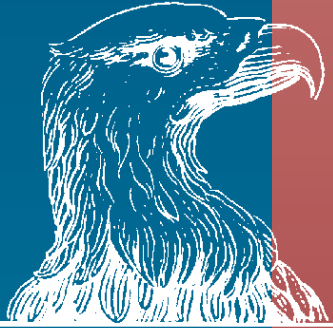
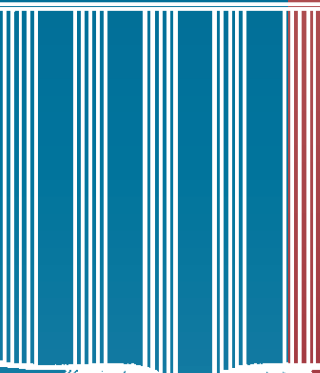


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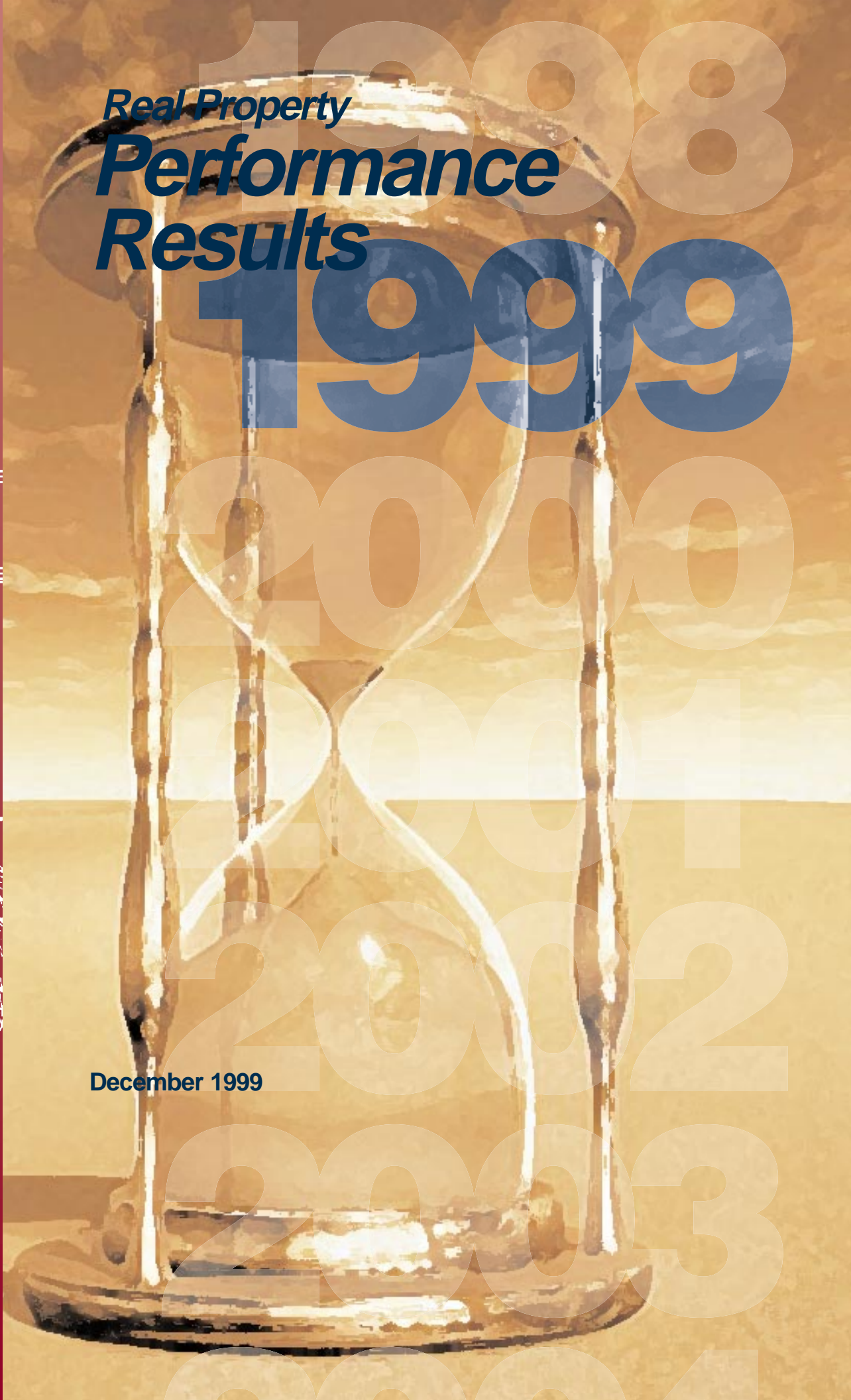


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Real Property Performance Results

1999

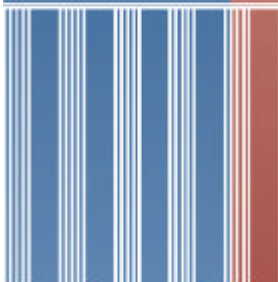
December 1999



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Real Property Performance Results

1999

December 1999

U.S. General Services Administration
Office of Governmentwide Policy
Office of Real Property
Evaluation and Innovative Workplaces Division



Foreword

The Office of Governmentwide Policy is pleased to issue *Real Property Performance Results 1999*. In December 1998, we published *Governmentwide Real Property Performance Results*. That publication established the Governmentwide baseline measurement for 7 key indicators of real property performance. This year, we built upon the 1998 baseline and repeated the successful voluntary benchmarking effort with our Federal agency customers. The result is the expanded, more comprehensive *Real Property Performance Results 1999*. This publication contains a wealth of data from Federal agencies, the private sector, and - new to the 1999 edition - a select group of benchmarking partners from the public and private sectors. This information will be useful to Federal real property asset management decision-makers as well as our stakeholders. The publication will also benefit interested professionals in other governments, the private sector, and academia.

I would like to recognize David Bibb whose Office of Real Property undertook the data collection and analysis. With the guidance of Marjorie Lomax from the Evaluation and Innovative Workplaces Division and under the leadership of team leader Stan Kaczmarczyk, the project team of Chris Coneeny and Ron

Whitley produced this unique collection of performance data. Additionally, we would like to recognize the contributors from the entire real property community, especially our Federal agency customers. Without your dedication and participation, this publication would not have been possible.

The Office of Governmentwide Policy presents this information to the Federal real property community with the hope that it leads to more informed decision-making and improved asset management. Organizations throughout the world in both the private and public sectors have made performance measurement, benchmarking and strategic planning part of their cultures. We want to lead the Federal real property community in this important effort, consistent with the recommendations and expectations of the National Partnership for Reinventing Government and the Government Performance and Results Act of 1993.



G. Martin Wagner
Associate Administrator
Office of Governmentwide Policy
U.S. General Services Administration

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Executive Summary

The following table summarizes 1999 Governmentwide performance on the 7 key indicators, as estimated by our analysis of the sample data:

Summary of Results

Measure	1999 Federal Government Performance
Cost per square foot (owned)	\$4.60 per rentable square foot
Cost per square foot (leased)	\$17.26 per rentable square foot
Vacancy rate	8.0 percent
Cost per person	\$12,000
Customer satisfaction	80 percent on GSA Survey
Employees housed	1,801,600 FTE
Total square feet	635,818,000 rentable sq. ft. of office space

We conclude the following based on the 1999 Governmentwide results:

- Governmentwide performance is comparable to the private sector and our benchmark partners on the key indicators of Cost per Square Foot Owned, Cost per Square Foot Leased, and Vacancy Rate.
- Governmentwide performance is consistent with the 1998 baseline estimates for Cost per Person and Customer Satisfaction, two indicators not widely or consistently measured across the private sector.

- Using a portfolio-level analysis, the amount of office space in the Federal inventory seems reasonable given the number of employees housed.

We were pleased at the extent of participation by agencies other than the General Services Administration (GSA) in this year's voluntary benchmarking effort. Approximately 42 percent of the sample consists of office facilities controlled by agencies other than GSA.

1999 Governmentwide Performance

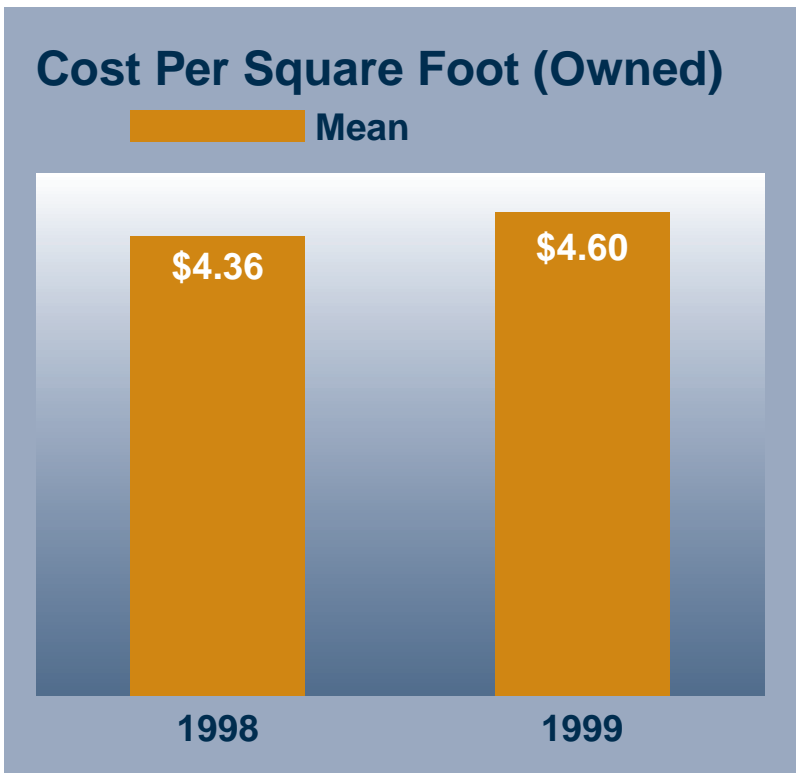
Introduction

The Office of Real Property compiled the information in this section from over 242 million rentable square feet of building data submitted voluntarily by Federal agencies during the summer and early fall of 1999. This amount represents 38 percent of the total Governmentwide office space inventory. The GSA data were selected using certain pre-

