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Welcome to the Government of the 21st Century!

Our mission drives us into the 21st century: "The Office of Real Property promotes collaborative and innovative Governmentwide policies, products, and services for real property, the 21st century workplace, and entrepreneurial Government activities." We reach out on a global level to share information on Federal real estate and the workplace with our industry partners and the public through this newsletter and other avenues.

*This is the **twenty-first** issue of REAL PROPERTY POLICYSITE, a quarterly publication of the Office of Real Property (MP), Office of Governmentwide Policy, U.S. General Services Administration, Washington, DC, which is led by Deputy Associate Administrator, David L. Bibb. Our newsletter shares the latest information on public and private sector real estate and workplace initiatives, trends, and best practices. We encourage your input. Contact us to let us know what you think, to contribute articles, or to be placed on our mailing list, by contacting the editor, Richard Ornburn, at richard.ornburn@gsa.gov, or (202) 501-2873*

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Corps of Engineers Reaffirms Committment to Environment With Principles

Article provided by Candice Walters, U.S. Army Corps of Engineers

The U.S. Army Corps of Engineers is reaffirming its commitment to environmental sustainability and being good stewards of the environment by implementing its recently published Environmental Operating Principles.

In late March, Chief of Engineers Lt. General Robert B. Flowers unveiled the principles, almost a year after he had challenged the Corps to create a set of Environmental Operating Principles.

Flowers noted that the principles are not new as the Corps has been operating with them for a number of years. What is new is that the Corps has taken the opportunity to formally place them in writing so every member of the organization has a corporate understanding of how the Corps work interacts with the environment. "It also enables new members of the Corps to quickly understand the importance of environmental considerations in our operations," he said.

The principles foster unity of purpose on environmental issues, reflect a new tone and direction for dialogue on environmental matters, and ensure that employees consider conservation, environmental preservation and restoration in all activities, Flowers said.

They "represent the Corps as one of the leaders in seeking synergy between the environment and economics. We're on a common journey shared by many people and organizations in our country, and around the world," Flowers said. "It's a journey in which we're transitioning toward environmentally sustainable development, defined for the Corps programs as meeting the needs of the present without compromising the ability of future generations to meet their own needs."

The seven Environmental Operating Principles are:

1. Strive to achieve environmental sustainability. An environment maintained in a healthy, diverse and sustainable condition is necessary to support life.

2. Recognize the interdependence of life and the physical environment.

> *"We're on a common journey shared by many people and organizations in our country, and around the world... toward environmentally sustainable development..."*
>
> *Chief of Engineers Lt. Gen. Robert B. Flowers,*
> *U.S. Army Corps of Engineers*

FACT: Louisiana's coastal wetlands are disappearing at the rate of 25-35 square miles per year - that's nearly 25,000 acres.

FACT: In this century, the state of Louisiana lost between 600,000 and 900,000 acres of valuable coastal vegetative wetlands. Estimates reveal that another 600,000 acres will be lost between now and the year 2040.

FACT: A commitment to establish highly productive, cost-effective, and long-term diversion and coastal restoration projects is essential if Louisiana's coastal wetlands are to be saved.

Front cover: Caernarvon Freshwater Diversion Structure.
Back cover: Migratory birds fly over a Terrebonne Parish marsh.

New Federal Initiatives

Proactively consider environmental consequences of Corps programs and act accordingly in all appropriate circumstances.

3. Seek balance and synergy among human development activities and natural systems by designing economic and environmental solutions that support and reinforce one another.

4. Continue to accept corporate responsibility and accountability under the law for activities and decisions under our control that impact human health and welfare and the continued viability of natural systems.

5. Seeks ways and means to assess and mitigate cumulative impacts to the environment; bring systems approaches to the full life cycle of our processes and work.

6. Build and share an integrated scientific, economic, and social knowledge base that supports a greater understanding of the environment and impacts of our work.

7. Respect the views of individuals and groups interested in Corps activities, listen to them actively, and learn from their perspective in the search to find innovative win-win solutions to the nation's problems that also protect and enhance the environment.

The principles are rooted in the various environmental laws, statutes, and regulations, as well as the Army's four pillars of compliance, restoration, prevention, and conservation, which all govern Corps activities when it comes to the environment.

"We're using them as a base and building up from them," Flowers said.

"What we're trying to do is shift a culture," said Fredrik (Rik) Wiant, of the Corps Military Programs Installation Support Division, of the principles. "It won't happen in big movements, but each of us can draw on the progress of others to make what improvements we can."

