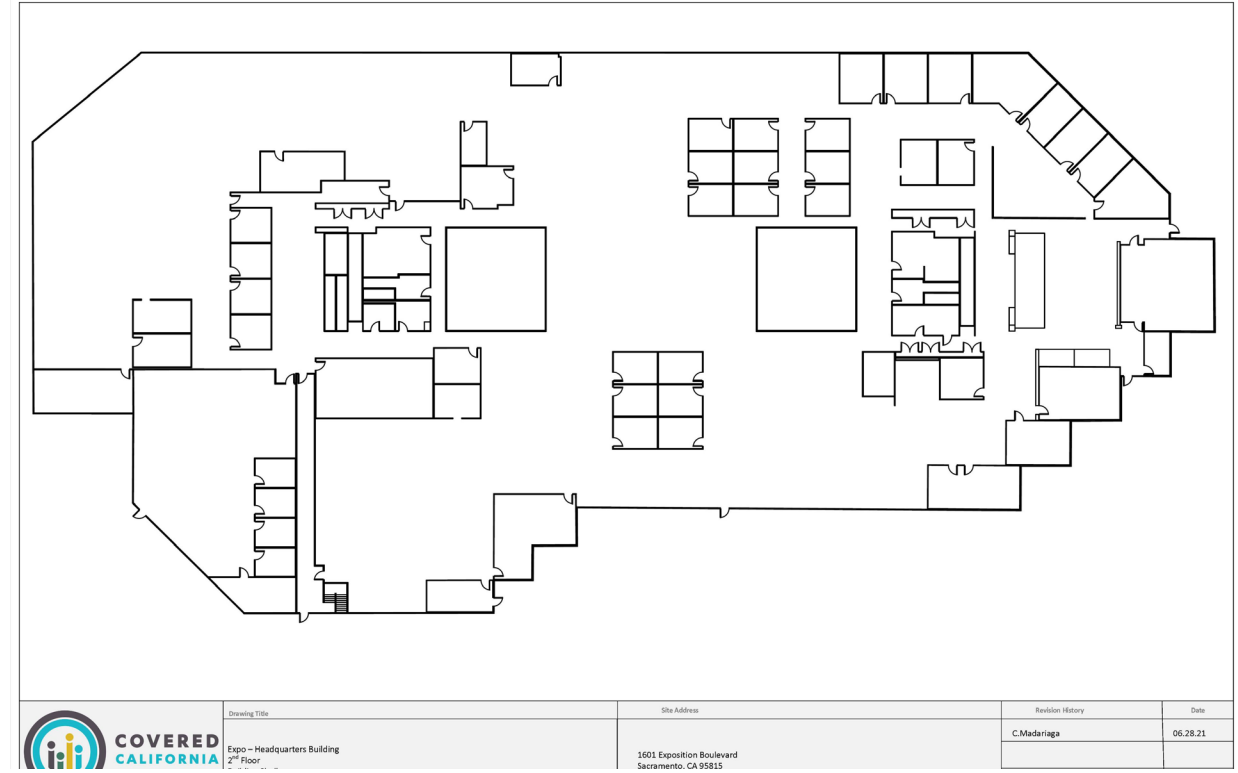
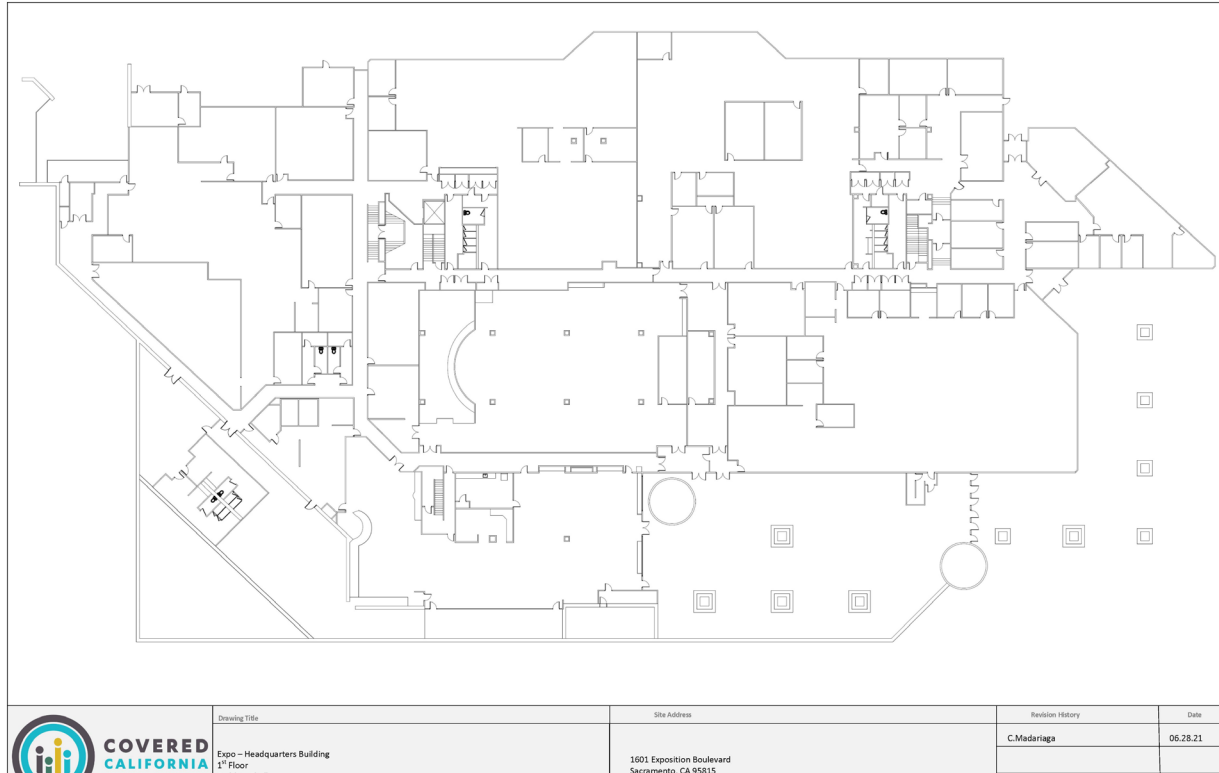
# Expo Space Planning Goals and Updates

