

# 740 47 RECREATION INFORMATION, TICKETS AND TOURS OFFICE(sq.m./SF)

Project Review: Base MWR representatives, EFD, NAVFAC HQ, BUPERS (Pers-656D)  
 Design Criteria: *(Military Handbook is not currently available)*

1. **GENERAL.** See General Notes to 740 series category codes for General Instructions regarding facility allowance planning procedures.
2. **DEFINITION.** The mission of the Recreation Information, Tickets and Tours (ITT) Office is to serve the military community's leisure needs by providing information on what to see and do locally, offering tours to nearby attractions, and selling tickets for musical and theatrical performances, concerts, sporting and other special events.

ITT facilities can vary according to local needs, and may range from ticket selling booths and information counters to travel agency type accommodation with display and office desk/seating/waiting area configurations.

3. **RELATED FACILITIES.** ITT Offices are most commonly collocated with Contracted Leisure Travel Agencies, since these two programs frequently complement each other. ITT operations may also benefit from collocation with high traffic uses such as Base Exchanges.
4. **SPACE ALLOWANCE.** The space allowance for ITT Offices is presented below in Table 740 47B.

The number and appeal of local attractions and recreational opportunities will have a direct impact on the volume of ticket sales and information requests handled by an ITT Office. This volume is the primary determinant of the number of staff required to serve the market at individual bases. Based on analysis of existing operations, the staffing ratio indicated in Table 740 47A is recommended.

<u>Active-Duty Installation Population</u>	<u>Full-Time Staff</u>	<u>Part-Time Staff</u>	<u>Note</u>
250 or less	0	2	(1)
251-1,000	1	1	(1)
1,001-5,000	1	2	(1)
5,001-10,000	3	3	(1)
more than 10,000	3	4	(1)

**Note for Staffing Table:**

- (1) Population numbers should be consistent with projected base loading data. For facility planning purposes at installations with deployable forces, the active-duty demand population is comprised of all of the non-deployable population, plus two-thirds of the deployable population, to reflect time away on deployment. However, calculation of the deployable population may be adjusted based on the actual deployment experience at individual installations.

**TABLE 740 47B  
SPACE ALLOWANCE FOR ITT OFFICE**

<u># Staff</u>	<u>Min. Gross Area</u>		<u>Max. Gross Area</u>	
	<u>(rounded up to the next FTE)</u>		<u>sq.m.</u>	<u>SF</u>
	<u>sq.m.</u>	<u>SF</u>		
1	19	200	42	450
2	28	300	67	720
3	46	500	92	990
4	78	840	112	1,210
5	102	1,100	131	1,410

**Notes for Space Allowance Table:**

**FTE = Full Time Equivalent, in situations where staffing is made up of full- and part-time employees.**

A good location is critical for running a successful ITT operation -- offices should be located in convenient, high visibility, high visibility locations. Adequate parking should be available near the office.

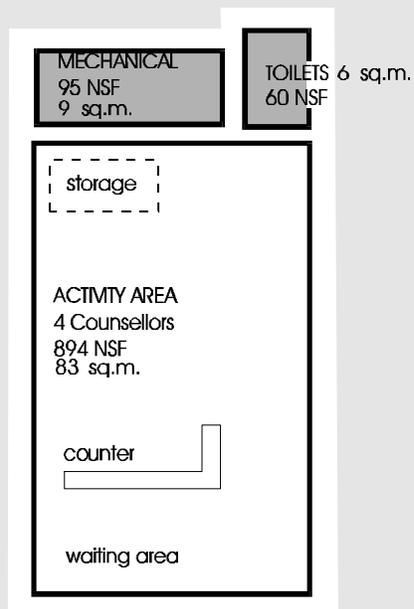
Ticket booths may be located separately from other ITT facilities. On large bases requiring multiple booths, such booths may be clustered in one location or occupy several sites. When siting ticket booths, space for lines to form should be taken into account. Booth locations should allow for long lines to spill over into adjacent parking lots on those occasions when tickets for events drawing large audiences go on sale.

5. **ILLUSTRATIVE SPACE PROGRAMS.** Four sample space programs for small, medium, large and extra-large ITT Offices are presented to illustrate possible breakdowns of the overall space allowances into their primary functional components, with their respective sizes and capacities. These space programs are for illustrative purposes only.
  
6. **SAMPLE LAYOUT DIAGRAM.** A layout diagram is presented for an extra-large size ITT Office. This diagram is an example of the composition of such a facility in terms of its functional components, their respective sizes and adjacencies. The layout diagram is for illustrative purposes only.

