

SPUR

Ideas + Action for a Better City

learn more at SPUR.org

tweet about this event:

@SPUR_Urbanist

#ResilientWorkplaceDesign

Building a Resilient Workplace

Carmen Chu
San Francisco Assessor

April 3, 2020
12:30pm - 1:30pm (PDT)
Via Zoom

Resilient Workforce - Defined

Workforce that can continue core functions when presented with different stressors ...

Resilient Workforce - Defined

Workforce that can continue core functions when presented with different stressors ...



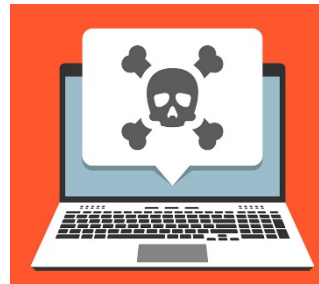
Loss of key person

Resilient Workforce - Defined

Workforce that can continue core functions when presented with different stressors ...



Loss of key person



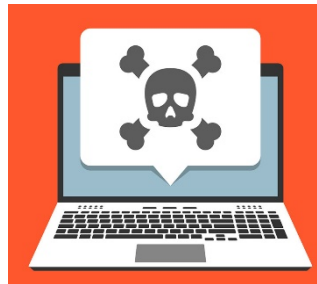
Data Disruption

Resilient Workforce - Defined

Workforce that can continue core functions when presented with different stressors ...



Loss of key person



Data Disruption



No Internet Connection

Severe infrastructure

Resilient Workforce - Defined

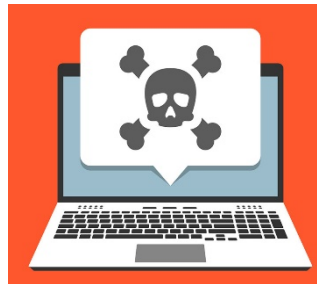
Workforce that can continue core functions when presented with different stressors ...



Loss of key person



Physical barrier



Data Disruption



Severe infrastructure



No Internet Connection

ASSESSOR: Operations

200 employees – 3 physical offices

ASSESSOR: Operations

200 employees – 3 physical offices

Value 210,000 properties



Real Estate

ASSESSOR: Operations

200 employees – 3 physical offices

Value 210,000 properties / 42,000 businesses
= \$3.3B annually for schools & public service



Real Estate



Business Property

ASSESSOR: Operations

200 employees – 3 physical offices

Value 210,000 properties / 42,000 businesses
= \$3.3B annually for schools & public service

Record 150,000 public records



Real Estate



Business Property



Deeds/ Marriage Licenses

ASSESSOR: COVID-19 Response Timeline



July 2017 – Implemented pilot telework policy

July 2018 – Telework made permanent

Jan 27, 2020 – SF EOC activated

Feb 25 – SF emergency declaration

Mar 9 – Start part telework; enroll VPN for all

Mar 12 – SFUSD announce closure Mar 16 - Apr 3

Mar 16 – Bay Area shelter-in-place Mar 17 - Apr 7

Mar 17 – ASR expand telework for all staff

98% employee hours remote/2% onsite

Mar 25 – SFUSD extends closure through May 1

Mar 30 – Bay Area extends shelter-in-place through May 1

ASSESSOR: COVID-19 Response Timeline



July 2017 – Implemented pilot telework policy

July 2018 – Telework made permanent

Jan 27, 2020 – SF EOC activated

Feb 25 – SF emergency declaration

Mar 9 – Start part telework; enroll VPN for all

Mar 12 – SFUSD announce closure Mar 16 - Apr 3

Mar 16 – Bay Area shelter-in-place Mar 17 - Apr 7

Mar 17 – ASR expand telework for all staff

98% employee hours remote/2% onsite

Mar 25 – SFUSD extends closure through May 1

Mar 30 – Bay Area extends shelter-in-place through May 1

ASSESSOR: Factors

ASSESSOR: Factors

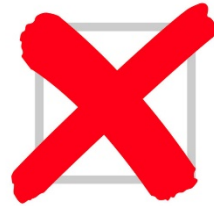


- Existing telework policy – easier to flip switch
- Clear roles for decision-making
- Enabling hardware and software in place

ASSESSOR: Factors



- Existing telework policy – easier to flip switch
- Clear roles for decision-making
- Enabling hardware and software in place



- Regulatory mandates
- Centralized directives and policies for wide array of govt functions
- Centralized demand for information – DSW
- Wide audience to notify – not finite list of clients

What's Your PLAN?

