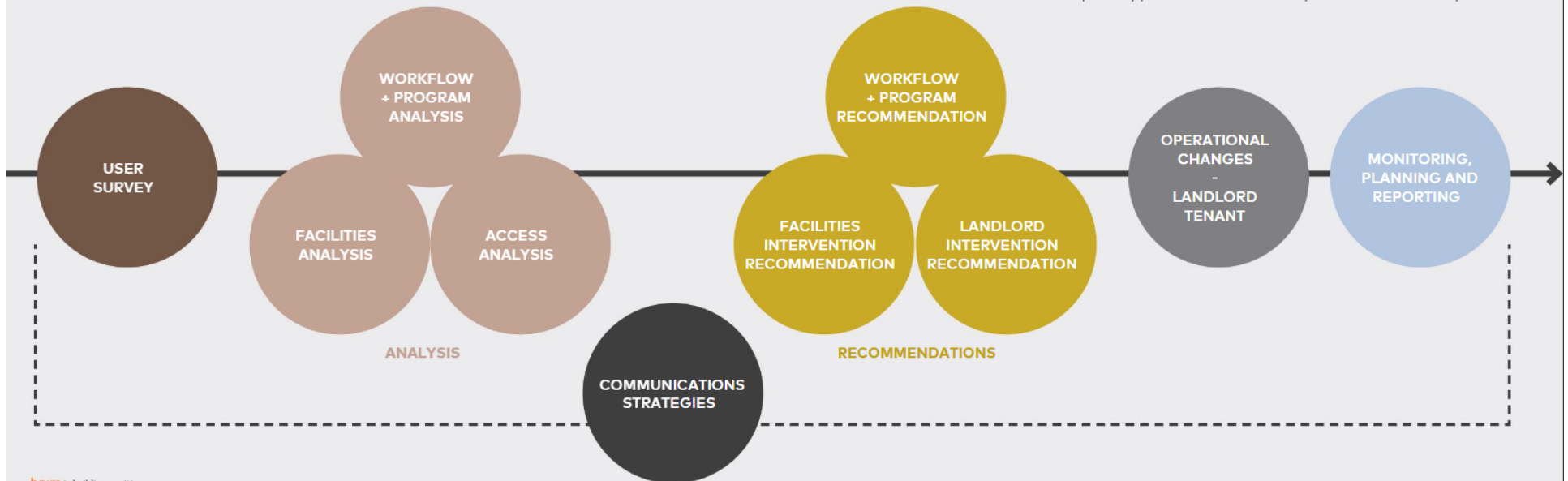# FUTURE FLOW re-imagining return to a resilient normal

## Immediate - Near - Future Resiliency

We can withstand adversity best by creating a strong and resilient framework. Having spent two decades at the table with disaster-impacted communities, we at BNIM have begun to investigate ways to better prepare our clients to be more resilient, to evolve and thrive in healthy, progressive ways that prepare organizations and their people ahead of disaster or stress. We know the impact of building good frameworks. When used as a vehicle for smart, strategic planning that considers a broad range of long-term needs (infrastructure, health, security, growth, mobility, economy, resources, etc.), a forward-thinking framework plan supports business continuity and increased vitality.

USER SURVEY

WORKFLOW + PROGRAM ANALYSIS

FACILITIES ANALYSIS

ACCESS ANALYSIS

ANALYSIS

COMMUNICATIONS STRATEGIES

WORKFLOW + PROGRAM RECOMMENDATION

FACILITIES INTERVENTION RECOMMENDATION

LANDLORD INTERVENTION RECOMMENDATION

RECOMMENDATIONS

OPERATIONAL CHANGES - LANDLORD TENANT

MONITORING, PLANNING AND REPORTING

bnim is building positive

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## *Demographics*

**Question Title**

1. What office do you consider your primary work space prior to working from home?

☐ Des Moines

☐ Kansas City

☐ Other

☐ San Diego

**Question Title**

2. What studio do you normally sit by when you are in the office?

☐ Pacific Studio

☐ North Studio

☐ Flex Studio

☐ Ethos Studio

☐ Muse Studio

☐ Spark

☐ Pulse Studio

☐ Fusion Studio

☐ Meta Studio

**Question Title**

*3. How do you identify your discipline?

