



U.S. General Services Administration

U.S. General Services Administration FY 2023 Annual Evaluation Plan

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Introduction

The U.S. General Services Administration (GSA) is committed to ensuring a strong culture of evaluation, evidence-building, and learning. GSA's Learning Agenda and Annual Evaluation Plans set a series of agencywide learning targets in alignment with GSA's strategic objectives and in collaboration with varied offices across GSA.

GSA's Annual Evaluation Plan (AEP) is a set of priority evaluations that build on the GSA Learning Agenda. The AEP will support progress on the Learning Agenda; however, these efforts will also have additional and independent workstreams and thus not fully overlap. GSA will also continue planning these proposed efforts for FY 23 as more information becomes available on program implementation.

In developing the AEP, GSA engaged internal and external stakeholders. Internally this included key stakeholders from across the agency, as they advised and helped develop questions for inclusion in the AEP. Externally this included hearing insights shared by the Office of Management and Budget partners in the budget, performance, and evidence teams. GSA's Evaluation Officer (EO) worked closely with varied stakeholders with expertise in the program areas to ensure that the AEP is relevant, realistic, and meaningful. The EO convened an Evaluation Working Group to provide input into the criteria¹ to select priority² evaluations, review and rank potential evaluations against these criteria, and provide input into the final set of priority evaluations to comprise the AEP.

Given GSA's current capacity to support evaluation, there are some policy areas that are not included in the FY 2023 Annual Evaluation Plan. GSA strategically decided to continue prioritizing many of the learning activities started in FY 2022. Other priorities will be included in future Annual Evaluation Plans as GSA's evaluation capacity grows and we complete the cycle of ongoing, multi-year learning objectives. And new activities may be added off cycle, as needed and feasible.

GSA's FY 2023 AEP includes five priority evaluation topics, on varied policy and operational areas. These topics include:

- What resources are most important for supporting employees and teams in a remote work environment?
- What, if any, impact would increased reliance on flexible work policies have on the demand for Federal real property?

¹ Criteria for determining priority evaluation: mandate, link to Learning Agenda, strategic priority, large program, external recommendation, administrator, administration, or OMB priority, priority evidence gap, feasibility.

² GSA uses the term "priority" as a proxy for "significant".

- What acquisition program or policy changes can address and reduce administrative barriers for GSA customers, especially those that have a disproportionate impact on underserved communities?
- What programs or policies are effective at promoting greening of the fleet, including use of electric or other zero-emission vehicles?
- What strategies and technologies are most effective to efficiently operate and maintain Federal facilities and reduce adverse climate impacts from operations or from severe weather events?

Each priority evaluation topic includes a description of the case for evaluation, notes on possible evaluation approaches, methods and key data, anticipated challenges and solutions, and initial notes on dissemination of results.

Learning Question 1: Real Estate Solutions

What technologies and solutions does the Federal workforce need to work effectively in a more responsive remote work setting?

Context

GSA is leading the Workplace 2030 (WP2030) initiative studying agencies' space usage during and before the COVID-19 pandemic and discussing evolving needs, which will drive long-term workspace solutions and decisions. Building on our FY 2021 progress, GSA will proactively and regularly engage customers to understand the changing mission needs and guide their workspace strategies based on their evolving needs. GSA will develop and deploy customer-driven solutions beginning in FY 2022, which will enable agencies to align people, processes, and tools. GSA will also continually monitor and quantify variables like space utilization and changing demand, which will enable GSA and agencies to make data-driven decisions. This initiative is critical to GSA's efforts to right-size the Federal real estate footprint. Our work will examine the effects of distributed, virtual, and asynchronous work, rapid adaptations in information technology, and changes to interior space planning and building operations.

The ongoing Covid-19 pandemic has reshaped how the Federal government works, and likely will continue to do so as agencies navigate re-entry into offices. GSA has developed categorizations for all positions—remote eligible, on-site flexible, and on-site required—and is planning for a significant proportion of its workforce to engage in a higher level of remote work than prior to the pandemic. Navigating the new reality of an increasingly hybrid future of work presents significant opportunities to understand how GSA can best support employees both when they are working remotely and working from an office. Evaluation Topic 1.2 focuses on learning how best to support employees when they are working remotely. Evaluation Topic 1.2 focuses on how GSA can best support on-site staff.

Strategic Objective

Develop and offer integrated space and virtual workspace options and services that maximize flexibility, particularly in anticipation of increased telework.

Evaluation Topic 1.1: Remote employee resources

What resources are most important for supporting employees and teams in a remote work environment?

