

VERGE  
SENSE

# The Occupancy Intelligence Index

Q3 REPORT

THE LARGEST OCCUPANCY DATA SET IN THE INDUSTRY





**Goodbye assumptions.  
Hello intelligence.**

---



# Methodology

The Occupancy Intelligence Index is derived from the largest first-party space utilization dataset in the world and provides leaders with comprehensive workplace benchmarks and insights.



VergeSense sensors leverage anonymous computer vision technology to provide a true understanding of space.



Dates analyzed  
January 1st 2023, to September 30th 2023



Over 13,000 meeting rooms



Over 200 global enterprises



Over 30,000 total spaces covering  
over 75M square feet



45+ countries

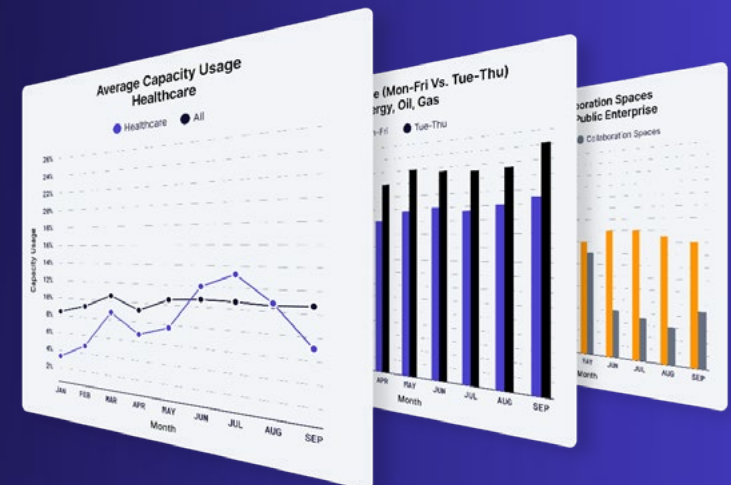
# Looking for Industry-Specific Occupancy Data?

Get exclusive access to global office capacity usage benchmarks from your industry:

- ⚡ Energy, Oil, & Gas
- 🏛️ Financial & Professional Services
- 🏥 Healthcare
- 🔧 Industrial & Logistics
- ⚙️ Infrastructure & Public Enterprise
- 🧪 Life Science
- 🏠 Real Estate
- 📺 Tech, Media, & Telecom

Our team of workplaces experts are here to work with you to understand how your organization's occupancy stacks up against industry averages and trends.

Schedule a review session today, and one of our workplace experts will be in touch to share your industry's average capacity usage, peak capacity usage, time distribution of focus and collaboration spaces, and usage spikes during core working days.



**SCHEDULE A DATA REVIEW**

## INTRODUCTION

# Offices Are Hitting a Breaking Point

Within this edition of the Occupancy Intelligence Index, in addition to reporting on global capacity and time usage trends, we're doing a deep dive into meeting space usage year-to-date. With most enterprises seeing employees back in the office on a full or part-time basis driven by RTO policies and collaboration needs, it's a critical time for occupancy planners and space designers to reevaluate space performance – especially when it comes to meeting rooms. Given many employees are coming into the office with the express purpose of working with colleagues, having the right amount of meeting rooms is a critical, non-negotiable element of creating an excellent experience for your teams.

While global office capacity usage is steadily rising, it is a far more inconsistent and dynamic occupancy than in years past. The days and hours workers spend are continually in flux. And perhaps even more importantly, they're spending a much lower percentage of time at desks and a higher rate of time in collaborative spaces.



## FORTUNE

*Over 1 million American workers face new return to office mandates*

FedEx

zoom

amazon

Meta

lyft

Disney

Overall, employees are now much more mobile, using common and shared spaces to either do collaborative work or to have virtual or private meetings. Therefore, the availability and accessibility of meeting spaces significantly impact productivity, collaboration, and employee satisfaction, making it a major focus for workplace leaders across the globe.

This dynamic is causing current office designs to reach a breaking point due to the limited supply of meeting spaces and the growing demand for these spaces. And it isn't just a need for conference rooms with more capacity. For instance, as the hybrid workforce returns to the office, there is a noticeable shift in preference towards smaller and more intimate collaboration spaces. This could mean a two-person meeting room being used for a quick one-on-one or an employee jumping in a phone booth built for one person to virtually collaborate with a remote colleague. But when offices are not designed to meet these new needs, meeting room shortages become bottleneck that inhibits the overall utility of the office. We refer to this as a "breaking point," and it's quite different than the breaking points we saw in the years before the pandemic, which were primarily desk-specific.



**Breaking points:** occur when the demands of the workforce are not being met by available space, space design, or mix of space types.



While the office is still usable, it reaches a point where people have no other choice but to use spaces like large conference rooms and open spaces for activities like virtual meetings, which can create a sub-par experience for them and a frustrating environment for their colleagues. Breaking points and bottlenecks are really important to monitor because it is at these points where organizations learn and find opportunities to optimize their existing office footprint even further.

These optimizations can come in the form of changes to the mix of space types, enhancements to space design to serve the hybrid workforce, and more.



Desks capacity and utilization are **no longer enough** in serving today's highly dynamic hybrid workplaces.





VergeSense is the only Occupancy Intelligence Platform that offers **Passive Occupancy**. The detection of objects, not just people, in a space.



# Table of Contents

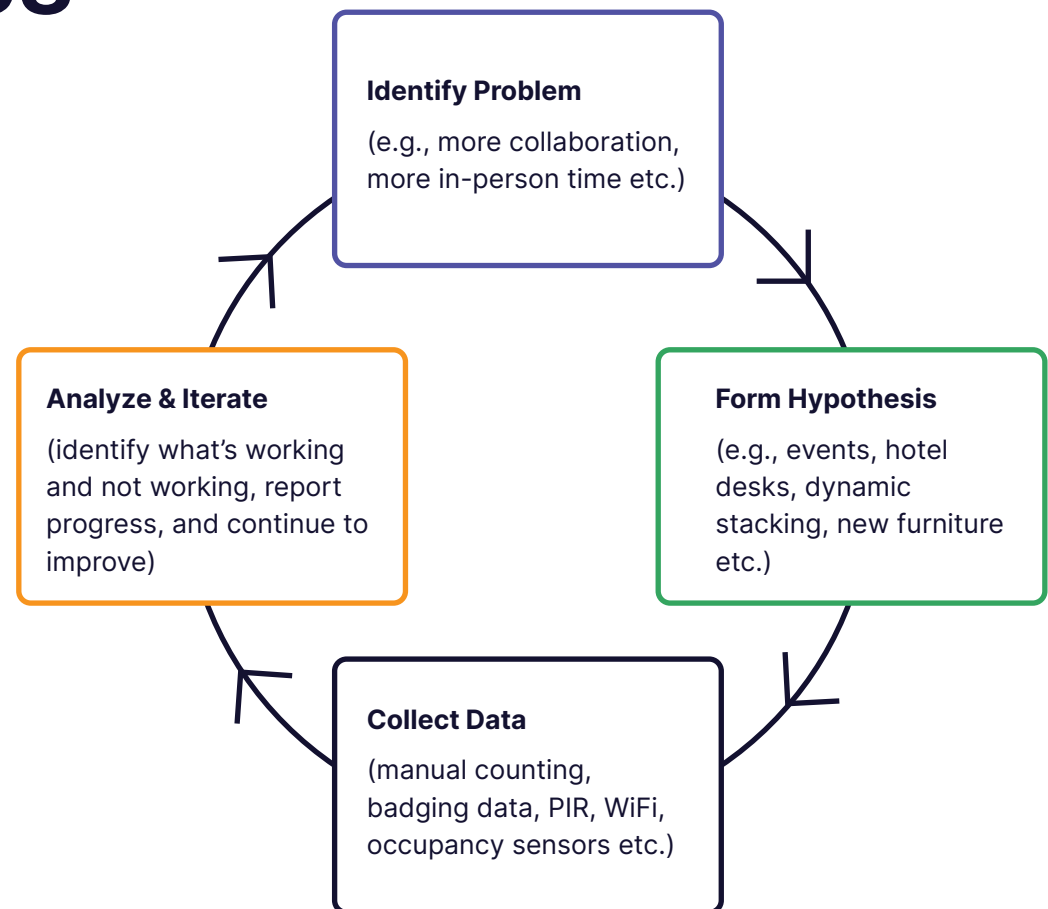
<b>Executive Summary: How to Use Occupancy Intelligence to Reevaluate Your Meeting Spaces</b> .....	<b>11</b>
<b>Section One: Uncovering The Imbalance Between the Supply &amp; Demand of Meeting Rooms</b> .....	<b>15</b>
Assessing the Global Supply of Meeting Rooms .....	<b>16</b>
Are There Too Many Large Conference Rooms? .....	<b>19</b>
“On-the-Fly” Meetings Highlight Demand for Seamless Room Booking Systems .....	<b>20</b>
Breaking Points Arise From Meeting Room Shortages .....	<b>21</b>
Recommendations for Addressing the Global Meeting Room Shortage .....	<b>22</b>
Insights from Airbnb .....	<b>25</b>
How Rapid7 Saved \$1.5M Tapping Into VergeSense’s Data-Driven Insights For Its Redesign .....	<b>26</b>

<b>Section Two: ‘Two feet’ vs. Square Feet Issues</b>	<b>27</b>
Meetings Ending Early, and the Room Going Unused	28
Meetings Being Booked, but Ghosted	29
Passive Occupancy of Meeting Rooms	30
Recommendations for Adapting Employee Behavior	31
Insights from BCG	34
How BCG Leveraged Meeting Room Analysis and Space Booking Automation to Save \$50k/Month	35
<b>Section Three: Global Office Capacity Usage</b>	<b>36</b>
Capacity Usage	36
Capacity Usage by Region	40
Space Time Usage	43
<b>About VergeSense</b>	<b>46</b>



# How to Use Occupancy Intelligence to Reevaluate Your Meeting Spaces

Within the following sections of The Occupancy Intelligence Index, we'll dive into meeting space usage year to date across more than 200 enterprises. This data is incredibly valuable as an industry barometer, but it's even more vital for you as a space designer, occupancy planner, or real estate leader to understand how to contextualize and benchmark your own unique data to evaluate your makeup of meeting room spaces. Here is a summary of some of the best practices in putting this data to work for your organization.