## RECREATION INFORMATION, TICKET AND TOURS OFFICE (Category Code 740 47)

### Sample Space Programs

Functional Component/ Sub-Component	Space Allocation Standard	SMALL SIZE FACILITY		MEDIUM SIZE FACILITY		LARGE SIZE FACILITY		EXTRA-LARGE SIZE FACILITY	
		Capacity	Sub-Total Net Net sq.m.	Capacity	Sub-Total Net Net sq.m.	Capacity	Sub-Total Net Net sq.m.	Capacity	Sub-Total Net Net sq.m.
		sq.m.		sq.m.		sq.m.		sq.m.	
<b>ACTIVITY AREA</b>		<b>25</b>		<b>45</b>		<b>65</b>		<b>81</b>	
Information Counter/Ticket Bo	3 Net sq.m. per station	1	3	1	3	2	6	2	6
Display Rack	3 Net sq.m. per 6' modu	2	6	3	9	4	12	4	12
Waiting Area	1 Net sq.m. per seat	2	2	4	4	4	4	6	6
Counsellor Office	11 Net sq.m. per office	1	11	2	22	3	33	4	44
Office Storage	30% total Net sq.m. office		3		7		10		13
<b>SUB-TOTAL ACTIVITY AREA</b>		<b>25</b>		<b>45</b>		<b>65</b>		<b>81</b>	
<b>ACTIVITY SUPPORT</b>		<b>6</b>		<b>6</b>		<b>6</b>		<b>6</b>	
Toilets (male and female)	6 Net sq.m. per toilet	1	6	1	6	1	6	1	6
<b>SUB-TOTAL ACTIVITY SUPPORT</b>		<b>6</b>		<b>6</b>		<b>6</b>		<b>6</b>	
<b>BUILDING SUPPORT</b>		<b>10</b>		<b>15</b>		<b>20</b>		<b>23</b>	
Entrance/Circulation/ Houseke	15-19% total Net sq.m. for Activity	6		9		12		14	
Supplies/Janitor's Closet	Area and Activity Support								
Structure/Partitions									
Mechanical/Electrical/Commui	9-13% total Net sq.m. for Activity	4		6		8		9	
Equipment Space	Area and Activity Support								
<b>TOTAL FACILITY ALLOWANCE (Gross sq.m.)</b>		<b>41</b>		<b>66</b>		<b>91</b>		<b>110</b>	
<b>Gross sq.m. per each FTE Staff</b>		<b>41</b>		<b>33</b>		<b>30</b>		<b>27</b>	



LAYOUT DIAGRAM -- ITT OFFICE  
Extra Large Size Facility

9012101.CDR

**740 48 CONTRACTED LEISURE TRAVEL AGENCY (sq.m./SF)**

Project Review: Base MWR representatives, EFD, NAVFAC HQ, BUPERS (Pers-656D)  
 Design Criteria: *(Military Handbook is not currently available)*

1. **GENERAL.** See General Notes to 740 series category codes for General Instructions regarding facility allowance planning procedures.
2. **DEFINITION.** The mission of an on-base Contracted Leisure Travel Agency is to serve the military community's unofficial travel service needs. This is accomplished by providing services like those obtained from a commercial travel agency in the private sector -- information on land/sea/air travel, and accommodation and car rental options, reservations and ticketing services, and assistance with individual tour and travel arrangements.
3. **RELATED FACILITIES.** Contracted Leisure Travel Agencies are most commonly collocated with Recreation Information, Tickets and Tours (ITT) Offices, since these two programs complement each other. Such travel agency operations may also benefit from collocation with high traffic uses such as Base Exchanges.
4. **SPACE ALLOWANCE.** The maximum space allowances for Contracted Leisure Travel Agency facilities are presented below in Table 740 48A. Recommended minimum space allowances for such facilities are 22 net square meter (240 NSF) for a single agent, and 14 net square meter (150 NSF) for each additional agent.

Travel industry statistics indicate that average productivity per travel agent is \$500,000 per year. **Unless a one-person agency can generate \$500,000 or more in leisure travel sales, bases should consider alternative methods of providing this type of service.** However, while the staffing for a small travel agency operation may be one full-time equivalent (FTE) position, the minimum size of facility should be sufficient to accommodate stations for at least two agents.

<u>Note</u>	<u>Total Sales</u> <small>(rounded to the nearest one hundred thousand)</small>	<u># Travel Agents</u> <u>Allowance</u> <small>(FTE)</small>	<u>(Gross Area)</u>	<u>Min. Space Allowance</u> <u>Gross Area</u>	<u>Max. Space</u>
(1)\$500,000 to \$1,200,000	1-2	36	390	65	700
\$1,300,000 to \$1,800,000	3	50	540	93	1,000
\$1,900,000 to \$2,400,000	4	64	690	111	1,200
\$2,500,000 to \$3,000,000	5	78	840	139	1,500
\$3,100,000 to \$3,600,000	6	92	990	158	1,700
\$3,700,000 to \$4,200,000	7	106	1,140	177	1,900
\$4,300,000 to \$4,800,000	8	120	1,290	195	2,100

**Notes for Space Allowance Table:**

- (1) While the staffing for a small travel agency operation may be one full-time equivalent (FTE) position, the minimum size of facility should be sufficient to accommodate stations for at least two agents. Furthermore, wherever possible, it is recommended that space for likely future sales growth -- sufficient square area to accommodate at least one additional agent -- be included in the sizing of new small travel agency facilities.

