

DEFINITIONS

Activity-based design: The principle that employees will be more productive when they have the right spaces for the tasks they need to accomplish. This discipline describes spaces in terms of the activities, needs, and frequency of use (i.e., focusing purely on space needs), rather than a hierarchy of staff positions.

Activity-based work: Refers to creating a flexible environment for employees in an office setting, recognizing that certain activities require specific settings, giving employees the freedom to choose when, where, and how they work. Agencies provide employees with a choice of office settings for a variety of tasks and activities throughout the workday.

Adaptable space: Prioritizing flexibility and resiliency, allowing spaces to be repurposed easily and cost effectively. As agencies' business needs evolve over time, office spaces must be positioned as flexible as possible to accommodate change.

Agile office: Spaces designed to suit different activities throughout the day.

Assigned workstations: Traditional offices or open workstations designated for a single employee or shared between two or more designated employees. Assigned workstations should only be assigned to designated employees if they will be utilized at least 3 days per week.

Capacity: Capacity is the total occupants a room or facility can support at a time. This is typically based on the number of seats or workstations. As you reconfigure your space and change its density, your capacity will increase or decrease. Office space capacity also serves as a key component of other space utilization metrics.

Central workplace: The agency-assigned location of the position, not the employee. It is normally where the position officially reports, but alternative workplaces can be agreed upon. It is the permanent assignment of the employee's position within Oregon and is not their residence. [Policy 50-050-01 Working Remotely](#)

Change management: The process of overseeing and facilitating change at any level where it occurs. It involves preparing and supporting employees and establishing the necessary steps for change.

Collaboration spaces: Areas that promote teamwork and provide opportunities for idea-sharing across an agency. They are critical for facilitating workplace culture, impromptu brainstorming sessions, or an informal meeting. Examples of collaborative spaces include open seating areas, enclosed meeting rooms, break rooms and lounges.

Co-located – A co-located agency is one that shares a Central Workplace one or more agencies.

Department of Administrative Services: The Department of Administrative Services (DAS) is the central administrative agency that leads state government to implement the policy and budget decisions of the Governor and Oregon Legislature. Employing an enterprise-wide perspective, DAS serves state government by developing and upholding

accountability standards to ensure productive and efficient use of state government's financial, human and information resources.

Desk sharing: Desk sharing accounts for workspaces (seats) that are assigned, but not specifically dedicated to a single employee. For example, two employees may share one seat due to schedules that occur at opposite hours. This example would require only one seat for two head count employees. Seat sharing is typically calculated at a 2:1 ratio.

Embodied carbon: Embodied carbon refers to the carbon emissions related to the extraction of raw materials, manufacturing, transportation, deconstruction, and disposal of materials at the end of life. As the operational carbon associated with the utility grid is reduced over time, embodied carbon will begin to dominate carbon-reduction planning.

Employee-centered office: An office that is structured to encourage flexibility from the moment the employee steps into the office. It creates a workplace where employees feel safe and supported.

Enterprise Asset Management (EAM): Enterprise Asset Management (EAM) centralizes management of state real and personal property to support state agency workspace, travel, and operational needs.

Footprint (office): Refers to the energy, water, and waste consumption of an office building.

Gender expression: The way in which a person expresses a gender identity, typically through their appearance, dress, and behavior.

Gender identity: A person's innate sense of their gender.

Greenhouse gas: Greenhouse gases are gases that trap heat in the atmosphere. They include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, nitrogen trifluoride, and sulfur hexafluoride, expressed as carbon dioxide equivalent.

Head count: The head count is the actual number of people who use a space. The number includes employees who are full time, part time, vacant (funded) positions, temporary, vendors, contract workers and other agency employees.

Hoteling: Unassigned, first-come, first-served, or reservable workspaces that can be occupied by any staff member.

Hybrid workplace: A flexible model that combines elements of remote work and on-site work.

Inclusive space: Inclusive design, at its best, creates a safe space where people can efficiently work and where various cultures, gender identities, and ethnicities can be supported, recognized, and celebrated.

In-office work: Work for this position must be completed in the central workplace.

In-person meeting – An *in-person meeting* (also known as a “face-to-face meeting”) is simply one where attendees are physically present, as opposed to virtual meetings over Skype, Zoom, or Microsoft Teams and distance meetings such as on the phone.

Interagency space: Interagency space is any space that is not dedicated to one agency, regardless of size or frequency of use. A typical example of interagency space is a large meeting space that is required for occasional use by an individual agency and is, therefore, suitable for consideration to use by multiple agencies.

Lactation room: A private space in a workplace where breastfeeding employees can express breast milk, nurse a child, or perform other medically necessary activities.

Meeting room / conference room – Coworking spaces, meeting rooms and conference rooms can be booked by the hour on a flexible basis without the need for membership. This model is useful for any person or team that works remotely, as it enables them to reserve meeting space in a business environment with all the necessary facilities, such as furniture, whiteboards, WiFi and conferencing amenities.

Neurodiversity: Neurodiversity refers to the range of differences in individual brain function and behavioral traits, regarded as part of normal variation in the human population (this term is commonly used in the context of ADHD/ADD and autistic spectrum disorders).

Occupancy (office): A measure of how much of an office space is used by people at a given time, usually expressed in a percentage.

Occupancy management (OM) - Introduces new ways to allocate space for a dynamic workforce. Helps agencies manage unpredictable space demand while offering an easy and frictionless way for employees to customize their workplace experience.