Information about the principles can be found online at *www.usace.army.mil*. ■

Davis Pond Project Example of Commitment

On March 26, during the dedication of the Davis Pond Fresh Water Diversion Project in Louisiana, Lt. General Robert Flowers, announced the U.S. Army Corps of Engineers Environmental Operating Principles to guide the Corps in all of its works. The Davis Pond project, the world's largest freshwater diversion project, will reintroduce fresh water, nutrients and sediment to the salt-threatened Barataria estuary, which stretches south to the Gulf of Mexico. Davis Pond is a good example, Flowers said, of how the new principles make clear the Corps' commitment to balancing human need, economic growth and the environment. ■

Introduction

The U.S. Army Corps of Engineers and the state of Louisiana have joined forces in the battle against salt water intrusion and coastal wetland erosion. They have devised a three-part comprehensive plan of fresh water diversion that will establish favorable salinity conditions in the marshes adjacent to the Mississippi River, improve fish and wildlife production, enhance wetland vegetative growth, and reduce coastal wetland loss.

The freshwater diversion plan calls for the introduction of fresh water into the coastal wetlands. This task will be carried out by three major control structures along the banks of the Mississippi River. When the diversion structures are fully operational, desirable salinity conditions in more than 1.4 million acres of wetlands.

Real Property Policysite

Real Estate Leaders Strategize on Property Act Reform Use

By Ron Whitley, GSA Office of Real Property

What does Property Act Reform mean for your agency? How will it be implemented? How does it impact your asset management process?

To address these and other issues, Federal real estate leaders strategized on the implementation of the Property Act Reform legislation that is now in Congress. The leaders met on April 17 at the Federal Real Property Council (FRPC) forum sponsored by GSA's Office of Real Property.

The members of the FRPC had requested this session to help them better understand the pending legislation and to talk about its potential impacts and implementation. The members brought key staff from their agencies to orient them and begin planning for the implications of the legislation which provides these enhanced asset management tools:

- Interagency Transfers and Exchanges
- Sales/Exchanges with Non-Federal Sources
- Outleasing and Public-Private Partnerships
- Subleasing

At the forum, the senior level Federal real estate executives helped GSA define issues and actions that would be needed to effectively and efficiently implement Property Act reform legislation once enacted by Congress. The conference featured speakers from both the public and private sectors.

GSA's Deputy Associate Administrator David Bibb highlighted the accomplishments of the Office of Real Property and attributed its success to the collaborative working relationships with Federal, State, and local organizations on real estate and workplace industry issues.

As an example of existing enhanced asset management tools, the

- provides an opportunity to develop best practices for dissemination, and,
- offers the underpinnings for further expansion of enhanced-use leasing and privatization authorities.

Additionally, presentations were made by GSA Real Property managers and staff followed up by group discussions on how certain provisions in the Property Act reforms would operate.

GSA's Real Property Policy Director Stanley Langfeld served as the team leader for an overview and breakout sessions on how two of the tools in the legislation would work -- public/private partnerships and

FRPC Forum Helps Federal Executives Plan Strategies that Promote Effective Asset Management

Department of Veterans Affairs (VA) provided an overview on how VA has implemented its enhanced-use leasing program. This program permits VA to lease its property and facilities to private and public entities for up to 75 years, thus allowing the agency to maximize its underutilized properties by receiving cash or in-kind services in return.

The Department of Defense (DOD) also shared insights on how it implements its enhanced-use leasing program. Some of the benefits of the program include:

- supports the Administration's efforts to provide agencies with greater flexibility in managing assets,
- demonstrates the potential to reduce base support costs,

exchange/sale of both real and personal property. Since GSA's Federal Supply Service already has exchange/sale authority, their speakers' experiences were very beneficial.

Innovative Workplaces Director Stanley Kaczmarczyk covered strategic planning and performance measurement, and stressed the importance of human capital as key to any organization, and the importance of tying together information technology, human resources and facilities in support of the agency mission.

Marjorie Lomax, Evaluation and Outreach Director, elaborated on many provisions of the property reform bill:

Asset Management

- asset management principles that address the properties' complete life-cycles,

- duties and benefits of the Senior Real Property Officer,

- retention of proceeds and how they would be used to offset the cost of disposing of property and to fund capital asset projects,

- the importance of maintaining a real time worldwide inventory of Federal real property,

- the use and benefits of the agency strategic and business plans, and,

- other provisions of the bill.

Key concepts presented by private industry speakers from Jones Lang LaSalle at lunchtime covered such future issues as:

- growing demand for knowledge workers,

- exporting of work to English speaking countries,

- advances in technology infrastructure and connectivity,

- transportation use will change where people work and live, and,

- migration patterns to influence where public and private sectors locate.

Find out more by contacting Ronald Whitley at (202) 501-1505. ■

What's Happening with Property Act Reform?