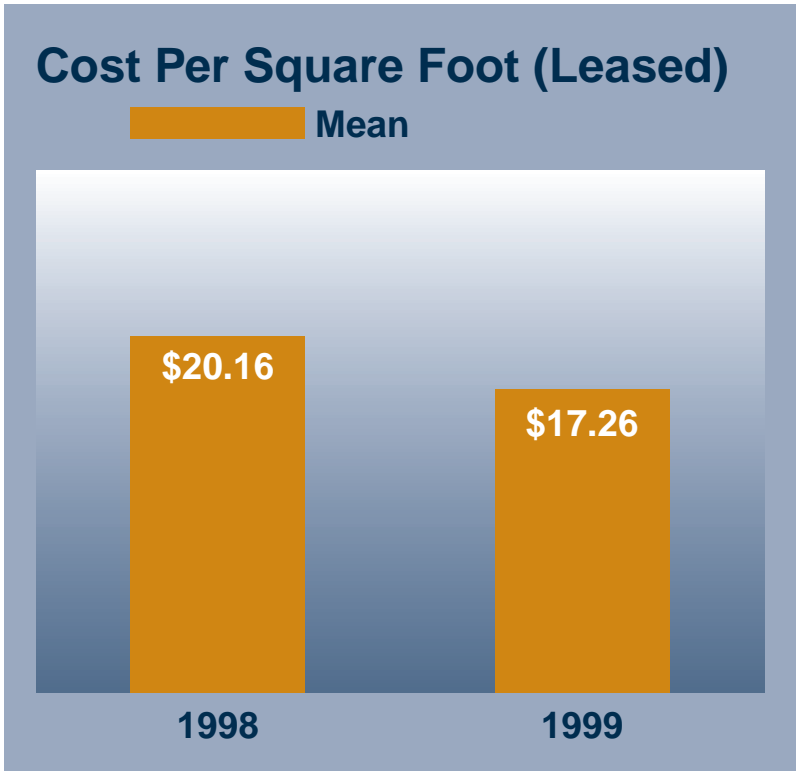
established criteria, but the rest of the Federal data were accepted at the discretion of the contributing agencies. We questioned certain data, but generally accepted the submission for inclusion into the overall Governmentwide averages. Although the sampling method may not be rigorously scientific, we believe that the overall volume of data collected compensates for any shortcomings or individual inconsistencies.

Summary of Results

Measure	1999 Federal Government Performance
Cost per square foot (owned)	\$4.60 per rentable square foot
Cost per square foot (leased)	\$17.26 per rentable square foot
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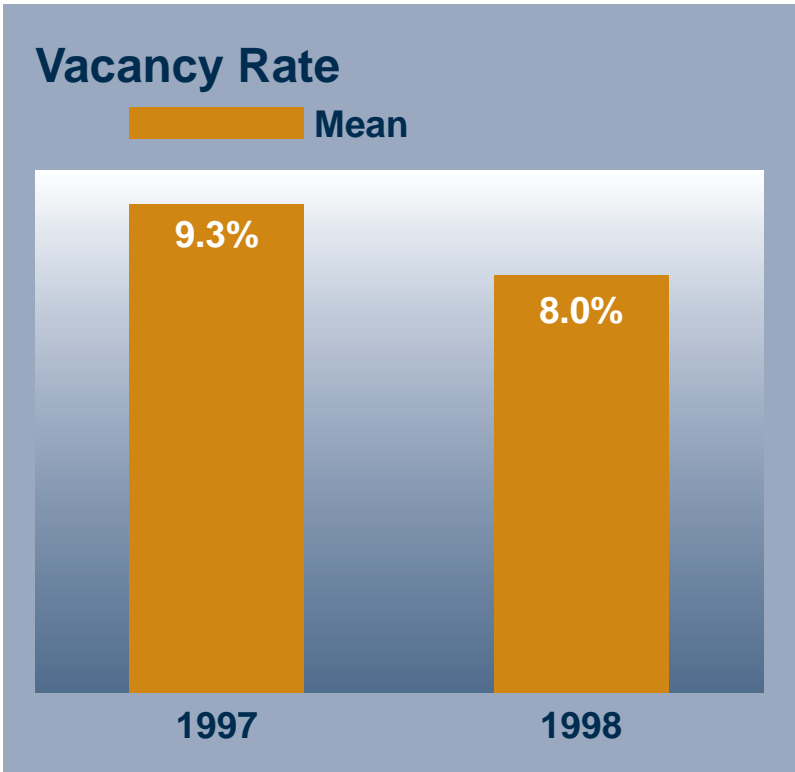


- The current indicator reflects Fiscal Year 1999 dollars per rentable square foot.
- The current indicator is an average derived from a Federal agency sample of 170,130,376 rentable square feet of owned office space.
- The definition of this indicator is the sum of expenditures for cleaning, maintenance and utilities.
- The increase from the 1998 baseline is partly attributable to general inflation. The remaining variability could be a result of accessing a more inclusive database in 1999.

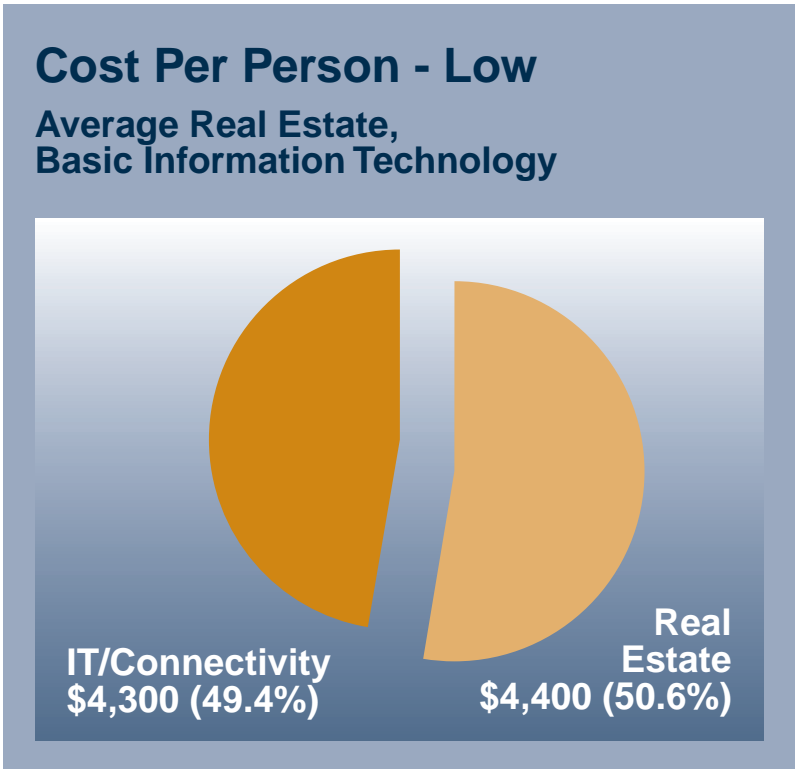


- The current indicator reflects Fiscal Year 1999 dollars per rentable square foot.
- The current indicator is an average derived from a Federal agency sample of 72,272,772 rentable square feet of leased office space.
- The definition of this indicator is the fully serviced rental rate.

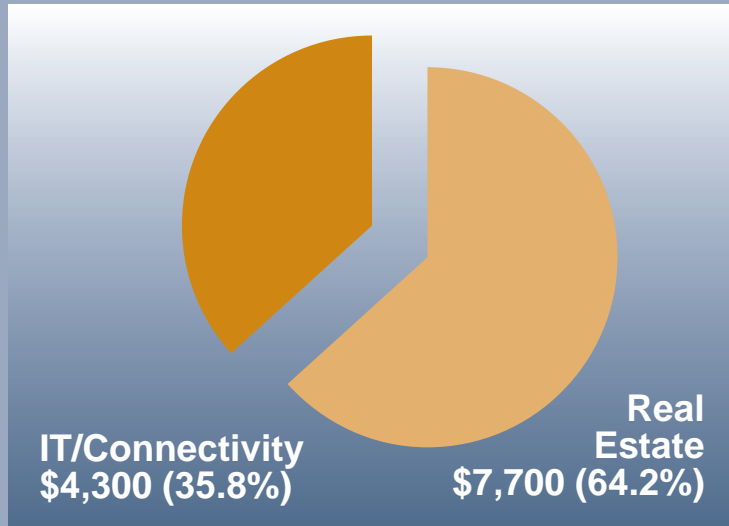
- The current indicator is the average vacancy based on a Federal agency sample of 242,403,148 rentable square feet of owned and leased office space.
- The 1999 estimate is based on actual 1998 data submitted by Federal agencies.



- We based this estimate on an internal study and input from benchmarking partners as detailed in the November 1999 *Workplace Evaluation Study*.
- The depicted scenario describes a lower cost (compared to Washington, DC) rental market and an office environment equipped with basic information technology and telecommunications capabilities.



