



GSA Public Buildings Service

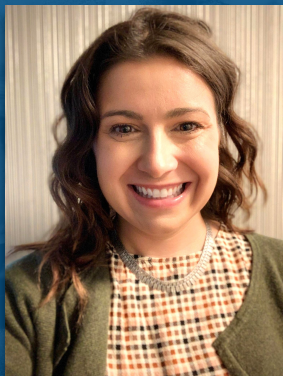
The Future is Flexibility

Highlighting Shared Space and Services



Samantha Cioffi,
Workplace Strategist

- 15 years at GSA
- Part of GSA's internal future of work projects and portfolio strategy
- Dedicated to workplace strategy, creative solutions, and a problem solving approach
- PBS's Office of Architecture and Engineering Division, Center for Workplace Strategy/ Center for Federal Coworking

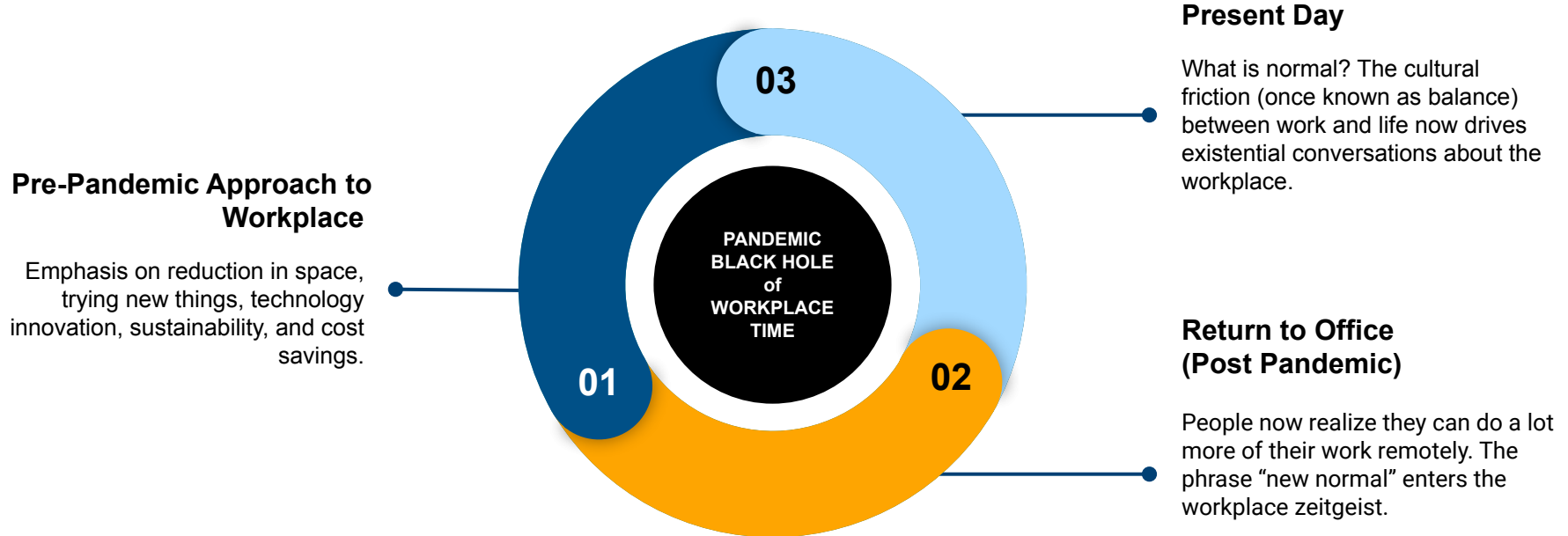


Amy Kline,
Interior Designer

- 15 years at GSA
- A lead on a recently completed workplace engagement for GSA Region 3
- Partnering with customers to co-create a vision for the future and expand the realm of the possible
- PBS Region 3 Design and Construction Division as the Interior Design Supervisor; on detail with PBS's Office of Architecture and Engineering Division, Center for Federal Coworking

01 Workplace Storytelling

Boomerangs and a Black Hole



Pre-Pandemic Approach to Workplace

Emphasis on reduction in space,
trying new things, technology
innovation, sustainability, and cost
savings.

