

Tax Assessor:

1. Assessor's office not defined in the plan, appears to open into a corridor with double doors?
2. Need a small office / conference room within the space for private discussions with the public for tax questions.
3. Need space for the public to review tax documents at a counter within sight of the office workers, similar to current but separated from the public.
4. Need space for copiers / fax, can be shared with tax collector space.

Finance:

1. Need space for printers and copiers within the space.
2. Need storage for files currently kept in adjacent room in finance area.

Town Clerk:

1. Vault seems to be too small, need to accommodate existing vault space including the smaller vault room
2. Entry / waiting area does not work. Need counter space to wait on public visible from office staff areas.
3. Need space for computer access to files for the public as currently exists.
4. Access to the vault by the public should not go through the open work areas, should go from the public access area.

Human Services:

1. Location of reception area is too far from general office area, needs to be included in office space.
2. Where will clients "shop" for food?

IT Department:

1. The current server room on the main level across from the gym should remain in the same general vicinity due to cable run lengths.

TOWN HALL - SPACE NEEDS ANALYSIS - 2013

Date: 2/21/13

Dept. Human Services

Completed By: Karen Futoma, Director

Newington Town Hall Space Needs Questionnaire and Interview guide
(to be completed by staff and Department Heads)

A thorough understanding of your space needs program is the most important aspect of designing renovations/additions to this existing facility. Simply put, the KBA design team wants to know how your Department functions. Your responses to the following questions will facilitate this understanding and provide a strong basis for future discussions.

As you respond, think not only of today's needs; think of the changes and challenges that will face the staff and community in the future years. Our goal is to design spaces that that are suitable for current practices, but will be flexible and supportive of future needs.

PHILOSOPHY AND MISSION

What is your Department mission/function? Describe each if multiple.

The Newington Department of Human Services is responsible for a comprehensive approach to planning, management, coordination and the delivery of private and public human service programs for children, youth, adults, elderly, persons with disabilities and their families. Services include: information & referral, early childhood development, prevention and positive youth and family development, community and parent education, employment counseling, health and mental health, emergency shelter, housing and basic needs assistance, casework and counseling. Basic needs provided at our department include a year round food bank & clothing closet, along with holiday food and gift program, back-to-school backpack/supplies, etc.

What spaces does your Department currently consist of? List all rooms and areas used.

Waiting/reception room, Secretarial office and supply room, Conference room (used for daytime and night time meetings, programs, computer lab), 9 individual offices, small staff storage closet (like a front hall home closet), 4 designated food storage closets, use of two hallways for food drop off bins, a clothing drop off box and display of food items on distribution days, along with grocery carts and one food pantry (where residents shop), Upstairs loft area: Clothing closet (where donated clothing are sorted and displayed for eligible residents), a clothing storage room for incoming or outgoing donations, Youth Program storage room, also have several file cabinets stored in dead storage area. We

Since this plan was last updated, we were required by the Fire Marshall to build a fire wall across the front stage area of the auditorium providing us with ongoing food sorting and storage space, as well as set up and distribution space for our annual gift distribution. We also added a secured closet in the loft area to store leftover holiday donations. The clothing drop-off box was moved to the front lobby at the Fire Marshall's request to remove it from the hallway.

also have an indoor Challenge Ropes Course in the Town Hall community center and a large outdoor Challenge Ropes Course near the highway garage.

We also utilize shared space during peak periods of incoming donations from October through January and for large programs such as holiday food and gift programs. These areas include the teen center, the town council chambers, hallways, front lobby and stage. It is at times difficult to anticipate donations as we are not always made aware of collections. This past holiday season, off site storage had to be located, so that we could continue to accept food donations, as the cost savings to the town and benefits to residents is huge. Off-site storage no longer needed

How many staff members work in this Department? What are their responsibilities and space requirements?

