

# Client Enrichment Series – Requirements Development Q & As

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**Question #1:** How much of that 50% is shared space and common area space? Conference and break rooms which are still a necessary function of any office.

**Answer:**

The utilization rate in the presentation is an all in rate that includes all primary office and shared space (conference rooms and break rooms). 100% of usable space went into the calculation.

**Question #2:** How did you come up with the 50-60%? How did you gather your data?

**Answer:**

Consultant studies, studies with GSA Workplace Solutions, and studies in the GSA regions support the 50-60% utilization rate.

Most data comes from desk surveys. Someone walking through the space on a given timetable, i.e., every 30 minutes and noting whether or not the desk is occupied.

**Question #3:** Can we get more information on what unions have bought off on this?

**Answer:**

Union involvement has been on a case by case basis. The projects are not just cutting space, but creating functionally better space for employees. Surveys show employees are excited about space improvements and opportunities for work mobility.

**Question #4:** How long will it take to recoup the cost of the new furniture you bought when you only decreased the space by one?

**Answer:**

The R9 GSA project is a demonstration to prepare employees for new space with reduced workstation sizes and an open space plan. While this was not a cost savings project, the selected furniture will be reused in another office building and the furniture is demountable to accommodate future growth and/or reduction.

The R10 example should have given the numbers. Here we removed eight cubes and built space for 10 workstations. However, 18 people work at those 10 workstations.

The GSA DC example project was approximately \$10M and had a payback of less than 5 years for the furniture.

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**Question #5:** How many people are in the TSA office and the square footage?

**Answer:**

About 266 people occupy approximately 61,730 RSF, or 53,000 USF of space. This project has a utilization rate of 202 USF / person.

**Question #6:** What is the range of ratios of conference/meeting space vs cubes? Have any of the US court agencies converted to reducing their space according to some of these sustainable criteria?

**Answer:**

The range depends on the size of the workstations, the functional needs of the office, and the mobility of the workforce.

**Question #7:** Do your Leasing Contracting Officers and Specialists actually conduct negotiations in these types of space?

**Answer:**

Yes, GSA leasing contracting officers and specialists utilize the different types of space (collaboration space, private meeting rooms, etc.) depending on what their work requires.

**Question #8:** Have you had any experience w/ Modular Wall systems vs. drywall. If so, how has it worked for you all thus far?

**Answer:**

Yes, modular walls are a little more expensive on the frontend but allow a much higher degree of flexibility. With today's rapidly changing requirements, the costs can be recovered in a single realignment.

**Question #9:** How did R8 control the noise in the office with the lower cubicle walls?

**Answer:**

A white noise system was installed and the ability to see work neighbors with the low partitions have helped with noise management.

**Question #10:** How is circulation calculated into the utilization rate? How can we be sure that circulation is not calculated twice? E.g. the cube size allocation may already include circulation and additional square footage may be added to the total space calculation to account for circulation again.

**Answer:**

With an all in number, it's all space. USF divided by the number of people give the UR. Or number of people times the desired UR gives the max space allowed.