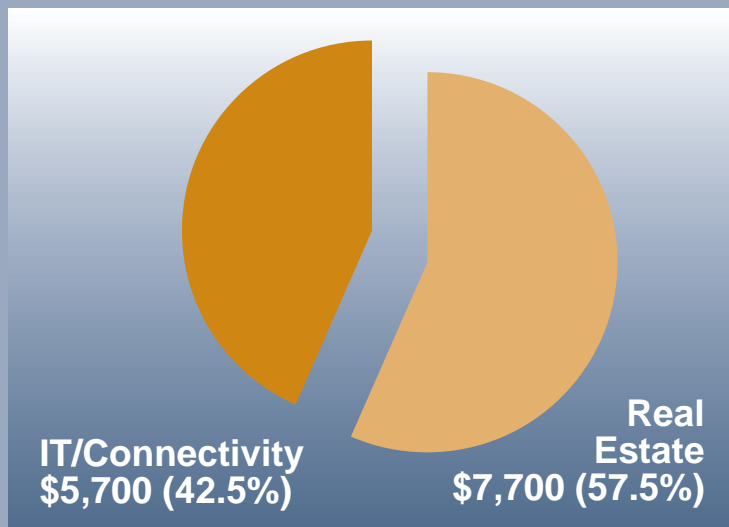
Cost Per Person - Base Prime Real Estate, Basic Information Technology



- We based this estimate on an internal study and input from benchmarking partners as detailed in the November 1999 *Workplace Evaluation Study*.
- The depicted scenario describes a Washington, DC rental market and an office environment equipped with basic information technology and telecommunications capabilities.
- This scenario is the basis for our 1999 Cost per Person Governmentwide estimate of \$12,000 per person. As a rule of thumb, you may divide your real estate cost by the number of employees, then add \$4,300 to approximate your cost per person as defined here.

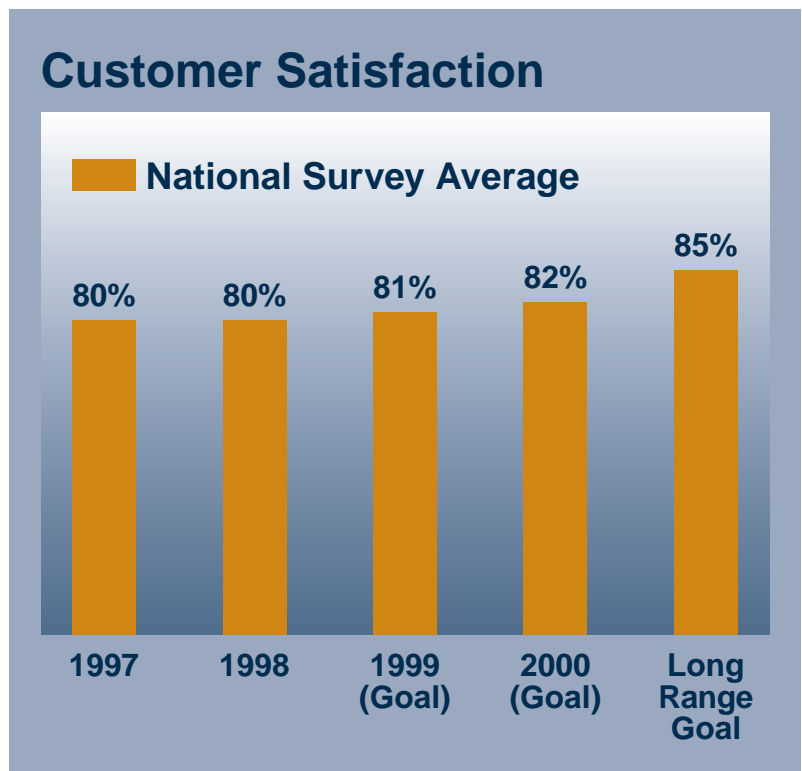
Please read the *Workplace Evaluation Study* and obtain your free copy of our Cost per Person Model. You can use the model to generate more detailed, customized estimates. This will allow you to expand on the basic definition of real estate plus IT/connectivity to include furniture costs and the cost effects of various alternative work arrangements.

Cost Per Person - High Prime Real Estate, Enhanced Information Technology

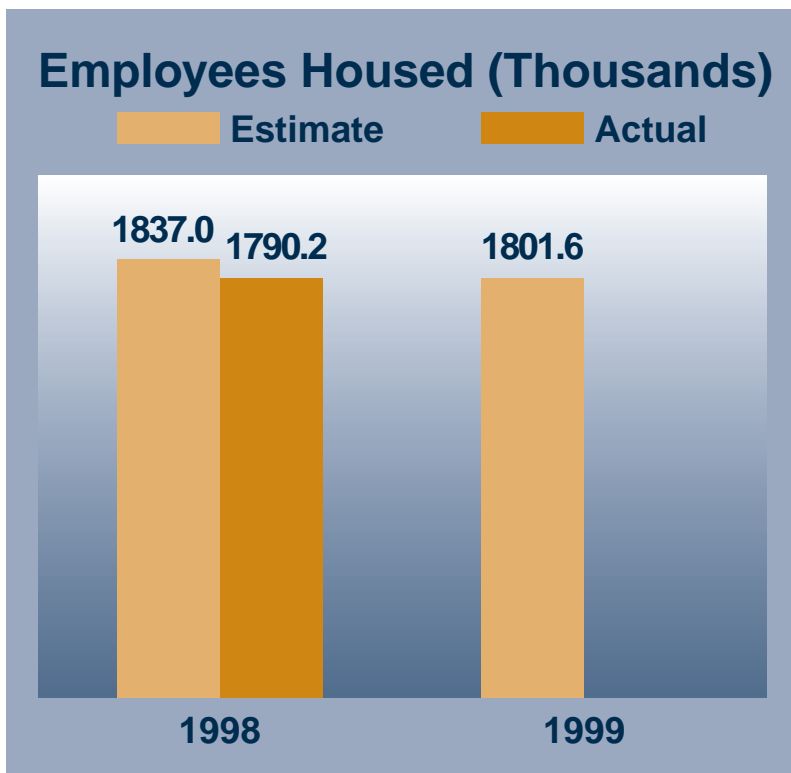


- We based this estimate on an internal study and input from benchmarking partners as detailed in the November 1999 *Workplace Evaluation Study*.
- The depicted scenario describes a Washington, DC rental market and an office environment equipped with enhanced information technology and telecommunications capabilities.

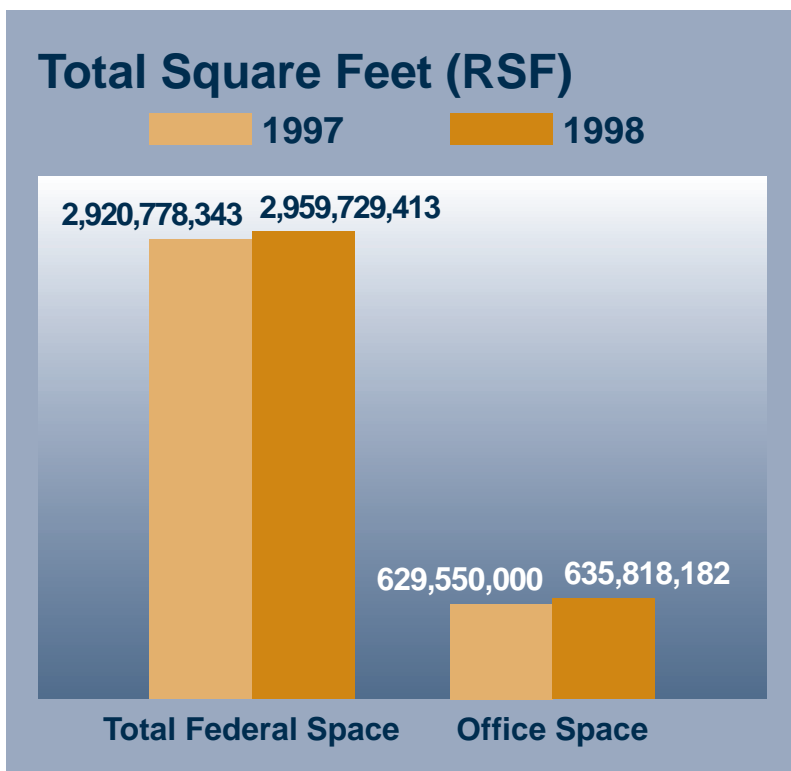
- The figures refer to the results of the GSA Public Buildings Service's (GSA/PBS's) Customer Satisfaction Survey. An independent contractor administers this survey to tenants of approximately half of GSA's eligible buildings annually, with the entire inventory being surveyed every two years. The 1999 Governmentwide estimate is derived from the average performance in 1997 and 1998.
- In the first two editions of *Performance Results*, we used the GSA/PBS Customer Satisfaction Survey results as a proxy for the Governmentwide Customer Satisfaction performance measure. We would like to develop a model that addresses this measure on a Governmentwide basis. Ideally, the Governmentwide measure should go beyond the measurement of tenant satisfaction with building services to include employee satisfaction, quality of space, and the effects of the workplace on employee productivity. We plan to lead an inter-agency working group in the spring of 2000 to develop this new model. Your participation is requested and highly valued. If you would like to participate in the working group (we anticipate no more than two actual meetings, the rest will be document review by e-mail), please contact Stan Kaczmarczyk at (202) 501-2306 or at stan.kaczmarczyk@gsa.gov.



1999 Governmentwide Performance

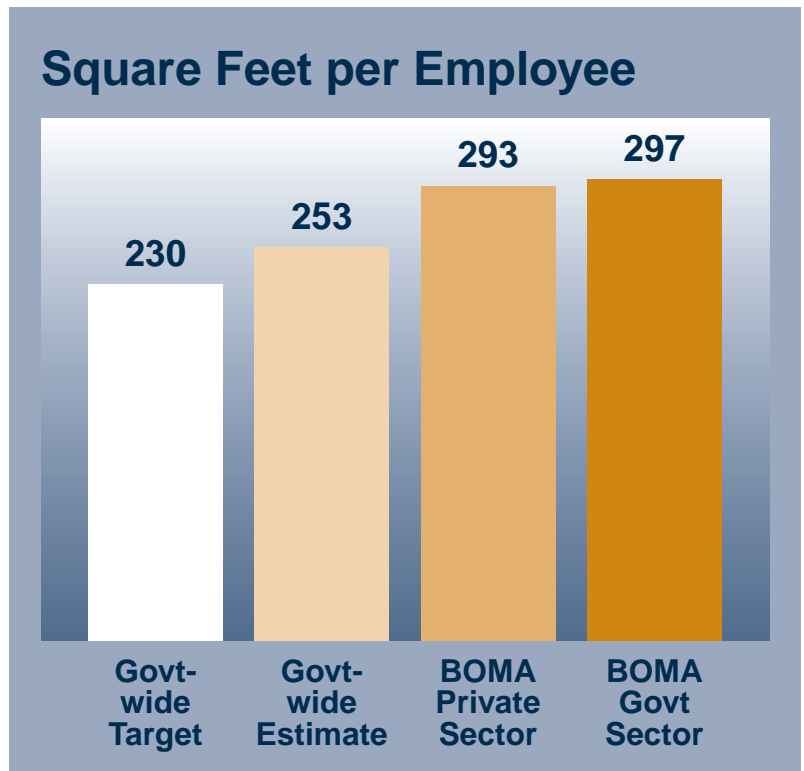


- The 1999 Governmentwide estimate for Employees Housed is the 1999 FTE estimate in the Fiscal Year 2000 President's Budget.



