FIRST IMPRESSIONS
PROGRAM GUIDE

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GSA

Executive Summary

As the spaces where visitors enter and often form their first impression of the United States government, the lobbies of Federal buildings hold special importance. Federal lobbies fulfill many functions, including providing secure, open, easily navigable spaces for occupants and visitors. If the process for security screening is clear, and the furnishings and signage are well thought out, a Federal lobby creates an air of dignity, safety, and professionalism, inspiring trust among the public.

As part of the U.S. General Service Administration's (GSA) Design Excellence program, the First Impressions program was founded in 1998. In harmony with Design Excellence, First Impressions strives to create Federal public spaces that are "distinguished" and "reflect the dignity, enterprise, vigor and stability" of the American Civilian Government. First Impressions extends these principles into lobbies that serve as gateways for Federal employees and visitors to Federal facilities.

Five action points serve as the foundation for First Impressions: to reduce clutter; consolidate functions; unify signage; streamline security; and transform a building's image.

The purpose of this *First Impressions Program Guide* is to streamline program direction currently provided in multiple publications. This guide consolidates all relevant program specific literature into one concise document. The publications consolidated include: the *Design Notebook for Federal Building Lobby Security*, *Lobby Security in Historic Buildings*, and the *First Impressions Signage Guide*.

This new, comprehensive *First Impressions Program Guide* is envisioned as a valuable resource for those executing projects within the First Impressions program project area, Federal building entrance lobbies. The guide also shares program updates and case studies of projects that demonstrate the diversity of approaches used in making Federal lobbies secure and attractive, all guided by the First Impressions five action points.

1 Introduction

Public architecture is a means of establishing a national identity and is the physical embodiment of the Federal government's mission and values. How Federal buildings are maintained reflects the dignity and professionalism of America's national institutions. Federal buildings are not static monuments — they are thriving and productive workplaces, and also where visitors enter and form their first impression of the U.S. government. Lobbies of Federal buildings hold special importance, serving many functions, protecting occupants and visitors, providing accessible paths, and offering clear signage.

The First Impressions program delivers a road map for creating and maintaining world-class lobbies in Federal buildings. The success of the General Services Administration's (GSA) Design Excellence program (Design Excellence) led to the creation of First Impressions. Design Excellence was established in 1994 and is charged with creating facilities that are "distinguished" and "reflect the dignity, enterprise, vigor and stability of the American National Government." The Design Excellence program spearheaded the effort to ensure industry-leading design is consistently applied to government buildings, from border stations to courthouses, and from new offices to modernizations to historic buildings. For more information on Design Excellence, see:
https://www.gsa.gov/designexcellence

First Impressions extends this commitment to quality into existing Federal building lobbies. Five goals or action points serve as the foundation for First Impressions: reduce clutter; consolidate functions; unify signage; streamline security; and transform a building's image. These principles can also be applied to new construction.

This *First Impressions Program Guide* is a valuable resource that consolidates past GSA publications into a comprehensive, updated document. The past publications that were drawn from in the creation of this document are: the *Design Notebook for Federal Building Lobby Security*, *Lobby Security in Historic Buildings*, and the *First Impressions Signage Guidelines*. The First Impressions program is discussed in detail in the next chapter, followed by chapters providing guidance on security, historic preservation, and signage. The final chapter presents seventeen case studies, demonstrating the diversity of approaches to making Federal lobbies secure, functional, and attractive, which were all guided by the First Impressions action points.

James A. Byrne United States Courthouse
Philadelphia, PA

2 Program

2 Program

Overview

The mission of GSA is to deliver the best value in real estate, acquisition, and technology services to the Federal civilian government and the American people. In service to this mission, the Design Excellence program was established in 1994, charged with creating high-performance buildings with designs that express the vision and leadership of the Federal Government and its commitment to serving the public. Aligning with Design Excellence, First Impressions predominantly focuses on the public lobbies of existing buildings, with the following objectives:

- Providing best value to customer agencies and the American taxpayer.
- Developing safe, productive, and attractive public spaces.
- Operating efficiently and effectively.
- Ensuring that projects respond positively to other program goals (Art in Architecture, Historic Preservation, Sustainability, and Engineering).
- Selecting America's best designers and artists to create facilities that ultimately become respected landmarks.

With the success of the Design Excellence program, GSA recognized the need and the opportunity in creating a similar program for existing buildings, which far outnumber the quantity of new construction and large-scale modernization efforts. Thus, under the auspices of Design Excellence, in 1998 the First Impressions program was created. First Impressions shares the same foundational objectives as Design Excellence, expanding its vision to the lobbies of existing Federal buildings.

Federal lobbies are the gateways to a range of governmental services. Well-designed lobbies serve building occupants and visitors in many ways: ensuring safety, creating a welcoming and accessible environment, representing the values of the agencies housed in the building, and providing legible and intuitive signage for wayfinding. Elevating the design quality of lobbies should not be misconstrued as an aesthetic-driven agenda.

Figure 2.01 The Richard B. Russell Federal Building and U.S. Courthouse project is an example of a comprehensive renovation effort, which included the addition of a new entry security pavilion.

Instead, the primary driver is to generate value for the taxpaying public through the enhancement of Federal real property assets. The First Impressions program leverages the knowledge of GSA Regional Champions, Building and Project Managers, and Contract Architects to ensure that lobby renovation projects are executed in a holistic manner that makes the most effective use of taxpayer dollars.

Figure 2.02 The Five Action Points of the First Impressions program.

Five Action Points

At the outset of the First Impressions program, a survey of Federal government building lobby deficiencies revealed consistent problems:

- Many buildings lacked sufficient space for queuing and security-related storage.
- Lobbies often featured worn or mismatched pieces of equipment, creating an impression of a lack of professionalism in visitors' minds.
- Furnishings and lighting were frequently inadequate, mismatched, or poorly maintained.
- Security stations featured poorly conceived arrangements that were inefficient, detracted from the architectural character of lobbies, and impaired circulation.
- Temporary notices and signs proliferated within lobbies, and building signage lacked a unified signage strategy, creating confusion for visitors.

In response to these observations, five action points were created, which continue to form the foundation of the First Impressions program. These action points are best practices that are universally applicable to the renovation of existing Federal lobbies, and can be implemented to some degree on every project regardless of scope and funding level.

Reduce Clutter

Federal lobbies should be clean and well-maintained, following the adage "a place for everything and everything in its place." Signs, posters, and messages should not be randomly placed around the lobby on easels, bulletin boards, walls, or columns. Furniture, trash cans, recycling bins, and other items should not be scattered around the space. Building managers can create friendly, uncluttered lobbies through integrating furnishings in an inviting and functional arrangement.

Consolidate Functions

Lobbies serve many functions in addition to being building entries. These functions may serve employees as well as visitors. Functions should be arranged intuitively for users and in consideration of security requirements. Building managers should group amenities by function and create centrally located business centers. Synergistic collocation reduces congestion and makes it easier for security officers to monitor the lobby.

Unify Signage

Accessible signage is a requirement mandated by the Architectural Barriers Act for all Federal buildings. Coherent signage is equally critical in making a building truly accessible and functional for all users, with or without disabilities. Each building should have a unified signage strategy, which codifies standards for typefaces, colors, graphics, and materials used on all building signage. This maximizes signage legibility and can control costs for maintaining and updating signage. As display technology continues to advance, and as the public becomes more accustomed to interacting with digital screens, opportunities for the integration of digital signage should be explored where appropriate.

Streamline Security

Creating a secure environment for employees and visitors is a top priority for Federal buildings. While specific requirements will continue to evolve over time, there are core practices which can reasonably be expected to remain constant in security design for Federal lobbies. Lobbies should be arranged in a manner that allows for clear sightlines for security officers.

Security stations should allow security officers to be able to react quickly to a situation within the lobby. Security station arrangements should be straightforward, and ideally located in an unobtrusive pocket of space within the lobby. Separating paths of circulation for employees and visitors entering the building, and for those exiting the building, helps security officers control the lobby effectively.

Transform a Building's Image

Transforming a building's image is the result of integrating architectural, interior, and graphic design. Items addressed by the four action points collectively provide a comprehensive transformation. New materials can refresh dated or worn interiors, or historic materials can be restored to their original condition. Replacing light fixtures can benefit energy efficiency while also brightening spaces. Lobbies should be evaluated for compliance with accessibility standards and deficiencies should be addressed. The opportunities for transformation in renovation are unique to each building, and creative design is the key to capitalizing on these opportunities. These possibilities may include, but are not limited to, architectural interventions such as removing walls to open up lobbies, creating new security pavilions outside of the original building footprint, and revealing and restoring historic architectural elements that may have been removed or compromised over time.

The case studies shown in Chapter 7 provide numerous examples of the five action points as applied in numerous First Impressions projects.

Program Structure

The First Impressions program is a partnership between GSA's Central Office and the agency's eleven regional offices. Regional offices, their service centers, project managers, and building managers are responsible for executing First Impressions projects. Through the Office of the Chief Architect, Central Office provides a range of resources that regional offices can draw on as they work to improve Federal properties.

Funding of First Impression projects requires the proactive commitment of Portfolio and Asset Teams—reinforced by Senior Management—in both Regional and Central Offices. First Impressions Champions must be included in early funding allocation discussions to ensure proper program alignment.

Central Office Program Management

Located within the Design Excellence Division, the First Impressions program is staffed by a single point of contact, the Program Manager. This individual is responsible for overseeing the program, coordinating resources, and establishing national standards. The Program Manager also encourages regular, open communication between the Regional Champions, project and property managers, and other programs such as Fine Arts and Historic Buildings.

While First Impressions projects are predominantly at or below prospectus (see page 16), the program's principles can also have broader application to prospectus level new construction and modernization projects. The common thread is that each of these projects involves the design of a building's public areas and issues of security. Many existing buildings were designed and constructed prior to the use of magnetometers. Requirements for security equipment and queuing areas pose a challenge in many of these buildings. First Impressions provides design guidance and leadership in these cases, assisting regional Design and Construction staff with this work.

Regional Offices Program Management

GSA's regional offices are responsible for developing project scopes and cost estimates, as well as funding, managing, and executing all First Impressions projects. Because First Impressions projects mostly fall below prospectus, they typically do not need Congressional approval and are therefore outside the President's normal budgeting process. Primarily BA54-funded, First Impressions projects are in competition with all of the similarly funded project concerns borne by the regions — such as infrastructure, utility and system upgrades, and heating costs, as examples.

Each region develops a prioritized list of First Impressions projects it hopes to fund, along with a rough cost estimate for each, prepared in compliance with the P100 Facilities Standards for the Public Buildings Service (see Appendix A). Certain projects are funded as part of the annual budgeting process, while others receive funding only after it is clear that there will be sufficient funding remaining at the end of the fiscal year. Collaboration between the Regional First Impressions Champion, Asset Managers, and Portfolio Managers is key to this effort.

Regional Champions

In addition to the program support provided at the national level by GSA's Central Office, a team of regional "champions" provides support at the local level. These individuals serve as more localized resources and primary contacts in support of carrying out the First Impressions mission in their respective regions. Regional Champions should be consulted throughout the formation, development, and execution of any project aligning with the First Impressions program scope.

First Impressions Champions are appointed by regional GSA leaders. Each representative or Champion appointed must have a background in Design and Project Management. Champions are typically from a region's Design and Construction Division or a Regional Chief Architect's direct report. Regional Champions work with Property Management and Portfolio, collaborating to

shepherd projects, solicit funding, and champion program goals.

Architects have displayed exceptional leadership as champions. Expertise in this field provides a foundation of knowledge that is essential to this role. Champions must be able to effectively lobby their regions to support First Impressions projects. To be successful, champions must be tenacious in creating a culture of excitement about the program within their regions.

Service Centers and Property Managers
Many of the improvements that happen through the First Impressions program actually take place in GSA Service Centers and are implemented by property managers. This is where the proverbial rubber meets the road. Service center associates and property managers make decisions on a daily basis that affect the way our buildings look. These individuals are critical to First Impressions, and have the most to gain from reaching out to regional First Impressions champions.

Regional Fine Arts Officer (RFAO)
First Impressions projects impacting works of art require the involvement of the Regional Fine Arts Officer. As part of its stewardship responsibility, the Fine Arts program strives to retain the artist's original intent or concept of the artwork. Many artworks in the collection are site-specific. Often the artist designed the artwork under the direct supervision of or in collaboration with the building architect to be a permanent installation for a particular location, taking the surrounding context into account. The walls, flooring, and furnishings within the sight lines of the artwork are all part of that context.

Examples of modifications that may impact artwork include, but are not limited to:

- Renovations or changes in color or materials on the surrounding walls, flooring, landscape, or grounds.
- Rearrangement of the public space's layout and the addition of furnishings or equipment.
- Placement of other artwork, signage, objects, or seating that intrudes, physically or visually, on the work.

For actions that may have an effect on artwork in historic buildings, both the Regional Fine Arts Officer and the Regional Historic Preservation Officer must be consulted.

When tenant agencies, other organizations, or individuals wish to place artworks in public spaces of GSA buildings, they must coordinate with the Regional Fine Arts Officer. The Fine Arts program may wish to convene an expert panel to review the proposed installation, to recommend the placement of the non-GSA artwork, or to review proposed

modifications to a space. Refer to Chapter 5 for more detail regarding the Fine Arts program and the role of the RFAO.

Regional Historic Preservation Officer (RHPO)
Many First Impressions projects are located within historic buildings or buildings that are considered to be of special significance by the agency. The RHPO should be consulted before any First Impressions project is executed in a historic or otherwise significant property. The RHPO will provide guidance to the First Impressions project team as to any regulatory requirements that need to be met (see Chapter 4 for more information).

Project Types

First Impressions projects are classified by their funding level into three categories. From largest to smallest, these categories are: Prospectus, Moderate, and Low-Cost and No-Cost. Prospectus projects require specific authorization by Congress. Moderate and LCNC projects have more of a relationship between funding and executable scope. This scope-funding relationship takes into account items that require funding to execute versus those that do not. Moderate projects are those that have approved funding available to execute. The LCNC projects involve those items that require little to no funding to complete. Organization of a space, reframing and hanging of Presidential Portraits, and rearrangement of security equipment—collectively—is one example of a LCNC project scope. Availability of funding is key to the range of scope items executed. The intent is to do what is possible to improve the space proportional to resources available. All projects should start with a complete assessment of the space and strive to apply all five action points to the maximum extent permitted by the available resources.

Action items should not be executed in isolation, as this does not align with the definition of a First Impressions project. A comprehensive assessment aligning with all First Impressions program goals should be completed at the beginning of each

project. For example, repairing a floor while excluding a comprehensive review and execution of the five action points in this area would not constitute a First Impressions effort.

Prospectus

Prospectus-level projects are projects that exceed the prospectus threshold for the program year, as defined in section 102-73.35 of the Federal Management Regulation. Prospectus projects are the largest in scope and typically longest in duration as a result. Examples of projects commonly seen in this category are comprehensive lobby renovations, lobby expansions, and the construction of new security pavilions. When completed, the significant investment in a Prospectus project should mean that there is little to no future work required within the renovated area. Prospectus project teams usually involve multiple consultant disciplines, such as architecture, historic preservation, mechanical, electrical, plumbing, fire protection, and structural engineering.

Commensurate with the complexity of project scope comes the requirement for more thorough planning and a more involved agency review process. For buildings that require Prospectus-level funding to accomplish all of the needed upgrades yet full funding is not available, project teams should consider dividing the scope into separate phases, and handled as Moderate projects. The division of scope should be logical and intuitive — for instance, dividing a project into north and south lobby packages.

Lobby expansions and security pavilions are the solution in situations where the existing building cannot be modified to meet security and agency programmatic requirements. When developing budgets and schedules for a security pavilion projects, teams must account for any additional agency reviews needed, such as peer reviews and historic, environmental, transportation, or community organizations with review authority.

Moderate

Moderate projects are those which involve significant renovation or alteration, but do not exceed the prospectus threshold for the program year. Moderate projects generally have a shorter project duration than Prospectus projects. Similarly, when complete, the level of planning and investment in a Moderate project may mean that minimal work is required within the lobby in the immediate future. As noted previously, breaking up Prospectus-level projects into separate Moderate projects can be an option when Prospectus-level funding is not obtainable.

Moderate projects may also involve teams of design consultants, including architects, mechanical, electrical, plumbing, and fire protection engineers.

Specialists may be involved, such as the RHPO and the RFAO.

Low-Cost and No-Cost

Low-Cost and No-Cost (LCNC) projects exist to provide building and property managers with a means of making small adjustments to Federal lobbies when funding is not available, or when a major renovation effort is slated but not yet underway. It is also used as a pilot effort to build support for a more comprehensive renovation. If the existing conditions are mostly in alignment with the five action points, only a small amount of intervention is needed. LCNC projects frequently address items that are commonly left as an afterthought. Typical items include the proper location of signage, proper mounting and display of the President's and Vice President's portraits, wire management, and the relocation, removal, consolidation, or replacement of elements such as waste and recycling bins, bulletin boards, graphic banners, and security equipment.

These projects typically feature very little in terms of architectural renovation. Associated project duration will be the most minimal out of all the project types. What should not change is the level of commitment to the five action points.

Figure 2.03 This photo is an example of a space that could benefit significantly from a LCNC project. For instance, transforming the space could begin with small steps such as resizing and reframing the Presidential and Vice Presidential portraits with matching frames.

3 Security

3 Security

Overview

This chapter identifies the requirements for lobby security and provides an overview for project managers, building managers, and members of the design community when designing and constructing security screening stations in Federal building lobbies.

Although security has been installed in Federal courthouses since the mid-1980s, stations in many Federal office buildings were hastily assembled to provide added security in the wake of the 1995 Oklahoma City bombing and the terrorist attacks of September 11, 2001. To accommodate the urgent need for furniture and equipment, the Federal Protective Service (FPS) and the United States Marshals Service (USMS), working with Building Security Committees (BSC), assembled security screening stations by procuring security equipment and using available "excessed" furniture. The equipment and furniture were often haphazardly arranged to fit within a variety of existing vestibules and lobby configurations.

While these efforts have provided needed building security, the assemblage of large equipment and mismatched furniture have resulted in visual chaos greeting those who pass through many Federal lobbies. The GSA instituted the First Impressions program to ensure all Federal facilities create a good first impression to those entering the building — an aura of professionalism, conscientiousness, and capability. The program presents designers with the interesting challenge of balancing architectural design with security requirements in Federal lobbies.

Many involved in the planning of Federal buildings have standards in place that refer to requirements for lobby security. These standards are outlined in guidelines such as the GSA *Facility Standards for the Public Buildings Service*, the *U.S. Courts Design Guide*, and USMS Manuals. These documents are necessary tools in the execution of most First Impressions projects, emphasizing agency specific requirements as well as the mission of the authoring agency.

The overall responsibility for security in Federal buildings belongs to the FPS, while the USMS has the primary role in security decisions for Federal courthouses. All security planning or design must meet the requirements of the responsible agency.

Decisions regarding security planning and design of each building are made by the FPS, the USMS and the respective Court Security Committee (CSC), or for multi-tenant buildings, the BSC. These committees typically include representatives of the GSA, the FPS, the USMS, and the courts. Typically the chief justice of the respective district is the chair of the CSC. Tenants of Federal buildings are typically represented on a BSC.

Federal building security is evaluated on a case-by-case basis by these parties. These evaluations are based on the building's security risk classification as determined by the U.S. Department of Justice *Vulnerability Assessment of Federal Facilities*. All security planning and design must be consistent with the requirements of the documents listed in Appendix A.

It is strongly recommended that every designer and project manager consult either the USMS or the FPS, depending upon the type of Federal building being renovated or constructed, at the earliest possible stage in the project to properly interpret this guide and address the building's specific security needs. Final decisions on the placement of security screening stations are subject to the approval of the Building Security Committee or Court Security Committee.

Lobby Context

Free Zone

A free zone is interior space that lies between the exterior plaza and the secure portions of the interior. Such space plays an integral part in the organization of a Federal building because it provides a user-friendly environment for the public without cumbersome restrictions. The size of a free zone can vary from a generously scaled room to a small vestibule, and might contain a building directory, concierge, informational kiosk, or public seating. The free zone can be a space within the principal building volume, or it can be a space largely separate from the building. (See the diagrams that follow for more information.)

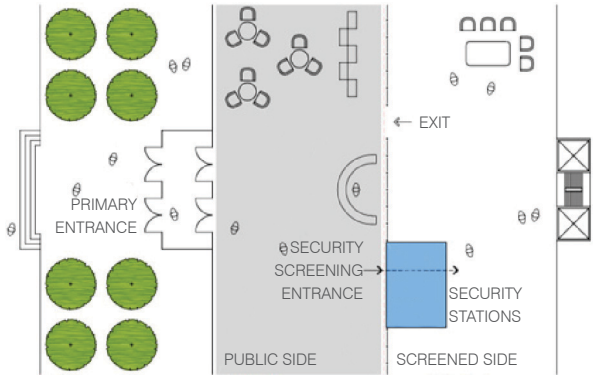
In addition to the impact a free zone may have on the public's perception of a Federal building, the free zone also satisfies a host of functional needs. Functional requirements vary greatly from building to building, but may include access to government forms such as IRS tax returns or other informational brochures, interaction with government printing facilities, and access to computers to gather information about the Federal government and its services.

Design of the exterior plaza, free zone, and secure lobby should be approached as an opportunity to support the security requirements of the building. For example, a free zone should be sized to

allow for the comfortable queuing of visitors prior to screening and a plaza should be sized as appropriate to programmed activities. In the same vein, the secure lobby should be large enough to accommodate high volumes of traffic to and from vertical transportation, waiting areas, and information facilities.

