(re)turn to work

An overview for cities and counties
Speakers

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Joe helps local governments with real estate strategy, site selection, and transactions

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Design Principal – Stantec
Pablo leads Stantec’s Washington DC office providing workplace strategy and design

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Senior Vice President – Public Institutions
Martine creates real estate and workplace solutions for local governments
Our purpose in light of COVID-19

Supporting Public Health

Feeding America

Advising Governments on Re-Opening
COVID-19 government experience journey

**Shock**
Denial and disbelief

**Realization**
Confront the impacts and dynamics

**Response**
Shelter in place drives government and workplace closures

**Future-fit Resiliency Planning**
Parallel path to more resilient and adaptive future state

**(Re)imagination**
A new Workplace of the Future

**Implementation**
Implement the new vision

**Flourish**
Feed, nurture and cultivate, thrive

**Government & Workplace Continuity:**
- Scale remote work program
- Communication / governance
- Scenario planning

**(Re)Opening:**
- (re)activate space
- (re)spect health and wellness
- (re)vitalize property and workplace
- (re)instate full public services

**Productivity challenge**
Improve productivity

Source: JLL, April 2020

We’re all here, in this together
Polling question

DO YOU FEEL PREPARED TO REOPEN YOUR GOVERNMENT OFFICES?
Workplace Survey Results
ICMA membership survey

26%
Have a Re-Opening strategy with Return-to-Work plans in place

63%
Have a plan in progress

11%
Have not begun to craft a plan

37%
Had a telework policy pre-COVID-19

89%
Believe the current telework policy is working

Top 5 Solutions:
1. Provide PPE (83%)
2. Continued telework (77%)
3. Additional janitorial (74%)
4. Employee shifts (60%)
5. Temperature scans (51%)

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10 – 20%
2020 FY Budget Shortages
TRANSPORTATION – 28% of Public Transit riders pre-COVID-19 want to find an alternate transit method

WORKING FROM HOME – 65% of employees who never worked from home before, prefer a WFH option

CURRENT PRODUCTIVITY – Majority feel productive with 20% claiming higher productivity

SAVINGS – Employees are averaging a 20% savings

COMING TO THE OFFICE – ‘Informal Collaboration’ is the #1 reason employees want to work in an office
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Source: JLL, April 2020
(re)opening Government Workspaces
Polling question

How many of you have considered incorporating health and wellness elements in your return-to-work plans (such as welcome back “kits”, workstyle support, etc.)?
A holistic approach to (re)opening your workspace

Employee & visitor screening
- Visitor screening services
- Temperature screening

Building and office operations
- Building technical readiness evaluations
- Safety, compliance and risk inspections
- WELL strategy & implementation plan
- Energy cost control
- Facility mothballing
- Engineering continuity planning
- Remote monitoring of dark buildings
- JLL - AI-based digital assistant

Food and beverage
- Food service optimization

Janitorial
- Preventative, reactive, and decontamination cleaning
- Enhanced standards

Employee health and wellness
- Experience ambassadors
- Welcome back kit
- Well-being toolkit
- Mobility ambassadors
- Progressive workstyle support

Space guidelines and adjustments
- Occupancy re-entry guidelines & policies
- Social distancing strategy and enablement
- Foot traffic management and wayfinding
- Attendance monitoring & self-reporting
- Meeting and collaboration space management
- Project delivery services
- Flexible space risk advisory

Mail services
- Amended mail service
- Digital mail lockers

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Must haves for (re)opening

**Welcome and Reception**
Employee and visitor screening and waiting areas that comply with social distancing guidelines

**Safety and Sanitation**
Focus on cleaning, sanitation amenities, PPE, and site preparations

**Circulation and Common Areas**
Creating single direction circulation and re-thinking the throughput of common areas such as pantries, casual meeting space, and print centers

**Signage and Communications**
Tools to communicate new office behaviors and promote wellness and awareness

**Workstation Modification**
Short term strategies to address workstation and proximity as well as communal seating areas and non-designated work areas

**Reduce Contact Points**
Quick options to improve indoor air quality, increase surface sanitation, and install touchless features
Day in the life

7:30am
Walk, ride or drive to work

8:00am
Take the elevator to floor

8:30am
Navigate to desk

8:50am
Meet colleagues in a conference room

10:00am
Coffee break

10:30am
Lunch break

11:30am
Work at desk

12:00pm
Clean up the workspace

1:00pm
Collaborate with colleagues

2:00pm
Navigate to exit

2:30pm
Walk, ride or drive home

3:00pm
Leave the building

4:00pm
Take the elevator to floor

4:30pm
Navigate to desk

5:00pm
Meet colleagues in a conference room

5:30pm
Coffee break

6:00pm
Lunch break

6:30pm
Work at desk

7:00pm
Clean up the workspace

8:00pm
Collaborate with colleagues

8:30pm
Navigate to exit

9:00pm
Leave the building
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The Next Normal

Source: JLL, April 2020

We’re all here, in this together
(re)imagining Government Workspaces
Higher Densities
Workplaces have been decreasing individual space allocations. These practices translate to higher human densities.