## You Are Running Out of Meeting Rooms, so It's Time to Iterate Your Design Standards

In section one, we delve deeper into our recommendations for your best course of action if you're running out of meeting rooms. Let's briefly summarize your three options for addressing your meeting room shortage.



**Create more of your most popular meeting room types:** Increase the supply of your most used meeting room designs, which our data shows are 2 and 3-person rooms capable of accommodating more intimate and focused collaboration.



**Fix your space mix:** Identify and cannibalize space from low-popularity space types, like larger meeting rooms, and allocate these spaces to in-demand space designs.



**Experiment to increase popularity:** Experiment with low-popularity spaces by introducing new amenities and characteristics to encourage usage.



# You Are Not Running Out of Meeting Rooms, so It's Time to Adapt to Employee Behaviors

In section two, we take a look into the behaviors of employees, such as ghosting meeting rooms and on-the-fly usage of collaborative areas without reserving, which are causing perceived meeting space shortages. Here is an overview of recommendations on how to address these behavior-linked issues.



**Utilize both qualitative and quantitative data:** If occupancy data indicates that meeting rooms in a specific area or within a certain floor are repeatedly being ghosted, a qualitative survey may be needed to gather input from employees for the 'why' this is happening.



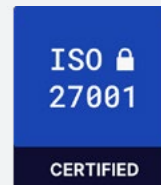
**Automate bookings and auto-release meeting rooms to recover lost time:** Technology can help today's workplaces adapt to employee behaviors by integrating meeting room booking systems with occupancy sensors to implement automation features that recover lost time. For instance, a meeting room can be auto-booked when a space is being used sans reservation by an employee, or collaborative space can be auto-released if a worker ghosts a booking and doesn't show up.



**Set up smart lockers, kiosks, and usage maps:** Smart lockers for employees to stow their belongings or visual kiosks displaying real-time usage can address the friction that comes with workers passively occupying meeting rooms.



Experience the versatility of VergeSense computer vision-based sensors available in both wired and wireless options, ready for deployment in your spaces within 90 days or less.





## SECTION ONE

# Uncovering the Imbalance Between the Supply & Demand of Meeting Rooms

As organizations continue to navigate the dynamics of the return-to-work era, the usage of meeting rooms has become a focal point in understanding the needs of the modern hybrid worker. By measuring and analyzing the behaviors of those who've returned to the office, there is consistent and measurable evidence that collaboration, communication, and the very fabric of the office experience has changed. As the workforce redefines its relationship with the office environment, the traditional concepts of meeting room usage and design must also be redefined.

Against this backdrop of transformation, VergeSense has explored actual meeting room usage data from 2023 that has uncovered a significant imbalance between the supply of meeting rooms and the demands of teams who are spending time in the office with the expectation of collaboration.



## Assessing the Global Supply of Meeting Rooms

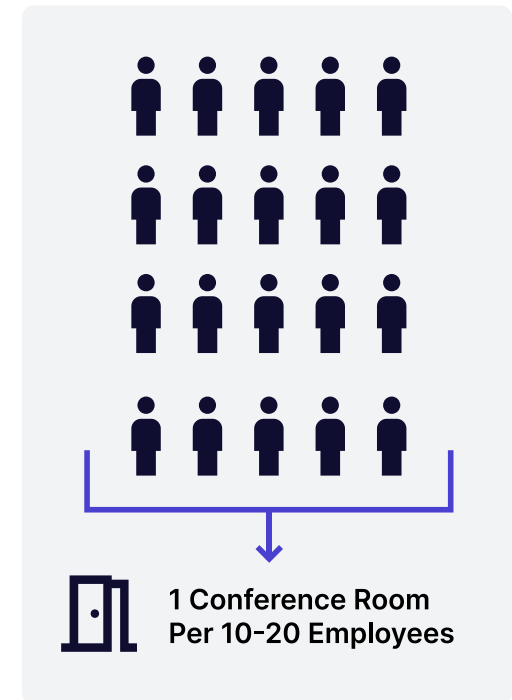
In general, it has been recommended to have one meeting room per 10-20 employees. For a company of 2000 employees, for example, that means they should have 100-200 meeting rooms. Whether you choose to go for a number on the higher or lower end of this scale depends on a few factors, including:

**Open Plan vs. Cubicles vs. Individual Offices:** The nature of your office layout significantly impacts meeting room needs. Open-plan spaces can require more meeting rooms for private discussions, whereas individual offices may inherently offer more privacy, potentially requiring fewer dedicated meeting spaces.

**Adaptability of Meeting Spaces:** Can some rooms serve multiple purposes, such as hosting both formal meetings and informal discussions? Adaptable spaces can help optimize room utilization.

**Company Growth:** If your company anticipates hiring more employees in the near future, it might be prudent to plan for additional meeting rooms.

Of course, how many meeting rooms your offices have isn't the only factor that matters. Employers must also meet their workers' meeting room design standards, namely, to do with size. Meeting room size is critical, as it can play a pivotal role in shaping the dynamics of collaboration within a workplace. It directly impacts the comfort,

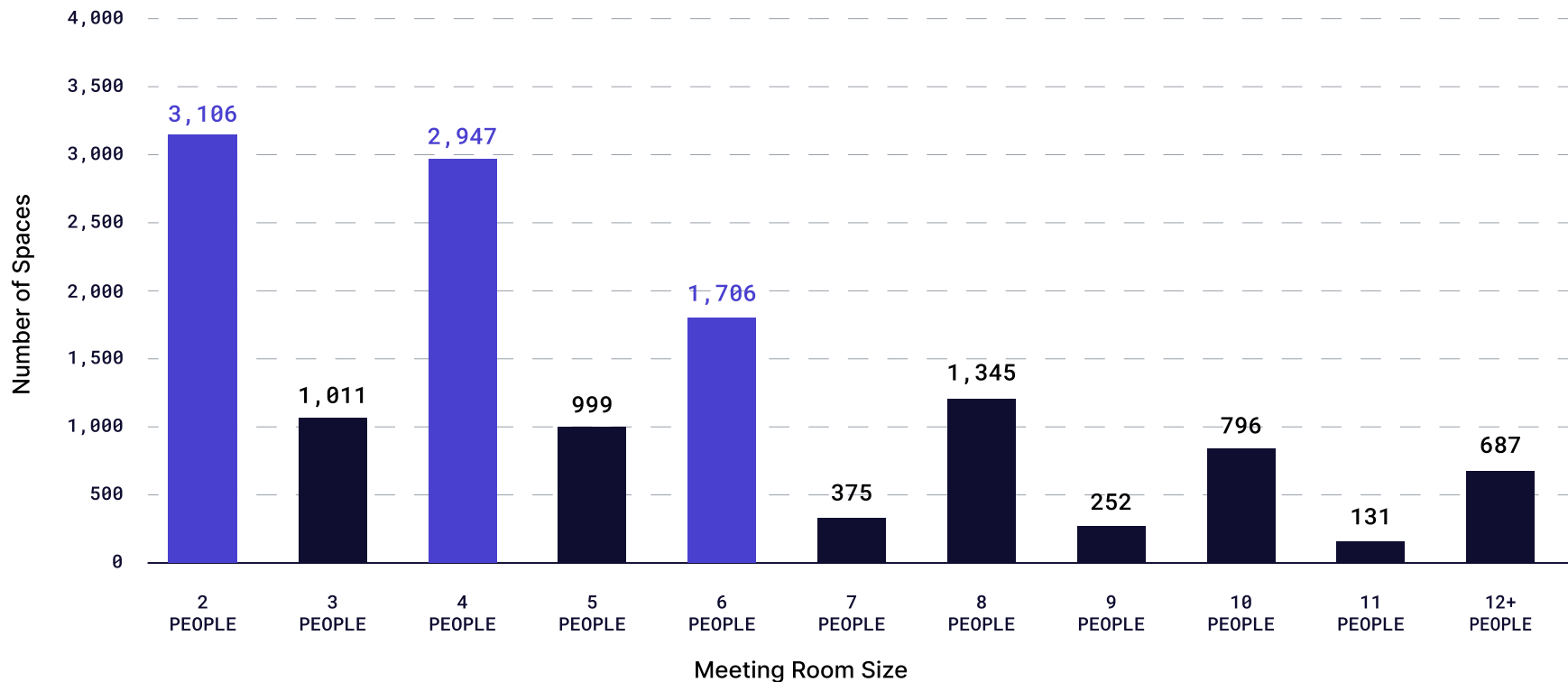




engagement, and effectiveness of discussions – too small a space may feel cramped and inhibit creativity. On the other end of the spectrum, a large room may dilute intimacy and hinder effective communication.