Have you been wondering what's the status of the Property Act Reform Bill? Well, it was submitted on October 15, 2001, by the President to Congress as part of the "Managerial Flexibility Act of 2001." On November 1, Senator Thompson introduced the bill as S. 1612. On March 12, 2002, Representatives Sessions, Davis, and Burton introduced the reform measure as a separate bill, H.R. 3947. The bill entitled "Federal Property Asset Management Reform Act of 2002," was amended with a bi-partisan proposal and reported out unanimously by the House Committee on Government Reform on March 14. The bill was also referred to the House Transportation and Infrastructure Committee's Subcommittee on Economic Development, Public Buildings and Emergency Management. The Subcommittee held a hearing on April 18, 2002, where GSA Administrator Stephen Perry testified on the bill. GSA is currently awaiting further action on the bill by that committee. ■

Asset Management

Successful Management Strategies for Public Real Estate

Excerpts used with permission by Delft University Press from
Public Real Estate: Successful Management Strategies

Managing public real estate presents governments with an increasingly difficult set of conflicting demands, according to the book, *Public Real Estate: Successful Management Strategies*. This publication was recently released by Delft University Press by authors Pity van der Schaaf, Frans Evers, and Geert Dewulf.

Public real estate is primarily seen as a facility to support the primary processes of governments. This means that the buildings need to provide adequate working environments for the civil servants. However, the wishes and needs of the users are not the only aspect managers of public real estate must pay attention to. They also have to keep the political aspects of public real estate in mind. The political aspects are important because governments often see public real estate as a means to achieve their political goals in areas such as urban redevelopment, employment, and sustainability. For example, public property can be used as a catalyst to revitalize certain under-developed locations. In addition to meeting users' requirements and overall governmental policies, the financial constraints within which governments have to operate force the public real estate manager to consider the financial aspects of public real estate. It is not simply a matter of workplace costs. General budgeting constraints may prevent the introduction of better, cost-efficient alternatives.

This book describes the field of tension and the strategic choices that public real estate mangers are facing. It discusses strategies and tools to organize and manage public real estate. The authors illustrate their arguments with a wide variety of interesting cases.

Pity Van der Schaaf is Assistant Professor in Real Estate Management at Delft University of Technology in the Netherlands. Geert Dewulf is professor of Planning and Development at Twente University. Frans Evers is former Director-General of the Dutch Government Buildings Agency.

David Bibb, GSA Real Property Deputy Associate Administrator, and Bonnie MacKenzie, Pacific Regional Director General, Public Works Government Services Canada, provided valuable input to the authors for the book.

For more information and to order this publication, contact Pity van der Schaaf by email at p.vanderschaaf@bk.tudelft.nl or call +31 15-278 7725. ■

"...the wishes and needs of the users are not the only aspect managers of public real estate must pay attention to..."

Planning

2002: Great City, Great Plans

By Andrea Wohlfeld Kuhn, AICP, GSA Office of Real Property

APA and Federal Planning Division Hold National Conferences

What are the latest issues in the world of planning? Over 150 federal planners convened in Chicago in April for the eighth annual Federal Planning Division (FPD) Workshop. The American Planning Association (APA) conference followed.

The FPD Workshop featured keynote speakers:

- Irene Espinosa, Assistant Commissioner, Chicago Department of Planning and Development;

- Linda Mesaros, former Chief of Staff of the White House Task Force on Waste Prevention, Recycling, and Federal Acquisition; and,

- David Bibb, Deputy Associate Administrator, GSA Office of Real Property.

The FPD conference was organized along three tracks:

The Environmental Track featured discussions on sustainability, endangered species, natural resources and ecosystem management, regulatory compliance, and environmental issues involved in utility privatization.

The Security Track featured panel discussions on homeland security, multi-hazards mitigation analysis through Geographic Information Systems (GIS), incorporation of security issues into master plans, specifics at military bases, and security design considerations for the nation's capital.

The Planning Methods Track featured a discussion on moving from conceptualization to completed projects, specifics on the Air Force, Navy and Army planning programs, planning the workforce of the future, using multi-organizational teams to complete a general plan, GIS for military planning, and using visioning and charettes to jump start planning.

The APA national conference provided an even broader planning perspective, with over 5,000 attendees and a broad range of planning topics.

The conference opened with keynote speaker Edward Blakely, dean of the Robert J. Milano Graduate School of Management and Urban Policy, New School University, New York. As co-author of the book *Fortress America*, he discussed the significance of September 11 as a wake-up call for all Americans to address issues that can divide the nation by race, class, and space.

APA conference tracks were offered on disaster mitigation and recovery planning, downtown revitalization, economic development, environment issues including biodiversity and sustainability, comprehensive planning, new urbanism, small town and rural planning, smart growth, land use law, transportation, housing, historic preservation, and professional development sessions. GSA's Chief Architect Edward Feiner led a session on "Energizing Downtowns with Courthouse Construction."

Check out the FPD website at www.fedplan.org and APA's website at www.planning.org. Mark your calendars—next year's conferences will be held in Denver in March/April. ∎

Planning

GRPIS Network Expands to Atlanta; Pittsburgh Next!