— This all still
sounds pretty
great, right?

Same, But Different



Listen

The most essential function of any workplace engagement is to listen to the needs of an agency. By listening to leaders, a vision is established. By listening to employees, their work is better understood so the workplace can better support it. By observing the space, the team can understand what is working and what isn't about the current workplace.



Analyze

With all that listening comes a lot of information. There's also passive data, like floor plans, IT information, and HR data which can help paint the portrait of the organization, their requirements, and work style. Patterns are recognized, and nuances are noticed.



Recommend

The skilled design team first summarizes their findings as a reflection and validation. These findings inform a series of recommendations which would improve work practices, technology solutions, and design strategies for an optimized workplace solution.



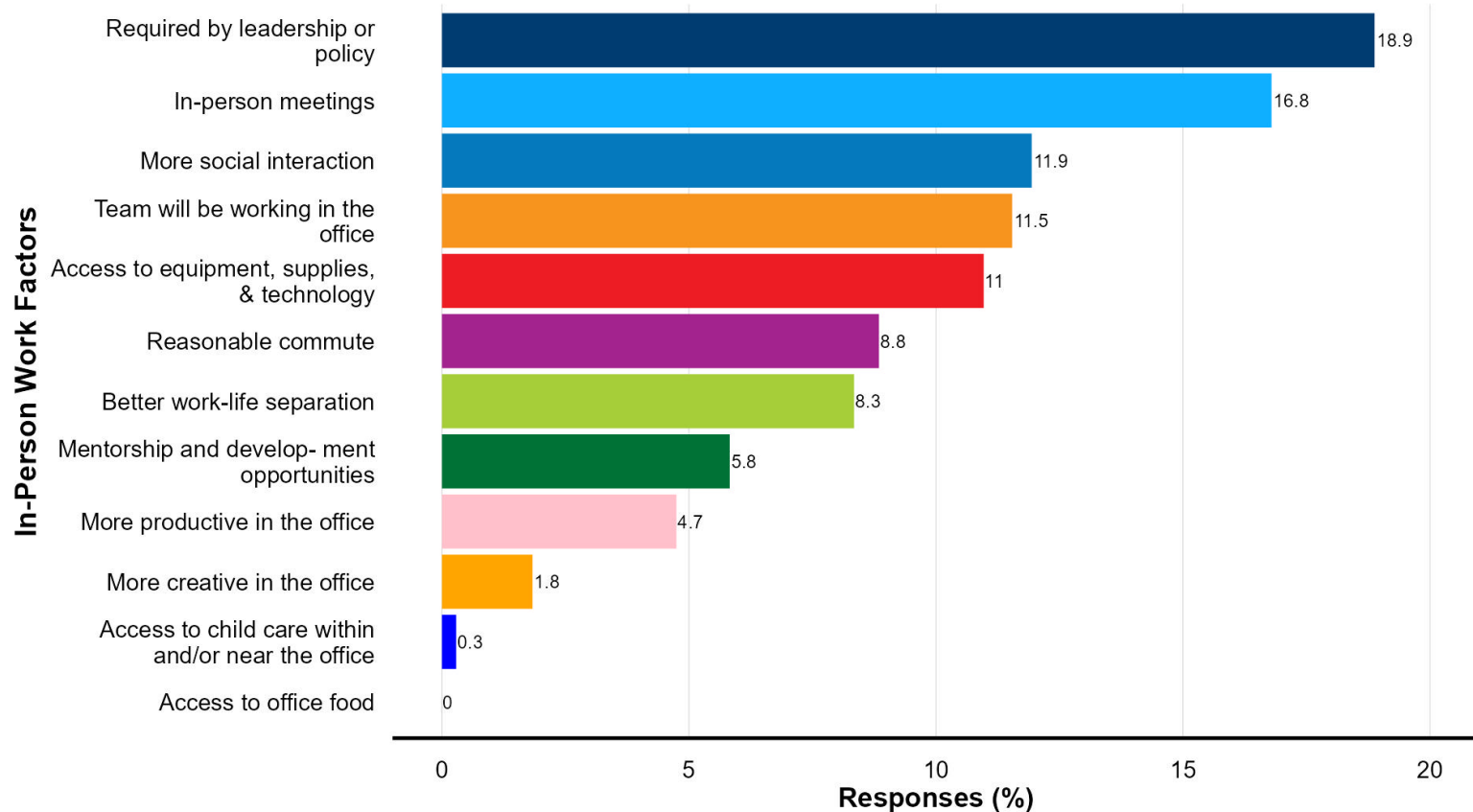


Why are people coming into the office?