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June 30, 2022



# Expo Design Vision





Create a **flexible, dynamic & efficient** workplace for the next 15 years.



Support the **creative & innovative** culture at Covered California.



Increase & enhance **collaboration** across the department.



Meeting **employee needs** for hybrid collaboration, focus, and safety & security.



Be a tool for the **retention and recruitment** of talent.

# Space Planning Goals

# Meeting space

*“There’s not enough meeting space”*

## Pre-pandemic

93% of employees experienced issues with finding available meeting rooms onsite.

## Post-pandemic

The number one driver for teleworkers to come into the office is to meet with teams as opposed to heads down work.

- **Recommendations:**

- Increase the count & right size of meeting rooms – focus on the first floor.
  - Walking distance and placement of rooms.
  - Soundproofing.
  - More breakout space near Tahoe.
  - Small studio space in addition to the recording studio (with teleprompter).
- Update all spaces with the right technology for hybrid meetings.
- Create drop-in spaces for informal collaboration and impromptu meetings.
- More use of the courtyard for meetings & events – electrical (high amperage) and IT support.
- Additional exterior doors to connect first floor to courtyard.



# Individual & Support Space

## Pre-pandemic

60% of time on average at Expo was spent working individually in cubicles or offices. The quality of work depended on individual focus.

## Post-pandemic

Dedicated space is provided for office-centered and non-teleworkers. Specific suites are necessary for some Divisions like BSB, FMD, HRB, ITD and Service Center, while offices are needed for Directors and Executive.

- **Recommendations:**

- Use of the Kloudspot reservation system to track our hoteling cubicle/office metrics.
  - Incorporate more flexibility with ergonomics.
- Maintain hoteling cubicle/office space primarily on the second floor at Expo.
- Update cubicles/office furniture with electric sit to stand desks.
- Hierarchical spaces create hierarchical norms – build with fewer sizes & configurations (e.g., standard size cubicle) allows for more flexibility.
  - Inviting and spacious to support onsite work.
  - Access to natural light.
- More storage is needed to support telework equipment and logistics along with Division-specific needs.
- Additional ITD server room – with more hybrid conferencing equipment, additional server space is necessary.
- Move to more electronic records management instead of storing paper items onsite.



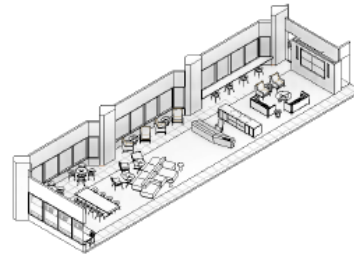
# Culture & Amenity Space

*“Where and how the workplace supports and reinforces the culture and mission”*

- How can the workspace do more to facilitate culture onsite and in the hybrid environment?
- Serving the community starts onsite, how space is allocated reflects our values. Pre-pandemic, spaces to consider included:
  - Central gathering space.
  - Shaded outdoor space.
  - Food/café.
- Recommendations:
  - Let Expo reflect our mission to attract talent.
  - Invest in employee amenities that matter.
  - Create an intentional visitor journey – lobby space to Tahoe.
    - When people do come into the office, they are planning to make a whole date of it.

