

GSA POLICY AND PROCEDURE

SUBJECT: Internal Space Allocation, Design, and Management Policy

1. Purpose. To ensure that the General Services Administration (GSA) creates an inspiring, sustainable workplace portfolio focused on enabling its workforce to improve service to the American taxpayer, boost innovation and collaboration, build stronger connections between business lines and its customers while maximizing assets and better utilizing resources.
2. Background. GSA is leading government-wide efforts to transform workplace design and services through improved space utilization, reduced costs, and superior value.
3. Scope and applicability. This policy applies to all GSA organizations that occupy Government-owned or leased space with the following exceptions:
 - Office of the Inspector General;
 - Outleases and licenses;
 - Board of Contract Appeals;
 - Presidential space, including Presidential transition; and
 - Union Offices¹
4. Cancellations. GSA Internal Directive, [7000.1 ADM P GSA Internal Nationwide Space Management Policy](#), dated 03/10/2008, and GSA Memorandum, *Internal GSA Space Allocation Goal - 150 USF/Person by October 1, 2017*, dated September 25, 2013.
5. Policy. This policy addresses design strategies and guidelines, acoustics and privacy, furnishings, parking and internal space allocation requirements.
6. Responsibilities. The Internal Workplace Management Division, Office of Administrative Services, manages GSA internal workspace. This Policy and Procedure

¹ The allocation and design of union offices is covered under existing collective bargaining agreements and/or Memoranda of Understanding.

provides implementation guidelines for applicable GSA organizations.

7. Authorities. Authorities are listed in Appendix E.

8. Additional references. Additional References are listed in Appendix F.

9. Definitions. Key definitions are listed in Appendix G.

10. Labor Relations. Implementation of this Policy and Procedure, as it affects employees represented by a labor bargaining unit, is contingent upon completion of labor relations obligations.

11. Signature.

CYNTHIA A. METZLER
Chief Administrative Services Officer
Office of Administrative Services

Date

**Internal Space Allocation, Design, and Management Policy
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ROLES AND RESPONSIBILITIES

The Office of Administrative Services (OAS) will for all internal GSA workplace projects:

- Serve as the primary customer and tenant representative for each Service and Staff Office.
- Manage and oversee GSA's portfolio.
- Review and approve all Occupancy Agreements.
- Develop policies, guidance and measures for space allocation, design, and management.
- Be advised and have the option to participate in project kick-off meetings, market surveys, needs assessment interviews, design charrettes, and space acceptance walkthroughs.
- Review and approve all requirements packages for space acquisition, relocation or reconfiguration.
- Review and approve all requests for an exemption to the Design Strategies and Guidelines section of this policy.
- Review and approve all concept and design intent drawings.
- Ensure that funding requests with supporting estimates are provided during the budget process.
- Partner with the Public Buildings Service (PBS) and the Federal Acquisition Service (FAS) to create and periodically update a procurement vehicle that must be used to purchase new furnishings for GSA-occupied space.
- Forward all proposed gains in excess of 10,000 USF along with the appropriate offsets to the Chief Financial Officer (or designee) and the Senior Real Property Officer (or designee) for concurrence.
- Prepare GSA's annual report and 3-year Real Property Cost Savings and Innovation Plan as required by Section 3, Office of Management and Budget (OMB) Memorandum M-12-12, Freeze the Footprint, dated March 14, 2013.
- Develop, implement and manage a governance process for all projects in excess of \$10,000.
- Work with each Service and Staff office to update personnel counts for each

occupancy agreement (OA) where GSA is the tenant in the system of record, biannually.

- Utilize existing data sources (e.g., personnel and security access card systems) to gather and or confirm personnel counts.
- A person may only be counted if the position is filled and onboard at the time of the survey.
- Union representatives who are not otherwise counted and routinely work out of a designated union office will be counted.
- Occupancy Agreements assigned to the Office of Inspector General, Board of Contract Appeals, Outleases and licenses, or Presidential space including Presidential transition space are excluded from this requirement.

The Public Buildings Service will:

- Acquire and maintain all space for internal GSA operations.
- Manage and oversee project execution and implementation.
- Prepare Occupancy Agreements covering GSA-occupied space for review and approval of OAS.
- Develop comprehensive, formal requirements packages for all space acquisition, relocation or reconfiguration projects as requested by OAS (see Appendix A for options).
- Procure change management services when requested by OAS.
- Incorporate current Interagency Security Committee standards into all requirements packages.
- Submit all completed requirements packages to OAS for review and approval.
- Implement smart occupancy and/or hoteling strategies and protocols in compliance with existing GSA policy and or guidelines.

The Office of the Chief Information Officer will:

- Manage and implement all information technology (IT) aspects of a project

including:

- Development of technical requirements and plans;
- Acquisition and installation of data and telecommunications service (e.g., Primary Rate Interface (PRI), Digital Subscriber Line (DSL) or T-1 lines);
- Video-conferencing, including telepresence;
- Cabling;
- Local area network (LAN) closet switching;
- Wireless communications;
- Workstation IT setup;
- Printer installation/configuration;
- Regional Information Center (RIC) installation and setup;
- Server relocation; and
- Hoteling reservation system administration.

The Office of the Chief Financial Officer will:

- Review and assess internal workplace project funding requirements.
- Work with OAS and PBS to incorporate funding requirements into the budget.

The Services and Staff Offices will:

- Submit all requests for new space to OAS with a justification and business case for review and approval.
- Submit all requests (i.e., alterations, new furniture, modifications to existing furniture, and change management services) in excess of \$10,000 to OAS for review and approval.
- Be advised and have the option to participate in project kick-off meetings, market surveys, needs assessment interviews, design charettes, and space acceptance walkthroughs.

- When applicable, design and implement a change management strategy which may include:
 - A Communication Plan including messages and tactics;
 - Training change agents within the organization to facilitate the transition; and
 - Facilitating groups of agency employees to address new workplace barriers, such as paper storage requirements or information technology capabilities.
- When practical, utilize the Federal Acquisition Service (FAS) for services, products and solutions, particularly in the areas of furniture procurement, move services, personal property disposal, and Information Technology and Telecommunications services.

LABOR RELATIONS

- The Office of Human Resources Management (OHRM) will coordinate GSA's labor relations strategy and execution.
- OAS and PBS will partner with OHRM to engage the Unions as required.
- Managers and supervisors of impacted bargaining unit employees will abide by the two national agreements with the American Federation of Government Employees (AFGE) and the National Federation of Federal Employees (NFFE) and will work collaboratively with the designated Union officials.

SPACE ALLOCATION REQUIREMENTS

For all internal workplace projects, space allocation is limited to an “all-in” allocation of 136 usable square feet per person (USF/person).

All-in allocation of space is calculated as follows:

- Divide Total USF² by the sum of on-board GSA employees and resident

² Includes all assigned usable square footage and joint-use space internal to GSA only. Joint-use space shared with outside agencies in a multi-tenant building is not included. The space allocated for union

contractors.

- Include resident contractors such as janitors, operations & maintenance contractors, construction contractors, and security guards if assigned to space classified as “usable”. Exclude these contractors if they are assigned to space classified as “building common”.
- For multi-shift operations, include personnel for the peak shift only³.
- Exclude short-term (i.e., ≤3 months) staff, including volunteers, contractors, and interns and visitors.
- Include part-time employees and resident contractors who are assigned to the agency worksite.
- Include employees and resident contractors, who telework up to four days per week, in their agency worksite personnel totals.
- Include employees and resident contractors on a temporary detail in their permanent agency worksite personnel totals.
- Include satellite employees and resident contractors in their official worksite personnel totals.
- Exclude Full Time Teleworkers.
- Include outside vendors operating joint use space (e.g., cafeteria) if the space is occupied by a single tenant. Exclude outside vendors if the space is shared in a multi-tenant building. An agency other than GSA must be present to qualify as a multi-tenant building. The presence of the Department of Homeland Security, Federal Protective Service personnel and or contract guards does not qualify a building for “multi-tenant” status.
- For new space actions, include vacant positions for programming purposes if there is a strong likelihood that the vacancies will be filled within six months of the planned occupancy.