Plaza space outside of a building can be conceived as an extension of the free zone, and for many projects, it may be the only place for public interaction prior to building security.

The list of functions indicated in the diagram are only suggestions. For instance, many of the free zone functions might be incorporated into a plaza. Together, the design of the plaza, free zone, and secured lobby must satisfy the specific requirements and restrictions of the project.



PLAZA	FREE ZONE	SECURE LOBBY
Art	Art	Art
Landscape	Building Directory	Food/Cafe
Information Kiosk	Information Kiosk	Newsstand
Food Cart	Concierge/Sign In Desk	Fed Kids
Honor Boxes	Post Office	Telephones
Places to Sit	Food/Cafe	Business Center
Places to Eat	Seal and Flags	Computers
Places to Smoke	President's Portrait	- ATMs
Phones	Charter of Freedom	- FCU STM
Bicycle Racks	IRS Forms	- Find Our Children
Bus Shelters	Government Printing	- HUD Next Door
Events	Retail	- Stamp Vending
- Farmer's Market	Places to Sit	- Hassle Free Kiosk
- Craft Fair	Computers	
- Music Festival	ATMs	

Figure 3.01 Free zone functions.

Entrance Layout Alternatives

Adjacent to Lobby

In certain situations it might be advantageous to locate the security screening station directly adjacent to the lobby. In the case of a very small existing lobby, for instance, or a lobby with particular historic significance, special consideration should be given to directing visitors through the security station. In this approach it is important that the view of the building entrance from the security station not be obstructed.

Direct Approach

Sizing a lobby to allow a direct, frontal approach to the security screening station is perhaps the simplest means to satisfy the various orientation and security requirements of a Federal building lobby. If arranged properly, the need for directional signage is reduced and the ability of the security officers to survey the entire entrance area is supported.

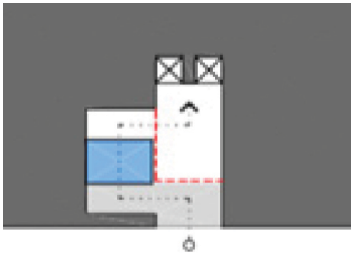


Figure 3.02 Adjacent to Lobby.

Separate the Free Zone

Where site conditions accommodate such a layout, a free zone can be conceived as separate from the building's principal volume. In this manner the benefits of a free zone can often be realized without reducing the overall level of building security. Typically, the security station is located in the juncture between the free zone and the building lobby. The perimeter building security requirements should be carefully examined when considering this approach. This approach has obvious benefits in the case of small, existing lobbies.

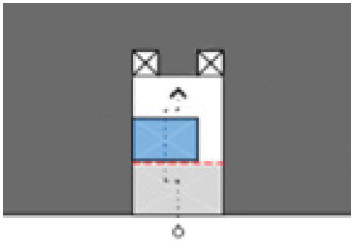


Figure 3.03 Direct Approach.

Lobby Configuration

Typically, it is desirable to provide a single primary entrance for the public to any Federal building. In the case of U.S. Courthouses this is a strict requirement. Security stations must be positioned so that the officers have a clear view of the public free zone from inside the station. Adequate room for the queuing of visitors in front of the security screening station should be provided. Minimum

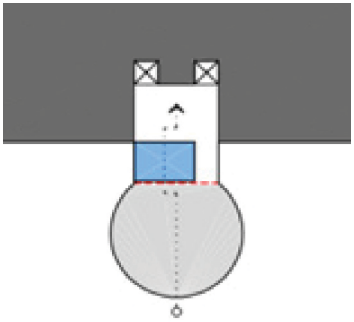


Figure 3.04 Separate the Free Zone.

dimensions are shown in Figure 3.05 to the right, but the actual dimensions of this space must be carefully coordinated with the volume of traffic expected in the Federal building.

Security stations should be positioned so that the entrance and exit paths are clearly separated. The security station itself can act as a natural barrier in this regard, as shown in the diagrams at right.

In those cases where building tenants are not required to be screened each time they enter the building, a separate entrance must be provided. This is shown in Figure 3.06, to the right. This entrance should be clearly separated from the building exit path. The use of optical scanners to control the direction of movement of building tenants is recommended in high-volume lobbies.

Weapons Storage

In many cases, and in virtually all U.S. Courthouses, weapons storage must be provided for authorized carriers of firearms prior to security screening. It is preferred that this storage take place within a separate room, but can also be accommodated by lockers. In either case the weapons storage must be ballistic resistant and must be within view of the security station officers. Refer to the document *USMS Key Elements: Court Security Officer Lobby Screening Stations* for further information on weapons storage.

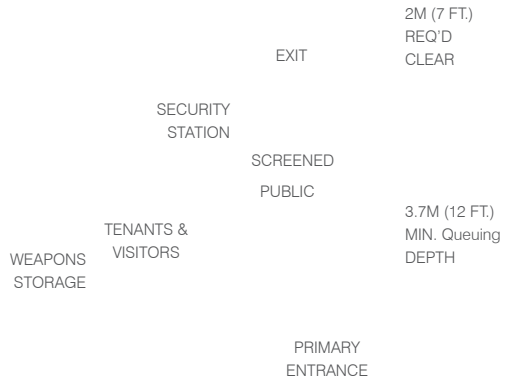


Figure 3.05 Lobby configuration A.

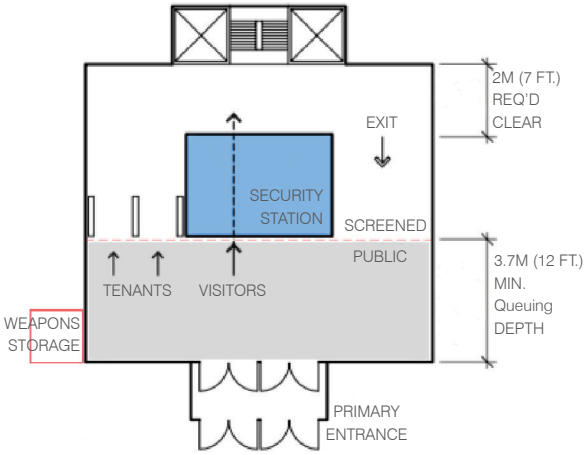


Figure 3.06 Lobby configuration B.

Security Procedures

The typical security screening station arrangement utilizes the services of two security officers. One officer (SO1) is positioned within a protected security station (1) and their primary function is to observe the x-ray scanner (2) via its monitor (2a) The other officer (SO2) is positioned on the secure side of the metal detector (3) and monitors visitors as they are screened by this equipment and facilitates the placement of items being loaded onto the x-ray scanner front conveyor belt (4) The typical visitor places bags or other items which require scanning on the x-ray scanner conveyor belt, then places metal personal items (coins, pens, rings) in the divestiture tray (5), which is then passed through the x-ray scanner. The visitor then passes through the metal detector while observed by SO2. Items which have been scanned but require further investigation can be pulled from the rear conveyor belt (6) by SO2 to the baggage search table (7) Any security station should be designed so these items can also be accessed from the other side by SO1 (8) Entrance and exit paths should be clearly separated, as shown here.

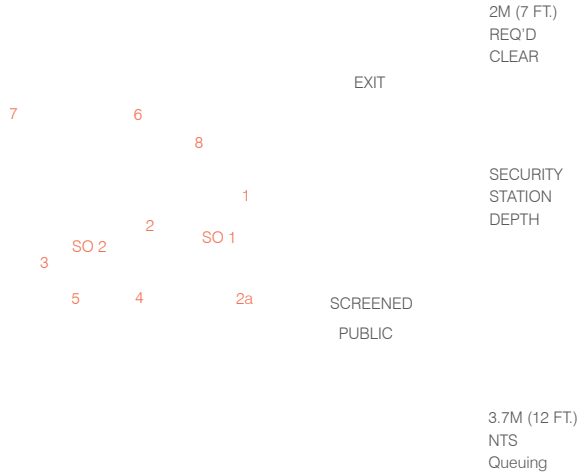


Figure 3.07 Typical security screening station.

Prototypes

Security Pavilions

This guide describes three versions of a security station prototype which account for the majority of lobby configurations one will encounter. These versions are: Box Scheme, Planes Scheme, and Line Scheme. The schemes can be varied to adjust to different plan dimensions, as well as different heights and scopes of protective enclosure.

Variations are not limited to the examples shown. The guidelines are designed to be helpful, but are general enough to allow modification on a case-by-case basis. The height and type of protective enclosure must be coordinated with the Building Security Committee.

For each of the three schemes a brief description is given along with a diagram which shows the relationship of the station to a generic lobby. To better elucidate the schemes, this chapter also provides an outline of the typical procedures followed at a security screening station.

Equipment

Security equipment requirements are determined on a building by building basis by the tenant agencies of the building and governing security agencies. Some agencies have specific approved equipment to meet their requirements, whereas performance requirements of other agencies can be met by multiple variations of the individual equipment. Sizes of, and maintenance access requirements for, pieces of security equipment can vary considerably.

Whenever possible, security equipment which supports the design intent of the overall lobby space should be selected. In some cases, existing equipment will be reused. The size of any enclosure must be carefully coordinated with the security equipment and any maintenance access requirements. In particular, enclosures around security equipment must be designed to be easily removable to allow for access or removal of equipment. Operational requirements of the physical security staff must be considered in the design of security stations.

In the diagrams to follow, X-ray devices are shown in green and metal detectors are shown in blue. Though metal detectors without “headers” are shown here for graphic purposes, none of the schemes preclude the use of devices with headers.

For each of the three schemes a brief description is given, along with a diagram that shows the relationship of the station to a generic lobby. A plan of the typical station explains the layout and dimensions while successive plan diagrams describe the typical variations.

The intent of these drawings is to describe some of the variations possible within the general parameters of the prototypes. The examples shown are not intended to represent every possible condition, but instead should aid the designer or project manager in arriving at a solution suited to the particular needs of the project.

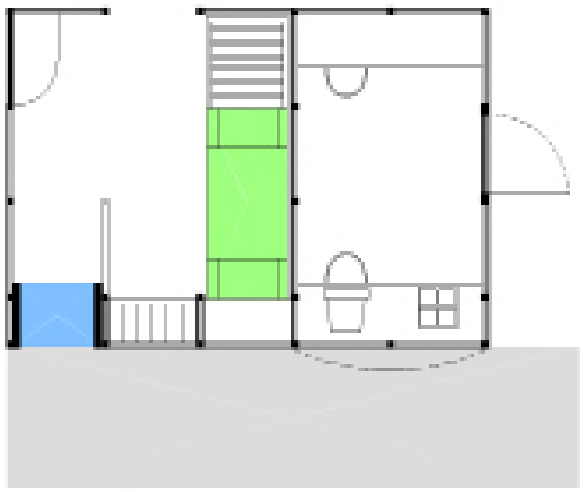


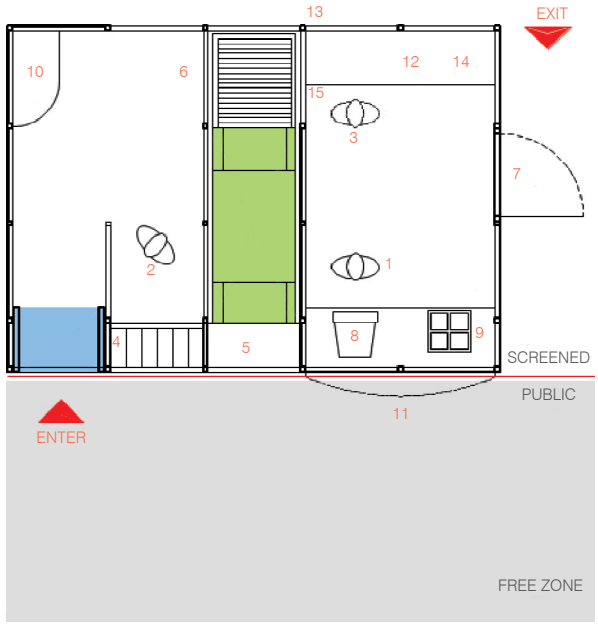
Figure 3.08 Typical security station scheme plan diagram.

Box Scheme

This scheme might be pursued in larger lobbies where the security station itself can help visually orient visitors and where it is impractical to place the station against one wall of the lobby. In Federal buildings with a high volume of visitors, large lobbies might be required to properly queue visitors prior to security. The box scheme collects all the elements of the security screening station into a four-sided box composed of the modular partition system. Of the three schemes in this guide, this one provides the most side and rear protection for the security officers.

Care must be taken to provide adequate separation between the public areas and the secured lobby either side of the security station itself. The responsible agency should be consulted to determine the proper height of any barriers separating these zones. In general, the barrier must be seated directly on the finish floor and should, in most cases, be 7'-0" in height.

Figure 3.09 Box scheme plan.



LOBBY FREE ZONE

X-RAY MACHINE

METAL DETECTOR

1 SO 1: X-ray Operator
2 SO 2: Visitor Screening
3 SO 3: Optional Concierge Staff
4 Divestiture Tray
5 X-ray Loading Table
6 X-ray Discharge Roller Table
7 SO Station Access Door
8 X-ray Machine Monitor (Two, if req'd)
9 CCTV Monitors
10 Baggage Search Table
11 Optional Transaction Tray
12 Sign-in Counter/Badge Issuance
13 Optional Secure Side Ballistic Screen
14 Non-Weapons Storage (Below Counter)
15 Low Partition (SO 1 X-ray Discharge Access)

Figure 3.10 Box scheme elements.

Box Scheme Plan Diagrams

Small. The guard station for SO1 is 1.5m/5'-0" in width and the divestiture tray is 500mm/1'-8" in width in an effort to accommodate a smaller lobby. Size of the divestiture tray element should be coordinated with the proximity requirements of the security equipment.

Medium. The medium box scheme is slightly larger compared to the small box scheme, with an overall dimension of 5m/6'-5" in width and 3.5m/11'-6" in length.

Large. A 3m/9'-10" wide guard station is located between screening stations with the same dimensions. This scheme might be utilized in lobbies with large volumes of traffic.

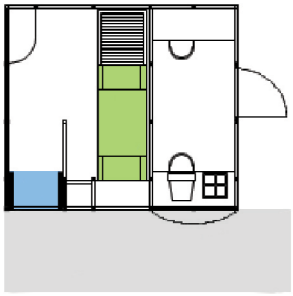


Figure 3.11 Box scheme (small).

Figure 3.12 Box scheme (medium).

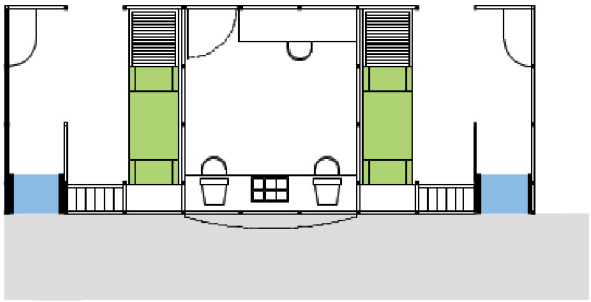


Figure 3.13 Box scheme (large).

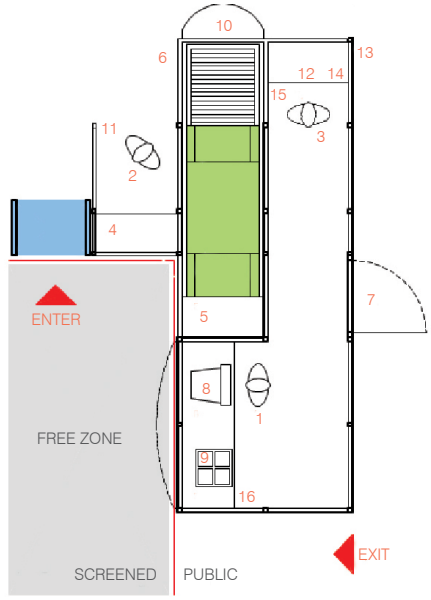
Planes Scheme

Conceived as a means to provide an adequate security station in lobbies with a shallow depth, this layout turns visitors as they enter to be screened along a path perpendicular to the direction of entrance.

The offset layout of the protective enclosure directs visitors and employees to the screening location while placing the guard station in a position with an overview of the entire public space.

In this scheme, careful consideration should be given to the queuing space required relative to the position of the entrance.

Figure 3.14 Planes scheme plan.



LOBBY FREE ZONE
X-RAY MACHINE
METAL DETECTOR

1 SO 1: X-ray Operator
2 SO 2: Visitor Screening
3 SO 3: Optional Concierge Staff
4 Divestiture Tray
5 X-ray Loading Table
6 X-ray Discharge Roller Table
7 SO Station Access Door
8 X-ray Machine Monitor (Two, if req'd)
9 CCTV Monitors
10 Baggage Search Table
11 Optional Ballistic Screen (SO 2)
12 Sign-in Counter/Badge Issuance
13 Optional Secure Side Ballistic Screen
14 Non-Weapons Storage (Below Counter)
15 Low Partition (SO 1 X-ray Discharge Access)
16 Telephone, Duress Alarm, Intercom, etc.

Figure 3.15 Planes scheme elements.

Planes Scheme Diagrams

Small. The guard station for SO1 is 1.5m/5'-0" in width and the divestiture tray is 500mm/1'-8" in width in an effort to accommodate a smaller lobby. Size of the divestiture tray element should be coordinated with the proximity requirements of the security equipment.

Medium. The medium box scheme is slightly larger compared to the small box scheme, with an overall dimension of 5m/6'-5" in width and 5m/6'-5" in length.

Large. A "large" scheme as shown for the other prototype schemes is not practical given the exit arrangement required for this scheme.

Figure 3.16 Planes scheme (small).

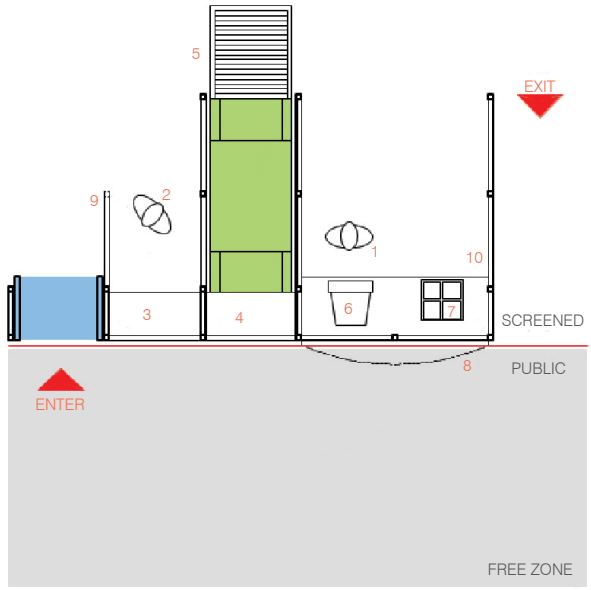
Figure 3.17 Planes scheme (medium).

Line Scheme

This scheme is the most straightforward and is likely to be the most common of the prototypes used. The layout is a simple line of equipment behind a protective screen which forms the face of the guard station.

Though less visually intrusive within a lobby, this scheme offers little protection for security officers from the sides and rear. In most cases it would be prudent to place the station against one wall of the lobby, as shown in the diagram, to ensure the security officers are not exposed from both sides. If located in this manner, an L-shaped layout could easily be designed to provide protection from the exposed side as well.

Figure 3.18 Line scheme plan.



LOBBY FREE ZONE
X-RAY MACHINE
METAL DETECTOR

1 SO 1: X-ray Operator
2 SO 2: Visitor Screening
3 Divestiture Tray
4 X-ray Loading Table
5 X-ray Discharge Roller Table
6 X-ray Machine Monitor (Two, if req'd)
7 CCTV Monitors
8 Optional Transaction Tray
9 Optional Ballistic Screen (SO 2)
10 Telephone, Duress Alarm, Intercom, etc.

Figure 3.19 Line scheme elements.

Line Scheme Plan Diagrams

Small. The guard station for SO1 is 1.5m/5'-0" in width and the divestiture tray is 500mm/1'-8" in width in an effort to accommodate a smaller lobby. Size of the divestiture tray element should be coordinated with the proximity requirements of the security equipment.

Medium. The medium box scheme is slightly larger compared to the small box scheme, with an overall dimension of 5m/6'-5" in width and 3.5m/11'-6" in length.

Large. A 3m/9'-10" wide guard station is located between screening stations with the same dimensions. This scheme might be utilized in lobbies with large volumes of traffic.

Figure 3.20 Line scheme (small).

Figure 3.21 Line scheme (medium).

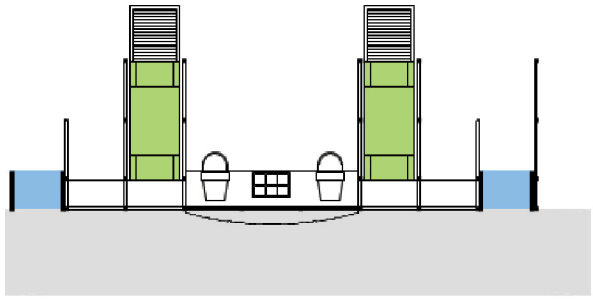


Figure 3.22 Line scheme (large).

Protective Enclosures

In every installation the security needs should be satisfied in a manner suited to the design intent of the building entrance. To this end a series of protective enclosure and finish material options are provided.