Overview

GSA is planning evaluations to understand more about how providing office equipment to employees in remote locations can help to improve employee and agency outcomes. These pilot evaluations initially will be housed at GSA, but if the pilots go well, GSA may provide offerings to other Federal agencies in FY 2023 or later.

A WP2030 initiative called “Home Office in a Box” will be rolled out initially in late FY 2022. An implementation analysis focusing on initial use will be completed in early FY 2023. GSA evaluation leads will work with the Workplace 2030 team to assess the feasibility of embedding evaluation in either a larger rollout of remote equipment offerings, or on future iterations of the user experience.

GSA will continue to engage with the Office of Personnel Management (OPM) and other Federal agencies to understand where there are opportunities to learn from the re-entry period. While it is expected that by FY 2023 employees will have reached an equilibrium in terms of work location, there will continue to be possibilities for learning about tools and resources to better meet the needs of individual employees, teams, and managers.

Evaluation Questions

- Does the provisioning of home office equipment to GSA employees (e.g., chairs, monitors, keyboards, and mice) increase employee engagement, satisfaction, health, and productivity?
- How will the return to facilities impact GSA employee engagement, satisfaction, health, and productivity?
 - To what extent do team structures (e.g., all remote, hybrid, all in the office) affect individual outcomes (including equity), team outcomes, and agency outcomes?
- How do other, non-equipment support resources increase GSA employee and team engagement, satisfaction, and productivity?

Evaluation Approach and Timeline

- Evaluation of Home Office in a Box: a pilot of core Home Office in a Box functionality is planned for Q3/Q4 FY 2022 and will be made available to a group

of GSA employees. GSA evaluation leads are working with the project team to assess the feasibility of embedding an impact evaluation in the first-stage rollout of the program. Early implementation analysis is tentatively planned for late FY 2022 and extending to early FY 2023.

- The results of the Home Office in a Box pilot³ will inform larger Federal service offerings. Scaling up remote service offerings will present an opportunity to build in evaluation, for example with a staggered rollout. The Home Office in a Box pilot will also allow for refining a theory of change to help understand the effects of scaling up even if a rigorous impact evaluation is not possible. If Home Office in a Box proves successful, a rollout to other agencies could begin in late FY 2022 or early FY 2023. GSA evaluation leads will work with PBS to embed evaluation in a wider rollout where possible, possibly with quasi-experimental methods.
- Evaluation of re-entry pilots: GSA is coordinating with OPM to plan for ongoing evaluations of the effects of additional remote and hybrid work offerings on recruitment, retention, and advancement of employees. In FY 2023 there will be opportunities for continuing evaluation, for example of different training products for managers of remote and hybrid teams or evaluating the effects of remote and hybrid positions on recruitment. Where there are different options for use of new service offerings, it may be possible to embed randomized control trials.

	FY 2022				FY 2023				FY 2024				FY 2025			
Evaluation Activity	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Evaluation of Home Office in a Box																
Evaluation of scaling remote equipment service offerings																
Evaluation of re-entry pilots																

Key Data and Information

Key data and information to support the evaluations outlined in Evaluation Topic 1.1 may include:

- User experience research to provide feedback on website design, product offerings, use cases for Home Office in a Box;
- Customer satisfaction surveys given to people who engage with the Home Office in a Box website, and targeted interviews with users;
- Purchase data from GSA Advantage can inform who purchases which products— if possible, these data could be joined to human resources data to understand

³ In this document “pilot” refers to the small-scale introduction of a new policy, process, or service offering and is not an evaluation activity or method.

more about equity in the program but would be either limited to GSA employees who participate or would require other agencies to share data;

- Google Digital Analytics Program data on website interactions to understand potential pain points;
- GSA employee daily check in data to understand patterns of remote and in-office work during the re-entry period and beyond.

Anticipated Challenges and Solutions

Measurement of employee outcomes is difficult. While it is possible to observe some outcomes related to recruitment, retention, and advancement, it is not currently possible to link measures of employee engagement and productivity to individuals. New data collections are likely necessary to collect adequate data to assess the effectiveness of remote work resources. Even still, it may be difficult to measure some concepts like overall productivity and employee efficiency for knowledge-based duties that do not lend themselves to easy methods of counting.

A second challenge is related to causal identification and likely selection issues. It is likely that some amount of employee choice will be allowed that will sort employees into those that for whatever reason are more inclined to work remotely or in the office. Simple comparisons of employees in different environments are likely to be biased.

