Space Utilization & Metrics, Team 1

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SHORT TERM IMPACTS OF COVID-19

- Implementation of return to office playbooks & policies
- Requirement to maintain physical distancing within office
- Reconfigure layouts to accommodate ‘new way of working’

LONG TERM IMPACTS OF COVID-19

- Permanent adoption of WFH model
- Heightened importance of certifications for building health
- Economic downturn & need to reduce portfolio costs
Examined 3 themes for metrics:

1. Resiliency & Flexibility
2. Employee Wellbeing & Sentiment
3. Portfolio Optimization & Repositioning
Metrics for Resilience & Flexibility:
1. Office flex and allocated resourcing score
2. Office setup /demobilization score
3. WFH setup time score
4. Scenario planning score
5. Workflow mapping score
6. In office vs out of office tech score
7. Density vs occupancy score

Source: M Moser
Metrics for Employee Wellbeing & Sentiment:

1. Real-time office scoring
2. Weekly (anonymous) pulse surveys
3. Efficacy of Site Operations/Community Management
4. Real-time Feedback Loop
5. HVAC productivity and efficiency score
6. Office cleanliness/sanitation
**Metrics for Portfolio Optimization:**

1. Split of in-office and WFH employees
2. Metrics in response to WFH vs in-office
3. Real-time data collection via sensors or visual surveys
4. Forecasts/actuals of sale/sublease market
CONCLUSION

● COVID-19 offers an opportunity to push real estate success metrics forward, beyond a single-view of $/sq ft

● How we measure a portfolio must reflect the sentiment and perceived experience of occupants, along with the ability of it to support news demands of flexibility and health

● Develop a strategy for which metrics are right for your business, portfolio, environment, and desired level of investment