Protective Enclosure Options

The protective enclosure height and scope options are based on the following dimensions:

- **Option A.** Ballistic glazing is provided above the guard station counter to a height of 1310mm/4'-4" above finished floor. All casework on the corresponding elevation up to this height must also be ballistic. This height does not meet USMS requirements and must be approved on a case-by-case basis. It is unlikely that this option would be considered acceptable in a U.S. Courthouse.
- **Option B.** Ballistic glazing is provided above the guard station counter to a height of 2310mm/7'-0" above finished floor. All casework on the corresponding elevation up to this height must also be ballistic. This height meets USMS requirements but the amount of protection provided at the side and rear must still be approved on a case-by-case basis.
- **Option C.** Ballistic glazing is provided above the counter and across the full width of the security station to a height of 2310mm/7'-0" above finished floor. All casework on the corresponding elevation up to this height must also be ballistic. This height meets USMS requirements but the amount of protection provided at the side and rear must still be approved on a case-by-case basis.
- **Option D.** Ballistic glazing is provided above the counter and across the full width of the security station to a height of 2310mm/7'-0" above finished floor, with non-ballistic material to a height of 2540mm/8'-4". All casework on the corresponding elevation up to a height of to a height of 2310mm/7'-0" above finished floor must be ballistic. This height meets USMS requirements but the amount of protection provided at the side and rear must still be approved on a case-by-case basis.

Materials

The material of the various components of the modular cabinets (frame, base, panel, and counter) may vary depending upon context and design intent.

Ballistic enclosures around the security stations above counter height are usually comprised of translucent and/or transparent glazing. Such glazing satisfies the requirements (coverage of monitors, visually shielded position while seated) of the USMS and FPS while increasing the visual approachability of the station as an element within a lobby. Any glass not required to be ballistic glazing would be standard laminated safety glazing. All ballistic glazing assemblies must meet UL Standard 752, Level III.

The materials for the frames and solid infill panels should be selected in relation to the design of the lobby. For instance, design within historic buildings might suggest bronze, stone, and wood, while the design of a contemporary building might suggest steel, aluminum, wood, painted metal, or laminates. Light colors should be avoided in heavily trafficked areas.

Richard Bolling Federal Building
Kansas City, MO

4 Historic Preservation

4 Historic Preservation

Overview

Historic buildings contribute significantly to the rich variety of architectural spaces in GSA's portfolio. The agency owns more than 400 historic buildings across the United States and its territories, including custom houses and post offices as well as courthouses and Federal office buildings. Many are grand structures that play a symbolic, ceremonial, as well as functional role, expressing the permanence and stature of the Federal government. They may contain site-specific artwork depicting activities of the Federal government and how these activities benefit American citizens.

GSA's historic buildings represent a breadth of styles: Neoclassicism, Revival, Beaux Arts, Classicism, Art Deco and Moderne, and 50's-to-70's Modern, to name but a few. Many feature monumental lobbies with ornamental finishes such as marble, travertine, terrazzo, and decorative plaster. Lobbies in buildings of the modern era may be more visually spare, with special finishes and fixtures reserved for entrance areas. Large or small, the main public lobby is often the most architecturally significant space within the building; care must be taken to preserve the qualities that contribute to its significance and to integrate new features sympathetically.

Historic lobbies frequently contain architecturally integrated features such as decorative lighting, bronze directories, and postal writing desks that contribute to the cohesiveness of the lobby. Original lighting, including discreetly placed indirect fixtures, may also contribute to the architectural character of the space. Features such as archways and vaulted ceilings may define the space and relate it to adjoining circulation corridors or stairways. Priority should be given to preserving spatial relationships and qualities as well as features and finishes that contribute to the character of the lobby and related public space.

Integrating security stations into historic building lobbies presents special challenges and opportunities. Design professionals and project managers should coordinate early and continually with preservation and security specialists, to ensure that security solutions are compatible with the character of the space and will contribute to a positive first impression for visitors.

The National Historic Preservation Act requires Federal agencies to make every effort to use and preserve historic buildings and to cooperate with states, local governments, and private entities to promote preservation. GSA is recognized as a leader in Federal preservation and has set a high standard for historic building stewardship.

In historic GSA buildings, all lobby security installations must meet the Secretary of the Interior's Standards for Rehabilitation and must be reviewed and approved by the State Historic Preservation Officer (SHPO). GSA's Regional Historic Preservation Officer (RHPO) coordinates

these reviews and provides technical assistance for a smooth review process and successful outcome.

This section of the guide will explain how to incorporate screening equipment and circulation-control strategies in historic lobbies in a manner that both fulfills security requirements and meets preservation goals.

Figure 4.01 The lobby of the Howard M. Metzenbaum U.S. Courthouse in Cleveland, Ohio. See case study on page 107.

Historic Preservation Standards

In historic building lobbies, successful design solutions balance the aims of preserving character-defining features with the specific programmatic requirements for security. A review of Federal historic preservation standards and guidelines, such as the Secretary of the Interior's Standards for Rehabilitation, is used to form the observations and conclusions presented here. The case studies in Chapter 7 provide sample approaches to accommodating security in a variety of historic lobbies. These solutions have been tailored to address building-specific historic fabric and security needs. The case studies are to be used as models only, as each project must be customized to its individual circumstance and building.

For the design and construction of security installations within historic Federal building lobbies, the following preservation standards should be considered:

- The lobby should be used as it was historically, retaining primary public entrances as such whenever possible. When this is not possible, the lobby may be given a new use that requires minimal change to its distinctive materials, features, spaces, and spatial relationships.

- The historic character of the lobby should be retained and preserved. Design professionals and property managers should avoid removing distinctive materials or altering features, spaces,

and spatial relationships that contribute to the significance of the space.

- New construction must not destroy historic materials, features, and spatial relationships that distinguish the lobby. The new work should be differentiated from, but compatible with, the historic materials, features, size, scale and proportion, and massing.

- Security installations should be reversible. When modified or removed in the future, the work should not damage character-defining features of the building.

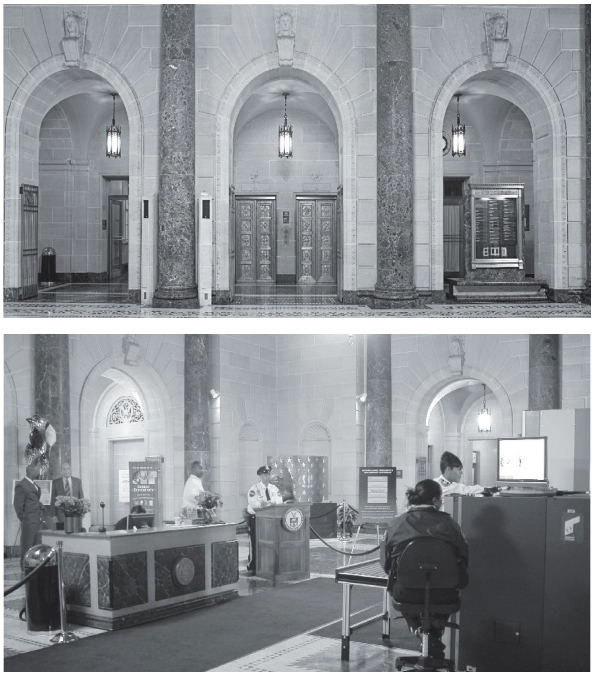


Figure 4.02 The historic character of the Herbert C. Hoover Building lobby space is preserved after the addition of security installations.

Preservation Zones, Design Issues, and Solutions

When initially planning for the security station, refer to the preservation treatment zones designated in GSA's Building Preservation Plan (BPP) for the building. Each BPP identifies three zones: Restoration, Rehabilitation, and Renovation.

Restoration zones are areas of special architectural or historical importance, recommended to be completely restored. Most historic building lobbies are designated Restoration zones, although a few are Rehabilitation zones. Locating the security station within a Restoration zone poses the steepest challenge, since it is a high priority to preserve the character and qualities of the space. The design of security stations in this zone must be particularly sensitive to character-defining features, and in some cases, it may not be appropriate to locate the security station here.

Lobbies designated as Rehabilitation zones can incorporate new equipment with greater flexibility, but every effort should be made to identify and retain original material wherever possible. New materials may be introduced, but this should be done in a sensitive manner that preserves the general character of the space.

Undistinguished or repetitive auxiliary spaces, such as offices, utility rooms, and storage closets, often stand immediately adjacent to the primary lobby. The BPP may classify these as Renovation zones. Alterations to these areas can frequently be undertaken with no major impact on the overall historic character of the building. These adjacent spaces are well suited to holding security stations in buildings with highly ornamental or small lobbies.

Amenities

Designers must sympathetically incorporate amenities such as a concierge desk, an information kiosk, a building directory, exhibition cases, and seating without affecting security sight lines or operations, or adversely impacting character-defining features of the lobby.

Mechanical & Electrical

Mechanical and electrical systems in historic buildings reflect the comfort standards, technology and occupancy of the time they were installed. Security stations require significant amounts of power and data connectivity. The design must provide adequate power and data in a way that is visually discreet and of minimal impact to historic finishes. In planning HVAC upgrades, designers should consider the needs of security personnel stationed near entrances as well as seasonal climate changes and occupancy levels. Designers should closely examine the heating and cooling needs for all seasons and across a range of occupancy levels. If the lobby's mechanical systems cannot be upgraded, designers should explore the possibility of supplementing heating and air conditioning inside the new security station.

Accessible Routes

Equal accommodation through the primary entrance should be the goal when designing for accessible routes. Providing an alternative means of accommodation through non-primary entrances requires the approval of the Central Office Accessibility Program Director. During a lobby renovation project, the designer should integrate the accessible route with the primary entrance and security screening.

Screens and Barriers

Circulation barriers, installed to contain and separate people entering the building from those already screened, require special consideration in the design process. Designers should not visually partition ceremonial lobbies, or create a perception of screening areas as corrals.

Lighting

Historic lobby light fixtures generally provide lower lighting levels than are necessary for security tasks like scanning faces and reading identification cards. Designers should consider adding task lighting inside the security station, or unobtrusive

supplemental lighting in the screening area, to provide functional improvements without greatly altering the overall historic lighting levels.

Materials

In historic buildings, it can be challenging to match original materials like stone or metal finishes that are no longer readily available. Another challenge is retrofitting hardware to function with electric door strikes to meet ABAAS requirements. Every effort should be made to avoid damaging historic materials. New finishes and fixtures should blend with or complement the building's historic material palette.

Mock-ups

Security stations designed for both small lobbies and small adjacent or ancillary spaces face the same challenges: limited queuing space, inhibited sight lines, and tight tolerances for equipment and cabinetwork. A full-scale mock-up of the security station, either in the space itself or on the floor below, is a useful tool for persuading members of the Building Security Committee that the design will work in the space. It also allows for refinement of the details during the design process.

5 Fine Art

5 Fine Art

Overview

The Fine Arts Program is composed of two interrelated programs, Art in Architecture (AiA) and Fine Arts (FA). The program provides national leadership and expertise in fine art care, policy, and project management for the U.S. General Services Administration (GSA) Fine Arts Collection. The program seeks to manage the Fine Arts Collection at the highest ethical and stewardship standards; to ensure the preservation, legal compliance, accessibility, and understanding of the Fine Arts Collection; and to contribute to creating high-quality Federal buildings for Federal employees and the public they serve.

The Fine Arts Collection is one of our nation's oldest and largest public art collections. It consists of permanently installed and moveable mural paintings, sculpture, architectural or environmental works of art, and works on paper dating from 1850 to the present. By preserving the legacy of Federal works of art, the Fine Arts Program ensures access to cultural heritage, fosters an appreciation of the importance of creative freedom, and inspires future generations to add their expressions to American democracy. For more information about the Fine Arts Collection, including an on-line catalog of the artwork, please go to:
https://www.gsa.gov/finearts

First Impressions

Many of the lobbies improved through the First Impressions program contain artwork that was commissioned as part of the original building. Careful coordination with the Fine Arts program is essential when modifying areas in and around these pieces. Changes in lighting, HVAC, and even the

Figure 5.01 Care should be taken to not interrupt the viewer's experience of artwork when renovating a space. In this case, the artwork, *Untitled* by Alex Katz, is obstructed by the installation of a display case.

placement of unrelated works in close proximity to existing works should be coordinated with the Fine Arts program. If a building's art is in storage or has been covered up, re-introducing the art to the public space should be part of a First Impressions design. First Impressions projects are a great opportunity to highlight existing artwork, through improved lighting and adding text panels or plaques interpreting the artwork. Regional Fine Arts Officers (RFAOs) are available to provide direct assistance regarding both existing and proposed artwork.

Art in Federal Public Space

Maintaining the aesthetics of public spaces is an important consideration for GSA. Artworks not in the Fine Arts Collection may not be installed in the public areas of buildings and grounds unless reviewed and approved by the Art in Architecture and Fine Art Division Director and the Chief Architect. RFAOs must contact the Division Director if artworks, whether purchased, commissioned, loaned, or donated, are proposed for installation.

Long Term Installations

Before any artwork that is not in the Fine Arts Collection can be installed on the grounds or in a GSA-owned building, the RFAO must secure a written agreement with the owner or lender of the artwork that includes the following:

- Confirmation that the artist has agreed to waive all rights granted under the Visual Artists Rights Act pertaining to removal and relocation.
- The artwork is removable and its installation will not damage the fabric of the building.
- The owner or lender is responsible for the maintenance and conservation of the artwork and all associated costs.
- GSA has the right to remove or relocate the artwork.
- The owner or lender of the artwork will provide a plaque to identify the artwork and ownership to distinguish it clearly from artworks in the GSA Fine Arts Collection. The RFAO is responsible for reviewing the text, design, and placement of the plaque and ensuring that it is installed.

A copy of the signed agreement must be held by the RFAO, the building manager, and the owner or lender of the artwork. The RFAO must also provide a copy of the agreement to the Fine Arts Program.

Temporary/Short term Installations

These activities are generally left to the discretion of the facilities staff, unless impacted by other sections of the Fine Arts Policy. These exhibitions and installations are subject to GSA policy regarding space use.

Integrity of Space in the Vicinity of Fine Arts Collection Artworks

As part of its stewardship responsibility, the Fine Arts Program strives to retain the artist's original intent or conception of the artwork to the fullest extent possible.

Many artworks in the collection are site specific. Often the artist designed the artwork under the direct supervision of or in collaboration with the building architect to be a permanent installation for a particular location, taking the surrounding context into account. The walls, flooring, plaza, landscape, grounds, and furnishings within the sightlines of the artwork are all part of that context.

Once an artwork has been installed, the RFAO is responsible for protecting the integrity of the space and evaluating the impact of any proposed changes in the vicinity of the artwork. The RFAO must consult with the GSA Regional Historic Preservation Officer (RHPO) on actions that may have an effect on public or ceremonial spaces in historic buildings.

Before making any modifications, the building or project manager should consult the RFAO. Examples of modifications include:

- Renovations or changes in color or materials on the surrounding walls, flooring, landscape, or grounds.
- Rearrangement of the public space's layout and the addition of furnishings or equipment.
- Placement of other artwork, signage, objects, tables, or seating that intrudes, physically or visually, on the work.

When tenant agencies, other organizations, or individuals wish to place artworks in the public spaces of GSA buildings, these artworks must not interfere with already installed works from the GSA Fine Arts Collection.

Figure 5.02 The ability to view artwork should be considered when dropping ceilings or making alterations. Although not a First Impressions project, this image was included to demonstrate design issues that can arise from architectural modifications in the vicinity of artwork. In this instance, the female figure's head is visually obscured when viewed from the lobby area by the dropped ceiling.

Guidance on Placing Artwork in Public Spaces

The RFAO must request a review by the Fine Arts Program staff if an artwork in the collection is affected by non-GSA artworks or other modifications of the space. The Fine Arts Program may convene an expert panel to review the proposed installation, to recommend the placement of the non-GSA artwork, or to review proposed modifications to a space.

If non-GSA artworks are approved for placement, the RFAO should prepare a Memorandum of Understanding (MOU) between GSA (as landlord) and the tenant, organization, or individual who has placed non-GSA artwork in the building, carefully outlining responsibilities, including that GSA is not responsible for the maintenance or conservation of the artwork. Copies of the signed MOU must be held by the RFAO, the building manager, and the tenant agency, organization, or individual. The RFAO must provide a copy of the MOU to the Fine Arts Program. If the artwork has been borrowed, the entity placing the artwork in the building is responsible for any agreements.

Figure 5.03 Michele Oka Doner's sculptural metallic screen, *Wave and Gate*, located in the US Courthouse in Gulfport, Mississippi (see case study on page 103). Commissioned artwork is not readily modifiable as these are protected by Visual Artists Rights Act (page 47), a restriction that must be accounted for when choosing to integrate artwork with functional elements.

Figure 5.04 Harold Balazs' *Untitled* was removed from the entrance lobby of the U.S. Post Office and Courthouse in Richland, WA in the late 90's and placed in storage. The artwork was later reinstalled in the lobby as part of a First Impressions project.

The Visual Artists Rights Act (VARA)

In 1990, Congress passed Section 106A of the U.S. Code, also known as the Visual Artists Rights Act (VARA). VARA grants certain rights to artists exclusively, regardless of physical ownership of a work, specifically to "prevent any intentional distortion, mutilation, or other modification of that work which would be prejudicial to his or her honor or reputation".

All GSA staff members involved with works of art are encouraged to familiarize themselves with VARA and understand the possible implications of changing space surrounding artworks. If there is any chance that VARA may apply, RFAOs are responsible for seeking legal counsel and should consult the Fine Arts Program staff, who will contact the artist if necessary.

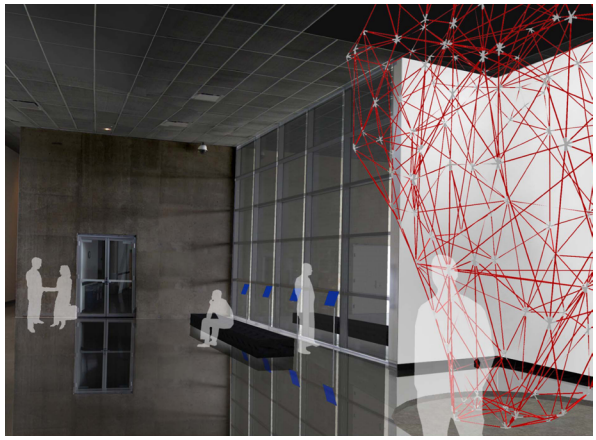


Figure 5.05 Inigo Manglano-Ovalle's *Redberg* is suspended in the lobby of the NOAA building (see case study on page 88). Adequate protection of artworks in a manner compliant with accessibility requirements should be considered as a part of any First Impressions project.

Figure 5.06 *The Challenge of Space*, by Seymour Fogel, hangs in the Fritz G. Lanham Federal Building (see case study on page 92). The First Impressions lobby renovation used renderings to visualize the impact of changes to the ceiling and lighting on the mural.

6 Signage

6 Signage

Overview

Well-designed signage systems play a vital role in the First Impressions initiative. Clear and consistent signs welcome visitors, reduce their anxiety as they pass through security, and help them successfully locate the tenant or services they are seeking within a building. Signage should be a positive reflection of an agency's values and professionalism.

Designing and implementing signage is a highly specialized endeavor. There are many aspects to the crafting of successful signage: typeface, color, contrast, materials, scale, placement, and lighting must all be taken into account. It is important to acknowledge that signage does not exist in a vacuum. Signs should complement the architectural environment placed in. This may be more challenging when working on renovation efforts in the existence of previously installed signage, multiple architectural styles within a single building, or working with historic properties.

Determining the correct approach to improving signage in a building, simultaneously accounting for all of the variables involved, can be a daunting task. In some cases, simple changes can be made at low or no cost. In other cases, high-impact solutions are required, necessitating the services of a professional designer. The emphasis is on unifying signage: to upgrade and standardize identification and directional signage in First Impressions areas of a building. Unifying signage for the rest of the building is encouraged, as budget allows.

This chapter outlines the methodology for developing a unified signage strategy. It aligns with the goals of the First Impressions program, suggests sign standards, includes mandatory sign lists, and provides ideas for how to implement new sign changes. Every building is unique, so these guidelines cannot address each variable in all buildings. Instead, they are general in nature; offering the background information needed to start formulating a signage implementation strategy instead of a fabrication document that can be handed to a contractor for implementation. Certain GSA regions may also have specific Building Design Standards that differ from the general guidance provided within this document; conflicts should be referred when executing projects in those regions.

Signage Program Goals

While each signage design program should consist of a creative solution to signage specific to each building and / or agency, the underlying goals of the effort should remain constant:

Design

- Uniform results, not uniformity of style
- Bring a system, sense of clarity to sign program
- Standardized sign types, uses, and placement to create a familiar user experience

- Adopt informative, welcoming, non-threatening tone for all sign messages
- Humanize signage through addition of personal / familiar branding and logo elements (info kiosks, murals, Federal symbology)

Implementation

- Integrate signage design with First Impressions architectural detailing, finishes and lighting solutions
- Construction signs using standardize materials, finishes and detailing
- Simplify procedure for building managers/tenants to update signage, keeping messages accurate
- Build flexibility into signage components to facilitate changes, such as changing tenant names.
- Use First Impressions web-based signage guidelines to get started and share with a design professional or sign fabricator for guidance.

Signage Tiers

To facilitate discussions regarding scope of work in signage design, a three-tiered system has been developed for categorizing signage:

Basic Design. Modular signs using standard materials, standardized through typography, symbols, and other graphic characteristics. Color, materials, and detailing are responsive to their architectural context.

Basic+ Design. Modular signs that meet the same criteria as defined in Basic Design above, but with selective use of higher-grade materials and finishes, and / or utilizing more sophisticated detailing.

Custom Design. Fully custom signage allows for a full range of materials, finishes, and detailing. For historic buildings, Class A buildings, and new construction, Custom Design provides the design team with the ability to design with great specificity to the overarching architectural concept.