*How can we better design spaces to
meet these needs?*

Decision to Work in the Office

PBS Federal Coworking Initial Survey (FY23)



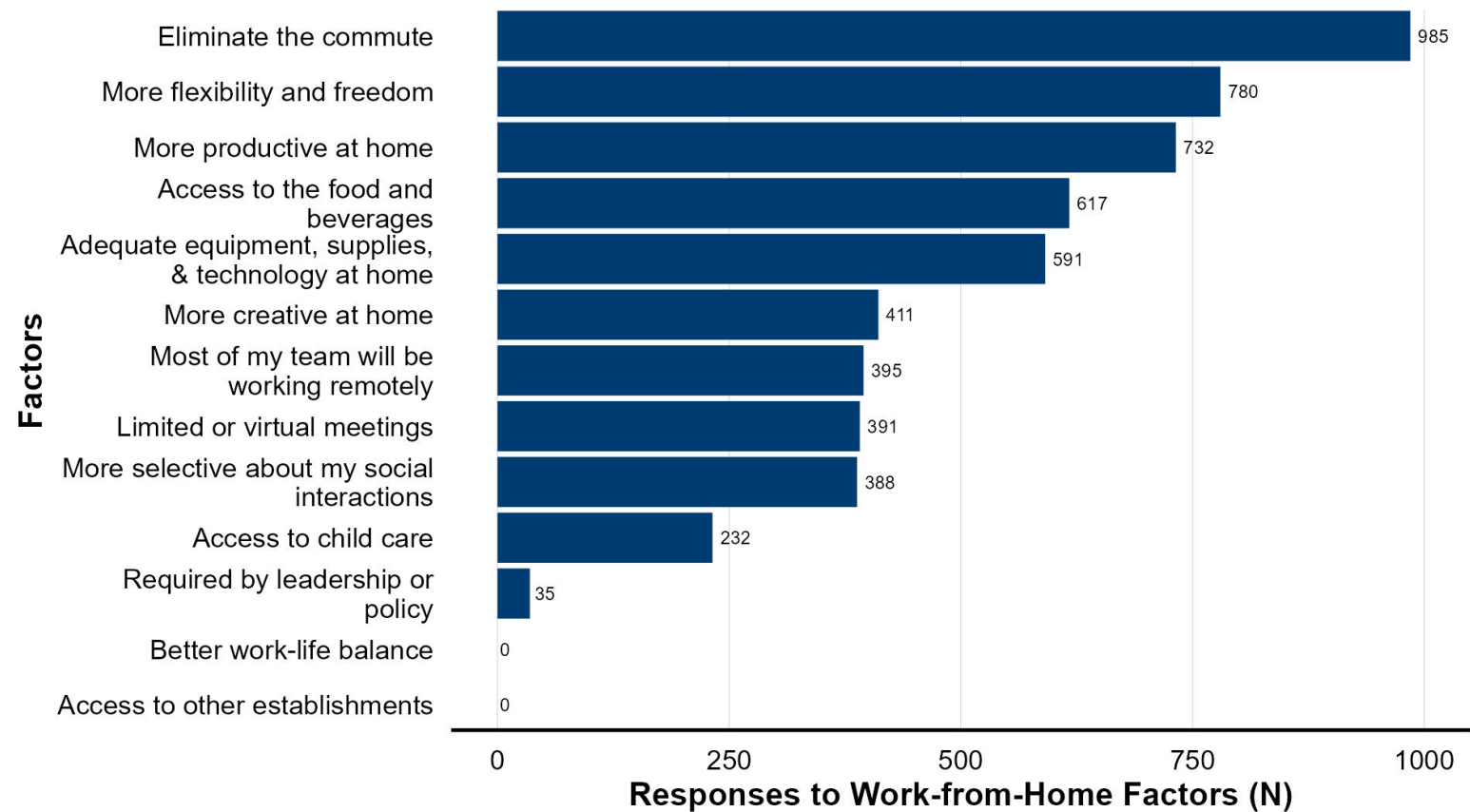


Why would you rather work from home?

