



# FACILITIES OPERATIONS ON CAPITOL HILL

Prepared for



# PRESENTING TODAY

## GEORGIA BUILDING AUTHORITY

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# AGENDA

## Introduction

- Organization

## Areas of focus

- Space Management
- Building Improvements
- Tenant Improvements

## In Closing

- Q & A







# INTRODUCTION

The Georgia Building Authority (GBA) is responsible for all services associated with the management of 36 buildings and various facilities located in the Capitol Hill Complex in Atlanta, Georgia. This includes the Georgia State Capitol building and the Governor's Mansion in northeast Atlanta.







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**GEORGIA**  
BUILDING AUTHORITY

## ORGANIZATION

VISION & MISSION  
| LEADERSHIP TEAM

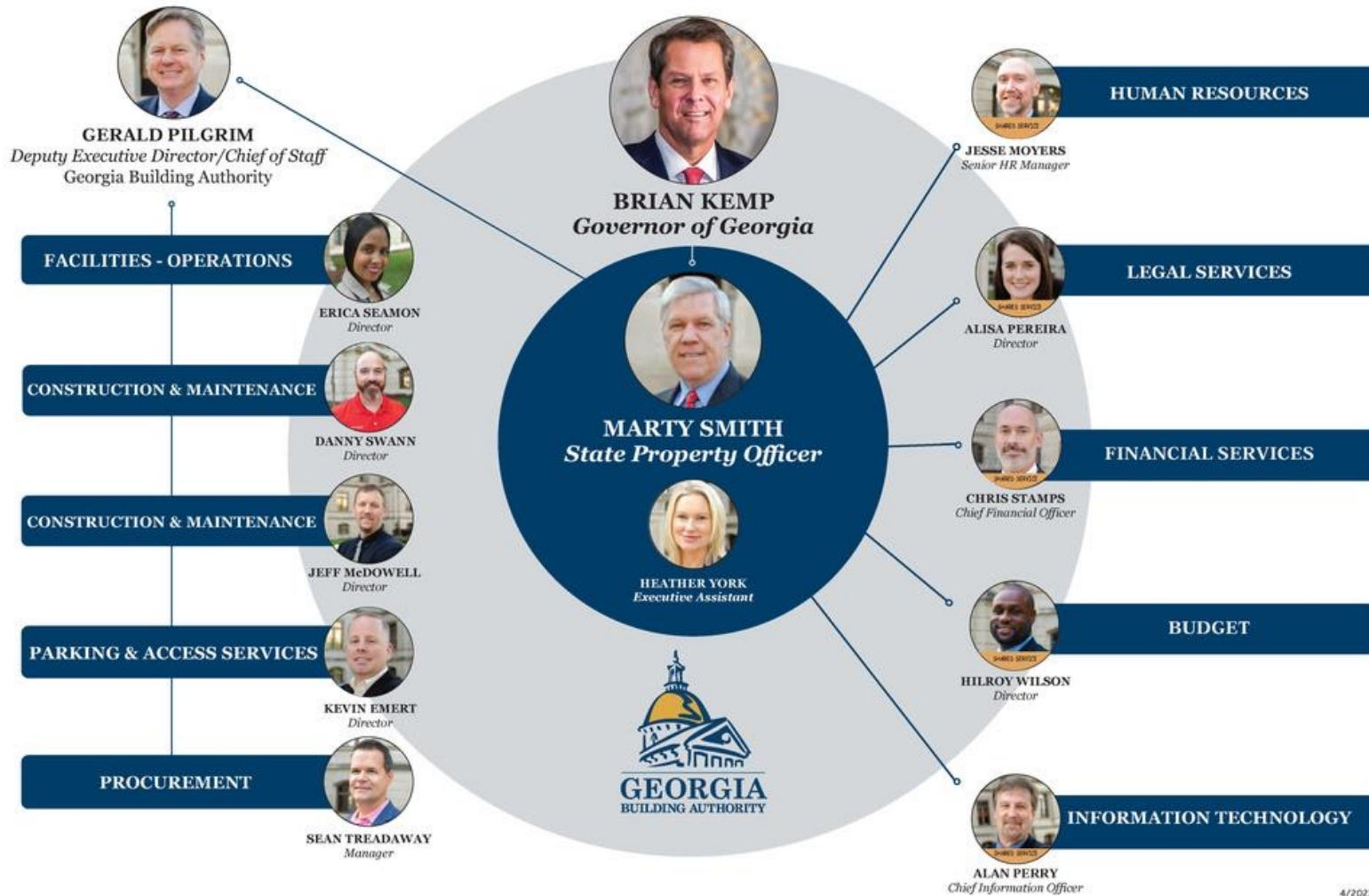
- VISION

Setting the standard of excellence for facility management in government.

