



GSA Public Buildings Service

Client Enrichment Series



Welcome to today's presentation:

- **Workplace in an Evolving Environment**
- **April 15, 2026**
- **The presentation will start at 1:00 Eastern**

Note:

- ❑ Phones are automatically muted during the presentation.
- ❑ You can send questions to our presentation team via your Q&A pane and team will answer as many questions as possible during the presentation.
- ❑ All questions will be responded to in writing in a formal Q&A document, posted along with the slide deck and session recording, on our website, <http://www.gsa.gov/ces>

Meet today's presenters



Jonna Larson

Deputy Assistant Commissioner for
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Samantha Cioffi

Workplace Strategy Branch Chief
General Services Administration



Ryan Doerfler

Interior Design Branch Chief
General Services Administration



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Innovation Branch Chief
General Services Administration

Hosted by:



James Fotopoulos

Office of Client Strategy
General Services Administration

Workplace Poll Question

How long have you been in your current role as it relates to workplace, real estate, or facilities?

- Less than one year
- 1-5 years
- 5-10 years
- 10+ years

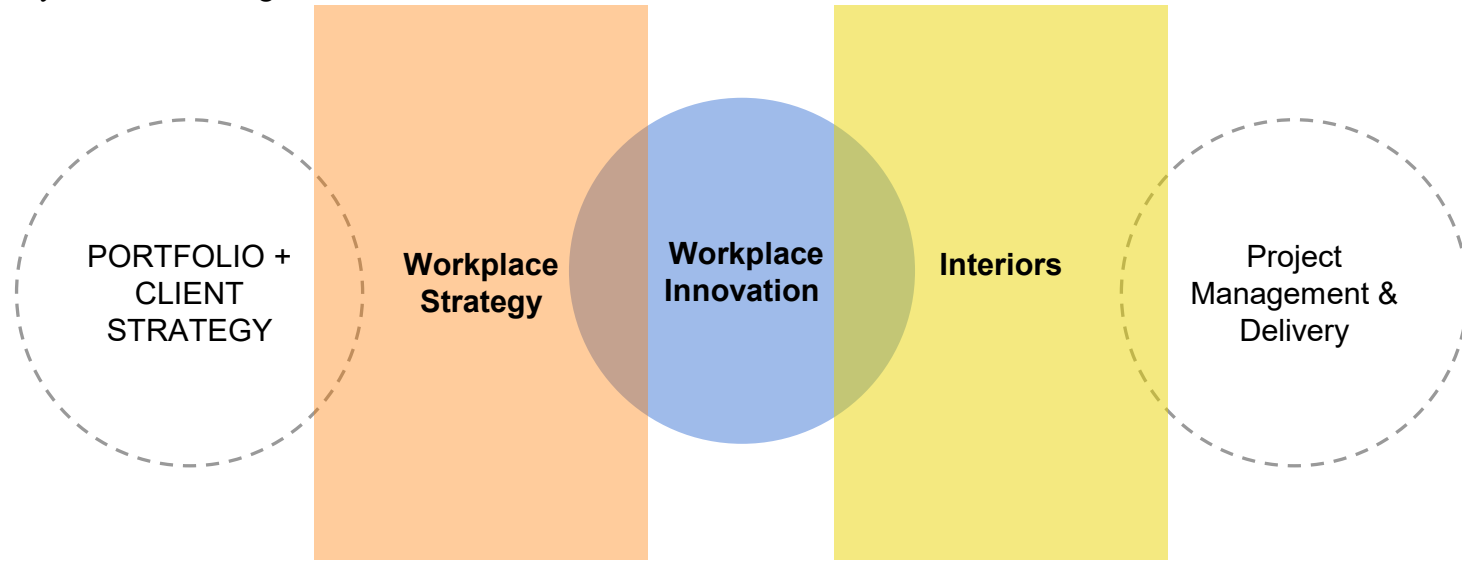


GSA Workplace Division

The **Workplace Strategy** branch leads the development of resources and implementing solutions for requirements development, POR delivery, and occupancy-centric strategies.

