

# How to measure desk utilisation

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# In today's session we'll cover

- **How to** get started measuring desk utilisation
- **Deep dive** into key metrics and how you can turn these into tangible outputs
- **Practical tips** to help you get started with increasing your person to desk ratio
- **Key takeaways**
- **Q&As**



**Daniel Hummelsund**  
Operations Manager

**Buildings are expensive to run**

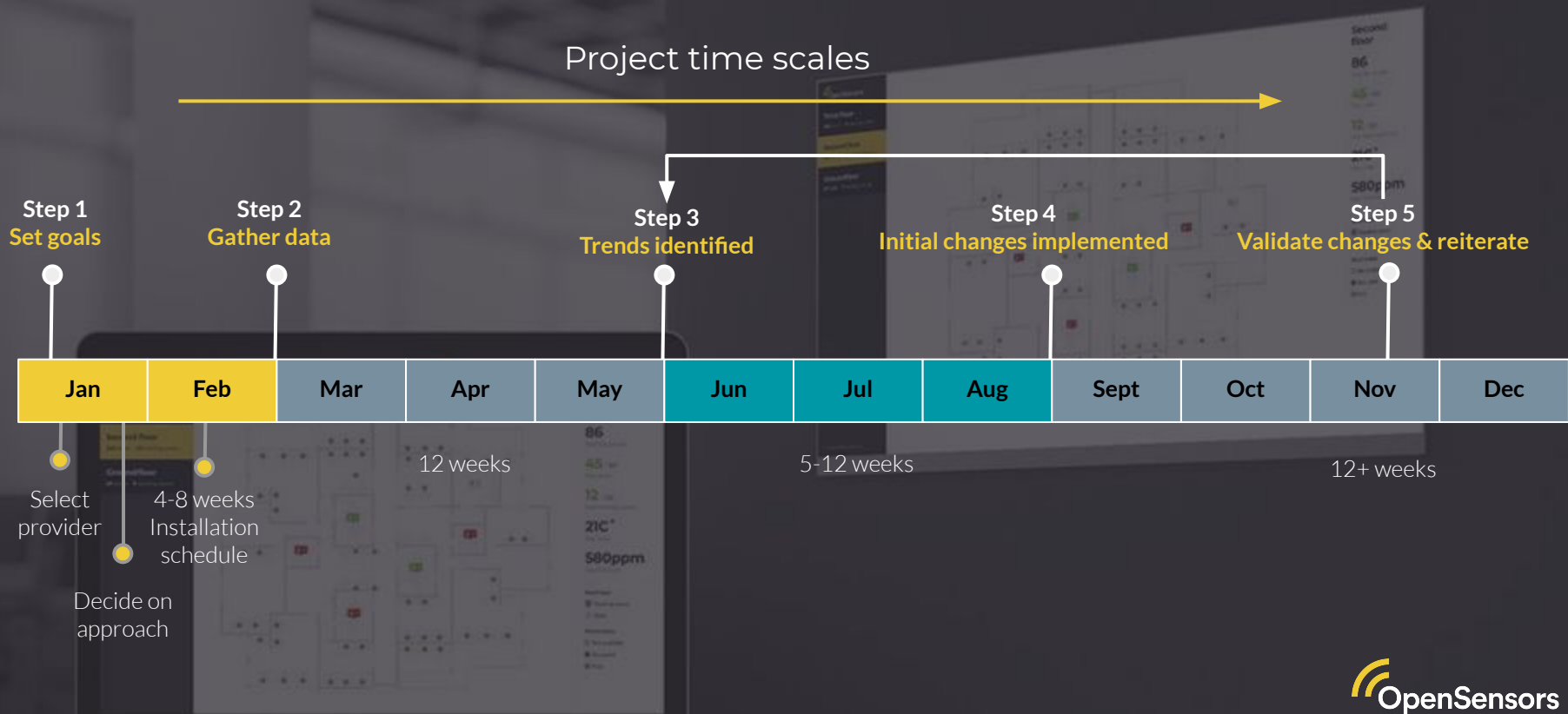
**Lease costs** 2nd largest cost

**£14.5K** pa cost of desk space in Central London

**Work is changing:** the internet, work from home, new expectations

**55-60%** average utilisation

# Start gathering data



# Desk utilisation metrics

## Desks

### Overview

### By community

### By floor

### Search

### Compare

## Rooms

1,393,585 data points

## Desks overview

📅 01/03/2019-01/08/2019, M-F, 9am-6pm ▼

### Underused desks

● **35** / 239 total desks

Used < than 20% (approx. 2hrs/day)

### Average utilisation

**59.0%** +0.0%

55-60% is the industry average

### Peak utilisation

**80.0%** +80.0%

Wednesday, 31 Jul 19, 15:00

### Peak occupied

**195** / 239 total desks

Occupied for any time within 1 hour

### Avg desk utilisation by community

Community	Peak utilisation	Avg utilisation	Underused desks/total
community1	88.0% <div></div>	68.0% <div></div>	10 / 69
community2	96.0% <div></div>	63.0% <div></div>	1 / 27
community3	82.0% <div></div>	49.0% <div></div>	5 / 18