- We derived the 1999 Governmentwide estimate from information in the latest (1998) Worldwide Inventory of the United States' real property.

- We derived an estimate of Square Feet per Employee from the results for Employees Housed and Total Square Feet. We adjusted the indicator for Total Square Feet to subtract vacant space (based on the Governmentwide estimate) and U.S. Postal Service (USPS) office space (USPS space is included in Total Square Feet, but USPS employees are not included in the estimate for Employees Housed derived from the President's Budget).
- The analysis indicates that Federal performance on the Square Feet per Person measure exceeds (i.e., less square feet per person) both private sector performance and private sector estimates of Government performance.
- Estimated Governmentwide performance falls short of (i.e., more square feet per person) the recommended Governmentwide level, as derived in the September 1997 *Office Space Use Review*, of 230 rentable square feet per person by 10 percent. We will review the recommended average when our office updates the *Office Space Use Review* in late 2000.



Acknowledgements

We would like to thank the following agencies for participating in the voluntary benchmarking effort that made this analysis possible:

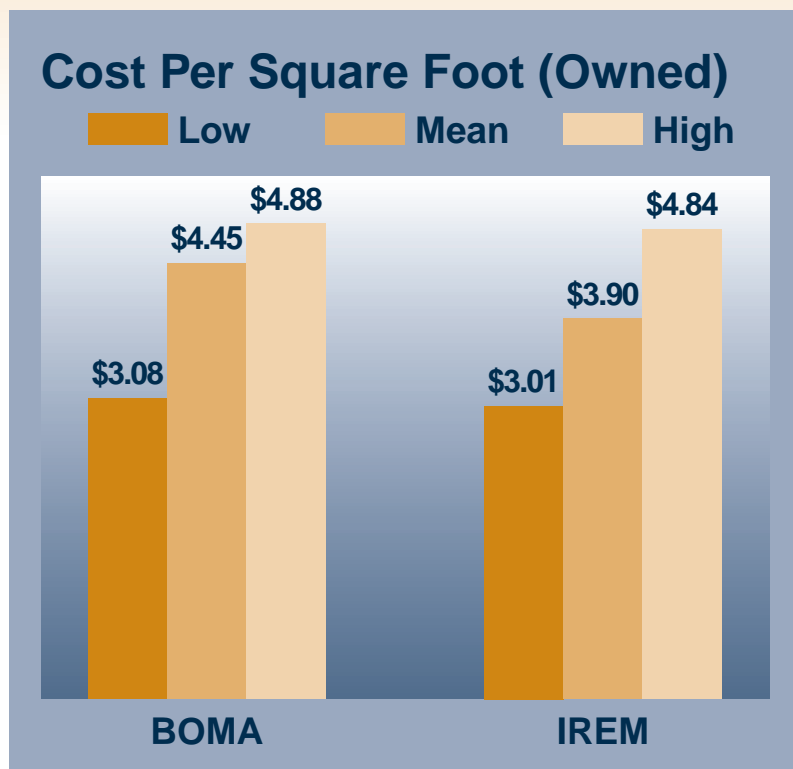
- Department of Agriculture
- Department of the Army
- Department of Commerce
- Department of Energy
- Department of the Interior
- Department of Justice
- GSA Public Buildings Service
- Social Security Administration
- U.S. Army Corps of Engineers
- U.S. Postal Service

1999 Private Sector Performance

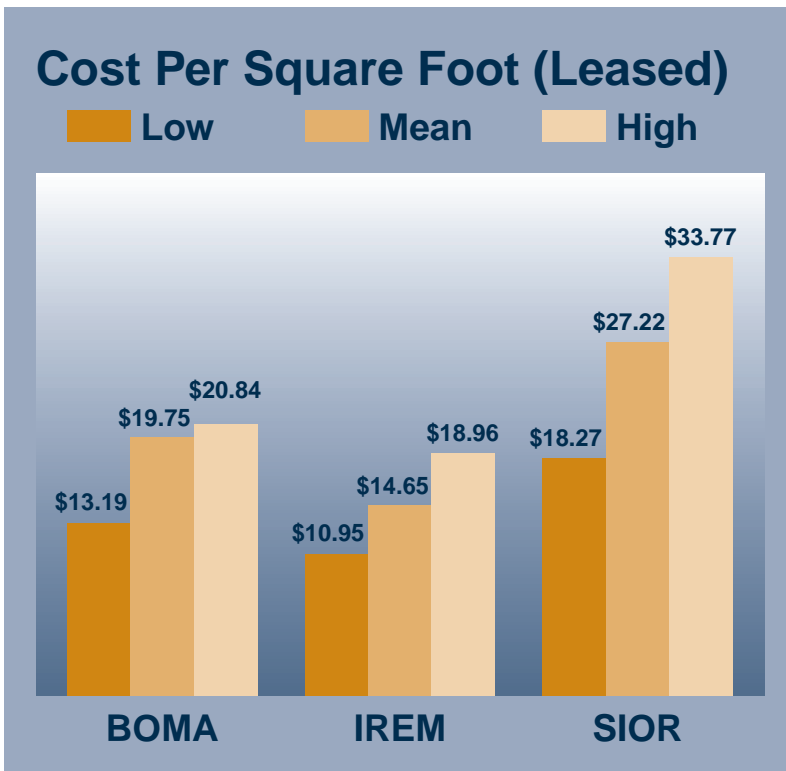
Introduction

The information summarized in this section provides a context for the Governmentwide data we presented earlier. Each data source analyzes a different building sample and the methods of data collection and analysis vary. Using the summary data presented in this report to benchmark the Federal Government against the private sector would be an inaccurate oversimplification of the benchmarking process. However, individual Federal real property managers can use the Governmentwide and private sector data to evaluate and improve their Federal real property portfolios.

- The numbers reflect Fiscal Year 1999 dollars per rentable square foot.
- The source for the Building Owners and Managers Association (BOMA) numbers is the *1999 BOMA Experience Exchange Report*. We escalated the reported 1998 actual cost data by 2.4 percent (CPI) to FY99 dollars.
- The BOMA sample consists of 2,808 buildings covering 521,527,649 rentable square feet of space.
- The source for the Institute of Real Estate Management (IREM) numbers is the *1999 IREM Income/Expense Analysis*. We escalated the reported 1998 actual cost data by 2.4 percent (CPI) to FY99 dollars. The data subset is downtown office buildings.
- The IREM sample consists of 455 buildings covering 131,810,000 rentable square feet of space.

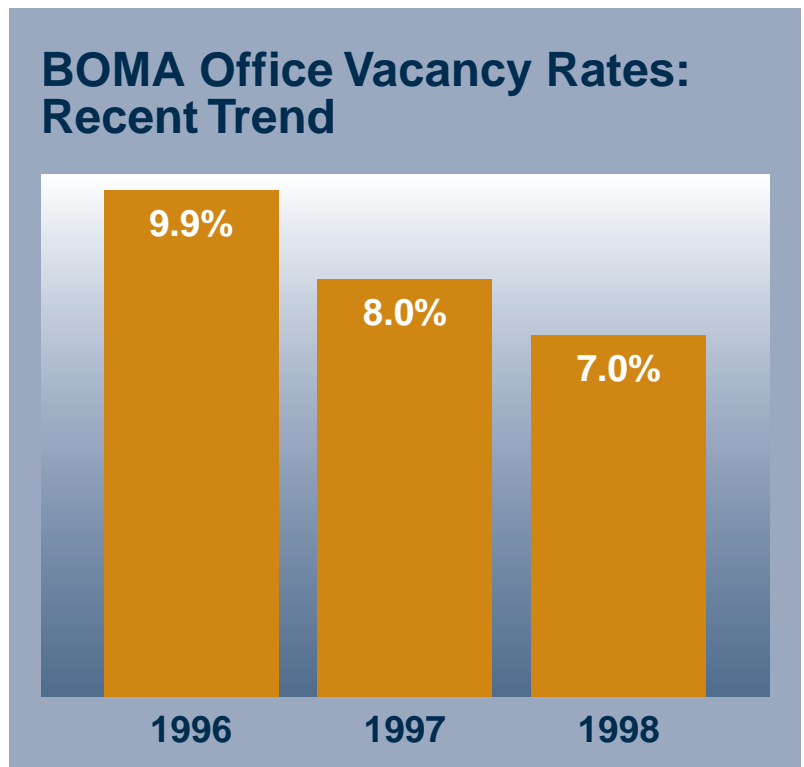
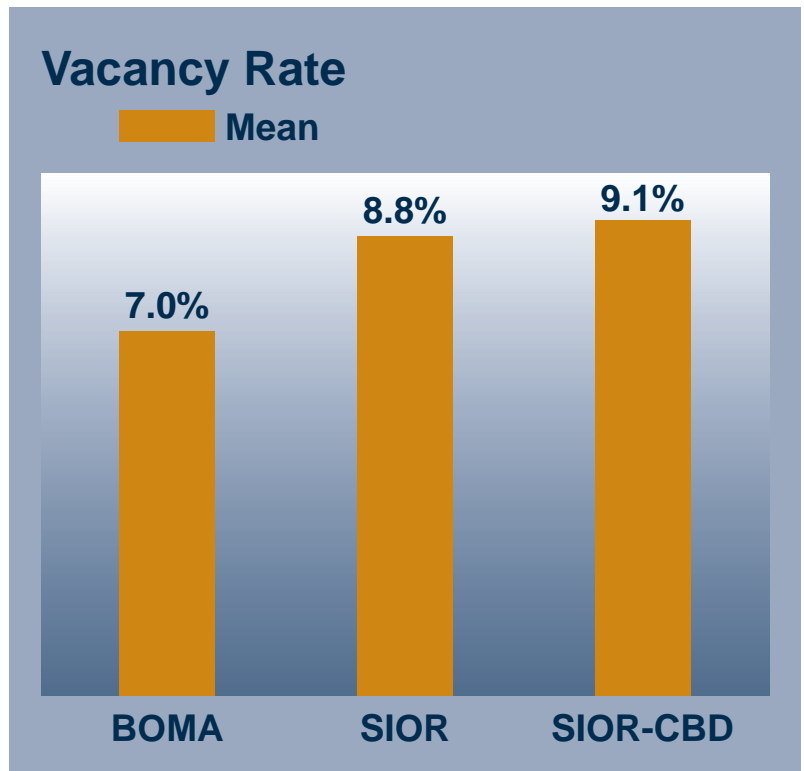


