



A COVID-19 Virtual Ideation Experience

Space Utilization & Metrics

Team Number: 23

Proposal: Post COVID space utilization will occur in three phases, each associated with specific metrics that advance the workplace from an environment for essential workers to a highly flexible digitized space. Each phase impacts and requires communication between occupants, facilities/real estate, and operations.

Phase 1

New social contract and standards, wellness, evaluating occupancy and density, extended WFH

Phase 2 – 18 months

Occupancy and Seat reservation policies, employee wellness history, data and technology enhancements

Phase 3 – 18 months

The new norm, tracking regulations, data driven spaces



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Phase 1
Resetting

Time per occupant visit: entry/exit threshold time per Person

Max Density per space to new standard

Utilization thresholds no more than X%

Employee percent working from home

New social contract between employees and FM community

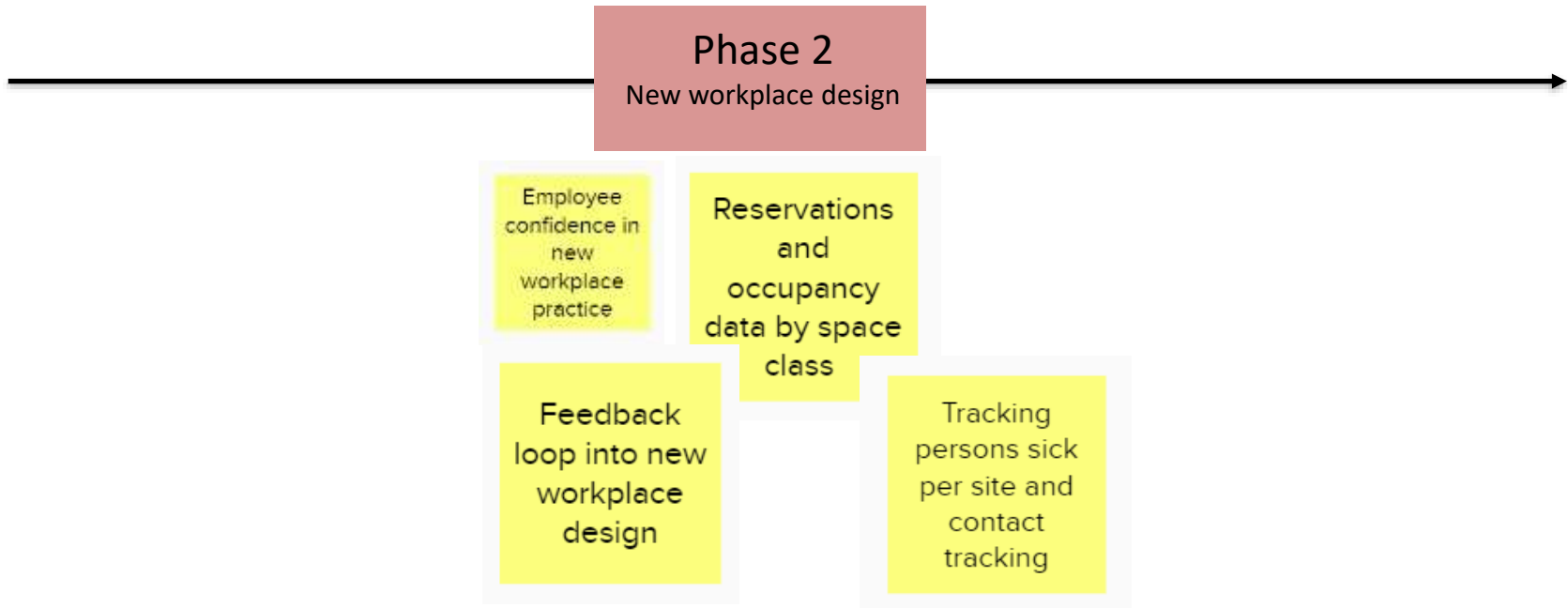
- Metrics:
- Entry/exit time
 - % of space occupied
 - Employee wellness/ illness cases
 - % employees WFH