Evidence Use and Dissemination

- Early evidence from an initial pilot of Home Office in a Box will inform adjustments to the service offering, with the ultimate goal to refine the program into a governmentwide offering.
- Evaluation of other remote work resources will build into a cycle of continuous improvement that assesses effectiveness of different options, updates service offerings in response to the evidence, and plans a new cycle of evaluation.
- Evaluations from FY 2023 re-entry pilots focused on the agency transition from maximum telework to a hybrid environment will continue with intermediate- and long-term outcome evaluation. These evaluations can help inform both whether telework policies should be updated to encourage different remote work choices versus in-office work choices.

Evaluation Topic 1.2: Demand for Federal real property

What, if any, impact would increased reliance on flexible work policies have on the demand for Federal real property?

Overview

Even before, and now accelerated by, the COVID-19 pandemic, the workspace allocated per person is decreasing. The pandemic has demonstrated that telework is a viable option and that the future will include a mix of office-based work and telework. This presents a unique opportunity to restructure GSA's real property portfolio.

GSA will proactively and regularly engage customers to understand the changing mission needs and guide their workspace strategies based on their evolving needs. Beginning in FY 2022, GSA will develop and deploy customer-driven solutions, which will enable agencies to align people, processes, and tools. GSA will also continually monitor and quantify variables like space utilization and changing demand, which will enable GSA and agencies to make data-driven decisions. Evaluation Topic 1.2 focuses on these activities as a key component to right sizing the GSA's Federal real estate footprint.

GSA is leading the WP2030 initiative studying agencies' space use and discussing evolving needs, which will drive long-term workspace solutions. Through this effort, GSA has identified existing service offerings to expand, as well as new service offerings to provide, all of which are designed to strengthen Federal Government future workplace practices. Our work will examine the effects of distributed, virtual, and asynchronous work, rapid adaptations in information technology, and changes to interior space planning and building operations.

Evaluation Questions

- What features of new, adaptive workspace solutions satisfy customer needs and real estate demands in the short and medium term?
- What is the demand for PBS to provide novel real property services (for example, flexible, multi-office spaces), and how will that demand influence holding and reinvestment strategies for real property so that assets retained are viable and sustainable?
- How are space requirements changing in terms of needed space and use of space in a more flexible work environment?

Evaluation Approach and Timeline

- The Flex Hub concept provides a multi-agency, multi-functional office space that supplies a tailored set of resources to support different work styles (e.g., collaborative and contemplative) and needs (e.g., special-use resources like large format printers). A descriptive study and formative evaluation of the Flex Hub in FY 2022 will help GSA understand if the model can be scaled to additional locations. As additional locations are added, GSA will work with partner agencies to gather data that can potentially support outcome evaluation related not only to employee engagement but also on space requirements and financial implications.
- A descriptive study of space requirements data in FY 2022 will help to inform possible changes to tools used by agencies when determining space and use requirements. GSA evaluation leads will work with PBS to test the effectiveness of any changes to PBS tools, likely starting with formative evaluation methods.

	FY 2022				FY 2023				FY 2024				FY 2025			
Evaluation Activity	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Descriptive study and/or formative evaluation of office utilization applications																
Outcome or impact evaluation of Flex Hub concept																
Evaluation of space requirement tools																

Key Data and Information

Key data and information to support Evaluation Topic 1.2 could include:

- User experience research to provide feedback on potential real property service offerings;
- New survey instruments to understand work preferences and needs distributed to GSA employees;
- Project planning data to understand other agencies' project space needs;
- Qualitative feedback on people's interaction with space in the first Flex Hub location;
- Occupancy (e.g., turnstile, daily check in survey, room reservation system) data to understand building usage.

Anticipated Challenges and Solutions

Both the Flex Hub model and potential changes to PBS tools likely will rely on a small number of buildings to test the concepts—one building is planned as a pilot location for Flex Hub, and two GSA regions will serve as the test beds for new space requirement tools. As such, inferences of how well the concepts are working will not be able to rely on

statistical methods that rely on large sample inference and will need to make use of both quantitative and qualitative data paired with strong theoretical models (e.g., theory of change) to generate rigorous evidence. For example, an outcome evaluation of a one-location pilot of Flex Hub could achieve success if employee's intended uses of the space are met and there is sufficient demand to justify GSA's investment. These outcomes could include using building occupancy data and reservation application data to understand the extent to which resources are being utilized and survey data to understand employee perception of how well the space is facilitating intended uses. These are examples of outcome and/or implementation evaluations which can provide valuable learning even though there is only one location selected for the initial Flex Hub pilot.