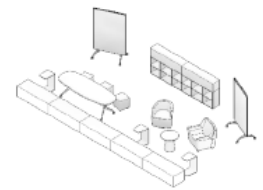
## LOBBY/RECEPTION SPACE

Include spaces to work with a variety of postures and seat types for both visitors and employees. Also provide a formal waiting area that showcases Covered California’s mission-driven culture and rich history.



## MEDIA CREATION LAB

Dedicated space for media content creation that’s ideal for quick huddles and stand-up meetings fitted with live television.



*Genius Bar for teleworkers to bring equipment that requires ITD support*

Agree with the recommendations

- Are we in agreement our space planning goals for Expo?

Verify meeting space needs

- What types of spaces does Covered California really want and need?

Define what the individual workspace will look like

- Do we want to bring in electric sit to stands?
- What other items should we consider investing in?
- What kind of support space is desired?

Verify the amenity space

- What types of amenities do we need and what will be most attractive for staff and our visitors?

In depth conversations with architects

- Solicitation in process
- Design conversations
- Conceptual drawing development
- Leadership considerations

Future of Work

- How will we communicate these upcoming changes?
- Develop tenant improvement phases for Expo



# Next Steps

*Using the appendix, how to take this back to your managers*

# Appendix: Space Considerations

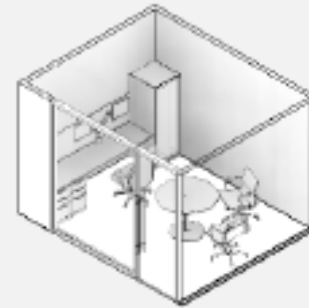
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What types of space are desired  
for your teams?

## Baseline Space Types



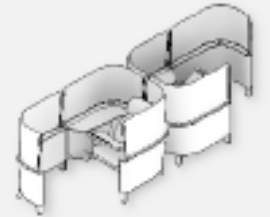
Neighborhood  
Workstations



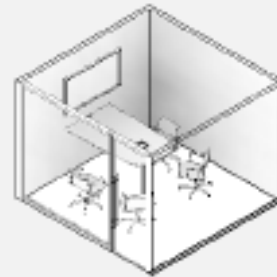
Private Offices or  
Offices for a Day



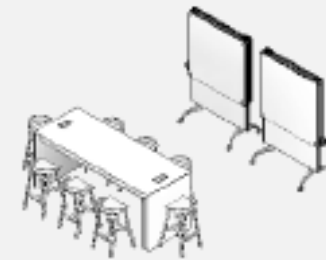
Focus Rooms



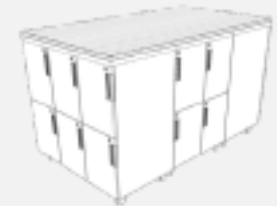
Alternative  
Workspaces\*



Conference  
Rooms



Open  
Collaboration



Storage  
& Support

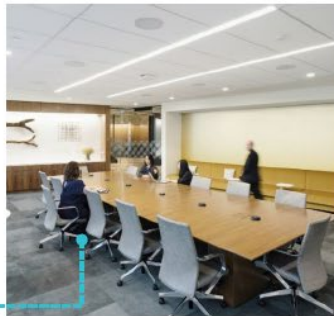


# Meeting Rooms

## COLLABORATIVE SPACE

### OPEN COLLABORATION

Encourage employees who are gathering informally to step out of the workstations by providing adjacent standing-height space that's close but to not too close to those trying to focus.



### MEETING ROOMS

Create an external facing conference room that showcases brand and inspires guests. Extra overflow seating along the wall can support additional attendees.



### BREAK OUT SPACE

Collaboration often involves screen sharing. Make breakout spaces as useful as possible by introducing monitors and outlets into these spaces.

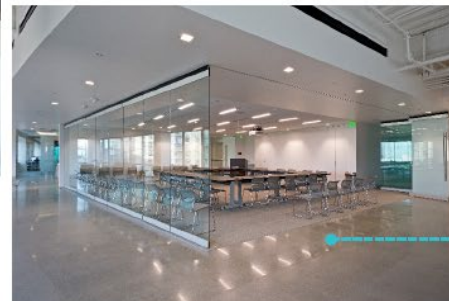


### HUDDLE ROOMS

Providing small conference rooms for quick touch-bases and conversations helps match meeting sizes to room sizes.