DESIGN STRATEGIES AND GUIDELINES

- Whenever possible, consider low-cost solutions that reuse and repurpose

offices must be included in the “all-in” space calculation, but in and of itself, can exceed the 136 USF/person limit.

³ For example, if a call center is operated 24 hours a day and the greatest number of people work during the day shift, then only the personnel assigned to the day shift are counted.

existing furniture and layouts. (See Appendix G for technical definitions used in this section.)

- Strategies to meet the 136 USF/person space allocation standard may include:
 - Desk-sharing through hoteling, hot-desking or other arrangements.
 - All hoteling efforts must be managed through GSA’s mandatory hoteling system.
 - Desk-sharing rates may vary, however the total number of individual, collaborative, and focus seats **must** be greater than or equal to the total number of people assigned to the space.
 - Right-sizing individual, collaborative, and focus spaces.
 - Increasing the percentage of open-plan workspace.
- Universal Design principles should be applied whenever practical.
- New individual offices may be no greater than 120 net square feet (NSF).
- New individual workstations may be no greater than 36 NSF.
 - If specified, panels, privacy or boundary screens may be no taller than 54 inches above the finished floor across a maximum of 50% of the total vertical surface width, and 42 inches above the finished floor or less, across the remaining vertical surface width. These heights are designed to allow for seated privacy, limit distractions, and maximize views and access to daylight.
- A sufficient amount and variety of spaces that support collaborative and focus work in open-plan environments **must** be provided to accommodate a variety of work-patterns and promote employee choice.
- Private offices may only be assigned to the following:
 - Attorneys assigned to the Office of General Counsel;
 - Individuals whose reasonable accommodation requires an enclosed space⁴; and
 - Individuals who routinely handle National Security Information (NSI).
- The assignment of private offices may only be considered after all alternatives

⁴ For example, an individual with traumatic brain injury, whose ability to continue to work requires a dark-painted space with reduced lighting (a temporary accommodation).

(e.g., office-sharing, an increase in the number of shared focus rooms, restricted space allocations) have been ruled out. Where enclosed offices are justified operationally, they **should** be located along a building's core and in areas that ensure windows provide direct-access to natural light for the greatest possible numbers of staff.

- Conference rooms, focus rooms, and other similar spaces **must** be shared across and within Service and Staff Offices unless there is a compelling operational need to assign such space to a specific group.
- Personal storage for each individual should be provided for personal files, laptop, and other daily-needs items such as a purse or wallet.
- Stand-alone suites may be created for groups which have extraordinary privacy, confidentiality, security or public contact requirements that prevent them from sharing space with other employees in a facility (e.g., employees who routinely handle NSI).
- The workplace **must** be designed to achieve an average (mean) weekly utilization of **70%**⁵ or greater for the total number of individual workstations.

Acoustics and Privacy

- Particular attention **must** be paid to privacy and acoustics.
 - Each location should be configured in zones to accommodate various work-patterns throughout the office⁶.
 - Where practical, open-plan areas should employ adjustable sound-masking systems, carpeting, and high-performance acoustical ceiling tile⁷ or, where ceilings are hard-surface or cannot reasonably be altered within available funding, surface-mounted or suspended sound-absorptive acoustical panels should be used. The use of other hard surfaces such as glass on artwork or metal furniture finishes should be minimized where possible.
 - In conference, meeting and training facilities, absorptive panels with a minimum Noise Reduction Coefficient (NRC) of 0.8 should be installed on a

⁵ An individual must check-in to a hoteling space or touch down for a portion of the day in a particular individual workspace for it to be considered utilized. For example, if an office has 100 individual workstations and 50 are used on Monday, the utilization is calculated as 50 divided by 100 or 50%.

⁶ For example, Contracting staff may be located in a separate open-plan suite to limit access to the information being discussed. Similarly, Account Management Staff who are internally-mobile and interactive may be located away from groups that are more desk-bound and concentrative to limit the acoustical impact of an open-plan environment.

⁷ Ceilings should have a minimum Noise Reduction Coefficient (NRC) of 0.9 in open-plan office areas and NRC 0.8 in meeting rooms and training facilities.

minimum of 25% of walls.

- Change-management activities should be employed to address noise generation, preferred conduct in shared open space, and positive collaborative office behaviors.
- Collaborative and focus rooms should be located within close proximity to individual workstations so that impromptu meetings can readily and quickly move from the open-plan area to an enclosed space, to minimize noise transmission.
- The following strategies should be used to promote privacy in an open-plan environment:
 - Availability of monitor privacy screens;
 - Staggering of monitors; and
 - Use of privacy or boundary screens.

Furnishings

- GSA **must** aim to support the needs of all employees for a high standard of quality in the work environment, including ergonomic best practices and barrier-free accessibility within work area elements.
 - Individual and task chairs should provide for the widest possible range of human dimensions.
 - A range between 10%-30% of all individual work surfaces should be user-adjustable⁸.
 - A range between 10%-30% of all individual work surfaces should have keyboard trays.
 - All handles and pulls should be readily operable with prosthetics.
 - All individual workspaces should have user-adjustable monitor arms.
- Furniture should be easily reconfigured without the need for specialized furniture

⁸ Pin-hole adjustment for regular work surfaces is the least preferred solution, and should be limited to furnishings that rarely need adjustment.

installation crews⁹.

- New furnishings **must** foster and support reliability and sustainability and have a Business and Institutional Furniture Manufacturer's Association (BIFMA) Level 2 certification, and be composed of long-lasting, cleanable, heavy-duty finishes and materials¹⁰.
- Designs should seek to integrate power controls in furnishings selections, including schedule timer power strips and/or occupancy sensors for task lights and convenience outlets to maximize energy conservation and sustainable practices.

PARKING

- Parking must be allocated and assigned according to [41 CFR 102-74.265 to 41 CFR 102-74.310](#) and negotiated labor agreements.
- Parking spaces may only be acquired in leased facilities for:
 - Government owned vehicles; and
 - Employee vehicles when necessary to avoid a significant impairment to the agency's operating efficiency¹¹.
- Employee parking must comply with current GSA Internal Directive policy and procedure.

⁹ For example, casters on task chairs and guest chairs, use of mobile tables for impromptu collaborative sessions, and casters on individual desk-tied personal daily storage units, such as a pedestal file.

¹⁰ For example, Nanotex, Crypton, Polyurethane upholstery fabrics. Vinyl should be avoided due to its Polyvinyl chloride (PVC) content and tendency to become brittle with age. Leather should also be avoided due to its cost and the need for specialized care.

¹¹ GAO has determined that agencies may use appropriated funds to provide parking to its employees when necessary to avoid a "significant impairment to the agency's operating efficiency." [U.S. International Trade Commission--Use of Appropriated Funds to Subsidize Employee Parking Permits](#), B-322337: Aug 3, 2012.

APPENDIX A: REQUIREMENTS DEVELOPMENT OPTIONS¹²

1. Basic Requirements development, includes:
 - Needs assessment interview;
 - Basic space program; and
 - Concept drawings (when requested by OAS).

2. Strategic Requirements Development¹³ which may include:
 - Soliciting employee and Union input on the workplace (See Appendices C & D for examples);
 - On-site evaluation of the current workplace (See Appendix B for example);
 - Leadership visioning sessions;
 - Time-utilization studies of specific types of workspaces, such as meeting rooms; and
 - Program of Requirements (POR) which may include:
 - Build-out construction specifications;
 - Conceptual drawings;
 - Prototypical design intent drawings that illustrate typical work environment configurations and would be used during space procurement;
 - Generic furniture specifications; and
 - Space programming calculations.

¹² The contents of a requirements package should be driven by the scale and complexity of a project and may range from a small sketch to a detailed Program of Requirements.

¹³ On a reimbursable basis, OAS may obtain any of the following Workplace Services from PBS for any type of space project, regardless of size or location.