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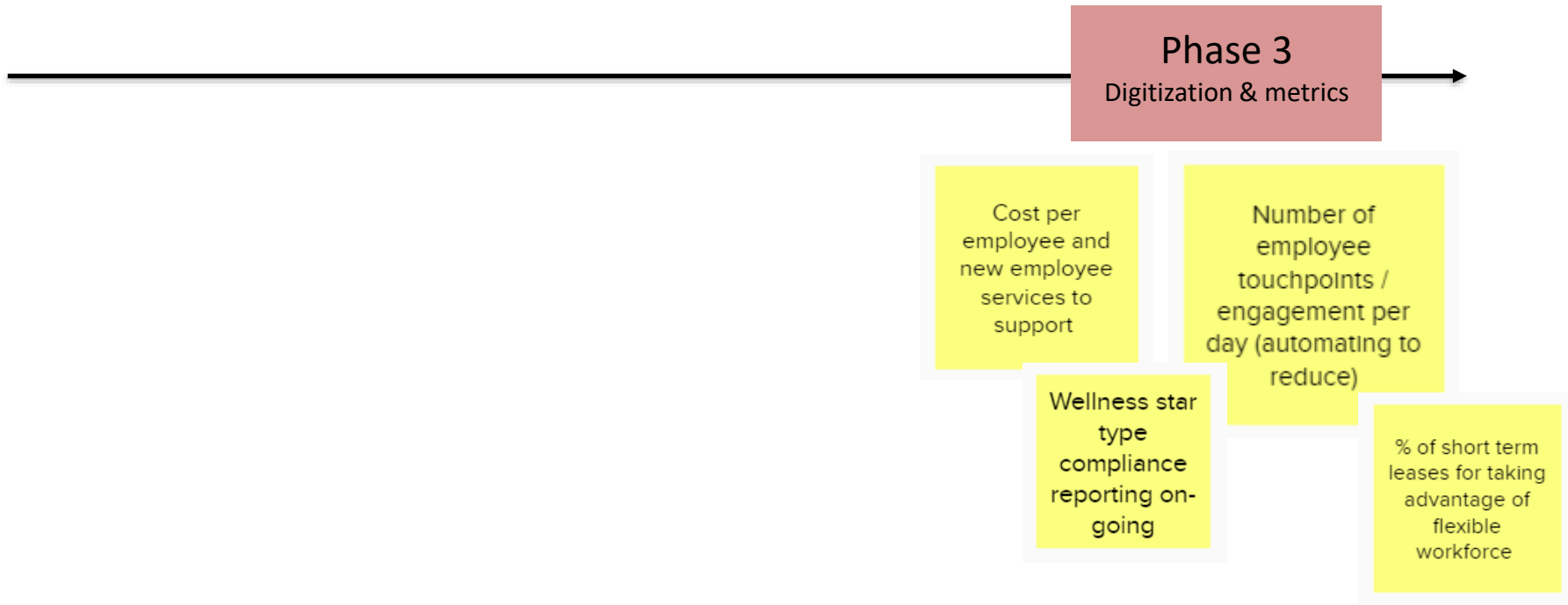
- Metrics:
- Employee confidence to come to work
 - # of requested seat reservations
 - Efficiency of workplace (safety and design)



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- Metrics:
- Utilization of diff space types
 - “Smart” facilities
 - % of short term leased space
 - Cost per employee for new services



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Employee
confidence
and
comfort

Reservation
app usage

Efficiency per
employee visit
in relation to
new design

Privacy and
ethics for
tracking and
monitoring
occupants

of people
in
space/floor

Government
legislation

Constants across three phases

Ideation and Development

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Opportunity:

Corporate real estate (CRE) metrics have traditionally focused on cost and efficiency. Yet an organization's most valuable resource is its people. Will COVID-19 reverse the trend of reducing square footage per employee and shift the focus from space-centric measurements to human-centric measurements? Or will companies place greater priority on reducing expenses? Further, will the significant business disruptions and prolonged uncertainty ushered in by COVID-19 bring transformational change in companies' leasing strategies?

Challenge:

Develop key forecasts and recommendations for corporate real estate professionals as they address how the pandemic will impact space utilization and metrics going forward.

Other thoughts to



Phases of COVID

Phase 1 (Today) (resetting)

Only essential workforce are returning to work.
 * Business critical staff
 * First responders, etc.
 Teams are preparing for first wave of non-essential workforce to come back.

What metrics should we track now?

Phase 2 (Next 18 Months)

Slow and sequenced return of non-essential workforce and occupants.
 * New policies put in place
 * Social distancing
 * Limited capacity
 Teams are preparing for longer term design and layouts which better support distancing behaviors and new policies.

Phase 3 (Post Covid)

Workspace has continued evolving. New community based, activity based workspaces which support flexible staff. Buildings and layouts are optimized. More flexible, new policies, complete shift away from traditional assignments. Extreme measures from Phase 1 viewed as the norm (Employee emotion metrics).

How companies are responding to COVID within each phase



Key Personnel



Pre covid Metrics



Metric for navigating Covid against the three phases

Assignments from the team to work before Tuesday



Phase 1 (Today)



Phase 2 (Next 18 Months)



Phase 3 (Post Covid)