☐ Design Staff

☐ Non-design Staff

4. As Design Staff, currently, what phase of design are you working on? Select all that apply.

☐ Programming

☐ Schematic Design

☐ Design Development

☐ Construction Documentation

☐ Construction Administration

**Question Title**

5. As Non-Design Staff, currently, how would you describe your daily task? Select all that apply.

☐ Focused, independent work only

☐ Highly Collaborative, work together almost all the time

☐ Balance of both, independent work and we get together regularly to collaborate

**Question Title**

6. Do you self-identify as an introvert or an extrovert?

- Introvert
- Extrovert
- A little bit of both

**Question Title**

7. How are you currently self-quarantined?

- Individually
- Partner
- Partner with Children
- With Children Only
- With Parent(s)
- Roommate
- Roommates

**Question Title**

8. Prior to work-from-home conditions, how did you primarily commute to work?

- Public Transportation
- Bike/Walk
- Car
- Carpool

## *General Sentiments*

**Question Title**

9. How comfortable and safe do you feel with the handling of the Coronavirus pandemic by the following groups thus far?
(1 being least comfortable and safe, 5 being the most comfortable and safe)

|  | 1 | 2 | 3 | 4 |
|---|---|---|---|---|
| Yourself | ☐ | ☐ | ☐ | ☐ |
| Your family | ☐ | ☐ | ☐ | ☐ |
| Your workplace | ☐ | ☐ | ☐ | ☐ |
| Your community | ☐ | ☐ | ☐ | ☐ |

**Question Title**

10. What outside forces, such as schools being closed, your own health considerations or those of a family member, general level of comfort and security, would affect your transition back to a normal work life?

## *Collaboration*

**Question Title**

11. How is your team structured? Select the primary structure.

- ▢ We work independently and report back to team leaders
- ▢ We work independently and get together on a regular bases to collaborate
- ▢ We work in small teams and report back to team leaders
- ▢ We work in small teams and report back to the larger team
- ▢ We work in multiple teams and get together with the large teams on a regular basis
- ▢ Circle of people: We work together, almost all the time

**Question Title**

12. What functions / tasks are best done in the office?

**Question Title**

13. What functions / tasks are best done at home?

**Question Title**

14. How do you feel your team could effectively perform with some team members within the office and some working remote?

- ▢ Extremely effective
- ▢ Very effective
- ▢ Somewhat effective
- ▢ Not so effective
- ▢ Not at all effective

**Question Title**

15. What strategies have you learned to keep all team members included and productive while working remotely? (Evaluations and comment about tools will come later)

**Question Title**

*Process*

16. During a transition back into the office, how frequently would you feel it is necessary to meet face-to-face with the following groups?

Consistently throughout the day, Once a day, Bi-Weekly, Weekly, Bi-Monthly, Monthly, As needed.

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| Your teammates | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Consultants | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Clients | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Vendors | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

*Tools*

**Question Title**

17. What tools are you and your teams utilizing while working remotely?
- ☐ Microsoft Teams
- ☐ Skype
- ☐ Email
- ☐ BIM360
- ☐ GoToMeeting
- ☐ Zoom
- ☐ Trello
- ☐ Other (please specify)

[                    ]

**Question Title**

18. Which tools have been successful? Why?
- ☐ Microsoft Teams
- ☐ Email
- ☐ GoToMeeting
- ☐ Skype
- ☐ BIM360
- ☐ Zoom
- ☐ Trello
- ☐ Other

Why? [                    ]

**Question Title**

19. Help us better understand your current technology within the common and meeting areas to better support collaboration.

Yes, No, Somewhat, Unsure

| | Yes | No | Somewhat | Unsure |
|---|---|---|---|---|
| Is the existing technology simple and intuitive to use? | ☐ | ☐ | ☐ | ☐ |
| Are there clear written procedures within all meeting rooms on how to use technology for persons unfamiliar? | ☐ | ☐ | ☐ | ☐ |
| Is technology consistent and reliable between all meeting spaces? (Wifi connection, Click- share) | ☐ | ☐ | ☐ | ☐ |
| Is the software we use well-known and used by our consultants and clients? | ☐ | ☐ | ☐ | ☐ |
| Do meeting spaces provide access to power for technology use while still supporting physical distancing within the space? | ☐ | ☐ | ☐ | ☐ |

**Question Title**

20. Pre-Covid19, what was the frequency in which you utilized the following to share information during a meeting:

Always, Sometimes or Never

| | Always | Sometimes | Never |
|---|---|---|---|
| Presented information via your laptop, connecting to a larger monitor? | ☐ | ☐ | ☐ |
| Utilized the shared computer / keyboard within the meeting space? | ☐ | ☐ | ☐ |
| Had an analog meeting only with no technology used? | ☐ | ☐ | ☐ |

