

PBS Executive Customer Forum

Thursday, June 29th

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Executive Welcome

Nina Albert, Commissioner, Public Buildings Service



Nina M. Albert serves as the Commissioner of the Public Buildings Service (PBS) at the General Services Administration (GSA).

As PBS Commissioner, she manages the nationwide asset management, design, construction, leasing, building management and disposal of approximately 371 million square feet of government-owned and leased space across the United States and six territories.

Albert brings 20 years of experience in public real estate disposition, public-private partnership negotiations, economic revitalization, and sustainable development to GSA. Albert most recently served as Vice President of Real Estate and Parking at the Washington Metropolitan Area Transit Authority (WMATA), where she managed a multi-billion-dollar real estate portfolio.

While working at the District Department of Environment, Albert led the design and development of a first-of-its-kind \$250 million energy efficiency financing program targeting commercial and multi-family property owners. As the Anacostia Waterfront Initiative Manager, she oversaw a \$1.3 billion redevelopment project in Washington D.C., including a 2,800-acre waterfront revitalization program.

A military veteran, Albert served as a first lieutenant and Company Executive Officer of the U.S. Army Signal Corps.

Albert holds a Master of Business Administration and Master of City and Regional Planning from the University of North Carolina Chapel Hill and a Bachelor of Science in Mechanical Engineering from Tufts University.

Chad Gilchrist, PBS Assistant Commissioner, Portfolio Management and Customer Engagement



Chad Gilchrist serves as the Acting Assistant Commissioner for the Office of Portfolio Management and Customer Engagement within the Public Buildings Service, where he leads all asset management and client engagement activities for GSA's owned and leased inventory of more than 360 million square feet and more than 8,000 buildings nationwide.

Prior to joining GSA in 2018, Chad oversaw the full facilities lifecycle--from planning and design, to delivery, sustainment, and disposal--for U.S. Customs and Border Protection's global portfolio of almost 30 million square feet of law enforcement facilities, ports of entry, laboratories, and mission support space.

Chad has spent more than twenty years driving government policymaking and management focus toward sound asset management principles that enable mission success and deliver public value. He began his federal service through the Presidential Management Fellows program upon graduation from the University of Maryland School of Law.

We're All In This Together

Dave Shive, Chief Information Officer, General Services Administration



David Shive is the Chief Information Officer (CIO) for the U.S. General Services Administration where he delivers technology solutions to support agency and administration strategic objectives and priorities.

As the CIO, he oversees a \$700 million IT budget for over 50,000 devices, 400 locations, and 15,000 people. David has led GSA in receiving three “A/A+” on the FITARA scorecard; obtaining a 4.2 out of 5 satisfaction score across IT services and tools; and increasing IT Service Desk scores to 90% satisfaction.

David also serves as the Vice-Chair for the Federal CIO Council where he defines government-wide strategies for digital transformation, cybersecurity, and customer experience.

Additionally, David is one of 7 voting board members on the The Technology Modernization Board. The board is helping transform technology across the government and evaluates project proposals submitted for funding in accordance with the Modernizing Government Technology (MGT) Act. David brings his technical expertise in information technology development to the board.

David is also one of three Joint Authorization Board (JAB) Members for FedRAMP along with DOD and DHS. The JAB serves as the primary governance board and provides provisional joint authorizations of FedRAMP packages submitted by Cloud Service Providers. He provides a critical voice for civilian agencies during the authorization process.

Before joining GSA, David served as the CIO for the District of Columbia government. He also worked in the private sector, consulting state and local, federal, and international government organizations on implementing large, customer-centric technology solutions. He is the recipient of numerous sector awards recognizing leadership in technology management and transformation.

He holds an undergraduate degree in physics from California State University, Fresno; a master’s degree in research meteorology from the University of Maryland College Park; and a post-graduate management certificate from the Carnegie Mellon Graduate School of Industrial Management.