- MISSION

To provide a clean, comfortable, and safe environment on Capitol Hill







# WHAT ARE FACILITIES OPERATIONS?

- “Facilities operations include the management of all of the processes, people, tools, and assets that are required for a facility to fully perform as it is supposed to. Facility operations typically include the day-to-day operations of the facility, as well as getting ready for and executing future [maintenance](#) and improvement needs.”
  - - INVESTOPEDIA by Alexandra Twin updated January 22, 2023

# FACILITIES OPERATIONS

1

## TENANT SERVICES

Customer Service and Work Order Management

2

## HOUSEKEEPING

Interiors

3

## BUILDING/ TENANT IMPROVEMENTS (TI)

Building Common & Tenant Space Renovations, Buildouts

4

## EVENTS

Event Space and Catering Services

5

## CAMPUS AMENITIES

Cafeterias, Snack Bars/Vending  
Wellness Center



# AREAS OF FOCUS

- Space Management
- Building Improvements
- Tenant Improvement

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# Space Management FY23

- Manage over 3.1 million Rentable Square Feet
- Intergovernmental Agreements (IGAs)
  - FY23 executed 20+ IGA amendments
- Vacate / Renovation / Tenant Moves
  - Effected over 1.2 million rentable square feet





# HOW WE GET THERE



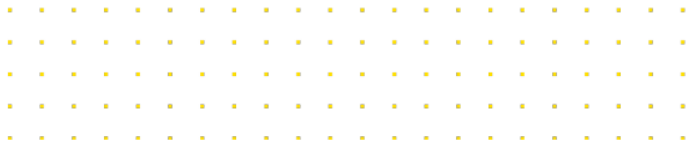
savills.us





# HOW WE GET THERE

## Purposes for the Post-Pandemic Office



**1** To Focus



**2** To Collaborate and Bond



**3** For Engagement and Productivity



**4** For Learning and Growth



**5** To Foster Culture



**6** To Provide a Place for Great Work to Happen



**7** To Socialize

Source: Forbes, January 23, 2022

# HOW WE GET THERE

## What Companies Are Doing to Attract People Back to the Office

### Moving to Quality

- Amenity Rich Buildings
- Amenity Rich Neighborhoods

### Redesigning Office Space to:

- Support Health, Safety, Sustainability
- Create Amenity Rich Spaces for collaboration, and Socializing



# HOW WE GET THERE

## Companies Are Designing Office Space to Attract People Back



A recent McKinsey study showed that well-being, flexibility and work-life balance are at the top of the list. A survey Microsoft conducted in 2021 indicated that 41% of the global workforce would consider switching jobs in the next year, with 55% noting that the work environment would play a role in their decisions.

The pandemic highlighted and accelerated trends that have been bubbling under the surface for years, including an increased focus on employee mental and physical health, the needs of a multi-generational workforce, greater emphasis on corporate purpose, and the shift to remote work.

For most organizations, reverting to the status quo won't be an option. People will expect more flexibility, better technology, and incentives to come to the office, and companies must heed that call.

Source: Harvard Business Review, January 2022

# HOW WE GET THERE

## How Companies Are Using Office Space

### Post Pandemic Shift from Open Plan

The open-plan office may no longer be as open when employees return to the office post-pandemic. This comes as no surprise, as many people who have kept strict quarantine during the pandemic found that they not only did not contract Covid-19, they also avoided catching colds and the flu.

What is a surprise is how quickly employers went from "open-plan offices enhance productivity and relationships," to "we better have some health precautions and doors in this place."

