



WORK PLACE SOLUTIONS

CENTER FOR WORKPLACE STRATEGY | CASE STUDY | OCTOBER 2011

CENTRAL OFFICE RPAM PROTOTYPE Public Buildings Service | Hoteling | Free-Address

The Central Office RPAM Prototype (living lab) was developed through an integrated requirements development and design effort between GSA management, employees, consultants, furniture manufactures and vendors, contracting staff, and facilities staff. The process included a user survey, focus groups, a management visioning session, management interviews, a town hall meeting, and planned post-occupancy evaluations.

The new space, located at 1800 F, Suite 7300, houses 87 FTE in space previously occupied by 43 FTE, in an activity based work environment that supports a variety of work-styles, with 46 full-size 6' x 3.5' workstations; 18 small 4' x 3.5' touchdown workstations, 9 quiet area workstations, open and enclosed meeting spaces, quiet/focus rooms, personal and group filing and storage, and a break area with table seating, soft seating, and kitchen facilities.

Project Drivers

- June 2010 Presidential Memo
- Telework Enhancement Act
- Administrator's Challenge
- Technology enabling mobility
- Carbon footprint reduction
- A shift in how people work (collaboration)

Project Goals

1. Create a place where people want to come to work
2. Provide a professional workplace
3. Encourage and support collaboration
4. Improve productivity
5. Create Energy savings
6. Improve the utilization of real estate



The RPAM Workplace Prototype is designed to:

- Support mobile work from anywhere when appropriate.
- Support a "hoteling" office environment where staff reserve unassigned workstations as needed.
- Provide an "activity-based" work environment that supports varied workplace needs with appropriate spaces, including:
 - ◇ Open office workstations (reserved); Open office touchdown stations (unreserved); Quiet area workstations .
 - ◇ Open meeting space, formal and informal; Enclosed meeting space (both reserved and unreserved)
 - ◇ Neighborhood activity centers with open meeting space and storage
 - ◇ Small private rooms (phone booths)
 - ◇ Personal and group filing and storage
 - ◇ Exterior workspace on the terrace
 - ◇ Break area with table seating, soft seating, and kitchen facilities

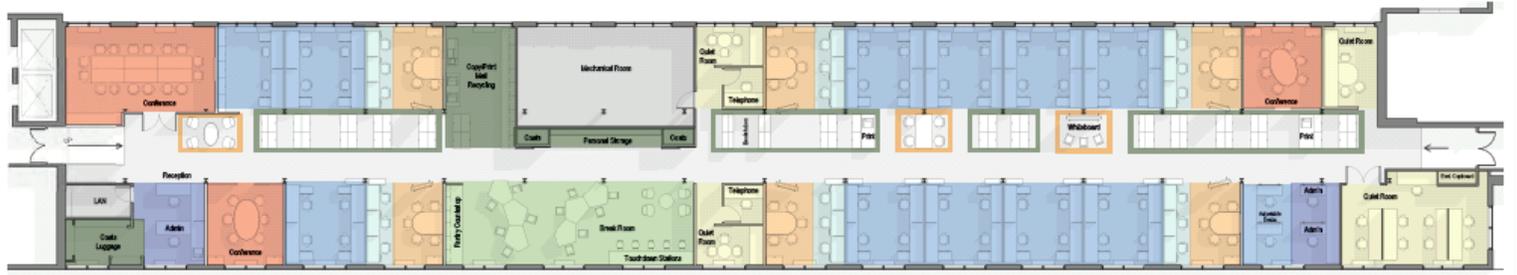
Neighborhoods

- Six specific work groups are each assigned an open area meeting table and group specific filing which they "own".
- Workstations adjacent to the team meeting tables can support varied numbers of team members and allow for expansion and



7TH FLOOR PLAN

- Reserved Workstations
- Team Rooms
- Break Room
- Touchdown Workstations
- Conference Rooms
- Support Space
- Admin Stations
- Quiet Rooms



contraction of team use as needed.

Change Management: Efforts to help the staff adapt to the new work environment included:

- Employee Space Advisory Committee to participate in design and space management.
- Regular communications and information sharing.
- All-hands meetings.
- Protocol Committee to develop space use guidelines.
- Manager training to assist in managing remote work.
- Open houses to provide space information, transition assistance.

Technology: To support mobile, collaborative work, both in and outside the office, including:

- Laptop computers for all staff.
- Wireless computer connection throughout space, including outdoor terrace.
- Cisco Voice-over-Internet Protocol (VOIP) "soft" phones on computers
- No desktop phones or docking stations needed.
- Virtual Private Network (VPN) and Citrix for remote network access with office laptop or any other computer.

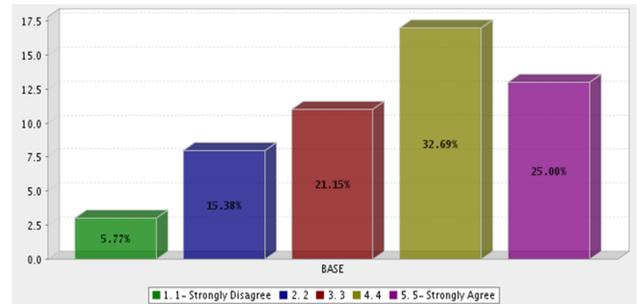
Concept Drawing from Studios Architecture

- Monitor arms and keyboard trays for ergonomic support.
- Google suite of cloud-based collaboration tools.

Results

The occupants have been in the space since August 15, 2011 and survey results show great satisfaction with the space. 79% of survey respondents gave a 3 or higher rating (on a 1-5 scale) when asked whether the environment supports their personal productivity.

Do the individual work space choices available in 7300 adequately support your personal productivity ?



Other areas of the survey show great satisfaction with work space furnishings and choices.

As an occupant of the space said *"This new space is setting a higher-bar for the federal government not just through reducing space, but also by increasing collaboration and making the work place a great place to go and work"*.

42%	33 Tons	\$281 Thousand	< 3 years	\$2,200
Space Reduction (From 15,900 USF to 9,200 USF)	Est. annual CO2 savings (Using CWS Carbon Calculator)	Potential annual rent savings (\$42 USF)	Payback	Approx. cost of each workstation

FOR MORE INFORMATION OR TO REQUEST A TOUR, CONTACT THE CENTER FOR WORKPLACE STRATEGY