Learning from a pilot in a single building and among a specific group of employees likely creates some limitations to the generalizability of what is learned. The learning will be strengthened to the extent that evaluations can seek out both common-use cases and specific-edge cases of interest.

Evidence Use and Dissemination

GSA sees an opportunity to offer an integrated Federal real estate strategy, based on nearly two years of Federal employees working from home and in Federal buildings under GSA's jurisdiction, custody, or control during the COVID-19 pandemic. The evidence generated from these early-stage efforts will help to inform choices on a different set of space service offerings from GSA. For example, GSA will use this evidence to evolve and expand workspace solutions for agencies, including the development and deployment of an integrated set of services that blend real estate, people, and information technology. GSA will use this evidence to further partner with agencies to validate and expand solutions that meet customers' needs, including using a mix of on-site and remote work. Finally, this evidence will be used to develop and deploy the means to track space utilization so that agencies may make data-driven decisions about their future space needs.

Learning Question 2: Acquisition

What strategies are most effective at increasing participation in procurement and contracting opportunities for underserved communities and small businesses?

Context

While GSA has always been strong in industry engagement, it recognizes the need to grow and expand post-award support for new contractors, especially small and disadvantaged businesses (SDBs), under its multiple-award vehicles. GSA will work with industry to develop a more robust post-award strategy to help interested contractors understand expectations, identify resources, and explore opportunities for success. GSA will coordinate with the Small Business Administration (SBA) where there are opportunities for SBA to support learning objectives.

GSA concluded it can best support the Administration's equity objectives by putting greater emphasis on means to increase equity within its governmentwide acquisitions vehicles such as the Federal Supply Schedule (FSS), governmentwide Acquisition Contracts (GWACs), and other governmentwide multiple-award contracts such as One Acquisition Solution for Integrated Services (OASIS) and OASIS Small Business (OASIS SB).

Strategic Objective

Aid U.S. economic growth by maximizing opportunities and minimizing barriers for small and/or underserved businesses seeking to do business with GSA.

Evaluation Topic 2.1: Reducing administrative barriers

What acquisition program or policy changes can address and reduce administrative barriers for GSA customers, especially those that have a disproportionate impact on underserved communities?

Overview

GSA selected the Multiple Awards Schedule (MAS) program as the initial focus of our equity assessment. The MAS program has a long history serving as the entryway for SDBs to the public sector marketplace. The MAS program—as the government’s largest commercial acquisition vehicle program—contains approximately 12,000 small businesses, of which over 5,000 are disadvantaged. The MAS program contains unique features that make it the entryway point, such as continuously open to add new small businesses, small business teaming, socio-economic set-asides, access to free eTools, ability to sell to State and local governments under certain authorities, education and outreach support and ability to grow in size while holding a single 20-year contract spanning all commercial categories of spend. The MAS program has outperformed the governmentwide small business and socio-economic goals.

Evaluation Questions

- Which aspects of the MAS process are most important for improving small disadvantaged business performance on MAS?
- What characteristics of small businesses are related to successfully being awarded contracts?
 - What services are most effective at supporting SDBs that struggle to win contracts when they are on Schedule?
- How can processes for small business certification be improved?

Case for Evaluation

As part of its equity analysis for Executive Order 13985 (Advancing Racial Equity and Support for Underserved Communities Through the Federal Government), GSA assessed its FSS, GWACs, and other governmentwide multiple award contracts such as OASIS and OASIS SB. GSA found that although underserved businesses fared better in winning GSA business than they did governmentwide, too many were not able to win task or delivery orders. Initially, GSA will focus on the MAS and improving equity outcomes for SDBs in the MAS to support the new 15-percent target for SDBs.

Evaluation Approach and Timeline

- Foundational fact-finding and descriptive studies of the MAS program in FY 2022 will identify key bottlenecks where SDBs struggle in the contracting process. FY 2023 will be focused on designing interventions to reduce the identified barriers and test the interventions with impact evaluation where possible.

	FY 2022				FY 2023				FY 2024				FY 2025			
Evaluation Activity	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Impact evaluation of MAS process changes to improve SDB outcomes																

Key Data and Information

Key data and information that will inform Evaluation Topic 2.1 could include:

- User research to inform supplier pain points and bottlenecks during the pre-award and post-award phases;
- Analysis of supplier administrative data to track number of number of awards and obligation, time spent in different parts of the process, bid success rates, etc.;
- Website analytics to understand user experience and website interactions;
- Other qualitative data collection activities to understand the overall supplier experience.