Compare utilisation for each community

### Avg desk utilisation by floor

Floor	Peak utilisation	Avg utilisation	Underused desks/total
floor14	87.0% <div></div>	67.0% <div></div>	11 / 96
floor15	78.0% <div></div>	53.0% <div></div>	10 / 60
floor17	79.0% <div></div>	54.0% <div></div>	14 / 83

Compare utilisation for each floor

# Case study

**Industry:** Financial Services  
(Fortune500)

**Objective:** To increase capacity within existing space and move towards an agile working environment

**How we helped** Gathered desk utilisation data across 580 desks over 3 floors and advised on how to make changes in workplace

## Patterns of usage



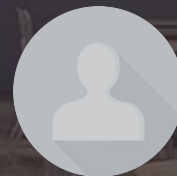
**35%**

Average  
utilisation



**x3**

Busier on  
floor A vs. B



**30%**

Sales dept.  
average  
utilisation



# Case study

## Turning data into tangible outcomes

**Data driven**  
business case  
to move to  
agile working

**Stakeholder  
buy in**  
to support  
desk sharing  
initiatives

**Transitioned**  
underused  
desks to flexi  
desks

**Optimised**  
existing office  
vs. new lease

**Understand  
work patterns**  
to roll out agile  
working

# How to calculate your desk ratios

## Method 1: Customise sharing ratios by using average peak utilisation

Step 1

Department 1

No. of employees  
210 employees

Allocated desks  
175 desks

Current ratio  
1 desk : 1.2 employees

Peak utilisation  
50% = 88 desks

Target utilisation rate  
85%

Step 2

$$\frac{\text{Peak utilisation}}{\text{Target utilisation rate}} =$$

Ideal no. of  
desks



$$\frac{88 \text{ desks}}{85\% \text{ target utilisation}} = 104 \text{ desk}$$

Step 3

$$\frac{\text{No. of employees}}{\text{Ideal no. of desks}} = \text{New sharing ratio}$$



$$\frac{210 \text{ employees}}{104 \text{ desks}} = 1 \text{ desk} : 2 \text{ employees}$$



# How to calculate your desk ratios

## Method 2: Build staff mobility profiles



**Anchored e.g. team 1**

80%+ utilisation

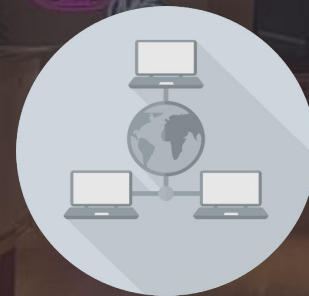
**No sharing**



**Semi agile e.g. team 5**

50% - 80% utilisation

**Sharing ratio up to 1 : 1.2**



**Agile e.g. team 6**

Less than 50% utilisation

**Sharing up to 1 : 2**

# How to calculate your desk ratios

## 7 Mobile

people who spend some days away from the office

## 3 Semi-mobile

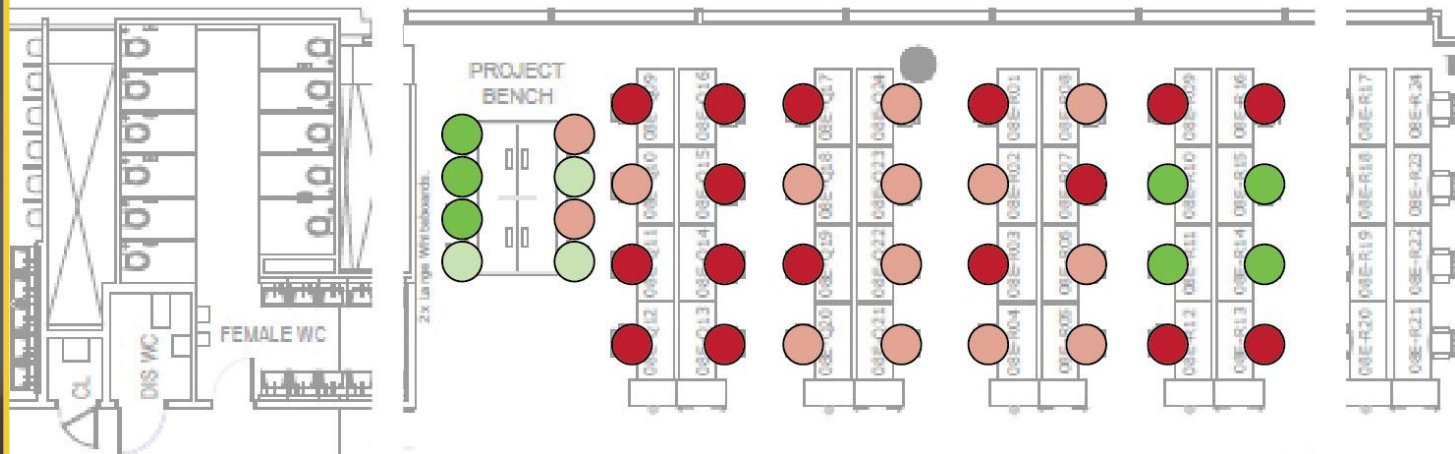
People who only use their desks part of the day

## 14 Semi-fixed

People who use their desk throughout the day but are frequently away

## 16 Fixed

People who are rarely away from their desks



## Key takeaways

- Improving desk utilisation can greatly impact the ROI across real estate portfolios
- Set goals -> gather data -> implement changes -> review & repeat
- Keep an eye on your metrics

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