6 full time, 1 part time, 3 contract therapists, 8 youth program contractors, 4 seasonal staff, 4 college student interns per semester, 2-40 volunteers daily (higher during peak holiday season and food/clothing distribution days)

We have since limited student interns to 2 per semester due to limited staff capacity to provide various requirements/supervision

Estimated square foot square footage needs: Total=10,035 sq ft

Waiting/reception area for 10-50 people	(480 sq ft)
Secretarial area (two people)	(240 sq ft)
Clerical storage closet w/ shelves for supplies, program materials	(100 sq ft)
Closet to secure confidential files/cabinets, office equipment	(100 sq ft)
Conference room with conference table/s & chairs to seat up to 30 people, & sufficient space for computer lab tables/chairs	(400sq ft)
8 individual offices for counseling & program staff	(2x140 sq ft & 6x160 sq ft each)=1240 sq ft
Director's office with conf. table/6-8 chairs	(250 sq ft)
Food bank storage, sorting & shopping area	(1200 sq ft)
Clothing closet and storage/sorting room	(800 sq ft)
Kitchen/utility sink/coat room	(150 sq ft)
Indoor Ropes Course/program room	(3,600 sq ft)similar to sq footage of ½ gym
Shelved storage room	(275 sq ft)
Large storage/equipment room	(1,200 sq ft)

Please note indoor ropes course is currently part of the Mortenson gym and can continue to be in a shared space.

What Spaces are adequately sized, which are too small or too large? Please indicate on your list.

Some of the staff and therapy offices are too small and/or poorly shaped (with slanted, narrow and/or unusable space). The waiting/reception area is far too small and many

days, clients spill into the hallways due to limited seating/space, especially during food bank hours and during the holiday season. The conference room is also too small as we have larger groups and a computer lab in it.

Inadequate space for food bank (comprised of shelving, freezers, refrigerators, sorting areas/counters, grocery carriages, storage bins, large donation drop off bins), clothing closet, program, supplies and equipment storage areas. Currently, freezers and refrigerators need better ventilation to maximize running efficiently.

The clothing closet and youth program storage closet are upstairs in the loft area, only reachable via stairwell. It is not handicap accessible and many elderly & disabled residents and volunteers are restricted or struggle to get upstairs to use or help with it.

Carrying camping supplies and other heavy equipment/program materials up and down the stairs is also challenging.

General storage is very limited and scattered for things like camping equipment, bikes, disaster relief supplies, etc.

Also need storage space for trailer/canoes/kayaks, preferably at town hall, as we currently have to go back & forth to one of the old firehouses and the challenge course when we use them. It's very inefficient.

What Departments are best located adjacent to yours, perhaps on the same floor?

Our current location is ideal as we have adequate access to most departments we work with frequently, including being at the end of the building right across the street from the senior center, whom we work with the most. This corner area of the building may also lend itself to more privacy and confidentiality as many residents are concerned about being seen entering our department for assistance or leaving, especially with food or during the holidays. We do work with most departments including, Town Clerk, Assessors, Tax, Health District, Parks & Rec, Finance, Town Manager, IT, Police, Board of Education, Facilities. Even if there was reconfiguring of location of current departments within Town Hall, proximity is not compromised

What spaces are currently shared with other Departments? Is this a workable situation? Please indicate hours used on weekly basis.

½ the gymnasium (community center) has our indoor ropes challenge course with multiple elements. This space is utilized for middle school programs approximately 2 x monthly, when the outdoor challenge course is closed for the winter or extreme weather conditions prohibit it's use. We have on occasion used the teen center and other P & R rooms for daytime youth programs, but that space became less available as P & R program needs expanded. We would use comparable space much more regularly if available.

Currently, due to insufficient free rooms, we are sometimes forced to cancel programs, and contract staff. Rescheduling is time consuming and we often run into difficulty securing rescheduled contractors, facilities and participant availability.

We sometimes utilize library rooms, if available, as well, due to unavailability or lack of sufficient size of rooms in town hall.

When available, we utilize the stage area for surplus food donation storage and during peak holiday programs for food and gift sorting and distribution. Now used year round

We also utilize the teen center and community center lobby area and hallways for Thanksgiving food basket distribution.

Our clothing closet was cut in half to accommodate the Art League, which was not a workable space as we/clients had to walk through their room to get to the closet and the smaller space forced us to convert our dressing room to storage. I understand the Art League is moving to another location, so this issue may be resolved. Art League moved out

The hallway area leading to the public restrooms in our area and Town Clerks office are often compromised during donation drop offs, food, holiday distribution and other large program days. It can get loud and cluttered. The freezer and fridge residents shop from is next to a public bathroom entryway

Please add any other information that you think would be helpful to know about your Department.