How can our work practices and workplace evolve to bridge the gap?

Decision to Work from Home

PBS Federal Coworking Initial Survey (FY23)



02 Mapping the Future of Work

Future of Work Planning

Workplace 2030 (WP2030) and Beyond



Workplace standards



Readiness Assessment



Work Support App



Space monitor



Home office in a box



Occupant feedback loops



Flex hub



Technology showcase

Federal Coworking
and Shared
Services

Workplace 2030 Guiding Principles

Work can be done anywhere, at any time.

Real estate will help us maintain and enhance human connections, but technology will be the primary force that brings work together.

The office is necessary, but its purpose is shifting.

Offices will remain critical to collaborate, maintain connections, and access secure resources. They will also continue serving as primary workspaces for those who can't (or don't want to) work from home.

Distributed work is trusted work.

During the pandemic, agencies discovered the positive impacts of telework. Employees will want to continue working wherever it best suits the task at hand.

Hybrid work benefits both the employee and the organization.

Working from home affords employees scheduling flexibility, opportunities to improve a work-life balance, and cost and time savings from commuting.

Government-Wide Benefits



Good Neighbor

Creating space people are drawn to has a positive impact on local businesses and communities.



Attract & Retain Talent

Employees enjoy flexibility but also benefit from the ability to work together in a professional environment.



Government-wide Collaboration


Agencies working together can spark innovative ideas, and more efficient workflows.

Portfolio Benefits




Federal Coworking

Federal agencies sharing a fully supported move-in ready office environment in **Federal facilities**. Developmental prototype, currently operating out of existing GSA regional offices in 6 locations. GSA hopes to expand the program in the future.

- 
- Philadelphia, PA
 - Chicago, IL
 - Kansas City, MO
 - Denver, CO (Lakewood)
 - San Francisco, CA
 - Tacoma, WA


Commercial Coworking

Vendors manage and maintain fully-furnished, **commercially-available** open-office environments where **workers share an office space**, available to both **federal and private sector** workers.

- 
- GSA IDIQ with 5 commercial coworking vendors
 - Dispersed across country
 - Priced by city tier
 - Up to 1-year agreements

High Security Coworking

Developing offering! GSA is partnering with high security level agencies to determine their needs and address the available opportunities to **share space** and services in a **highly secure setting**.

- 
- Program in early development phase
 - Partnership with GSA and other high security agencies
 - Shared secure settings and resources

03 Coworking & Shared Services

Understanding the Challenges

We get it.

Everyone has too much space now, and we're all trying to figure out what to do with it.

Why would coworking be something worth entertaining?

How will I shrink what I have?

I can't predict the future.

What if things change?

How do I know this will work?

How can I minimize risk?

We don't have the answers, either.

There's a lot of unknowns right now, especially in the federal government. There's good news though—PBS gets space, and we *really* get innovation.

Highlighting the Opportunities

**Coworking is an
opportunity for
flexibility.**



Highlighting the Opportunities

Coworking is an opportunity for savings.

Non-real estate cost savings opportunities include:

- Administrative support contracts
- Supplies
- Printer service contracts
- IT cabling and equipment
- AV systems
- Furniture
- FF&E maintenance
- Move, excess, and disposal upon lease expiration

Highlighting the Opportunities

Coworking is an opportunity to engage.



Coworking is the bridge to your future state.

Further reduce dedicated space and leverage coworking space to accommodate **surge capacity** if/ when needed.

Utilize coworking space to assist with **change management** efforts on space reduction and modernization projects.

Respond to increased occupancy awareness by **reducing assigned footprint sooner** and leveraging coworking space while budgets can be coordinated to modernize remaining portfolio.