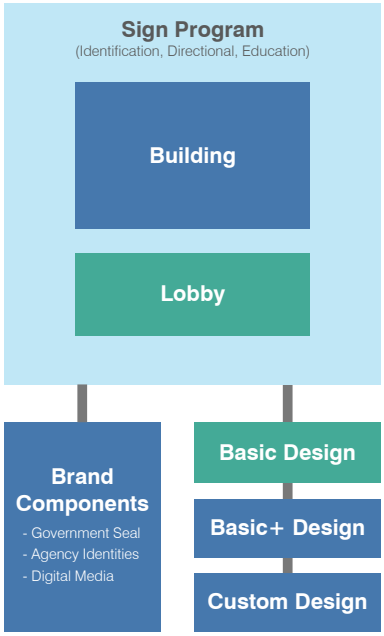


Figure 6.01 Signage program diagram.

Regardless of the tier, signage should be integrated with agency "brand components", such as logos and information kiosks. Figure 5.01 represents the relationship between signage and branding elements and the overall sign program for a building

Getting Started

What signs does a building need, and which are the most important? Signs serve many purposes in the a building. Some signs identify the building and main entry, others direct visitors through the lobby to elevators and services, while still others, like missing persons kiosks or notice boards, educate and inform passersby.

The following checklist should be used as a preliminary assessment of whether or not a building is a candidate for upgrading its signage:

- Have customers had difficulty finding the building, building entrance(s), or accessible entrance(s)?
- Have customers complained about being unable to find services or tenants in the building?
- Are security personnel frequently called upon to provide directions to customers?
- Do signs in the building vary greatly in color, materials, type styles, and / or graphics (such as arrows and other icons)?
- Are temporary signs (taped-up paper, off-the-shelf stanchions, etc.) used to provide information or direction?
- Are there multiple sign systems in place, which do not match one another, or provide redundant and / or conflicting information?
- Is it difficult, costly, or time-consuming to update signs every time there is a tenant change or change in required messaging?
- Is signage clutter immediately noticeable to visitors when entering the building?

If the answer to any of these questions is "yes", upgrading signage should be considered in the next budget planning phase for the building.

Once the decision has been made to implement a signage upgrade, the next step is to conduct a signage audit. A signage audit consists of an inventory of all signs in the area(s) where signage deficiencies have been identified, or the area(s) where there will be renovation projects that include signs. Each existing sign should be located on a building floor plan, and keyed to a list with a sign identification number, its message text, sign type (directory, entry sign, code-required, etc.), and dimensions. For new or expansion areas that do not have signs, the audit should identify signs that will be required in those spaces. At this stage of the process, engaging the services of a design professional can be beneficial, particularly for larger expansion or renovation projects.

Upon the completion of the signage audit, next steps include the development of an implementation strategy, design of the signs, production of construction documents, establishment of a budget, and lastly, the actual fabrication and installation of the signs.

In the event that, after conducting the signage audit, it is determined that the existing signage system is working well and only a few new signs are needed, the design and implementation process may be handled internally. In this scenario, the project team could conceivably handle the design and fabrication of the signs. For all other sign work, it is recommended that the services of a signage design professional be procured.

Mandatory Sign List

All Federally owned and leased properties are required to have certain messages displayed in the public areas of buildings. In order to ensure that this is communicated clearly, the Mandatory Sign List distinguishes between lobby messages which are mandatory, and those that are included due

LOCATION	SIGN CONTENT	PURPOSE	MANDATORY	PRESIDENTIAL DIRECTIVE	TRADITION
Lobby Entry Doors	No Smoking (plus symbol)	Smoking Restriction	✓		
Lobby Entry Doors	Access (plus symbol)	Accessible Entry Identification	✓		
Lobby Security Approach	Weapons Prohibited... Title 18. Section 930	Federal Weapons Warning	✓		
Lobby Security Station	Subject to Search... 41 CFR 101.20-301	Federal Security Warning	✓		
Lobby Security Station	Subject to Search... 41 CFR 101.20-302	Federal Security Warning	✓		
Conspicuous Location in Each Lobby Entrance	Rules and Regulations Concerning Public Buildings and Grounds... Title 41, 101-20.3	Federal Building Regulations	✓		
Lobby, Business Center, or Cafeteria, etc.	Photos and Names	Missing Children Posting		✓	
Security Approach, Lobby, or Business Center	Presidential and Vice Presidential Portraits	Executive Branch Identification			✓
Lobby, Business Center, or Cafeteria, etc.	Bill of Rights, Constitution, Declaration of Independence	Charters of Freedom Display			✓

Figure 6.02 Mandatory sign list.

to a presidential directive or by tradition. This list shall be used for guidance in Federally occupied buildings to determine the types of signs required. For new buildings and major modernizations, it is important that architects include this part of the design guidelines for these signs are found in later sections of this chapter.

Lobby Signage

Security signs in the main lobby are generally codified within the Mandatory Sign List. Safety of visitors and Federal employees are a top priority in First Impressions projects, requiring security signage to be high impact. Signs must emphasize visibility and legibility, and should be consolidated as much as possible while taking into account how a visitor will perceive the signage as they move through the space. The footprint of security signs can be minimized by integrating them directly when planning for, designing, and placing security signs, the building security team should be consulted.

Tenant / Agency Identification Signs

Standard wall signs at entry doors should be part of every building's signage system, and should include tactile messages, so they are accessible to all visitors. Refer to the Accessibility Standards section within this chapter for a more detailed discussion of accessibility compliance. Entries off long corridors or large lobby spaces can be made easier to find by replacing flat wall signs with projecting signs. Once a standard has been implemented, tenants can express their unique identity through graphics applied to an entry window area or on the entry door. Not all GSA regions allow for this under their Regional Building Standards, and the Regional First Impressions Champion should be consulted when planning for the inclusion of these graphics on a project.

Code-required Signage

Signage in public areas of Federal buildings is subject to compliance with Federal, state and local codes requiring the use of certain symbols, messages, and graphic standards. When determining which signs are required by code, it is imperative to determine the Authority Having Jurisdiction (AHJ) for the building. Federally owned buildings may have different requirements from leased properties in the same locale. Many jurisdictions also take standardized building codes

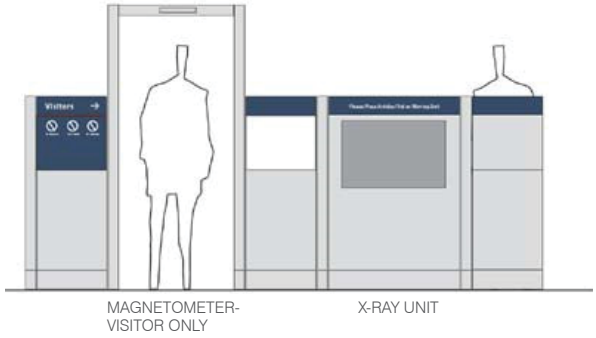


Figure 6.03 Main lobby security signs.

and then make modifications specific to their jurisdiction. These code-required signs should be given the same attention to design as the signs required by the Mandatory Sign List and should be conceived of under the unified signage strategy.

Accessibility Standards

GSA's facilities provide employees and visitors with disabilities the opportunity to take part in programs, services and activities buildings are designed to support. The Architectural Barriers Act (ABA) enacted by Congress in 1968 requires accessibility in all Federally owned and leased buildings, and buildings constructed, altered or leased with certain Federal grants and loans. GSA's implementing standard is the Architectural Barriers Act Accessibility Standard (ABAAS).

Most design professionals associate accessibility standards with the Americans with Disabilities Act (ADA) and the ADA Accessibility Guidelines (ADAAG). However, when performing work funded by the Federal government, the accessibility standard that must be used is the Architectural Barriers Act Accessibility Standards. While both sets of guidelines are provided by the United States Access Board, and are similar in many aspects, there are important differences between the two.

For the most current versions of the ABAAS standard, refer to the United States Access Board website. Visit the GSA website and contact the Regional Accessibility Program Manager for more information and to address specific concerns and questions.

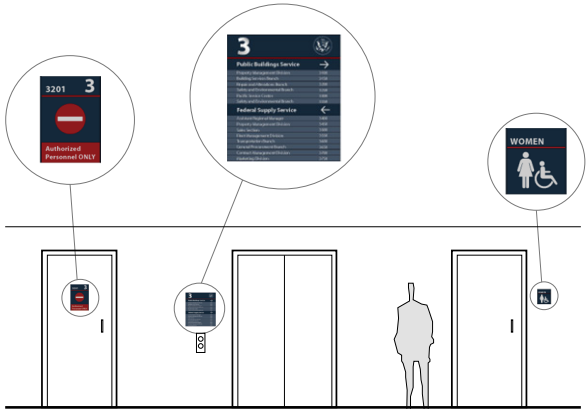


Figure 6.04 Code required signage.

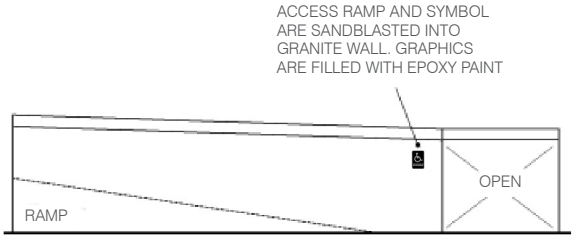


Figure 6.05 ABAAS signage.

Basic Sign Types

Navigating through a building involves a series of sign types, each leading the user toward their eventual destination. By strategically choosing and placing these sign types, information and direction are provided in the most useful and timely manner. Identifying these sign types is the first step in designing a sign program.

Diagram 5.06 illustrates typical sign types and locations in a building lobby:

1. The visitor identifies the building by the exterior building identification/entry signage.
2. After the visitor enters the lobby, government seals and flags reinforce arrival and provide branding.
3. Security signage provides clear guidance as the visitor proceeds through security check and sign-in.
4. For orientation, the visitor observes the location of the elevators and the elevator floor range numbers for multiple banks of elevators.
5. Prominently displayed directory allows the visitor to readily locate their intended destination.
6. Signage directs the visitor to the elevators for an upper-floor destination.
7. Specialty signage identifying a tenant located directly off of the main lobby.

Organized in order of importance and emphasis, sign types can be divided into primary, secondary, supporting, and destination sign types. Branding and logo elements are integrated with the signage design concept to create a complete graphic vocabulary for each building.

Sign Hierarchy

The unified signage design strategy should define a hierarchy of scale for signs, appropriate to their type and message. If signs are all equal in size or emphasis, users will not know where to find the most important information. Strategies for differentiating levels of hierarchy can include varying sign and typeface size, style, and color. “Layering” information improves the legibility of signs and helps visitors make faster and accurate wayfinding decisions.

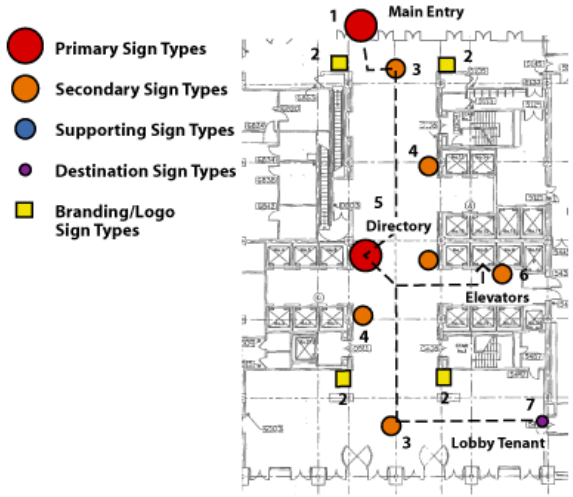


Figure 6.06 Basic sign types.

Integrating Logos and Branding Elements

Branding elements are the graphics, logos, flags, murals, information monitors, and any other elements that portray the image of the Federal government or a Federal agency. They are an important component of any signage strategy, as they form the most recognizable symbols of the Federal government to building visitors.

Including branding elements and logos with architectural details and signage is an important design consideration. When redesigning a building's lobby, these branding elements should be approached as an integral part of the overall design. When the nature of the project justifies it based on the history of the building or agency, special branding such as reproductions of historic murals or posters may be considered. When doing so, the RFAO and RHPO must be consulted to ensure these pieces do not conflict with fine art and historic building elements. These add a familiar reference and can play a complementary role to a building's existing artwork program.

Other branding opportunities include identifying the major agencies in a building with wall-mounted glass logo panels or colorful banners suspended from the ceiling. Not all GSA regions allow for this under their Regional Building Standards, and the Regional First Impressions Champion should be consulted when planning for the inclusion of these types of graphics on a project.

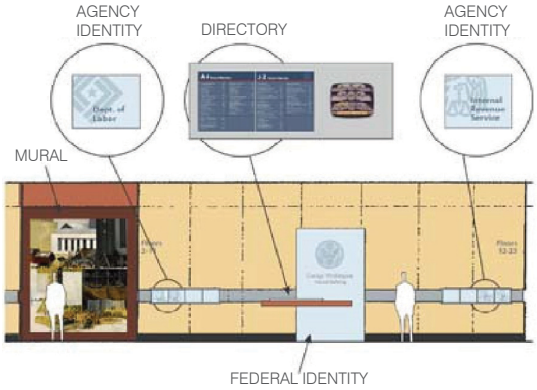


Figure 6.07 Branding elements.

Figure 6.08 Suspended banner options.

Figure 6.09 Freedom wall.

The “Charters of Freedom” documents exhibit can be transformed into a dramatic and visually engaging “Freedom Wall” using glass panels embellished with sandblasted or frosted vinyl words from these important documents.

Computer terminals can be used to present important information such as missing persons, Federal jobs listings, and / or daily building events and public notices, rather than dedicating wall space to each of these individual items. Digital graphics are easier and more cost effective to update and will eliminate visual clutter in the lobby.

Logos can be a powerful branding element but the effect can also be diluted through overuse. In particular, the Federal seal should not be overused, but instead limited to building name reinforcement (Figures 6.10 and 6.11) and on primary sign elements such as directories. Logos may be used as welcoming elements and to reinforce arrival. Logos can become distinctive architectural design elements when etched into glass, stone or metal, or silk-screened onto signs, banners and directories.

Implementation Strategies

Implementing changes in signage either occurs through retrofitting of specific building areas or sign types in conjunction with architectural upgrades, or through a phased approach. The renovation of specific building areas, such as the main lobby or security area, marks a natural time to retrofit

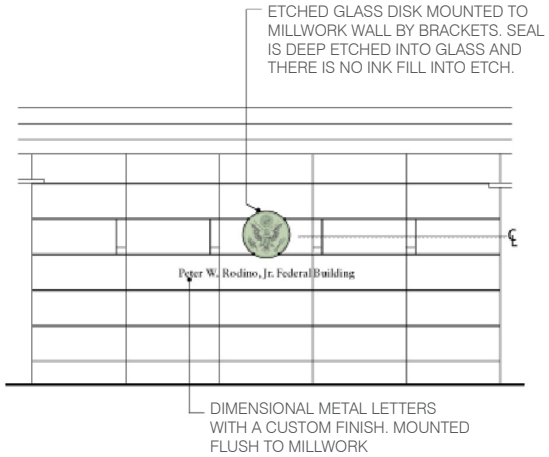


Figure 6.10 Federal seal as design element.

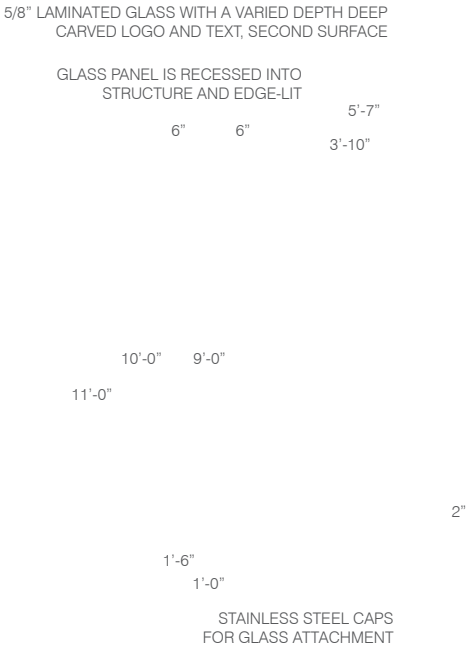


Figure 6.11 Logo as design element.

the signs in that part of the building. On a smaller scale, specific sign types can be targeted for upgrade, such as building directories, signage in the building's other public circulation spaces, and code-required signs. When performing partial signage upgrades in this manner, it is still important to develop a holistic signage strategy, so that the changes can be continued in the future in other areas of the building without having to redo work previously performed.

In a retrofit project, signs should be altered or replaced consistently within a given area or amongst a specific signage type. If changes are not applied uniformly, there is a risk of confusing and disorienting visitors to the building.

Phased signage implementation is typically pursued in order to address immediate needs or to take advantage of funding opportunities. Potential phasing scenarios might include beginning with quick-fix solutions, temporary, or first-priority signage needs, followed by exterior, main lobby, and finally building corridor and upper-floor signs.

Historic Building Signage

Signs placed in historic buildings must be sensitively detailed and integrated with historic materials and architectural detailing. Whether of contemporary or traditional design, signs in restoration and rehabilitation zones should use materials, colors and typefaces that are sympathetic with the surrounding historic materials and features, preferably integrated into a building-wide signage system. *Basic+* or *Custom* designs will be required with custom colors, complementary type styles, and higher grade finishes, such as metals and frosted glass / acrylic. New signs may also require approval by a historic preservation review committee before they can be implemented.

Graphic Standards

Each GSA building has its own look; architecture, materials, traffic flow, and tenant mix that comes together to create a unique space. The signs in a building should be designed and placed to complement its unique environment. It is equally important that a certain level of signage standardization be established. Unifying the sign program will create a recognizable "GSA look" and will facilitate easy signage changes.

This guide provides information to clarify and expedite the process of making decisions about typefaces, colors, messages, and other considerations. Graphical examples are provided mostly from *Custom Design* sign applications, using materials, colors, and details to complement Federally owned, new, or historic buildings. These sign types may be applicable to other building environments, by modifying them to a *Basic* or *Basic+* option.

Typography

In an ideal scenario, a building would use a standardized typeface across all signage, selected for its tone with the buildings architectural style as well as the image of the tenant agency. In instances when the agency tenant does not occupy an entire building, choosing a custom typeface may not be possible. In these situations, it may be necessary to use the building's standard typeface.

There may be scenarios where a building's existing standard typeface is outdated or inappropriate to the architectural character of the original building. This is an opportunity for the project team to utilize its design expertise to select an appropriate typeface for use throughout the project area. The design team should seek guidance from the Chief Architect when pursuing this approach to signage design.

Signage should generally limit the use of typography to a single style or font, with a bold weight for primary messages, and a medium weight for secondary messages. Use of a single type style unifies all signs into a recognizable system, and simplifies the replacement of messages. The type style chosen must also meet all relevant criteria mandated by the Architectural Barriers Act Accessibility Standard (ABAAS) and any applicable building codes.

Arrows and Symbols

Similar to limiting the use of type styles on signs, consistency in symbol and arrow use is important to the legibility and success of a sign program. Arrows should be linked to the corresponding message with consistent placement and size. Symbol signs are much more effective when incorporated as an integral part of the overall program, and are required to accompany public facilities signs (e.g. toilet rooms), security signs (e.g. No Weapons), and accessible entries and facilities (e.g. accessible ramps and entry doors).

Refer to the ABAAS and any applicable building codes for more guidance on required symbol use. The Department of Transportation / American Institute of Graphic Arts (DOT/AIGA) is the approved symbol system for all GSA facilities.

Colors and Materials

Generally, the design of interior spaces can be characterized as either "warm" or "cool" in tone. The color finish options in the *Basic* sign system should be selected to complement most warm or cool interiors, regardless of the specific paint, colors, or finishes used. Refer to the ABAAS and any applicable building codes for more guidance on requirements regarding sign finishes, colors, and contrast levels.

Multilingual Messages

Generally, the use of multilingual messages on signs should be considered where there is a significant number of building users who do not speak English as a first language. For these locations, the primary message should remain in English, with the message repeated in the second language. To create a message hierarchy, which helps the legibility of the signs, apply the second language in a subordinate manner, such as by using a lighter weight of the same type style or using italics. Using internationally recognized symbols with sign messages also aids all users (refer to the Arrows and Symbols section in this chapter). Including more than one additional language is discouraged.

Where an introduction to a building or directions in multiple languages are necessary, consider providing message symbols or a multilingual printed general information brochure, which can be handed out by security or information personnel. If there is a specific area in a building where multilingual messages are needed (e.g. Immigration), consider limiting the multilingual signs to this area and its entries.

Messages and Numbering

Having excessive signage is just as confusing as having insufficient signage. When developing messages for signs, keep messages short and to the point, adding symbols to reinforce the message and aid users with limited English (Figure 6.12). Place sign messages in order of proximity, with closest destinations listed first, followed by destinations in order of arrival along the directed path.

Equally important is the tone of the sign messages. Messages should be welcoming and cordial, including “please” and “thank you for your cooperation” where appropriate.

Develop a consistent room-numbering system that is easy for the user to understand, and consider adding the floor number to reinforce locations in multi-floor buildings.

Figure 6.12 Preserving maximum impact of text and symbols through simplicity.

Directories

Building directories are one of the primary information and orientation tools for users, requiring special attention in design and layout. Directories must be durable for resistance to vandalism, modular for easy maintenance, and organized with obvious alphabetical or departmental listings. Avoid custom directory systems. Pre-manufactured modular strip systems are recommended to simplify the updating process, which can be integrated into a custom cabinet to complement a building's interior architectural detailing and materials. Directories can be installed either as a projecting unit or integrated into a wall surface. When designing a projecting unit, a key point is the maximum allowable projection distance defined by ABAAS, and the mitigation requirements for an installation exceeding these dimensions. Upper-floor directories should utilize the same colors and typography standards to link them with the main lobby directory design. Tenant and agency listings should be organized on highly legible, easily updatable building directories.

