

State of Utah
 Taylorsville State Office Building
COVID-19 Frequently Asked Questions
 Issue Date: September 2020

| # | Question | Answer |
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| 1 | Is the TSOB project delayed because of the pandemic? | The project remains on schedule with only minor delays thus far. We are not anticipating any significant delays at this time. We are closely monitoring our suppliers' ability to deliver materials and furniture, and will make schedule adjustments as necessary. |
| 2 | How do TSOB's work environments address safety in light of the pandemic? | Safety will best be addressed through State directives and Department policies, rather than space changes. DFCM space standards provide generous space with 6ft of separation between colleagues in most cases and moderate overall density. We will be able to continue practicing social distancing in most areas by managing the number of people in the office at any one time. In the short-term we strongly recommend Departments address Covid-19 safety issues through policies to manage density in the office. We are increasing cleaning of frequently touched spaces and community areas (e.g. restrooms, refrigerators, break areas...). |
| 3 | How are we changing the workplace design in light of the pandemic? | We are not planning long-term changes to our DFCM space standards. In the short term, it is not feasible to retrofit State buildings to provide 6ft of separation between all State employees. DFCM space standards are generally flexible enough to accommodate some lasting changes in work patterns (e.g. increased remote work, increased collaboration when in the office). The pandemic has accelerated many of the workplace changes we have been witnessing for many years (e.g. increasing telework, digitization). Rather than requiring a change in standards, the impact of the pandemic will be in changing how we apply the standards (e.g. more support for teleworkers). We will evaluate TSOB workplace effectiveness in light of new work patterns after we have a chance to fully return to the office, which may result in some isolated changes. |
| 4 | Will we return to high partition workstations and more offices as a result of the pandemic? | DFCM standards will continue to focus on open workstation environments with seated height privacy. We will continue to provide enclosed offices based on Department needs. While still early, workstation partition (i.e. wall) height has not been determined as an important factor in curbing the spread of the coronavirus. However reducing distance between colleagues, overall density of people in a space, and duration of exposure, along with increased cleanliness remain the most effective factors at limiting virus spread. |
| 5 | Are we increasing cleaning of our facilities? | Yes. We are increasing cleaning of frequently touched spaces and community areas (e.g. restrooms, refrigerator handles, break areas) to reduce exposure to the virus. |
| 6 | How will we manage safety around communal resources and movement through the TSOB building? | We are increasing cleaning of frequently touched spaces and community areas (e.g. restrooms, refrigerator handles, break areas) to reduce exposure to the virus. We encourage Departments to determine policies around the use of their communal resources to limit exposure. All employees should continue to exercise caution and rely on best practices for limiting exposure and preventing the spread of the virus. |

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| Schedule Questions | | |
| 1 | What is the overall project schedule? | <p>Workplace Research for All Phases completed July - August 2019</p> <p>Phase 1 Completion and Move-in - January 2019</p> <p>Phase 2 Architectural Design Feb - Sept 2020 Construction Mar 2020 to May 2021</p> <p>Phase 3 In planning Completion anticipated in 2022</p> |
| 2 | What is the move timeline? | <p>Phase 1 DAS Move-in January 2019</p> <p>Phase 2 DEM, DHRM, UID Move-in Jan - Feb 2021 DTS Move-in February 2021 UDAF, Courts Move-in May 2021</p> |
| 3 | Where will Departments go into the building? | DTS on 4th floor DAS, CSRO on 3rd floor UID, DEM, DHRM on the 2nd floor Building Amenities, DTS infrastructure on 1st floor |
| Space questions | | |
| 4 | How was employee input factored into the new space? | Employee input has played a key role in shaping our new environment, through: <ul style="list-style-type: none"> - 600+ survey responses - Interviews with 30 leaders - Workshops with 150 employees - Ongoing input from Divisions/Department on Steering Committee |