What's Your PLAN?

Prioritize - “musts”, “would likes”, “can pause”

What's Your PLAN?

Prioritize - “musts”, “would likes”, “can pause”

List who is in charge

What's Your PLAN?

Prioritize - “musts”, “would likes”, “can pause”

List who is in charge

And who is next?

What's Your PLAN?

Prioritize - “musts”, “would likes”, “can pause”

List who is in charge

And who is next?

Never too late to start

Thank You



CarmenChuSF



CarmenChuSF



CarmenChuSF



<http://sfassessor.org>



Gensler

PROGRESSIVE APPROACH TO COVID-19

**PREPAREDNESS
WORK FROM HOME
WHAT'S THE FUTURE OF WORK?**

GETTING READY



Lessons from Asia



Social Distancing



Communication

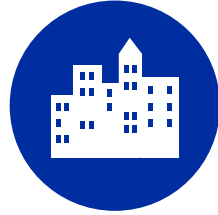


IT Readiness



Work from Home Trials

WORK FROM HOME



Offices Are Closed



Communication Platform

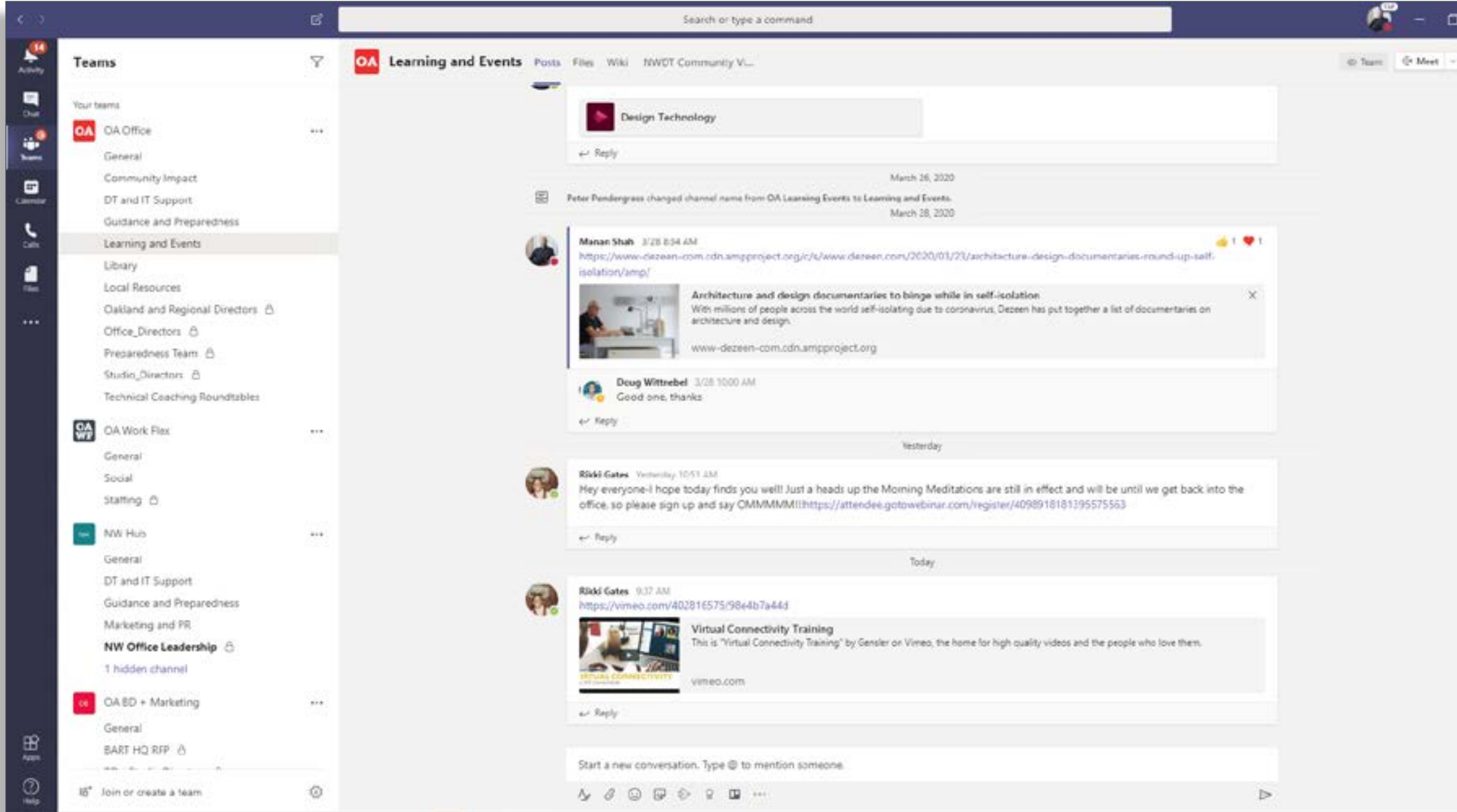


Online Social Culture



Ergonomics, Health, Wellness

TEAMS



MIRO

miro | 45 Fremont // Visualization ☆ |

The Miro board displays a central grid of 'Design Documents' containing architectural renderings and floor plans. To the right, a vertical list of images and text blocks is connected to the main grid by blue lines. At the bottom, an 'Existing Photos' section shows reference images. The interface includes a toolbar on the left with various drawing and editing tools, and a top navigation bar with the project name and sharing options.

Asset Development