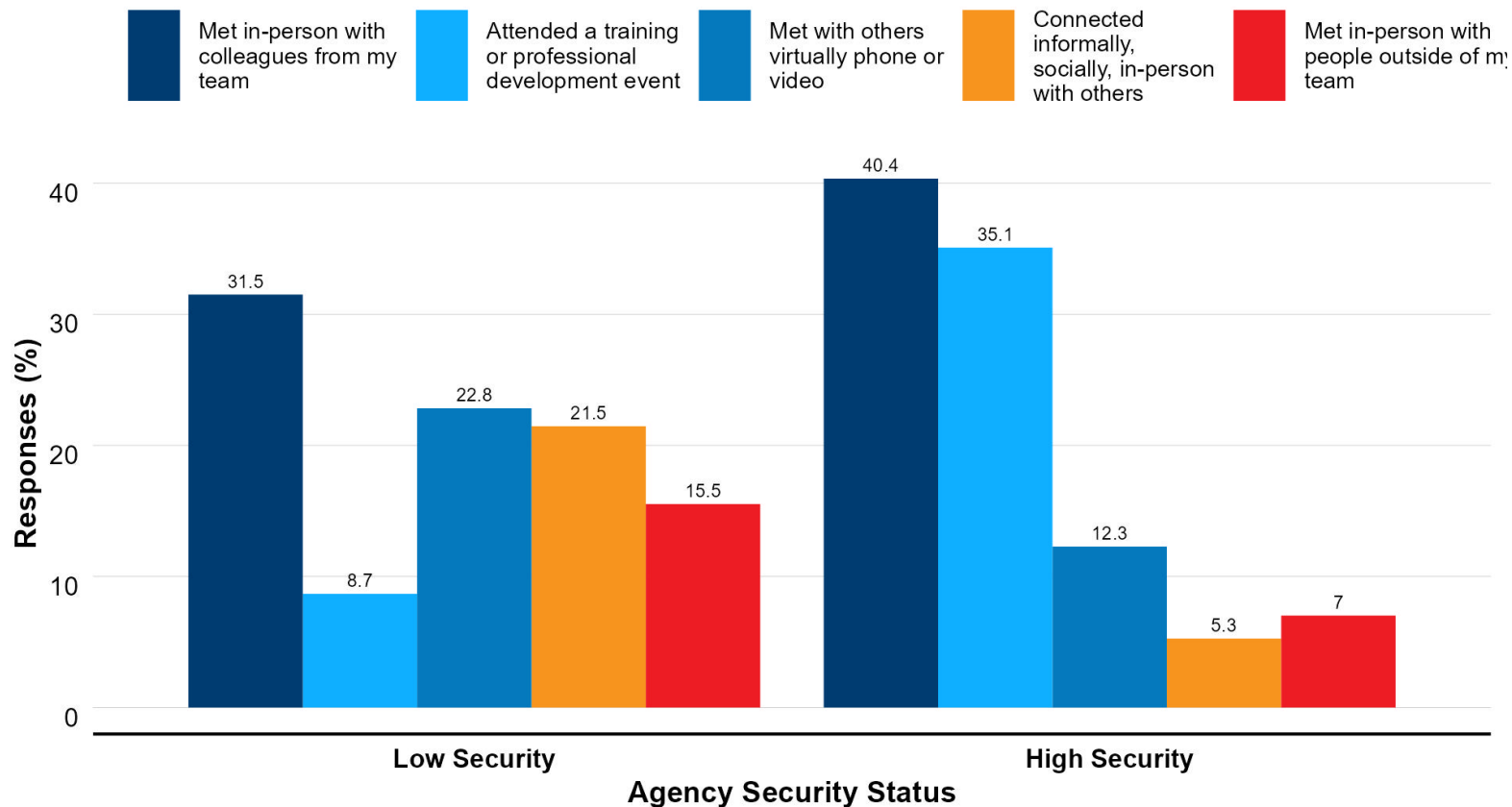
Explore **commercial coworking** for additional sites and variety in locations for short term use.

04 Coworking Program Feedback

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What did you do at the coworking site?