## *Comfortability*

**Question Title**

21. Are you comfortable having team meetings of the following sizes? Assuming they are in-person meetings and physical distancing or masks are utilized.

| | Yes | No |
|---|---|---|
| 2 people | ☐ | ☐ |
| 4 people | ☐ | ☐ |
| 6 people | ☐ | ☐ |
| 10+ people | ☐ | ☐ |

Why? [                    ]

**Question Title**

22. Do you feel these in-person meetings should include outside consultants or clients?

☐ Yes

☐ No

☐ Case by Case Basis

**Question Title**

23. If face-to-face team meetings were to only be held in non-enclosed meeting spaces, would this change the format and productivity of your meetings? Describe why...

**Question Title**
24. How comfortable are you with having meeting rooms assigned for select groups to use specific spaces only?

(1 being least comfortable, 5 being most comfortable)

**Question Title**
25. Related to Question 24: why did you select that rating?

## *Related to Design Phase*

**Question Title**
26. During the following design phases, what is the percentage of overall discussions/tasks that *can be effectively accomplished virtually*:

(If not involved in the design phases, please skip.)

| | 0% | 25% | 50% | 75% | 100% |
|---|---|---|---|---|---|
| Schematic Design Phase | ☐ | ☐ | ☐ | ☐ | ☐ |
| Design Development Phase | ☐ | ☐ | ☐ | ☐ | ☐ |
| Construction Documents Phase | ☐ | ☐ | ☐ | ☐ | ☐ |
| Construction Administration Phase | ☐ | ☐ | ☐ | ☐ | ☐ |

## *Thoughts on potential strategies, values, and practices.*

**Question Title**
**27.** On a scale of 1 to 5, **how important** are the following to you:
(1 being least important, 5 being most important)

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| A BNIM policy to support flexible work arrangements. | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| A BNIM policy on infectious diseases that includes expectations for hygiene etiquette and staying home when sick. | | | | | |
| BNIM limits the number of employees in the office at one time. | | | | | |
| You are able to maintain physical distancing in the workplace. | | | | | |
| Others maintain physical distancing in the workplace. | | | | | |
| You are able to maintain physical distancing in the public space. (i.e. option of stairs, etc.) | | | | | |
| You have dedicated storage for project materials located near team members. | | | | | |
| Employees/visitors are required to wear masks when not able to physical distance in the office. | | | | | |
| Employees/visitors are required to wear a mask at all times in the office. | | | | | |
| Employees are asked to take their temperature before coming to work every day. | | | | | |
| Someone at BNIM takes employee temperatures before they come into the office every day. | | | | | |
| Someone at BNIM takes visitors temperatures before they come into the office every day. | | | | | |
| You are able to have in-person meetings with internal team members. | | | | | |
| To have daily cleaning and disinfecting in the office. | | | | | |
| To have regular deep cleaning and disinfecting in the office. | | | | | |
| Traveling *locally* for site visits, project meetings, and/or business development. | | | | | |
| Traveling *out of the area* for site visits, project meetings, and/or business development. | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| Additional hand sanitizing and personal hygiene options placed throughout the office. | | | | | |
| Enhanced central air filtration systems (UV light, hospital grade air filters, etc.). | | | | | |
| Additional stand-alone air filtration units in heavily used areas. | | | | | |
| BNIM records employees and visitors who come into the office for contact tracing. | | | | | |
| Employees are able to eat together and converse. | | | | | |
| Deliveries (food, packages, etc.) can come to the office. | | | | | |

**Question Title**

28. Are you comfortable doing the following?

|  | Yes | No |
|---|---|---|
| Maintaining physical distancing (keeping 6 feet apart, avoiding handshakes, etc.)<br>Explain, if desired. | ○ | ○ |
| Working remotely<br>Explain, if desired. | ○ | ○ |
| Commuting into the office<br>Explain, if desired. | ○ | ○ |
| Entering the office via public entrances under normal conditions (elevators, key cards, etc.)<br>Explain, if desired. | ○ | ○ |
| Having in-person meetings<br>Explain, if desired. | ○ | ○ |
| Traveling locally for site visits, project meetings, and/or business development.<br>Explain, if desired. | ○ | ○ |

Traveling out of the area for site visits, project meetings, and/or business development.