The **Workplace Innovation** branch tests new workplace management methodologies, space solutions, and tools with internal and external stakeholders.

The **Interior Design** branch provides expertise in furniture specification, finishes, design review, and correlation with design standards.



PROJECT
INTAKE

PROJECT
COMPLETION

Agenda

- 01** Welcome!
- 02** Workplace Now
- 03** Workplace Tools
- 04** Interior Design
- 05** Shared Workplaces
- 06** What's Next for Workplace
- 07** Q&A



01

Welcome to the World of
Workplace!

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What is Workplace?

Workplace is more than just **where** we do our work.

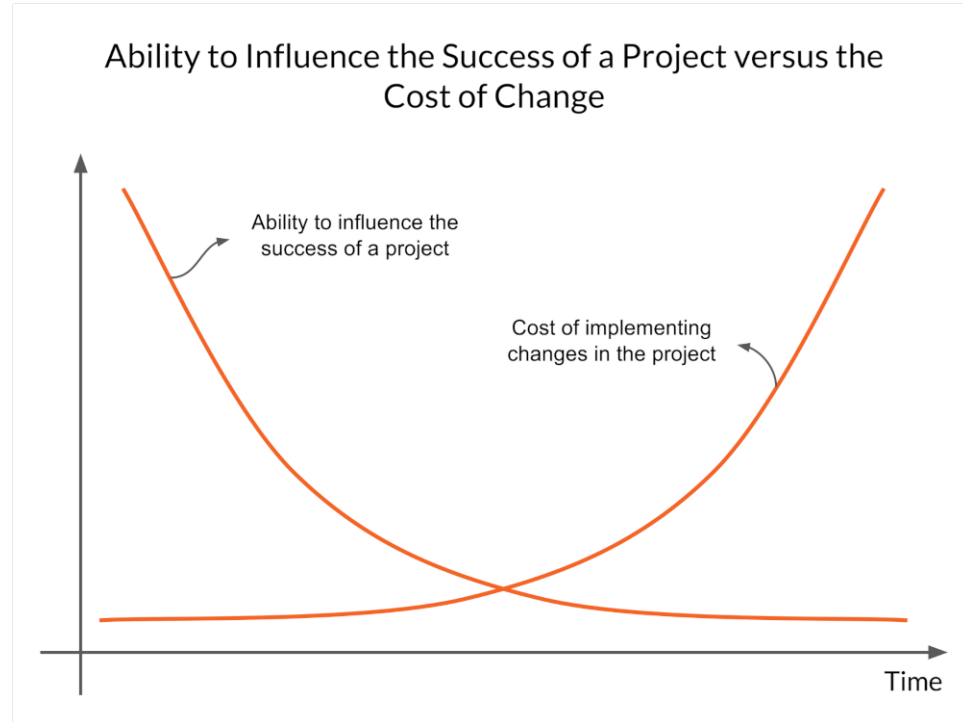
- It's how we do our work
- It's what the mission requires
- It's the people doing the work



Why Workplace?

Even more critical, it's the understanding of **how work is done** so we can:

- Plan better, minimize risks
- Achieve better outcomes
- Reduce long term costs
- Better support the mission





When do we Workplace?

GSA's Workplace Strategy team interfaces with the **planning stages** of office space projects. Our goal is to get involved early, so we can positively influence **strategic requirements**.

- Pre-requirements development to influence significant portfolio changes
- Requirements development stage to better inform outcomes
- Finalizing strategic requirements in order to meet occupancy goals



02 Workplace Now

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Workplace Now

The world of Workplace is constantly evolving, moreso now than ever.

- RTO mandates
- Changing headcounts
- Shifting mission priorities
- Occupancy measurement (USE IT)
- Emphasis on shared resources

... But the themes remain the same:

- Fluid levels of mobility
- Dynamic HR environments
- Evolving technology
- Planning for well-utilized spaces
- Reducing real estate





03

Workplace Tools

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Workplace Tools

GSA's Workplace Program has been well suited to respond to these themes of change and continues to evolve alongside them.