Appendix B: Workplace Scorecard

Total Workplace Scorecard: Measuring Hallmarks of Quality

GSA	CUSTOMER: _____
	PROJECT NAME: _____
	LOCATION: _____
	DATE: _____
	SCORECARD EVALUATOR: _____

INSTRUCTIONS: This scorecard is intended to benchmark and measure quality improvements between existing and new workplace conditions. It is best if the same person is the Scorecard Evaluator for the existing and new workplace evaluation. The scorecard has "100" possible points. If the scorecard subtotals at the end of the Section VI "Sense of Place" is less than 100 points, elements in Section VII. "Extra Credits" are available to enhance the final score. However, the maximum final score is 100. To score each element, click on the pull down menu to select either "Yes" or "No" under the YES/NO column. Scores will automatically populate the worksheet. Note, if the element does not apply, leave it as "No". In the comment column, provide note observations, as needed, to further describe and explain the status or condition of elements. Note – Included in the gray areas (to the right), user guidance and references provide additional information on the elements and directions to help assess compliance. If you have any additional questions or would like assistance, please contact your Regional Workplace Executive (RWE). Keep an electronic copy of the scorecard for the project record.

I. Engagement:

Customers who are involved during requirements development, planning and pre-design processes are more apt to understand, accept and "own" the workplace strategies and design decisions.

Elements	YES / NO	POINTS	SCORE	Notes / Observations		
1 Customer mission, project goals, and financial objectives, developed with leadership consensus, were documented at the start of the project.	Yes	2	2			↙
2 Throughout the project development, workplace requirements and design decisions were based on customer's mission, project goals and financial objectives.	Yes	1	1			↙
3 Customer leadership and employees were involved throughout the requirements development process.	Yes	1	1			↙
4 Throughout the workplace process, changes were discussed, addressed, and adopted by the leadership and employees.	Yes	1	1			↙
5 All major project stakeholders participated in a design workshop(s) to develop design strategies and concepts.	Yes	2	2			↙
Engagement - TOTAL		7	7			
<i>Scorecard Subtotal</i>		7	7			

II. EQUITABLE WORKSPACE:

All employees should have access to resources, amenities, and alternative ways of working to accomplish their job functions. For example: common work areas used by all have priority in the layout; space allocation is based upon job functions being performed, rather than status, grade, or hierarchy; when appropriate to their job function, employees have access to natural light and exterior views from their primary workspace.

Elements	YES / NO	POINTS	SCORE	Notes / Observations	Site Visit / Site Photos	Customer Interview
1 Workplace space guidelines were established based upon documented work tasks and patterns, required business processes, and other mission drivers	Yes	3	3			✓
2 The workplace provides an appropriate range of work settings and options necessary for employees to perform a variety of tasks and functions.	Yes	3	3		✓	✓
3 As appropriate to meet mission requirements and job functions, the customer has established mobile work policies for all eligible employees.	Yes	2	2			✓
4 When appropriate with their job function, employees have access to natural daylight from their primary workspace.	Yes	3	3		✓	
5 When appropriate with job function and/or work patterns, workstations and bench seating have low height or no partitions.	Yes	2	2		✓	
6 Enclosed offices and meeting/conference rooms do not block access to natural light and views from other primary workspaces.	Yes	3	3		✓	✓
7 When visual privacy is not required, enclosed offices and conference rooms, that are located inboard, have glass wall(s) to provide views of the interior workplace and to natural daylight	Yes	2	2		✓	
Equitable Workplace - TOTAL		18	18			
Scorecard Subtotal		25	25			

III. HEALTH & COMFORT:

The workplace environment must be clean, healthy and have access to natural daylight. The workspace should provide ergonomic features and provide conditions that are free from excessive noise, glare, distractions and thermal discomfort.

Elements	YES / NO	POINTS	SCORE	Notes / Observations	Site Visit or Site Photos	Customer Interview
1 The workplace provides fresh, clean indoor air, good ventilation, and thermal comfort.	Yes	2	2		✓	✓
2 Employees have the ability to control and adjust air ventilation and temperature in work area zones and enclosed conference rooms.	Yes	2	2		✓	✓
3 General ceiling light fixtures provide both downlight (direct) and uplight (indirect) lighting for primary workspaces.	Yes	2	2		✓	✓
4 Employees are able to control and adjust individual task lighting at their primary workspace.	Yes	3	3		✓	✓
5 Light sensors automatically adjust general workplace lighting when ample natural daylight is available.	Yes	1	1		✓	✓
4 Adjustable window treatments, including blinds and shades, allow control of the amount of daylight and potential glare.	Yes	1	1		✓	
6 The workplace, building and/or surrounding neighborhood provides the following amenities:						
a. Fitness Center	Yes	0.5	0.5		✓	✓
b. Locker Room/Changing Room	Yes	1	1		✓	✓
c. Daycare Center	Yes	0.5	0.5		✓	✓
d. Coffee Bar/Café/Kitchen	Yes	1	1		✓	✓
e. Filtered hot and cold water dispensers	Yes	0.5	0.5		✓	✓

7	All workspace furniture include the following ergonomic elements:					
	a. Adjustable height computer keyboard and mouse trays	Yes	0.5	0.5		✓
	b. Sufficient work surface area for task light, desktop equipment and paperwork.	Yes	0.5	0.5		✓
	c. Computer monitor armature with adjustable height, pivot and tilt options	Yes	1	1		✓
	d. Adjustable variable height work surfaces	Yes	0.5	0.5		✓
	e. Task chairs with adjustments for seat/back tension, separate arm and seat heights, reclining and tilt.	Yes	2	2		✓
8	The workplace is zoned so that quiet (concentrative) areas are separated from interactive (collaborative) activity zones and/or noise generated distractions.	Yes	2	2		✓
9	Individual workspace conversations are masked to enhance speech privacy by "white noise" and/or low level background sound from mechanical systems.	Yes	2	2		✓
10	The use of sound absorbing materials/finishes, in the ceilings, walls, floors and furniture components provides speech privacy.	Yes	2	2		✓
11	Intelligible speech does not travel from one enclosed space to another or to adjacent open work areas.	Yes	2	2		✓
Health & Comfort - TOTAL			27	27		
<i>Scorecard subtotal</i>			52	52		

IV. FLEXIBILITY, CONNECTIVITY & MOBILITY:

Flexibility and connectivity are essential for the success of an internal and external mobile work environment. Equipment and technology support these elements and optimize communication, productivity and collaboration effectiveness.

Elements	YES / NO	POINTS	SCORE	Notes / Observations	Site Visit or Site Photos	Customer Interview
1 All workplace furniture components, including those in conference and training rooms, can be easily reconfigured and modified.	Yes	2	2		✓	✓
2 Large training and meeting spaces that are easily sub-divided into a variety of sizes to serve different functions.	Yes	2	2		✓	✓
3 An appropriate mix of workspace settings accommodates a variety of work patterns and job functions.	Yes	3	3		✓	✓
4 The workplace supports internal and external mobility.	Yes	3	3			✓
5 Workplace utilizes temporary, unreserved desks to maximize occupancy and space utilization.	Yes	3	3			✓
6 The IT infrastructure accommodates internal/external mobile work and flexibility for employees to accomplish work	Yes	3	3			✓
7 Virtual meeting technology and software for teleconferencing and/or video conferencing is provided on laptops.	Yes	2	2			✓
8 Employees have the appropriate technology, tools and equipment to work anytime/anywhere.	Yes	3	3			✓
9 Voice over internet phone (VOIP) and/or mobile cell phone is the primary telephone service.	Yes	2	2			✓
10 Secured wireless access network is provided.	Yes	1	1			✓
11 Wireless computer network is provided throughout the (internal) workplace.	Yes	3	3			✓
Flexibility & Mobility - TOTAL			27	27		
<i>Scorecard Subtotal</i>			79	79		

V. RELIABILITY & SUSTAINABILITY:

Policies and criteria assure that all aspects of the workspace operate as intended and meet sustainable objectives.