By Gary Jordon, GSA Office of Real Property

GRPIS "M.O."

The Governmentwide Real Property Information Sharing (GRPIS) Program is designed to encourage the sharing of real property related information among Federal real property professionals, leading to better asset management. This is accomplished through GRPIS Team visits to Federal facilities in selected communities and the establishment of Federal interagency councils/forums. The facility visits serve as a means to capture best practices and to identify real property issues confronting the Federal community. The councils/forums become an effective networking tool and provide an opportunity for discussion and current topical presentations.

Who's Next?

Fieldwork is underway in Atlanta. Recent agency visits reveal an eagerness to form a council/forum. Participants will meet in June to discuss the establishment of an eighth GRPIS council/forum. The GRPIS Team is scheduled to begin fieldwork in Pittsburgh, PA early this summer.

All Aboard!

If GRPIS hasn't come to your community yet, you can still take part in the Program. How? Become a member of the GRPIS ListServ community. The ListServ GRPIS-Gram provides an electronic forum to share best practices, broadcast the availability of services and goods, learn of training opportunities and conferences, and to find out what is going on at the council/forums. For more information on the ListServ or the GRPIS Program, please contact Gary Jordon at (202) 501-1219 or gary.jordon@gsa.gov. ■
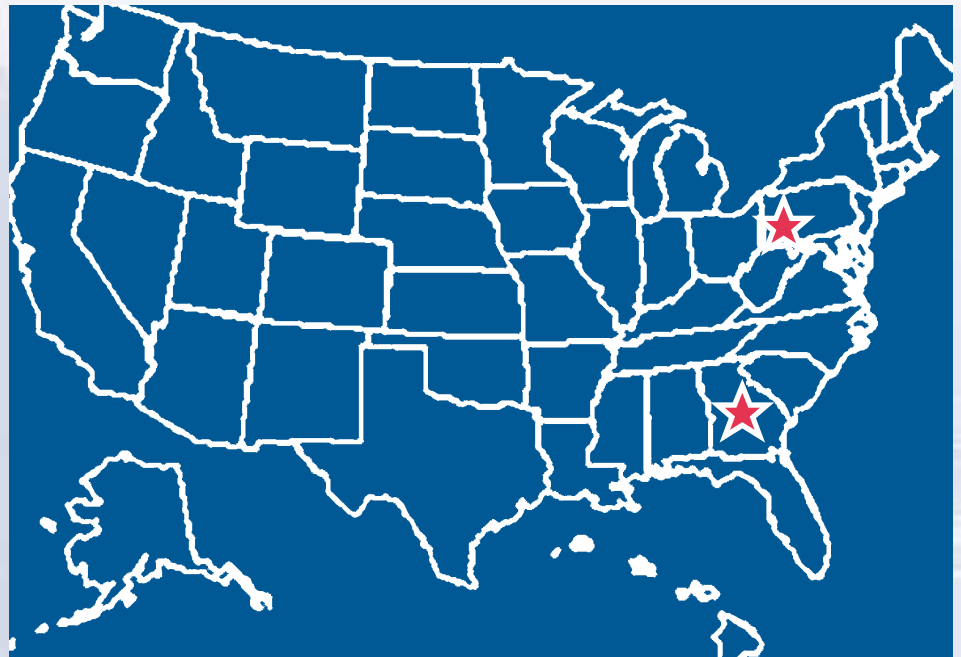
E-RealEstate - The Future of Federal Real Estate Management

By Dennis Goldstein, GSA Office of Real Property

The reliance on in-house, stand-alone software used to track real estate assets is slowly being replaced by software that, although modified for the Government's use, is based on web-enabled software packages. As the use of the Internet has become more ubiquitous throughout the Government, these web-enabled software packages have enabled remote users to obtain access to data through the web, and could ultimately be used to provide updates from remote locations to a centralized data tracking real estate system. The transition to a web-enabled environment has been slow and not without problems. Major issues include security, the conversion of legacy systems to the web-enabled systems, lack of management support, and lack of funding. In addition, as the transition to web-enabled software has proceeded, it has been done so without a strategic goal that would lead to a full consolidation of the functions necessary to effectively manage a portfolio of real property assets.

The Study and Results

The Office of Real Property examined the use of the Internet and web-enabled software in the management of real estate assets in the Federal government. A survey of Federal agencies was undertaken in order to provide feedback to the Office with a goal of assessing the level of present and planned uses of the Internet applications in Federal Government real estate organizations.

