



# Delta MSP Technology Hub



Interview — 11.30.21



**Safety, innovation, reliability, and customer experience.**



**Powered by outstanding employees around the world.**

**Risks.**

**Failure to Innovate**  
**Not Achieving Consensus**  
**Budget and Schedule Misalignment**

**Success for Delta Air Lines comes from  
an innovative workplace that allows  
you to recruit and retain the best and  
the brightest employees and support  
them in doing their best work.**



We are built to:

- **Maximize your Opportunity**
- **Minimize your Risk**

To deliver a forward-looking workplace  
on time and on budget.

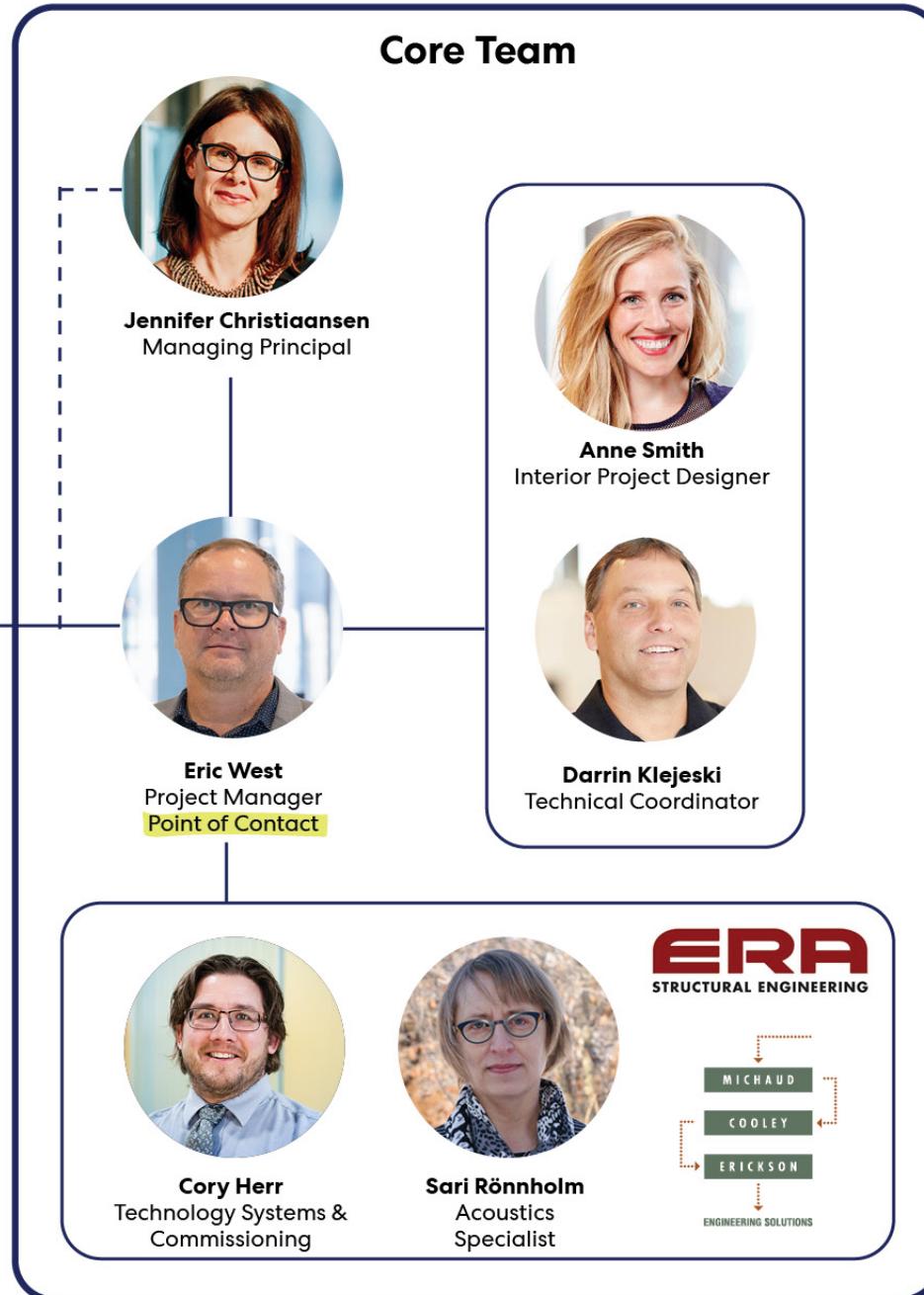
Perkins&Will's Minneapolis Studio

# Team

# Perkins&Will



# Your Team





**Jennifer  
Christiaansen**  
AIA, LEED AP

Managing Principal





**Eric West**  
AIA, LEED AP, Fitwel  
Ambassador

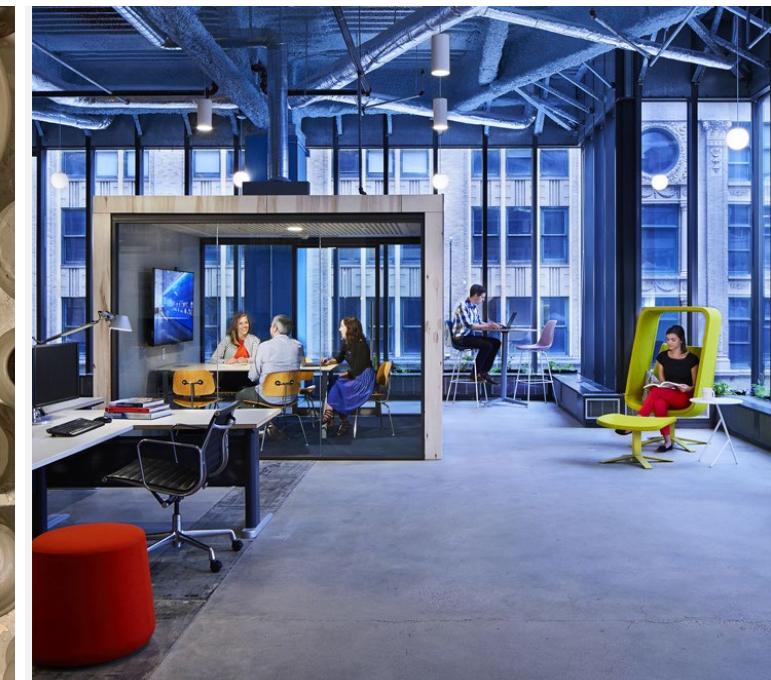
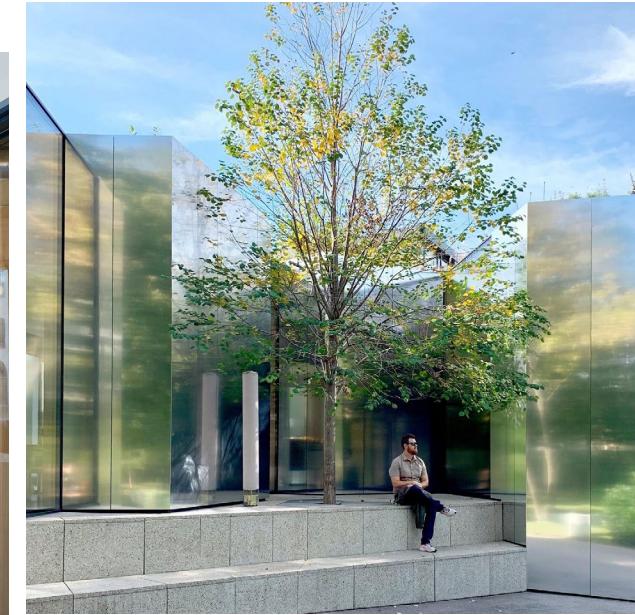
Project Manager,  
Point of Contact





**Anne Smith**  
CID, IIDA

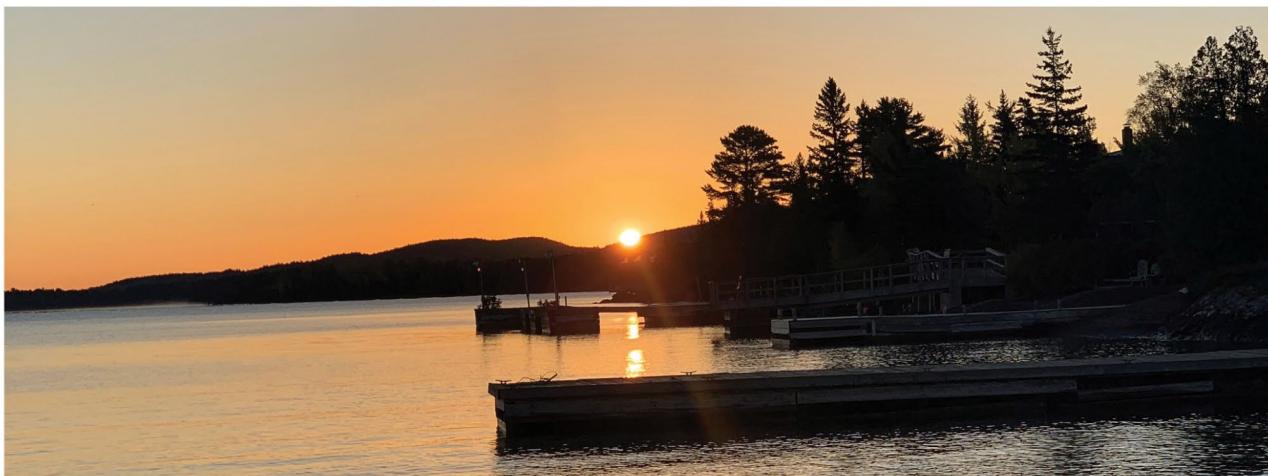
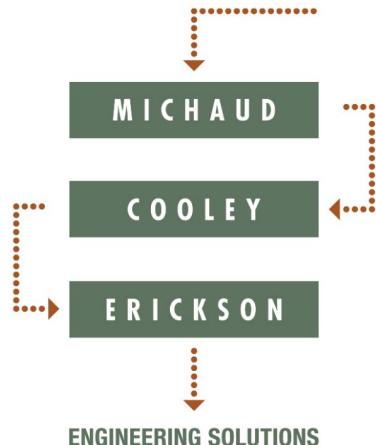
Interior Project Designer