There are no windows in most offices. Our current food bank storage/operating issues are scattered and inefficient. We are often forced to move food several times from one area to another due to competing demands for space, which adds to insufficient use of staff and volunteer resources.

The current location of the secretarial space, makes it difficult for her access us, as we are often with clients behind closed doors and/or on the phone. She often has to leave her office to come across the hall to connect with us. We also feel for security reasons, that her space should be connected to our office space, while still looking out/adjacent to the reception/waiting area.

In addition, in the event she is out of the office, whether it be to go to another part of the building, an absence or vacation, it would be much easier for remaining staff to cover her area. We cannot presently see when someone has arrived. Having the secretary's office attached to ours would also serve as a buffer to prevent people from just walking into our office area unannounced. This is a source of concern for both security and confidentiality.

Having a private building entrance directly to our department, with handicap parking very close to the building/entrance would be ideal. If there is a way to remove the hill

and stairs in the front to a gradually sloping driveway parking area right next to the current front of the building would allow easier access to us, along with easier drop off of donations. A separate, private department entrance from the outside would also be beneficial for after hours and Saturdays, especially in the Youth & Family Counseling program.

An outdoor attached/built in drop off for food/clothing donations that had a large receptacle/receiving/storage area inside would likely increase donations/minimize the need for bins in the hallways and secure donations, as well. There are numerous times a day, especially from October through January, when if volunteers are not around, staff are constantly interrupted to help donors bring donations in from their vehicles.

EXISTING FACILITY

In order to best allocate space and renovate the existing structure, it is important that we understand the assets and liabilities of your program currently and the building that houses it.

To avoid extra time and work for you, please understand that the renovated facility will have all upgraded systems (air quality, windows with screens, handicapped access, security features, lighting and plumbing improvements) that are required by code and other regulations.

What do you like about the existing facility, your Department or your individual space?

Location within building and proximity/access to so many other departments.

Since we already use it and have additional space needs, we would love to convert the auditorium into a program room and storage area, including an indoor challenge course (the high brick walls make it a perfect option). This would replace the indoor climbing wall when the gym is torn down and give us a year round program room, greatly reducing or eliminating the need to find space elsewhere constantly. It also gives us a space next to our department for the holiday distributions, youth programs, education programs, meetings, etc. without impacting other department operations or space.

What do you NOT like about the existing facility, your Department or your space?

Lack of windows and natural light, carpeting in food bank area, too sloped ramp and staircase leading into the building, inadequate/no handicap access to upstairs loft area, restrooms, department space layout is poor and inefficient

Soundproofing needs to be enhanced due to therapy and the confidential nature of the residents we serve

Conference room is too small, insufficient storage and lack of large program room

Need for coat room/utility sink and small kitchen area, due to volunteers, meetings, large groups, food bank, filling large water jugs, cleaning/washing equipment/supplies

Think of a typical day/week. What are the most important elements that the building and or your space could provide to enhance your work day?

Town employee fitness room and lunch room

Small kitchen/utility sink/ coat room

Windows, windows, windows

More direct and discreet entrance with enhanced handicap access to our department.

Drive up/outside/attached to building access drop off for donations

As you look to the future, what should the design team be aware of and be sure to include in the planning of your Department and or individual space?

We work with many vulnerable and sad residents who have a very difficult time seeking assistance. We want to make them feel their privacy and dignity are protected and that physical access to our department can be done so in a discreet way.

Handicap accessibility is currently very limited and critical in design for all of our office areas, including enhanced access from the outside. Currently, from the parking lot from any entrance into the building, it's a difficult walk for many with breathing, walking difficulties and wheelchairs.

Color choices are very important to make it a warm, bright inviting place. I hope we will be offered multiple color palettes and combinations and not be confined to a monotone hue. We would also appreciate the option of utilizing tasteful/inspirational murals on some of the walls.

Flooring (especially for food bank areas) should be some type of commercial, non-slip, washable rubber, not carpet

Shelving/locked storage in each staff office

Lunch
Services

- ? Compact Bus
- ? Conference Room
- Food drop off



ARCHITECT'S REPORT

PROJECT: NEWINGTON TOWN HALL
131 Cedar Street, Newington, CT 06111
Prepared by: Diana I. McNeil, RA

SPACE NEEDS ANALYSIS
Date: January 29, 2009
Page: 1 of 2

SUMMARY

A meeting was conducted by Kaestle Boos Associates, Inc at the Town Hall. The purpose of the meeting was to assess the Human Services Department needs in terms of space and functionality. A questionnaire was completed by Mr. Ken Freidenberg, Director of Human Services.