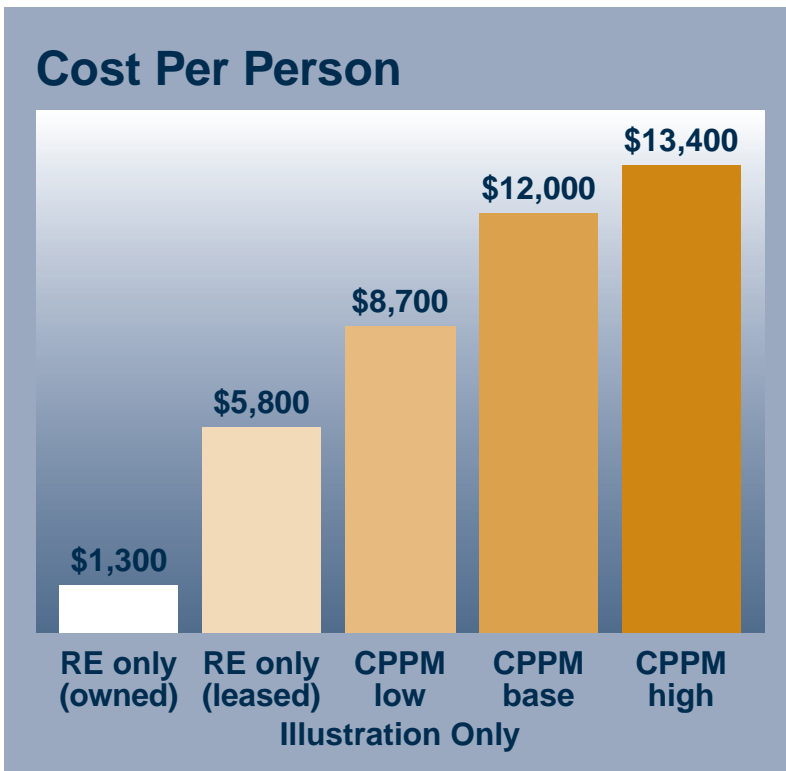
1999 Private Sector Performance



- The numbers reflect Fiscal Year 1999 dollars per rentable square foot.
- The source for the BOMA numbers is the *1999 BOMA Experience Exchange Report*. We escalated the reported 1998 actual cost data by 2.4 percent (CPI) to FY99 dollars.
- The BOMA sample consists of 2,808 buildings covering 521,527,649 rentable square feet of space.
- The source for the IREM numbers is the *1999 IREM Income/Expense Analysis*. We escalated the reported 1998 actual cost data by 2.4 percent (CPI) to FY99 dollars. This analysis covers downtown office buildings only.
- The IREM sample consists of 455 buildings covering 131,810,000 rentable square feet of space.
- The source for the Society of Industrial and Office Realtors (SIOR) data is the *1999 Comparative Statistics of Industrial and Office Real Estate Markets*. We escalated the reported 1998 actual cost data by 2.4 percent (CPI) to FY99 dollars.
- The SIOR sample consists of 1,395,670,969 rentable square feet of space.

- The BOMA vacancy rate is the 1998 office vacancy reported in the *1999 BOMA Experience Exchange Report*.
- The BOMA sample consists of 2,808 buildings covering 521,527,649 rentable square feet of space.
- The SIOR vacancy rate is the 1998 U.S. total vacancy reported in the *1999 Comparative Statistics of Industrial and Office Real Estate Markets*. The total sample consists of 3,491,274,037 rentable square feet of space.
- The SIOR-CBD vacancy rate is the 1998 Central Business District (CBD) Class A and B office vacancy reported in the *1999 Comparative Statistics of Industrial and Office Real Estate Markets*. This subset of the total sample consists of 1,477,644,836 rentable square feet of space in 115 office markets nationwide.
- The sources for the 1996, 1997 and 1998 office vacancy rates are the 1997, 1998 and 1999 editions of the *BOMA Experience Exchange Report*, respectively.





- The first definition reflects Cost per Square Foot Owned (maintenance, utilities and cleaning) and Square Feet per Office Worker as reported in the *1999 BOMA Experience Exchange Report*. Johnson Controls recently estimated cost per person for U.S. office workers according to this more limited definition to be \$2,690 per worker. The Johnson Controls study adds the costs of security and facility management to the three factors included here. This definition can also be expanded to include an average capital cost of the real estate asset per occupant of \$7,481, resulting in an average occupancy cost per employee per year of \$10,171.
- The second definition reflects Cost per Square Foot Leased (fully serviced rent) and Square Feet per Office Worker as reported in the *1999 BOMA Experience Exchange Report*. This is closer to the more traditional measure of cost per person, i.e., real estate cost per person.
- The third definition reflects the expanded definition used in the Governmentwide results. The Low, Base and High estimates from the Governmentwide Results section are presented here for illustrative purposes only.

- This graph illustrates the cumulative nature of the three definitions of Cost per Person. The Cost per Person Model definition is the most comprehensive and includes the first two definitions.
- Actual performance data on Cost per Person (as defined in our series of studies) in the private sector is currently not available. We based the Governmentwide estimates for Low, Base and High on limited data and present them in this section for illustrative purposes only. We hope to obtain more extensive data using the Cost per Person Model from our Benchmark Partners Sample in future editions of *Real Property Performance Results*.



Benchmark Partners

This year, we announced that we would accept performance data from other organizations besides the Federal Government. We hope to build a larger sample in future editions. However, this year we were fortunate to at least collect limited performance data repre-

senting approximately 40,047,000 rentable square feet of office space. Benchmark partners in other governments and the U.S. private sector provided this information.

The results of the benchmark partners' sample are as follows:

Measure	Benchmarking Partners Performance Data
Cost per square foot (owned)	\$4.59 per rentable square foot
Vacancy rate	9.08%
Cost per square foot (leased)	\$39.38 per rentable square foot

Acknowledgements

We would like to express our appreciation to the following organizations, each of which assisted the Office of Real Property's performance measurement efforts in 1999 with important and unique contributions:

- AT&T
- Building Owners and Managers Association International
- Chesapeake Consulting, Inc.
- Delft University (Netherlands)
- Dun & Bradstreet, Inc.
- Fidelity Investments
- Government Real Estate Group (Western Australia)
- Institute of Real Estate Management
- Public Works and Government Services Canada
- Society of Industrial and Office Realtors
- Sprint
- Steelcase Inc.
- Tennessee Valley Authority
- Workplace Productivity Consortium

Observations and Recommendations

Observations from the Data

1. The purpose of this publication is to provide benchmark data in support of asset management activities of Federal real property professionals. Given the broad scope of the few chosen critical indicators, the data may be useful to stakeholders interested in the relative performance of Federal real property asset management as compared to other commercial, owner/user, and government organizations. We do not represent the information in this publication to be a precise cost accounting of the chosen indicators. The correct frame of reference for the data is a benchmarking effort, not an audit.
 2. Please remember that most of the data presented in this publication are in the form of national averages. When making comparisons to local portfolios or individual facilities, you should consider geographic cost differentials.
 3. Appendix A summarizes the extent of participation in the voluntary data submission for the Federal benchmarking effort. We were extremely pleased to find a strong increase in interest in participation among Federal agencies for this second annual edition. The benchmarking effort showed solid improvement across all indicators of success - amount of data collected, number of agencies participating, and participation of agencies other than GSA relative to the actual composition of the Governmentwide office space portfolio. Approximately 60 percent of office space in the inventory is under the control of agencies other than GSA; our sample consists of 42 percent non-GSA office space. As we continue to narrow
- the gap between these proportions in future editions, we will come closer to a truly Governmentwide estimate of Federal real property performance.
4. This year we took the first steps towards the development of a "Benchmark Partners Sample" based on voluntary data submission from organizations in both the public and private sectors. As in the case of the Federal agency sample, all published data is in the form of overall average numbers. We hope to increase participation in the Benchmark Partners Sample in future editions, since these organizations provide a better comparison to the Federal sector than the commercial office buildings that comprise the data samples of private sector sources such as BOMA, IREM and SIOR.
 5. Regarding Cost per Square Foot (Owned), the analysis indicates that Governmentwide performance is comparable to the BOMA average for the private sector (within 3 percent), given the inherent limitations of the sampling and estimation process. Governmentwide performance on this indicator is virtually the same as the Benchmark Partners.
 6. Regarding Cost per Square Foot (Leased), the analysis indicates that Governmentwide performance is below private sector cost based on the BOMA mean. The difference may be slightly exaggerated by the capture this year of more non-GSA data. These leases tend to be less costly than typical office locations in major metropolitan markets. The GSA leased data by itself is more directly comparable to the BOMA sample, and this subset of the data

Observations and Recommendations

is closer to but still below the BOMA mean.