Shared and Communal Spaces
Shared and communal spaces are common practice in today’s workplace enabling collaboration and often promoting large group gatherings.

Open Plan
Open plan is the primary form of office planning around the world. Open spaces are more conducive to the spread of airborne pathogens.

Mobility
Mobile technologies allow individuals to change location within the workplace and gather easily.
(Re)thinking space design

Benching, shared desks, hoteling stations – trending down

A boomerang of space per employee?

Need to rethink communal spaces, shared amenities and crowded “bottlenecks” like lobbies, elevators, bathrooms and cafes

Critical for re-opening: estimating space usage, monitoring/ managing density and flow, creating flexibility to make adjustments and communicate protocols

Initial government office re-opening is likely to be staggered and will impact near-term occupancy rates and densities, without an impact on capex.
**Question:**
*Do you feel like most employees within your organization are looking forward to being back in the workplace again?*

- 1: 88%
- 2: 12%

**Question:**
*Do you see your workforce continuing to work from home in the future if given the option?*

- 1: 86%
- 2: 14%

**Question:**
*What do you feel employees within your organization miss most about being in the workplace?*

- 1
- 2
- 3
- 4

Percent

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Question:
What do you think will change the most in the future workplace as a result of the current stay-at-home restrictions?
DO YOU THINK YOUR CITY OR COUNTY WORKFORCE WILL CONTINUE TO WORK FROM HOME IN THE FUTURE, IF GIVEN THE OPTION?
Plan for Change
Plan solutions that are highly adaptable so that spaces can change quickly in response to future disruptions

Agile Practices
Plan for smaller meetings, encourage standing meetings, and work everywhere policies

Me vs. We
People will need more boundaries around them to feel safe

Performance vs. Presence
Oversight rules will need to be reconsidered. Management will need to trust in their teams to perform while not in the office

Change Geometry
Allow individuals to change desk orientation to avoid face-to-face work for prolonged periods

Reduce Density
Plan for less people at the office at the same time, stagger schedules
Long-Term: (re)imagination

**Flexibility and Fluidity**
Create a social and physical infrastructure that supports many ways of working

**Design for Adaptability**
Spaces must be able to easily expand and contract

**Enhanced Virtual Experiences**
Less travel means more virtual communication, invest in technologies that enhance remote collaboration

**Hands-Free Work Environment**
Apply solutions with gesture and voice-activated commands

**Sensors**
Measure aspects beyond utilization, tracking aspects of wellbeing including behaviors or actions that indicate illness

**Rebuild Community**
Be weary of a social recession spurred by lack of connection with others. Reiterate the organization’s strategies and long-term vision and match it with the physical environment
Governments that mobilize towards choice and prioritize "stakeholder-based" decision-making will be the most sought after and successful in the next normal.
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Source: JLL, April 2020
Implement Forward Leaning Strategies
Create a flexible, technology-driven service delivery model

How to be forward-leaning?

- Government staff focuses on core mission
- Variable private sector labor supports indirect services such as facilities management, supply chain logistics, IT, real estate portfolio management and other “non-core” functions
- Allows for services to expand and contract based on needs
- Expand web-based programs, services, and applications where possible
  - Prioritize digital based services like absentee ballot requests, building permits, housing complaints to web-based platforms
Create a digital workplace

How to be forward-leaning?

Evaluate opportunities for your organization to thrive in a range of environments

- Secure file sharing
- Mobile applications
- Smart building technologies
- Real time data
Create a flexible, technology-driven service delivery model

How to be forward-leaning?

**Adopt future-fit workplace and real estate strategies**

- Value of knowing your portfolio down to available rooms, cleaning schedules, and what staff work in which buildings or spaces will be critical to ensuring workplace confidence
- Integrated Workforce Management Systems (IWMS) will be essential to combine space plans, utilization, costs, and capital planning needs
Strategic decision-making offers significant operational efficiency.
TO WHAT EXTENT DO YOU FORESEE YOUR CITY OR COUNTY ADAPTING TO A NEW NORMAL? I FORESEE THAT WE WILL...
For cities and counties to flourish, this is an opportunity to (re)focus on your core missions, your constituents, your employees and places of work.
Questions?
Get our Government return-to-work guide at:
us.jll.com/return-to-work

Thank you!

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The outbreak of the COVID-19 virus (novel coronavirus) since the end of January 2020 has resulted in market uncertainty and volatility. While the economic impact of a contagion disease generally arises from the uncertainty and loss of consumer confidence, its impact on real estate values is unknown at this stage. Given the prevailing domestic and global uncertainty arising from the Coronavirus, we recommend that the intended users of this report regularly seek our guidance.

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