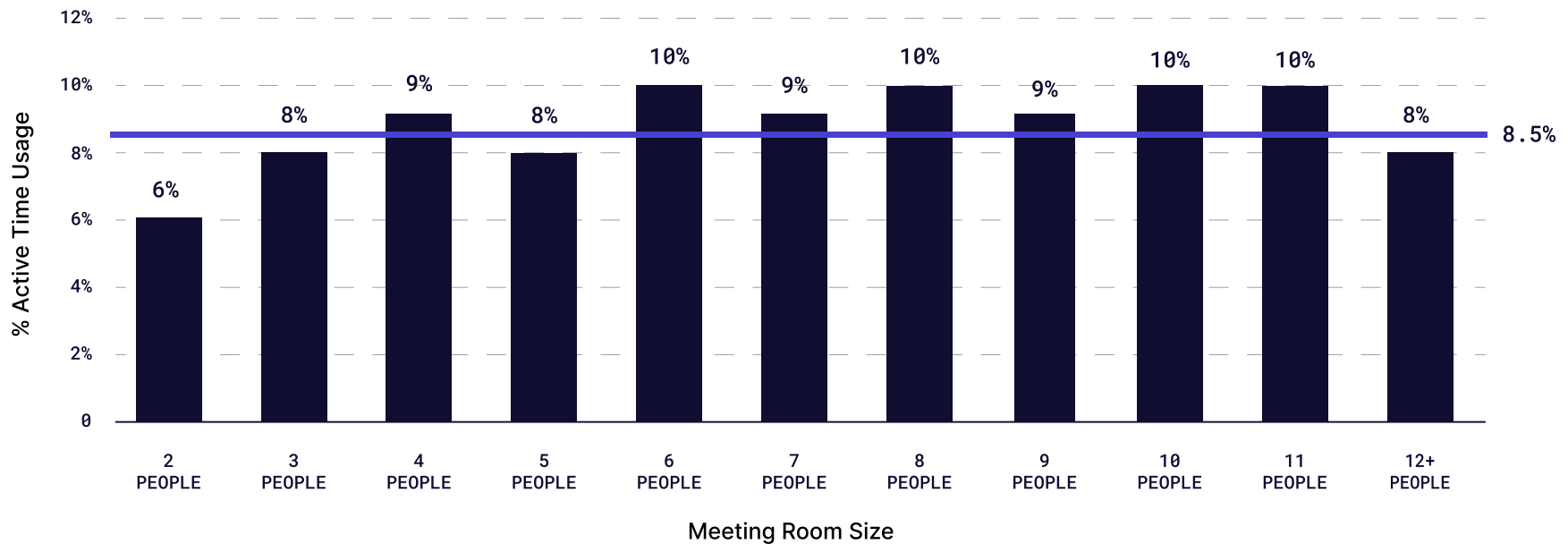
When analyzing the supply of meeting rooms by size, there is an undeniable design trend that favors the creation of two-person and four-person rooms, with six-person rooms following closely behind.

**Global Meeting Room Supply, by Capacity**



When analyzing the demand for meeting rooms we've found an interesting trend: there is simply no correlation between the size of a conference room and its frequency of use. Therefore, we can reasonably conclude that availability is the most important characteristic when team members are choosing a room, so planners and designers should ask themselves, "how do we adjust our meeting room mix within our existing floor plan to create more meeting spaces?" More on this later. Additionally, the slightly lower time usage in two-person rooms indicates that when given the choice, people prefer a touch of extra space.

**Most Popular Meetings Rooms, by Time Usage**

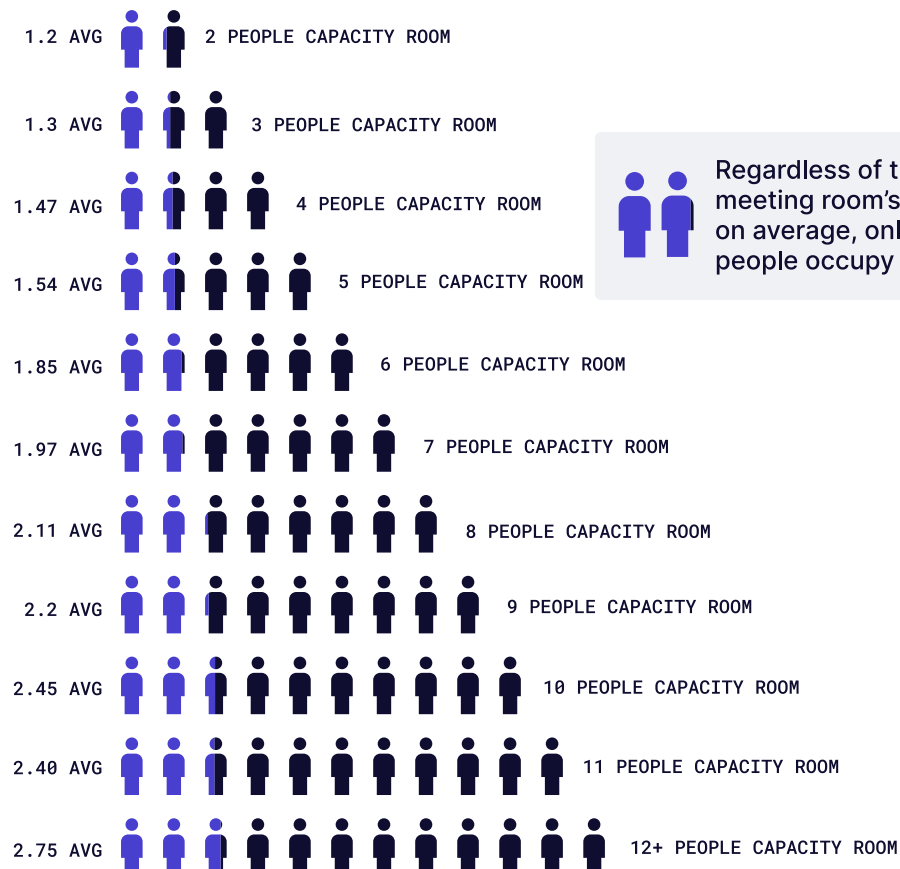


## Are There Too Many Large Conference Rooms?

According to our data, the average number of attendees physically present in meetings currently hovers close to two people. For workers that have returned to the office, this underscores a shift – and expectation – towards more intimate and focused collaboration. But there's little correlation between meeting size and what sized meeting room is preferred. For example, the average meeting size for a 12-person meeting room is still fewer than three people.

Of course, there are peak instances when the person count for large meeting rooms is higher, indicating that there is still a demand for them. But it begs the question: Is there really a need for so many of these larger capacity meeting rooms when, on average, just a few people are using them at a time? It seems organizations could benefit from reevaluating their office design strategy to align with the prevalent need for more intimate meeting spaces. By doing so, space designers and occupancy planners could enhance overall efficiency by ensuring that the physical environment aligns with the collaborative preferences of the workforce.

### Average Occupancy Across Meeting Rooms

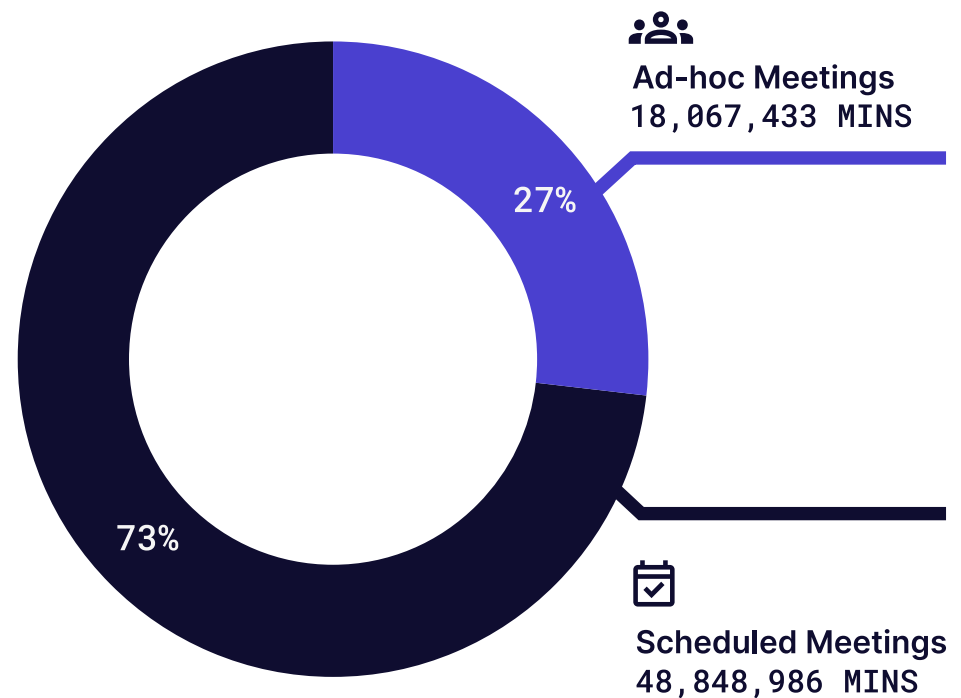


Regardless of the meeting room's capacity, on average, only **1.93** people occupy a room.



## “On-the-Fly” Meetings Highlight Demand for Seamless Room Booking Systems

The prevalence of ad hoc usage, where individuals are informally occupying meeting rooms without prior reservations, has emerged as a dominant pattern in the current office environment. In fact, 18,067,433 minutes – equivalent to 27% of all meeting room usage hours – were spent in these impromptu collaborative sessions over the last quarter.



Rather than framing this behavior as a challenge, this data encourages us to reserve judgement and understand that this is just how employees prefer to find and use space. It reflects the dynamic, on-the-fly nature of modern work, where spontaneous discussions and informal huddles are integral to the creative process. Rather than resisting this trend, there is an opportunity to embrace and support it.

This insight prompts a reconsideration of our office design and technology infrastructure. The fact that a significant portion of meeting room usage occurs without formal bookings underscores the need for technology-enabled solutions to facilitate seamless, on-the-spot reservations. Encouraging such behavior aligns with the way modern employees naturally collaborate and harnesses the potential for enhanced creativity and productivity.

## Breaking Points Arise From Meeting Room Shortages

Organizations face a critical challenge: a pronounced mismatch between the supply and demand for meeting rooms. The fact is, for over a half an hour per day there are no meeting rooms available on an entire floor.