The survey was administered to employees of Federal agencies with real estate holdings or responsibilities. Responses were obtained from 127 individuals employed by fourteen (14) Federal agencies. The major results from this survey indicated that:

- Most (78%) of the respondents indicated that their senior management actively supports using Internet strategies for their real estate activities;

- Forty seven percent (47%) of the respondents indicated that their agency's strategic or performance plan does not include Internet strategies for meeting its real estate goals and mission;

- Sixty one percent (61%) of the 127 respondents indicated that their senior management's use of technology for real estate activities was primarily as an operational tool;

- The most frequent uses of web-enabled software (in decreasing order of use) were in the areas of database management, leasing/lease administration,

The management of Federal real estate

property management, and construction management;

- Most (82%) of the respondents indicated that they expected the Internet to have a large impact on the way their organization carries forth its real estate mission of goals in the next 3 to 5 years;

- Most (54%) respondents answered that increasing spending for Internet solutions will have a large impact on productivity; and finally,

- Agencies are using web-enabled software for disparate functions, but there is little integration across the functions.

E-RealEstate Forum

These results were presented and discussed at a Forum held on April 4, 2002, in Washington, DC. The Forum was attended by more than 40 agency representatives who also heard presentations by three noted experts in the field of web-enabled software and its uses in the management of real estate.

These experts included Eric Teicholz,

President and founder of Graphic Systems, Inc. - a Cambridge, MA firm specializing in facility management and real estate automation consulting. Teicholz presented his views on the current state of web-based real estate technology and discussed, in detail, various software packages and their capabilities.

Karen Pritchard, Vice President of Portfolio and Business Services at Fidelity Corporate Real Estate, the corporate real estate division of Fidelity Investments, discussed the web-enabled solutions that Fidelity has implemented in order to manage their real estate assets.

Finally, B. Ray Summerell, Vice President for Corporate Development with Facility Information Systems, Inc. presented an overview of the web-enabled software development and implementation that the General Services Administration, Public Buildings Service has undertaken.

The Forum represented the culmination of a one-year effort to establish a baseline from which OGP can proceed to assist Federal agencies to more effectively manage

their real estate assets through the use of web-enabled software and the Internet. The survey results and the presentations will be mailed to all attendees of the Forum and are available to other interested parties by contacting Dennis Goldstein at dennis.goldstein@gsa.gov.

Next Steps

Phase 2 of this e-RealEstate effort is under development and will include a more extensive effort to assist interested Federal agencies to achieve their real estate management goals through the use of web-enabled software packages.

A new Excel-based analytical model – the e-RealEstate Analytical Tool - that will enable decision makers to evaluate the return on investments associated with the implementation of web-enabled software packages is now being beta-tested. This tool suggests that such investments can be paid back by expected increases in productivity or decreases in employee turnover.

For further information on this model, please contact Dennis Goldstein on (202) 219-0608 or at dennis.goldstein@gsa.gov. ■

property assets is in a transitional state...

Security

Does Your Agency Have an Occupant Emergency Program?

(or..."How Do I Develop an Occupant Emergency Program?")

Does your agency have an occupant emergency program (OEP)? What happens in an emergency situation? Are your employees ready to deal with an evacuation? Who can you turn to for help? How about the General Services Administration's (GSA) Federal Protective Service (FPS)! GSA FPS' Occupant Emergency Program Guide is a great source of information on how to deal with many occupancy emergencies!

What is an occupancy emergency?

An occupant emergency is an event that may require you to be evacuated from your occupied space or relocated to a safer area. The emergency may include a fire, explosion, discovery of an explosive device, severe weather, earthquakes, chemical or biological exposure or threat, hostage takeover or physical threat to building occupants or visitors.

What preparations do I need to take?

You need to have established these three things:

- Occupancy Emergency Plan Designated Official
- Occupancy Emergency Program
- Occupancy Emergency Organization

What is an Occupancy Emergency Program?

It's a program establishing procedures for safeguarding lives and property in and around the facility during emergencies.

What is an Occupancy Emergency Plan (OEP)?

The emergency plan is a set of procedures to protect life and property in Federally occupied space under defined emergency conditions. We (GSA FPS) work with you to develop this plan.

What is GSA's role in the OEP?

- Help in establishing and maintaining the plans and organizations.
- Offer policy guidance about the emergency program.
- Ask the lessor, in leased space, to help develop and carry out the Occupancy Emergency Plan.
- Ensure proper administration of the program.
- Review plans and organizations annually.

- Help train employees and other people for emergencies.
- Provide technical people to operate utilities, such as generators, and protective equipment for the OEO
- Chair the Building Security Committee unless an interagency agreement or our delegation of authority says otherwise.

Why do we do this?

Hundreds of thousands of people work in Federally owned or leased Federal buildings and countless thousands of visitors pass through these facilities each year. The U.S. General Services Administration (GSA) is the agency responsible for ensuring the safety and security of all of these people while they are on Federal property.

The Federal Management Regulations (FMR) specifically require GSA to assist Federal agencies that occupy these facilities in establishing and maintaining an Occupant Emergency Program (OEP).