Elements	YES / NO	POINTS	SCORE	Notes / Observations	Site Visit or Site Photos	Customer Interview
1 Building security and/or secured office access provides adequate safety precautions for all employees and visitors.	Yes	2	2		✓	✓
2 All workplace furniture products are BIFMA Level 1 certified, if available.	Yes	2	2		✓	✓
3 The majority of standard workstation sizes are 48 sq ft or less	Yes	3	3		✓	✓
4 The majority of standard workstation sizes are 64 sq ft or greater.	No	-1			✓	✓
5 The majority of standard workstation sizes are 80 sq ft or greater	No	-2			✓	✓
6 The majority of standard workstation partition heights are 54 inches or less above the floor.	Yes	2	2		✓	✓
7 The majority of private office sizes are 100 sq ft or less.	Yes	3	3		✓	✓
8 The majority of standard private office sizes are 150 sq ft or greater.	No	-3			✓	✓
Reliability & Sustainability - TOTAL		12	12			
Scorecard Subtotal		91	91			

VI. SENSE OF PLACE:

A strong sense of place conveys the customer's mission, business, and culture. The first impression and professional character sets the tone of the workplace and its identity.

Elements	YES / NO	POINTS	SCORE	Notes / Observations	Site Visit or Site Photos	Customer Interview
1 The workplace entrance is easily identifiable from the main lobby and/or building floor elevator lobby.	Yes	2	2		✓	
2 The main entrance area is welcoming, "brands" (identifies) the agency, offers visitor seating, and displays information about the agency's mission.	Yes	1	1		✓	
3 Similar furniture styles/systems and interior finishes are coordinated in a consistent manner throughout the entire workplace.	Yes	2	2		✓	
4 The workplace design responds to the external environment and/or climate conditions.	Yes	2	2		✓	
5 Interior signage is consistent in style and color throughout the workspace and wayfinding is easy based on logic and orienting views.	Yes	1	1		✓	
6 Coordinated finish colors are used through out the workplace to provide visual interest, way-finding, and aesthetic appeal.	Yes	1	1		✓	
Sense of Place - TOTAL		9	9			
Scorecard Subtotal		100	100			

VII. EXTRA CREDIT:

If the scorecard subtotal at the end of the Section VI. "Sense of Place" (above) is less than 100 points, elements in Section VII. "Extra Credits" are available to enhance the final score. However, the maximum final score is 100.

Elements		YES / NO	POINTS	SCORE	Notes / Observations	Site Visit or Site Photos	Customer Interview
1	Employees take pride in showing workplace to customers, colleagues, family, friends etc.	No	2				✓
2	A registered architect or accredited interior designer was the primary design consultant on the project.	No	2				✓
3	The base building achieved LEED certification of Silver or higher.	No	0.5				✓
4	The workplace (interior space) has achieved a LEED Commercial Interior (CI) certification.	No	2				✓
5	The workplace is located within a renovated historic building.	No	2			✓	✓
6	The usable square feet (usf) per person are less than 170 usf/person ("All-In").	No	2			✓	✓
7	Finished ceilings are 10 feet or higher above the finished floor.	No	2			✓	
8	75% or more of the north and south exterior walls surface areas are windows.	No	2			✓	
9	Interior or exterior light shelves are used on south facing windows.	No	0.5			✓	
10	Neighborhood amenities are located within 1/4 mile walking distance from the office building.	No	2			✓	
Extra Credit - TOTAL			17	0			

Appendix C: Pre-Occupancy Survey

GSA Pre-Occupancy Employee Workplace Survey
GSA Workplace+, Public Buildings Service
8.30.12

This workplace survey will ask a series of questions about the type of work you do, where it's accomplished, what's important to you, and to what degree your needs are currently being met. The survey takes about 20 minutes to complete and should be completed in one session. When filling out this survey, think about how you do your work on a typical day. If you are acting in a position, please answer the questions for your permanent position and not your acting role. All responses to this survey will remain anonymous and will be aggregated into larger groups. Any specific comments you contribute will be grouped anonymously with others. Questions about this survey can be sent to GSA at workplace@gsa.gov. "Workplace Engagement" will be automatically entered in the e-mail subject line.

SECTION 1: BACKGROUND INFORMATION

1.1a In which organization do you work?

1. Dept. A
2. Dept. B
3. Dept. C
4. Dept. D

1.1b In which sub-organization do you work?

1. Team A
2. Team B
3. Team C
4. Team D
5. Team E

1.2 Which type of position do you hold?

1. Federal full-time
2. Federal part-time
3. Contract full-time
4. Contract part-time
5. Seasonal full-time
6. Seasonal part-time
7. Volunteer

1.3 Select your job title from the list below. If you are acting in a position, select the title of your permanent position and not your acting position.

1. Job Title 1
2. Job Title 2
3. Job Title 3
4. Job Title 4
5. Job Title 5...
6. Other

1.4 How would you categorize your job function?

1. Administrative Management
2. Administrative Support / Clerical
3. Architect / Engineer / Designer / Inspector
4. Educator / Training Specialist
5. Executive Leadership
6. Financial Professional
7. Physician, Nurse, Physicians Assistant or other health care professional

8. Human Resources Professional / Social Worker
9. IT Specialist / Computer Programmer
10. Law Enforcement Professional
11. Legal Professional
12. Project Manager / Program Manager
13. Technical Specialist / Scientist / Research Professional
14. Other

1.5 When working in your agency worksite (your assigned duty station), what kind of individual workspace do you primarily use?

1. An enclosed single-person office
2. An enclosed multi-person office
3. A workstation or cubicle where all dividers are high enough that most people cannot see over when standing
4. A workstation or cubicle with some dividers that most people cannot see over when seated
5. A workstation or cubicle with some dividers that most people can see over when seated
6. Open workspace with no dividers
7. Other

1.6 Approximately how many years have you worked in this building?

1. Less than 1 year
2. 1 – 2 years
3. 3 – 5 years
4. More than 5 years

1.7 Approximately how long have you worked in your present workspace?

1. Less than 3 months
2. 4 – 6 months
3. 7 – 12 months
4. More than 1 year

SECTION 2: HOW YOU DO YOUR WORK

In this section, your agency worksite refers to the location to which you are assigned to by your organization (your duty station). Your responses must equal total time identified for each question.

2.1 How many hours (on average) do you work in a typical work week? (total pay period hours divided by number of weeks in pay period, e.g. 80 hrs/pp divided by 2 wks = 40 hrs/wk)

2.2 How many hours of work time do you typically spend at each of these locations? (Your total hours must equal typical work week hours from above).

- At your desk in your agency worksite _____
- Away from your desk in your agency worksite (such as in other staffs workstation, a meeting room, or break area) _____
- Working at home _____
- At other Locations away from your agency worksite (including other government offices, client sites, business travel, coffee shop, internet café, etc.) _____

2.3a Of the hours that you spend at your desk in your agency worksite (from question above), what percentage of this time do you typically spend conducting the following activities?

- Face-to-face interaction (such as meeting with colleagues, supervisory work, customer service, etc.) _____
- On the phone (all phone use, including conference calls) _____
- Doing focused work that requires long periods of concentration, including reading or writing (such as research, writing complex documents, contracting or legal work, computer programming, etc.) _____
- Processing information that requires short periods of concentration (such as e-mail, clerical tasks, data processing, using standard forms, information searches, etc.) _____
- Conducting other activities at your desk _____

2.3b Please describe the other activities that you accomplish at your desk:

SECTION 3: TELEWORKING & MOBILITY PREFERENCES

3.1 How many workdays per pay period do you currently telework (work away from your primary work location)?

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10

3.2 If you had the option, how many workdays per pay period would you like to telework?

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10

3.3 Please evaluate the following aspects of your current work environment and how they may or may not affect your ability to telework:

	Does not affect my ability	Somewhat affects my ability	Significantly affects my ability
--	----------------------------	-----------------------------	----------------------------------

3.3a Core hour restrictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3b Information technology (IT) tools and infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3c Electronic vs. paper files	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3d Employee/supervisor perceptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3e Culture and office etiquette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.4 Do you share a desk with others (hoteling, hot-desking) on a regular basis?