**Cory Herr**  
PE, LEED AP

Technology Systems &  
Commissioning



# Expertise



**Global Software Company – Regional Headquarters**



**Global Management Consultant Firm**



**Financial Service Agile Workplace**

# Approach

# **Risk mitigation through alignment and our ability to align**

**Scope**

**Schedule**

**Cost**

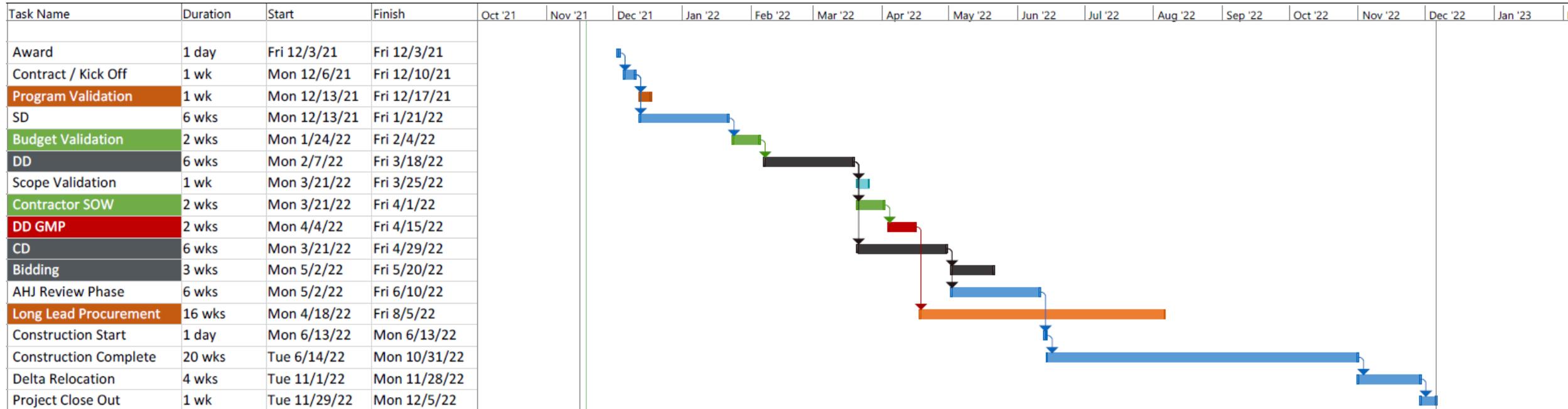


DELTA



Best Practices for Remote  
Communications Rooms  
**IDF – Intermediate Distribution Frame**  
Version 2.0 – Large and Medium Airports and Campus areas

## Design Schedule



Task Name	Duration	Start	Finish
Award	1 day	Fri 12/3/21	Fri 12/3/21
Contract / Kick Off	1 wk	Mon 12/6/21	Fri 12/10/21
<b>Program Validation</b>	1 wk	Mon 12/13/21	Fri 12/17/21
SD	6 wks	Mon 12/13/21	Fri 1/21/22
<b>Budget Validation</b>	2 wks	Mon 1/24/22	Fri 2/4/22
<b>DD</b>	6 wks	Mon 2/7/22	Fri 3/18/22
Scope Validation	1 wk	Mon 3/21/22	Fri 3/25/22
<b>Contractor SOW</b>	2 wks	Mon 3/21/22	Fri 4/1/22
<b>DD GMP</b>	2 wks	Mon 4/4/22	Fri 4/15/22
<b>CD</b>	6 wks	Mon 3/21/22	Fri 4/29/22
<b>Bidding</b>	3 wks	Mon 5/2/22	Fri 5/20/22
AHJ Review Phase	6 wks	Mon 5/2/22	Fri 6/10/22
<b>Long Lead Procurement</b>	16 wks	Mon 4/18/22	Fri 8/5/22
Construction Start	1 day	Mon 6/13/22	Mon 6/13/22
Construction Complete	20 wks	Tue 6/14/22	Mon 10/31/22
Delta Relocation	4 wks	Tue 11/1/22	Mon 11/28/22
Project Close Out	1 wk	Tue 11/29/22	Mon 12/5/22