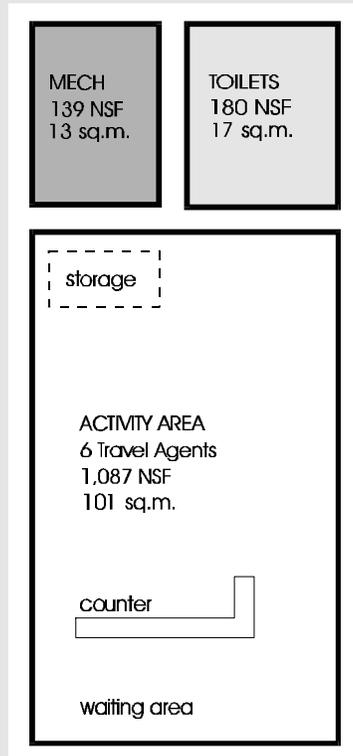
A good location is critical for running a successful travel agency operation offices should be located in convenient, high traffic, high visibility locations. Adequate parking should be available near the office.

5. **ILLUSTRATIVE SPACE PROGRAMS.** Four sample space programs for small, medium, large and extra-large Contracted Leisure Travel Agencies are presented to illustrate possible breakdowns of the overall space allowances into their primary functional components, with their respective sizes and capacities. These space programs are for illustrative purposes only.
  
6. **SAMPLE LAYOUT DIAGRAM.** A layout diagram is presented for a large size Contracted Leisure Travel Agency. This diagram is an example of the composition of such a facility in terms of its functional components, their respective sizes and adjacencies. The layout diagram is for illustrative purposes only.

## CONTRACTED LEISURE TRAVEL AGENCY (Category Code 740 48)

### Sample Space Programs

Functional Component/ Sub-Component	Space Allocation Standard	SMALL SIZE FACILITY		MEDIUM SIZE FACILITY		LARGE SIZE FACILITY		XTRA-LARGE SIZE FACILITY	
		Sub-Total		Sub-Total		Sub-Total		Sub-Total	
		Capacity	Net et Area	Capacity	Net et Area	Capacity	Net et Area	Capacity	Net et Area
		Area sq.m.	sq.m.	Area sq.m.	sq.m.	Area sq.m.	sq.m.	Area sq.m.	sq.m.
<b>ACTIVITY AREA</b>	sq.m.		<b>43</b>		<b>70</b>		<b>96</b>		<b>126</b>
Travel Agent Station	8 Net Area per station	2	16	4	32	6	48	8	64
Printing Station	5 Net Area per station	1	5	1	5	1	5	1	5
Copy Machine	5 Net Area per machine	1	5	1	5	1	5	1	5
Information Counter	3 Net Area per station	1	3	1	3	1	3	2	6
Display Rack	3 Net Area per 2m m	2	6	3	9	4	12	5	15
Waiting Area	1 Net Area per seat	3	3	6	6	9	9	12	12
Office Storage	30% Net Area agent stations	5		10		14		19	
<b>SUB-TOTAL ACTIVITY AREA</b>			<b>43</b>		<b>70</b>		<b>96</b>		<b>126</b>
<b>ACTIVITY SUPPORT</b>			<b>6</b>		<b>12</b>		<b>18</b>		<b>24</b>
Toilets (male and female)	6 Net Area per toilet	1	6	2	12	3	18	4	24
<b>SUB-TOTAL ACTIVITY SUPPORT</b>			<b>6</b>		<b>12</b>		<b>18</b>		<b>24</b>
<b>BUILDING SUPPORT</b>			<b>16</b>		<b>24</b>		<b>32</b>		<b>39</b>
Entrance/Circulation/ Housekeeping/ Supplies/Janitor's Closet/ Structure/Partitions	5-19% total Net Area for Activity Area and Activity Support	9		15		19		24	
Mechanical/Electrical/Communication/ Equipment Space	9-13% total Net Area for Activity Area and Activity Support	6		10		13		15	
<b>TOTAL GROSS AREA (sq.m.)</b>			<b>64</b>		<b>106</b>		<b>146</b>		<b>189</b>
<b>Gross sq.m. per Travel Agent</b>			<b>32</b>		<b>27</b>		<b>24</b>		<b>24</b>



LAYOUT DIAGRAM -- CONTRACTED LEISURE TRAVEL AGENCY  
Large Size

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