What Customers Did With Security Profile Information

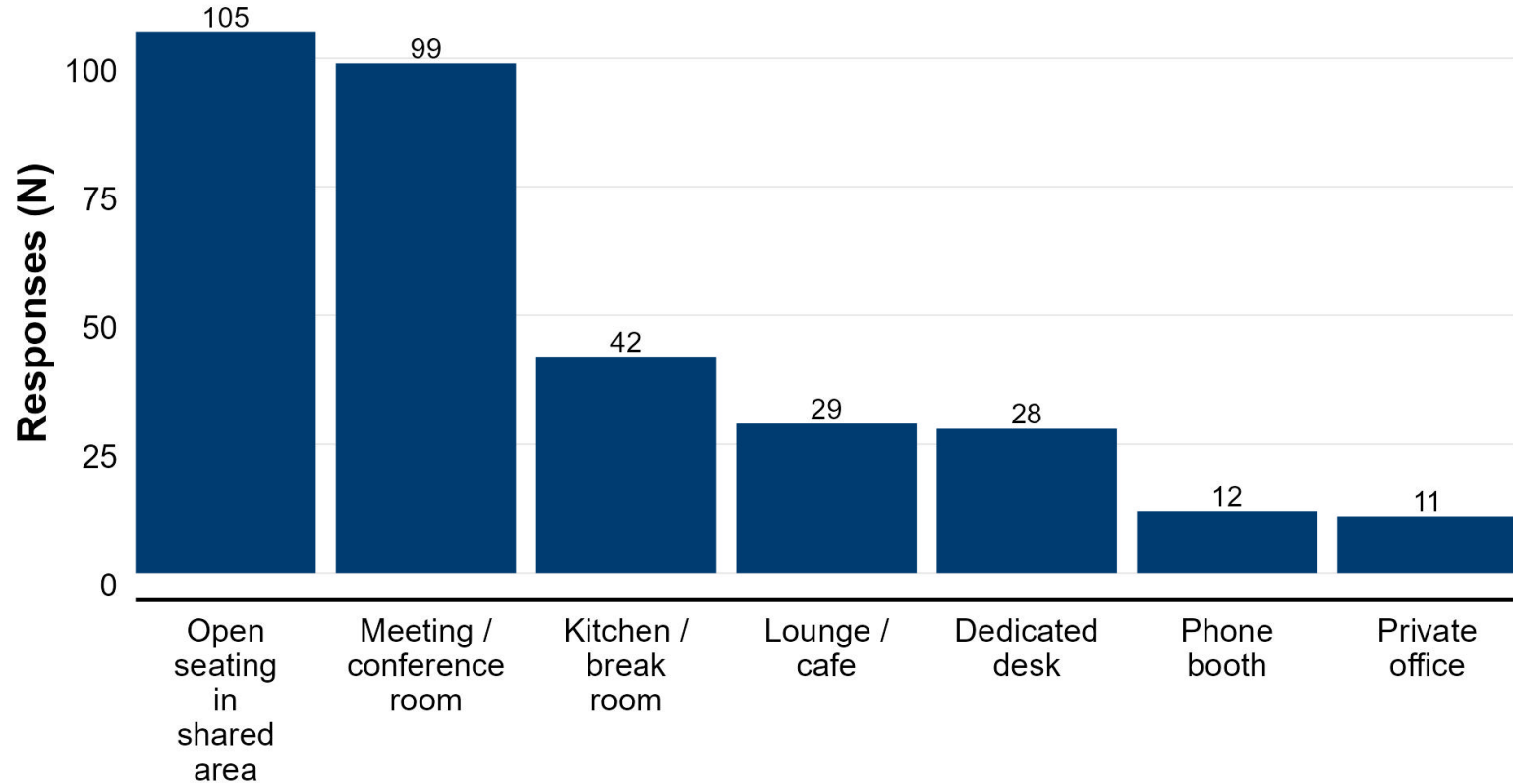




Which coworking spaces did you use?