Detailed Sign Type Requirements

The subsequent pages, constituting the remainder of the chapter, describe requirements for specific sign types in greater detail. The list is not exhaustive but is intended to give an overview of signage types commonly required in Federal buildings and provide a starting point for the signage design process. Each signage type is accompanied by a graphical sample and a written description of intended use, size requirements, and recommendations regarding visual aspects of the sign such as material, color, and typeface.

Figure 6.13 Corridor directional signs.

Projecting Lobby Directory

Description

A non-illuminated, modular strip tenant directory with a hinged, frameless glass cover.

Use and Application

This directory is used to alphabetically display a complete tenant listing for a building. The modular system allows for updating. Information to be displayed includes building name, Federal seal and complete tenant name listing.

Size

Overall Height = 50.8 cm (1'-8")
Overall Length = 161.29 cm (5'-3.5")
Overall Depth = 7.62 cm (0'-3")
Sizing for this directory depends on the number of strips required, capacity according to the building's needs. The example shown accommodates up to 200 strips.

Graphic Process

The prefabricated directory system is a standard "off-the-shelf" product and is used in this instance in conjunction with a custom stainless steel frame and bracketing system.

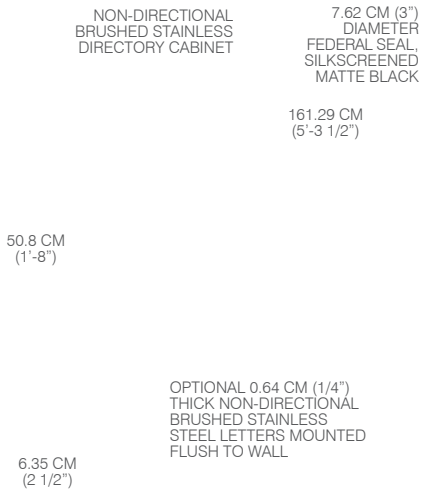


Figure 6.14 Projecting building directory.

Colors

The frame is shown here as stainless steel; however, materials should match the individual building metal finishes as appropriate.

Recommendations

Account for 15-20 percent overage in strip quantity for future use. Consult with the building architect or design professional to determine how to best incorporate the directory into the existing or future lobby area design.

Typical Specification

For a pre-fabricated directory unit, contact a scheduled directory manufacturer. Align the directory with wall reveals or other detailing where possible.

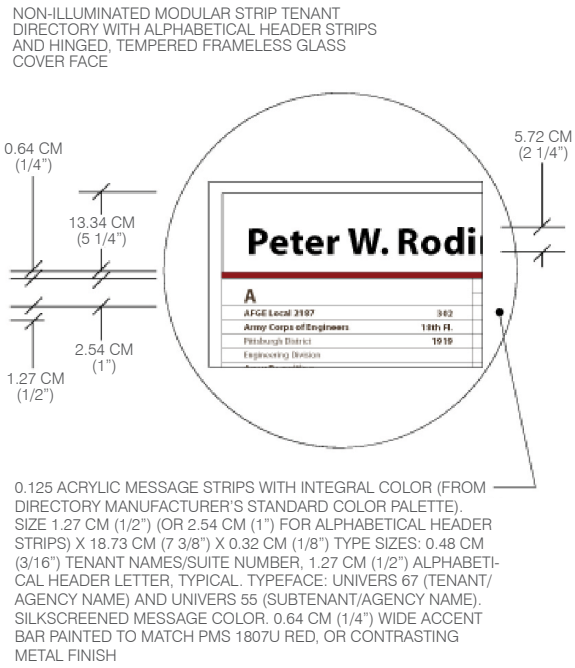


Figure 6.15 Projecting building directory detail.

Digital Directories and Signage Guidance

Digital signage can be an opportunity to reduce visual clutter in a space by multiple signage elements into a single element. It also streamlines the workflow for updating signage. Care must be taken to ensure that the digital graphics and the physical housing of the digital signage are sympathetic to the building architecture and consistent with the unified signage design strategy.

When digital signage is determined as the optimal choice, the goal is then to provide placement in an unobtrusive location as the first option. If this is not possible, the second option will be to work with the Office of Facilities Management (OFM) to find seamless locations that maintain the uniformity of the public space.

In either scenario, First Impressions Champions will work to ensure that program goals are met, providing guidance to the building management team in determining the best design through choice of location, color, and materials. Actions items include:

- Integrate with architectural detailing, finishes, lighting, etc.
- Standardized sign use and placement.
- Humanize through familiar branding, logo elements, and symbology.

Figure 6.16 Digital directory at elevator lobby / secondary lobby.

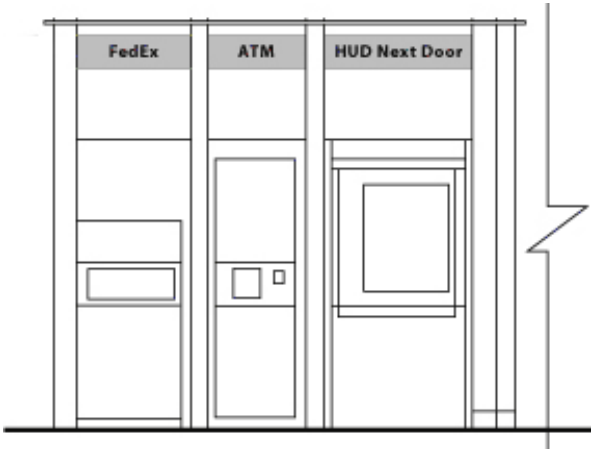


Figure 6.17 Digital directory at business center.

- Mitigate redundant information, such as missing persons, daily building events, public notices, etc., thus eliminating paper clutter in the lobby. Refer to the Mandatory Signage List.

Based on previous experience, the following items should be considered in advance of implementing digital signage on a project:

- Digital signage will require wiring / conduit for power, which should be hidden from view. This may pose a challenge when working with historic or rare finishes.
- Just as with conventional physical signage, digital directories and other digital signage (such as announcement boards or missing persons notices) will require frequent information maintenance. A plan for providing regular updates should be established with the building management team prior to installation.
- All software installed on the digital directory or signage system must be reviewed and reviewed by the agency IT and information security team.

Consult OFM for additional guidance when selecting digital directories and signage for a project.

Figure 6.18 Digital directory at cafeteria / break room, entry and exit.

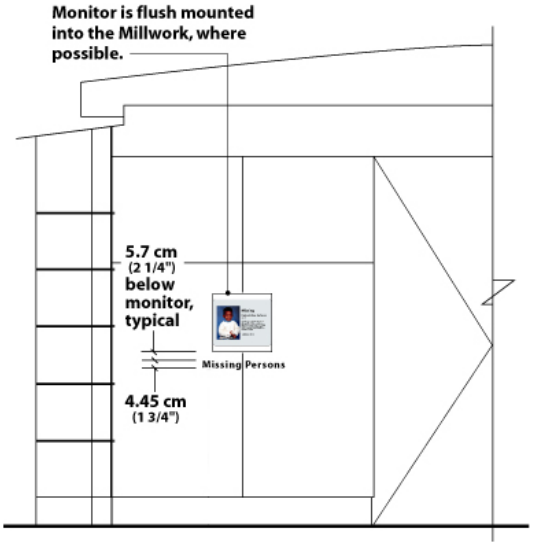


Figure 6.19 Digital directory at other public space (corridor etc.).

Code of Federal Regulations (CFR) Building Messages

Description

A set of three mandatory messages that inform visitors of the building's security procedures as well as their obligation to comply with these procedures. The messages are comprised of the following:

- 41 CFR 102-74.370 "Items Subject to Inspection" statement
- 41 CFR 102-74.375 "Admittance Policy" statement
- Federal Buildings Statement of Regulations, Title 41, 102-74, Subpart C - Conduct on Federal Property

Use and Application

Signs are to be displayed prominently so as to avoid confusion or anger arising from difficult or sensitive situations.

Size

The size of the CFR statements depends on which fixture they will be attached to. In these drawings they are shown on a custom brass and glass stanchion. The building regulations remain on an individual sign panel measuring 60.96 cm x 45.72 cm (2'-0" x 1'-6").

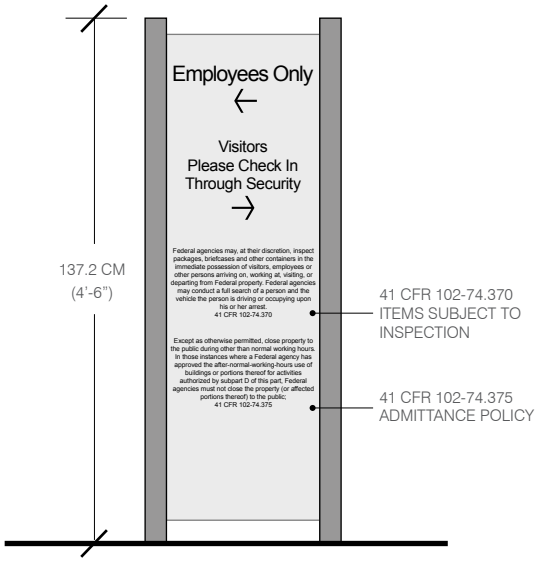


Figure 6.20 Required signage.

Graphic Process

The messages can be silk-screened or vinyl text (depending on size) on painted sign panels or stanchion signs.

Recommendations

Incorporate these messages into individual sign panels or stanchion signs. Assure that they are prominently displayed with other security signage at a location prior to visitor or employee's entrance through security area.

Typical Specification

Painted aluminum, wall-mounted sign panel, or freestanding stanchion (see Directional / Warning Stanchions, page 70).

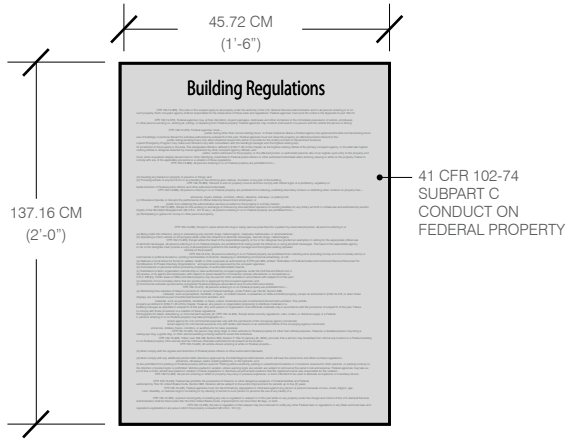


Figure 6.21 Required building regulations.

Directional and Warning Stanchions

Description

Freestanding stanchion signs mounted directly on the floor.

Use and Application

This sign can be used in conjunction with the security equipment signage. This type of sign is typically located at an entry vestibule directing visitors to and through security. Refer to Weapons Prohibited notice Title 18, Section 930. The tone of the message should be non-threatening, by beginning with a welcome message at the top of the sign. The message should also indicate where to enter and what to do with bags. The No Weapons notice and the three regulatory symbols should be largest and most prominent. This same sign type can be used at an exit with a “Thank you for visiting” message.

Size

Height = 137.16 cm (4’-6”)
Width = 50.8 cm (1’-8”)

Graphic Process

Custom-fabricated signage with metal finishes specific to the building and GSA-approved color message panels, fixed permanently into the floor with hidden attachment method (below the surface of the tile or carpet.)

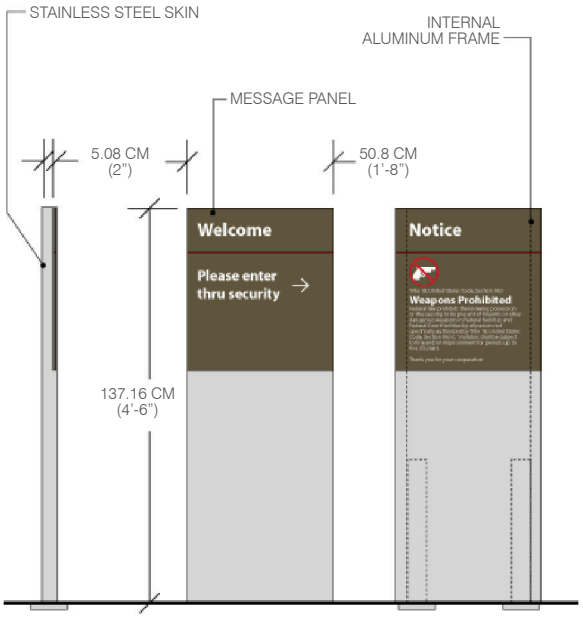


Figure 6.22 Directional / warning stanchion.

Colors

The surface of the sign is typically stainless steel for durability but can be customized to match the building's lobby materials.

Recommendations

Consult a design professional or sign fabricator about placement of this sign. Confirm that the floors in the building allow for a hidden attachment.

Typical Specification

Fabricate sign with internal structural tube framing, clad in brushed/painted metal with minimal, placed seams where base skirt and sign panel meet. Custom stanchions may include custom finishes and details specific to a historic or Class A building (similar to example shown).

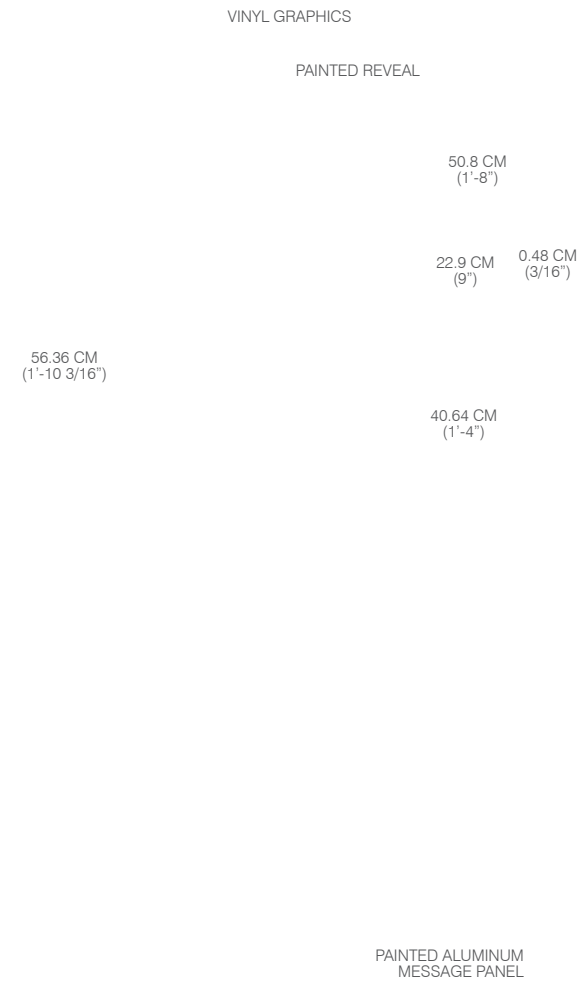


Figure 6.23 Message panels.

Security Equipment Signage

Description

Medium-size custom-fit panels mounted directly to the security equipment stations, mounted to custom fabricated ballistic screen wall at X-ray machine.

Use and Application

These sign types are used to guide visitors through the security area as well as to provide information about the building's security policies. The tone of the message should be non-threatening, beginning with a welcome message at the top of the sign. The message should also indicate where to enter and where to place bags. The No Weapons notice and the three regulatory symbols should be largest and most prominent.

Size

Sizes will vary based upon site specifications, security equipment manufacturer, and project characteristics. All signs should be scaled to fit into panel sizes. The signs shown are the minimum size.
Height = 60.96 cm (2'-0")
Width = 50.8 cm (1'-8")

Graphic Process

Applied vinyl messages and symbols to painted aluminum sign panels.

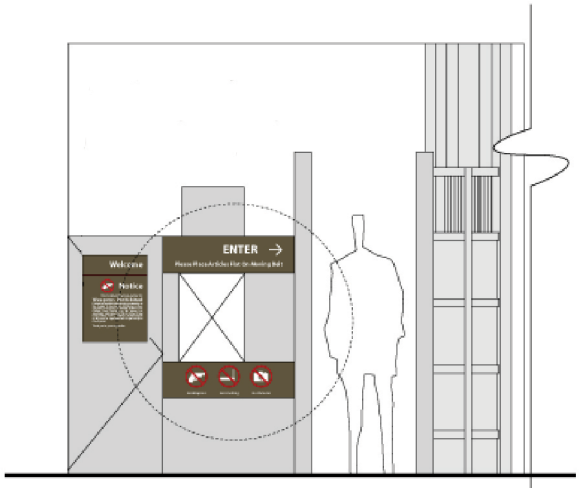


Figure 6.24 Security equipment signs.

Recommendations

These panels should be integrated into the security equipment and should not appear to be an afterthought. Use existing lines and grids on the security equipment to guide placement. Consult with a design professional to identify sign mounting surfaces and security screening equipment which does not impede security personnel viewing angles. See Mandatory Sign List for a list of required security messages.

Typical Specification

Constructed of a painted aluminum panel with vinyl or silkscreen text and / or logos. These panels are mounted to the security equipment screen wall through various adhesives or two-way tape.

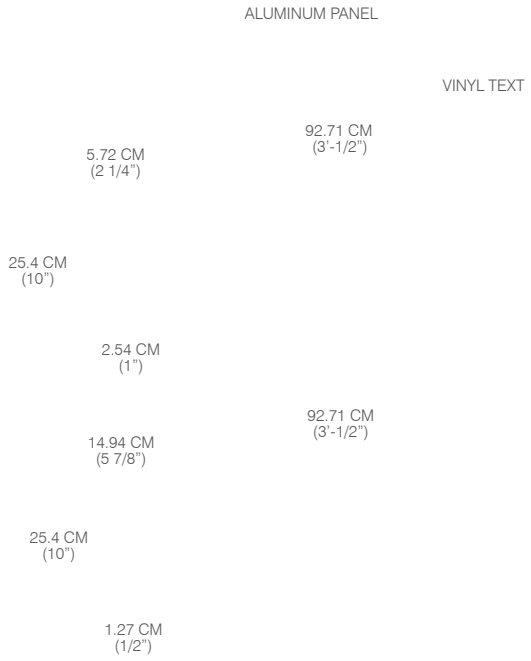


Figure 6.25 Security equipment signs detail.

Temporary Sign Systems

It is often necessary to display temporary messages, forms, or notices in the lobby or public spaces of a building. To reduce clutter by displaying this temporary information in an organized and attractive fashion, it is recommended that a modular display system specifically designed for this purpose be used, or that this information be integrated into a digital directory.

Temporary Message Stanchion

Description

Freestanding stanchion sign with casters and rubber feet to provide mobility. Due to cost considerations, designers and building managers should first look for prefabricated signage products that meet the specifications within this section, with preference given to products listed on the GSA Schedule.

Use and Application

This mobile sign type can be used in conjunction with all other signs located in the lobby to post temporary building messages that will reduce clutter by eliminating miscellaneous paper. Posted messages vary: seasonal building events, agency function, maintenance schedules, etc. Most importantly, these messages are temporary. These stanchion signs are not be used to post any permanent information.

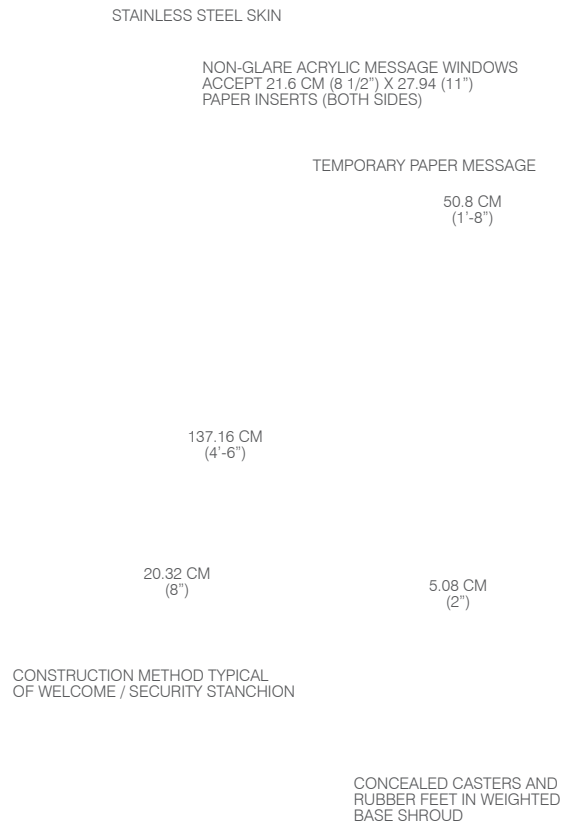


Figure 6.26 Movable / temporary message stanchion.

Size

Stanchion:

Height = 137.16 cm (4’-6”)

Width = 50.8 cm (1’-8”)

Depth = 5.08 cm (2”)

Base:

Depth = 20.32 cm (8”) front to back.

Height = 5.08 cm (2”) from ground.

Graphic Process

Custom fabricated cabinet with building-typical metal finishes and GSA-approved color message background.

Colors

The cabinet is typically stainless steel, but can be customized to match the materials used in a building’s lobby.

Recommendations

Consult a designer or sign fabricator for the appropriate metal finish.

Typical Specification

Fabricate sign unit with internal structural tube framing, clad in brushed/painted metal with limited seams, or where base skirt and message panel meet. Message insert windows are non-glare acrylic, open at side with thumb tab to allow insertion and removal of 21.6 cm x 27.94 cm (8-1/2” x 11”) paper message.