Explain, if desired.

[ ]

Allowing clients to visit the office

Explain, if desired.

[ ]

Allowing consultants to visit the office

Explain, if desired.

[ ]

Allowing vendors to visit the office

Explain, if desired.

[ ]

Allowing anyone to visit the office

Explain, if desired.

[ ]

Wearing a mask when not able to social distance

Explain, if desired.

[ ]

Wearing a mask at all times in the office

Explain, if desired.

[ ]

Taking your temperature before coming to the office

Explain, if desired.

[ ]

Having someone at BNIM take your temperature before you enter the office

Explain, if desired.

[ ]

Maintaining a clean personal work station

Explain, if desired.

[ ]

Recording (or having someone record) when you or other visitors come to the office

Explain, if desired.

[ ]

Eating and visiting with one another if physical distancing is maintained.

Explain, if desired.

[ ]

You or others receiving food and other deliveries to the office.

Explain, if desired.

[ ]

**Question Title**

29. What if any additional measures do you need in place to feel comfortable returning to the workplace?

[ ]

**Question Title**

30. If you do feel comfortable, what is the ideal amount of time you would like to spend in the office during this transition?

☐ 1 day/week

☐ 2 days/week

☐ 3 days/week

☐ 4 or more days/week

# Considering Mission + Values
Most of the questions asked thus far are of immediate concern and needs.

The following questions are intended to help gauge how we might adapt our practice in the future.

31. Recognizing that the following mission statements are really interconnected, we have pulled apart aspects of these issues to understand subtle differences in emphasis. **Please select your top four of importance to you.**

☐ **Design**: It is important that the BNIM's workplace be a landmark and showpiece of multi-disciplinary design excellence.

☐ **Creative:** Our workplace should be interesting, fun, and enriching for creative people.

☐ **Innovative:** Our environment should allow BNIM to experiment and explore the workplace of the future.

☐ **Catalyst:** It is important that our workplace is a model of "urban acupuncture", rebuilding vitality (for all) in an urban center.

☐ **Community:** It is important that our workplace strengthen community and improve relations.

☐ **Diverse:** Our workplace should be a part of a diverse social, cultural, and economic community.

☐ **Performance:** It is important for our workplace to achieve next-generation levels of performance (i.e. Net Positive, Living Building, Regenerative, Resilient).

☐ **Replicable:** It is important that our workplace be highly replicable in the region and other markets.

☐ **Generous:** Our workplace should be a model of a generous, healthy, and productive work environment (Universal Design, WELL Standard, Healthy BNIM, Redlist-free, healthy food, active lifestyle).

☐ **Incubator:** It is important that the project co-locates with other creative types to collaborate and incubate new ideas.

32. Rank the following based on importance.
**(1 being most important, 5 being the least important)**

☐ Access to Natural Daylight within your Workspace

☐ Access to Views to the Outdoors

☐ Access to Natural Ventilation

☐ Energy Efficient Building

☐ Water Efficiency

33. Please rate the following features that are important to you Post-COVID-19.
(1 being the least important, 5 being the most important)

| | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| Flexible office environment [easily reconfigured space] [easy to change locations] | | | | | |
| Open office environment with visual connection to my team | | | | | |
| State of the art technology [latest and greatest] [Voice activated technology - no hands] | | | | | |
| Departmental teaming space [informal meetings in open / collaborative areas] | | | | | |
| Effective conference space [formal meetings] | | | | | |
| Collaborative work environment | | | | | |
| Generous spatial work environment | | | | | |
| Quiet work environment | | | | | |
| An office environment that supports green / sustainable practices | | | | | |
| Places to "get away" or focus | | | | | |
| Increased ventilation / improved air filtering procedures / devices | | | | | |
| "No-touch" devices - soap dispensers, sanitizers, paper towel dispensers, water faucets | | | | | |
| Cleaning / sterilization procedures [Clear work surfaces] | | | | | |
| Signage to guide employees and guests on workplace practices | | | | | |
| No-contact public doors | | | | | |
| Other (please specify) | | | | | |

## Considering our experience

**Question Title**

34. What lessons have you learned from our experience over the past few months?

**Question Title**

35. What do you want to see us carry forward (professionally and/or personally)?

**Question Title**

36. In what ways has this experience elevated our work?

**Question Title**

37. In what ways has this experience hindered our work?

Thank you for your participation! It is greatly appreciated!