Spaces Customers Used

Check-out Survey

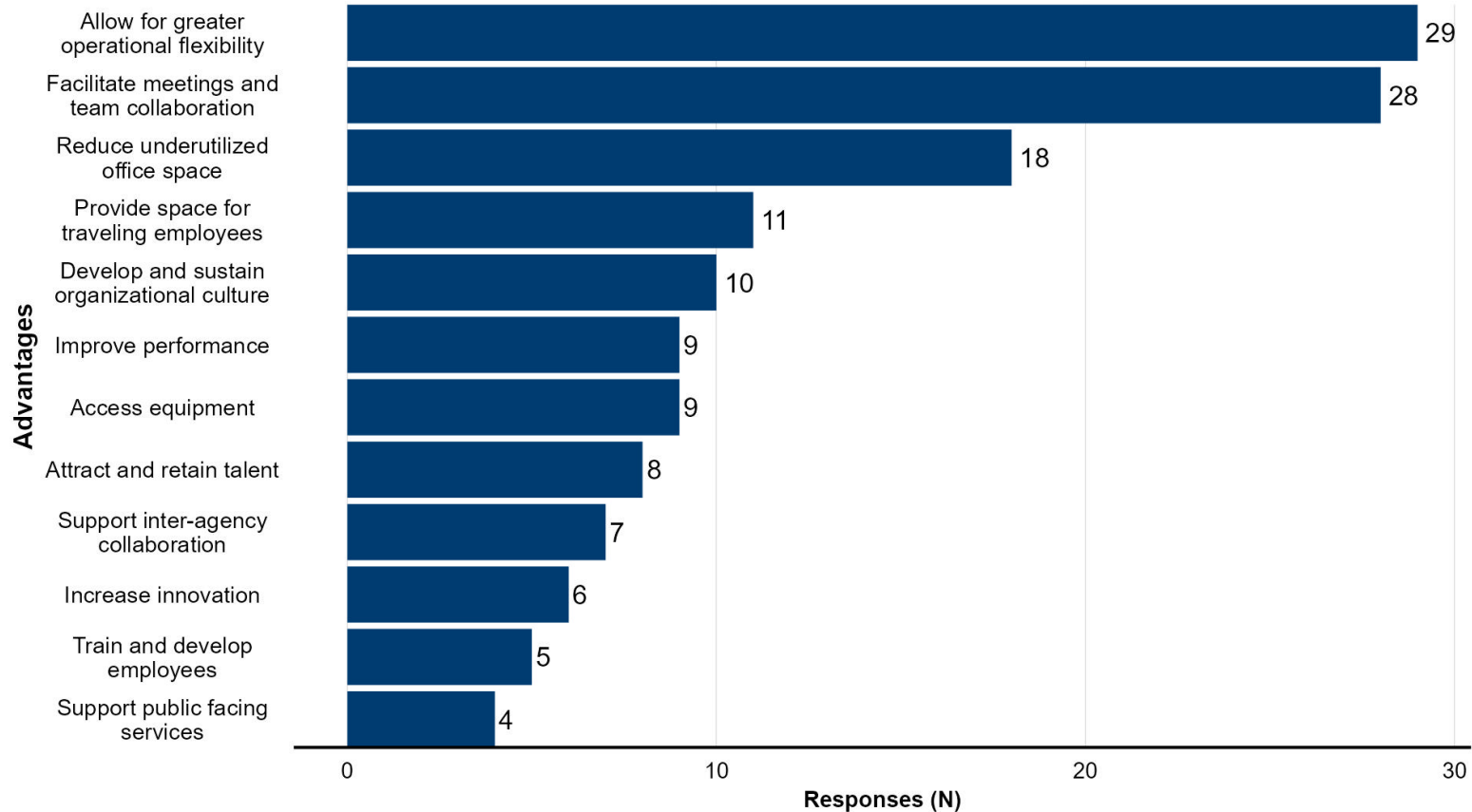




How can coworking be a benefit to our customer agencies?