36 minutes a day, there are **no meeting rooms available.**

Because of the shortage of available meeting rooms in the areas where team members spend the majority of their time, new behavior has emerged: team members are simply finding alternative areas to collaborate. For space designers, this presents a need to make design adjustments based on how workers are occupying these collaborative spaces. But it also raises concerns about long-term implications. Considering that a team member seeking a collaborative environment can't find a meeting room during one of the few days they're actually in the office. It's going to discourage them from working within the office more or perhaps even deter them from coming into the office altogether - which could be contributing to the recent trend of [coffee badging](#) that workplace managers have been reporting.

This global shortage of meeting rooms necessitates a reevaluation of office design choices, especially given it's predominantly just a couple of people looking to collaborate in a room at a time. There's a major disconnect between the average meeting size and the disproportionate allocation of space for larger rooms, signaling an opportunity for efficiency improvements. Companies seriously need to rethink the ratios of individual and collaborative spaces and align design choices with meeting size trends. By doing so, they can create an office environment that better supports the collective needs of today's workforce.

## Recommendations for Addressing Your Room Shortage

Utilize occupancy intelligence to gain a true understanding of real-time data and actual meeting room usage. This data should inform decisions in three critical areas:

1

### Create More of Your Most Popular Meeting Room Types

Adjust room capacities based on actual usage data, focusing on increasing the supply of the most popular meeting room types – especially for 2 to 3-person rooms.

This can be both a short and long term goal. In the short term, we're seeing customers with smaller budgets add phone booths to their workplaces, as well as doing some minor renovations to right-size their spaces. In the long term, you may want to reallocate space from larger, underutilized rooms and optimize your overall room footprint.



2

## Fix Your Space Mix

Conduct an analysis of your own meeting room usage data to identify the most-popular meeting room types and your least-popular spaces. Cannibalize the underutilized spaces and create more of your most popular meeting room types.





3

## Conduct Experiments to Increase the Popularity of Unpopular Meeting Rooms

Experiment with low-popularity meeting rooms by introducing various amenities and characteristics such as acoustical privacy or additional AV to gauge their impact on popularity. This approach requires a lower budget, and allows for continuous adjustments based on real-time feedback and preferences. It's critical to gather qualitative feedback from your team before, during, and after these experiments.



This is an approach used by Melissa Ogden, Workplace Occupancy Manager at Airbnb to ensure she's offering her workforce an office experience that meets their expectations. This data-driven approach has been integral in identifying changes in occupancy behavior before the pandemic when larger meeting spaces were "packed in and popular". Today, however, Melissa has noticed a notable trend where smaller rooms are favored, and even when their larger meeting rooms are in use, it's most often by one or two people.

*"I'm really proud our team tries hard not to force employee behavior into what we think should be popular. In order to support this mentality, we are taking a pilot approach. We have existing spaces where we can take data to understand better what is popular amongst our employees, and we couple that with qualitative feedback methods to actually hear what people think is missing and what they would like to have. We can then use this information to try new things."*



**Melissa Ogden**  
Workplace Occupancy Manager  
Airbnb

# How Rapid7 Saved \$1.5M Tapping Into VergeSense's Data-Driven Insights For Its Office Redesign

When Rapid7 returned to its Boston headquarters post-COVID-19, the need for a redesign was evident to accommodate its returning workforce. Employee surveys emphasized the necessity for larger meeting rooms to facilitate the face-to-face collaboration they missed during remote work.

However, VergeSense's data provided a different perspective, revealing that two-person Zoom rooms were the most utilized spaces, aligning with the new agile collaboration methods. Armed with this information, Rapid7 adjusted its redesign plan, resulting in an impressive \$1.5M cost savings by avoiding unnecessary expansions. The data also led to improved employee satisfaction, with a notable increase in the availability of two-person Zoom rooms and positive survey feedback.

This experience emphasized the significance of data-driven insights in making informed workspace decisions. For Rapid7, it led to a more accurate and effective redesign that better suited the evolving dynamics of their team's work habits.

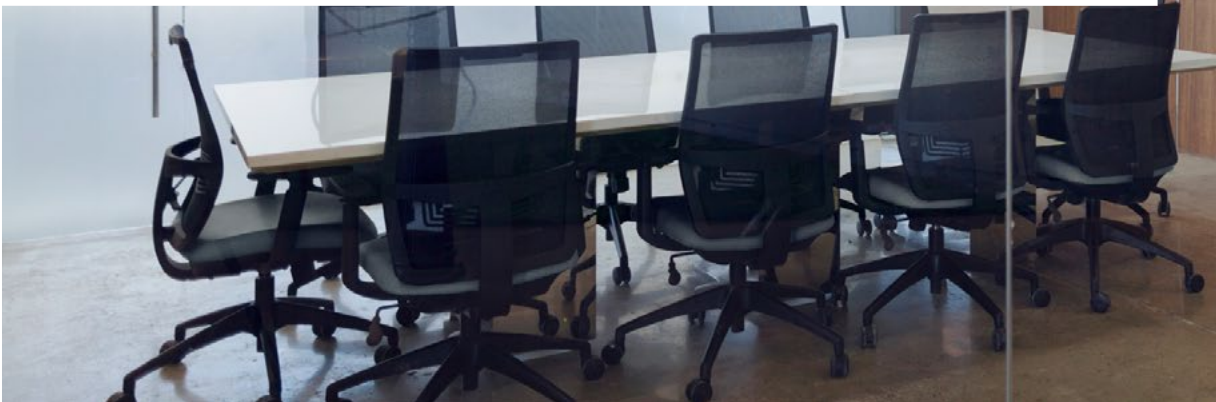
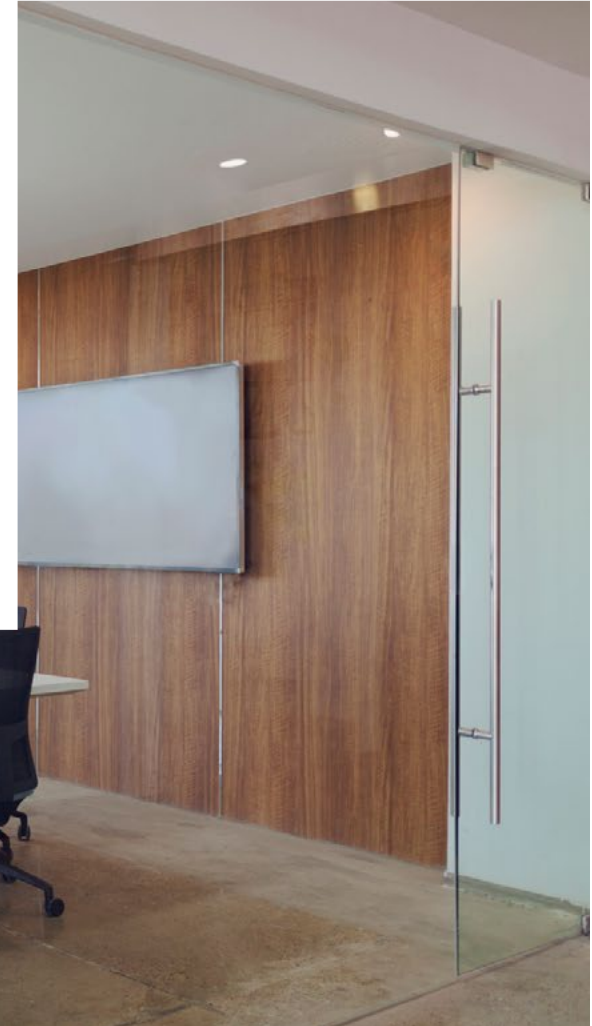




## SECTION TWO

# 'Two feet' vs. Square Feet Issues

In analyzing meeting room usage data across over 200 enterprises, it becomes clear that when enterprises aren't actually running out of meeting room square feet based on design, the perceived shortage of collaborative space is being caused by behaviors of their employees on two feet. Of course, employees are generally trying to be good colleagues in the workplace, and they aren't creating these problems on purpose. Instead, these behavioral causes we've uncovered, such as meeting room ghosting, on-the-fly usage without a meeting room reservation, or holding a space they're not using with their items, are often just a byproduct of a busy day in the now dynamic and flexible workplace.

