**WHY:** Space utilization metrics in the post-COVID era are more important than ever for understanding and influencing occupancy, health and safety compliance, changing occupancy rates, and informing real estate decisions.
<table>
<thead>
<tr>
<th>Metric to measure</th>
<th>High Approach</th>
<th>Medium Approach</th>
<th>Low Approach</th>
</tr>
</thead>
</table>
| Requirements for Sanitizing and Disinfecting | - Real time sensors for area and seat usage  
- Touchless environment  
- Voice/Facial usage recognition | - Barcode tags on desks – people scan when using  
- Manual flagging of clean  
- Increase hand cleaning stations | - Cleaning products in rooms  
- Employer Provided Masks  
- Clean/dirty signage for rooms, seating, tables |
| People Flow/Density Pinch Points        | - Real time sensors for area and seat usage                                   | - Add more check points for badging                       | - Use existing badging system  
- Individual responsibility |
| HVAC & Air Quality                      | - Utilization data informs building management/building engineers            | - Air quality assessment                                   | - Increase outdoor air flow (windows/doors)                                    |
SHORT-TERM
- Touchless
  - Building Entry
  - Door Activities
- Building System
  - Portable Air & HEPA Filters
  - UV Lights in Air Ducts
  - Increase Air Flow at Toilet Rooms & Break Areas
- Interiors
  - Physical Distancing
  - Density, Geometry, Divisions
  - Wayfinding
  - Signage, Control Travel Paths
  - Temporary Protection Screening
- Policies/Protocols/Practices
  - Enhanced Daytime Cleaning
  - Temperature Screening/Visitor Protocols
  - Flex Work Schedules/Phased Building Entry

MID-TERM
- Touchless
  - Integrated Door/Badging/Temperature Control Systems
  - Cashless Food Transaction
  - Gesture Water Dispensing
- Building Systems
  - LED/UV Lighting Re-Lamping
  - Air Quality Monitoring
  - Environmental Occupancy Sensors
- Interiors
  - Healthy Materials Selections
  - Apps for Meeting & Work Seat Availability
  - Ergonomic Furniture & Accessories
- Policies/Protocols/Practices
  - Organizational Mobility Plans
  - Extended Building Service Hours (Light/AC)
  - Integrated Infrared Body Scanners

LONG-TERM
- Touchless
  - Biometric Security Entry Systems
  - Gesture & Voice Activated Experience
  - Integrated Badge & Heath Scans
- Building Systems
  - Guaranteed Quality IAQ Standards
  - Circadian Lighting
  - Sensor Based Utilization on Demand
- Interiors
  - Individualized Environmental Controls
  - Engineered materials that allow for cleaning & disinfecting
  - Sensors beyond utilization, measuring wellbeing
- Policies/Protocols/Practices
  - Hybrid working, integrating remote & office work
  - Health & Wellness Focused Environment
  - WELL & environmental practices commonplace

DATA POINTS

A COVID-19 Virtual Ideation Experience

Graphic courtesy of Ware Malcomb
From the building entry to the use of the space, data metrics will be vital in understanding space utilization.