



Fitwel Pilot, Lessons Learned, and Looking Forward

ISWG

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U.S. General Services Administration

Agenda

- Outcomes of the Fitwel pilot conducted across 89 public sector buildings in 2014
- Fitwel Program Efforts to Date
- Program Structure
- Challenges, Solutions, Lessons Learned
- Next Steps

Promoting occupant health and wellness is an integral aspect of GSA's real estate operations.

Intersects with tenant services, high performance green building design and operations, environmental compliance, and the smart buildings program.



Mission Driven

- *GSA Mission:*
 - To provide effective, mobile, sustainable workplace solutions for federal agencies at the best value for the American Taxpayer.
- *Our workplaces are intended to maximize occupant health and wellness to best serve GSA client agencies*
 - Location, design, amenities and management of buildings can positively impact occupant wellness.
 - Healthier buildings benefit employee wellness.
 - Promoting wellness can improve employee productivity and enhance employee recruitment and retention.



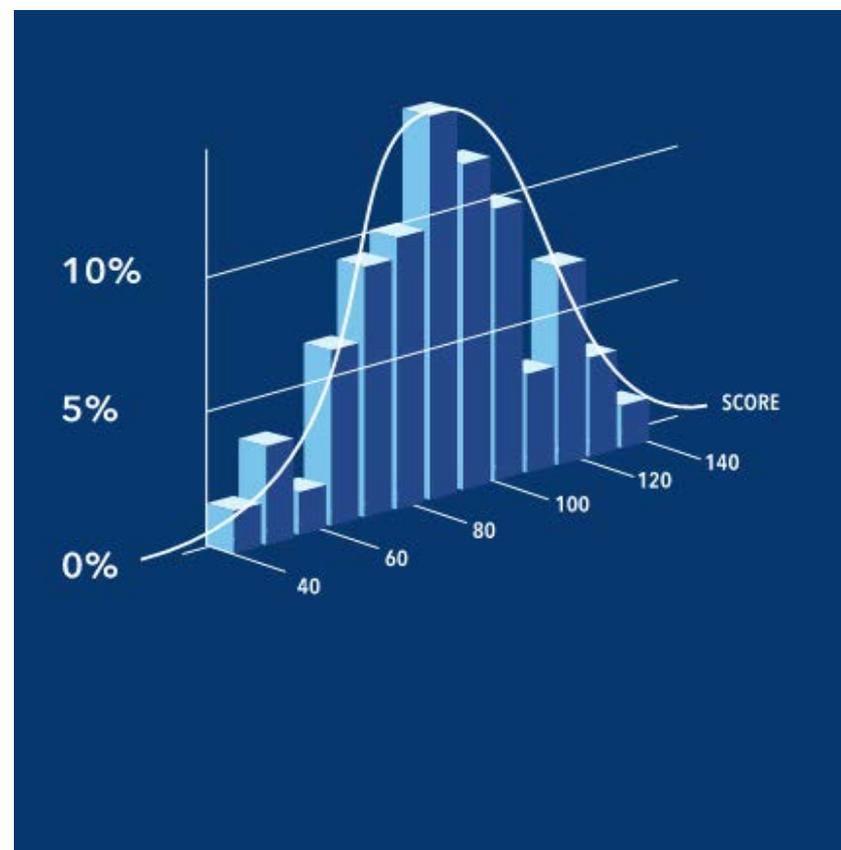
GSA's Approach to Occupant Health & Wellness



2014 web based pilot

- 6 NYC buildings
- 9 CDC buildings
- 74 GSA buildings

Pilot Phase Score Distribution



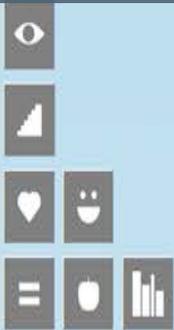
2014 Fitwel Pilot Outcomes

- Completed pilot of 89 (74 GSA) buildings (August 2014)
 - GSA Facility Managers completed the scorecard independently
 - 50% said completing the scorecard was easy
- Facility Manager Feedback
 - 90% felt strategies were easy to understand, clear, and made sense
 - 81% had a good idea of how well their building supports healthy behaviors
- Confirmed the Value Proposition
 - Supported client agency mission
 - Benchmarked between buildings



How well does your building support user health? Be part of the Fitwel revolution: find out about your building's Fitwel score today .

Operationalizing Occupant Health and Wellness = Fitwel



Health factors affected by Fitwel strategy



GSA Current Fitwel Efforts

- GSA regions started benchmarking and pursuing certification for 22 GSA-owned buildings in late-fall 2016.
- Our GSA Fitwel network has been operationalizing Fitwel as tool by:
 - Aligning GSA national policies, guidance, programs and documents with CfAD requirements;
 - Developing regionally-led program and Fitwel implementation approach; and
 - Identifying challenges, developing solutions, and capturing lessons learned.
- GSA has been further refining our approach based on:
 - Questions from facility managers on the requirements and documentation needed;
 - CfAD clarifications and examples prior to and following the scorecard reviews; and
 - Follow-up discussions and feedback on robust documentation and burden to collect.

GSA Fitwel Process and Roles

- GSA Central Office Support
 - Facilitates building registration and CfAD load of national documentation.
 - Performs spot check conformance review and acknowledges ready to submit.
- Regional Fitwel Lead
 - Manages regional portfolio and invites facility manager “collaborators”.
 - Facilitates the preparation of scorecard and documentation for each building.
 - Performs final quality control review and notifies GSA Central Office when ready.
 - Submits building scorecard for CfAD third-party review and certification.
- Facility Managers and Collaborators
 - Completes, compiles, and uploads documentation for Fitwel Scorecard.
 - Notifies Regional Lead when scorecard is complete and ready to review.

Link Between Fitwel and Guiding Principles

Guiding Principle 14 - Promote opportunities for voluntary increased physical movement of building occupants and support occupant health.

- Promoting occupant health and wellness is an integral aspect of GSA's operations.
- GSA is using Fitwel benchmarking as an option to meet new GP14 requirements.
- GP 12, GP13, and GP15 documentation align and integrate with GSA Fitwel approach to meet Center for Active Design requirements.



Lessons Learned

- Many of the requirements are deceptively simple yet have nuances that require attention to detail to fully understand and achieve.
- In cases where requirements were not initially met, simple upgrades can often satisfy credits and finally lead to a higher score and certification level.
- Fitwel benchmarking provides a useful complement to our tenant satisfaction scores efforts.
- Fitwel benchmarking and potential improvements list is useful for identifying operational changes and projects to improve building performance.
- Multi-tenant buildings situations raise questions on documentation scope.
- Clear expectation of GSA vs. tenant documentation responsibility, i.e. GSA would take the lead (adopt and implement a smoke-free policy) but on others for the tenant to be responsible (e.g., maintain a current schedule for a first responder).
- Importance of building relationships between National program managers and Regional portfolio leads; and Regional portfolio leads and facility managers.

Next Steps

- Finalize the 22 building certifications for FY17 and recognize staff.
- Revise implementation approach with Fitwel Reference Guide.
- Select FY18 building candidates for assessment.
- Continue to benchmark.
- Continue to provide feedback to CfAD on implementation.
- Continue to assess and analyze contribution to tenant satisfaction survey scores.
- Explore opportunities to incorporate Fitwel best practices into new construction projects.
- Work with regions to identify low-cost funding opportunities to improve scores.