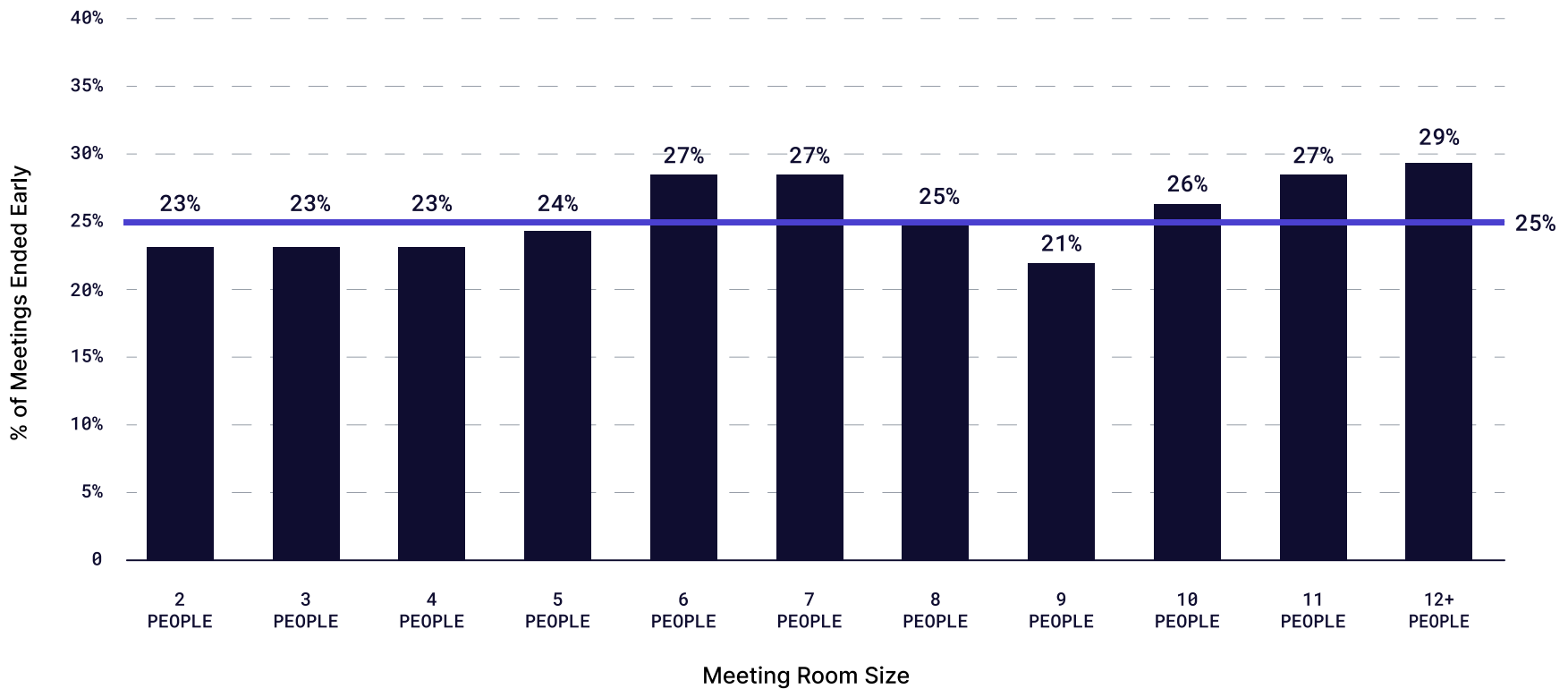




## Meetings Ending Early, and the Room Going Unused

When we look into the data, one of the first trends we see is a significant amount of “unused time” being left on the calendar from meetings that finish early. In fact, independent of room size, we found that 25% of meetings are ending at least 15 minutes early. While this may not seem like a significant amount of time at first glance, in aggregate, it amounts to nearly 22 million minutes of usable time within valuable space that could be returned to the calendar and used by other team members who just need a space to gather for a few minutes.

### Meetings Ending at Least 15 Minutes Early

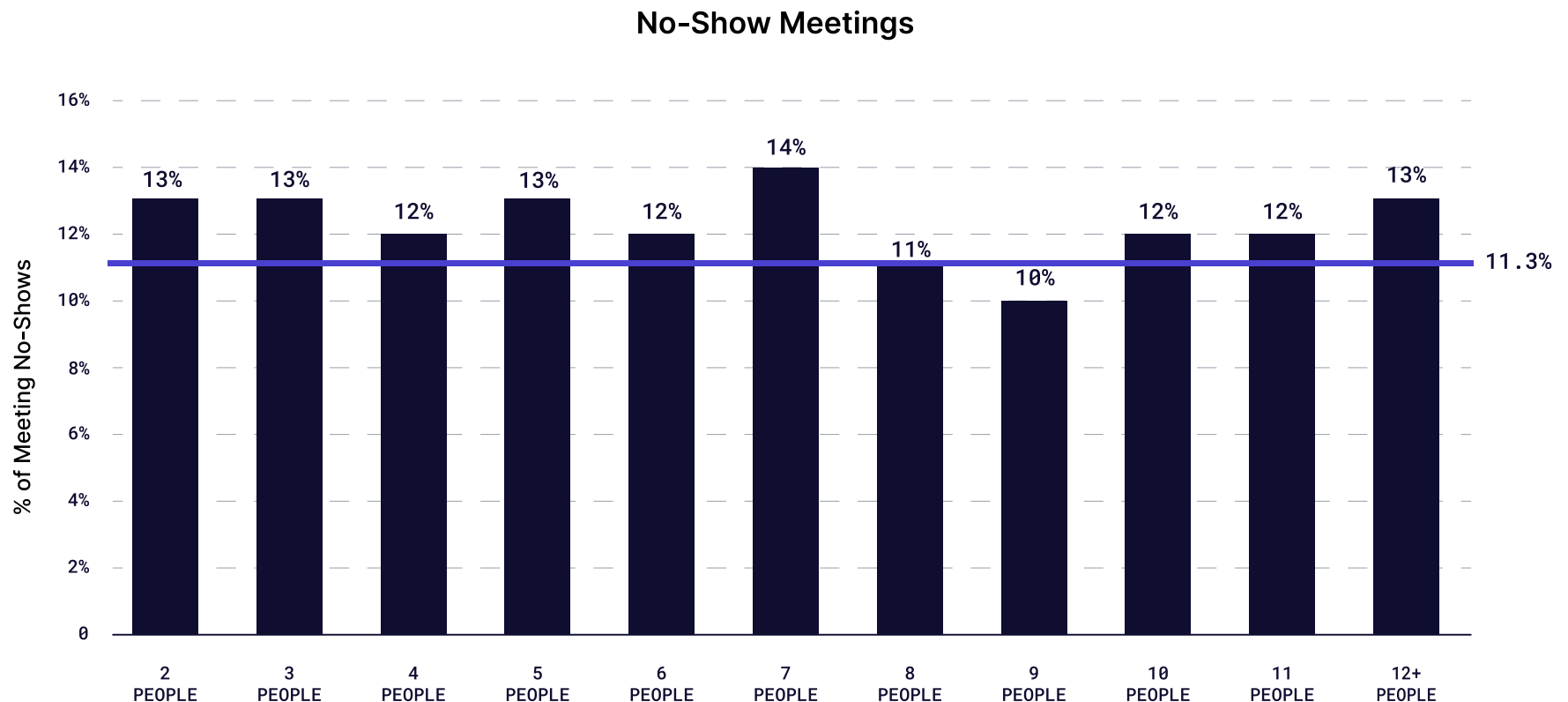


In fact, customers who have integrated VergeSense with their room booking systems to automate the recovery of these minutes by re-releasing a meeting room recovered nearly 230,000 minutes year-to-date.

 **230,000**  
Minutes Recovered

## Meetings Being Booked, but Ghosted

A second employee behavior that is impacting the utilization of meeting spaces is ghosting. A ghosted meeting is when a meeting room is booked for a particular meeting, and then no one attends in person.



This creates a frustrating situation for other employees who are in the office but can't find any available meeting rooms for their own meetings. In addition, it can cause unnecessary spending on HVAC and other office essentials.

Our data indicates that 11.3% of meetings are ghosted which amounts to **10 million minutes of unrecovered time**. When referencing a price per square foot estimate of \$85.88 in CommercialEdge's October 2023 National Office Report, this unused, expensive office space amounts to hundreds of millions of dollars of waste. One reason this trend may be increasing across enterprises is simply due to the hybrid and flexible schedules that most employees are on. For instance, someone may book a conference room for a Wednesday to meet with their team, given that is the day when the majority are in the office. However, one of the teammates ends up being sick, and another ends up needing to meet with a customer elsewhere. Therefore, the employee changes their flexible schedule and decides they will be coming in on Thursday, and they forget to unbook the meeting room space that they had secured for Wednesday.

## Passive Occupancy of Meeting Rooms

Another behavioral issue impacting the occupancy of meeting rooms is passive occupancy. Passive occupancy refers to a space that is in use and occupied by the presence of personal objects, even if a human isn't present at that very moment. A colleague may put their laptop down on the table within a meeting room and then go to interact with employees throughout the office that they don't get to see as much as they used to. Or perhaps someone leaves the room and unplugs and takes their laptop but leaves their bag on the desk.



## Recommendations for Adapting to Employee Behavior:

1

### Start With the Quantative, Add in the Qualitative

With each of these types of behavior-driven situations, it's important to understand why the data is indicating that you have a problem.

For instance, if VergeSense occupancy data indicates that meeting rooms in a specific area or within a particular floor are repeatedly being ghosted, a qualitative survey may be needed to gather input from employees for the 'why'. That feedback could tell you that those meeting rooms are notoriously cold, missing AV equipment, or lacking privacy, and when employees realize upon showing up, they never actually enter the rooms.