Charles Hardy, Chief Workplace Officer, General Services Administration

Charles G. Hardy serves as the Chief Workplace Officer of the General Services Administration. As the agency’s lead executive in charge of workplace strategy leading GSA’s Workplace program. Hardy heads efforts across the country with support in vital areas such as design and construction, real estate services, and procurement. He is responsible for research and development in the delivery of innovative workplace solutions throughout the federal government.

Hardy holds two degrees from the University of Minnesota: a Bachelor of Architecture and a Bachelor of Environmental Design; and Executive Program certificates from Harvard University and the University of Texas. Hardy speaks frequently on workplace transformation



and moving the government to a 21st century workplace. He is a licensed architect and certified construction manager. He is published in AIA Architect Magazine, in two books on transformative practices and in numerous other publications.

Hardy is active in both the public and professional community having served as a board member of the Construction Managers Association of America and trustee for the Construction Users Roundtable; and currently on the Board of Directors for the Chicago ACE Mentor Program, and a member of the Associated General Contractors of America Public-Private Industry Advisory Council.

Jeff Lau - GSA Acting Chief Human Capital Officer

Mr. Jeffrey Lau is currently serving as the interim Chief Human Capital Officer for the U.S. General Services Administration (GSA). In this role he is responsible for leading HR support activities for the agency's 12,000 employees.

Prior to his current position, he served as the Regional Commissioner for the Federal Acquisition Service's (FAS) Northeast and Caribbean Region (Region 2), where he is responsible for providing leadership and oversight to four FAS portfolios representing over 120 employees and approximately \$2 billion in revenue annually across a diverse mix of product and service offerings. These portfolios provide procurement and contract solutions to federal customers as well as state and local agencies. Mr. Lau is also the Executive Sponsor for the Commercial Platforms Initiative, FAS' Process Automation Center and the agency's Asian American Native Hawaiian and Pacific Islander Affinity Group.



Mr. Lau previously served as the Deputy Regional Commissioner for Region 2, leading special projects and developing strategies in the area of human capital and employee engagement. He also held various advisory and management positions in the National Administrative Services and Office Supply Center. Mr. Lau began his career with the General Services Administration in 2004 as a Contract Specialist under the Outstanding Scholars Program.

Mr. Lau earned his Bachelor of Science in Finance from St. John's University.

Building the Table - A DEIA Panel

Andrea O'Neal, Senior Advisor to the Administrator, General Services Administration

Andrea M. O'Neal is an appointee of the Biden-Harris Administration, serving as the Senior Advisor to the Administrator for Equity at the U.S. General Services Administration. In this first-ever position for the agency, O'Neal brings 20 years of experience championing the advancement of historically and socially marginalized communities with expertise in institutional equity, racial and economic justice, organizational behavior, and cultural change management. Andrea is a recognized thought leader in the diversity, equity, inclusion, and accessibility (DEIA) field with a career spanning global Wall Street, social impact, and advisory services for C-Suite executive teams. In her position at GSA, Andrea leads the agency's strategy and implementation of the Biden-Harris Administration's equity-related policy priorities and serves as GSA's senior designee to several governmentwide forums, including the White House Gender Policy Council, Domestic Policy Council, and Federal Chief Diversity Executive Officers Council.



In her previous professional experience as a capital markets investment banker, with four years stationed abroad structuring cross-border IPOs in Europe and Asia, Andrea developed a multicultural business acumen that she leverages to achieve exceptional stakeholder management and metrics-driven results. As a nonprofit leader and public sector official, Andrea has been on the front lines of mission-critical work related to breaking down systemic barriers, closing racial wealth gaps, fostering equitable workplaces, and operationalizing high-performing culturally competent leadership practices.

Andrea has served as a research advisory committee member for the Bill & Melinda Gates Foundation's Equitable Futures Project, Brown University President's Leadership Council, and Ambassadors Program for the Smithsonian National Museum of African American History & Culture (NMAAHC). Her work has been featured in the Wall Street Journal, Bloomberg, Business Insider, and in several industry conferences. Andrea has roots in Atlanta, GA and Brooklyn, NY and currently resides in Washington, D.C.