Anticipated Challenges and Solutions

While there is high-quality administrative data available to identify which businesses are more and less likely to win contracts, this data may not capture the reason why some businesses struggle. Collecting additional data may require the approval of additional information collections and using additional qualitative methods for understanding customer journeys. The GSA Office of Customer Experience and staff in the Federal Acquisition Service have the capacity to support these efforts to better diagnose procedural bottlenecks.

Evidence Use and Dissemination

Evidence generated from multiple contracting processes—both those designed to help small businesses get certified or on Schedule and those designed to help businesses ultimately win contracts—may reveal some common themes. By working both internally with GSA and externally with SBA, the pilots could create multi-agency solutions, for example, GSA may be able to refer SDBs to new programs identified in SBA pilots.

Learning Question 3: Digital Government

How can GSA Technology solutions support effective service delivery to the public?

Context

The GSA Technology Transformation Services (TTS) strives for a digital government that delivers for the public through trusted, accessible, and user-centered technologies. TTS helps agencies make their services more accessible, efficient, and effective with modern applications, platforms, processes, personnel, and software solutions and to empower the public with better access to Government information and resources. With a focus on unifying, improving, and standardizing the experience the public has while interacting with the Federal Government, TTS has a number of digital platforms it has developed. Evidence on how to best leverage these solutions, improve and expand the solutions and meet customer and public needs will be in direct service to GSA's Learning Agenda.

For example, TTS leads login.gov, USAGOV and US Web Design Systems. Login.gov offers users simple, secure access to online Government services. Users will be able to sign in with a single set of credentials for all participating government programs. USAGov connects people with government information more than 700 million times a year through its websites (USA.gov and USAGov en español), social media, publications, email, and phone calls to the USAGov Contact Center. And the U.S. Web Design System (USWDS) makes it easier to build accessible, mobile-friendly Government websites for the American public. Given the reach and scale of TTS offerings, further evidence on how to best leverage these services to better serve the public will be key in assisting GSA in delivering on its mission.

Strategic Objective

Implement inclusive, accessible, and equitable design practices that improve customer experience with technology and digital platforms.

Evaluation Approach and Timeline

Evaluations in FY 2023 will depend on learning from foundational fact-finding in FY 2022. These evaluations will be updated as those efforts progress. Potential areas of interest include:

- Using descriptive studies of targeted public-facing websites to identify drop-off points for interactions and testing program improvements to increase utilization and/or accessibility of public-facing websites.
- Conducting formative evaluation of website changes to increase access and usability. For example, current efforts to better understand equity concerns of identity verification through login.gov could lead to trialing improvements on a small scale to see if they solve fundamental issues.
- Understanding the effects of digitizing Federal forms on access and data integrity by embedding impact evaluation.
- Using descriptive studies and outcome evaluation to understand how vote.gov can improve access to voter information and registrations for underserved communities.

	FY 2022				FY 2023				FY 2024				FY 2025			
Evaluation Activity	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Descriptive study of targeted public-facing websites																
Formative evaluation of website changes to increase access and usability.																
Evaluation of the effects of digitizing Federal forms																

Key Data and Information

Key data and information that will inform Evaluation Topic 3.1 could include:

- Website accessibility scans (and related metrics);
- Website analytics through Google Digital Analytics Program to understand how users travel through the digital ecosystem and identify possible areas for further investigation;
- Potentially creating novel measurement strategies to better understand accessibility through the lens of task completion;
- Surveys to assess knowledge of website manager and coordinators;
- User research to understand challenges to complete tasks related to high-priority websites.

Anticipated Challenges and Solutions

Measurement of reach and impact on the public, resulting from TTS services and offerings, will continue to pose a challenge when developing evidence moving forward. Data on user outcomes on a broad scale are not consistently collected currently and will require significant effort and resources to capture reliably. Further complicating these

efforts, such user outcomes are often one or more degrees separated from the user's contact with TTS. As GSA explores promising modifications to programs and platforms with potential to enhance impact, statutory requirements may pose some limitations inhibiting the range of possible modifications. Further, embedding evaluation into TTS offerings and outreach may require changes in terms of client engagement and operations, adding additional complexity and requiring additional capacity.

Evidence Use and Dissemination

Foundational fact-finding activities in FY 2022 will be used to target at least one priority evaluation in FY 2023, and GSA evaluation leads will work with TTS to outline additional evaluation activities in FYs 2024 and 2025.