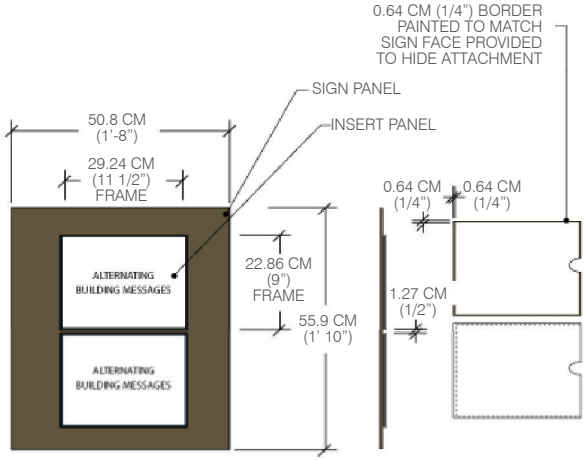


Figure 6.27 Temporary message sign panel detail.

Entrance Door Code

Description
ABAAS-required vinyl symbols and messages.

Use and Application
This sign type is used to identify the accessible doors as well as to inform visitors of specific building rules and regulations before entering. Symbols must be a recognizable international pictogram with an accompanying message. These symbols and messages include (but are not limited to) "Accessible Access," "No Smoking," "Do Not Enter," "Exit Only" and/or directions and instructions to the nearest accessible entrance.

Size
Symbol Height = minimum 12.7 cm (5")
Symbol Width = minimum 12.7 cm (5")
Text height = minimum 2.54 cm (1")

Graphic Process
When used in conjunction with the entry door banding, the symbols and messages are applied to the inside of the glass (referred to as a "second surface.") The frosted vinyl banding is applied on top of the text or symbols, also on the second surface, to prevent vandalism. However, if the glass is tinted, graphics should be applied to the outside of the glass (or "first surface.")

Colors
The banding simulates the look of sandblasted glass. The text and / or symbols should be a darker contrasting color that also complements the building.

Recommendations
Consult a design professional or sign fabricator for the proper long-life materials that are suitable for exterior use.

Typical Specification
These materials should be high quality and appropriate for exterior use.

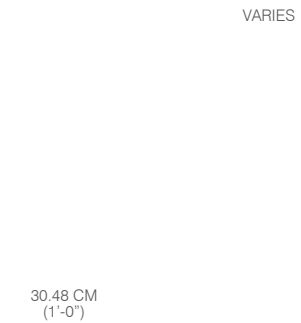


Figure 6.28 ABAAS symbols on entry door vinyl banding.

Building Identification (Free Standing)

Description
A large interior glass panel used to display graphics and text representing the building name and Federal seal.

Use and Application
This permanent wall-mounted building lobby glass panel can be used to display the building name and the Federal seal. It can also be used in conjunction with the glass Charters of Freedom wall. This may be used in place of seal/building name at lobby wall or information desk.

Size
Height = 274.32 cm (9'-0")
Width = 18.11 cm (3'-10")

Graphic Process
1.6 cm (5/8") laminated glass with varied depth, deep-carved Federal Seal and name of building. Fasteners are custom metal finish; sign to stand off mounting surface.

Colors
No color fills in deep etching.

Recommendation
Consult with a design professional to develop construction details appropriate to the building.

Typical Specification
See recommendations above.

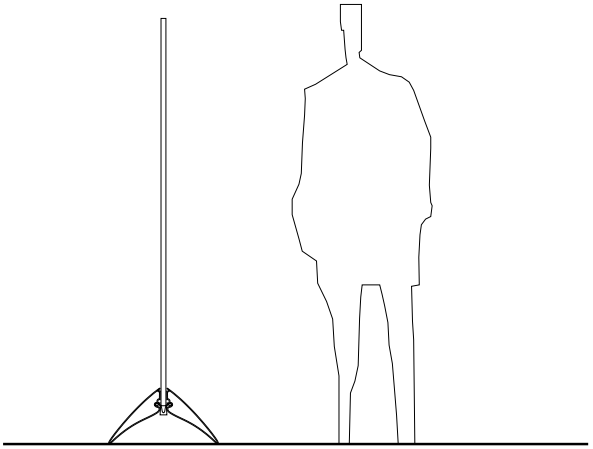


Figure 6.29 Glass panel and structure.

Building Identification (Wall Applied)

Description

Etched metal Federal seal and dimensional metal letters incorporated into millwork, dimensional information graphics for specific lobby areas.

Use and Application

The Federal seal is used in all instances. The text is a simple message identifying specific lobby areas or building name.

Size

Sizing is proportional to area and millwork; seal should not exceed 91.44 cm (3') diameter.

Graphic Process

The seal is etched onto a metal disk and infilled with black ink. The text is comprised of individual metal letters surface-applied to wall.

Colors

Metal and colors should match the building's interiors.

Recommendations

Consult with a design professional to develop construction details appropriate to the building.

Typical Specification

See recommendations above.

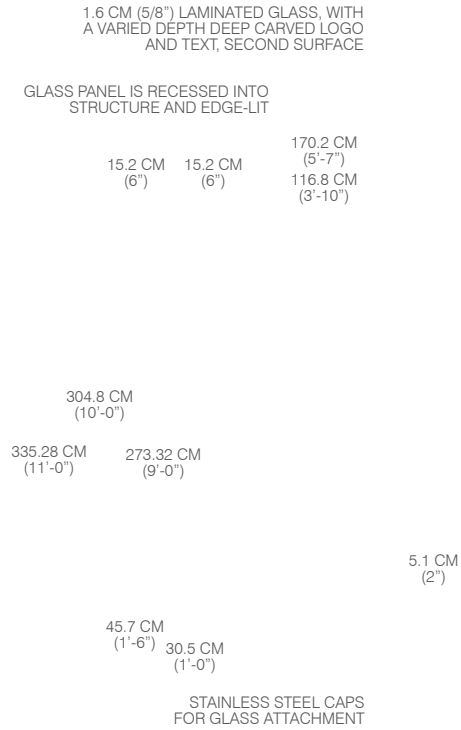


Figure 6.30 Building name and government seal.

Business Center Header Signs

Description

Large finished metal plaques mounted above the business center facilities.

Use and Application

This sign type is used in conjunction with a consolidation of lobby kiosks and business functions into custom architectural alcoves. Header signs identify all business center facilities while maintaining a consistent message and symbol system. Each message is a simple statement of the kiosk or machine's function. A "Phone" plaque must include the applicable ABAAS symbol.

Size

Height = 21.59 cm (8-1/2")
Width = To fit available space, text
Depth = 1.91 cm (3/4")

Graphic Process

Vinyl typography applied to aluminum sign face.

Colors

The material used in this example is a non-directional brushed stainless steel, with black text.

Recommendation

Mount plaque at an appropriate height so visitors may see it from a distance. Minimum height to the bottom of the sign must be between 213.36 cm (7'-0") and 243.84 cm (8'-0").

Typical Specification

Each sign header is a .32 cm (1/8") plate of finished metal with surface-applied vinyl graphics and symbols. All plaques are mounted with angle brackets, adjustable to allow the sign to be centered horizontally. Angle brackets should match finished metal.

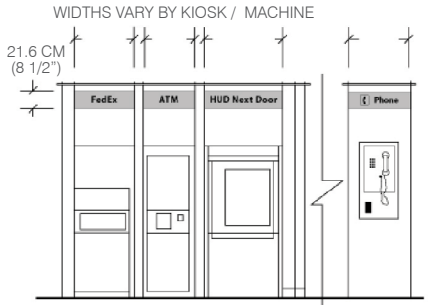


Figure 6.31 Business center header signs.

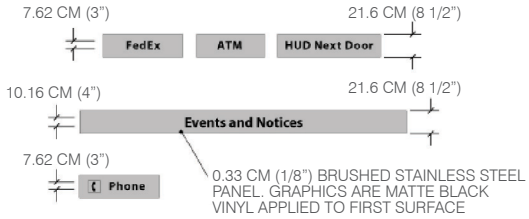


Figure 6.32 Business center kiosk plaques.

Interior Tenant and Agency Identification

Description

Small, etched-glass panels, wall-mounted end to end, representing tenant names and logos.

Use and Application

This sign type can be used to identify tenant/agency names as well as their individual logos. If used in a building lobby, this is a sign type that must be incorporated into wall channels specifically designed to hold the glass sign panels. These sign panels may be used in conjunction with, not in place of, sign types including directories or directionals.

Size

Height = 33.02 cm (1'-1")
Width = 43.18 cm (1'-5")

Graphic Process

Each glass panel has the tenant agency logo etched, or applied in frosted vinyl into the second surface of the glass. There is no color fill in the logo. The tenant agency name is etched, or applied in opaque vinyl onto the first surface and filled with epoxy ink. The glass panel has polished edges.

Colors

The glass has a "green" glass look. The epoxy ink or vinyl of the tenant/agency names should be one of the darker, contrasting gray GSA colors.

Recommendations

Use several tenant names as shown, identifying the primary building tenant destinations.

Typical Specification

This sign is an example of a "custom" sign application, using materials, colors, and details to complement any Federal building. This sign may be modified to be applicable to other building environments.

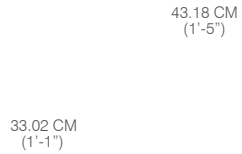


Figure 6.33 Interior tenant / agency identification.

Presidential Portrait Display Protocol

The protocol of administrative portraits in a display consisting of the president, the vice president, and the officers of the cabinet is as follows:

- The President and the Vice President are displayed side by side, with the President on the left, the Vice President on the right.
- The respective Secretaries of the cabinet departments are displayed in a line below, left to right, beginning on the left with the Secretary of the oldest cabinet department and concluding on the right with the Secretary of the newest cabinet department (this is the line of Presidential succession after the Speaker of the House and the Senate Pro Tempore).
- If just one cabinet member's photo will be displayed, once again, the President's portrait is in the center, but this time, the Vice President is removed to the left, and below (not lower than the halfway point of the image of the President), and the Cabinet Member is to the right, and below (not lower than the halfway point of the President). In this hanging, the Vice President and the Secretary of State are at the same height.
- The above is based on the sizes of the portraits being equal. If this is not the case, and the image of the President is larger than the image of the Vice President and the Cabinet Member, the arrangement left to right remains the same, but the other images can be brought up, so that the centerline of the images are all three equal in height or so that the bottom line of all three images are equal in height.

There are rare exceptions to the above based on the design of the space and location of the portraits. Such instances will require the GSA Chief Architect to make a recommendation.

Figure 6.34 Portrait display layout with multiple secretaries of departments.

Figure 6.35 Portrait display layout with one secretary of department.

Presidential Portrait Removal Guidance

Guidance on the removal of portraits of an outgoing President and Vice President and the installation of portraits of the incoming President and Vice President in Federal buildings is as follows:

At the official time marking the end of the term for the outgoing administration, the portraits of the outgoing President and Vice President are to be removed and respectfully disposed of. Recommended disposal methods including shredding and / or recycling, including any portraits remaining in stock. To the extent practicable, picture frames should be preserved for future use.

The portraits of the new President and Vice President should be installed as soon as they are available from the Government Printing Office, which should be in late February or early March of the year in which the President and Vice President take office.

Questions should be directed to the GSA Facilities Management Office.

Eugene Federal Building and U.S. Courthouse
Eugene, OR

7 Case Studies

7 Case Studies

Overview

The GSA constantly seeks to improve its project methodology to raise the bar for success. A key component for doing so is the sharing of knowledge derived from completed projects, analyzed with a critical eye both for the aspects of each project that were implemented well and those that can be improved upon in the future. This chapter provides a collection of case studies to be used as a point of reference for project teams. The case studies belong to three distinct groups:

- The first seven case studies feature more recent projects and are original to this program guide; they represent the diversity of project types that exist under the purview of the First Impressions program.
- The next six case studies were originally presented in the *Design Notebook for Federal Building Lobby Security* and focus on security design integration in buildings with strong architectural character.
- The final four case studies were originally presented in the *Lobby Security in Historic Buildings* guide and focus on projects in historic lobbies.

The range of projects documented reveals a spectrum of design solutions available when improving Federal lobbies, and also shows an evolution of best practices. Each example is discussed as it relates to the concepts set forth in this guide, yet is not intended to function as a comprehensive critique of the design of the building. The scope of commentary on each project varies with the scope of work performed, but in general the following items are important to each case study:

- Entrance and exit patterns for the building
- Space needs for screening equipment
- Public queuing for screening
- Separation of employee and public entrances and exits
- Removal of visual clutter and signage implementation
- Historic preservation
- Integration of fine works of art

Each case study uses photographs and plan drawings to exhibit the spatial relationships, architectural character, and defining features of the entrance, vestibule, and lobby. The GSA Regional Office should be consulted to determine negative attributes, if any, that may be associated with a specific case study.

Case study security solutions are building-specific and should not be directly applied to another project. This program guide provides a detailed

discussion of security planning, design, and approvals. For security reasons, case study review will not delve into potential vulnerabilities of the proposed or executed security design. For those seeking additional guidance regarding security, the GSA Regional First Impressions Champion and the respective tenant agency should be consulted.

Common Challenges

Common challenges were identified at many of the case study buildings in four broad categories: size and layout; furnishings and equipment; mechanical systems and lighting; and signage. Each of these categories may have an impact on the role of fine arts and historic preservation components.

Size and Layout

- Inadequate queue space due to small vestibules and lobbies.
- Inadequate storage for electronic devices taken from visitors.

Furnishings and Equipment

- Mismatched furnishings and fittings
- Equipment and fittings "stored" in lobbies, including large floor fans, unused desks, and tables.
- The use of portable fans and heaters due to inadequate mechanical systems.

Mechanical Systems and Lighting

- Insufficient heating and/or cooling of security station.
- Ad hoc task lighting due to insufficient illumination
- Highly illuminated adjacent corridors and offices detracting from historic lighting levels of lobby.

Signage

- Inadequate space for temporary notices (often required for building or judicial announcements).
- Signage taped to walls
- Inadequate space for multilingual signage

Federal Building and United States Courthouse
Martinsburg, WV

Jacob K. Javits Federal Building

New York, NY

The Jacob K. Javits Federal Building is located in downtown Manhattan within the New York Civic Center; the site is bounded by Broadway and Duane, Lafayette, and Worth streets and is adjacent to the African Burial Ground National Monument. The Javits building consists of a 41-story office tower completed in 1967 and a 45-story expansion on the west side dating from 1973-1974. The exterior is clad in gray Alabama limestone panels, black Minnesota granite panels, and glass arranged in an irregular checkerboard pattern. Tall, pale members run the height of the exterior, accentuating the verticality of the building. The original entrance was slightly recessed behind piers that support the upper stories. Post-9/11 security changes increased screening time and caused queues to back up to the outside of the building. The First Impressions program resolved this and other building security issues with the creation of a new security pavilion in the plaza running along Broadway. The pavilion is long, low, prismatic volume, in deference to the verticality of the original building. The original entrance was accessed from a sunken plaza. The new security pavilion elevates the building's point of entry to the same plane as the street, creating a more engaging entrance. As the plaza is in face the roof of an underground parking garage, structural considerations played an important role in the design process. The facades of the pavilion are primarily comprised of cable net curtain wall, creating an inviting space that is filled with light and which maintains a feeling of connection to the plaza and street. Sol LeWitt's *Wall Drawing 746* stretches from floor to ceiling at one end of the pavilion, with architectural dimensions carefully chosen to provide a seamless look.

Security

The security pavilion successfully resolves a number of security issues along the building entry sequence. It provides a secure containment zone completely outside the footprint of the main building. Generous queuing space is provided, and circulation is separated into three paths for Federal employees, EOIR, and visitors. The security station consists of four electronic turnstiles for badged persons flanked by pairs of x-ray machines and magnetometers, which is capable of handling the large quantities of visitors.

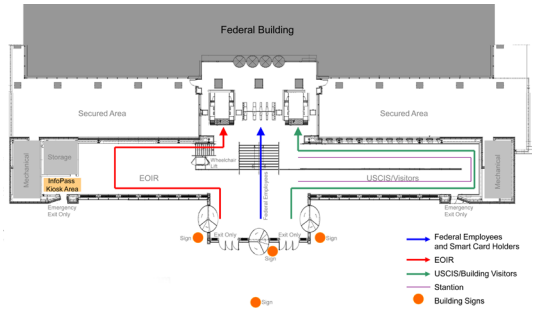


Figure 7.01 The security design creates three separate paths of circulation for Federal employees, EOIR, and visitors, and places the free zone entirely outside the perimeter of the original building.

Figure 7.02 Sol LeWitt's *Wall Drawing 746* is installed at one end of the pavilion through the Fine Arts Program. The artwork's modernist aesthetics dovetail with the design language of the pavilion, and the piece can be viewed from outside the pavilion due to the facade design.

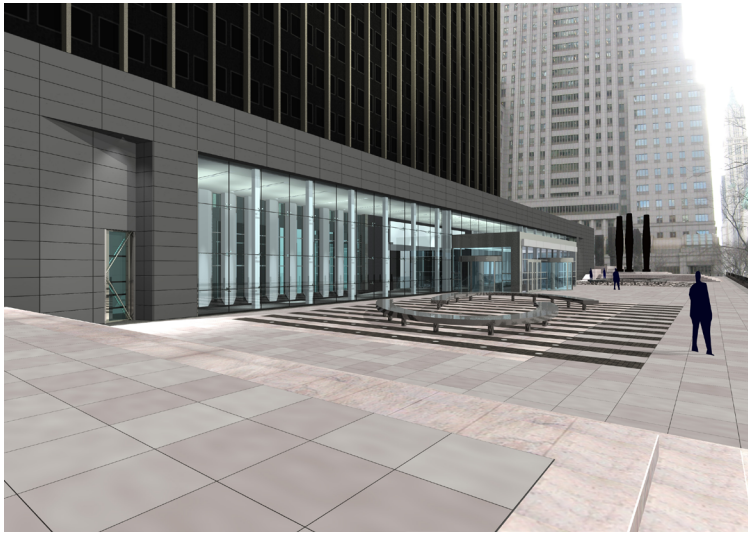


Figure 7.03
The security pavilion's design emphasizes the use of a cable net curtain wall, which allows for large expanses of glazing without the intrusion of large mullions. This creates a light-filled lobby that is welcoming to visitors.

Figure 7.04
The new security pavilion is designed to improve the daily experience not only for building users, but also for the people who pass by along this busy section of Broadway. The pavilion is visually engaging to pedestrians and helps to activate the plaza.

National Oceanic and Atmospheric Administration

Suitland, MD

The National Oceanic and Atmospheric Administration (NOAA) National Satellite Operations Facility (NSOF) was constructed in 2006. Post occupancy clutter and damage to existing finishes prompted the use of the First Impressions program to refresh the lobbies, upgrade the security station, clear out clutter, and create new opportunities for agency branding within public spaces. Visitors arriving at the building first proceed up a ramp along the façade, which terminates in an outdoor terrace that is essentially an exterior extension of the lobby interior free space. The design team developed a holistic approach that integrated both exterior and interior improvements to enhance the space for visitors and employees. The new security station artfully integrates NOAA branding across the front of the desk through the contrast of brushed and reflective surfaces. A prominent element of the lobby is the sculpture *Redberg* by Iñigo Manglano-Ovalle, an aluminum "iceberg" created from radar and sonar mapping of an actual iceberg. The artwork is thematically appropriate to the agency's mission and a testament to the role of information in an age of extraordinary climate change. The First Impressions project included accessibility upgrades to ensure the protection of the sculpture.

Security

The security desk location provides good sightlines for security officers. The free zone is scaled properly to the quantity of visitors and allows for adequate queuing.

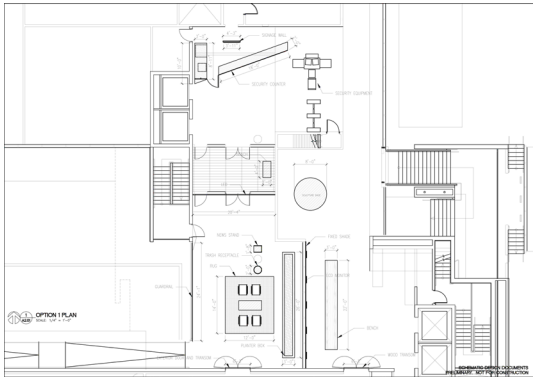


Figure 7.05 The design incorporates both interior and exterior elements to improve the entry sequence holistically.

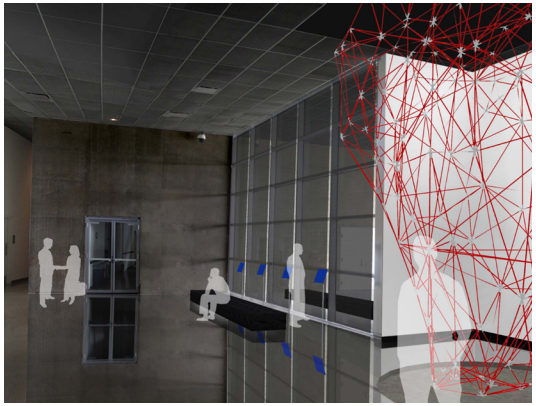


Figure 7.06 The sculpture *Redberg* is a key element of the lobby and an example of how GSA's Fine Arts Program can synergize with an agency's mission and branding.

Figure 7.07
The proposed lobby design shows a clean, intuitive layout with bold colors and shapes that lead visitors to the front desk and then the security station. A satellite is displayed against a field of LED lights, another aspect of agency branding. From the front desk, officers have clear sightlines through the curtain wall to the outdoor foyer beyond.