Damon Sheppard, Regional Leader Science + Technology, HOK

Damon is a licensed architect with a passion for designing, planning and programming complex projects in the Science + Technology and Higher Education markets. He has led the design effort on more than a million square feet of space for academic, institutional and corporate clients nationwide. His experience includes designing for all levels from large graduate level research facilities to small instructional labs for community colleges. He has a particular strength in designing spaces to learn, research and collaborate for interdisciplinary science, STEM and STEM-H programs. His most recent projects include facilities for Morgan State University, George Washington University and the National Institutes of Health.



As the Regional Leader of HOK's Washington DC S+T practice he leads a group of a dozen architects, lab planners and designers. Most of efforts focus on business development, staff development and project management. He is one of the S+T practice's thought leaders and has presented at multiple industry conferences, such as SCUP and Tradeline, on issues of importance to higher education design.

In addition to his professional role, Damon places a premium on dedicating time to people development through education, mentoring and diversity initiatives. He's a past professor at Howard University, co-chair of HOK's Diversity Advisory Council and member of the national board of directors for the ACE Mentoring Program.

Ultimately, Damon's passion for architecture is rooted in his passion for people and creating environments where people learn the skills they need to change the world.

Donna Laquidara - Carr, Industry Insights Research Director, Dodge Data & Analytics

Donna Laquidara-Carr is Industry Insights Research Director at Dodge Data & Analytics, where she provides editorial direction to the SmartMarket Report Series, covering such diverse topics as World Green Building Trends, Business Value of BIM, Diversity, Equity and Inclusion in the Design and Construction Industry, The Drive Toward Healthier Buildings, Building a Safety Culture and Lean Construction.

In her role as Research Director, Donna is actively engaged in all aspects of the research process, from survey development to data analysis to authoring reports based on the data.



Her insights on these topics have been published in numerous industry publications, and she regularly conducts webinars and speaks about this research at events for diverse organizations, including the AIA National Conference, Greenbuild, CMAA National Convention, AGC National Convention, the Lean Congress and many others.

Previously, Donna was responsible for policy and training for the editorial division of the Dodge Reports. Donna has her Ph.D. from Tulane University, M.A. from Boston University and B.A. from Middlebury College.

Mariia Zimmerman. Strategic Advisor for Technical Assistance and

Communities Solutions; Co-Director Bipartisan Infrastructure Law Implementation for US Department of Transportation



Mariia Zimmerman serves as the Strategic Advisor for Technical Assistance and Community Solutions, and also as co-director of USDOT's Bipartisan Implementation Law Implementation efforts. Mariia is helping to coordinate efforts across the Department of Transportation to enable communities to access, design, develop and deliver transformative infrastructure projects. Mariia comes to USDOT from MZ Strategies, LLC the urban planning and policy firm she founded in 2012.

Mariia previously held senior positions at the US Department of Housing and Urban Development, on Capitol Hill, and with national non-profit organizations. She started her federal career at the Federal Transit Administration. Mariia has advanced degrees from Penn State and the University of Minnesota.

Teresa Acuña, Deputy Director of the Good Jobs Initiative and Senior Policy Advisor of Office of the Assistant Secretary for Policy, US Department of Labor



Teresa Acuña is Deputy Director of the Good Jobs Initiative and senior policy advisor with the Office of the Assistant Secretary for Policy at the U.S. Department of Labor.

For over ten years, Teresa held various political, legislative, and programmatic leadership roles at the state and national level. She leads teams in addressing economic inequality, exploring the future of work, and creating good jobs in the green economy. She formerly served as Legislative Director in the U.S. House of Representatives and California State Legislature.

Teresa holds a master's degree in public administration from Harvard Kennedy School, where she was the Roy and Lila Ash Fellow and Sheila C. Johnson Leadership Fellow.