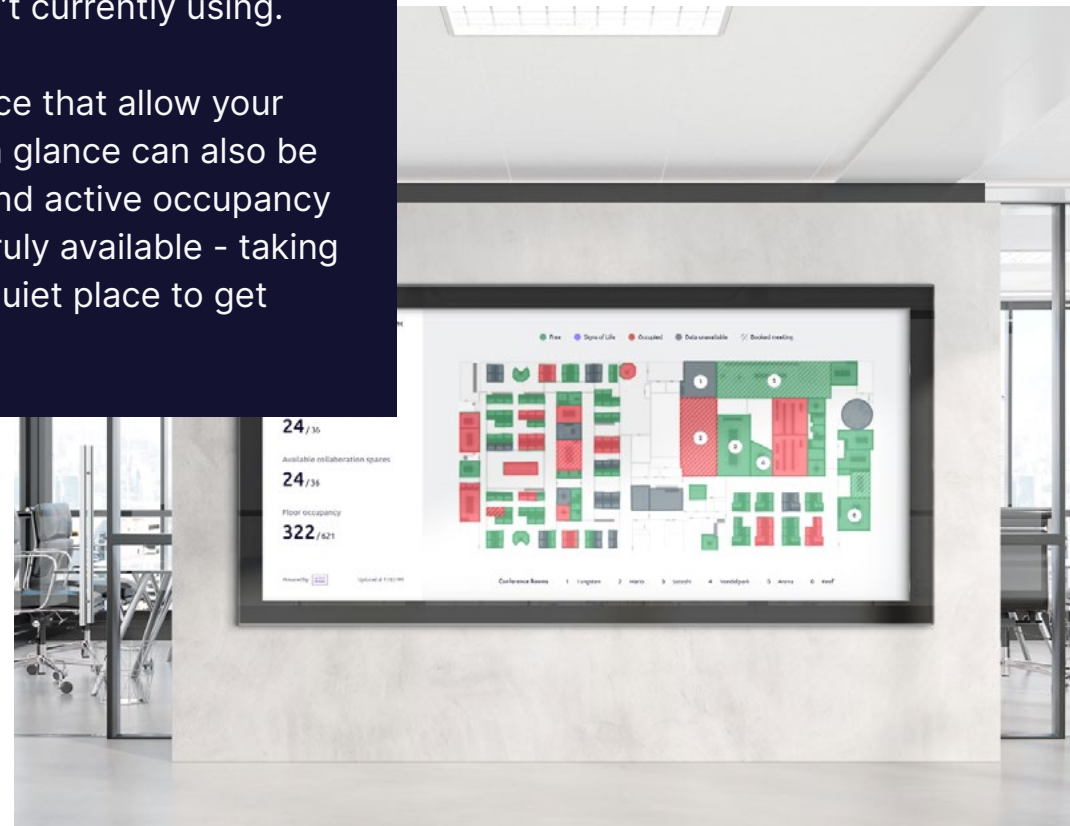


2

## Smart Lockers, Kiosks, and Usage Maps

For passive occupancy, smart lockers on each floor and even within or nearby meeting rooms can address the problem. If employees have someplace to stow their backpacks, jackets, and other items, they're less likely to utilize it on purpose or even subconsciously to reserve a space they aren't currently using.

Visual kiosks or screens within your workplace that allow your team to easily find available workspaces at a glance can also be helpful. By leveraging VergeSense passive and active occupancy data, they only display the spaces that are truly available - taking the friction out of finding a collaborative or quiet place to get work done.

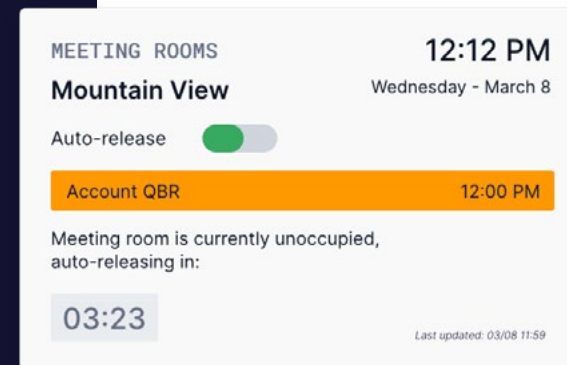


## 3

## Implement Auto-Booking and Auto-Release:

Integrating your Occupancy Intelligence Platform with your room booking system will immediately create a better experience for anyone looking for a room. You'll ensure that even if rooms are being used in an on-the-fly manner, once a human presence is detected they'll be auto-booked, and ghosted meetings will be auto-released when no one is present.

Furthermore, when someone uses a room without reserving, it is auto-booked, and real-time data updates calendars, kiosks, and wayfinding apps so other people know the space is taken. If an employee ghosts a meeting, it auto-releases and gets sent back to the calendars, kiosks, and wayfinding apps so people know the room is available. VergeSense's auto-release feature recovered nearly 150,000 minutes of ghosted meetings for enterprises. It can also be helpful to implement automated 'proactive check-ins' the day before a booked meeting as a reminder of the meeting and to inquire if the meeting room is still needed for the reserved time.



BCG is one enterprise that has effectively used auto-release by integrating VergeSense with its room booking system, which is Office365 from Microsoft. When a meeting room is not occupied for a certain amount of predefined time, that collaborative space gets released and is available for booking. The employee who booked the meeting is also notified, which could influence them not to ghost in the future. BCG also makes this feature known to folks reserving rooms via their online booking dashboard and has signage throughout the floors and conference space that the room will be re-released if inactive.

*“ We’ve seen tremendous turnover in recapturing rooms with this feature over last year. On average, 10-15 room reservations are reopened per day using that technology. It’s pairing this automated feature, which is not dependent on end-user action, with education efforts that ensure it is successful. ”*



**Michael Advani**  
Sites Operation Director  
BCG

# How BCG Leveraged Meeting Room Analysis and Space Booking Automation to Save \$50K/Month

At Boston Consulting Group's Hudson Yards office, concerns over a shortage of conference rooms led to considerations for leasing an additional floor. To tackle this, they examined their space booking data to distinguish between the actual shortage and the perceived one.

The data highlighted a trend of recurring meeting blocks set by Managing Directors. VergeSense's analysis of meeting room usage during these blocks revealed that 40% of meetings were unattended, accounting for 10,400 hours of room bookings due to attendees being frequently out of the office.

To optimize their current resources, BCG implemented VergeSense Space Booking Automation, automatically releasing unutilized but reserved rooms. This measure not only enhanced efficiency but also resulted in an estimated monthly cost avoidance of \$50,000.





## SECTION THREE

# Global Office Capacity Usage

## Capacity Usage

VergeSense calculates capacity usage by dividing the number of people in a space over time by the user-defined capacity of that space. In this equation, each factor is determined as follows:

- The number of people is defined by the number of physical human beings anonymously detected (does not include passive occupancy)
- The amount of time is defined by the working hours set by the customer
- The amount of space is a combination of all spaces under management for the customer, often including entire floors or, in some cases, entire buildings

This is a carefully crafted metric that represents the performance and efficiency of an office and has traditionally been defined as “utilization.”



## Calculating Capacity

Capacity is defined by users within The VergeSense Occupancy Intelligence Platform or through an integration with an IWMS system. The way companies define capacities varies, but they always represent the expected performance of an office.



In Space Mix A, a customer is using a traditional 1:1 ratio of desks to people to calculate overall capacity. In Space Mix B, a customer is assigning a 1.25 ratio of desks to people because they've adapted their space mix to support a higher use of collaboration spaces. There is no such thing as a "one size fits all" approach, and each illustrates the fact that we must be intentional about our space mix and space design decisions when calculating overall capacity of our offices.

Our customers are always exploring different ways to define capacity in the pursuit of a definition that is most representative of how they're new dynamic workforces are using their offices. Given that VergeSense measures capacity usage as a % metric, we are able to normalize any variations in how our customers define capacity at the office level across the vast amounts of data derived from over 75M square feet of space under management to the expected capacity that is defined by each user.

## Contextualizing Capacity Usage With RTO Metrics

Every day there is a new article about return to office trends and each one seemingly has a different interpretation of what office utilization means. The majority of these news sources are citing badge swipe data, which is representative of attendance and not office capacity usage. Nonetheless, it has become a very common data source used across the industry. For example, both of these articles used badge swipe data as their sources.

So how should you contextualize all of the different metrics you're seeing in the news and compare them to our first-party data? Here's how to think about it.



[The Five-Day Week is Dead](#)



[Office Occupancy Crosses 50%, a Post-Pandemic High](#)



**Badge data** uses attendance data to infer occupancy patterns.

**Office Capacity Usage** measures how efficiently an office is being utilized, based on actual usage data.

According to [Kastle Systems' Back to Work Barometer](#) for the week ending October 16, 2023, **“office occupancy” in the 10 largest metro areas nationwide averaged 49.8%**. However, it's important to note that this is actually referencing attendance, measured by badge data. What's more, the stated methodology of this report states “charted percentages reflect unique authorized user entries in each market relative to a pre-COVID baseline, averaged weekly.” In other words, this badge data is actually saying that office attendance is now at nearly half of what it was **pre-pandemic**.

Are we saying this isn't a helpful report? No, of course not. Badge data is an accurate source of attendance, but it can not be used as the sole data point in making major decisions like office consolidation, office redesigns, meeting room supply and demand decisions, or occupancy planning. In summary, office capacity usage numbers will always feel low in comparison to figures being cited in the news, but they are the true representation of the actual utilization of your office space.

With each edition of The Occupancy Intelligence Index, our goal is to present the most helpful and accurate data possible. Every quarter, will show all quarters of data for the given year, as we continue to gain customers and refine our metric normalization, we want to ensure data continuity is preserved.

### Updates to Our Data Approach This Quarter



We have **added additional square footage under management**, so the Q3 data represents the new offices we onboarded.



We have recalculated our capacity usage figures **to reflect “office level capacity usage,”** which adds up the capacities of each floor and building within an office, which are set by the actual user from each company. We've backdated our calculations and updated Q1 and Q2 data to reflect this.



## Capacity Usage by Region

Lets dive into Regional data over the course of this year. Within this dataset, we'll look at two variations of the Capacity Usage data:

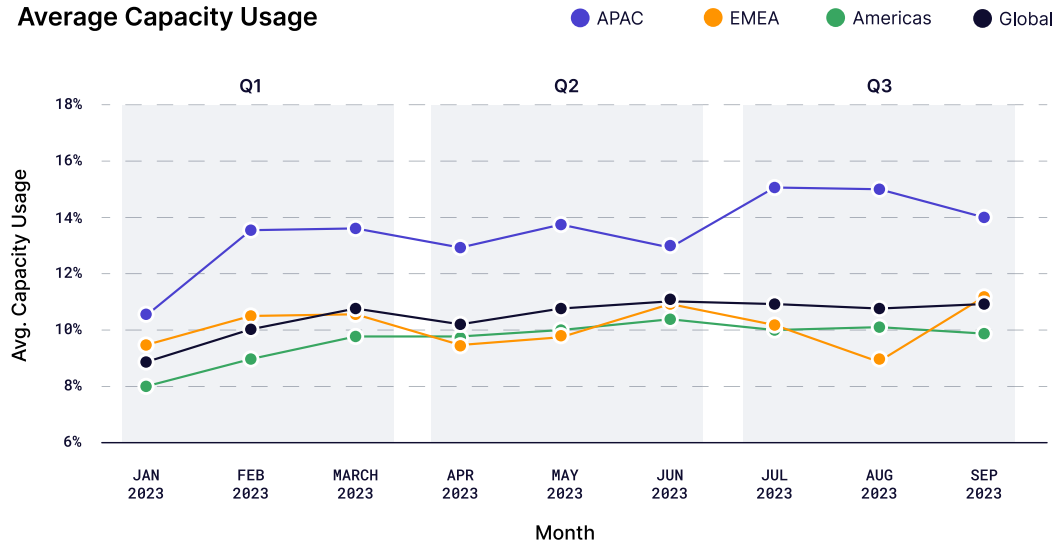
**Average capacity usage** which represents the general performance accounting for a full work day of usage.