"Cell-office plans," where offices have doors, are now more in favor with employers. It turns out that not only do employees want to avoid viruses, but employers are also finding that they lose work productivity when people are out sick. Employers are also realizing that many people worked just fine from home, with no change or even an increase in productivity.

Source: Forbes, January 2022



- Shift from open plan to cell offices (office with no door) or office
- According to Forbes, when employees use a cell plan office instead of an open plan office, productivity increases 17%
- When employees work in a quiet space, such as an office with a door, rather than in an active areas, productivity increases 17-22%

Source: Forbes, January 2021

# HOW WE GET THERE

## The New Meeting Experience

**Hybrid** is here to stay.  
So what does this mean  
for meetings?



**Sight-Lines**



**Acoustics**



**Flexibility**



**Technology**



# APPROACH: SPACE REDUCTION

- Tenant relinquish underutilized space, smaller ancillary
  - Locations on outlying buildings, secondary floors or space from primary space assignments or central office
  - Conference rooms
  - Storage rooms
  - Breakrooms
  - Small “marketable” space

# SPACE REDUCTION CONT.

- Consolidation of departments
  - Assessment of department space requirements
    - Remote work
    - Alternating work schedules and work area
  - Relocation of existing personnel to new space or underutilized space
  - Redesign of tenant space
    - Flexible space (includes hoteling and reserved spaces)
    - Workstations
    - Buildout offices and conference rooms

# SPACE REDUCTION CONT.

- Guidelines
  - SPC Space Standards
  - GBA Space Change Request Process
    - Space Action Form (SAF)
    - Space Utilization Questionnaire (SUQ)
    - Space Management Review and Approvals

# SPACE REDUCTION CONT.



## Space Standards

OFFICE SPACE STANDARDS		
Title / Function	Type	Allocated SF
Executive Director, Commissioner, Agency Head	Office	220
Deputy Executive Director, Deputy Commissioner, Division Director, Regional Director, Local Manager	Office	120
Manager, Supervisor, Coordinator (5 or more direct reports)	Workstation	64 (8 x 8)
Professional Staff, Administrative, Tech	Workstation	49 (7x7)
Hoteling / Call Center	Workstation	20 (5x4)



## GBA SPACE UTILIZATION QUESTIONNAIRE

Please use tab key to advance through fields.

### A. AGENCY INFORMATION

Agency Name: \_\_\_\_\_  
 Agency Contact Name: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_  
 Agency / Division Contact Name: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_

### B. OFFICE INFORMATION

I. Please attach a CURRENT ORGANIZATIONAL CHART including STAFF BY POSITION for Office.

II. Briefly summarize the overall FUNCTION of the Office.

\_\_\_\_\_

III. Number of current employees: Full Time: Male \_\_\_\_\_ Female \_\_\_\_\_ Total \_\_\_\_\_  
 Part Time: Male \_\_\_\_\_ Female \_\_\_\_\_ Total \_\_\_\_\_

IV. Number of projected employees: Full Time: Male \_\_\_\_\_ Female \_\_\_\_\_ Total \_\_\_\_\_  
 Part Time: Male \_\_\_\_\_ Female \_\_\_\_\_ Total \_\_\_\_\_

V. Are there employees with special needs (i.e., ADA, etc.) in the Office? If so, please describe the special needs requirements to be addressed:

\_\_\_\_\_

### C. STAFF SPACE REQUIREMENTS

Please review the attached SPC Space Standards which provide for categories of workspace determined by the function of the work performed. Using the chart below, list the **current** number of positions and **projected growth** positions, if any, in each category.