Michael Monroe. Chief of Staff, North America's Buildings Trade Unions



Mike Monroe joined North America's Building Trades Unions as Director of Government Affairs in October 2008. In 2010, Mike was named Chief of Staff to Building Trades President Mark H. Ayers and continues to serve under current Building Trades President, Sean F. McGarvey.

North America's Building Trades Unions represents nearly 3 million working families and provides essential coordination and support to the work of its affiliated councils in the United States and Canada as well as national and international unions to ensure that organized construction workers achieve a powerful voice on the job, in government, in bargaining, and in their communities.

From 2007 – 2008, he served as the Political Director for Labor on Hillary Clinton's Presidential Campaign. Prior to that, Mike served as Legislative Representative and Director of Government Affairs for the International Union of Painters and Allied Trades (IUPAT) from 2001 – 2007. Mike is a graduate of Gettysburg College, the Harvard University Trade Union Program and is a Presidential Leadership Scholar. A fourth-generation union member, Mike is a member of IUPAT Local 890 and currently resides in Washington, D.C.

Tech Talk - Collaboration Tools

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Mr. Lau earned his Bachelor of Science in Finance from St. John's University.

Christian Bigsby, Senior Vice President, Workplace Resources, Cisco

Christian Bigsby is Senior Vice President, Workplace Resources at Cisco. In this role, Christian leads Cisco's Global Real Estate and Facilities organization, known as Workplace Resources, where he is creating the company's Hybrid Portfolio Transformation.

Prior to Cisco, Christian spent 25 years with GSK and its legacy companies. At GSK, he ran the Worldwide Real Estate and Facilities organization from 2011 through 2017. In his three decades in the real estate industry, Christian has worked as an interior designer, a facility manager, and a real estate director. Over the past 15 years, he has helped transform the way people interact within the work environment and how they think of "the office" and "the lab."



Looking to the future, Christian and his team are rethinking the future of work for Cisco and continuously innovating the workplace, harmonizing real estate and services into a true competitive advantage in the retention and pursuit of talent.

Marlon Attiken, Partner, IBM Consulting



Marlon Attiken is a Partner at IBM Consulting where he helps government clients implement and adopt emerging technologies. He focuses on client transformation through digital technology and platforms and has worked with a variety of government organizations to disrupt operations through technologies such as IoT, artificial intelligence, data science, blockchain, and cloud.

Mr. Attiken has held a variety of roles at IBM in the strategy and digital domains where he advised clients on financial and operational transformation, emerging technology strategy, and systems implementation. He is a Certified Public Accountant (CPA) and holds a Masters in Business Administration (MBA) with concentrations in Financial Instruments and Markets from New York University's Stern School of Business.

Workplace Innovation Lab (WIL) Tour (A&B)

Jonathan McIntyre, Director, PBS Center for Workplace Strategy



Jonathan McIntyre serves as the Director for the PBS Center for Workplace Strategy in the Office of the Chief Architect. Jonathan is a registered architect, a certified planner and is LEED-AP certified. Jonathan has experience leading a wide range of customized workplace engagements with numerous federal agencies ...from the Defense Logistics Agency to Peace Corp.

The Future of Federal Work in the DC Metro Area

Paul DesJardin, Director, Department of Community Planning Services, Metropolitan Washington Council of Governments



Paul DesJardin oversees programs on regional planning and land use, economic analysis and demographic forecasting, affordable housing and homelessness, public health, and foster care/child welfare as well as numerous committees associated with these subject areas. Paul has been with COG since 1984.