1. Yes
2. No

3.5 Please rate your satisfaction with the following aspects of desk-sharing:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
Sharing workspace	<input type="checkbox"/>				
Making reservations for your workspace	<input type="checkbox"/>				
Use of non-reservable or touchdown workspace	<input type="checkbox"/>				
Functionality of the workspace	<input type="checkbox"/>				

3.6 If your work and personal needs were met (space, availability, storage, equipment, supplies, hygiene, scheduling, training, support, etc.), how comfortable would you be with sharing an unassigned workstation or office with your co-workers; in other words, working at a desk not used exclusively by you.

	Very comfortable	Somewhat comfortable	Undecided	Somewhat uncomfortable	Very uncomfortable
	<input type="checkbox"/>				

SECTION 4: INTERACTION WITH YOUR CO-WORKERS

4.1 Generally speaking, how often do you interact with your co-workers in your immediate organizational unit?

1. Daily or several times a day
2. 2-4 times a week
3. Once a week
4. A couple times a month
5. Less than once a month

4.2 Evaluate the following factors regarding communication and collaboration within your immediate organization:

How important is it for your work? [Not Important, Very Important]

	1	2	3	4	5
4.2a. In-person, face-to-face communication	<input type="checkbox"/>				
4.2b. Technology enabled communication	<input type="checkbox"/>				
4.2c. Rapid sharing of information within your immediate organization	<input type="checkbox"/>				
4.2d. Locating others when you need to work with them	<input type="checkbox"/>				
4.2e. Awareness of what others in your organization are working on	<input type="checkbox"/>				

How well is this activity being supported? [Not Well, Very Well]

	1	2	3	4	5
4.2a. In-person, face-to-face communication	<input type="checkbox"/>				
4.2b. Technology enabled communication	<input type="checkbox"/>				
4.2c. Rapid sharing of information within your immediate organization	<input type="checkbox"/>				
4.2d. Locating others when you need to work with them	<input type="checkbox"/>				
4.2e. Awareness of what others in your organization are working on	<input type="checkbox"/>				

SECTION 5: INTERACTION WITH OTHER ORGANIZATIONS

5.1 Generally speaking, how often do you interact with colleagues from other groups in your agency who are not in your immediate organizational unit?

1. Daily or several times a day
2. 2-4 times a week
3. Once a week
4. A couple times a month
5. Less than once a month

5.2 Generally speaking, how often do you interact with people outside of your agency?

1. Daily or several times a day
2. 2-4 times a week
3. Once a week
4. A couple times a month
5. Less than once a month

SECTION 6: QUALITY OF YOUR INDIVIDUAL WORK SPACE

6.1 Please evaluate the following factors regarding your individual work space:

How important is it to your work? [Very Unimportant, Very Important]

	1	2	3	4	5
6.1a. Sufficient desk surface for working with paper	<input type="checkbox"/>				
6.1b. Sufficient file and book storage	<input type="checkbox"/>				
6.1c. Ability to use your computer and review paperwork at your desk, at the same time	<input type="checkbox"/>				
6.1d. Ability to work with other people at your desk	<input type="checkbox"/>				
6.1e. Ability to concentrate for 1 or more hours without interruption	<input type="checkbox"/>				
6.1f. Ability to have a private conversation	<input type="checkbox"/>				
6.1g. Access to a window view when you are seated at your desk	<input type="checkbox"/>				
6.1h. Accessibility of paper files	<input type="checkbox"/>				
6.1i. Accessibility of electronic files	<input type="checkbox"/>				

How well is it performing? [Very Poorly, Very Well]

	1	2	3	4	5
6.1a. Sufficient desk surface for working with paper	<input type="checkbox"/>				
6.1b. Sufficient file and book storage	<input type="checkbox"/>				
6.1c. Ability to use your computer and review paperwork at your desk, at the same time	<input type="checkbox"/>				
6.1d. Ability to work with other people at your desk	<input type="checkbox"/>				
6.1e. Ability to concentrate for 1 or more hours without interruption	<input type="checkbox"/>				
6.1f. Ability to have a private conversation	<input type="checkbox"/>				
6.1g. Access to a window view when you are seated at your desk	<input type="checkbox"/>				
6.1h. Accessibility of paper files	<input type="checkbox"/>				
6.1i. Accessibility of electronic files	<input type="checkbox"/>				

6.2 Please rate your satisfaction with the following items:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
6.2a The comfort of your office furnishings (chair, desk, computer, equipment, etc)	<input type="checkbox"/>				
6.2b The availability of enclosed meeting spaces	<input type="checkbox"/>				

6.2c The availability of open meeting spaces	<input type="checkbox"/>				
6.2d The individual work space choices	<input type="checkbox"/>				

SECTION 7: DOCUMENT USE

7.1 On average, how frequently do you use the following paper-based resources at your desk?

	Every day	Few days a week	Few days a month	Rarely	Never
7.1a Large-volume, paper-based materials (e.g. reference or law books, regulations, binders)	<input type="checkbox"/>				
7.1b Information that can only be accessed while in the primary work location (e.g. personnel records, sensitive documents or records)	<input type="checkbox"/>				
7.1c Oversized documents (e.g. maps, posters, architectural or engineering drawings)	<input type="checkbox"/>				

7.2 How frequently do you use the following paper-based resources away from your desk, such as in a library or conference room?

	Every day	Few days a week	Few days a month	Rarely	Never
7.2a Large-volume, paper-based materials (e.g. reference or law books, regulations, binders)	<input type="checkbox"/>				
7.2b Information that can only be accessed while in the primary work location (e.g. personnel records, sensitive documents or records)	<input type="checkbox"/>				
7.2c Oversized documents (e.g. maps, posters, architectural or engineering drawings)	<input type="checkbox"/>				

7.3 If you store documents (files or reference materials) at your desk, approximately how much of them do you use on a daily basis?

1. Most of my stored documents
2. Some of my stored documents
3. A few of my stored documents
4. None of my stored documents

SECTION 8: USE AND QUALITY OF SUPPORT SPACES

8.1 Please evaluate the following factors regarding support spaces in your agency worksite:

How important is it to your work? [Not Important, Very Important]

	1	2	3	4	5
8.1a 2-4 person meeting room	<input type="checkbox"/>				
8.1b 5-8 person meeting room	<input type="checkbox"/>				

8.1c 9-15 person meeting room	<input type="checkbox"/>				
8.1d 15+ person meeting room	<input type="checkbox"/>				
8.1e Space for spontaneous meetings	<input type="checkbox"/>				
8.1f Privacy or focus rooms for short-term concentrative work	<input type="checkbox"/>				
8.1g Break areas with tables and kitchen facilities	<input type="checkbox"/>				
8.1h Participate in video teleconferences	<input type="checkbox"/>				
8.1i Taking work phone calls that your coworkers should not hear	<input type="checkbox"/>				
8.1j Talking on a speaker phone	<input type="checkbox"/>				
8.1k Activities that require focused concentration, such as writing reports	<input type="checkbox"/>				
8.1l Ability to display, store, and track group or project work	<input type="checkbox"/>				
8.1m Need for impromptu or informal meetings (e.g., open meeting tables, unreserved meeting rooms, etc.)	<input type="checkbox"/>				
8.1n Space for social interaction (e.g., break areas, corridors, lobbies)	<input type="checkbox"/>				

How well is it supporting your work? [Very Poorly, Very Well]

	1	2	3	4	5
8.1a 2-4 person meeting room	<input type="checkbox"/>				
8.1b 5-8 person meeting room	<input type="checkbox"/>				
8.1c 9-15 person meeting room	<input type="checkbox"/>				
8.1d 15+ person meeting room	<input type="checkbox"/>				
8.1e Space for spontaneous meetings	<input type="checkbox"/>				
8.1f Privacy or focus rooms for short-term concentrative work	<input type="checkbox"/>				
8.1g Break areas with tables and kitchen facilities	<input type="checkbox"/>				
8.1h Participate in video teleconferences	<input type="checkbox"/>				
8.1i Taking work phone calls that your coworkers should not hear	<input type="checkbox"/>				
8.1j Talking on a speaker phone	<input type="checkbox"/>				
8.1k Activities that require focused concentration, such as writing reports	<input type="checkbox"/>				
8.1l Ability to display, store, and track group or project work	<input type="checkbox"/>				

8.1m Need for impromptu or informal meetings (e.g., open meeting tables, unreserved meeting rooms, etc.)	<input type="checkbox"/>				
8.1n Space for social interaction (e.g., break areas, corridors, lobbies)	<input type="checkbox"/>				

SECTION 9: INTERACTION WITH VISITORS

The following questions apply to external visitors from customers agencies, vendors, and other organizations that are not part of.