# SPACE REDUCTION CONT.

- Net results: Consolidation of floors
  - Consolidation of existing space on multiple floors
  - Redesign of layout of existing space to accommodate reduction
  - Reduce space by Suites, to half floors
    - subject to GBA review and approval for “marketable” space

# APPROACH: RENOVATIONS

- GBA Building Standards
  - Product Lifecycle Management
  - Accessibility of products (Lead teams for procurement)
  - Costs
- GBA Facilities Maintenance (FM strategy)
  - Facilities Maintenance
- Continuity of Operations (Tenants and GBA)
- Tenant Services

# APPROACH: RENOVATIONS

Sloppy Floyd Building Standard Product Schedule

5.13.2022

Product	Manufacturer	Product Name	Product Number	Size	Color/Finish	Comments & Install method	Cutsheet/Website/Misc.
Standard Carpet	The Mohawk Group	Bending Earth Collection		2'X2' Tile		Preferred Quarter Turned	<a href="https://www.mohawkgroup.com/Carpet/collections/Bending-Earth">https://www.mohawkgroup.com/Carpet/collections/Bending-Earth</a>
Standard Carpet	Interface	Quick ship Neutrals One		19.69"x19.69"		Preferred Quarter Turned	<a href="https://interfaceinc.scene7.com/s7viewers/html5/eCatalogViewer.html?asset=interfaceinc/ec_am">https://interfaceinc.scene7.com/s7viewers/html5/eCatalogViewer.html?asset=interfaceinc/ec_am</a>
Standard LVT Plank	The Mohawk Group	Large & Local LVT		9.25" x 59"		Total Glue Down	<a href="https://www.mohawkgroup.com/detail/HardSurface/34130/333042/Large-and-Local">https://www.mohawkgroup.com/detail/HardSurface/34130/333042/Large-and-Local</a>
Standard LVT Plank	Interface	Level Set Collection LVT Natural Woodgrains		9.8" x 39.3"		Total Glue Down	<a href="https://www.interface.com/APAC/en-AU/lvt-collections/level-set">https://www.interface.com/APAC/en-AU/lvt-collections/level-set</a>
VCT Tile	Armstrong	Static Dissipative Tile		12"x12" Tile		Total Glue Down	<a href="https://www.armstrongflooring.com/commercial/en-us/products/esd.html">https://www.armstrongflooring.com/commercial/en-us/products/esd.html</a>
Laminate	Wilsonart	Standard Laminate		4'X8' Sheet		Cabinets	<a href="https://www.wilsonart.com/laminate/standard-1">https://www.wilsonart.com/laminate/standard-1</a>
Laminate	Wilsonart	Standard Laminate		4'X8' Sheet		Counter Tops	<a href="https://www.wilsonart.com/laminate/standard-1">https://www.wilsonart.com/laminate/standard-1</a>
Solid Surface	CORIAN	CORIAN Solid Surface Countertops				Upgrade Option for Countertops	<a href="https://www.corian.com/-colors-of-corian-c-">https://www.corian.com/-colors-of-corian-c-</a>
Ceiling Tile Optional Upgrade	Armstrong	Ultima Tegular	1911	2'x2'x3/4"	White	Conference Rooms / Huddle Rooms	<a href="https://www.armstrongceilings.com/commercial/en/commercial-ceilings-walls/ultima-lay-in-and-">https://www.armstrongceilings.com/commercial/en/commercial-ceilings-walls/ultima-lay-in-and-</a>
Ceiling Tile Building Standard	Armstrong	Commercial Ceiling Tile	770	2'x4'x5/8"	White		<a href="https://www.armstrongceilings.com/commercial/en-">https://www.armstrongceilings.com/commercial/en-</a>
Ceiling Grid	USG Donn Dx/DXL System	15/16" Tee System	Intermediate Duty Main Tee	12' Len 1.64 Ht	Standard Flat White		<a href="https://www.usg.com/content/usgcom/en/products/ceilings/grid-s-trim/acoustical-suspension-">https://www.usg.com/content/usgcom/en/products/ceilings/grid-s-trim/acoustical-suspension-</a>

# APPROACH: RENOVATIONS

- Workstation/cubicles
- Additional office space, infills
- Additional huddle rooms, collaboration areas and conference rooms
- Campus meeting space
  - Conference rooms, meeting rooms, event space (Reserve Any)



# RENOVATIONS CONT.

- Floor/Suite renovations to coworking space or “Hub” space
  - Flexible workspace for workers from different departments to share
    - Huddle rooms
    - Reserve Offices
    - Hoteling cubicles
    - Production (Document) Centers
  - Support work force access for reserved work space, office space or
  - Promotes and supports teleworking, allow access to high-speed internet, copy/print fax. Mailing, meeting places

TENANT  
IMPROVEMENTS  
(TI)

Georgia Office of Insurance  
and Safety Fire Commissioner

Georgia Department of  
Audits and Accounts

Georgia Department of  
Education



# RENOVATIONS CONT.

- BOARD ROOMS
- TRAINING ROOMS

# RENOVATIONS CONT.

- BREAK ROOMS



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# RENOVATIONS CONT.