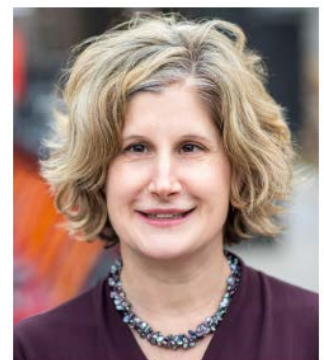
Angela Mar Dupont, Executive Director, National Capital Planning Commission



Angela Dupont is an Urban Planner in the Policy Research Division at the National Capital Planning Commission. She has worked on an increasingly complex portfolio of projects, including comprehensive planning and special initiatives that seek to protect federal properties and interests in the Nation's Capital. Angela successfully oversaw the update of the 2016 Federal Elements of the Comprehensive Plan and managed the Memorials for the Future Competition. She also participated on projects that focused on the Height Master Plan Study and the District's Zoning Regulations Review. Prior to her work as an urban planner, she worked as a NEPA Specialist contractor for the U.S. General Services Administration. Angela holds a Bachelor of Arts in Urban Studies and Planning at the University of California San Diego.

Allison Davis, Vice President, Planning, Office of Planning, Washington Metropolitan Area Transit Authority

Allison Davis is Metro's Acting Senior Vice President of Planning and Sustainability. She oversees a team who guides Metro's medium- and long-term transit vision, analyzes ridership and travel behavior, transitions to zero emissions buses, prioritizes buses, modernizes the fare system, and makes Metro and the region a more sustainable, affordable, equitable region. She is currently leading the Better Bus Network Redesign to rethink, redesign, and revitalize Metrobus and previously led the Bus Transformation Project to transform the region's bus system into a fast, frequent, reliable, affordable service that feels unified to the customer. Previously, she was a consultant for engineering and planning firms in New York and Tokyo. She graduated from Massachusetts Institute of Technology and Cornell University and serves on the Coalition for Smarter Growth's Champions Council



Terry Clower, PhD , Director, Center for Regional Analysis Northern Virginia Chair and Professor of Public Policy , Schar School of Policy and Government at George Mason University



Terry L. Clower is Northern Virginia Chair and professor of public policy in the Schar School of Policy and Government at George Mason University. He is also director of Mason's Center for Regional Analysis. The Center provides economic and public policy research services to sponsors in the private, nonprofit, and public sectors. Prior to joining Mason, Clower was director for the Center for Economic Development and Research at the University of North Texas. He also spent 10 years employed in private industry in logistics and transportation management positions.

Clower has authored or co-authored more than 150 articles, book chapters, and research reports reflecting experience in economic and community development, economic and fiscal impact analysis, transportation, land use planning, housing, and economic forecasting. His scholarly articles have appeared in *Economic Development Quarterly*; *Urban Studies*; *Economic Development Review*; *Regional Studies*, *Regional Science*; *the Australasian Journal of Regional Studies*; *Regional Studies* *Regional Science*, *Sustaining Regions*; and *Applied Research in Economic Development*. He recently completed a term as regional (Americas) editor for the journal *Regional Science Policy and Practice*.

Clower received a BS in marine transportation from Texas A&M University in 1982, a MS in applied economics from the University of North Texas in 1992, and a PhD in information sciences from the University of North Texas in 1997, specializing in information policy issues and the use of information resources.

Anita Cozart, Director , DC Planning

Prior to her appointment as Director of the DC Office of Planning (OP), Anita Cozart served as Deputy Director of Community Planning and Design, her second tour of service at OP. In that role, Ms. Cozart oversaw OP's work on neighborhood planning and urban design. Her teams have spearheaded the recent Comprehensive Plan update, commenced the next generation of neighborhood plans, and developed the Streets for People program to activate downtown public spaces and support economic recovery. As Director, Ms. Cozart looks forward to advancing implementation of the Comprehensive Plan, community plans, and zoning and preservation initiatives that support District goals around COVID-19 recovery, housing equity, resilience, civic resources and racial justice.



Ms. Cozart has a history of public sector work primarily focused on Washington, DC. She previously served at OP as a Neighborhood and Citywide Planner and Chief of Staff. Prior to her return to OP, she served as a managing director at PolicyLink, where she led place-based, equitable development initiatives in cities across the United States. She brings to her current work at OP a decade of experience utilizing a racial equity lens with community planning, housing, transportation and infrastructure policy.