**AHJ**

**Consensus**

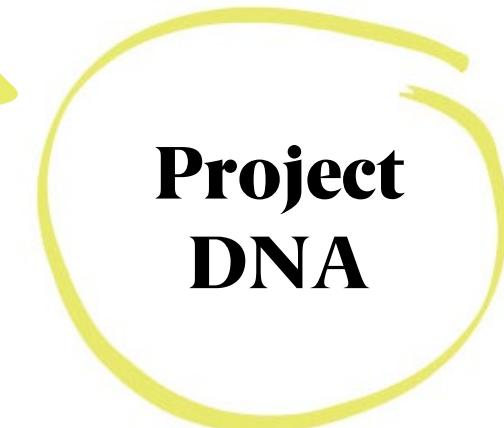
**Budget**

**Schedule**

**Normandale Lakes**

**Local Market**

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**AHJ**

**Consensus**

**Budget**

**Schedule**

**Normandale Lakes**

**Local Market**

## Lighting Considerations

- GUV Lighting
- Applications & Solutions

## Technology Solutions

- Thermal Screening
- Touchless Spaces
- Thermography
- Laser Scanning

## HVAC Applications

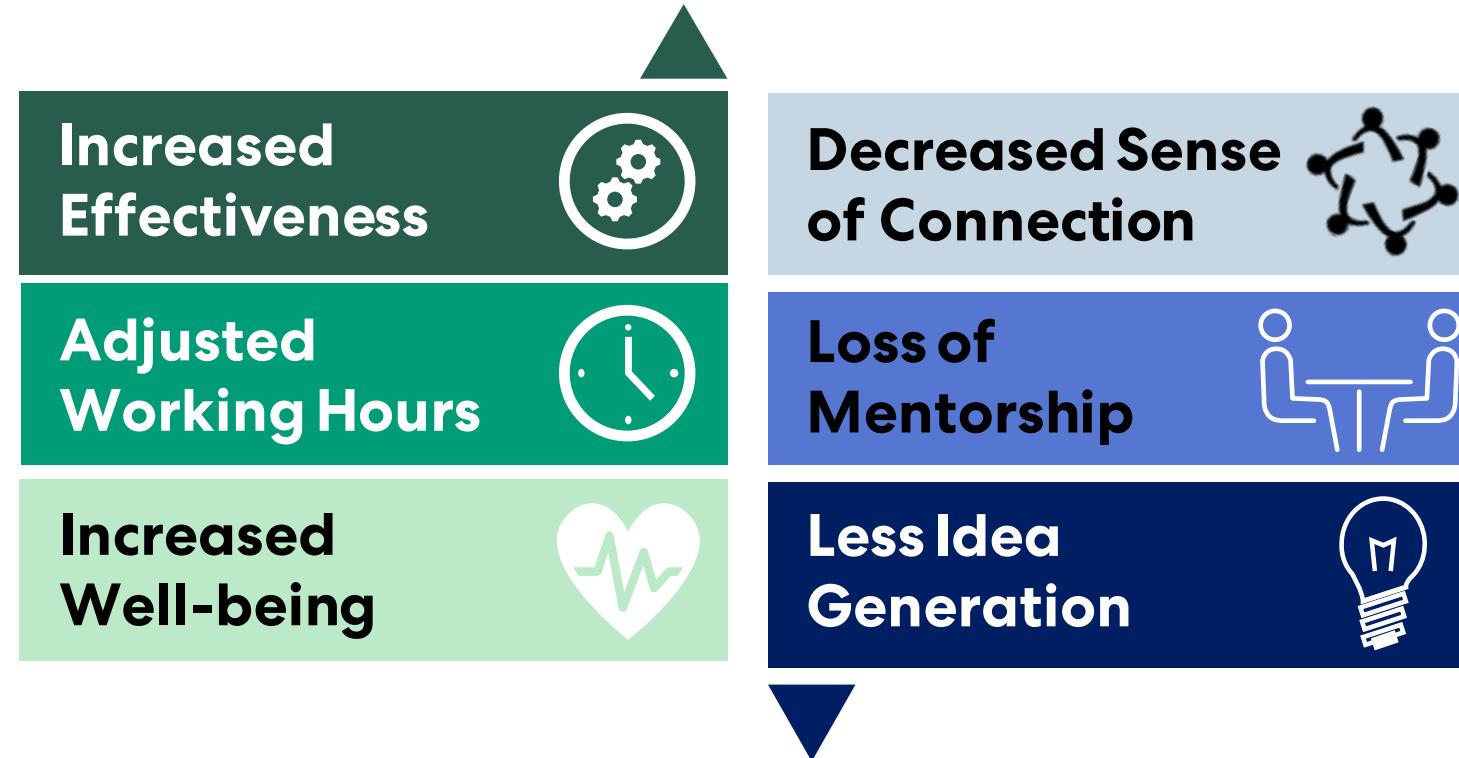
- Air Filtration
- Ventilation/Ventilation Effectiveness
- Humidification
- Mechanical Air Purification (Bipolar Ionization)



WELL HEALTH-SAFETY RATING

# Design Opportunity

## Return to Office Trends and Data



## What Are Tech Companies Doing?

### Collaboration Space

At Salesforce, 40% reduction in the number of desks is creating more room for collaboration, according to Michele Schneider, senior vice president of global workplace services. That means adding more booths, cafés, communal tables, couches, whiteboards, and mobile audiovisual equipment to allow teamwork to happen anywhere.

### Activity-based Neighborhood

Salesforce and Spotify are shifting toward floor plans with team-focused “neighborhoods,” with furnishings and spaces for both individual and collaborative work rather than a sea of desks.

### Data Analytics

Using sensors, badges, and analytics, Okta is harnessing data to track precisely how its offices are being utilized.

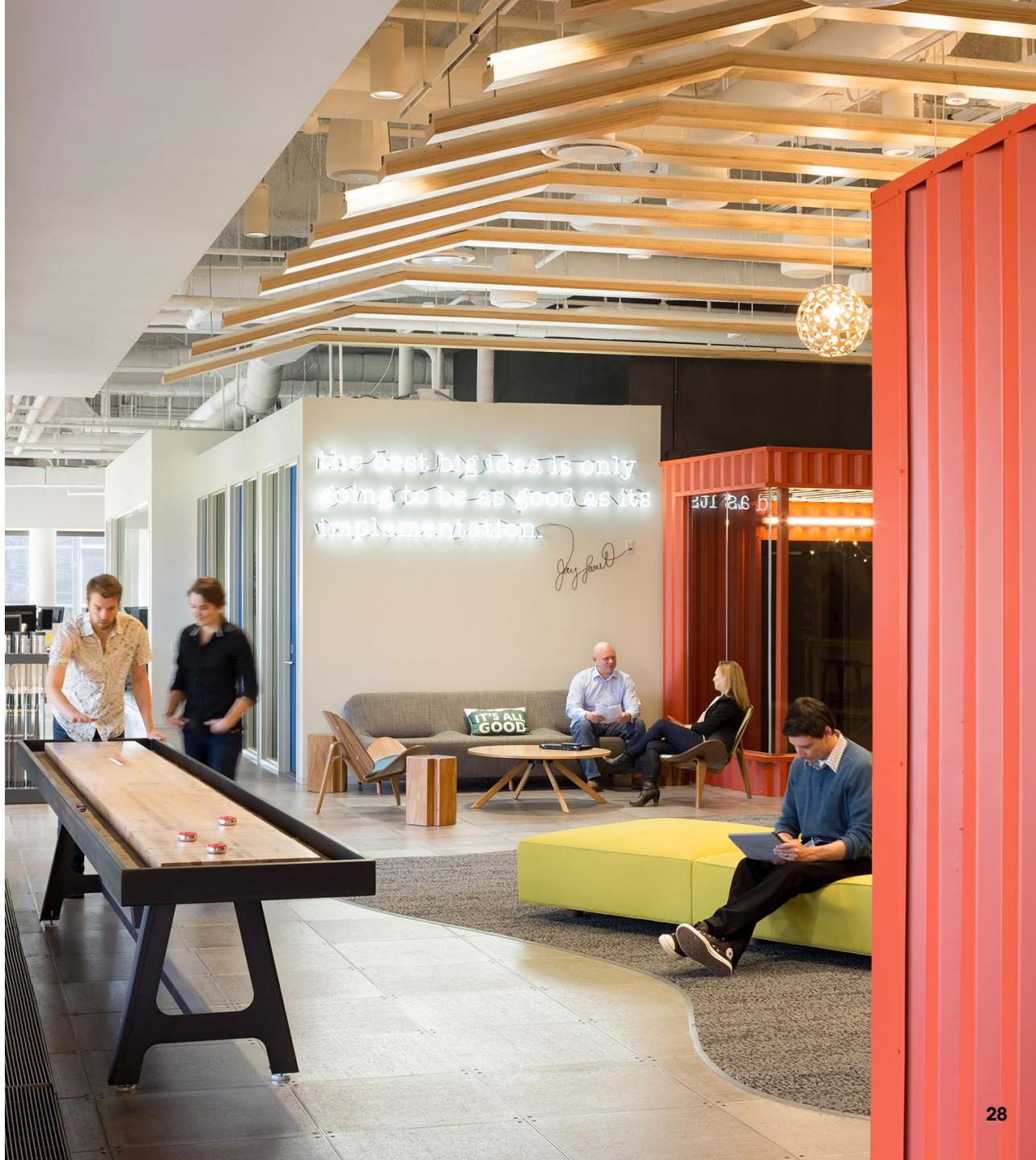
“Think of it like a net over the top of the space,” says Samantha Fisher, Okta’s head of dynamic work. Each of those data points tells a story about how a particular space or work point is being used.