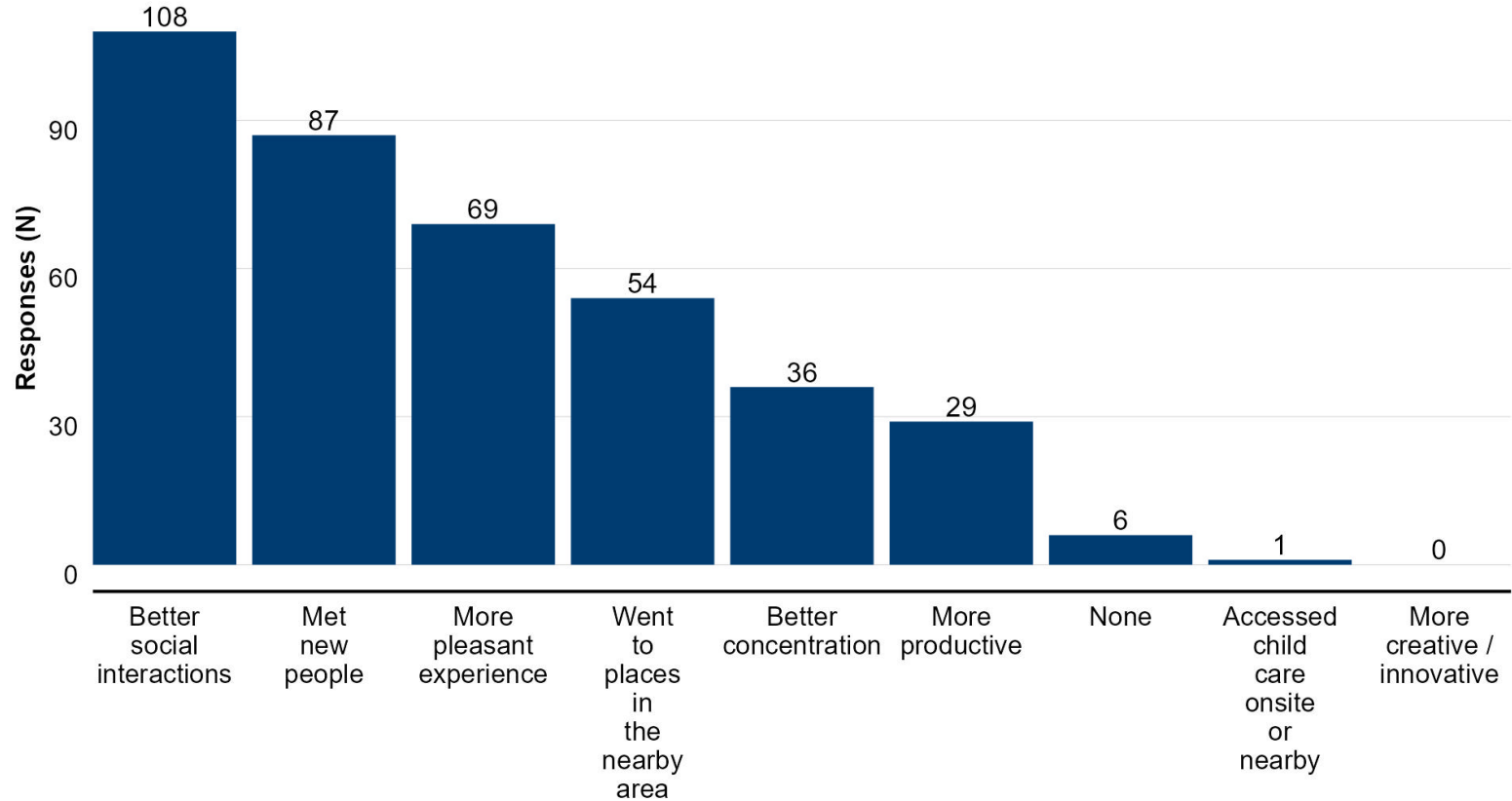
Coworking Advantages

Check-out Survey (Decision Makers)



Experienced Benefits

Check-out Survey



05 What's next?

**1**

Shared Services

Expand offering to include more robust shared services to enhance the coworking experience, reduce cost to customer agencies, and streamline federal contracts. Event spaces and conference centers are a priority to customers, regardless of their interest in shared office space.

**2**

Turnkey Space

Explore portfolio solutions and offerings which appeal to a variety of customers, including dedicated suites within or around the flexible shared space solution of coworking.

**3**

Integrating Innovation

Continue to pilot new program technology, such as automation, and systems such as the reservation platform, to generate findings for the next iteration of coworking as well as to share best practices with customer agencies.

**4**

Program Logistics

Develop an appropriate pricing and billing model for shared space and services once our current rent exemption period expires.

Thank you!

GSA PBS Center for Federal
Coworking

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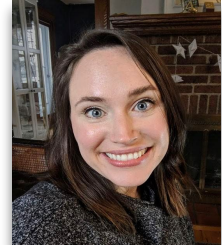
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