ASSET DEVELOPMENT

This board is dedicated to 'Asset Development', featuring a vertical list of furniture and material samples. Each item is accompanied by a grid of images showing different views and material options. The board is organized into a structured list format.

Image Development

IMAGE DEVELOPMENT

This board focuses on 'Image Development', displaying a vertical list of architectural renderings and images. Each image is accompanied by text and annotations, organized into a structured list format.

MATERIAL BANK

material bank COVID-19: We're delivering safely throughout the U.S. & Canada. [Learn more.](#)

All Materials How It Works

Materials Application Brands New Materials Palettes Shortcuts Knowledge Bank™ Rep Directory

Order history.

Tracking #: 174381733133 Select

Apr 01, 2020 Order #: 000171885 Ship to: Emily Hall Reorder COMPLETE

Product Name	Color	Brand Name	Project Name	Availability	Order	Add to Board	Quote
Ebony King: 2132-20		Benjamin Moore	Houlihan Lokey	Overnight Qty: 1	Order	Add to Board	Quote Contact Rep

Tracking #: 174381733442

Apr 01, 2020 Order #: 000171882 Ship to: K Chung Reorder COMPLETE

Product Name	Color	Brand Name	Project Name	Availability	Order	Add to Board	Quote
Ebony King: 2132-20		Benjamin Moore	Houlihan Lokey	Overnight Qty: 1	Order	Add to Board	Quote Contact Rep
Smooth Pearl	SP9510	Scuffmaster	Houlihan Lokey	Overnight Qty: 1	Order	Add to Board	Quote Contact Rep