# Human Connection

- Office as a social hub
- Amenities and spaces to encourage coming to the office
- Designs that encourages chance encounters
- Increase in collaboration spaces over individual spaces

**45%**  
worry about not  
seeing colleagues  
in person

**34%**  
are concerned  
about effective  
collaboration



# Well-being

- Access to natural light and views
- Active design
- Healthy air and hygiene
- Circadian lighting
- Biophilia
- Third Party Certifications – WELL, Fitwel

**93%**  
time spent indoors....  
just five minutes outside  
increase mood and self esteem



# Flexibility

- Modular Design
- Activity Based Design
- Unassigned seating
- Hybrid schedules
- Utilization monitoring
- Employee experience apps

**83%**  
of companies say that  
flexible work will impact  
their future design



# Effectiveness

- Intuitive technology
- Frictionless experience
- Activity based design
- Neighborhood planning
- Employee experience apps
- Effective use of real estate

**47%**

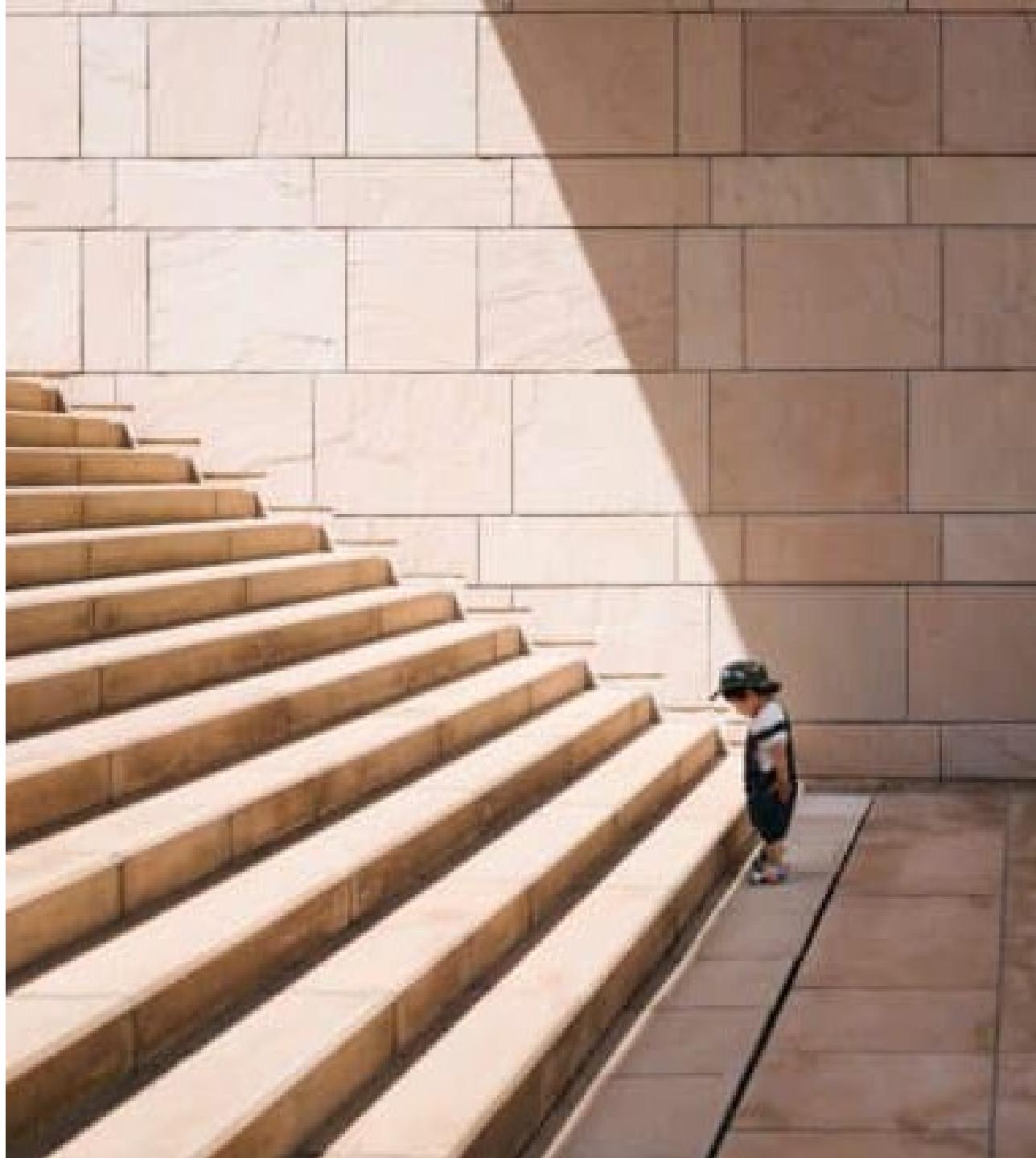
**expect to need less space in the future, down from 82% last fall**



