

Considerations for ESC Locations and Design

At the Employment Security Commission, our first consideration in the location or re-location of local facilities is the needs of our customers. Employee needs are also a major consideration.

As a state agency, we must conform to State restrictions and guidelines, including location, space, lease terms and costs, when leasing buildings or office space.

We have always considered a variety of issues before leasing a facility. For example, we consider:

A. Location

- **Convenience and Accessibility for Customers:** Our primary consideration in choosing a location for an ESC office is its convenience to our customers. Our experience indicates that customers who need our services the most are individuals who typically have limited financial resources and transportation issues. We believe that it is important for our local offices to be located in areas within easy driving distance or that are accessible by public transportation. We believe that it is important, when possible, to locate our offices in or near a natural business center to facilitate customer convenience.

B. Exterior Space

- **Condition of the Building:** We carefully consider the overall appearance of the building and office space and the level of building maintenance. Does the building present a professional appearance? Is the location of the building in an area that would be safe for customers and staff? Would the building provide adequate and appropriate space for a government agency at a reasonable cost?
- **Parking:** Is there a sufficient number of parking spaces that can be dedicated for use by customers and staff? The parking area must provide a sufficient number of spaces for unusually high traffic periods, such as when unemployment levels are high. Parking areas must incorporate adequate driveways and access and egress to adjoining streets.

C. Building Interior

- **Office Space:** Is the space in the building adequate to accommodate the appropriate level of staffing? Does the facility include sufficient square footage to meet State Property Office guidelines for appropriate staff space? Is there private space for employer interviewing and staff conference rooms? Is there adequate space for housing out-stationed personnel? Does the office space meet the requirements in the Americans with Disabilities Act?

Is the layout of the interior space appropriate for ESC operations and customer flow? Is there sufficient “open space” for waiting areas, a Career Resource Center and staff cubicles? Does the office have a welcoming and professional appearance for customers and staff?

In today’s information age, a robust infrastructure for computers and information processing is essential. Is the space suitable for the installation of wiring for a local area network and the connection of workstations? Is there a secure room which is suitable for housing a computer server and hub? Does the space allow the level of information technology security that would meet ESC Information System’s protocols?

- **Safety and Security:** Does the space provide a safe and secure environment for customers and staff? Can the building’s interior space be configured in a manner that would eliminate safety hazards for customers and staff? Would the building provide adequate security for agency equipment?

D. Additional Factors to Consider When Collocating with Partners

- **State Property Guidelines:** These guidelines are quite specific regarding the process of entering into a lease. Although there may be some variance in the actual bid process, depending on cost and landlord, the process has to be open and competitive. Prior approval of total space requested and a review of space utilization is required. Once ESC has made a recommendation, it must be approved by the State Property Office and the Council of State.
- **Customer Flow:** The number of customers served by local ESC staff tends to be higher than the number served by other partners. Our customer flow also includes a much broader spectrum of the workforce, from migrant workers to job seekers with advanced degrees. In order to provide a better indication of our needs, we offer the following:
 - a. Our medium-size offices typically occupy 5,000-7,000 square feet which conforms to State Property space guidelines.
 - b. A medium-size office would usually have 40 to 60 parking spaces.
 - c. In a 12 month operating year, staff in a medium-size office would serve 5,000-10,000 individuals. Also, in our offices, there tends to be a high volume of traffic on certain days of the week and during certain hours of the day. In addition, when we analyze the appropriateness of a location we must consider the likelihood of increased customer flow during certain periods, such as, when unemployment is high. The parking at any facility occupied by ESC staff must have sufficient dedicated parking to accommodate these increased levels of traffic.

- **Other:** Space in a partner's facility should be accessible from the outside and the space should be visible from the parking area.

In accordance with the State MOU, the "Employment Security Commission" name should be listed with the other partner names under the JobLink Career Center banner.

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