

AFM QUALITY OF WORK LIFE CONFERENCE
Space Management Issues

Broad Topic 1: Noise Level

Problem Statement 1: Loud conversations distract employees from concentrating on work assignments.

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Loud conversations distract employees from concentrating on work assignments.

- Cause A: Kitchen conversations are not kept at a minimum.
- Cause B: Loud conversations from employees & visitors walking down hallways distract other employees.
- Cause C: Cubicle conversations distract other co-workers who are stationed nearby.
- Cause D: Conversations held near the restrooms carry out into the work areas.
- Cause E: Conversations held in the WSB\HRD carry into the stairwell.
- Cause F: Loud conversations in conference rooms sometimes distract employees even though the doors maybe closed.

Cause A - D

- Solution 1: Educate staff to be aware that loud conversations distract other employees.
- Solution 2: Republish rules on workplace etiquette that was produced by the EAC for BOF employees.
- Solution 3: Allow staff to use smaller conference rooms or branch workrooms to conduct official business that requires confidentiality.

Cause E

- Solution: Install a partial wall that would separate WSB\HRD from the stairwell. *(Similar to the wall that was installed in FD)*

Cause F

- Solution: Install acoustic wall material in conference room(s). *(Similar to the large FD conference room in FD in building Four).*

ACTION PLAN

In the area of Noise Level, the space management team recommends the following actions:

- Step one: Through the use of division or branch meetings, inform all staff members of proper workplace etiquette.
- Step two: Ask the EAC to republish rules on proper behavior in an open work space environment.
- Step three: Have each division to coordinate with ITD to develop small work areas where employees can conduct private/confidential official business.
- Step four: Recommend and obtain approval to install a partial wall that would separate WSB\HRD from the stairwell.
- Step five: If funds are available, test the placement of sound absorption material on walls within a confined area.

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Board Topic 2: Food Services

Problem Statement 1: Poor selection of menu choices in the BOF cafeteria.

Problem Statement 2: Lack of a table and chairs in the 2nd floor kitchen in bldg. 3.

Problem Statement 3: Vending machines are not refilled often enough to meet demand.

Problem Statement 4: Lack of inexpensive government-run eating facility in the Portals Building.

Problem Statement 1

Poor selection of menu items choices in the BOF cafeteria.

Cause A: There is no variety of food choices in the BOF cafeteria.

Cause B: Cafeteria prices are expensive.

Cause A & B

Solution: The department is negotiating a new contractor to manage the cafeteria. We hope that a new contractor can start on or about October 1, 1999.

Problem Statement 2

Lack of a table and chairs in the 2nd floor kitchen in bldg. 3.

Cause A: Kitchen on the 2nd floor is too small.

Cause A

Solution: Expand 2nd floor kitchen. *(FD already looked into the matter and has concluded that it is not feasible to expand the 2nd floor kitchen space, but DAAFM has invited any staff person to use their kitchen which is larger.)*

Problem Statement 3

Vending machines are not refilled often enough to meet demand.

Cause A: Vending machines run out of items very quickly.

Cause A

Solution: Ask the EAC to negotiate with the department to refill vending machines more often.

Problem Statement 4

Lack of inexpensive government-run eating facility in the Portals Building.

Cause A: There is no cafeteria facility located in the Portals Bldg.

Cause A

Solution: Provide a government-run cafeteria for ARS employees. *(FD already looked into providing a cafeteria for employees. FD determined that ARS does not have enough employees to support a cafeteria. FD will initiate negotiations with GSA to provide a cafeteria that could service all of the government tenants that resides throughout the Portal complex.)*

ACTION PLAN

Step one: Request the EAC to report to AFM employees of upcoming changes in contractors for the cafeteria and the infeasibility of expanding the 2nd floor kitchen.

Step two: Request the EAC to negotiate with the Department who manages the vending machines to refill the machines more often.

Step three: Request FD to propose to GSA of establishing a cafeteria that would serve all of the Government tenants in the Portals Complex.

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Board Topic 3: Directions to AFM staff in the Portals Complex.

Problem Statement 1: Entrance on the 5th floor of Portals Building is a solid wood door which is unpleasant and non customer friendly.

Problem Statement 2: Customers and internal staff members are confused trying to find members of the DC staff in the Portals Complex.

Problem Statement 3: Should the agency bear the cost of damage/lost/stolen FACS cards which cost the individual employee \$20.00 for replacement.

Problem Statement 1

Entrance on the 5th floor of Portals Building which leads to AFM staff is very unpleasant and is not customer friendly.

Cause A: No displaying information that identifies that you are entering ARS\AFM space. The door leading to the AFM staff is a solid wood door which is not customer friendly.

Cause B: Internal & external customers leaving job applications must weave through the maze of cubicles before reaching someone in HRD which poses a security problem.

Cause A

Solution: Replace existing door with a glass door and include information that identifies the AFM staff and include the divisions that are located on the 5th floor.

Cause B

Solution: Install a drop box for in-coming job applications next to the guard's desk.

Problem Statement 2

Customers and internal staff members get confused trying to find members of the DC staff in the Portals Complex.

Cause A: Customers do not have new directions on how to get to staff members who are located in the Portals Complex.

Cause A

Solution 1: E-Mail a map and written instructions to REE customers on how to reach AFM staff members located in the Portals.

Solution 2: Include a map and written instructions on the AFM Web site.

Problem Statement 3

Cause A: Disabled employees may not be able to maintain their security entry card (FACS); therefore placing a financial hardship for replacing each card that is misplaced or lost. Each replacement card is \$20.00.

Cause A

Solution: FMD will determine whether or not appropriated funds can be used to replace security entry cards that are lost, damage, or stolen.

ACTION PLAN

Step 1: FD shall replace and install new glass doors similar to the door that the FD Space Design Team (1470-S) has, pending approval and funding.

Step 2: HRD to make arrangements to procure and install a drop box for incoming job applications by the door leading to the AFM space in the Portals Bldg.

Step 3: FD to publish new directions that will allow REE customers & general public to locate DC staff members. Also, coordinate with ITD to publish the new directions on the AFM web page.

Step 4: FMD will provide guidance if it determines that appropriated funds can be used to replace security cards that are lost, stolen, or damage.

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Board Topic 4: Shuttle Service

Problem Statement 1: Traveling to and from BOF & DC is difficult, time consuming, and costly.

Problem Statement 2: Government parking is not always available at the South Building.

Problem Statement 1

Traveling to and from BOF is difficult, time consuming, and costly.

Cause A: Commuting to and from BOF is very time consuming.

Cause B: Some employees bear the expense of traveling to and from BOF.

Cause A

Solution 1: Establish Shuttle service between DC & BOF.

Solution 2: Encourage BOF employees to visit DC staff occasionally.

Solution 3: Encourage the use of teleconferencing and video conferencing.

Problem Statement 2

Government Parking is not available at the Portals.

Cause A: Government Parking is either not available or not clearly marked in Court Two of the South Building.

Cause A

Solution: Provide accurate directions to the parking spaces allocated for ARS.

ACTION PLAN

Step 1: Abdiel Paz, ITD will research the transportation needs for AFM employees who must commute back & between BOF & DC and will report back the team with the results.

Step 2: Parking coordinators will notify AFM staff where the valid parking spaces for government vehicles are located in the South Building.

Step 3: ITD will publicize the conference room locations, costs, and how to arrange for teleconferencing.