**Peak capacity usage** which represents a number that is closer, in concept, to the attendance figures that badge data represents. While badge data will represent the max number of people that badged in for a specific day, Peak Capacity Usage will represent the highest number of people in the office on a specific day.

As we are seeing more companies with formal hybrid policies, there is a common theme around Tuesday, Wednesday and Thursday becoming the core in office days. We look at capacity usage specifically for these core days and how it compares to all work days.



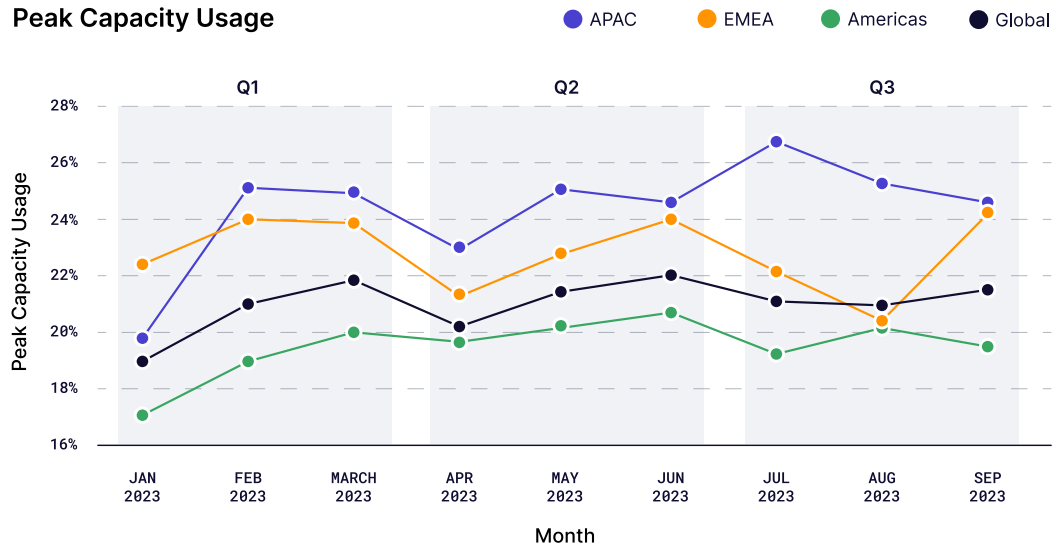
### Average Capacity Usage



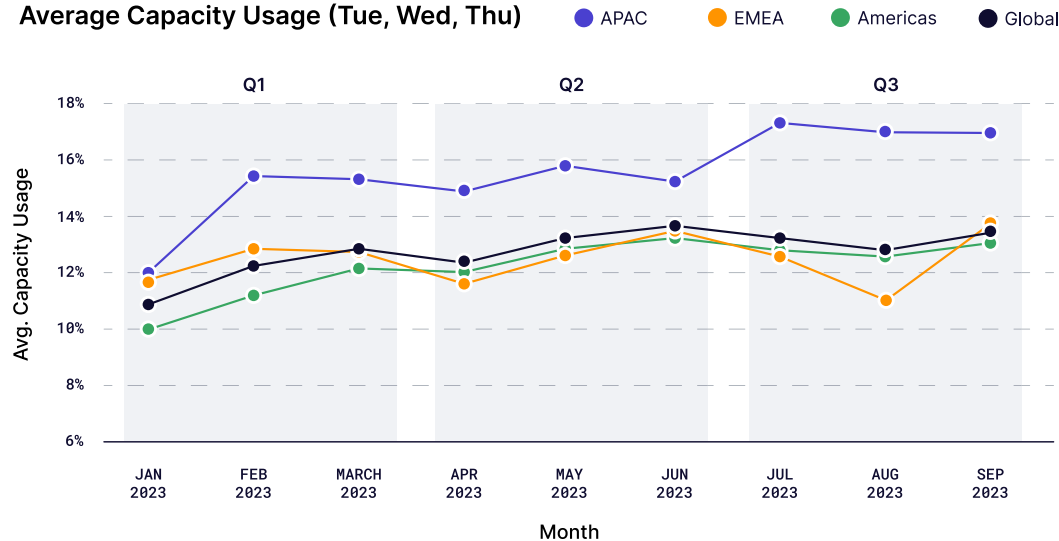
### Average Vs. Peak Discrepancy:

One notable observation across all regions is the difference between average and peak usages. This suggests that while the daily average might be consistent, there are particular days within the quarter where office utilization is significantly higher. It aligns with the concept that peak capacity is closer to attendance figures, indicating certain days might see a substantially higher influx of employees. These trends indicate regional variations in office occupancy and utilization. APAC leads the way in growth, while the Americas and EMEA show steadiness with marginal changes. The global figures suggest a moderate increase in office utilization over the quarters.

### Peak Capacity Usage



Average Capacity Usage (Tue, Wed, Thu)



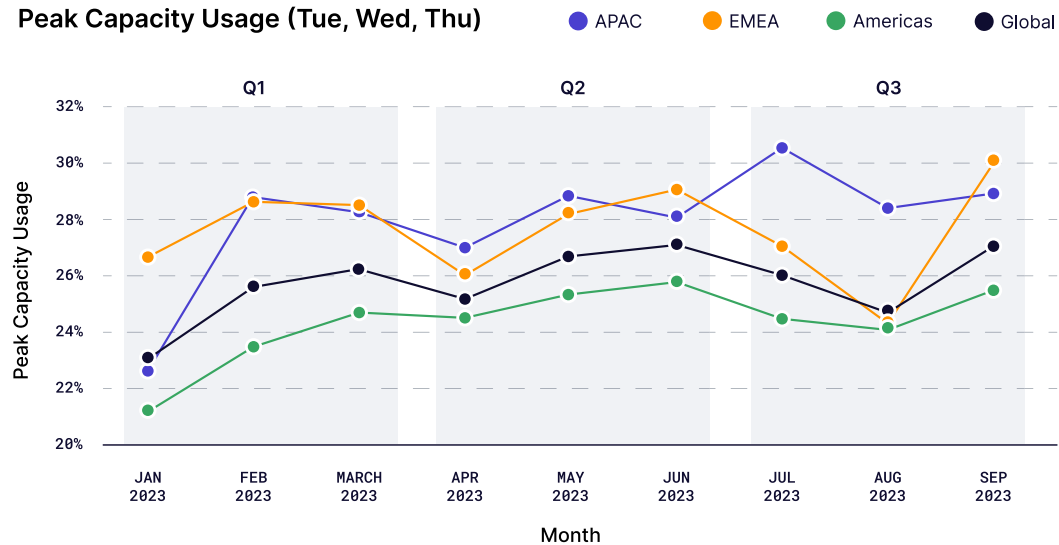
## Tuesday, Wednesday, Thursday:

We've also explored average and peak capacity usage specifically on the core in-office days:

Tuesdays, Wednesdays, and Thursdays, commonly referred to as "standard in-office days" in RTO policies. Not surprisingly, global capacity usage is notably higher on these days, with EMEA slightly leading in peak capacity usage among all regions.

Overall, peak capacity usage on these core days resembles pre-pandemic levels, highlighting the significance of understanding the changes in frequency and duration of space usage over time for leaders.

Peak Capacity Usage (Tue, Wed, Thu)



## Space Time Usage

Next, we'll explore time usage data. time usage provides insight into the frequency and duration of space use. It is calculated by dividing the total time that a particular space type was in active use by the total working hours it is available.

Workplace leaders should pay particularly close attention to this data as their RTO initiatives continue. The greatest task all occupancy planners and space designers face today is ensuring that the spaces they create are suitable for the working styles of their new hybrid workforce.