Learning Question 4: Government Operations

What GSA programs and policies are effective at improving climate adaptation, resilience, and mitigation?

Context

The Office of Government-wide Policy's (OGP) mission is to provide innovative solutions for the future of Government. OGP helps agency partners prepare for the future of mission delivery by leveraging smart policy, analytical data, and dynamic program implementation across Government. OGP aims to be the trusted partner leading to better Government with improved citizen experiences and savings. One key aspect of this is prioritizing an understanding of climate change risks and opportunities.

This effort supports OGP's overall mission by modeling how we build and use evidence to improve internal operations and inform policy guidance across the Government. Progress will require continuing to improve the use of data for decision-making and accountability for the Federal Government, including for policymaking, innovation, oversight, and learning. OGP will use the best available science-based climate data and develop and use new data sources and tools to better inform decision making, including through risk-informed processes to identify its vulnerability to climate disruptions. High quality data will allow us to run rapid, low-cost tests and identify effective policy changes, and we will identify, prioritize, and make progress on data gaps.

In formulating policy, OGP will work to advance equitable distribution of environmental risks and benefits and to avoid actions that may lead to increased risk of adverse climate-related outcomes, increased vulnerability to climate change, or diminished welfare, now or in the future.

Strategic Objective

Provide centralized services and shared solutions that promote cost savings and environmental sustainability, enabling agencies to focus on mission delivery.

Evaluation Topic 4.1: Greening of the fleet

What programs or policies are effective at promoting greening of the fleet, including use of electric or other zero emission vehicles?

Overview

GSA Fleet will play a major role procuring electric vehicles (EVs) for the Federal fleet to proactively address the climate crisis. GSA is the mandatory source for executive agencies purchasing non-tactical vehicles in the United States, so it will continue to expand the available EV options for agencies to purchase. GSA’s end-to-end vehicle leasing program for the Federal Government includes over 227,000 vehicles. In support of Executive Order 14008 (Tackling the Climate Crisis at Home and Abroad), GSA will continue to use the Federal Government’s buying power to electrify the Federal fleet.

Given this executive order and GSA’s extensive fleet operational experience and automotive industry expertise, GSA is working closely with Federal agencies in:

- developing an aggressive action plan to rapidly electrify the Federal fleet;
- participating in the White House’s Council on Environmental Quality steering committee and working groups to craft the best solutions for electrifying the Federal fleet and tackling charging-station infrastructure; and
- co-leading (with the U.S. Department of Energy) an interagency working group that meets monthly to tackle fleet electrification.

Currently, 35 Federal agencies have procured EVs from the GSA Fleet. These EVs include electric sedans, cargo vans, minivans, and SUVs.

Evaluation Approach and Timeline

GSA will identify key targets for foundational fact-finding in FY 2022. This fact-finding will be used to identify data gaps, understand customer needs and potential barriers to purchasing, leasing, and using EVs, and will investigate the physical infrastructure needed to promote EV use. The foundational fact-finding is intended to identify evaluation opportunities in FY 2023.

	FY 2022				FY 2023				FY 2024				FY 2025			
Evaluation Activity	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Formative evaluation of pilots to increase the use of EVs																

Key Data and Information

Key data and information to inform Evaluation Topic 4.1 could include:

- Vehicle usage data, including telematics where available to understand which vehicles may be high value targets for replacement;
- (If available) Zero-emission vehicle Planning and Charging (ZPAC) tool data and Electric Vehicle Supply Equipment (EVSE) planning data to understand infrastructure needs and opportunities;
- Discussions with fleet managers and vehicle users at other federal agencies to understand what factors guide EV utilization decisions and identify possible opportunities for implementing novel strategies for increasing EV use or reducing high-emission behavior.

Anticipated Challenges and Solutions

Due to COVID-19, governmentwide travel and vehicle use will likely be curtailed for an extended period of time. This will affect the ability to initiate evaluations of standard travel behavior, including use of fleet vehicles. GSA does not have access to all agency fleet or travel data, which continues to be an ongoing challenge. GSA will identify partner agencies and initiate data sharing activities to expand the available data. Fleet data, in particular, will require further investment and cooperation from partner activities, both within and outside of GSA, to serve as reliable indicators and outcomes for future evidence building activities.

Evidence Use and Dissemination

Foundational fact-finding in FY 2022 will be used to target at least one priority evaluation in FY 2023 related to the greening of the Federal fleet. GSA will continue to coordinate with internal and external stakeholders to refine evaluation plans for FYs 2024 and 2025.