7. Regarding Vacancy Rate, the Governmentwide estimate is one percentage point higher than the BOMA estimate (but lower than the SIOR estimates). This is not unusual given the owner/user profile (with the associated inventory management considerations) of the Governmentwide portfolio as compared to the commercial office buildings comprising the BOMA sample. The Benchmark Partners Sample provides a more representative comparison, and that vacancy rate is slightly more than one percentage point higher than the Governmentwide estimate.
8. Regarding Cost per Person, the model we introduced in the November 1999 *Workplace Evaluation Study* validated the 1998 Governmentwide baseline estimate for this indicator. With the availability of the model, and the published estimates in this publication as well as the *Workplace Evaluation Study*, we now have the basis for future data collection and analysis of this innovative measure. We encourage Federal, other government and private sector organizations to use the model to generate comparison data and to submit their data to us for analysis in the 2000 edition of *Real Property Performance Results*. The *Workplace Evaluation Study* can be downloaded from our web site (<http://policy-works.gov/realproperty>). You can obtain a hard copy of the study as well as the actual model on disk by contacting Chris Coneeney at (202) 208-2956 or at chris.coneeney@gsa.gov.
9. The information we presented on Customer

Satisfaction represents the latest data from GSA's Public Buildings Service's Customer Satisfaction Survey. The PBS survey is a state of the art instrument that is useful for a commercial space provider such as PBS. We have used this data as a proxy for the Governmentwide Customer Satisfaction measure. We propose to lead an inter-agency working group in the spring of 2000 to develop a new Governmentwide model for Customer Satisfaction. The new model will go beyond the measurement of tenant satisfaction with building services to include employee satisfaction, quality of space, and the effects of the workplace on employee productivity. To participate, contact Stan Kaczmarczyk at (202) 501-2306 or at stan.kaczmarczyk@gsa.gov.

10. Regarding Total Square Feet and Employees Housed, we presented the latest information from the Worldwide Inventory and the President's Budget. We performed an analysis that demonstrated that the estimated average office space per person was less than the private sector average but still above the Governmentwide target. Although this portfolio-level estimate is not definitive, the analysis suggests that Governmentwide space per person standards are well within a normal range of performance and that elaborate, time-consuming data collection in order to provide a more precise estimate may not be worth the time, effort and expense involved. We will address space per person issues further and revisit the Governmentwide recommended average when we release an updated edition of the popular *Office Space Use Review* in late 2000.

Quality of the Data

1. We used conversion factors to translate all submitted data into consistent units of rentable square feet, fiscal year 1999 dollars, and U.S. dollars. These modifications to the original source data were necessary to enhance comparability of the results.
 2. We made a good faith effort to ensure that the data we collected adhered as closely as possible to the established definitions for the indicators. We erred on the side of inclusion, but we did reject a handful of data that were an obvious mismatch with the defined parameters.
 3. More respondents took advantage of the option to submit summary level data. There are more assumptions and interpolations inherent in this type of data.
 4. Considering the variety of participating organizations along with their associated information systems, the numbers are generally reliable and remarkably consistent.
 5. Data quality and quantity are much improved in this second annual effort, but we probably need another one to three years worth of effort to establish a truly reliable performance measurement system that pulls together large quantities of data from disparate sources.
- lish a third annual edition in December 2000.
 2. We were pleased that we were able to collect limited data from other governments and private sector corporations for our "Benchmark Partners Sample." We hope to collect more of this data for the 2000 edition of *Performance Results*. All data will remain confidential. We will roll up the results and publish them in the form of an overall average. We will also continue to summarize available private sector data published by BOMA, IREM, SIOR and the International Facility Management Association (IFMA).
 3. As mentioned earlier, we propose to lead a spring 2000 interagency working group to develop a model to measure Governmentwide Customer Satisfaction in terms of employee satisfaction, quality of space, and productivity.
 4. We are considering adding an eighth measure based on the National Academy of Sciences, Federal Facilities Council study that recommended a two to four percent annual reinvestment in maintenance of the existing inventory. Once again, we will provide you with a model to help you estimate and budget for your reinvestment level.
 5. In order to simplify the annual benchmarking and voluntary data submission process, we are considering developing a software package to help you measure the performance of your portfolio. This might be something as simple as an Excel spreadsheet with tabs for individual building data input sheets, summary level input sheets, the Cost per Person Model, the proposed

Recommendations and Next Steps

1. After two years (1998-1999) of data collection and analysis, we believe that the Governmentwide real property performance measurement initiative has value and generates interest among our customers, colleagues and stakeholders. We plan to pub-

Observations and Recommendations

Employee Satisfaction/Productivity model, and the proposed Annual Reinvestment model. If funding is available, the package could be more sophisticated and possibly web-based.

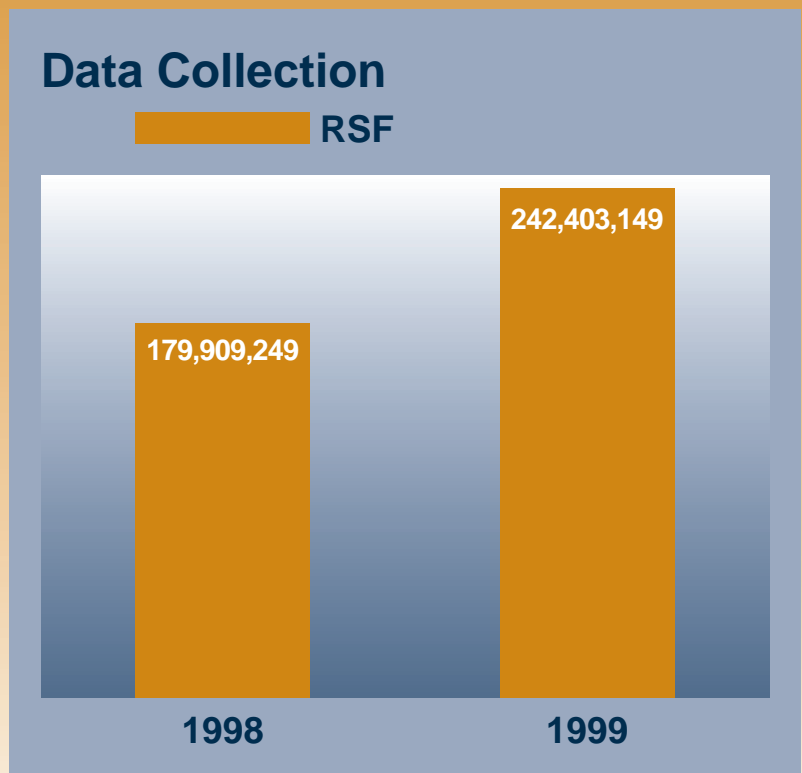
6. We find from talking to our customer agencies that some colleagues still have trouble obtaining the most basic real estate data from their information systems or, more

typically, the available data cannot be easily broken down into components. We believe that the process of participating in the Governmentwide voluntary benchmarking effort raises awareness in agencies about these data issues, which will lead to positive change. We have provided some additional information on real property information systems in Appendix B.

Appendix A: Data Collection

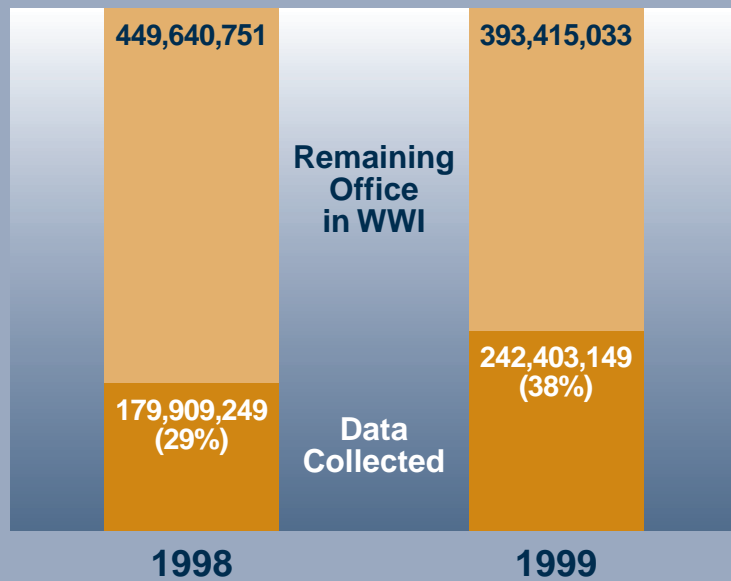
The 1999 voluntary benchmarking effort featured strong, broad-based participation and exceeded the initial 1998 baseline effort on all measures of internal success.

- In 1999, we collected voluntary data samples from Federal agencies totaling more than 242 million rentable square feet of office space. This represents a 35 percent increase in square feet compared to the 1998 sample.
- In 1999, 10 Federal agencies participated in the voluntary benchmarking effort, an increase of 25 percent over the 1998 number of participants.



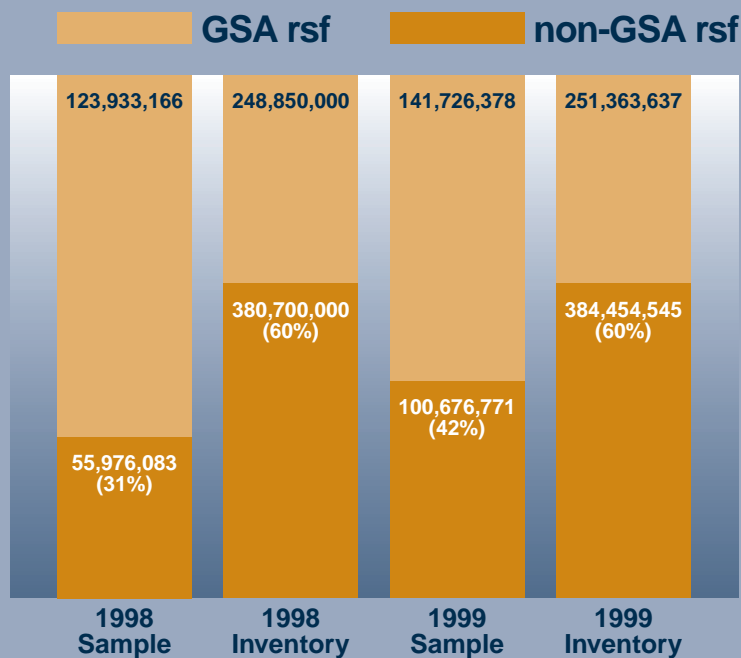
Appendix A: Data Collection

Percent of Office Space Collected



- In 1999, our data sample represents 38 percent of the total Governmentwide office space inventory. By comparison, the 1998 sample captured 29 percent of the total office inventory.