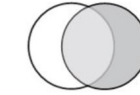
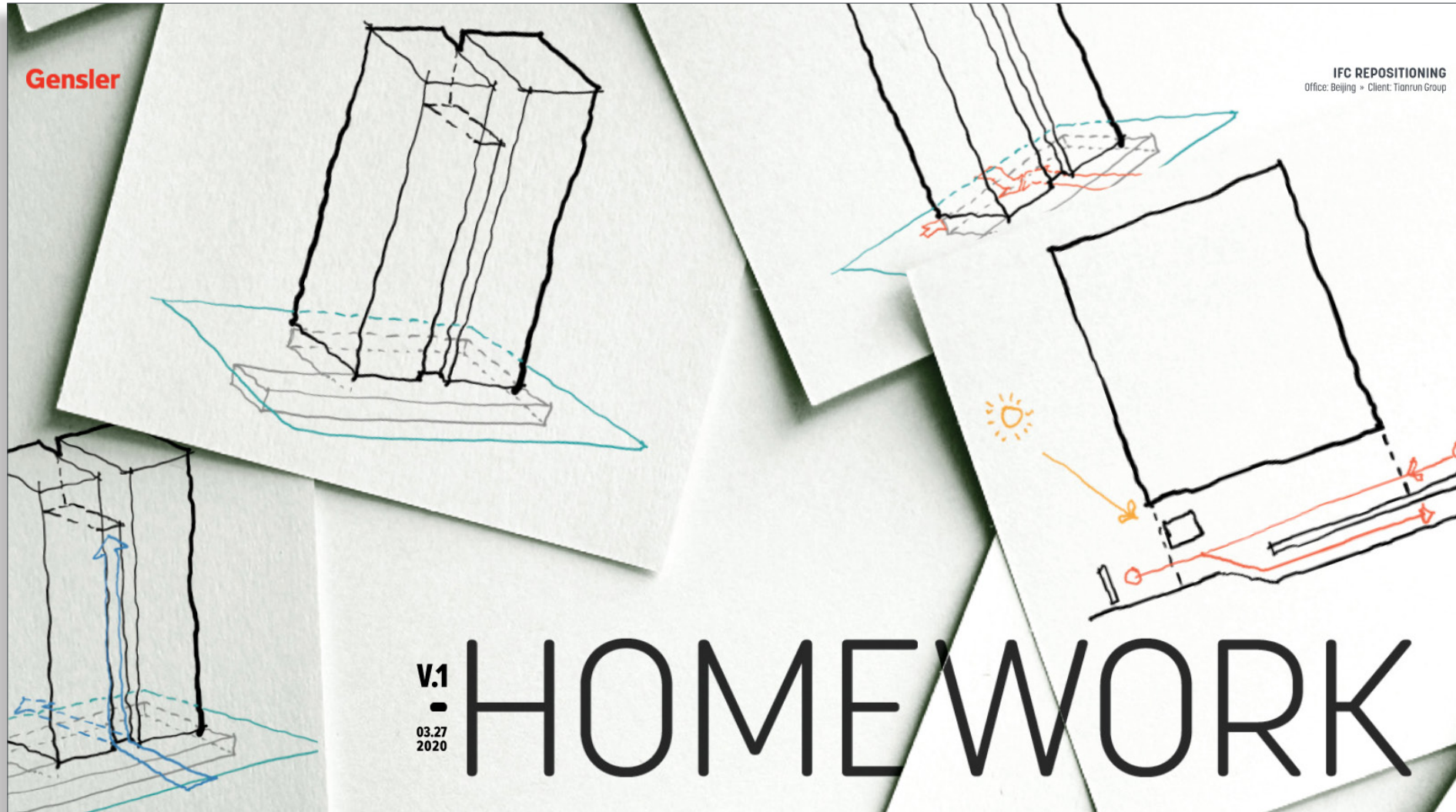
Tracking #: 174381720604

Mar 30, 2020 Order #: 000170208 Ship to: Emily Hall Reorder COMPLETE

Product Name	Color	Brand Name	Project Name	Availability	Order	Add to Board	Quote
Black Horizon: 2132-30		Benjamin Moore	Houlihan Lokey	Overnight Qty: 1	Order	Add to Board	Quote Contact Rep



HOMEWORK



MERGERS & ACQUISITIONS - "Coming Together"

WHY IT'S IMPORTANT:

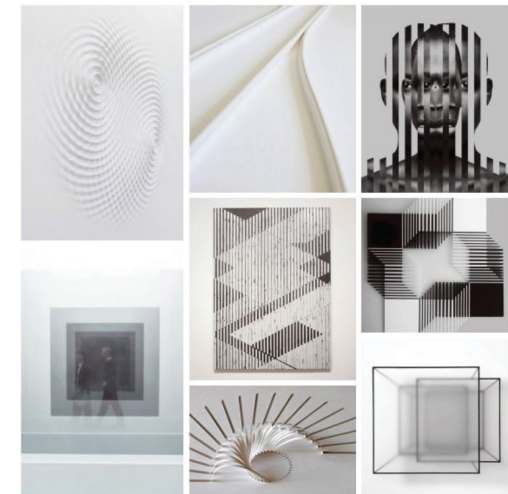
- Houlihan Lokey has been the #1 M&A Advisor for the last 5 years straight.
- Internally, acquiring new companies has created a blended culture within Houlihan Lokey itself.