PLANNING



Occupancy Calculator to demonstrate goalposts for occupancy success

Updated Programming Tool to highlight occupancy projections

Simplified Workplace Engagement processes

Fast Track Design Standards

IMPLEMENTATION

Occupancy Goalposts Calculator

Inputs	Planned Admin Office Space <i>(see list of acceptable exclusions)</i>	100,000	USF	Input the USF of administrative office space for occupancy measurement
	Assigned Headcount	600	People	Input the number of people assigned to this location.
	Agency Average Occupancy	550	People	Input the number of people projected to occupy the space on average. If less than cell C9, USF needs to be adjusted.
	Planned UR	167	USF	This should be 150 USF or less to comply with M-25-25
Calculations	WRDA Capacity	667	People	This is considered 100% occupancy for calculation purposes.
	Minimum Occupancy	400	People	This is 60% occupancy, which is minimum viable occupancy per WRDA
	Max USF Allowed	90000	USF	Maximum USF allowed based on assigned headcount times 150.
	<i>Note: Inputs are the light gray cells (C4:C6)</i>			

[Live Demo](#)

Programming Tool

INSTRUCTIONS
Enter data in YELLOW fields; further details are available in headed cell notes.

XYZ () : Administrative Office Seats Needed

Important Agency XYZ - Washington, DC

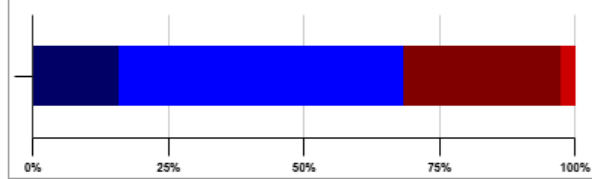
Organization	Headcount	Average Occupancy Rate: <i>If unknown, enter target rate.</i>	WORKSTATIONS	Headcount & Desk Sharing		Typical Work Locations			Primary Workstation Activities	Work Pattern	Size	OFFICES	Headcount & Desk Sharing		Typical Work Locations			Primary Workstation Activities	Work Pattern	Size		
				Employees Needing Workstations	Average Occupancy	Time Spent at Desk	Time Spent Away from Desk	Total					Employees Needing Offices	Average Occupancy	Time Spent at Desk	Time Spent Away from Desk	Total					
	50 ppl			25 ppl	20								25 ppl	20								
XYZ	50 ppl	80%	Needing workstations:	25 ppl	20	50%	50%	100%	Concentrative	IMC	36 nsf	Needing offices:	25 ppl	20	50%	50%	100%	Concentrative	IMC	120 nsf		



Space Summary	
Area	Notes
Individual Workspaces Workstations & Offices	720 nsf from Table 1.1 below
Individual Workspaces Offices	2,400 nsf from Table 1.2 below
Standard Support Meeting Spaces	1,329 nsf from Table 2.1 below
Standard Support Resource Spaces	119 nsf from Tables 2.2a & 2.2b below
<i>subtotal Administrative Space</i>	<i>4,568 nsf</i>
Special Support Spaces	0 nsf from Table 3 below
(=) Total Net Area	4,568 nsf

- Individual Workspaces | Workstations
- Individual Workspaces | Offices
- Standard Support | Meeting Spaces
- Standard Support | Resources Spaces
- Special Support Spaces

16%
53%
29%
3%
0%



Circulation Multiplier	x 0.5 =	2,284 sf	<i>multiplied on Total Net Area to determine the amount of internal circulation needed for this workplace</i>
(=) Total Usable Area / ABOA		6,852 usf	<i>total amount of Usable Area for federal space or ANS/BOMA Office Area (ABOA) for leased space; used in Occupancy Agreement</i>