| 5 | What are the key learnings from employee feedback that have factored into the design of TSOB? | Employee input through our workplace assessments has been extremely valuable in informing the design of TSOB and the States new workplace standards. Some key findings include: <ul style="list-style-type: none"> - Our work has been changing for decades and our work environments have not kept pace - We're not very satisfied with our existing spaces (e.g. in the State Office Building) - Natural light is not a feature or benefit in the SOB but is highly valued - We're most concerned about auditory distractions - Our traditional high partition environments are not effective in limiting auditory distraction - We are more mobile, collaborative, and technology dependent than ever before - We expect a better experience when in the office - We have complex space needs including social spaces, quiet spaces, and a variety of meeting spaces - The growth of teleworking has opened opportunities to better support mobile and remote workers |
| 6 | What are the key benefits of our new work environments? | Our new space standards and new environments in TSOB offer many important benefits, including: <ul style="list-style-type: none"> - Improved employee experience - Natural light throughout - Improved areas for social activity and areas to recharge - More aesthetically appealing - Engaging Community Center - Improved privacy and solo work - Focus/Phone rooms for private conversations and focused work - Small meeting rooms for small team collaborations - Better support for collaboration - Variety of meeting room sizes - Upgraded collaboration technology in meeting rooms |

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| <p>7 Why are we moving to open work environments?</p> | <p>In most cases, our new standards call for open workstation environments, in order to bring in more natural light, expand opportunities for collaboration, and improve the overall workplace experience.</p> <p>Low partition (open) workstation environments will be key to addressing our workplace needs given the following:</p> <ul style="list-style-type: none"> - Our satisfaction with noise in high-walled environments is low, based on employee survey input - High partition workstations are ineffective at limiting noise, they primarily create an illusion of auditory privacy - Studies show little difference in employee satisfaction between high and lower workstation environments - New space will improve on auditory privacy with the addition of dedicated focus/phone rooms - New spaces use zoning to separate areas for focused work and social activity, to limit distraction |
| <p>8 Are we moving to benching or other totally open workstations?</p> | <p>Our future work environments will not be fully open benching spaces, however they will be more open than most spaces in our previous building (e.g. State Office Building or UDAF Spry Building...)</p> <p>Our environments will include generous workstation sizes, with low partitions that provide seated privacy - meaning others are visible when we stand</p> <p>Open work environments are well supported by nearby focus/phone rooms and meeting space to limit noise and distraction and provide privacy on demand</p> |
| <p>9 How much smaller are our spaces at TSOB?</p> | <p>TSOB spaces are generous in size, though smaller than some State Office Building spaces</p> <p>Workstations generally provide 6 feet or more separation between individuals</p> |
| <p>10 How do we address noise and privacy?</p> | <p>Noise is addressed through architecture in three primary ways:</p> <ol style="list-style-type: none"> 1) The floorplan isolates noisy social interactions from quiet/focused work through zoning 2) Materials including carpet and acoustic ceiling tiles will dampen sound 3) Walls in office and meeting rooms are built floor to deck to reduce sound transmission 4) Generous workstation sizes provide separation between employees, to further mitigate noise <p>Noise and privacy are also effectively dealt with through conscientious behavior from all occupants including:</p> <ol style="list-style-type: none"> 1) Limiting and being mindful of when we interrupt colleagues 2) Avoiding peering over colleagues' shoulders 3) Adhering to a clean desk policy and not leaving sensitive material out or displayed on screens when we are not present |
| <p>11 Will we have enough meeting rooms at TSOB?</p> | <p>TSOB and DFCM's new space standards include substantially more meeting space, in some cases more than doubling meeting room capacity from legacy work environments. Our future spaces provide a wide range of conference room sizes to accommodate our needs with a substantial increase in smaller and medium conference room sizes.</p> <p>In most cases, meeting rooms in TSOB are accessible and reservable by all Departments and Divisions, which increases the overall number of available meeting spaces and types. Some meeting rooms located near Department Directors and a handful of meeting rooms that are behind secured areas may have more limited access.</p> |