TYPES OF M&A:

- Horizontal
- Vertical
- Concentric
- Conglomerate

M&A SHOWN THROUGH DESIGN:

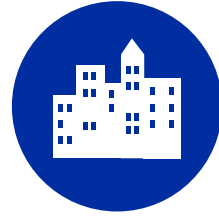
- Intersecting forms
- Showing movement in space and materials (vertical, horizontal, etc)
- Joinery (expressing how things come together)
- Blurring of lines
- Blending spaces
- Social spaces for merging of people and ideas
- Gradation of color and finishes
- Overlays - merging color and shapes



333 BUSH STREET
Office: Oakland
Client: Houlihan Lokey



WORK FROM HOME



Offices Are Closed



Communication Platform

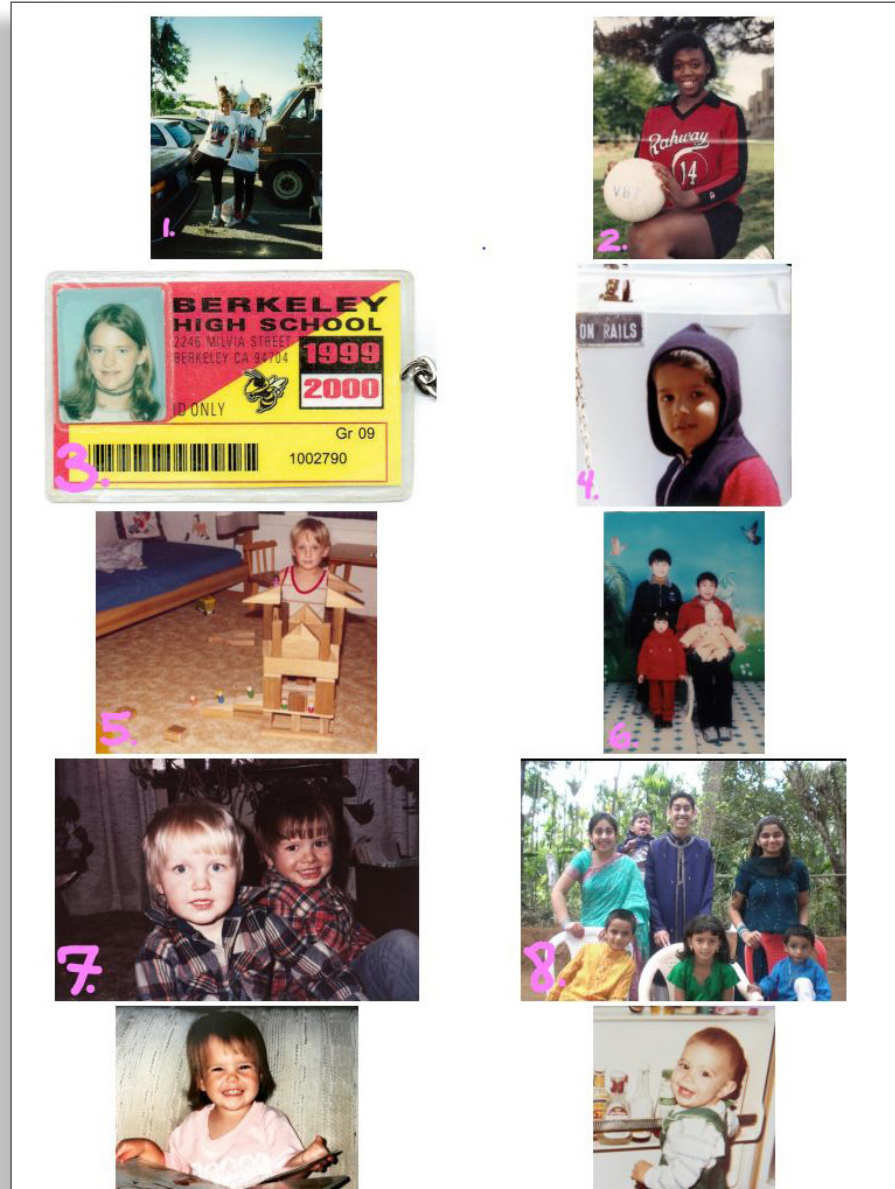


Online Social Culture

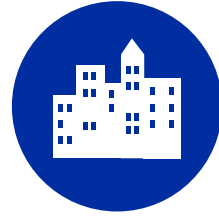


Ergonomics, Health, Wellness

SOCIAL CULTURE



WORK FROM HOME



Offices Are Closed



Communication Platform



Online Social Culture

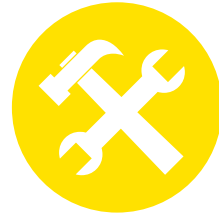


Ergonomics, Health, Wellness

FUTURE OF WORK



Will We Work in the Same Way?