### WHITEBOARDS & PIN-UPS

To be most productive, collaboration often needs creative tools and technologies to help problem solve and create. Let these spaces be on display so the team can see what others are working on.

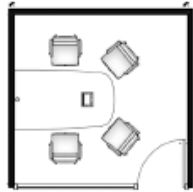


### TRAINING ROOMS

Dedicated space for training with reconfigurable furniture. Using demountable walls, either between rooms or between the café, can create extra space for all hands meetings.

## ENCLOSED HUDDLE ROOMS

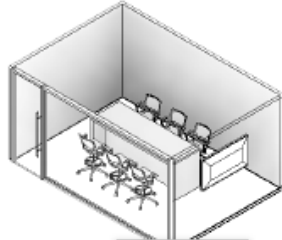
Conference rooms for small, scheduled and unscheduled meetings furnished with table/chairs, monitor, whiteboard, power, and VTC capabilities.



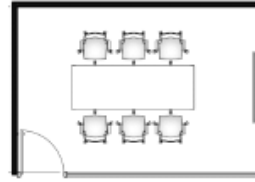
10' X 10' Huddle (100 SF)

## SMALL CONFERENCE ROOM

Private meeting space with 4-6 seats used for smaller, reservable meetings. Also furnished with table/chairs, monitor, whiteboard, power, and VTC capabilities.



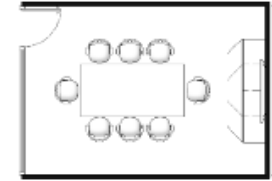
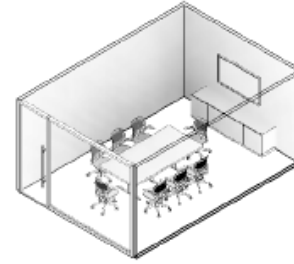
Collaboration



10' X 15' Small (150 SF)

## MEDIUM MEETING ROOM

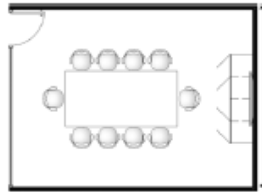
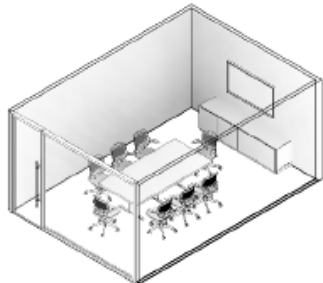
Typical reservable conference room with 8-10 seats for traditional presentations, video, conferencing, or formal interactive work sessions.



10' X 22.5' Medium (225 SF)

## LARGE CONFERENCE ROOM

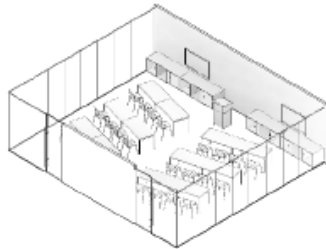
Formal reservable boardroom meetings for executives and report outs. Both client facing and for internal use.



15' X 30' Large (450 SF)

## TRAINING ROOMS

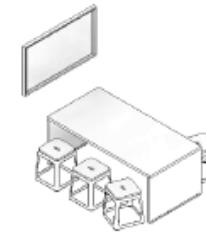
Larger rooms with reconfigurable furniture. Usually technology enabled with whiteboard space and retractable walls for increased flexibility.



30' X 20' (600 SF)

## OPEN TEAMING AREA

Space for quick, informal discussions, short team meetings, or for distributed teams wanting to sit together. Non-reservable, equipped with limited technology, but located near power.



10' X 15' Open (150 SF)





# Individual Space

## INDIVIDUAL SPACE

### FOCUS ROOMS

Provide everyone the ability to manage distractions.



### NATURAL LIGHT

Enhance individual productivity through improved well being and access to natural light.



### VARIETY OF SPACES TO WORK

A work lounge can double as space for guests and space to work individually when employees want a change of scenery.

### STANDARDIZED OFFICES

Uniform office standards increases efficiency while making it easy to convert spaces in the future.



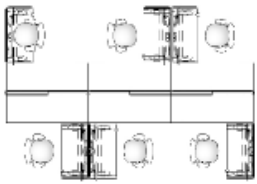
### PHONE BOOTHS

Create space for all employees to have private conversations without distracting those around them.