Figure 7.08
The finished lobby integrated agency branding directly into the front desk, making it both a functional and graphical element. Digital signage is incorporated into the vertical display element behind the desk. The presidential portrait is mounted in a manner that is specifically designed to fit with the aesthetics of the lobby.

Robert C. Weaver Federal Building

Washington, DC

The Robert C. Weaver Federal Building is the headquarters of the Department of Housing and Urban Development. The Marcel Breuer-designed Brutalist edifice was completed in 1968 and listed in the National Register of Historic Places in 2008. The First Impressions rehabilitation of the building was a result of direct outreach from HUD, as the agency understood the architectural significance of the building and sought to restore the original character of the public lobbies. The project began as a LCNC project focused on the elimination of excess signage and graphics in the space and the rearrangement of security equipment. After further assessment, GSA's Central Office program director developed a schematic design for the space with an expanded scope, including removal of the non-original vestibule walls, and then implemented the project as a design-build effort. This project delivery type was selected specifically to ensure adequate funding to perform the work upon completion of the design. The elimination of the vestibule created concerns regarding thermal and humidity control in the space, for which the project team recommended the use of revolving doors. This seemingly significant alteration was approved by the DC SHPO after research of historic documents showed that Breuer's original intent for the space called for the very same design solution.

Security

The new security desk location provides guards with better protection than the existing arrangement, as their backs are now to the secured interior of the lobby rather than exposed to the plaza. The changes to the desk location, the relocation of the security stations, and the removal of the turnstiles all contribute to the significant increase in queuing area.

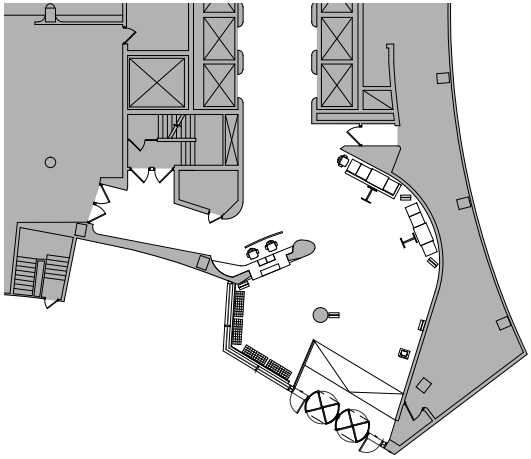


Figure 7.09 The lobby is dramatically opened up through the use of optical scanners mounted on exterior doors, the relocation of security equipment, and the removal of the vestibule.

Figure 7.10 The footprint of the guards desk is minimized by its integration into an unused architectural opening. Moveable signage on stanchions provide visitors with required messages while relating to the materials and colors used throughout the renovation.

Figure 7.11
The existing lobby space was cluttered by security equipment and other objects such as potted plants. Very little queuing space was provided which caused lines to go out the entrance doors and which caused congestion that prevented badged employees from easily entering and exiting the space.

Figure 7.12
The proposed design concept sought to establish a higher standard for graphics in the lobby that could be consistently applied regardless of specific image content. Historic finishes in the lobby were restored, and lighting was fixed and replaced, which were seemingly minor aspects that wound up contributing significantly to the visual impact of the renovated space.

Fritz G. Lanham Federal Building

Fort Worth, TX

The Fritz G. Lanham Federal Building in Fort Worth, Texas has housed multiple Federal agencies since its construction in 1966. The First Impressions renovation encompassed the entirety of the ground floor lobby, which spans the full width of the building, connecting the two entrances with two elevator lobbies. Two security stations screen visitors at either entrance, and a bank of optical turnstiles allows for an additional exit route while preserving access control. This project highlights the ability for ceilings and lighting to change a space. The major feature of the renovation is the replacement of the 1970's-era lay-in ceiling with a new floating, aluminum, gridded tile ceiling with lighting above, which brightens and modernizes the space while referencing the original luminous ceiling. The ceiling also allows for enhanced gallery lighting on the 32'x14' mural, *Challenge of Space*, by Seymour Fogel, which is the dominant element of the main entrance area. The elevator lobbies also received new linear coves with recessed lighting. The lighting is color-coded in each lobby to assist with wayfinding.

Security

The width of the lobby allows for a standardized security station to be implemented at each of the entrances. The quantity of entrances means that significant queuing areas are not required; as a result the security stations are placed closer to the entrances so that the bright and expansive feeling of the original lobby is maintained.

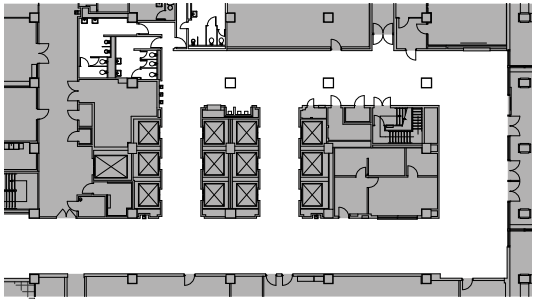


Figure 7.13 The dimensions of the lobby and the straight geometry allows for the implementation of standardized security stations.

Figure 7.14 The simple, compact, and functional layout of the security station allows for streamlined circulation. The intuitive layout helps reduce the amount of signage necessary for visitors to understand the sign-in and screening process.

Figure 7.15
The proposed design of the lobby takes into account the mural as not only a work of art, but as an architectural element. When working with or around unique existing elements, such as the mural and the ceiling in this project, accurate and detailed renderings are beneficial to the project team, the tenant agency, and any historic review agencies involved.

Figure 7.16
The completed lobby space is remarkably close in execution to the design intent shown above. The security station successfully balances competing demands: it is unobtrusive while remaining clearly visible, and its use of materials simultaneously marks it as a contemporary addition to the space while harmonizing well with the original lobby finishes.

Dr. A. H. McCoy Federal Building

Jackson, MS

The 15-story Dr. A. H. McCoy Federal Building is one of the most prominent structures in downtown Jackson, Mississippi. The Design Excellence modernization of the 1979 building was performed in 2013, with an assertive design that emphasizes the connection of the building to the public. A new, sinuous security pavilion reaches out from the building and seamlessly transitions into a new public plaza. The translucent glass cladding of the pavilion, its organic shape, and its scale make it inviting to the public in a way that the austere concrete of the original building could not. The wave-like geometry of the pavilion, evocative of the undulations of the Mississippi River, continues into the interior space. The security pavilion is a welcoming space brightened by natural lighting and with a minimalist palette that allows the formal complexity and elegance of the space to stand on its own. Low railing-height partitions subtly delineate entry and exit traffic, give form to the guards desk, and visually mask the security equipment, all while remaining a seamless part of the pavilion's architecture.

Security

The security officers have good sightlines throughout the security pavilion despite its curvilinear geometry. Low walls separate entry and exit circulation, and the x-ray and magnetometer equipment are pulled back from the main circulation areas to prevent congestion. The free zone is completely contained outside of the perimeter of the main building.

Figure 7.17 The new lobby extension provides a sharp contrast with the original building, clearly articulating the main entrance. The warm tones of the frosted glass and the natural forms project a welcoming image to visitors.

Figure 7.18
The security station is designed to blend in with the lobby space, not immediately obvious when entering the space, yet providing the security officer with excellent sight lines throughout. In addition to the perimeter glazing, a large skylight strikes an uplifting note and fills the space with light.

Figure 7.19
Low walls that match the architecture of the overall pavilion are a discreet means of modulating circulation. Entrance and exit circulation paths are separated, and there is plenty of room for queuing.

Judiciary Square Federal Building

Washington, DC

The Judiciary Square Federal Building in Washington, DC is a commercial building that was purchased by the U.S. government to house offices of several agencies. The building's layout consists of two rectangular portions truncated along a diagonal running through the entire building, adjoined by an hourglass-shaped lobby. A design-only First Impressions project initiated in 2009 developed multiple concepts to create a more legible entrance, an expanded free zone, and a more streamlined security desk and screen station arrangement. The concepts developed vary in materials, entrance placement, and security desk design, but are unified around a core First Impressions design approach, all expanding the lobby. This brings the main entrance flush with the sidewalk edge, more clearly defining the building entrance. The extra space afforded by the expansion also allows for separation of the free zone from the secured lobby. The front desks are conceived as both an aesthetic and functional element, creating a streamlined security process integrating the design scheme from floor to ceiling.

The project did not receive funding for construction and did not proceed beyond the concept development stage. This project supports the First Impressions program's advocacy of design-build as a potential project delivery vehicle to ensure that designs ultimately translate into completed spaces.

Security

The proposed design would expand the lobby and create a streamlined security station with integrated screening equipment. It provides security officers with sightlines of both the building interior and exterior, and would separate people waiting to be screened from those waiting to use the elevators in the secured portion of the lobby.

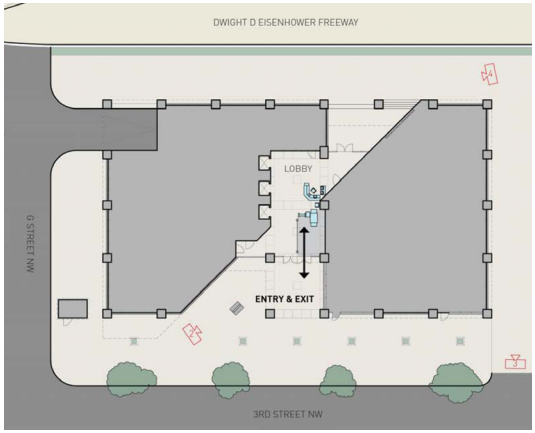


Figure 7.20 Plan of the existing building showing the hourglass shape of the lobby and the setback from the sidewalk. The setback of the entrance from the street compresses the security station into the middle of the lobby, creating a situation where people in the midst of the security process occupy the same space as people using the elevators.

Figure 7.21 A visitor entering the existing lobby is immediately surrounded by visual clutter. None of the elements appear designed specifically for the space, from the walk-off mats to the security station millwork, and are often not placed in alignment with building architectural elements.

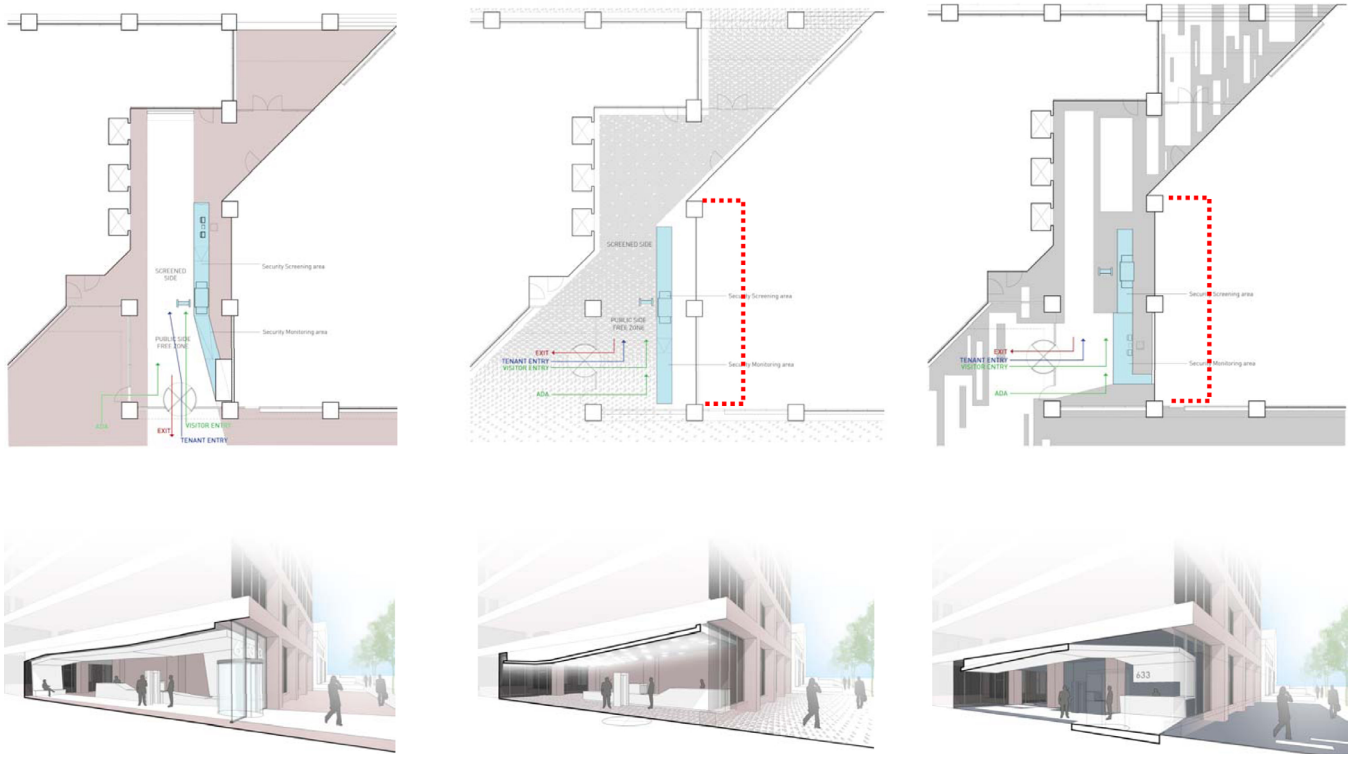


Figure 7.22
Three options were proposed for the renovation of the lobby space during concept development, and are representative of the desired level of design quality and drawing quality for First Impressions projects. While the design concepts vary in specifics, they all feature an expansion of the lobby to create more queuing space and a properly sized guards desk with integrated screening equipment. The designs examine the use of form and material on the ceiling and floor planes, with the desk as a visual element that ties the two together.

Federal Building and United States Courthouse

Martinsburg, WV

The Federal Building and United States Courthouse in Martinsburg, West Virginia is a four-story edifice located on King Street in the heart of town. The First Impressions project was initiated to remedy a lack of lobby space to accommodate a proper security station and queuing space, and to transform adjacent underutilized spaces. The design team's solution was to create a new pavilion that expands the lobby space, and to create a unified lobby that runs along the monumental windows at the front of the building. The pavilion more clearly articulates the building entrance, and provides queuing space. Upon entrance, visitors are greeted with a mural of the Charters of Freedom. The security station demarcates the transition into the secured portion of the lobby, and is situated to provide officers with clear sight lines to the entrance doors. From there, a gallery-like lobby conveys visitors to other spaces on the ground floor of the building. Natural light comes through the full height glazing, accentuating graphics installations that highlight the history of the American judicial system.

Security

The security pavilion significantly increases the amount of queuing area available and creates a free zone separate from the secured lobby spaces. The guards desk is positioned to provide guards with good sightlines of both the pavilion entrance and the long gallery that leads to ground floor spaces.

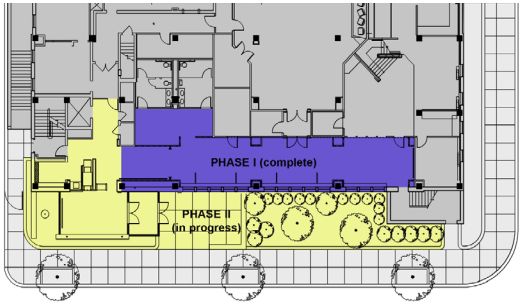


Figure 7.23 The pavilion addition and lobby renovation create a more gracious entry sequence and provides room for a full-sized security station and associated queuing area.

Figure 7.24 The new security pavilion is designed to integrate with the overall character of the building, utilizing a similar material palette and picking up existing architectural design cues. It creates a more welcoming and clearly defined approach on King Street.

Figure 7.25
The existing gallery space was not being utilized, and the finishes, fixtures, and detailing were outdated and out of alignment with the significance of the building's current usage. The renovated lobby functions as a gallery space that draws visitors in to other spaces on the ground floor of the building. The wall to the left has been opened up, allowing light from the large windows to travel deeper into the building. Graphics, materials, and lighting combine to create a museum-like space that showcases the role of the Federal government in the history of the region, and which is visually captivating at both an architectural scale as well as a human scale.

John Joseph Moakley United States Courthouse

Boston, MA

The John Joseph Moakley United States Courthouse sits directly on Boston Harbor. The entrance hall of the courthouse regularly receives large numbers of visitors. The size and open arrangement of the free zone, as well as the inclusion of benches, provide a welcoming public space monitored from a centrally located concierge desk.

The security concept at the courthouse emphasizes separation of circulation paths. Three security stations are provided to one side of the large concierge desk and face the entrance for public visitor use, while tenants and employees with appropriate identification are provided separate controlled access through optical turnstiles. The scale of the space prompted the treatment of the security stations as architectural elements. Each station integrates all of the necessary screening equipment within a wooden enclosure that enhances the building's warm, welcoming tonal palette, and holds its own within the monumental space.

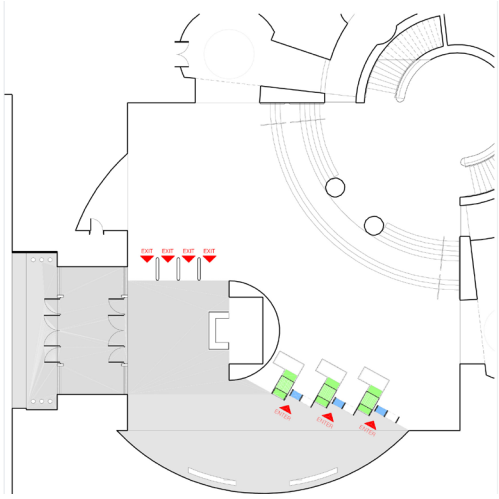


Figure 7.26 The security design provides security officers with clear sight lines and separates entry and exit circulation in an intuitive manner. There is copious space for queuing and baggage retrieval.

Security

The exit and entrance paths are clearly separated. The discharge ends of the x-ray machines provide a good amount of baggage search and retrieval space.

Figure 7.27 The spacious lobby is designed to accommodate large crowds. The entrance and exit paths are clearly separated by the curved wall behind the prominent concierge desk.

Figure 7.28 The use of wood and the detailing of the integrated security stations adds warmth to the space. In addition to up-front queuing space, the design also considers the space needed after security for bag pick-up and more detailed screening.

United States New Courthouse

Covington, KY

The entrance sequence at the United States Courthouse in Covington, Kentucky, is a space that is physically layered while remaining visually transparent. An expansive, double-height portico leads to symmetrical vestibules flanking the interior free zone. Security barriers and equipment are aligned with architectural features and further reinforce the symmetry of the building, with the magnetometer located on axis with the lobby flanked on the right by the x-ray machine and on the left by the guard station. Gates for exiting are also symmetrically situated to either side of the security station. The design strives to integrate the security equipment with the base building design by locating the screening station in alignment with the deep columns that frame the transition between the foyer and the dramatic elliptical lobby. The layout is conducive to excellent visibility for security officers and spatial legibility for visitors, allowing them to easily orient themselves as they enter.

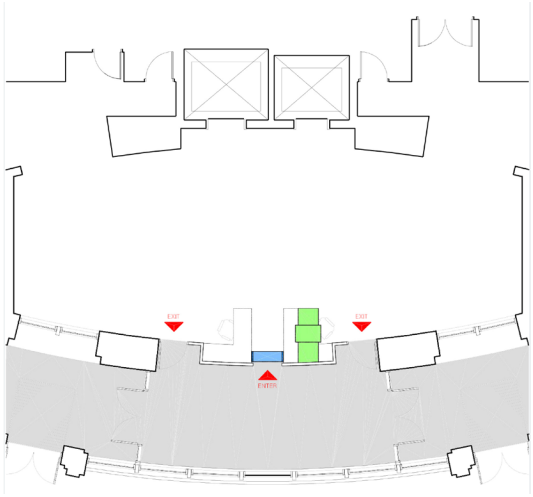


Figure 7.29 The security elements in this lobby minimize their perceived footprint and visual impact through careful alignment and integration into the surrounding architectural elements.

Security

The screening station is located in good proximity to the entrance, allowing for adequate queuing space. The station provides the security officers with good ballistic protection.

Figure 7.30 The security elements are designed to blend in with the character of the lobby without competing with architectural character-defining elements.

Figure 7.31 The on-axis entrance sequence allows visitors to quickly orient themselves to the horizontal and vertical circulation elements of the building.

Byron G. Rogers Federal Building

Denver, CO

The Byron G. Rogers United States Courthouse and Federal Building, originally designed and constructed in 1965, underwent a major modernization beginning in 2002, with sustainability and improvement of public spaces as the top priorities. The public spaces and security station were completely overhauled in this LEED Gold renovation. The security station demarcates the separation between the free zone of the main lobby and the secured elevator lobby area. This placement allows security officers to control both secured and unsecured portions of the space, and creates a large queuing area. The design of the security desk echoes the unique geometry of the building itself, widely regarded as a premier example of the Formalist style. A low-profile magnetometer, and an X-ray machine are incorporated into the security station in a manner that creates an open, welcoming space while still achieving the needed level of security. The desk is intentionally designed with a low counter height to create a welcoming feel and foster interaction with visitors. The low profile allows clear views straight through to glazing beyond, creating a light-filled, airy space. The building directory is integrated into security station, consolidating visual elements in the lobby.

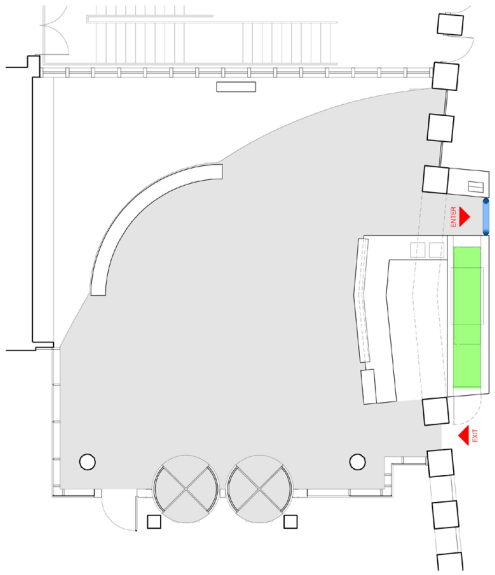


Figure 7.32 The security station demarcates the separation between the free zone of the main lobby and the secured elevator lobby behind.