**New Tools and Comfort
with Remote Work**



**Impact to Office Building
and Leasing**

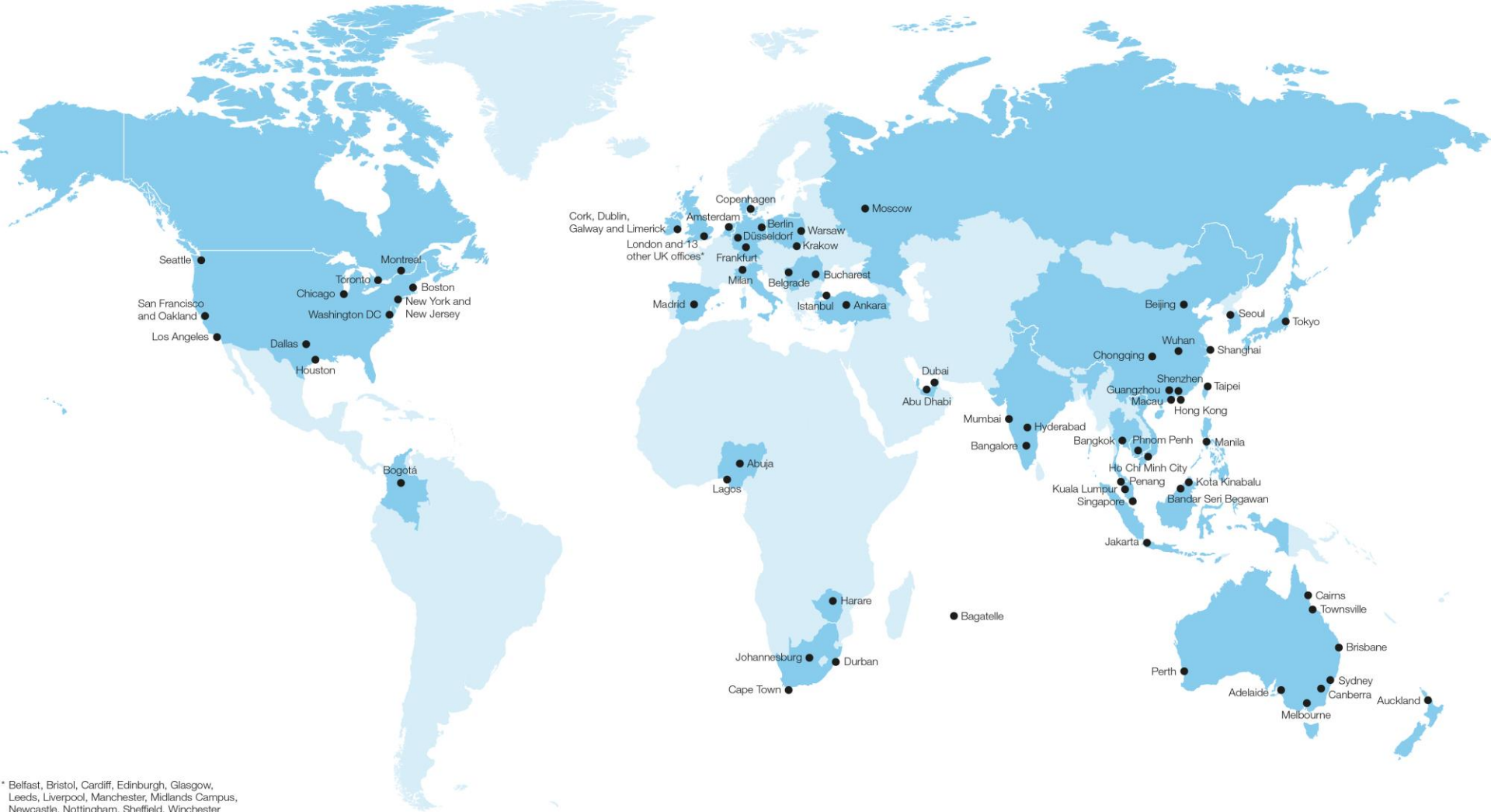


Focus on Retail and Street Life



THANK
YOU

Arup global offices