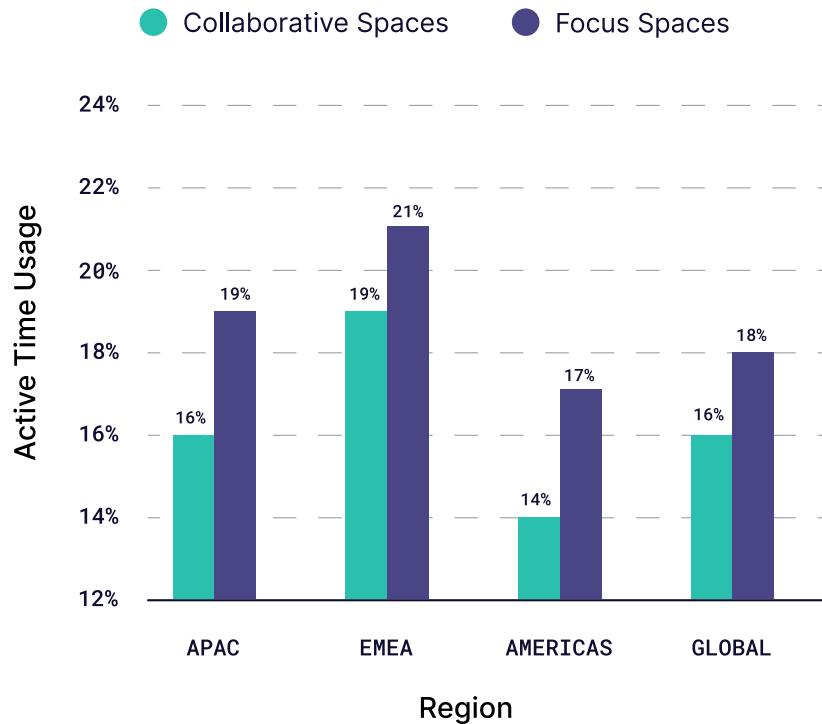




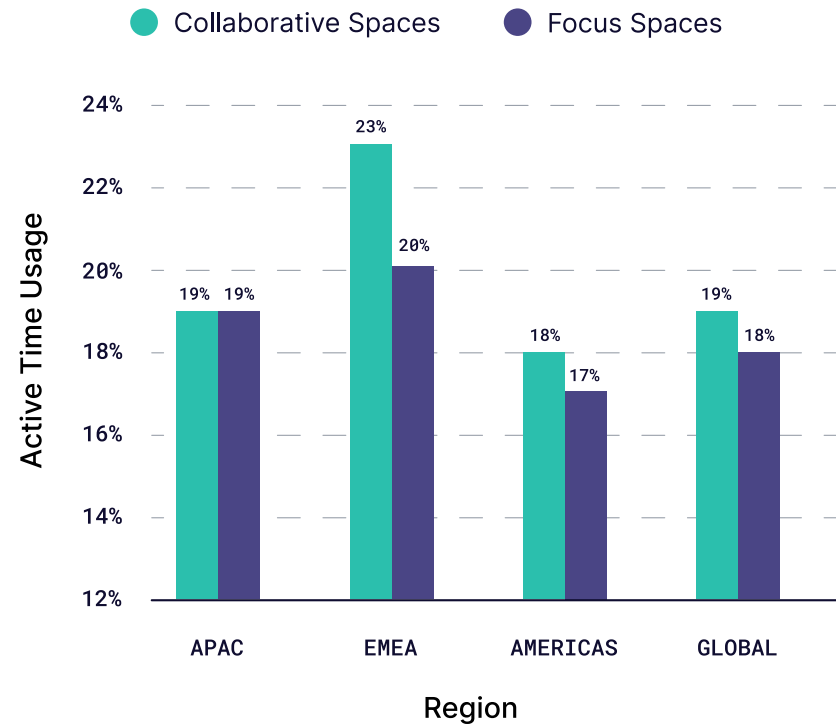
## Collaboration Spaces See a Sizable Higher Time Usage During Core in Office Days as Compared to Focus Space

When analyzing the time usage of collaboration spaces vs focus spaces, we've considered All Days (left) and Tuesdays, Wednesdays, and Thursdays (right). While there is no notable difference in time spent in focus spaces on Tuesdays, Wednesdays, and Thursdays, there is an 18.75% increase in time spent in collaborative spaces on these core days. We can definitively say that people are using these days for face-to-face collaboration and we must ensure spaces are properly designed and readily available.

### Q3 Active Time Usage (All Days)



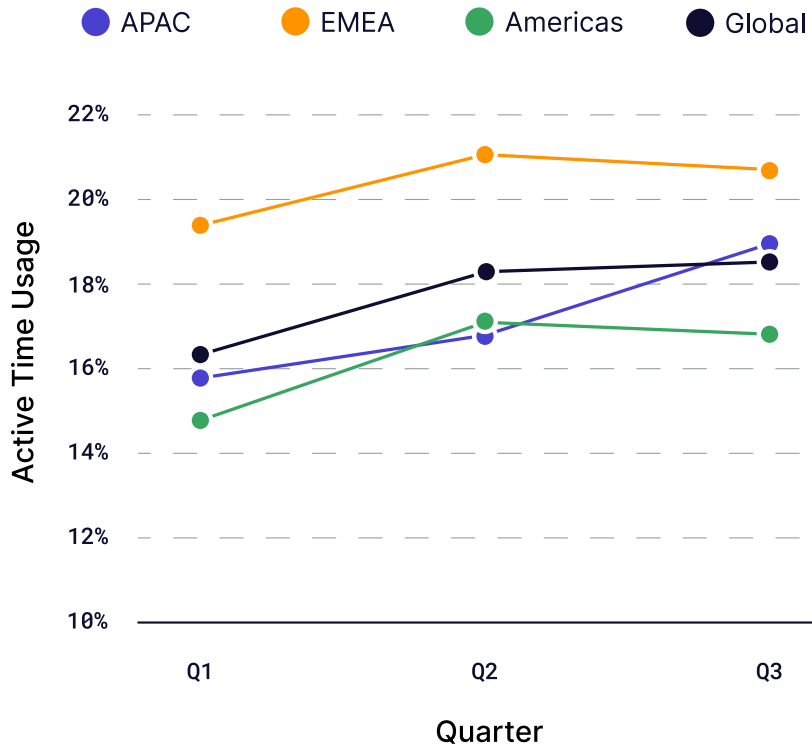
### Q3 Active Time Usage (Tue, Wed, Thu)



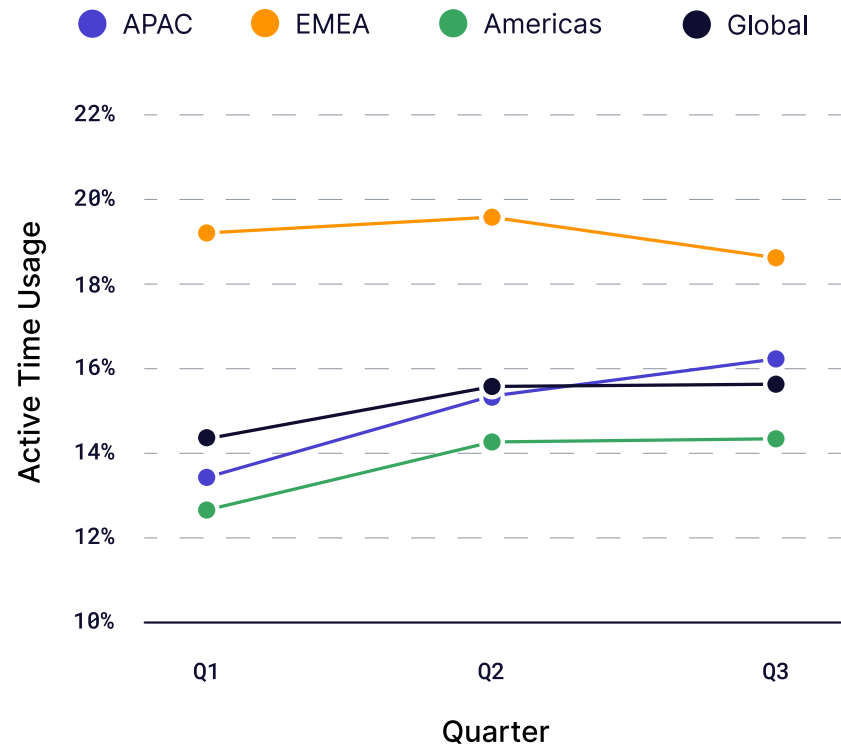
## Global Overview

Across all regions, we're seeing a steady upward trajectory in time usage of both collaborative and focus spaces. However, focus spaces have a slightly higher active time usage across all regions.

### Active Time Usage for Focus Spaces



### Active Time Usage for Collaboration Spaces

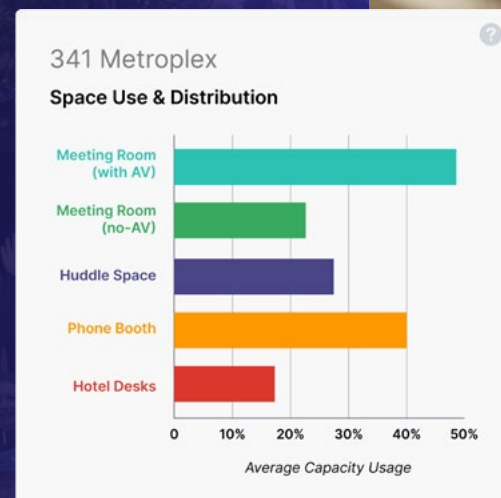


## ABOUT VERGESENSE

# Helping Global Enterprises Unlock the Full Potential of Their Spaces

VergeSense is the company behind the world's first and only Occupancy Intelligence Platform. Over 200 companies, across 45 countries and 75M sqft, rely on VergeSense for a true understanding of how their portfolios and spaces are actually used. Customers like Cisco, Autodesk, and BP choose VergeSense to optimize their portfolio and their spaces to reduce cost and improve employee experience.

VergeSense customers benefit from confident decision-making, the ability to adapt spaces faster, and peace of mind from high investment in privacy and security. The Occupancy Intelligence Platform allows organizations to right-size their portfolios, validate space planning and designs, optimize cleaning operations, and ensure their teams can always find spaces to work.



# Looking for Industry-Specific Occupancy Data?

Get exclusive access to occupancy benchmarks from your industry:

- ⚡ Energy, Oil, & Gas
- 🏢 Financial & Professional Services
- 🛡️ Healthcare
- 🔧 Industrial & Logistics
- 🏠 Infrastructure & Public Enterprise
- 🧪 Life Science
- 🏡 Real Estate
- 📺 Tech, Media, & Telecom

Our team of workplaces experts are here to work with you to understand how your organization's occupancy stacks up against industry averages and trends.

Schedule a review session today, and one of our workplace experts will be in touch to share your industry's average capacity usage, peak capacity usage, time distribution of focus and collaboration spaces, and usage spikes during core working days.



**SCHEDULE A DATA REVIEW**