9.1 Generally speaking, how often do you meet with external visitors in your building?

1. Daily or several times a day
2. 2-4 times a week
3. Once a week
4. A couple times a month
5. Less than once a month
6. Never

9.2 Select the most commonly-used locations where these meetings typically occur. You may choose up to 2 locations.

1. My workstation or private office
2. In a workstation or private office of my colleague or supervisor
3. In an enclosed meeting or conference room
4. In an open meeting or reception area
5. Other

9.3 Excluding your own organization’s personnel, what is the average size of the visiting party for a typical meeting?

1. 1 – 4 visitors
2. 5 – 8 visitors
3. 9 – 15 visitors
4. More than 15 visitors

9.4 Does your work space enhance or inhibit your ability to meet with people visiting from outside of your building?

	Inhibits	Somewhat inhibits	Neutral	Somewhat enhances	Enhances
	<input type="checkbox"/>				

SECTION 10: CURRENT WORKPLACE PERFORMANCE

10.1 How satisfied are you with the following aspects of your current office environment?

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
10.1a Natural Lighting	<input type="checkbox"/>				
10.1b Artificial Lighting	<input type="checkbox"/>				
10.1c Temperature Conditions	<input type="checkbox"/>				
10.1d Air Quality	<input type="checkbox"/>				

10.1e Acoustical Conditions	<input type="checkbox"/>				
10.1f Network Access	<input type="checkbox"/>				
10.1g Furniture comfort, adjustability	<input type="checkbox"/>				
10.1h Temperature control	<input type="checkbox"/>				
10.1i Lighting control	<input type="checkbox"/>				
10.1j Views to the outdoors	<input type="checkbox"/>				

10.2 To what extent does your current workplace inhibit or support...

	Significantly inhibits	Somewhat inhibits	Neither inhibits nor supports	Somewhat supports	Significantly supports
10.2a ... your individual productivity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2b ... your ability to work effectively with others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2c ... your team's productivity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10.3 Is there anything missing from your current work environment that could possibly improve your work performance or job satisfaction if they were available?

10.4 Overall, how would you rate the performance of...

	Poor	Unsatisfactory	Average	Satisfactory	Excellent
10.4a ... your workspace (furniture, layout, spaces, amenities, etc)?	<input type="checkbox"/>				
10.4b ... your technology (computer, phone, network access, scheduling software, IT support, etc.?)	<input type="checkbox"/>				
10.4c ... your organization's telework policy?	<input type="checkbox"/>				

SECTION 10: COMMENTS

Creating a better workplace can only be successful with your help! Please share 3 things that you feel the project team should be aware of when obtaining your new workplace:

SECTION 11: SURVEY FEEDBACK

11.1 How would you rate the length of the survey?

	Too Short				Too Long
Length of Survey	<input type="checkbox"/>				

11.2 How would you rate the survey questions' effectiveness in assessing your satisfaction with your workspace?

	Not at all effective				Very Effective
Effectiveness	<input type="checkbox"/>				

1. Pre-Occupancy Employee Workplace Survey 8/2012

Appendix D: Post-Occupancy Survey

GSA Post-Occupancy Employee Workplace Survey
GSA Workplace+, Public Buildings Service
8.30.12

This workplace survey will ask a series of questions about the type of work you do, where it's accomplished, what's important to you, and to what degree your needs are currently being met. The survey takes about 20 minutes to complete and should be completed in one session. When filling out this survey, think about how you do your work on a typical day. If you are acting in a position, please answer the questions for your permanent position and not your acting role. All responses to this survey will remain anonymous and will be aggregated into larger groups. Any specific comments you contribute will be grouped anonymously with others. Questions about this survey can be sent to GSA at workplace@gsa.gov. "Workplace Engagement" will be automatically entered in the e-mail subject line.

SECTION 1: BACKGROUND INFORMATION

1.1a In which organization do you work?

1. Dept A
2. Dept B
3. Dept C
4. Dept D

1.1b In which sub-organization do you work?

1. Team A
2. Team B
3. Team C
4. Team D
5. Team E

1.2 What type of position do you hold at your agency?

1. Federal full-time
2. Federal part-time
3. Contract full-time
4. Contract part-time
5. Seasonal full-time
6. Seasonal part-time
7. Volunteer

1.3 Select your job title from the list below. If you are acting in a position, select the title of your permanent position and not your acting position.

1. Job Function 1
 2. Job Function 2
 3. Job Function 3
 4. Job Function 4
 5. Other
-
-
-

1.4 How would you categorize your job function?

1. Administrative Management
2. Administrative Support / Clerical
3. Architect / Engineer / Designer / Inspector
4. Educator / Training Specialist
5. Executive Leadership

6. Financial Professional
7. Physician, Nurse, Physicians Assistant or other health care professional
8. Human Resources Professional / Social Worker
9. IT Specialist / Computer Programmer
10. Law Enforcement Professional
11. Legal Professional
12. Project Manager / Program Manager
13. Technical Specialist / Scientist / Research Professional
14. Other

1.5 When working in your organization’s agency worksite (your assigned duty station), what kind of individual workspace do you primarily use?

1. An enclosed single-person office
2. An enclosed multi-person office
3. A workstation or cubicle where all dividers are high enough that most people cannot see over when standing
4. A workstation or cubicle with some dividers that most people cannot see over when seated
5. A workstation or cubicle with some dividers that most people can see over when seated
6. Open workspace with no dividers
7. Other

SECTION 2: HOW YOU DO YOUR WORK

In this section, your agency worksite refers to the location to which you are assigned by your organization (your duty station).

2.1 Has there been any significant changes in the time you spend working at the following locations since moving to your new workspace:

	Less Time	Little or No Change	More Time
Working at your desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working in other locations in your office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at locations (other than home) away from your office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: TELEWORKING & MOBILITY

3.1 How many workdays per pay period do you currently telework (work away from your primary work location)?

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10

3.2 If you had the option, how many workdays per pay period would you prefer to telework?

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10

3.3 Please evaluate the following aspects of your new work environment and how they may or may not affect your ability to telework:

	Does not affect my ability	Somewhat affects my ability	Significantly affects my ability
Core hour restrictions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information technology (IT) tools and infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic vs. paper files	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employee/supervisor perceptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture and office etiquette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3.4 Do you share a desk with others (hoteling, hot-desking) on a regular basis?

1. Yes
2. No

3.5 Please rate your satisfaction with the following aspects of desk-sharing:

	Very unsatisfactory	Somewhat unsatisfactory	Neutral	Somewhat satisfactory	Very satisfactory
Sharing workspace	<input type="checkbox"/>				
Making reservations for your workspace	<input type="checkbox"/>				
Use of non-reservable or touchdown workspace	<input type="checkbox"/>				
Functionality of the workspace	<input type="checkbox"/>				

3.6a For you, has the adjustment to desk-sharing been:

1. Very easy
2. Somewhat easy
3. Undecided
4. Somewhat difficult

5. Very difficult

3.6b Please explain why:

--

SECTION 4: INTERACTION WITH YOUR CO-WORKERS

4.1 Evaluate the following factors regarding communication and collaboration within your immediate organization:

How important is it for your work? [Not Important, Very Important]

	1	2	3	4	5
4.1a In-person, face-to-face communication	<input type="checkbox"/>				
4.1b Technology enabled communication	<input type="checkbox"/>				
4.1c Rapid sharing of information within your immediate organization	<input type="checkbox"/>				
4.1d Locating others when you need to work with them	<input type="checkbox"/>				
4.1e Awareness of what others in your organization are working on	<input type="checkbox"/>				

How well is this activity being supported? [Not Well, Very Well]

	1	2	3	4	5
4.1a In-person, face-to-face communication	<input type="checkbox"/>				
4.1b Technology enabled communication	<input type="checkbox"/>				
4.1c Rapid sharing of information within your immediate organization	<input type="checkbox"/>				
4.1d Locating others when you need to work with them	<input type="checkbox"/>				
4.1e Awareness of what others in your organization are working on	<input type="checkbox"/>				

SECTION 5: INTERACTION WITH OTHER ORGANIZATIONS

5.1a Does the new space enhance or inhibit your ability to meet with people outside of your immediate organizational group?

