



PBS Customer Forum Series – Q & A



Topic: Customer Solution Successes

Presenters: Ryan Doerfler (GSA), Tammy Eatough (GSA), Mathew Gerke (GSA), Jonathan McIntyre (GSA), Maria Torres (GSA)

Date of Presentation: June 10, 2021

Session Links:

- [LCAP Customer Success Stories](#)
- [Contact your National Customer Lead](#)

Regarding the workgroup, Sharing Space Across Law Enforcement (LE) Components - Can you please elaborate? Is the focus on LE jurisdictions among different agencies in leased buildings or under other agreements?

Answer - The community looks at a wide range of topics, sharing opportunities and common solutions across multiple LE agencies that have very similar mission critical functions. For example, rather than replicating firing ranges and fitness centers, there might be opportunities to efficiently share and utilize mission critical amenities in federal or leased spaces. If you would like more information please email le_cop@gsa.gov and we can connect you with the Sharing Space Work Group lead.

May I join the law enforcement community of practice, even though my agency may not have a law enforcement component?

Answer - Absolutely. We are open to any federal agency. There are common solutions that come out of the law enforcement community of practice that actually could be transferable to solving other agencies' challenges.

Does cellular network data disclose PII, personally identifiable information?



PBS Customer Forum Series – Q & A



Answer - It does not. When collecting any occupancy data, including our own internal data, we are very sensitive to any information the cellular network data in particular accesses and want to make sure it is using only available and accessible data. We have confirmed that with our vendor and we feel pretty safe and secure using it.

When gathering occupancy information, what was the most helpful information to gather?

Answer - It is not tough to gather minimal information that provides enough value that you can assess utilization. One month is ideal. Identify how many people are accessing that building Monday through Friday. What is the max number of people you have seen a day per month. And what is the number of workstations or offices allowing you to do basic calculations. We have found in our studies that having at least one month of data is optimal. You choose the month that excludes major holidays so it is representative of your average work month.

When conducting a workplace survey, is the information collected compared against the organization's mission or goals?

Answer - That's our preference! The survey data is just a piece of the overall picture. Ideally we combine the survey, with employee focus groups, as well as interviews and focus groups with senior leadership. It's these leadership discussions that allow us to understand the mission/goals, and then compare it to employee survey/focus group data and other data, to ultimately lead to recommended strategies. Please reach out at workplace@gsa.gov to learn more!

How much does it cost to conduct a workplace survey for my organization?



PBS Customer Forum Series – Q & A



Answer - The workplace survey is a service provided to federal agencies at no cost as long as the survey is based on the GSA set of research questions. Should a client agency wish to dramatically change the survey questions or structure, there may be a reimbursable expense. The exact cost depends on the nature and extent of the changes. The best way to start is to reach out to workplace@gsa.gov if you're interested in the workplace survey. A workplace strategist will share the survey questions with you and have a scoping discussion to explore the best ways for meeting your research needs.

What other workplace research activities do you offer?

Answer - In addition to the workplace survey above, GSA will also conduct focus groups with employees to explore the survey results and any other important themes that should be considered in the new workplace. GSA will also conduct a visioning session, essentially a focus group of senior leaders, to understand the business goals of the specific organizations going through the workplace change. This is followed-up by one-on-one interviews with leaders to attain a deeper understanding of the drivers to their organization and their workplace needs. Finally, GSA conducts a variety of independent assessments of the workplace including having a workplace consultant evaluate the current performance of the space or analyzing how space is actually used by the employees. All of these diagnostic research services are conducted in coordination, ultimately culminating in a research report to the client and recommended workplace strategies.

Is there a limitation on the size of my organization that can participate in a workplace survey?

Answer - No, the size of the organization does not affect deploying the survey.



PBS Customer Forum Series – Q & A



Can anyone identify specific individuals to participate in the workplace survey?

Answer - No. When the survey is developed, we work with the agency to ensure data points (eg, job title) can't be mapped to a specific individual. If it can, there are other techniques we use in the survey to gather substantially similar data.

Does the FIT program require an existing infrastructure? If not, is it possible to have this included?

Answer - Purchases through the FIT program are limited to furniture (including delivery and installation) and IT (limited to devices, personal computers and operating systems.) Anything outside of those parameters are beyond the purview of the program. Please reach out to Matthew Gerke at matthew.gerke@gsa.gov to learn more.

Will these workstations be favorable post-covid?

Answer - We plan to incorporate what we learn from reentering offices and the future of space planning and will improve on a project by project basis.

In regards to leasing, has the qualifications of a "Class A" space changed since COVID?

Answer - No, Class A is a real estate designation that is set by the private sector and as of yet, we don't have any updates to it.

As we continue to recover from this pandemic do we still need all of the discussed changes to the workplace? (eg: high panels,etc)

Answer - I believe this is an agency by agency decision. Please refer to your own agency guidance on this. GSA may consult with you, but we do not specify these requirements.