- WORKSTATIONS

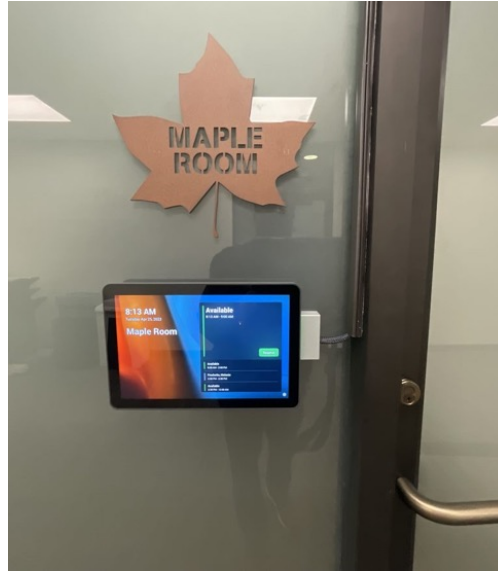






## RENOVATIONS CONT.

- COLLABORATION SPACE
- OPEN OFFICE



# RENOVATIONS CONT.

- FLEXIBLE OFFICE (RESERVE)
- HUDDLE ROOM (RESERVE)
- PRODUCTION / PRINT CENTERS





## RENOVATIONS CONT.

- BOARD ROOMS
- TRAINING ROOMS

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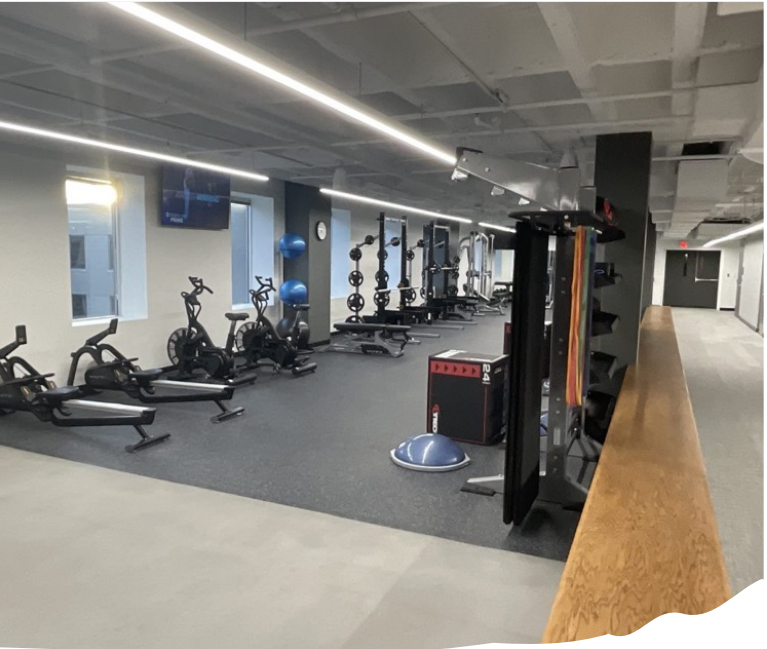
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# CAMPUS/BUILDING IMPROVEMENTS



# CAMPUS/BUILDING IMPROVEMENTS

- New Campus Wellness Center
  - Tenant Amenity located 244 Washington Street Building
- The James H. “Sloppy” Floyd Building
  - Renovated Plaza and Balcony Levels
  - Renovated escalators, passenger and freight elevators
  - Renovated tenant lobbies



# WELLNESS CENTER

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# FLOYD BUILDING



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# FLOYD BUILDING



# IN CLOSING

Continuation to provide quality upgrades for better buildings and tenant space

Opportunities to support Facilities Operations to achieve GBA vision and mission



Q & A



THANK YOU