The following spaces/items were discussed not necessarily in the order presented.

Overall Information:

- The Human services department answers to the various needs of many households in town. Approximately 311 households benefit from the Toy and gift program totaling about 800 individuals. The Thanksgiving distribution includes 70 families. Shopping at the food bank is once a month for about 100 households.
- The Human Services department uses spaces in many areas of this building, including the Gymnasium where the climbing wall is used twice a month.
- The outdoor challenge course program is located near Stop and shop. It includes a climbing tower and 19 high elements. It is used by 7th grade students, girl and boy scouts and can be rented by local businesses. Staff is by contract.
- Refer to questionnaire.

Areas of concern:

- A private entrance is much needed for some of the programs and to be able to provide services on Saturdays.
- The department is broken into several large and smaller areas. The largest area includes the offices, across from which is the waiting and meeting functions and there are many food closets and other types of storage spaces. Storage is also located above the Council chamber and freezers are found in the vestibule of one of the women's toilet. A reorganization and consolidation of all these spaces would be beneficial.
- The food bank is a big component of Human Services. The way in which the goods are received, stored and eventually distributed now is a much segregated operation. This function should be consolidated. All the closets (and stairs) used for this purpose are not enough.
- The food shopping areas have no counter and are included with storage. This is not a very efficient set up.
- The conference room is too small and does not accommodate some of the regularly scheduled meetings including: Staff, Juvenile, Commissioning and Board meetings.
- Some of the offices are small and/or awkwardly shaped. Privacy is an issue.
- A lunch room for the facility would be desirable and the ability to purchase food.
- A space with exercise equipment to use at lunch time would be good.
- The teen center space could be used more often if available.

HUMAN SERVICES

Department	Current Space		Proposed Space		Delta
	Dimensions	Sq. Ft.	Dimensions	Sq. Ft.	
Director's Office	11x21	236	12x20	240	4
Social worker 1	15x10	159	12X10	120	-39
Social worker 2	16x8	139	12X10	120	-19
Social worker 3	16x8	132	12X10	120	-12
Social worker 4	15x8	131	12X10	120	-11
Social worker 5	15x8	133	12X10	120	-13
Social worker 6	16x7	122	12X10	120	-2
Social worker 7	16x9	144	12X10	120	-24
Social worker 8	16x9	146	12X10	120	-26
Closet	3x6	19	5X4	20	1
Food Pantry 1	19x8	166	12x15	250	84
Food Pantry 2	14x8	120	12X15	250	130
Food Pantry 3	9x5	45	12X15	250	205
Food Pantry 4	18x9	168	12X15	250	82
Reception	12x19	229	19X10	190	(40) -39
Clerical	13x18	239	20X10	200	(240) -39
Storage	5x19	95	10X10	100	(200) 5
Gym Storage	18x19	175	20X10	200	25
Multipurpose room	16x19	312	25X16	400	88
Children's ST. 1	26x11	303	25X14	350	47
Children's ST. 2	26x10	273	25X12	300	27
Clothing Closet	8x18	145	20X10	200	55
General Storage	11x15	175	20X10	200	25
Chest/ Freezer/Sto.	2x7	15	5X4	20	5
TOTAL		3821		4380	559
REMARKS					

One of the food pantry locations is on a stairwell
 Multipurpose room for 26 people

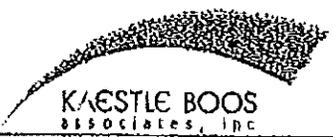
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KAESTLE BOOS ASSOCIATES, INC. SPACE NEEDS ANALYSIS

 <p>KAESTLE BOOS ASSOCIATES, INC.</p>	Date: <u>12/30/08</u>
	Department Name: <u>Human Services</u>
Completed By: <u>Ken Freidenberg</u>	Approved By:

Newington Town Hall Space Needs Questionnaire and Interview guide
(to be completed by staff and Department Heads)

A thorough understanding of your space needs program is the most important aspect of designing renovations/additions to this existing facility. Simply put, the KBA design team wants to know how your Department functions. Your responses to the following questions will facilitate this understanding and provide a strong basis for future discussions.

