



## Client Enrichment Series – Q & A



**Topic: Understanding Your Workplace Usage With Daily Occupancy Data**

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**Date of Presentation: March 16, 2023**

**Occupancy Data Session Resources/Links:**

[OMB Memo M-19-17](#) - Enabling Mission Delivery through Improved Identity, Credential, and Access Management (PIV card systems)

[GSA Workplace Innovation Lab \(WIL\)](#) @ 1800 F Street, Washington DC (GSA HQ)

[GSA Center for Emerging Building Technologies](#)

[GSA Green Proving Ground Webinar Series](#)

[GSA Green Proving Ground YouTube Channel](#)

[Activity Based Planning](#) - A Workplace Matters publication

[PBS Occupancy Data Program](#)

[Occupancy Data Fact Sheet](#) - See heading PLANNING YOUR SPACE - Optimize your space for mission success.

[Contact Your Customer Lead](#) - Contact your national or regional client lead to identify opportunities to explore workplace strategies

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**Q1. Does GSA consider the “Desk Sharing” noted on slide 5 the same as “Hoteling”?**

**A.** Similar, yes. For the desk sharing referenced in Slide 5, GSA planned for a flexible seating arrangement where employees can reserve a desk for the day. Instead of having permanent desks (or one desk assigned for each person), employees can select a desk or workspace each day they come in. Once they've finished working, the desk becomes free and available for another employee to book it. This would be similar to office hoteling where workers reserve desks, meeting rooms, and other resources ahead of time, instead of being permanently assigned to a single workstation or choosing a free space as they arrive.

**Q2. How was the Energy Reductions calculated, I get water reductions, if not there it isn't running, but is electric, or heat/air being calculated and has GSA started working with customer agencies to determine these savings?**



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A. For more information on how Energy Reductions were calculated, a detailed report and summary sheets can be found [here](#). The savings in energy expenses were calculated in owned buildings under GSA's custody and control.

**Q3. Pre-pandemic we received a data usage report from GSA for our regional office building based on PIV swipes by agency employees. GSA provided the report to pitch a consolidation project. Is there any willingness by GSA to provide continuing occupancy data by agency and location on a recurring basis? If this will be available, will it be a fee for service?**

A. Where GSA has access to the data, either in the select buildings where we have the information directly from badging systems or pilot projects or shared from the tenant agency for our help in analyzing, GSA can work with agencies to identify opportunities to more effectively meet their space needs. For more information on the locations where this information is available to identify opportunities to explore workplace strategies, please contact your national or regional client lead (find your rep at [gsa.gov/nams](http://gsa.gov/nams)).

**Q4. I have been to the lab and it is really amazing. I really think there are a lot of great concepts. I just hope they become more affordable.**

A. As part of a one year research project, the hardware (including the VTC equipment), the reservation system and the furniture in the Workplace Innovation Lab (WIL) are all part of Bailment agreements. Meaning the respective vendors are researching and testing their systems at GSA (at no cost to GSA). As a concept, the WIL is demonstrating the art of the possible in defining the potential future of the workplace . It would not be affordable to replicate an exact version of WIL (with so much concentrated technology in one space). However agencies explore and use the WIL in order to inform their concepts as they collaborate with GSA's Center of Workplace Strategy and develop their own customized strategies and create innovative workplace solutions similar to the WIL in their respective agencies.

**Q5. How does an agency request an onsite investigation, like the one performed by the Pacific Northwest National Lab, to be conducted at their facility?**

A. To explore real property strategies, contact your national or regional client lead to identify opportunities ([find your rep at gsa.gov/nams](http://gsa.gov/nams)).

**Q6. In your example of PIV card data, how is the Utilization Rate (UR) calculated?**

A. Utilization Rate is calculated by dividing the total area of the space by the number personnel using that space. In the example shown in the presentation, the UR was calculated by dividing the total usable area (USF) in the Occupancy Agreement by the total headcount in the Occupancy Agreement.



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**Q7. Does GSA have guidelines for programming for personnel growth in determining square feet and seat requirements?**

*A. GSA does not have this type of guidelines. Assumptions related to personnel growth are determined by the subject agency organization as they know how their mission or resource needs may change over time.*

**Q8. Do you think some of the hiring practices currently used could be refined for a more consistent use of space? For instance, we could change policy to say in the JOA max telework, in office 2 days per pay period?**

*A. Hiring practices should align with each agency's particular needs. GSA is partnering with the Federal Real Property Council to provide more guidance as a high level framework for agencies should use to analyze their portfolios for "future of work" opportunities and office reductions through the following upcoming efforts:*

- a. Workplace Strategy FRPC Guidance*
- b. M-20-10 Addendum to the National Strategy for the Efficient Use of Real Property*
- c. Future of Federal Office Space Report to Congress*

**Q9. Is there a particular building where GSA is capturing the occupancy data? Will GSA eventually capture occupancy data and headcounts in the Regions and NCR for owned and leased facilities?**

*A. For buildings in GSA's custody and control across the Regional and National Capital Region inventory, GSA currently has direct access to occupancy data in 12% of owned assets and .05% of leased assets. While GSA continues to expand the portfolio of assets where GSA had Physical Access Control Systems (PACS) capable of reporting the number of occupants admitted through badge swipes, as funding is available, and limited to GSA controlled spaces; occupant agencies control the PACS in the space they occupy. For headcount data, GSA requests confirmation of headcounts from agencies occupying space in assets under GSA's custody or control on an annual basis as part of the required Federal Real Property Profile report.*