Headcount Summary	
Total Employee Headcount	50
Average Employees Onsite	40
Total Occupants	40 Average Occupancy Based on Inputs



Utilization Rate Calculations		
UR	137 SF per person	Standard total USF of administrative office space and associated circulation divided by assigned headcount.
UR Adjusted for Optimal Occupancy	171 SF per person	Total Usable Area / Average Occupancy; what the UR will <i>feel</i> like for those using the space. Does not include non-Administrative Office special space.
WRDA Capacity	46 people	WRDA outlines capacity as the total office USF divided by 150. The occupancy must exceed 60% of this capacity number. Does not include non-Administrative Office special space.
Building Utilization	88%	Minimum of 60% in order to meet WRDA requirements. Utilization is the number of occupants divided by the WRDA capacity.
Shared Flex Spaces	2 Flex Spaces	Suggested allocation of Flex seats adjacent to account for surge capacity/ peak days. For building programming use. 20% of delta between assigned headcount and average occupancy.
USF allowed for 150 UR	7,500 USF Max Allowable	150 UR Standard: 150 USF x Total Headcount. This is what <i>would</i> be planned using standard UR allocation of space per person for office space only (excluding special space).
USF Delta	648 USF Saved	Difference between planned USF and UR allocation of 150 SF/ person; positive number indicates savings based on designing for optimal occupancy! Does not include special space and associated circulation.



Workplace Tools

Workplace Engagements:

Customizable discovery effort to develop requirements and broader portfolio strategies

Fast Track Design Standards:

Updated offering to include modular design components as a “kit of parts.” Coming Summer 2026!

Workplace Considerations



Opportunity to influence outcomes

Opportunities to engage employees

Underscore the ability to meet the mission

Segue into design planning and technical requirements faster, more efficiently



04 Interior Design

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Interior Design Poll Question

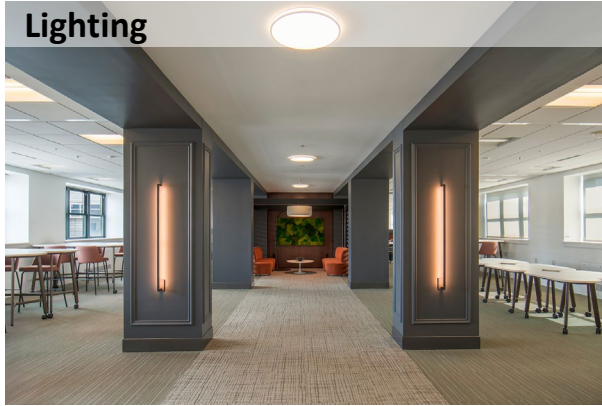
How frequently does your organization use GSA for interior design services, including furniture?