As you respond, think not only of today's needs; think of the changes and challenges that will face the staff and community in the future years. Our goal is to design spaces that that are suitable for current practices, but will be flexible and supportive of future needs.

PHILOSOPHY AND MISSION

What is your Department mission/function? Describe each if multiple. The Human Services Department is responsible for a comprehensive approach to planning, management, coordination and the delivery of private and public human service programs for children, youth, adults, elderly and their families. Service areas include: information and referral; early childhood development; prevention and positive youth and family development; community and parent education; health and mental health; emergency shelter, housing and basic need assistance; casework, and counseling.

What spaces does your Department currently consist of? List all rooms and areas used. Waiting Room, Secretarial Area, Office Storage Room, Conference Room, 9 Individual Offices, Staff Storage Closet, Food Bank Closet, 2 Food Bank Storage Areas, Clothing Closet and Storage Areas, Youth Program Equipment Storage Area, Indoor Challenge Ropes Course in Town Hall Gym.

How many staff members work in this Department? What are their responsibilities and space requirements?

6 Full-Time Staff, 3 Part-Time Staff, 6 Contract Staff, 4 Seasonal Staff, 2 Student Interns, Volunteers. Estimated Square Footage: Waiting Area for 10-25 people (350 sq. ft.), Secretarial Area 2 people (280 sq. ft); Storage Closet with Shelves for Office Supplies, Office Equipment, Program Materials etc.; Conference Room with Conf. Table able to seat 10 people at the table and 10 people in the audience; 9 Individual Offices for Counseling & Program Staff (ranges between 120-150 sq. ft ea); Director's Office

KAESTLE BOOS ASSOCIATES, INC. SPACE NEEDS ANALYSIS

w/Conf. Table for 6 (250 sq. ft.); Staff Storage Closet for Program Materials, Common Area for Copying/Fax Machine and 1 Four Drawer File Cabinet, Food Bank Storage Area w/ Shelves, Counter and Working Area for Sorting (350 Sq. ft.) Food Bank Area with Shelves for Client Shopping (300 Sq. Ft.); During Holiday Food, Toy and Gift Distributions where we need an area of 1000 Sq. Ft for three weeks in November and all of December. Currently, the Teen Center and Hallway areas are used for the November Food Distribution and the Council Chambers and Stage is used for the December Toys and Gifts; Clothing Closet and Storage Area (200 Sq. Ft.); Youth Program Equipment Area (100 Sq. Ft.); Indoor Challenge Ropes Course - Half of Gym Area

What Spaces are adequately sized, which are too small or too large? Please indicate on your list.

Some of the staff and therapy offices are smaller and shaped poorly. Waiting Room too small. Conference Room too small. Inadequate space within Dept. for Food Bank, Clothing Closet and Program, Supplies and Equipment storage areas

What Departments are best located adjacent to yours, perhaps on the same floor?

Parks & Recreation, Health District, Town Clerk, Finance, Town Manager, IT. Some staff feel the offices should be further isolated to protect confidentiality as some residents are concerned about being seen at Town Hall.

What spaces are currently shared with other Departments? Is this a workable situation? Please indicate hours used on weekly basis.

As commented above Teen Center, Council Chambers and Stage for Holiday Programs are shared. Teen Center has been workable for us but an inconvenience to Parks & Recreation

Please add any other information that you think would be helpful to know about your Department.

There are no windows in most of the offices. Heating and Air conditioning is inconsistent. Some staff would prefer the Secretary, Waiting, Food Bank, Clothing Closet, Youth Program Equipment and Conference Room areas be more integrated and accessible to the staff offices. A separate private entrance from the outside would be preferable for clients especially for the Youth and Family Counseling Program for after hours and so services could be provided on Saturdays.

EXISTING FACILITY

In order to best allocate space and renovate the existing structure, it is important that we understand the assets and liabilities of your program currently and the building that houses it.

KAESTLE BOOS ASSOCIATES, INC. SPACE NEEDS ANALYSIS

To avoid extra time and work for you, please understand that the renovated facility will have all upgraded systems (air quality, windows with screens, handicapped access, security features, lighting and plumbing improvements) that are required by code and other regulations.

What do you like about the existing facility, your Department or your individual space?
The configuration of the staff offices are ok and our location is ok. More privacy would be helpful.