| <p>12 How can I schedule meeting rooms?</p> | <p>Meeting rooms can be scheduled using your Google calendar. In addition, a more sophisticated meeting room scheduling software called Robin is being installed. The software will provide us real-time meeting room usage and powerful scheduling capability, to ensure we use our meeting rooms effectively.</p> <p>Floor maps indicating meeting room locations, names and numbers will be shared prior to the move to support scheduling.</p> |
| <p>13 What are the size and number of shared meeting spaces on the first floor?</p> | <p>First floor design is still underway and we are evaluating some meeting room options. Currently, the first floor has a large meeting auditorium which seats 200+ and can be divided into smaller rooms, and two six person conference rooms right behind lobby/reception.</p> |
| <p>14 Will there be a Mother's room? Where is it located? How will it be reserved?</p> | <p>The Mothers room is located on the south east end of the 3rd floor, with another room being planned for other floors. The Mother's room reservation process is under planning.</p> |
| <p>15 How do we manage glare from windows?</p> | <p>Work is under way to replace all of the exterior glass in the building. Installation began this summer. Windows will be new when Phase 2 occupants move-in and the 3rd floor glass will likely be replaced in Spring/Summer of 2021. The new glass will make the space more comfortable, not to mention more aesthetically pleasing!</p> <p>The new double paned windows are slightly tinted, and are effective at transmitting light while controlling temperature. All windows also have coverings that can be used throughout the day to regulate glare and direct light.</p> |
| <p>16 Are the windows sufficiently insulated?</p> | <p>The buildings will have new good quality double-paned windows which are effective at transmitting light while controlling temperature.</p> |

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| 17 Will there be windows in UDAF laboratory in the Annex Building? | The UDAF laboratory design takes advantage of existing windows in the Annex Building. We are exploring options for adding more windows to bring in more natural light. |
| 18 Building insulation | We are putting in insulation to improve the TSOB space as we renovate floors. |
| 19 What is the quality of ventilation in the building? | Existing systems in the TSOB were assessed as being in great condition and clean, and will provide good air quality. The need for any duct cleaning may be evaluated in the future. |
| Protocols | |
| 20 Can we have pictures of family and knickknacks on desks? | Personalization of space is allowed at assigned Offices and Workstations so long as items do not alter or obstruct the workspace, or encroach on colleagues' spaces. Personalization of space is not allowed at Free Address (unassigned) Offices and Workstations |
| 21 What are the protocols for reserving meeting space? | A set of protocols are being developed and will be shared to help us effectively manage meeting room scheduling, and maximize availability. |
| 22 What are the protocols for keeping space clean? | A set of protocols are being developed and will be shared to help us manage cleanliness particularly in Free Address (unassigned) workstation areas. |
| Furniture | |
| 23 What is the minimum + maximum height of standing desks? | Height adjustable desk have a range of 27 - 46" |
| 24 How much storage do we have in workstations? | 1x 36" credenza with lateral file and pencil drawer, 2x 30" open shelves 1x 18"x15" upper storage cubby 1x 20"x15" mobile ped (file and pencil drawers) |
| 25 How much storage do we have in 80SF office? | 1x 30" credenza with lateral file and pencil drawer, 2x 18" open shelves 1x 48"x15" upper storage unit with door 1x 20"x15" mobile ped (file and pencil drawers) |
| 26 How much storage do we have in 120SF office? | 1x 36" credenza with lateral file and pencil drawer, 2x 30" open shelves 1x 72"x15" upper storage unit with door 1x 20"x15" mobile ped (file and pencil drawers) 1x 30" lower cabinet with door |
| 27 Will we have coat hooks? | There will be dedicated space for hanging coats, jackets and seasonal storage. |