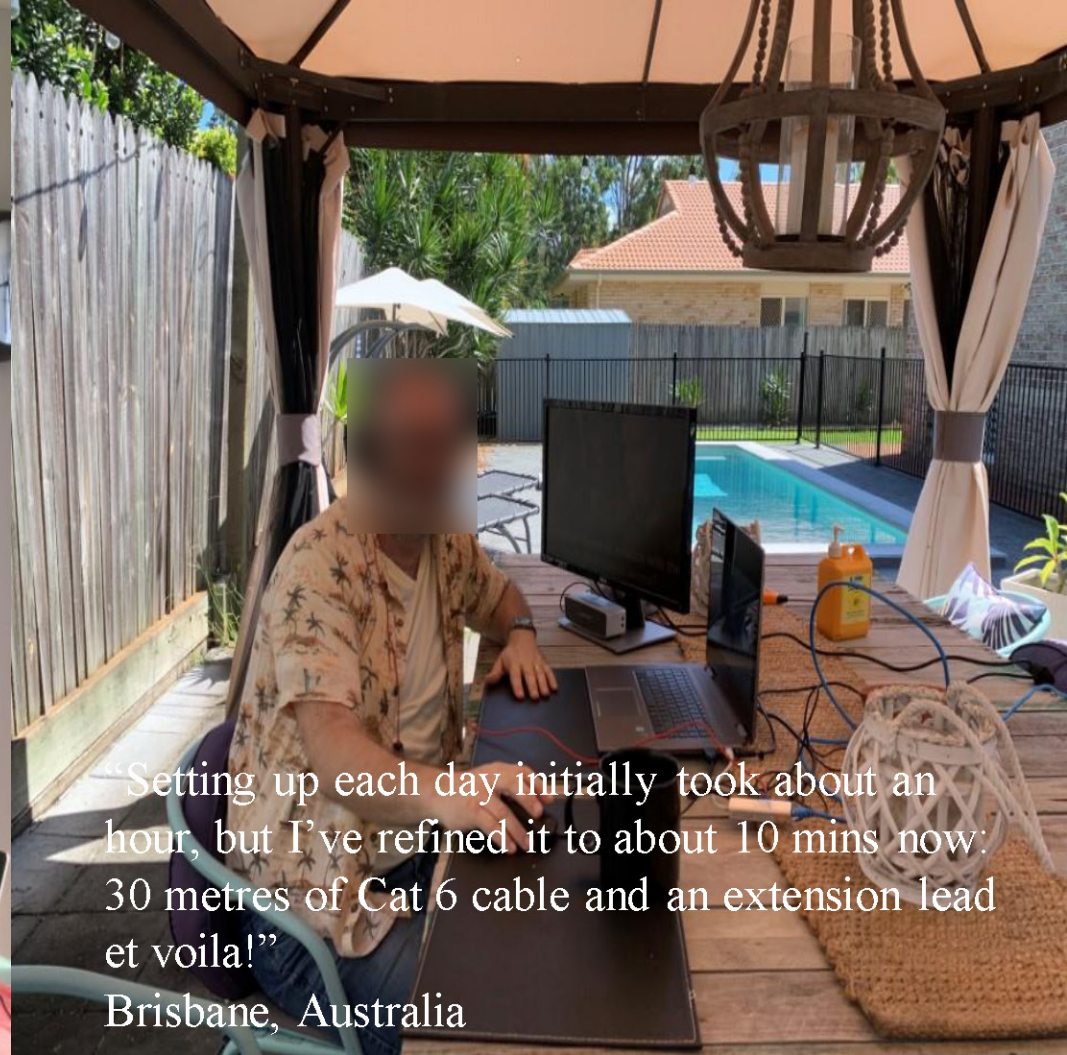


* Belfast, Bristol, Cardiff, Edinburgh, Glasgow, Leeds, Liverpool, Manchester, Midlands Campus, Newcastle, Nottingham, Sheffield, Winchester



