What to Expect When You’re... Going Mobile!
Why You’re Here
Chances are you already know...or think you do

- Hiring/Pay Freezes
- Executive Orders
- Sequestration
- OMB Mandates
- Prospectus Requests
- Agency Consolidation

Engage Magazine
Three Things to Consider

Design

People

Organization

Space & Technology
...and big ideas to remember:

• think this through!
• it’s not a one-size-fits-all solution
• change takes time; plan for it
• communicate early and often
• it’s not just about saving money!
• we can design and build anything
People First

Recognize that “change” triggers fear and confusion

- Blurred boundaries between work and place
- Loss of privacy (acoustical/visual)
- Reduced personal space
- Loss of status symbols
- Reduced productivity
People First
Be ready to answer “What’s in it for me?”

Personal
- More flexibility / choice
- Better work-life balance
- Increased independence
- Healthier environment

Professional
- Improved collaboration
- Enhanced productivity
- Easier communication
- Increased workplace equality
Organizations Must Adapt
... and actively manage change

- Private offices
- Sight-line supervision
- Accountability
- Managing work product
- Personnel issues
- Visual and acoustical disruptions
- Organizational transparency
Organizations Must Adapt

...and articulate the benefits at the enterprise level

- Reduced fixed costs (Rent, O&M)
- Reduced fleet costs
- Enhanced innovation
- Increased productivity
- Reduced carbon footprint
- Better connectivity / technology
- Attracting and retaining talent
- Succession planning
- Continuity of operations (COOP)
Space & Technology

Existing buildings typically do not support mobility

- Traditional floor plans (private offices, enclosed corridors)
- Inadequate technology
- Antiquated infrastructure
- Inflexible furniture
- Environmental mitigation
- Historic building constraints
Space & Technology
Design spaces based on work functions vs. hierarchy

- Encourage collaboration
- Reduce scheduling conflicts
- Increase efficiency
- Improve connectivity
- Reduce need for in-person meetings
- Enable impromptu interactions
Now that you’ve made the decision...

Where do we start?
What are our options?
How do we get there?
Where do we start?

People + Organization

Engage the organization
Assess existing work patterns
Identify early adopters
Set attainable & measurable goals
Consider possible obstacles
Communicate vision and goals
Listen, listen, and listen
Where do we start?
Assess existing conditions against future vision

- Inventory furniture & IT
- Understand building capacity
- Assess adequacy of support space
- Complete a Building Assessment Report
- Complete Historic Structures Report
- Assess lease expirations/prospectus cycle
- Estimate costs against your budget
What are our options?
Right-sizing to your agency

GSA’s Work Pattern Methodology
Design & allocate space based on how people work.

- Desk Bound
- Internally Mobile
- Externally Mobile
How do we get there?

Lead by example

- Create policies to enable mobility
- Establish mobile workplace protocols
- Promote and support tele-work
- Create metrics to show benefits
- Actively manage productivity
- Create an environment of “benefits” vs. entitlements
- Start practicing now.
How do we get there?

Design + Implementation

**Design**
- Programming
- Blocking & Stacking
- Design
- Furniture
- Documentation

**Change Engagement**
- Employee Surveys
- Expert Walk-thru
- Leadership Interviews and Visioning Sessions
- Focus groups / Working Groups
- Tours & Training
- Communications
- Post Occupancy Evaluation

**How do we get there?**
- Design + Implementation

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Practice what you Preach

Federal Case Studies

EOP Office of Administration

USDA Forest Service

GSA Headquarters
EOP – Office of Administration

Before

Relocated from WH campus post 9/11
Space did not support the organization
Organization were removed from their constituents
Technology limited flexibility and mobility
Poor quality environment and lighting
EOP – Office of Administration

After

- Improves UR from 200 sf/pp to 125 sf/pp
- Reduces annual rent costs by $1 M
- Reintegrates OA with WH campus
- Promotes engagement/knowledge sharing
- Provides access to amenities and support spaces

PERKINS + WILL
USDA – Forest Service

Before

- Staff offices were dispersed in DC and VA
- The office environment and lighting were poor
- Space did not reflect the mission
- Lacked sufficient support space
- Antiquated space and technology
USDA – Forest Service

After

- Recognizes diversity in work styles
- Expands telework and desk sharing
- Reduces annual rent cost by $5M
- Reduces space by 48%
- Improves collaboration
- Environments branded around mission
- Eliminates need for fleet service
- 100% Staff engagement in change process
GSA – Headquarters (1800 F)

Before

100% assigned seats at 1:1 ratio
Space didn’t reflect changing culture
Lacked variety in work settings
Separated business units located in distant leases
Dominated by inflexible private offices/suites
GSA – Headquarters (1800 F)

After

20% Assigned / 80% Hoteling

Increases collaboration

Provides multiple work environments

Improves natural lighting and views

Consolidates multiple staff offices

2:1 ratio of seats per person

Photo courtesy of Gensler
No matter how well you prepare
(Or look away and wince)
This will still sting a little
Total Workplace - *FIT Initiative*

**If you are going mobile**

GSA can assist with furniture and IT procurements by providing upfront funding that is paid back over time through an Occupancy Agreement.

For more info: [www.gsa.gov/totalworkplace](http://www.gsa.gov/totalworkplace)
Total Workplace – *Flex Space*

**You should practice first**
Rent PBS conference and hoteling work space on a charge per use basis, for specific times or intervals, payable through an RWA or OA.

(shell cost + operating cost + security cost + joint use fee / 250 days)
Thank you and Q&A!

More info? Contact NCR Office of Planning & Design Quality

Mina Wright, Director
Mina.Wright@GSA.gov
202.401.4522

Stephanie Leedom, AIA
Stephanie.Leedom@GSA.gov
202.401.2196

Or visit us at:
www.gsa.gov/ncrmobileworkplace