# Diversity & Inclusion

- Neurodiversity
- Equitable Experiences
- Universal Design

**One in eight**  
people are neurodivergent



# Sustainability

- Third party certifications- LEED, Living Building Challenge
- Cradle to cradle materials
- Carbon reduction
- Daylighting

**“Sustainable design performs better, leases faster and has a higher return.”**





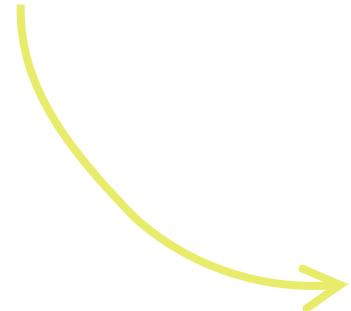
**The new workplace  
is human centric.**

**It's about creating an  
experience-driven,  
resilient workplace.**

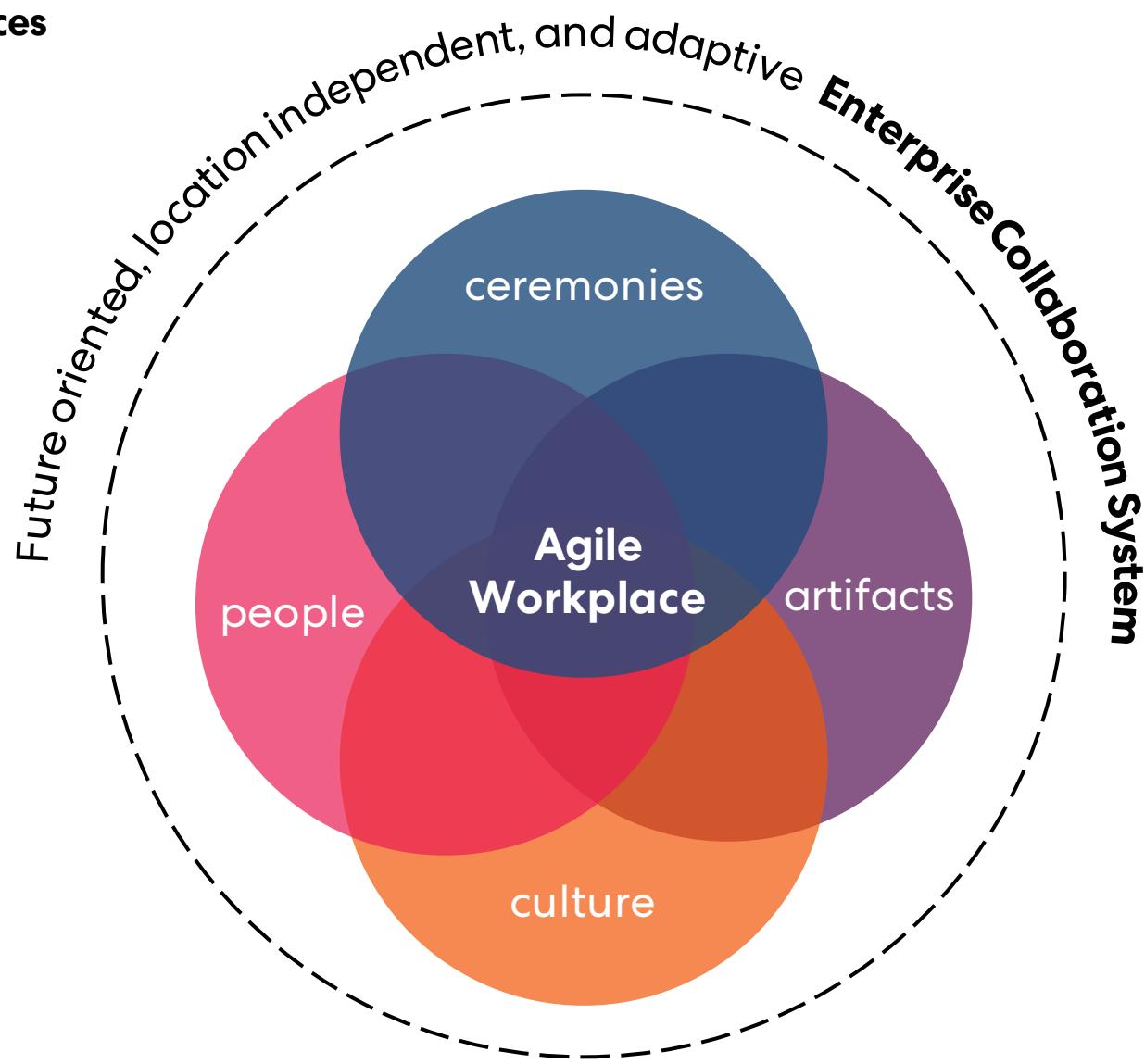
**It's about a place  
people *want* to be.**