FPS's OEP Guide provides a step-by-step guide to assist Federal agencies in meeting FMR occupant emergency requirements. As each agency completes development of an OEP, all pertinent information should be published as a directive entitled "Occupant Emergency Plan for

Security

(Name of Facility)" and copies distributed to all individuals responsible for action in the event of an emergency.

Who's in charge?

The FMR places responsibility for managing emergencies in a Federally owned or leased facility upon a "Designated Official (DO)," who is "... the highest ranking official of the primary occupant agency or ... a designee selected by mutual agreement of occupant agency officials." This person must supervise the development of the OEP and the staffing and training of the Occupant Emergency Organization.

Find out more!

How to be prepared, create an OEP, and be ready to deal with medical disasters, suspicious packages, natural disasters and more..........by getting a copy of GSA FPS's OEP Guide and check out FPMR 101-20, Management of Buildings and Grounds, too. Contact GSA's FPS at (202) 501-0196 for assistance. You can also download the OEP Guide under Publications at...

www.gsa.gov/federalprotectiveservices

Social Security Administration Prepared for Emergencies

SSA is on top of things with its Occupant Emergency Program for its employees. The Social Security Administration (SSA) Occupant Emergency Program defines facility and employee security and safety in SSA locations and assigns responsibilities to both managers and employees. Sections of the program specifically assist each employee with handling emergencies and evacuations.

The OEP Plan is reinforced by the regular distribution of handouts and other signs/publications for employees, such as:

- "Deskside Security Awareness Guide"

- Security Information Bulletins (SSA Pub. No. 28-028) on:

  - Security Reminders

  - Best Security Practices and Suggestions on Law Enforcement Coordination

- Guard Service - Roles and Responsibilities

- Proper Disposal of Equipment and Property

- Emergency Response Team (ERT) Duties

- Multilingual signs for use in SSA facilities dealing with weapons

- Prohibitions, surveillance and other purposes concerning employee and

- Facility security and safety.

Security awareness is an essential element in SSA's protective security program. This dynamic program is enhanced by training, including a 2-hour OEO overview for managers, a one-hour refresher on the use of Evac+Chairs and a full 7-hour OEO course for volunteer monitors.

The agency's proactive efforts assist employees in lowering the risk to threats and emergencies. For more information, contact Gary Arnold with SSA at gary.arnold@ssa.gov ■

OEP POLICY GUIDANCE UPDATE FROM GSA. The GSA Office of Real Property is currently in the process of amending the Federal Management Regulation (FMR) to complete the transfer of real property policies, including policy coverage on occupant emergency programs, from the Federal Property Management Regulations (FPMR) to the FMR. Once amended, the FMR will contain occupant emergency program policy guidance in FMR Part 102-74, entitled "Facility Management." However, until the policy transfer from the FPMR to the FMR is complete, occupant emergency program policy guidance can be found in FPMR Part 101-20, entitled "Management of Buildings and Grounds." For more information, contact John D. Thomas at (202) 501-0365 or johnd.thomas@gsa.gov. ■

Telework

Technology for Home-Based Telework Study

By Theresa Noll, GSA Office of Real Property

Booz-Allen Hamilton and GSA completed the study on *Technology Barriers and Solutions to Federal Home-Based Telework* in April 2002 and submitted it to Congress in May. Congress requested this study in H.R. 4871, House Report 106-756. The final report includes findings, conclusions, and recommendations related to Federal home-based telework.

Perspectives from various groups within the Federal Government are reflected in the study, such as perspectives from Agency Chief Information Officers, Telework Coordinators, teleworkers and teleworker managers. The following Federal Agencies participated in the study:

• Commerce

• Health and Human Services

• Interior

• Justice

• Treasury

• Veterans Affairs

• Federal Trade Commission

• GSA

• NASA, and

• National Imagery and Mapping Agency

Their participation and cooperation provided valuable insights into how various Federal Agencies approach the concept and implementation of home-based telework.

The final report states that: "The overarching finding from this analysis is that there are technology problems associated with Federal telework implementation, but that, today, no single information technology barrier is preventing or impeding telework implementation."

The study includes an assessment of technologies, interviews and surveys of a large number of Federal employees, case studies and lessons learned. The need for senior management leadership, information technology planning for telework, broadband residential services, security, and training are also discussed.

As requested by Congress, this study serves to " . . . identify and develop a plan to resolve technology barrier issues that impede the creation of home workstations for federal employees." The final report is available on the website, http://www.gsa.gov/telework. Find out more about this important study by contacting Theresa Noll at Theresa.Noll@gsa.gov or Dr. Wendell Joice at wendell.joice@gsa.gov ■

Telework

The Spouses Telework Employment Program (STEP) Takes Leap

By Glenn Woodley, GSA Office of Real Property

A Telework and Alternative Workplace Innovation

For two years, GSA's Office of Real Property has coordinated a public/private task group called STEP, that is focused on establishing "portable/mobile careers, remote training, and telework opportunities for spouses of Federal employees and military personnel in the private sector."