	Inhibit	Somewhat inhibit	Slightly inhibit	Neutral	Slightly enhance	Somewhat enhance	Enhance
	<input type="checkbox"/>						

5.1b Please explain why:

--

SECTION 6: QUALITY OF YOUR INDIVIDUAL WORK SPACE

6.1 Please evaluate the following factors regarding your individual work space:

How important is it to your work? [Not Important, Very Important]

	1	2	3	4	5
6.1a Sufficient desk surface for working with paper	<input type="checkbox"/>				
6.1b Sufficient file and book-storage	<input type="checkbox"/>				
6.1c Ability to use your computer and review paperwork at your desk, at the same time	<input type="checkbox"/>				
6.1d Ability to work with other people at your desk	<input type="checkbox"/>				
6.1e Ability to concentrate at your desk, for 1 or more hours without interruptions	<input type="checkbox"/>				
6.1f Ability to have a private conversation	<input type="checkbox"/>				
6.1g Access to a window view when you are seated at your desk	<input type="checkbox"/>				
6.1h Accessibility of paper files	<input type="checkbox"/>				
6.1i Accessibility of electronic files	<input type="checkbox"/>				

How well is it performing? [Not Well, Very Well]

	1	2	3	4	5
6.1a Sufficient desk surface for working with paper	<input type="checkbox"/>				
6.1b Sufficient file and book-storage	<input type="checkbox"/>				
6.1c Ability to use your computer and review paperwork at your desk, at the same time	<input type="checkbox"/>				
6.1d Ability to work with other people at your desk	<input type="checkbox"/>				
6.1e Ability to concentrate at your desk, for 1 or more hours without interruptions	<input type="checkbox"/>				
6.1f Ability to have a private conversation	<input type="checkbox"/>				
6.1g Access to a window view when you are seated at your desk	<input type="checkbox"/>				
6.1h Accessibility of paper files	<input type="checkbox"/>				

6.1i Accessibility of electronic files	<input type="checkbox"/>				
--	--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

6.2 Please rate your satisfaction with the following items:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
6.2a The comfort of your office furnishings (chair, desk, computer, equipment, etc)	<input type="checkbox"/>				
6.2b The availability of enclosed meeting spaces	<input type="checkbox"/>				
6.2c The availability of open meeting spaces	<input type="checkbox"/>				
6.2d The individual work space choices	<input type="checkbox"/>				

SECTION 7: Document Use

7.1a While in the office, do you need to access large paper documents (such as books, binders, drawings, maps) or to sensitive paper documents that cannot leave the office?

1. Yes
2. No

7.1b How well is the new workspace meeting your needs for using paper documents?

	Very poorly	Somewhat poorly	Neutral	Somewhat well	Very well
	<input type="checkbox"/>				

SECTION 8: USE AND QUALITY OF SUPPORT SPACES

8.1 Please evaluate the following factors regarding support spaces in your agency worksite:

How important is it to your work? [Not Important, Very Important]

	1	2	3	4	5
8.1a 2-4 person meeting room	<input type="checkbox"/>				
8.1b 5-8 person meeting room	<input type="checkbox"/>				
8.1c 9-15 person meeting room	<input type="checkbox"/>				
8.1d 15+ person meeting room	<input type="checkbox"/>				
8.1e Space for spontaneous meetings	<input type="checkbox"/>				
8.1f Privacy or focus rooms for short-term concentrative work	<input type="checkbox"/>				
8.1g Break areas with tables and kitchen facilities	<input type="checkbox"/>				
8.1h Participate in video teleconferences	<input type="checkbox"/>				

8.1i Taking work phone calls that your co-workers should not hear	<input type="checkbox"/>				
8.1j Talking on a speaker phone	<input type="checkbox"/>				
8.1k Activities that require focused concentration, such as writing reports	<input type="checkbox"/>				
8.1l Ability to display, store, and track group or project work	<input type="checkbox"/>				
8.1m Need for impromptu or informal meetings (e.g., open meeting tables, unreserved meeting rooms, etc.)	<input type="checkbox"/>				
8.1n Space for social interaction (e.g., break areas, corridors, lobbies)	<input type="checkbox"/>				

How well is it supporting your work? [Very Poorly, Very Well]

	1	2	3	4	5
8.1a 2-4 person meeting room	<input type="checkbox"/>				
8.1b 5-8 person meeting room	<input type="checkbox"/>				
8.1c 9-15 person meeting room	<input type="checkbox"/>				
8.1d 15+ person meeting room	<input type="checkbox"/>				
8.1e Space for spontaneous meetings	<input type="checkbox"/>				
8.1f Privacy or focus rooms for short-term concentrative work	<input type="checkbox"/>				
8.1g Break areas with tables and kitchen facilities	<input type="checkbox"/>				
8.1h Participate in video teleconferences	<input type="checkbox"/>				
8.1i Taking work phone calls that your co-workers should not hear	<input type="checkbox"/>				
8.1j Talking on a speaker phone	<input type="checkbox"/>				
8.1k Activities that require focused concentration, such as writing reports	<input type="checkbox"/>				
8.1l Ability to display, store, and track group or project work	<input type="checkbox"/>				
8.1m Need for impromptu or informal meetings (e.g., open meeting tables, unreserved meeting rooms, etc.)	<input type="checkbox"/>				
8.1n Space for social interaction (e.g., break areas, corridors, lobbies)	<input type="checkbox"/>				

SECTION 9: INTERACTION WITH VISITORS

The following questions apply to external visitors from customers agencies, vendors, and other organizations that are not part of.

9.1a How well does the new space either inhibit or enhance your ability to meet with people visiting from outside of your building (1 = inhibit, 5 = enhance)?

	Inhibit	Somewhat inhibit	Neutral	Somewhat enhance	Enhance
	<input type="checkbox"/>				

9.1b Please explain why the space inhibits outside visitors:

SECTION 10: CURRENT WORKPLACE PERFORMANCE

10.1 How satisfied are you with the following aspects of your new office environment?

	Very Unsatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
10.1a Natural Lighting	<input type="checkbox"/>				
10.1b Artificial Lighting	<input type="checkbox"/>				
10.1c Temperature Conditions	<input type="checkbox"/>				
10.1d Air Quality	<input type="checkbox"/>				
10.1e Acoustical Conditions	<input type="checkbox"/>				
10.1d Network Access	<input type="checkbox"/>				
10.1f Furniture comfort, adjustability	<input type="checkbox"/>				
10.1g Temperature control	<input type="checkbox"/>				
10.1h Lighting control	<input type="checkbox"/>				
10.1i Views to the outdoors	<input type="checkbox"/>				

10.2 To what extent does your current workplace support or inhibit...

	Significantly Inhibits	Somewhat Inhibits	Neither Inhibits nor Supports	Somewhat Supports	Significantly Supports
10.2a ... your individual work effectiveness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.2b ... your ability to work effectively with others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10.2c ... your team's productivity?	<input type="checkbox"/>				
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10.3 Is there anything missing from your new work environment that could possibly improve your work performance or job satisfaction if they were available?

10.4 Overall, how would you rate the performance of:

	Poor		Neutral		Excellent
10.4a ... your workspace (furniture, layout, spaces, amenities, etc)?	<input type="checkbox"/>				
10.4b ... your technology (computer, phone, network access, scheduling software, IT support, etc.?)	<input type="checkbox"/>				
10.4c ... your organization's telework policy?	<input type="checkbox"/>				

SECTION 11: PROJECT SPECIFIC QUESTIONS

SECTION 12: COMMENTS

Creating a better workplace can only be successful with your help! Please share 3 things that you feel the project team should be aware of when obtaining your new workplace:

SECTION 13: SURVEY FEEDBACK

11.1 How would you rate the length of the survey?

	Too Short				Too Long
Length of Survey	<input type="checkbox"/>				

11.2 How would you rate the survey questions' effectiveness in assessing your satisfaction with your workspace?

	Not at all effective				Very Effective
Effectiveness	<input type="checkbox"/>				

1. Post-Occupancy Employee Workplace Survey 8/2012 -

Appendix E: Authorities

[GSA Internal Directive ADM 5440.654](#), Establishes the Workplace and Facilities Management Division within the Office of Administrative Services (OAS). Provides authority for the Chief Administrative Services Officer to manage internal GSA workplace initiatives, including policy and operations, space management, design, and planning.