Non-GSA Contribution to Sample



- Approximately 42 percent of the 1999 sample consists of non-GSA-controlled office space. The proportionate share of the total office space inventory for agencies other than GSA is 60 percent.
- By contrast, approximately 31 percent of the 1998 sample consisted of non-GSA-controlled office space. The proportionate share of the 1998 office inventory for agencies other than GSA was also 60 percent.

Appendix B: Collecting Data

Foundation Information for Real Property Management (FIRM)

Although we have been successful in our voluntary data collection efforts over the first two years of our Governmentwide performance measurement initiative, we naturally would like to see as many agencies as possible participate in the annual voluntary data submission. In talking to agencies that have difficulty providing data, we often find that some agencies are simply not able to provide the most basic real estate data on their portfolios, on either an individual building or summary level basis. The problem is not with the agency's asset management abilities, but with information systems.

Each Federal agency must choose the real property information system that best suits its individual asset management needs. However, a system that cannot easily provide the most basic performance data tracked in this study should be reconsidered. As an option, the Office of Real Property will provide you with a real property information management system free of charge. We are of course referring to Foundation Information for Real Property Management (FIRM).

FIRM is a real property asset management system developed for use by Federal real property holding agencies. The system was developed to help provide to the Federal real property community a comprehensive, easy to use, modern management system. FIRM is provided to user agencies at no cost and provides agencies with

access to training, help desk support, and system upgrades.

Because the system serves the entire Federal real property community, it provides a common set of data elements, values, and definitions, which in turn provides sharing of information among bureaus and agencies. A common system provides at least a minimum set of data elements to ensure at least a minimum of management information. FIRM, because it is a common system and a common effort, provides significant cost avoidance to the three dozen agencies currently using the system to manage their real property.

The system is built on an Oracle platform using the typical Oracle support software and tools. It is designed in a very modular fashion for ease of maintenance and enhancement. Modules exist for a variety of real property interests, including basic inventory for both owned and leased properties, income and expenses, GSA RENT, leases, graphics, security, extract for Worldwide Inventory requirements, and budgeting. The system is Y2K compliant, graphical in operation (mouse point and click), functions in English and metric measurements, and table driven, with the user in full control of the tables.

The system is being used by components of nearly every cabinet level agency. Several cabinet level agencies have adopted FIRM as their corporate real property system and will integrate the system into their operations, particularly their official financial system.

Appendix B: Collecting Data

We have reproduced on the following pages selected FIRM screens to provide the reader with insight into what FIRM looks like to the user and to highlight some of the system's capabilities.

The screenshot displays the 'FIRM - [Building Screen]' application window. The interface includes a menu bar with options like 'Inventory', 'Lease', 'Inc Exp', 'Workspace', 'Bldg', 'Summary', 'Budget', 'Bldg Tools', 'Reports', 'Interface', 'SysAdmin', and 'Action'. Below the menu is a toolbar with various icons. The main form area contains several input fields and checkboxes organized into sections: Agency, Bldg, Prog, Reg, Dist, Inst, Site, Property, Property Type, Gross Sq Ft, Net Sq Ft, Condition Adequacy, Year Built, Life Expectancy, Estimated Replace Cost, No. Elevators, No. Floors, No. Floors Occupied, No. Super Structures, Wall Construction, Roof Construction, Heating Systems, Cooling Systems, Fire Protection, Seismic Safety, Security Level (set to Level 1), and a Notes text area. At the bottom, there are navigation buttons: First, Prev, Next, Last, Query, Save, Delete, Cancel, and Exit. A status bar at the very bottom indicates 'This field is for Query only. You cannot modify its contents. Page: 11'.

FIRM - [Property Details Screen]

Inventory Lease Inc Exp Workspace Best Summary Budget Budget Reports Interface SysAdmin Action
Back Field Record Query Window Help

Agcy: [] Bsr: [] Prog: [] Reg: [] Dist: [] Inst: []
Site: [] Property: [] Property Type: [] View Details: []

Property: [] Prop Name: [] Address: [] Ownership: []
Geo Loc: Static [] County: [] City: [] GSA Assigned []
Property Type: [] Prop Type Suffix: [] Problem Usage: [] Reported On 1100 []
Pending []

Physical Addr		Mail Addr
Street:	[]	[]
City/Town:	[]	[]
State:	[]	[]
Zip:	[]	[]
Country:	[]	[]

Site Address []

First Prev Next Last Query Save Delete Cancel Exit

The field is for query only. You cannot modify its contents.
Page: 31

FIRM - [Property Usage Screen]

Inventory Lease Inc Exp Workspace Best Summary Budget Budget Reports Interface SysAdmin Action
Back Field Record Query Window Help

Agcy: [] Bsr: [] Prog: [] Reg: [] Dist: [] Inst: []
Site: [] Property: [] Property Type: [] View Details: []

Usage Code	Usage Code Desc	Org Code	Org Code Desc	Usage Units Across	Usage %	Notes
[]	[]	[]	[]	[]	[]	[]
[]	[]	[]	[]	[]	[]	[]
[]	[]	[]	[]	[]	[]	[]
[]	[]	[]	[]	[]	[]	[]

Units Total: [] Pct Total: []

First Prev Next Last Query Save Delete Cancel Exit

The field is for query only. You cannot modify its contents.
Page: 31

Appendix B: Collecting Data

FIRM - [Personnel Screen]

Inventory Lease Inc Exp Workspace Best Summary Budget Budget Reports Performance SysAdmin Action
 Back Field Report Query Window Help

Agcy: Bar: Prop: Reg: Dist: Inst: _____
 Site: Property: _____ Property Type: View Details:

Org: _____ Year: _____ Space: _____ Workstations: _____

	Authorized	Onboard
Full Time Personnel	_____	_____
Part Time Personnel	_____	_____
Summer Student	_____	_____
Contractors	_____	_____
Detailees	_____	_____
Other Personnel	_____	_____
Total	_____	_____

GSA-Assigned
 Agency-Owned
 Agency-Leased

Value1: _____
 Value2: _____

First Prev Next Last Query Save Delete Cancel Exit

The field is for Query only. You cannot modify its contents.
 Page: 11

FIRM - [Star Rent Screen]

Inventory Lease Inc Exp Workspace Best Summary Budget Budget Reports Performance SysAdmin Action
 Back Field Report Query Window Help

Agcy: Bar: Prop: Reg: Dist: Inst: _____
 Site: Property: _____ Month: _____ TO _____
 Year: _____

Type	CBR No	Bal No	OA No	Address	GSA Contact	Tel No
BILL						
INFO						

Type	Space Type	ER Date	Bq-B/Space	Ann Rate	Start Date	Yr To Date	Reason
G							
S							
A							

GSA: _____

A	G	E	N	C	V	CBR No	Comments

AGENCY: _____

First Prev Next Last Execute Save Delete Col-Grp Exit

Enter a query; press F8 to execute; Ctrl-Q to cancel
 Page: 11 ENTER QUERY

FIRM - [Income Screen]

Inventory Lease Inc Exp Workspace Best Summary Budget Budget Reports Performance SysAdmin Action
 Back Exit Report Query Window Help

Agcy: Bur: Prog: Reg: Dist: Inst:

Site: Property: Property Type: View Details:

Inc Date	Inc Code	Org Code	Inc Amt	Object Class	Notes
Total:			<input type="text"/>		

First Prev Next Last Query Save Delete Cancel Exit

The field is for query only. You cannot modify its contents.
 Page: 11

FIRM - [Expense Screen]

Inventory Lease Inc Exp Workspace Best Summary Budget Budget Reports Performance SysAdmin Action
 Back Exit Report Query Window Help

Agcy: Bur: Prog: Reg: Dist: Inst:

Site: Property: Property Type: View Details:

Exp Date	Exp Code	Org Code	Exp Amt	Object Class	Notes
Total:			<input type="text"/>		

First Prev Next Last Query Save Delete Cancel Exit

The field is for query only. You cannot modify its contents.
 Page: 11



BOMA Experience Exchange Report

The Experience Exchange Report (EER), published annually by the Building Owners and Managers Association (BOMA) International, provides readers with office building financial data and operational information for public and private sector real estate organizations in the United States and Canada. The data and information found in the EER is generated from the voluntary surveys filled out by hundreds of real property professionals for the prior year real estate activity. We have reproduced below a copy of the EER survey form. For more information on BOMA's EER, please contact Mr. Matthew Bond, Director of Research for BOMA on (202) 326-6636.

2000 BOMA Experience Exchange Report

Data for Calendar or Fiscal Year 1999 (See Instructions on pages 8-12)

BUILDING DATA

Person to receive EPC analysis. (Note: Special bonus offer will be sent to BOMA member listed below)

1. Name _____
 2. Company _____
 3. Address _____ Suite _____
 4. City _____
 5. State/Prov _____ ZIP/Zone _____
 6. Is this person a member of BOMA International? Yes No

7. Name of person preparing form _____
 Phone () _____
 E-mail _____
 8. Building Name _____
 9. Address _____
 10. City _____
 11. State/Prov _____ ZIP/Zone _____

12. Indicate the method of floor measurement used to determine the building's square footage.
 1. BOMA Rentable (1988) 2. GSA 3. New York (REB 88)
 4. BOMA Usable 5. Other: _____
 6. New BOMA Rentable (1996)

13. **Rentable Square Footage** (Important. Data based on \$ per sq. ft. Required.)