STEP is comprised of officials from State, all services of DOD, Labor, U.S. Coast Guard, GSA, and two private sector organizations. It was organized in response to a request by the Army Judge Advocate Generals (JAG) Office to the Innovative Workplaces Division – Telework Team for advice about how to assist their spouse employment program. Many DOD and State studies have concluded that they have difficulty retaining high quality military personnel because their spouses cannot maintain employment due to constantly changing duty stations and deployable missions.

During March 2002, the task group proposed a Memorandum of Agreement (MOA) between State,

DOD, Labor, Coast Guard and GSA to formally establish the STEP initiative. GSA Associate Administrator, G. Martin Wagner, May 1, 2002, approved the MOA and it has been submitted to the other STEP partners for signature.

Additionally, Secretary Colin Powell announced that State is pilot testing the STEP concept in Mexico and has plans for more testing at eight locations in Asia and Europe. DOD, Labor, and Coast Guard announced that they will explore ways to improve spouse employment by sharing the use of existing employment, resume, and training databases and/or creating new ones.

On February 13, David Chu, Under Secretary for Personnel and Readiness (DOD), a signatory on the MOA, testified to Congress about assistance needed to help underwrite spouse employment programs, which give consideration to the mobile lifestyle of military families, and promote interagency and private sector partnerships. Testimony has been given to the Senate Subcommittee on Military

Personnel, and the House Subcommittee on Military Personnel, who will be reviewing proposals that may impact the STEP initiative. STEP partners in the private and public sectors may utilize telework and distance learning facilities sponsored by GSA and the National Guard Bureau, as well as, other facilities, technological and administrative services, products, and policies offered by GSA and other providers of choice.

Future plans include establishing a board of directors and creating operational plans to carry out the STEP mission, gaining private sector sponsors for websites, publications, marketing and systems infrastructure. Members of the board will continue to seek congressional approval for enabling legislation and appropriate government/private sector assistance.

It is anticipated that the STEP initiative will be in the formative stages during the next three to five years before gaining full executive, legislative, and private sector acceptance. ■

Environment

How's The Air Quality In Your Building?
(or... Are Your Customers Complaining of 'Sick Air'?)

Are you looking for a high-powered tool that can help you integrate indoor air quality (IAQ), energy efficiency, and building economics like never before? Put I-BEAM to work and see results! Help is on the way for employees who complain of "air that makes them sick."

The Environmental Protection Agency (EPA) has just released the "Indoor Air Quality - Building Education and Assessment Model" (I-BEAM), software. Check out this latest development which delivers state-of-the-art information about the management of indoor air quality (IAQ) in commercial buildings. EPA offers this software for free, too!

I-BEAM is an interactive software program that integrates IAQ, energy efficiency, and building economics into a powerful management tool. Building managers, engineers, and environmental consultants can find just what they need to tackle IAQ challenges, right at their fingertips.

It provides comprehensive guidance for managing and assessing IAQ in offices and other commercial buildings. It features easy-to-read and informative text and sophisticated animations. Its style is crisp, to the point, and action-oriented. It offers calculation modules that are designed for planning and budgeting IAQ activities, calculating and recording expenses, estimating their impact on revenues and productivity, and developing reports.

For renter or owner-occupied property, I-BEAM was designed for you!

Contact Jonathan Herz at GSA on (202) 501-3476 for more information on related sustainability initiatives. You can also preview portions of I-BEAM and download the I-BEAM software from EPA's indoor air quality website at www.epa.gov/iaq and click on I-BEAM. ■

I-BEAM -- *The Indoor Air Quality Building Tool of the Future*

People spend 90 percent of their time indoors and air within homes and other buildings can be more polluted than the outside air......

(EPA Building Air Quality Action Plan 1998)

Workplace

A Reflection of the Changing Face of Corporate Real Estate

By Chris Coneeney, GSA Office of Real Property

The WorkPlace Consortium (WPC) is a group of corporate real estate executives from approximately thirty Fortune 500 companies. GSA and Public Works and Government Services Canada are the only public sector members of the WPC.

The group pools the resources and knowledge of managers and researchers to investigate the role of the workplace in the productivity of organizations. Recently, a WPC member company was creating a new mission statement for its Corporate Real Estate organization (CRE). The company quickly polled the other WPC members for their CRE organization's mission and vision. The results of this quick survey revealed that the real estate organization in most of the companies are shifting focus from providing a workspace at the lowest cost to a work environment that:

- Increases the productivity of the worker, thus improving the competitive advantage of the company as a whole

- Incorporates technological advances into the workplace

- Promotes innovative and alternative work environments

Most of the companies have gone through the process of squeezing down the size of the cubicle as much as possible. They realized that after a certain point; the employee productivity lost surpasses any reductions in the real estate costs. They are also incorporating innovative work arrangements, such as telework, and hoteling. The reasons for implementing these arrangements vary from reducing the size of the inventory to balancing the employee's work life situation. Companies are also implementing the latest technology in telecommunications and information technology to allow their workers to be more productive and to work anywhere at any time.