[Executive Order 12072](#), Federal Space Management. Requires the Administrator to develop programs that promote the efficient utilization of federally-owned and leased space.

[Executive Order 13514](#), Federal Leadership in Environmental, Energy, and Economic Performance. Requires each agency to increase energy efficiency, leverage agency acquisitions to foster markets for sustainable technologies and environmentally preferable materials, products and services, and design, construct, maintain, and operate high-performance sustainable buildings.

[Executive Order 13327](#), Federal Real Property Asset Management. Provides for the establishment of performance measures for the management of federal real property and the enhancement of productivity through an improved working environment.

[Executive Order 13423](#), Strengthening Federal Environmental, Energy, and Transportation Management. Requires each agency to implement a certified environmental management system covering all appropriate organizational levels. Sets goals in the areas of energy efficiency, acquisition, renewable energy, toxics reduction, recycling, renewable energy, sustainable buildings, electronics stewardship, motor vehicle fleets, and water conservation.

[41 C.F.R. part 102-79](#), Assignment and Utilization of Space. Requires Executive agencies to provide a quality workplace environment that supports program operations, preserves the value of real property assets, meets the needs of tenant agencies, and provides childcare and physical fitness facilities in the workplace when adequately justified.

Appendix F: References

[Presidential Memorandum--Disposing of Unneeded Federal Real Estate, dated June 10, 2010](#)

[OMB Memorandum M-12-12, Section 3: Freeze the Footprint, dated March 14, 2013](#)

[GSA Internal Directive, 6040.1A HCO, GSA Mobility and Telework Policy, dated October 31, 2011](#)

[GSA Internal Directive, ADM-IL-12-02, Sustainable Printer Management Policies and Practices, dated September 9, 2012 \(Extended to February 6, 2014\)](#)

[LAC-2013-05 - Leasing Desk Guide, Appendix H: Parking Acquisition, dated November 1, 2013](#)

[American Federation of Government Employees \(AFGE\) National Agreement, dated October 2011](#)

[National Federation of Federal Employees \(NFFE\) National Agreement, dated October 1996](#)

[Sound Matters: How to achieve acoustical comfort in the contemporary office, GSA Public Buildings Service, dated December 2011](#)

[The Facilities Standards for the Public Buildings Service PBS P-100, dated March 2014](#)

Appendix G: Definitions

Agency Worksite - the regular worksite for the employee's position of record; the physical address or place where the employee would work if not teleworking.

Allocation of Space - A number equal to the amount of usable square feet divided by the sum of the total number of on-board employees and resident contractors.

Appropriate Alternative Worksite - worksite other than the Agency worksite, including employee's residence or other work location that supports productive work and provides an environment, connectivity, and security appropriate to the work effort.

Change Management - The process, tools and techniques to manage the people-side of change to achieve a required business outcome.

Collaborative Seat - An unassigned seat typically used in collaborative settings such as a conference or training room, cafe, or soft seating area.

Design Charette - An intense period of [design](#) or [planning](#) activity.

Desk-Sharing - an arrangement in which two or more employees share use of a single workstation where each employee has a designated day or time for use of the workspace.

Ergonomics - A science that deals with designing and arranging furniture and desk equipment so that people can use them easily and safely.

Focus Seat - An unassigned seat in a small room or other quiet setting used by an individual while conducting concentrative or focused work.

Full Time Teleworker (FTT) – Any GSA employee who teleworks on a full time basis and does not typically utilize an Agency worksite. A FTT's official worksite/duty station is an appropriate alternative worksite, which may be inside or outside the local commuting area of the Agency worksite and include such places as the employee's residence. Employees entering into full time telework arrangements should follow the guidelines outlined in CPO IL-12-04.

Hot-Desking - (also known as free address or touchdown workstations) - an arrangement in which employees use non-dedicated, non-permanent workspaces assigned on an unreserved first come, first served basis (typically drop-in).

Hoteling - an arrangement where employees use non-dedicated, non-permanent workspaces assigned for use by reservation on an as-needed basis

Individual Seat - A seat associated with an individual workstation.

Long-Term Reservation - An assigned measurable workstation to specific employees approved for a permanent workstation for a pre-determined period of time, which may or may not be, the entire time of their employment with a specific GSA organization.

Mobile work - Work which is characterized by regular travel to and work in customer or target [designated] worksites as opposed to the Agency worksite. Mobile work may consist of work such as site audits, site inspections, investigations, and property management. It is distinguished from telework in that the work being done by the employee is specific to a target site or location. Mobile work may be combined with telework.

Mobility – An overarching or “umbrella” term that describes the ability of employees, enabled by information technology and progressive workplace policies, to perform work both within and outside of the agency worksite and encompasses a wide range of modes of work, including: alternative officing, conference attendance, mobile work, satellite work, telework, training, emergency situations, travel, and virtual and distributed work.

National Security Information (NSI) - Information classified at one of the following three levels: (1) Confidential; (2) Secret; or (3) Top Secret.

Net Area or Net Square Feet (NSF) - The area of each identified program space. For example, the Net Area of a 6' x 6' workstation is 36 NSF.

New Project - Includes: all lease expirations; alterations to an existing space that impacts more than 20% of the total space assignment; furniture purchases that account for more than 20% of the total furniture inventory in a given space assignment; or all new space assignments.

On-Board Employee - An employee who has been hired and who has reported for duty.

Outleasing - GSA leases available vacant space in certain properties at market rates for private businesses as well as for state and local governments. These properties can include retail shops, food service facilities, office space, warehouse space, and parking lots.

Prosthetics - An artificial device that replaces a missing body part.

Resident Contractor - A contractor who regularly works in space classified and assigned as usable.

Restricted/Sequestered Allocations - A restricted allocation is a work area or hub that is sequestered or restricted from the general population.

Satellite Worker - GSA satellite workers are teleworkers if and only if they work at home or other appropriate alternative worksite (other than a GSA facility) according to the telework definition in this policy. A GSA satellite worker's official worksite is a GSA facility that is not the same as the employee's agency worksite. For example, an employee who works for a GSA Central Office organization, but whose official worksite (duty station) is a regional office building, is a GSA satellite worker.

Smart Occupancy - A workplace strategy that maximizes workplace efficiency, workforce productivity and organizational sustainability. It balances freedom and flexibility with measurement and control through the implementation of innovative technologies and processes, resulting in a proactively managed and highly efficient workplace.

Telework - A work flexibility arrangement under which an employee performs the duties and responsibilities of such employee's position, and other authorized activities, from an appropriate alternative worksite other than the location from which the employee would otherwise work. Telework does not include:

- Any part of work performed while on official travel (travel regulations and policy takes precedence over telework);
- Work performed while commuting to and from work (except as stipulated in par. 8h(4) of GSA Mobility and Telework Policy); or
- Mobile work as defined above (including site audits, site inspections, investigations, and property management.)

Universal Design – A term coined by the architect Ronald L. Mace to describe the concept of designing all products and the built environment to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life.¹⁴

Utilization of Space - The percentage of time a space or seat is occupied over a defined period.

¹⁴ "Ronald L. Mace on NC State University, College of Design". Design.ncsu.edu.

Work Patterns - A description of how people interact and where people spend their time when at work. There are a total of six work patterns including: (1) Desk-bound, interactive; (2) Desk-bound, concentrative; (3) Internally-mobile, interactive; (4) Internally-mobile, concentrative; (5) Externally-mobile, interactive; and (6) Externally-mobile, concentrative.