Security

The layout of the entrance provides adequate queuing space. The location of the screening station provides a clear view of the free zone.

Figure 7.33 The security equipment was carefully chosen to complement the low-profile design of the desk to present a welcoming, non-confrontational security screening experience for employees and visitors alike.

Figure 7.34 The security station's formal language mimics that of the angled building facade seen above. The building directory is integrated into the security station to keep the walls clear of visual clutter.

Dan M. Russell, Jr., United States Courthouse

Gulfport, MS

The security station for this courthouse is designed to create a gateway within the building vestibule. The gateway vestibule design creates a connection between the non-secured and the secured building lobby areas. The guard station and security equipment are contained within a metal screen enclosure designed by artist Michele Oka Doner. This collaborative effort between artist and architect has produced a richly textured gateway screen which acts as a sheer curtain between vestibule and lobby. The curvilinear form of the gateway allows queuing space for incoming traffic, and directs visitors to the entrance. Free standing metal detectors are framed by the gateway. The x-ray machine is incorporated into guard station cabinetwork.

Over time, there have been several issues as a result of this merging of artwork and security. Security stations are, by nature, high traffic areas. This exposed the artwork to damage over time from being rubbed and banged against by people and bags. Artwork is more restrictive to future modification than architectural enclosures and cannot be altered without fundamentally affecting its design intent. Furthermore, artwork is protected by the Visual Artists Rights Act (see page 47), which governs modifications to commissioned works of art. Depending on the materials used, artwork may need more maintenance to preserve its appearance and character in comparison to standard architectural materials that are designed for abrasion and impact. A possible solution to this is artwork that is expressly designed to be modular or moveable. None of these issues should discourage project teams from seeking to integrate art and functional architecture. Rather, these are design issues that should be taken into account at an early stage so that they can be mitigated or even transformed into positive aspects of the design.

Security

The screening station is located in close proximity to the entrance, facilitating access control. The configuration of the station directs visitor traffic to the screening portal. The decorative screen provides protection against casual observance of monitoring and screening equipment from the side and rear. The design lends itself well to speedy exit by the security officers in response to emergency situations.

Figure 7.35 The security elements integrates with the curved metal screen in the lobby. The guard station is used to separate entry and exit traffic.

Figure 7.36 Michele Oka Doner's sculptural metallic screen masks the screening equipment while also providing an element of visual interest, combining art and architecture. When pursuing integrated art and architecture in a design, robustness, future modifiability, and maintenance should be considered by the project team.

Alfonse M. D'Amato United States Courthouse

Islip, NY

The Alfonse M. D'Amato United States Courthouse is one of the largest courthouses in the country. The public lobby stands outside the building as a captivating conical feature. Its visual presence clearly denotes the main entrance to the building, whereupon visitors enter into a grand, almost meditative space, reminiscent in some ways of a cathedral. An intuitive counterclockwise circulation of the space leads to the security station, which is partly hidden by a wall. The massing, detailing, and finish selection of the security station is responsive to the surrounding architecture, making it unobtrusive. Two sets of screening equipment are located where the lobby funnels into a corridor that leads to the building proper and the primary elevator lobby. The corridor widens around the screening area to accommodate exiting. The iconic lobby thus also functions as a detached security pavilion that allows for maximum protection for occupants of the secured building. The circular footprint of the lobby also has areas where visitors can congregate without disrupting circulation in and out of the building.

Security

The entrance and exit pathways are well defined. The enclosures allow for easy maintenance of the security equipment. The screening station is positioned outside of the building footprint, creating a more secure workspace.

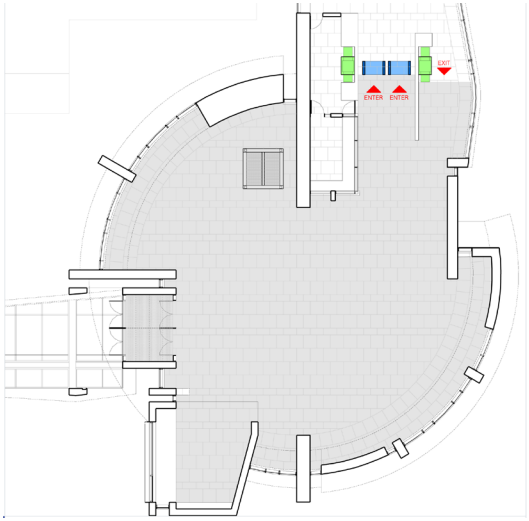


Figure 7.37 The security elements are placed further away from the atrium space to preserve the grand character of the lobby, while being pulled away from the main building to maximize security.

Figure 7.38 The security station in the lobby is designed with geometry and materials that match the architectural language of the space, allowing it to virtually "disappear" instead of competing with the lobby's architectural character.

Lloyd D. George United States Courthouse

Las Vegas, NV

The Lloyd D. George United States Courthouse creates a welcoming space for the public, bridging the scale of the entrance courtyard to that of the building. The circular structure enclosing the lobby stands out visually from the two straight wings that form the L-shaped mass of the courthouse, creating an intuitive focal point for visitors to enter. The security station is located at the front of the monumental lobby, just inside an entrance vestibule that provides queuing space. The security station is contained within an architectural volume, a room-within-a-room that contains unscreened visitors before they enter the secured rotunda. Having a dedicated screening area allows for a straightforward, linear security check process and minimizes the size of the enclosure. The guards desk is off to the side and integrated with the curved architecture of the lobby, providing excellent visibility for the guards. The design concept here creates a smaller free zone in order to preserve a more spacious public lobby. The security equipment and guard station have a simple linear layout in contrast to the cylindrical volume of the lobby.

Security

The height of the security station and the glass enclosures provide good protection for security officers. The screening station is located within the rotunda, outside the footprint of the building. The officers have a good line of sight to the entrance. The entrance and exit pathways are clearly separated.

Figure 7.39 The design creates layered spaces for queuing and screening. A smaller free zone results in a more generous lobby.

Figure 7.40 The security officers' desk is seamlessly integrated into the surrounding architecture by matching the curvature and materials of the walls to either side.

Tomochichi Federal Building and United States Courthouse

Savannah, GA

The Tomochichi Courthouse is a historic courthouse built between 1894 and 1899, and has been listed in the National Register of Historic Places since 1974. The public lobby of the building dates from the 1930-1932 enlargement, and is a long rectangular hall that runs the length of building along Wright Square and which connects two symmetrical entrances at the corners. Both entrances are fully operational since not all offices or courtrooms would be easily accessible from a single entrance. The matching security stations are partially tucked behind columns, both to limit their intrusion into the path of circulation and to minimize any impact on the architectural character of the historic space. The materials selected for the security stations are light in color, allowing them to blend in with the historic lobby finishes, which were restored as part of this project. The millwork is also responsive to architectural cues, such as the height of the ballistic glazing matching the existing wainscot. Task lighting is used to supplement the existing mixed lighting from the historic fixtures and moderate the glare from the exterior windows.

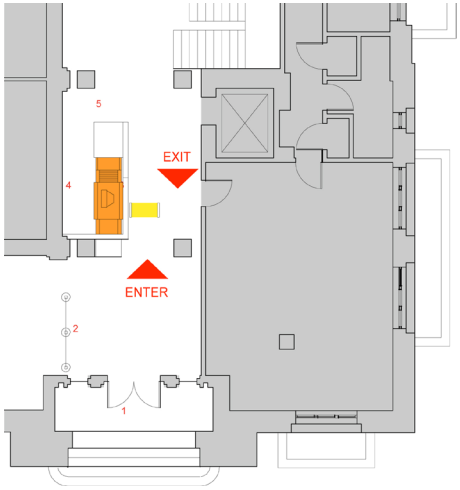


Figure 7.41 Proposed plan of the north entrance and security station redesign relocates the security station back to the same location as the south entrance to increase the queue space.

Security

Queuing space at the existing south entrance is good, and the security officers have good line of sight of the entrance doors. However, the building allows access to the public restroom (located in the free zone preceding the security station) by tourists, who are required to first go through security before using the restroom, often adding to the oversight duties of the security officers.

Figure 7.42 The historic character of the lobby is maintained by careful placement of the security stations.

Figure 7.43 Existing security station is placed too close to the entrance, ,leaving insufficient queue space and constricting circulation.

Howard M. Metzenbaum United States Courthouse

Cleveland, OH

The Howard M. Metzenbaum United States Courthouse is a historic Beaux-Arts building in downtown Cleveland, located prominently as one of the significant architectural buildings surrounding the Civic Mall. Built between 1903 and 1910, the building was listed in the National Register of Historic Places in 1974. In 2005, the building underwent a major renovation, which included security and accessibility upgrades, rehabilitation of historic finishes, and a new access and roof for the interior courtyard. The entry sequence processes directly from the building exterior into a ceremonial great hall. The design team delineated a free zone through the use of low decorative metal partitions that control access without disrupting views of the space, and with a security desk set on axis with the main entrance and the interior courtyard beyond. The size of the free zone was scaled to the amount of visitors typically received at the building. The security desk utilizes marble in reference to the historic materials in the lobby, and the guards are shielded by ballistic glazing. The compact nature of this security design allows for signage to be confined to a small area within the lobby and preserves the character of the historic space.

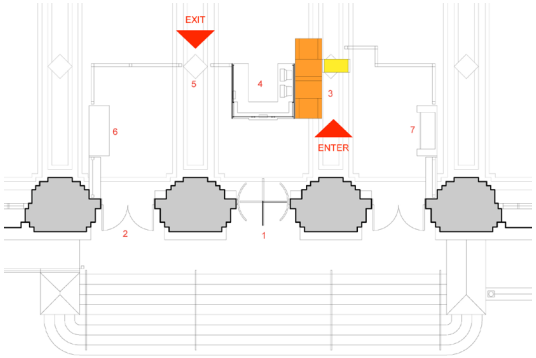


Figure 7.44 The queuing area is symmetrical and is scaled to the quantity of visitors.

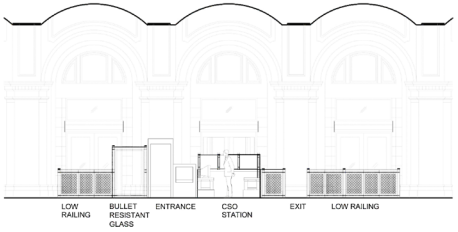


Figure 7.45 Section showing security station in the context of the historic lobby; the diminutive scale of the station helps preserve the character of the space.

Security

The queue space between the doors and the security station is well scaled for visitors. Entrance and exit paths are clearly delineated, though the exit is not marked by signage. The court security officers have good line of sight to all the entrances, and are set back about 10 feet from the revolving door. Visibility is augmented by exterior surveillance cameras.

Figure 7.46 The selection of materials and the detailing of the security station is responsive to the existing architecture while still being visually distinct.

Figure 7.47 The layout of the security station ensures sufficient circulation space.

United States Courthouse

El Paso, TX

The United States Courthouse in El Paso, Texas, first built in 1936 and listed in the National Register of Historic Places since 2001, is an excellently preserved example of Moderne-style architecture, having retained much of its character-defining historic materials, finishes, and fixtures. One of the significant features of the building is the mural *Pass of the North*, painted by the artist Thomas C. Lea, III in the main lobby in 1938. The lobby space is small compared to that of modern courthouse buildings and the 50 foot long by 12 foot high mural dominates the space. Thus, the primary driver behind the design of the security station was to preserve the visibility of the mural in its entirety while providing adequate security in a narrow space. The security station is laid out as an extremely compact island in the middle of the lobby, which helps to define separate travel paths for badged staff and visitors. The security officers work from an elevated booth in order to improve visibility in the frequently crowded space. Large ballistic glass panels surrounding the booth simultaneously protect the officers while still presenting visitors with view of the mural beyond.

Security

The screening and security stations provide good ballistic protection for the security officers. The USMS has found that the raised platform provides good sight lines for the guards and a slight psychological edge in their surveillance of the lobby and security operations.

Figure 7.48 The redesigned security station uses ballistic glazing on all sides to preserve views of the mural.

Figure 7.49 The security station strives to maximize queuing space and separate types of traffic.

Figure 7.50 Proposed lobby and security station redesign lessens its visual impact in the lobby by relocating the security station to the side and providing a seating area where the historic mural can be viewed.

Wilbur J. Cohen Federal Building

Washington, DC

The Wilbur J. Cohen Federal Building in southwest Washington, DC was constructed in 1940 in the Stripped Classicism style with Egyptian Revival elements at the entrances and cornice. Listed in the National Register of Historic Places since 2007, signature features of the building include the lobbies, which are finished in Tennessee Pink and Vermont Verde marble. The First Impressions renovation of the lobby and security sought to expand the queue area in the heavily visited building, and to declutter the lobby in order to restore its spatial characteristics and highlight the historic finishes. Rather than attempting to accommodate modern security requirements in the lobby itself, space adjacent to the lobby was repurposed for this task. Adjacent rooms became space for queuing, security screening equipment, the guards desk, and a waiting area. The guards desk also serves as an information desk, facing outward to the entrance through a cased opening. The lobby is cleared of security equipment beyond a single podium where a security officer admits badged employees.

Security

The visitor and staff entrance paths are clearly marked by signage and tape stanchions. The lobby and vestibule provide ample queuing space for visitors prior to passing through the magnetometer. The information desk is well set back from the entrance and provides a clear line of sight to the entrance and the lobby. From the information desk, guards can interact with visitors in both the non-secure lobby and the secure waiting area, where they process identification badges and await escort.

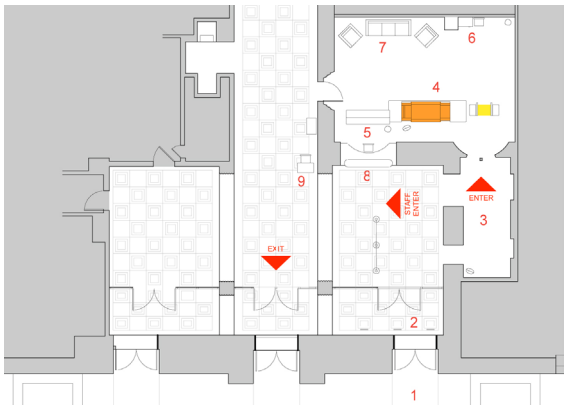


Figure 7.51 The existing lobby was filled with temporary stanchions, intrusive handrails, security equipment, and enclosed by mirror-finished panels, creating a confusing space for visitors to navigate.

Figure 7.52 The new security layout allows for a much cleaner lobby with a minimum of signage. It provides excellent lines of sight for security officers and ample queuing space for visitors, and celebrates the historic finishes of the building.

Figure 7.53 Existing lobby plan and security station are respectful of the character of the lobby and restore its spatial qualities by relocating the security station into adjacent underutilized space.

8 Appendices

Appendix A: Government Guideline Summaries

The *GSA Facilities Standards for the Public Building Service (P100, March 2016)* establishes design standards and criteria for new buildings, repairs and alterations, modernizations, lease construction buildings with government option to purchase, and work in historic structures for the Public Buildings Service (PBS) of the GSA. It contains both performance based standards and prescriptive requirements to be used in the programming, design, and documentation of GSA buildings.

The *U.S. Courts Design Guide* focuses on the functional program requirements; the departmental and interdepartmental adjacency relationships; finish materials; and the specific performance criteria for environmental systems including heating, cooling and lighting. It also addresses acoustic, security, telecommunications and audio/visual design requirements.

The *USMS Requirements and Specifications for Special Purpose & Support Space Manual* (USMS Publication 64) outlines finish criteria for USMS functional program requirements; spatial relationships; electronic/physical security plus hardware standards.

The *USMS Key Elements: Court Security Officer Lobby Screening Stations* provides a detailed list of the elements required by USMS for all court security screening stations. Outlines these requirements within five elements: Location, Layout, Weapons Storage, Non-Weapons Storage Area & Power Source.

The *Department of Justice's Vulnerability Assessment of Federal Facilities* provides a survey of existing security conditions at Federal buildings as well as conclusions and recommendations for minimum security standards at same.

The *Public Buildings Service Cost and Schedule Management Policy (P120)* establishes the quality and level of cost and schedule management services to be provided during the planning, design, and construction phases of projects. Whether delivered by in-house or contracted resources, the P120 defines the deliverables expected, strategies to ensure effective budget development and within budget / within scope / within schedule project delivery meeting all associated statutes, Executive Orders, directives and other associated criteria.

Appendix B: The Secretary of the Interior's Standards for Rehabilitation

The Standards (Department of Interior regulations, 36 CFR 67) pertain to historic buildings of all materials, construction types, sizes, and occupancy and encompass the exterior and the interior, related landscape features and the building's site and environment as well as attached, adjacent, or related new construction. The Standards are to be applied to specific rehabilitation projects in a reasonable manner, taking into consideration economic and technical feasibility.

1. A property shall be used for its historic purpose or be placed in a new use that requires minimal change to the defining characteristics of the building and its site and environment.

2. The historic character of a property shall be retained and preserved. The removal of historic materials or alteration of features and spaces that characterize a property shall be avoided.

3. Each property shall be recognized as a physical record of its time, place, and use. Changes that create a false sense of historical development, such as adding conjectural features or architectural elements from other buildings, shall not be undertaken.

4. Most properties change over time; those changes that have acquired historic significance in their own right shall be retained and preserved.

5. Distinctive features, finishes, and construction techniques or examples of craftsmanship that characterize a property shall be preserved.

6. Deteriorated historic features shall be repaired rather than replaced. Where the severity of deterioration requires replacement of a distinctive feature, the new feature shall match the old in design, color, texture, and other visual qualities and, where possible, materials. Replacement of missing features shall be substantiated by documentary, physical, or pictorial evidence.

7. Chemical or physical treatments, such as sandblasting, that cause damage to historic materials shall not be used. The surface cleaning of structures, if appropriate, shall be undertaken using the gentlest means possible.

8. Significant archeological resources affected by a project shall be protected and preserved. If such

resources must be disturbed, mitigation measures shall be undertaken.

9. New additions, exterior alterations, or related new construction shall not destroy historic materials that characterize the property. The new work shall be differentiated from the old and shall be compatible with the massing, size, scale, and architectural features to protect the historic integrity of the property and its environment.

10. New additions and adjacent or related new construction shall be undertaken in such a manner that if removed in the future, the essential form and integrity of the historic property and its environment would be unimpaired.

Appendix C: Glossary of Terms and Materials

The following are common sign terms found in various sections of this web tool, and used by signage designers and fabricators.

ABAAS
The Architectural Barriers Act Accessibility Standard is the accessibility standard for facilities designed, built, altered, or leased with Federal funds.

Backer panel
a sign panel used to hide mounting hardware

Channel letters
a fabricated dimensional letter without a back

Code-required
any message or sign that is required by the ABAAS, state or local building codes

Dimensional
letters with depth

Directional
any sign that directs visitors to a destination

Etching
a method for carving into the surface of a material, particularly metal

First surface
the outside surface or front of a piece of glass

Header
The primary message or title on a sign, usually the largest message strip and type size

Infilling
a process for applying ink to letters that have been etched into a surface

Millwork
custom-made wood panels

Modular
standard size components which are interchangeable

Mow strip
a barrier that prevents lawn-mower damage to ground-mounted signs

Overage
Extra, blank message strips for a sign, for future name/ message changes.

Pin-mounting
a method for attaching letters or signs to a surface with a metal dowel

PMS
Pantone Matching System, an industry standard color ink system, frequently used for matching colors across materials

Photopolymer process
A photographic sign manufacturing process used to create raised letters and braille.

Reveals
A narrow, raised or indented line which forms a separation between categories or materials on a sign or architectural surface or material

Sandblasting
a method for carving the surface of a material, particularly glass and stone

Second surface
the inside surface or back of a piece of glass

Silkscreening
a method for permanently applying graphics to any surface using ink

Stanchion
an upright post or support that holds a sign

Surface-applied
attached directly to a surface with adhesive (e.g. , silicon, two-way tape)

Top-coated
Ink applied to the top surface of raised letters which contrasts with the sign background color

Touch Screen
a video or computer monitor which is activated or manipulated by touching the screen

Typography
A specific and distinct style of lettering, also called type, typestyle or font

Vinyl
a die-cut adhesive material used to apply graphics to any surface

Veneer
A thin, surface-applied material

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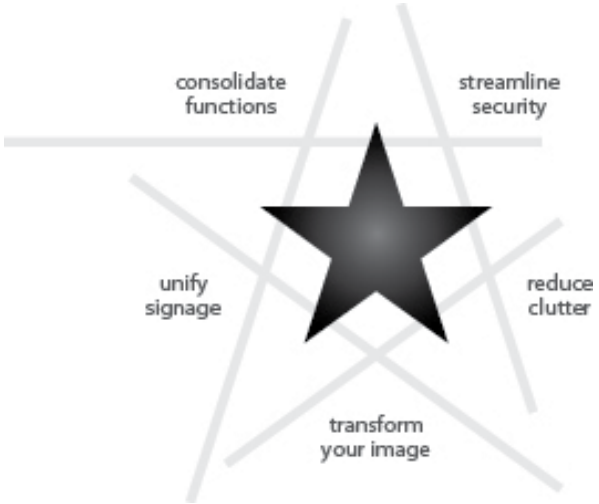
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