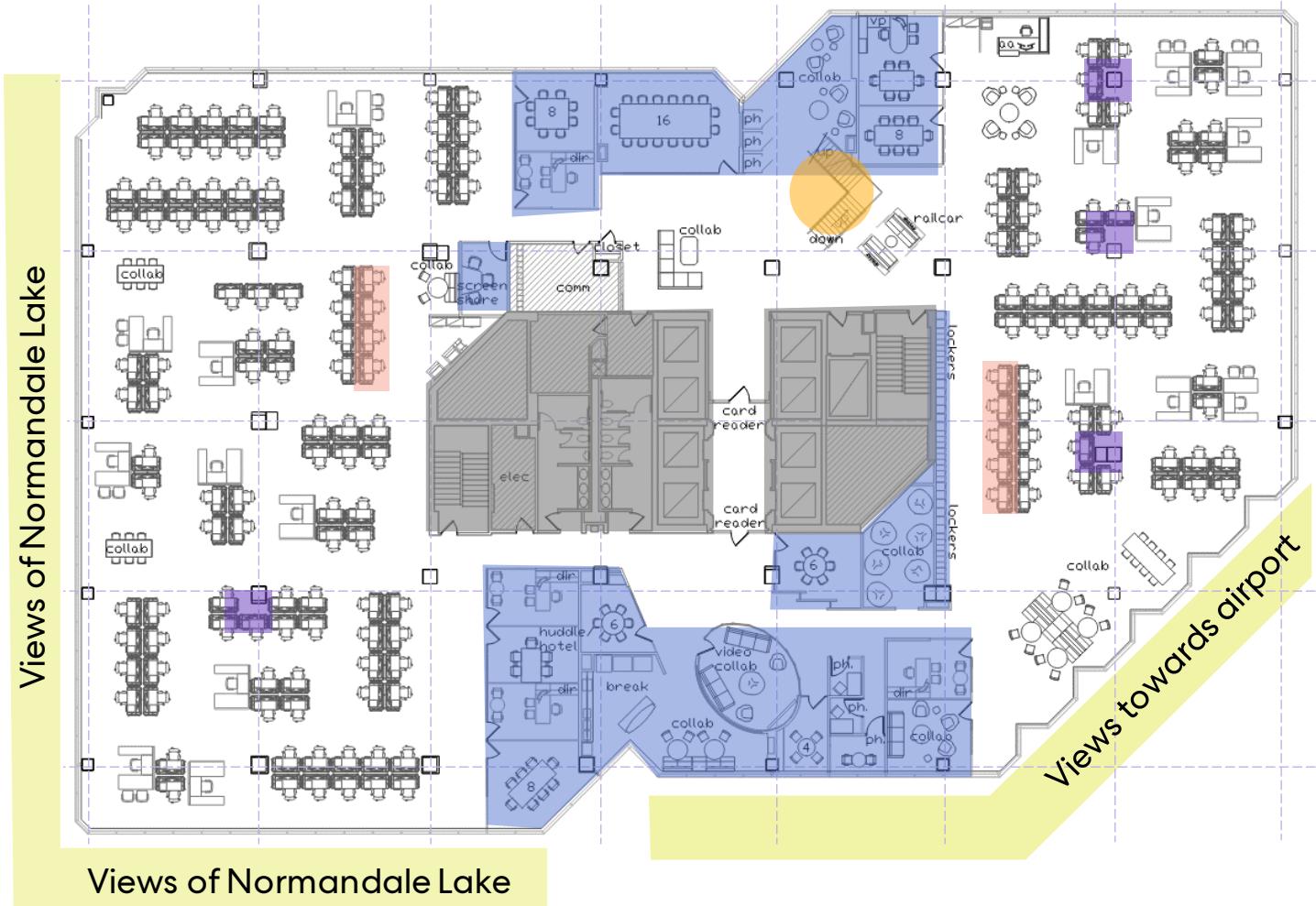
**A dynamic and responsive environment that engages the physical, emotional, intellectual, and aspirational elements of work.**