| 28 Do I get to keep my chair? | Early in the project, Divisions inventoried and reported the number of chairs they wanted to move or to purchase. Accordingly, most chairs will be moving with us to TSOB. Please consult your division project representatives to learn if your chair was designated to be moved. |
| 29 Do we have enough data, power outlets? | All workstations and offices have plenty of power outlets and a data port, which also provides VOIP capability. Free Address Workstations and other drop-in areas will have power outlets, and WIFI connectivity. |
| Technology | |
| 30 Will we have desk phones in TSOB? | We are moving to VOIP phones in TSOB for improved voice quality and mobility. VOIP can be operated from our computers and does not require a desk phone. However desk phones are available for those whose functions require them. |
| 31 Will headsets be provided for VOIP? | Purchasing of headsets for VOIP resides with Departments. DTS maintains a list of compatible headsets and is working with Divisions to ensure they have the right solutions. |
| 32 Do we have good cell phone reception in TSOB? | We are putting in additional antenna service in the building to ensure we have good mobile phone reception. |
| 33 Will we have hardwired data or only WIFI? | Workstations and offices will have hardwired data ports. The entire building and all Free Address spaces will be served by WIFI. |
| 34 Will the WIFI reach outdoors? | The WIFI is not specifically designed to reach outside of the building, though it may in some areas. DTS does not currently have plans to extend the WIFI outdoors. |
| 35 What video conferencing options do we have? | TSOB provides improved conferencing and collaboration technology than the State's previous environments including: - Flat Screen panels with Clickshare devices in most small, medium and large conference rooms - OWL devices which can be acquired and used by Departments for improved video conferencing - conferencing phones in all meeting rooms - glass whiteboards in most meeting rooms |

| Safety + Security Questions | |
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| 36 Is the building earthquake safe? | The building meets all seismic codes and performed very well with the recent seismic activity we've had. While not required for our renovation, we are seismically upgrading the building to meet current new building standards. |
| 37 Where are the building entrances? | The main entrance on the west will serve employees and the public The building has other entrances that are accessible by employees with badge access |
| 38 Where will access card readers be in the building? | Access badges will be required at all stairwells and elevators that lead to Department spaces Some Department spaces may also require badge access |
| 39 What is security like in the building? | The building has several levels of security, beginning with central security on the main floor. Stairwells and elevators leading to Departments will be badge access only. There will be a protocol to have guests check-in and be escorted up to, or receive a temporary badge to access your floor. UDAF will have its own entrance and is evaluating its security options. There will be some public facing functions and spaces on the first floor, including walk-up windows, some conference rooms and a divisible meeting room space that can accommodate over 230 seats. |
| Parking | |
| 40 How much parking do we have? | TSOB has 1796 parking stalls, providing more than enough parking to support the State's maximum future occupancy at the building of 1500 to 1800 employee. |
| 41 How much ADA parking will we have? Will ADA parking be assigned? | We are currently evaluating ADA parking locations and assignment. |
| 42 How many EV chargers will we have? | 16 EV chargers have been installed in the north parking lot, providing capacity for 32 cars to be simultaneously charged. |
| 43 Will we have secured parking for state vehicles? | The building currently has very little secured parking for State or personal vehicles. We are evaluating the need for additional secured parking. All parking at TSOB is uncovered. |
| 44 Will we have secured parking for personal vehicles overnight? | The building currently has very little secured parking for personal vehicles. We are evaluating the need for additional secured parking. |
| 45 Will we have covered bicycle parking? | We are evaluating locations for bike parking. |
| 46 Will we have heated bicycle parking? | The building does not have heated bicycle parking. |
| 47 Will we have covered motorcycle parking? | We are evaluating the potential providing Motorcycle parking on concrete versus pavement to avoid tip-overs. |
| Transportation + Traffic | |