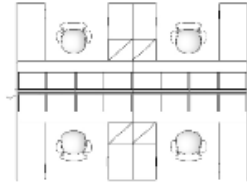
# INDIVIDUAL SPACE

## WORKSTATIONS

Assigned workstations for daily individual work. Adjustable-height desks equipped with dual monitors, storage, and solid low-height panels.



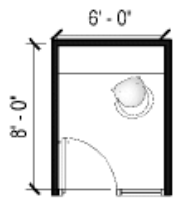
6' X 6' Workstation (36 SF)



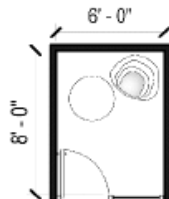
6' X 8' Workstation (48 SF)

## FOCUS ROOMS

Non-reservable drop-in-space for heads-down analytical work or phone calls. Furnished with a desk and task chair and should be equipped with technology. (48 SF)

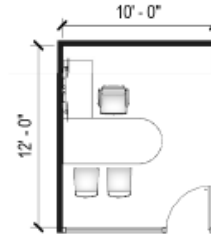
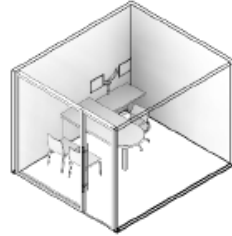


8' X 6' Focus Room (48 SF)

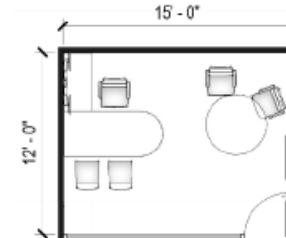


## OFFICES

Private office space for employees in leadership positions. Used for small meetings, confidential conversations, one-on-ones, and focus work.



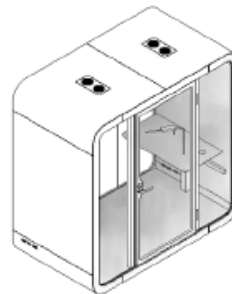
10' X 12' Office (120 SF)



10' X 15' Office (150 SF)

## PHONE BOOTHS

Small, enclosed rooms used for phone calls, 1:1 calls, or light focus work. Typically unassigned, available to all employees, and intended for short bursts of work.



Approx. 7' X 4' Phone Booth (28 SF)

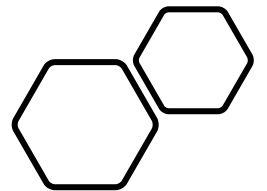




## Individual Space

From left to right:

- Focus room
- Telephone room
- Work lounge – open floor concept





## SUPPORT SPACE

### PRINT & COPY STATIONS

Eliminate distractions caused from printing and copying by creating separate stations for these tasks away from workstations.



### PANTRIES

Dispersed, enclosed pantries provide the basics for a quick grab-and-go coffee between meetings and prevent smells/noise from entering the work area.



### STORAGE SPACE

Offer ample storage space for facilities management, employees, and any guests; whether that's in the form of a large warehouse, individual lockers, or luggage storage in the lobby.



### MEETING ROOM RESERVATIONS

Although not necessary, with increased collaboration spaces, the ability to reserve space ahead time is important.



# Culture/Amenity Space

## AMENITY SPACE

### RECEPTION

Like at a hotel, the reception area is usually the first impression a workplace makes. This area should tell Covered California's' story by showcasing the history, the brand, and the mission.



### COMMUNAL KITCHEN

While the basics should be provided in stations throughout the floor, having one central spot for the best coffee and food invites people to gather.



### WORK LOUNGE

Designate a social area for employees and visitors; not too far from reception desk but far enough to avoid distractions and allow for an enhanced experience.

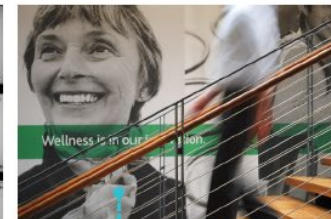
### INTERNAL STAIRS

Connecting floors internally, and avoiding the elevator, makes the workplace feel more cohesive and encourages well-being by taking the stairs.



### HISTORY

Celebrate Covered California's rich history with an interactive timeline for employees and guests to learn about the department's past.



### SHOW CASE MISSION

Bring in real people with real stories into the building with a media creation lab.









# Studio

- Recording or live meeting studio with teleprompter



## Work Lounge

Employee huddle area with historic documents related to architecture in the San Francisco area