Ms. Cozart holds a Master of City & Regional Planning from the University of California, Berkeley and a Bachelor of Science in Civil & Environmental Engineering from the University of Pittsburgh. She is a proud resident of Ward 5, where she lives with her spouse and children.

Simisola Marinho, Principal, Regional Government & Defense Leader & Studio Director

A Studio Director in Gensler's D.C. office and Government & Defense Leader for the Southeast region, Simi leads and manages projects, including workplace strategy, interior design, design standards and guidelines, real estate and portfolio analysis, and asset repositioning. She brings two decades of experience working in both public and private sectors across the United States, West Africa, and the Caribbean.

Serving primarily federal and local government clients, Simi combines deep technical expertise from her architecture background with a keen understanding of clients' strategic and organizational needs, drawing upon her experience in consulting and project management. Delivering first-rate spaces and user-centered experiences for clients is her passion, and Simi has an innate ability to translate long-term goals into real solutions in the built environment.



Simi takes a people-first approach to her work for both clients and teams. She is committed to building integrated teams with the singular focus of achieving design excellence while exceeding client expectations. Additionally, Simi is a member of Gensler's Global Race and Diversity Committee. Through hands-on teaching, mentoring, and empowerment, she firmly believes in setting up the next generation for success.

Tech Talk - Smart Building Technologies

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Ana Rawson, Director for the Facility Technology and Innovation Division, Office of Facilities Management, Public Building Service



Ana Rawson is the Facilities Technology Officer in the Office of Facilities Management (OFM). In this role, she serves as the Director of the Facilities Technology and Innovation Division, overseeing critical programs such as smart buildings, computerized maintenance management, operational excellence, advanced metering, Green Proving Ground (GPG), and Applied Innovation Learning Laboratories (AILL).

Ana began her GSA career in 2002 as a Co-operative Engineering student from Georgia Tech. After serving as a General Engineer in Region 4 for several years, Ana went on to lead the regional Energy Team as the Regional Energy Coordinator, and later served as the Energy and Sustainability Branch Chief. In 2016, Ana became the first Regional Client Executive for the Judiciary in Region 4, a position she held until the end of 2019 when she transferred to OFM to serve as the National Program Manager for Smart Buildings.

Ana has a Bachelor's Degree in Industrial and Systems Engineering, and a Master of Business Administration (MBA) from Georgia Tech. Ana also holds a Six Sigma Black Belt and is a 2021 graduate of the Partnership for Public Service's Excellence in Government Fellows Program. She lives in Atlanta, GA with her husband and two sons.

Jeremy Witikko, Director, Hybrid Work GTM with Sustainable Real Estate , CISCO



Jeremy Witikko is a practice advisor for Cisco's retail and hospitality team, with more than 15 years of experience in providing visionary consulting services to executives and management. He has an unusually extensive background in helping to define strategy, innovation, and leadership across multiple industries including retail, consumer packaged goods, and manufacturing. This broad range of retail-related industries gives Jeremy a comprehensive viewpoint in partnering with senior leadership to identify innovative approaches and advantageous industry-disruptive and game-changing opportunities. Based on this experience, he is a regular speaker and panelist for Cisco retail-related events.

Jeremy has an MBA in Strategy and Marketing, as well as an undergraduate degree in materials and science engineering.

Rob Murchison, Principal, Intelligent Buildings, LLC



Rob Murchison is a Principal of Intelligent Buildings, LLC, a company that he co-founded in 2004 to help customers manage risk, enhance occupant well-being, and continually improve performance through advisory, assessment, and managed services. Rob is an entrepreneur and executive with broad experience in information technology, startup businesses, and real estate solutions. He is a frequent speaker and panelist at conferences, including RealComm Conference, IBCon Conference, and Haystack Connect. He has been a guest lecturer at Harvard University Graduate School of Design and the Georgia Institute of Technology. Rob writes for industry publications and has been a contributing book author and co-invented multiple real estate technology patents. Previously, he was an MIS network specialist with Wix and has been an equity owner and sales executive at LVTS Integration and Cisco Systems Partner.

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