"The absence of the commute not only means I can be more productive, but also positively influences my frame of mind before starting to work."

Astwood Bank, Worcestershire, UK



"Setting up each day initially took about an hour, but I've refined it to about 10 mins now: 30 metres of Cat 6 cable and an extension lead et voila!"

Brisbane, Australia



“My environment tends to reflect my headspace, if my surroundings are busy then my mind tends to be the same.”
Auckland, New Zealand





Pets of Arup

Join Group

CONVERSATIONS FILES SEARCH

Update Question Poll Praise

Share something with this group...



Follow – March 29 at 05:28 PM

On Saturday I became a Mummy!....
This is Stevie.....her pedigree is indeterminable! But she looks a little foxie to me (in breed and nature :-))
Her other Mummy was surrendered when the owners discovered she was pregnant (litter of 8) - desex your pets people!

She couldnt have come to me at a better time as we are all self isolating! I live on my own - so its great to have the company!



MEMBERS (1632)



INFO

A space to share adorable and funny photos of your furry family members.

GROUP ACTIONS

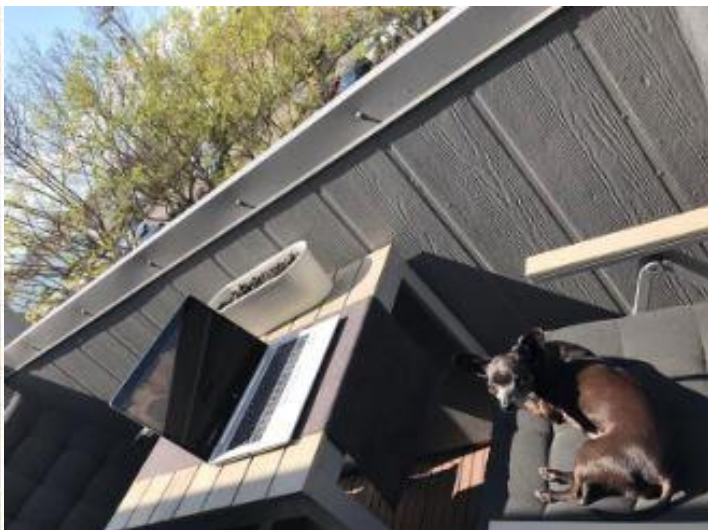
[View Group Insights](#)

PINNED

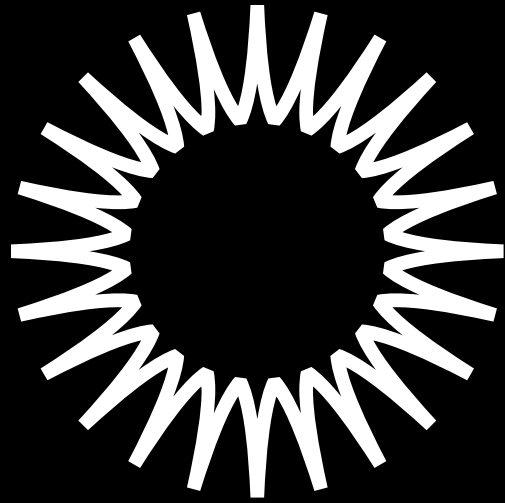
- [Login - Arup MediaSpace](#)
- [Madrigal](#)
- [Pets of Arup : A Christmas...](#)

RELATED GROUPS

- [Manchester Office](#)
- [Australasia Transport, Envir...](#)



ARUP



SPUR

Ideas + Action for a Better City

learn more at SPUR.org

tweet about this event:

@SPUR_Urbanist

#ResilientWorkplaceDesign