Onsite health and wellness facilities: Any combination of onsite health and wellness areas that support employees’ body and mind. This could range from exercise rooms with or without gym equipment, rest and relaxation rooms, stretching areas, meditation spaces, or a walking/running path.

Operational carbon: Operational carbon refers to the carbon emissions associated with the utilities, on-site fossil fuels and refrigerants needed to operate a building or space. Energy efficiency, renewable energy and refrigerant management are key strategies for reducing operational carbon.

Peak usage: The value of measuring point-in-time occupancy is to identify trends in where and when employees use specific workspaces. Peak utilization tells a facility manager how valuable a space is at any given time of the day or week.

Point-in-time occupancy: This method shows usage by measuring total time of occupancy across every workstation and dividing it by the total hours in a workweek. Using this method agencies can determine when a workstation is used, for how long, and at what percentage of total available capacity.

Private lease: A private lease in this context refers to those buildings owned by private sector landlords and leased by state agencies.

Ratio planning: The concept of calculating the ratio of seats per useable square feet. Consider the percentage of time that people at the office spend in meetings or at individual workpoints. Proportion of individual workstations to collaboration areas.

Real estate footprint: The term real estate footprint used throughout this document refers to the total square footage of all state office spaces across the enterprise.

Real Estate Portfolio: A real estate portfolio is a collection of real estate assets. The state of Oregon has three different portfolio types referenced throughout this document. Private lease portfolio, DAS-owned portfolio, and other agency-owned portfolio.

Remote work: Essential functions of the position are performed from both the central workplace and an alternate workplace. Business needs may require the employee to come into the central or mobile workplace to perform work on a regular or periodic basis.

Rentable square feet (RSF): Office area of a tenant plus the tenant's share of the common area of the floor and the building (for example shared building restrooms, shared building/floor circulation, shared building lobby, etc.).

Respite space: Spaces that promote quiet and wellness as a complement to those spaces that promote interaction.

Rightsizing: The process of identifying and calculating what the actual space need is to meet requirements specific to end-user groups, which may or may not be the same as occupied space usage. Rightsizing establishes a baseline from which future space needs can be projected and may be greater or less than the current need. Typical rightsizing exercises apply proposed space standards to eliminate the surplus and/or account for deficiencies to optimize space efficiency.

Seat count: Seat count is the total number of actual seats needed to serve the agency. Seat count also accounts for seat sharing and workspaces that are not specifically dedicated to a single employee. For example, two employees may share one seat due to schedules that occur at opposite hours. This example would require only one seat for two head count employees.

Semi-volatile organic compounds (SVOC): a subgroup of VOCs that tend to have a higher molecular weight and higher boiling point temperature than other VOCs.

Sound transmission class (STC): Composite sound transmission class (STC) rating is a weighted value for the capacity of a partition to attenuate airborne sound. STC rating is calculated by averaging the transmission loss through an entire assembly.

Space utilization rate: The percentage of space in a building, floor or zone occupied by employees compared to the space's total capacity. How to calculate space utilization rate: Number of employees occupying the space ÷ total capacity of that space = utilization rate.

Suitable positions: Positions with limited need for direct supervision and access to hard-copy files; limited need for face-to-face contact with other employees, clients and customers; and limited need for access to the agency's resources.

Support space / shared common: These spaces are common areas and shared spaces between offices and programs that any agency staff may use, such as conference rooms, copy/print areas, shared storage rooms, training rooms and break areas.

Surge space: Space outside of the central workplace that accommodates capacity surges due to unforeseen circumstances, all-staff on-site events, or other large gatherings.

Unassigned workstations: Include "hoteling" stations and offices available for any employee to utilize, including those employees with assigned workstations.

Unique spaces: Spaces that are specific to a business or service-delivery need. This does not include collaboration spaces.

Universal Design (UD): UD is the design and composition of an environment to be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability, or disability.

Usable square feet (USF): Office area of a tenant, including all spaces used solely by the tenant (for example offices, workstations, workrooms, reception areas and the circulation connecting these spaces). The common area of the floor and the building (for example shared building restrooms, shared building/floor circulation, shared building lobby, etc.) is not included in the usable area.

Utilization: In its simplest terms, space utilization is the action of making practical and effective use of something. For the purpose of this document, utilization is a measurement of capacity divided by occupancy. For example, if an office has a capacity of 100 people, but only 10 people go into the office on any given day, the rate of space utilization is 10%.

Utilization rate: The percentage of space in a building, floor or zone occupied by employees compared to the space's total capacity. For example, if a floor has a 7% utilization rate on a Tuesday, employees aren't using 93% of the floor on that day. How to calculate space utilization rate: Employees occupying the space / total capacity of that space = utilization rate.

Volatile organic compounds (VOC): Organic chemicals that have a high vapor pressure at room temperature and participate in atmospheric photochemical reactions. Can be harmful to human health.

Well Building Standard: Takes a holistic approach to health in the built environment addressing behavior, operations, and design.

Wellness rooms: Refer to Onsite Health and Wellness Facilities.

Work modality: Refers to the ways in which work is coordinated, performed, and compensated over time and space.

Workpoints: Places for tasks that require focus. Places for individual work in the office, whether open or enclosed and whether assigned or unassigned. Shared common seats, including seats in collaboration spaces, are not considered to be workpoints for these guidelines.

Workstation: An area where work of a particular nature is carried out.