- A. Rentable Office Area _____
 B. Rentable Retail Area _____
 C. Rentable Other Area _____
 D. TOTAL RENTABLE AREA
 E. TOTAL GROSS BUILDING AREA
 (contracted area without parking)

- F. If you know it readily, what is the:
 1. Total Usable Area _____
 2. Usable/Rentable Ratio _____

14. **PARKING INFORMATION** (if available)
 1. Total Number of Stalls _____
 2. Parking ratio: _____ per 1,000 gross sq ft

15. Number of buildings in this report _____
 16. Year building first opened 19 _____
 17. Number of above-ground stories _____
 18. Where is the building located? 1. Downtown area
 2. Suburban area

- 19A. What Major City is it in or near? _____
 19B. What sub market is it in? _____

- 20A. Is this building operated by a third party management agency? Yes No

- 20B. Which of the following building classifications best fits your building's category?
 1. Class A 2. Class B 3. Class C

- 20C. Which of these categories best fits this building's type of use?
 1. General (Multi-tenant) 2. Single Purpose
 3. 75%+ Medical use 4. 75%+ Financial use
 5. Government-owned
 6. Corporate Facility (owner-occupied) headquarters? Yes No

Also see supplemental questions on p. 20

- 20D. What is the total number of hours per week the building is operational (including Saturday and Sunday)? _____ hours/week (168 hour max.)

- 21A. How many leaseholders (including both tenants and owners) hold space in: 1. Office area _____
 2. Retail area _____
 3. Other area _____

- 21B1. Owner office size _____ sq ft

- 21B2. Largest non-owner office tenant size _____ sq ft

22. What is the number (population) of tenants' employees, excluding building staff in office area? _____

23. How many dedicated, on-site, full-time (or equivalent) building maintenance and engineering staff (excluding janitorial and housekeeping) are employed in this building? _____

24. What was your average occupancy rate for the Calendar Year 1999? 1. Office area _____ %
 2. Retail area _____ %

25. The last time you leased or offered office space during 1999, what was the annual base rental rate (based on gross full service lease)? \$ per sq ft per year _____

26. **RETAIL AREA ONLY:** for how many rentable square feet:
 A. Do you provide cleaning? _____ sq ft
 B. Do you provide repairs/maintenance service? _____ sq ft
 C. Do you provide utilities? _____ sq ft

INCOME/EXPENSE DATA

Please submit data which covers only actual '99 calendar or fiscal year. Report in whole dollars and cents. No negative figures except where indicated by parentheses (-).

27. Dollars are: US Canadian

Income

28. Gross Rental Income (Base + Escalators/Recoveries)
- 28A. Office Rent
1. Base Rent \$ _____
 2. Additional Rent:
 a. Pass-Throughs \$ _____
 b. Operating Cost Escalations \$ _____
 3. Base Rent Escalators (Rent Blumps) \$ _____
 4. Lease Cancellations \$ _____
 5. Rent Abatements (-) \$ (_____)
 7. TOTAL OFFICE INCOME (1-7) \$
- 28B. Retail Rent \$ _____
 28C. Other Space Rent \$ _____
 28D. TOTAL RENTAL INCOME (28A+28B+28C) \$
- 29A. Net Parking Income (+/-) \$ _____
 29B. Tenant Service Income \$ _____
 29C. Miscellaneous Income \$ _____
 30. TOTAL INCOME (28D+29) \$
31. Do the income figures you reported include rental charges for owner-occupied space? Yes No

Appendix B: Collecting Data

BUILDING NAME _____

Expenses (In gross actual figures)

32. CLEANING

- A. Payroll, Taxes, Fringes \$ _____
- B. Routine Contract \$ _____
- C. Specialized Contracts \$ _____
- D. Supplies/Materials/Misc. \$ _____
- E. Trash Removal/Recycling \$ _____
- F. TOTAL CLEANING \$

33. REPAIRS/MAINTENANCE

- A. Payroll, Taxes, Fringes \$ _____
- B. Elevator \$ _____
- C. HVAC \$ _____
- D. Electrical \$ _____
- E. Structural/Roof \$ _____
- F. Plumbing \$ _____
- G. Fire and Life Safety \$ _____
- H. General Building Interior \$ _____
- I. General Building Exterior \$ _____
- J. TOTAL REPAIRS AND MAINTENANCE \$
- K. TOTAL R/M CONTRACTS \$ _____
(Recapitulate from Expense Categories 32B-I)

34. UTILITIES

- A. Is this building all electric? Yes No
- B. Electric \$ _____ C. _____ kWh
- D. Gas \$ _____ E. _____ ccf
- F. Fuel Oil \$ _____ G. _____ US gal
- H. Steam \$ _____ I. _____ 1000 lbs
- J. Chilled Water \$ _____ K. _____ 1000 Tons/hrs
- L. Water/Sewer \$ _____
- N. TOTAL UTILITIES \$
- O. Total Building Energy Consumption (if known) _____ Btu (million)

35. ROADS/GROUNDS

- A. Landscaping \$ _____
- B. Garage/Parking (free) \$ _____
- C. Snow Removal \$ _____
- D. Other \$ _____
- E. TOTAL ROADS/GROUNDS \$

36. SECURITY

- A. Payroll \$ _____
- B. Contracts \$ _____
- C. Equipment \$ _____
- D. Other \$ _____
- E. TOTAL SECURITY \$

37. ADMINISTRATIVE

- A. Payroll \$ _____
- B. Allocated Admin. Fees \$ _____
- C. Management Fees \$ _____
- D. Professional Fees \$ _____
- E. General Office Expense \$ _____
- F. Employee Expenses \$ _____
- G. Other \$ _____
- H. TOTAL ADMINISTRATIVE \$

38. TOTAL OF ALL OPERATING EXPENSES (32-37)

\$

39. FIXED EXPENSES

- A. Real Estate Taxes \$ _____
- B. Personal Property Tax \$ _____
- C. Other Tax \$ _____
- D. Building Insurance \$ _____
- E. License/Fees/Permits \$ _____
- F. TOTAL FIXED EXPENSES \$

40. TOTAL OF ALL OPERATING AND FIXED EXPENSES (38+39)

\$

41. LEASING EXPENSES

- | | Directly
expensed | Amortized/
depreciated |
|---------------------------|-------------------------|---------------------------|
| A. Payroll | \$ _____ | \$ _____ |
| B. Commissions/Fees | \$ _____ | \$ _____ |
| C. Advertising/Promotion | \$ _____ | \$ _____ |
| D. Travel/Entertainment | \$ _____ | \$ _____ |
| E. Professional Fees | \$ _____ | \$ _____ |
| F. Tenant Improvements | \$ _____ | \$ _____ |
| G. Buy-Outs | \$ _____ | \$ _____ |
| H. Other Leasing Costs | \$ _____ | \$ _____ |
| I. TOTAL LEASING EXPENSES | \$ <input type="text"/> | \$ <input type="text"/> |

42. Parking Expenses (for a fee)

- A. In-house \$ _____
- B. Contract \$ _____
- C. Snow Removal \$ _____
- D. Shuttle \$ _____
- C. TOTAL \$

43. In 1999, estimate the income your building received from Telecommunications providers for access to your building.

- A. Wire Access \$ _____
- B. Roof Top \$ _____
- C. TOTAL INCOME \$
- D. TOTAL EXPENSES \$

44. Primary Ownership Type (Check one)

- | | |
|---------------------------------------|--|
| 1. <input type="checkbox"/> Bank | 5. <input type="checkbox"/> Insurance |
| 2. <input type="checkbox"/> Corporate | 6. <input type="checkbox"/> Pension Fund |
| 3. <input type="checkbox"/> Developer | 7. <input type="checkbox"/> REIT |
| 4. <input type="checkbox"/> Foreign | 8. <input type="checkbox"/> Other: _____ |

45. What is the monetary threshold for capitalized expenditures in this building \$ _____

Deadline: March 16

Send to: BOMA International 1201 New York Ave., NW, Suite 300, Washington, DC 20005 202/326-6366 FAX 202/371-0181

On a Personal Note....



The Office of Real Property would like to recognize Mr. Anthony (Tony) Tarantino for his special achievements in the area of enhancing performance measurement reporting by Federal agencies. Tony, a team leader with the Office of Real Property, has played a key role in the successful development and marketing of GSA's Foundation Information for Real Estate Management (FIRM). His dedication and personal commitment to FIRM have made possible a growing commitment by Federal agencies to use the system for asset management improvement and maximizing portfolio performance. Tony has also played an important part in improving the Worldwide Inventory (WWI). Tony's zeal for providing better information tools to Federal customers has made it easier and more efficient for agencies to electronically update WWI information through the Internet, thus eliminating labor intensive paperwork.

In recognition of his achievements in promoting tools to improve real property asset management, we dedicate *Real Property Performance Results 1999* to Tony, congratulate him on his retirement, and wish him the best of luck in his future endeavors.

Notes

Publication Survey

Real Property Performance Results 1999

Please take a few minutes to complete this survey so we may better meet our customer's needs.

1. The publication is of interest to you.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

2. The publication format provides easy access to matters of interest to you.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

3. The publication addresses issues, which are of value to you in your position.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

4. Access to detailed comments is necessary because the Executive Summary does not provide sufficient information.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

5. The information provided in the publication is fair and impartial.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

6. The publication is an appropriate length.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

7. The publication is easy to understand.

Strongly agree ____ Agree ____ Disagree ____ Strongly disagree ____

8. Please provide any additional comments on the publication:

Organization _____

Name (optional) _____ Title _____

E-mail address (optional) _____

Please tear this survey page out and fax it to us at (202) 208-7240; or fold it in thirds, tape closed, and mail it back to us. Thank you for your participation.

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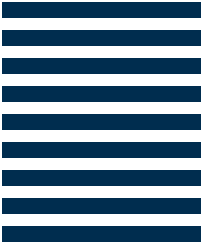
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