| 48 How does the new location impact commutes? | All relocations result in commute changes. Though impact will vary by person, we expect the TSOB location to have a minimal overall commute impact for most. TSOB is easily accessible by car via I-215 and has ample parking. Though not adjacent to transit hubs, it is accessible by several public transportation links. |
| 49 What are public transportation options for reaching TSOB? | Though not adjacent to transit hubs, it is accessible by several public transportation links. Current UTA service: <u>Route 47 – Frontrunner access</u> Stops on 4700 S at 2700 W (0.7 miles from TSOB) Runs every 15min (every 30min during the pandemic) <u>Route 227 – Trax access</u> Stops in front of TSOB Connects to Green Trax line on the North and Red Trax line on South Runs every 30min during rush hour, otherwise every 60min until 6pm (every 60min during the pandemic) Will run every 30min until 9pm starting August 10, 2020 UTA plans are also in development for a Bus Rapid Transit (BRT) line on 2700 W with access to FrontRunner/Trax. |
| 50 Will traffic in the area increase with new building? | The infrastructure around TSOB can support the traffic load for the building, since American Express (the previous occupant) had a much higher headcount in the space. DFMC is conducting master planning, with involvement from the municipalities, to better support the State campus complex and other areas. |

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| 51 Will traffic in the area increase with the new temple? | <p>We don't anticipated adverse impact from the new Temple, since its traffic patterns are unlikely to overlap with employee commutes.</p> <p>DFMC is conducting master planning, with involvement from the municipalities, to better support the State campus complex and other areas.</p> |
| Food, Cafe, Vending | |
| 52 What food options will we have at TSOB ? | <p>TSOB will have grab-n-go micro mart (enhanced vending) options available in the cafe by the Phase 2 move</p> <p>In addition, TSOB has a number of food options available in the nearby community, ranging from local restaurants, grocery and the nearby Valley Fair Mall.</p> <p>The cafe seating areas will be available after Phase 3. In the meantime, employees are encouraged to use the large Community Center break areas on the 2nd, 3rd and 4th floors.</p> |
| 53 Will we have food trucks at TSOB? | Food trucks have not been a part of our planning for the TSOB project. Bringing in food trucks can be addressed as more colleagues return to work in Phase 2 and 3 of the project. |
| 54 Is the pond stocked? | The pond adjacent to the outside cafe is not stocked but does currently have fish. |
| 55 Will we have vending machines? | Vending machines will be located in the Community Center (break areas) on each floor as well as in the cafe. |
| Building + Amenities | |
| 56 Do we have reception at the building? | The building will have a central reception and security desk on the first floor at the main west entrance. Some Departments will have their own reception or shared reception on their floors. |
| 57 Do we have a fitness facility at TSOB? | <p>The building has a well-equipped fitness facility with locker room.</p> <p>We will be doing a light renovation of the fitness facility, to ensure it is operational, safe and will support our needs. We expect the fitness facility to be operational by the end Phase 2 when the Annex is completed.</p> <p>The fitness facility will be self-funded, likely with a small membership fee to support its operation. Management and operation of the fitness facility is being evaluated.</p> |
| 58 Do we have showers in TSOB? | Showers are available in the fitness facility |
| 59 Will we have Day Care at TSOB | Though not certain, we are evaluating the potential for an onsite Day Care in a future phase of the project. |
| 60 Amenities around the building? | TSOB is surrounded by a wide range and number of community amenities, including nearby food, grocery, shopping, entertainment, banking and other services. |
| Move | |
| 61 When is the data center move into TSOB? | The building will be ready in Q1 2021 to support the new Data Center, timing for the move is still in planning. |
| 62 What do we take and what do we leave behind in the move? | Move details are still be determined due to the Covid-19 pandemic. However typically, all of your technology and work-related materials will be moved for you. Personal items (e.g. plants, pictures...) will not be moved, please take these items home as soon as possible. |
| 63 What do I archive prior to the move? | Please consult DAS guidance on archiving for specific instructions, and begin archiving as soon as possible. |