- All the time
- Often
- Sometimes
- Never

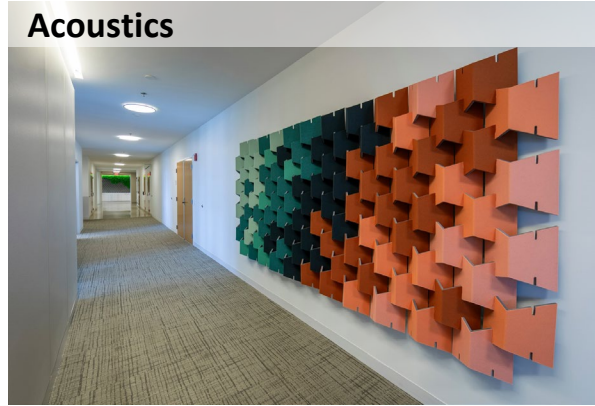


Interior Design Considerations - WIL 7200 Example

Lighting



Acoustics



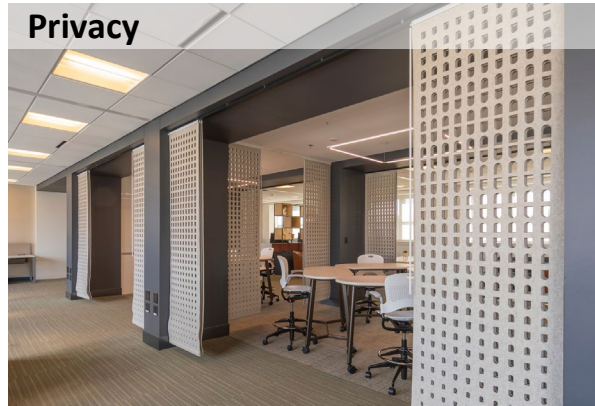
Biophilic Design



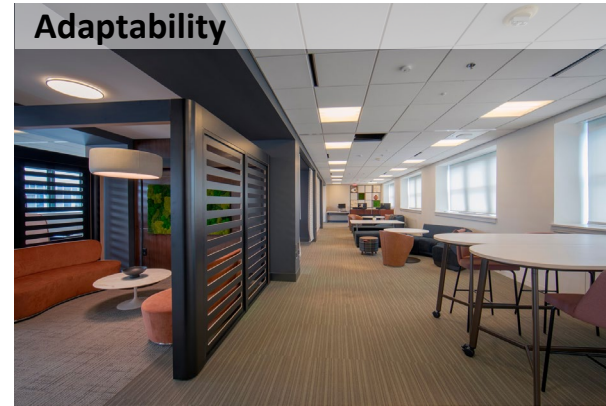
Color Psychology



Privacy



Adaptability



Interior Design Services - WIL 7200 Example

- **Pre-Design Programming**
requirements refinement, overall design concepts and vision, assess site limitations
- **Schematic Design**
design charrettes, test fits, stacking plans, digital vision boards and sketches
- **Design Development**
finish and fixture selection, 3d furniture models and typicals
- **Furniture Procurement**
furniture package creation, procurement (eg, FAS BPAs), installation, and acceptance
- **Post-Occupancy Evaluation**
user feedback, future design improvement (improve occupancy & satisfaction)

Design



WIL 7200 Rendering



WIL 7200 Reality



National Interior Design Consultations

Interior designers lead a client agency portfolio:

- **Client Focused**
A single national point of contact for interior design services, providing a consistent project experience.
- **Increasing Specialization**
GSA designers become experts in client design standards and preferences.
- **Tactical > Strategic Insights**
Offer recommendations on improving national standards based on project-level experiences. Identify streamlined procurement paths (eg, FAS BPAs).
- **Access to Governmentwide Expertise**
Cross-pollination of design best-practices, including for special spaces. Industry consultations for deeper technical perspectives.





05 Shared Workplaces

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Shared Workplaces

GSA has long supported the notion of shared spaces to improve real estate efficiency:

- Federal Coworking
- Commercial Coworking
- Space Match



Shared Workplaces Commercial Coworking

Commercial Coworking

- **Temporary*** on-demand, cost effective workspaces *as a service*
- IDIQ with 4 vendors to access CONUS coverage
- Open workstations and private offices
- Pay for use, via **RWA**
- Terms up to 12 months
- GSA cannot accept individual requests, must come through programming office.
- For more information please contact patrick.conboy@gsa.gov





Shared Workplaces Poll Question

Which types of shared space solutions would be most beneficial to your agency?

Please rank the following options in order of priority (1 = most beneficial 4 = not beneficial at all):

- Workstations and Private Offices
- Conference and Meeting Spaces
- Secure Space (e.g., SCIFs)
- Auditoriums and Training Centers

*Please let us know in the chat box any additional shared space needs not captured above.



06 What's Next for Workplace?

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What's Next?



Furthering the Marketplace offering

Implementation of Fast Track Design Standards

Workplace prioritization at 1800 F Street (GSA HQ)

AI tools and offerings to improve efficiency of offerings

workplace@gsa.gov



07 Q&A

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Join us for our upcoming VIRTUAL CES sessions

eRETA Digest

Tuesday, April 28

1:00 PM ET

[Register Now](#)



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