What do you NOT like about the existing facility, your Department or your space?
The Conference Room should be larger. Need private entrance. This would enable us to operate the Youth & Family Counseling Program on Saturdays. Currently, the building is closed. Better insulation for sound privacy would be helpful.

Think of a typical day/week. What are the most important elements that the building and or your space could provide to enhance your work day?
One office with a one-way mirror for instructional purposes for student and staff supervision would be helpful but not required.

As you look to the future, what should the design team be aware of and be sure to include in the planning of your Department and or individual space?
The design team should consider what departments should be near each other and how they could share staff resources and equipment. Furniture that creates more efficient use of space within the offices would be also be helpful. Smaller computers to create more space on desks.

NEWINGTON TOWN HALL - Summary

Department	Current Space		Proposed Space		Delta
	Dimensions	Sq. Ft.	Dimensions	Sq. Ft.	
TOTAL		1324		450	-874
Finance					
Finance Director	12x13	158	12X20	240	82
Deputy Finance Dir.	10x14	144	18X10	180	36
Clerk (3)	28x23	652	15X24	360	-292
Storage	10x14	142	15X11	235	93
Vault Space		0	25X12	300	300
TOTAL		1096		1315	219
Fire Department					
Fire Marshall Office	12x17	204	12x20	240	36
Deputy Fire Marshall	12x18	216	18X10	180	-36
FMO Street Files	25x20	500	25X20	500	0
Plan Review Area	12x18	216	15X10	150	-66
DFM & Secretary	14x17	238	20X10	200	-38
Storage	10x10	100	10X10	100	0
TOTAL		1474		1370	-104
Health Department					
Public Area		0	10X10	100	100
Sanitarian	7x22	155	15x12	180	25
Sanitarian	7x22	155	15x12	180	25
Storage	2x4	8	16X10	160	152
Conference		0	9X10	90	90
TOTAL		318		710	392
Human Services					
Director's Office	11x21	236	12x20	240	4
Social worker 1	15x10	159	12X10	120	-39
Social worker 2	16x8	139	12X10	120	-19
Social worker 3	16x8	132	12X10	120	-12
Social worker 4	15x8	131	12X10	120	-11
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General Storage	11x15	175	20X10	200	25
Chest/ Freezer/Sto.	2x7	15	5X4	20	5
TOTAL		3821		4380	559
Information And Technology					
Director Office	17x16	284	12x20	240	-44
Open Office (2)	17x23	404	15x24	360	-44
Storage	17x13	250		180	-70
Tels. Comm.	10x11	110	10x12	120	10
Storage/ Staging	14x16	230	15x12	180	-50
Server/MFD		0	10x12	120	120
Training Room		0	14x14	200	200
TOTAL		1278		1400	122
Parks and Recreation					
Director's Office	16x11	185	12X20	240	55
Supervisor's Office	12x11	136	10X12	120	-16
Supervisor's Office	11x10	115	10X12	120	5
Teen Center	47x42	2017	20X10	200	-1817
Teen Center Office	14x3	199	10X10	100	-99
Teen Center Storage	10x9	142	10X10	100	-42
Gymnasium	96x75	7219	96X75	7219	0
Gymnasium Storage	18x8	155	25X18	450	295
Men Lockers/showers	99x18	721	10X10	100	-621
Women Lockers/showers	27x23	646	10X10	100	-546
Craft Room & Storage	24x22	528	25X16	400	-128
Multipurpose Room	23x47	1103	16X25	400	-703
Public Area	6x15	92	12X20	240	148
Clerks	26x20	530	20X10	200	-330
Kitchen	18x12	229	18X12	229	0
Storage (lower level)	11x11	126	25X10	250	124
TOTAL		14143		10468	-3675
Board Of Education					
Business Office					
Open Office (4)	10x45	456	25X16	400	-56
Administrator	12x11	134	15X16	240	106
Assistant Administrator	9x11	103	12X10	120	17
Clerk (1)	10x11	116	12X10	120	4
Purchasing Agent	10x11	116	12X10	120	4
Server	11x10	120	10X10	100	-20
Storage	11x9	101	20X10	200	99
TOTAL		1146		1300	154
Food Service					
Secretary/Reception	10x15	155	12X10	120	-35
Manager's Office	11x15	169	15X16	240	71