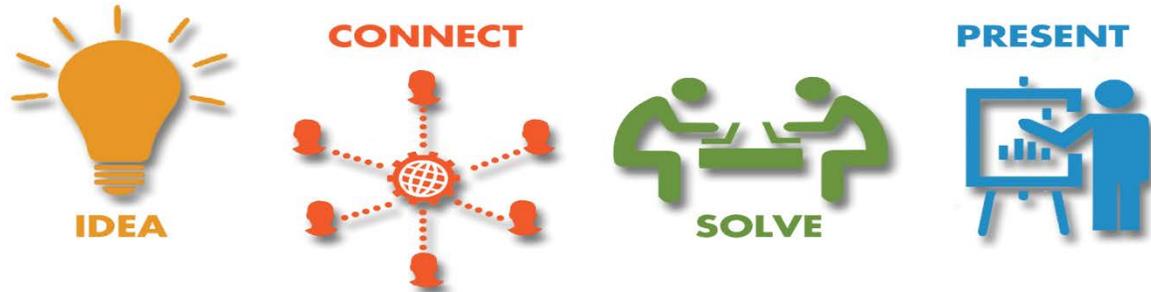A COVID-19 Virtual Ideation Experience

Team Topic and Number: Team 12: SPACE UTILIZATION AND METRICS

Team sponsor/chapter (if applicable): N/A

Team Lead: Ellen Johnson, Salesforce

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Input your submission below. Please remember that you have 1500 words to share your insights.

Team 12 considered an increase in WFH employees as the likely long-term solution for post-COVID occupancy challenges, where the goals are to maintain recommended social distancing protocols for physical health, safety and welfare, and to establish an acceptable level of psychological comfort for returning employees. The table below reflects Team 12's projections for how space utilization and metrics might change based on the experience of an organization that did not previously have an established WFH policy. The model assumes a consistent floorplate for the sake of comparison, and does not address the potential for organizations to shed square footage in response to reduced occupancy in the office at any given time as the adoption scenarios increase the percentages of WFH employees.

New Ways Organizations and Teams Can Approach

Implementation of a Mobile/Virtual Workforce

	Low Adoption		Medium Adoption		High Adoption	
% WFH	**15-20%**	Likely increase even for low adoption	**30-35%**		**50%**	Mix of full time WFH and part time (2-3 days/week) WFH
RSF/work point	200 SF	RSF/work point and RSF/person will be similar	230 SF	RSF/work point will likely increase	250 SF	
RSF/person	200 SF		<200 SF	RSF/person will likely decrease	150 SF	

	Planning Metric	Assumptions	Planning Metric	Assumptions	Planning Metric	Assumptions
Employees Individual Seats	1.2 : 1	Teams might rotate in shifts so they are in the office different times, allowing some seat sharing	1.75 : 1	Individuals or teams may be on permanent or rotating WFH schedules or WFH adoption could be by personal choice	3 : 1	Employees coming in for technology or in-person/team collaboration/meetings that can not be done remotely.
% Workstations	70%		80%		100%	
% Private Offices	30%	The need for private offices could be higher to allow for proper distancing.	20%	Need for some private offices may be maintained in order to address comfort level of key staff who are hesitant to return to an open plan environment regardless of social distancing protocols in place. These can also double as Focus/Huddle rooms	0	
Focus Rooms (2 seats)	0	Phone rooms and huddles could convert to private offices because they are too small for proper distancing.	0	Focus rooms for 2-person meetings or video conferencing convert to private offices with capacity of 1 because they are too small for proper distancing.	0	
Huddle Room (4 seats)	0	Phone rooms and huddles could convert to private offices because they are too small for proper distancing.	0	Huddle rooms for 4-person meetings or video conferencing convert to private offices with capacity of 1 because they are too small for proper distancing.	0	

Medium Conference Room (8-10 seats)	1 room : 10 ind seats	There will still be a need for conference rooms to collaborate with proper distancing. Would only allow for meetings of about 4 people	1 room : 6 ind seats	Medium conference rooms will still be necessary for collaboration/face to face meetings. To maintain proper distancing protocols, either capacity of rooms will decrease or size of rooms will increase.	1 room : 5 ind seats	Collaboration increases with fewer seats available. Workforce will come into the office for collaboration, not necessarily heads down work.
Large Conference Room (12 - 16 seats)	1 room : 35 ind seats	Increased need for large conf rooms to collaborate with proper distancing. Since fewer are WFH, there will be a need for more in person collaboration. Large room will only accommodate 6-7 people safely distanced.	1 room : 80 ind seats	Fewer large conference rooms will be needed as large collaborations will increasingly become virtual, supported by technology	1 room : 17 ind seats	White boarding/ presentation/brainstorming/ ideation sessions. Becomes a multi-purpose space for ideation.
Training Room (24+ seats)	1 room : 150 ind seats	Firms likely to lean into virtual training so number of training rooms can remain the same. However, these may be used for collaboration space for teams so they can meet in groups safely. These rooms would only accommodate half of the allotted seats.	1 room : 150 ind seats	While in-person training will not disappear altogether, organizations are more likely to rely on virtual training in the future.	0	Use this square footage/$ to build more small, med, large conf rooms and/or desk sharing, open collaboration areas
Informal/Open Meeting		Uncertain how this space will be used in the future. Will depend on cleaning protocols		Uncertain about the fate of informal/open meeting areas as organizations move away from the café concept		

General		Since low adoption assumes majority of employees are still coming into the office, would need to assess when amenities like health/wellness and cafes come back online and how.		Technology will become more important and filing/storage will become less important as we lean into virtual/remote work. Less support space will be required.		Technology: High investment in workplace management, virtual/remote and collaboration systems/tools Change Management and Communications: High level of effort, focus, engagement and tasks built into the overall high adoption program