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Going Mobile!
Employees Leave Their Desks Behind!

Where do employees spend most of their "working" time? ....At their desks? .... Or elsewhere? Employers need to know in order to be able to provide for the right workspaces. Check out the section on "Workplace Surveys" on Steelcase's website at **www.steelcase.com** for valuable insites into today's workplace and how employees operate there.

Data from various employee surveys conducted for Steelcase cover a broad range of issues. One survey conducted on "employees on the move" in the workplace indicates that employees have taken to their feet and are much more mobile than in the past.....spending less time at their desks. What does this mean for the office design of the future? More space needed for meetings, formal and impromptu, ... more space for collaboration .....and so on. And employees use their desks in more ways than every before....not just for sitting....this is not the workplace of old! Check out this article on Steelcase's website to see what your organization should expect. ■

Best Practices

On The Lookout for "Adopted" Best Practices

For the past 5 years, the Office of Real Property has sponsored the GSA Real Property Innovation Award to promote and highlight the best practices of the Federal real estate community. We have now expanded our scope for best practices and need your assistance. One goal of the awards program is to share the best and brightest ideas so that other Federal agencies can use them to better manage their own real estate assets.

We want to show their value by highlighting Federal real estate organizations that have taken and applied these best practices. We are "on the lookout" for organizations that have 'adopted' previous best practices in their organizations. We will feature these reusable best practices in future editions of the Policysite newsletter.

Please send a short summary describing your 'adopted' best practice to the Office of Real Property at *real.property @gsa.gov*. Please include a description of the best practice, where you discovered it, and how successful the best practice has been in your organization.

JOIN US .....on October 9, 2002, along with our esteemed jury of real estate industry experts, as we recognize the "best of the best" best practices in Federal real estate in the Sixth Annual GSA Achievement Award for Real Property Innovation in Washington, DC. Everyone is invited. Contact Pat Rubino at (202) 501-1457 for more information. ∎

Regulations You Can Use

Updated General Reference Guide for Real Property Policy Will Soon Be Available. The Office of Real Property is updating the General Reference Guide for Real Property Policy, originally published in April 1998, to reflect the addition of new laws, executive orders, and regulations that impact real property management. An easy-to-understand reference of legal authorities applicable to GSA and Federal agencies to whom GSA real property management and operations have been delegated, the Guide is in the final stages of review and will be issued shortly. Contact: Iona Calhoun on (202) 501-0821.

FMR Parts 102-71 to 83 Update.
As part of GSA's regulatory improvement initiative, Final Rule FMR Parts 102-71 to 102-82 was published in the Federal Register on January 18, 2001, and became effective on January 18, 2001. FMR Parts 102-71 to 102-82 describe the current real property policies applicable to GSA and Federal agencies to whom GSA real property authority has been delegated. The publication of this regulation in the Federal Register initiated the start of a new initiative to amend FMR Parts 102-71 to 102-82 to reflect updated policies, such as location policy, outleasing policy, historic preservation policy, and security policy. In addition, amending the FMR will complete the transfer of policy from the FPMR to the FMR and create a separate part, FMR Part 102-83, to deal specifically with the updated location of space policy. Ultimately, amending these FMR Parts will provide agencies with updated regulatory material that is easy to read and understand. GSA is publishing these FMR Amendments as a final rule in the Federal Register. Contact: John D. Thomas (202) 501-0365

Real Property Inventory Regulation Adopted as Final. On October 25, 2001, GSA Administrator Stephen A. Perry signed Federal Management Regulation (FMR) Part 102-84, entitled "Annual Real Property Inventories." The regulation was published as an interim rule in the Federal Register on November 2, 2001.

On March 14, 2002, GSA published a final rule in the Federal Register that adopted the interim rule as final without change. This culminates work begun in FY 1999 in concert with the Corps of Engineers, the Department of Energy, and the Department of the Interior, when the Office of Real Property began conducting a comprehensive review of the policies in the existing Federal Property Management Regulation (FPMR) Part 101-3, also entitled "Annual Real Property Inventories." In addition to rewriting the regulation in plain language, the review focused on improvements to make the real property inventory program more useful, and to enable Federal agencies to manage their real property inventories more effectively. Most significant of the improvements involve eliminating the use of paper forms in order for all agencies to submit real property inventory data electronically and ensuring that the regulation is consistent with current Government accounting standards. Contact: John D. Thomas on (202) 501-0365. ■

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