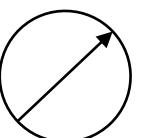
## Agile Workplace Best Practices



## Site observations

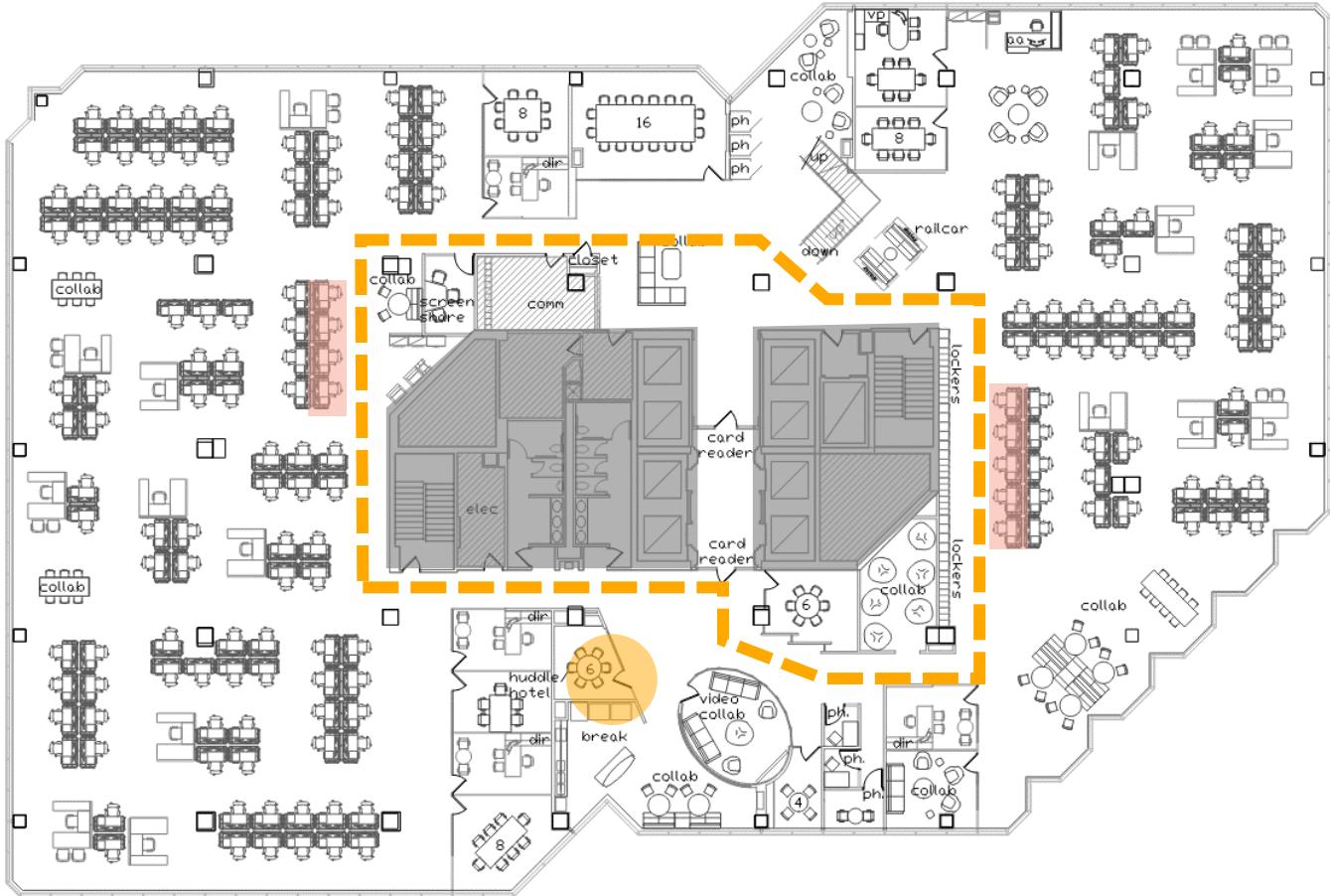


- 1 Clear zoning and circulation
- 2 Neighborhood definition
- 3 Distribution of support spaces
- 4 Centralized locker location
- 5 Equitable and distraction-free work environment
- 6 Vertical connectivity
- 7 Leverage building infrastructure
- 8 Increase access to wellness, mother's and all gender toilet rooms



Note: Level 06 building 8400 shown for reference

## Circulation and Wayfinding

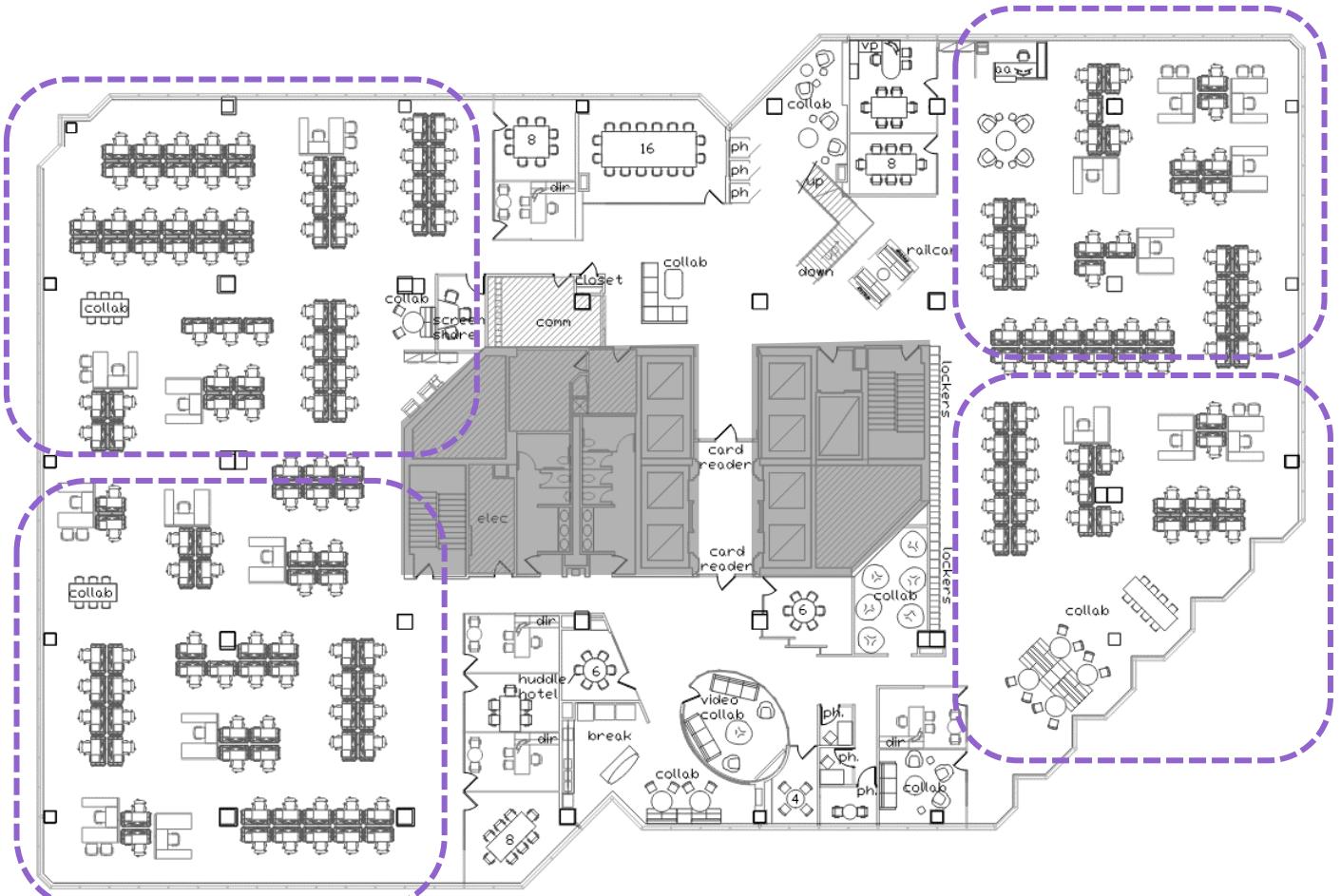


### Recommendation:

Provide definition to main circulation space and defensible space for all individual workspaces. Shift stair opening to plan south to avoid complications with code constraints and encourage movement throughout the plan.

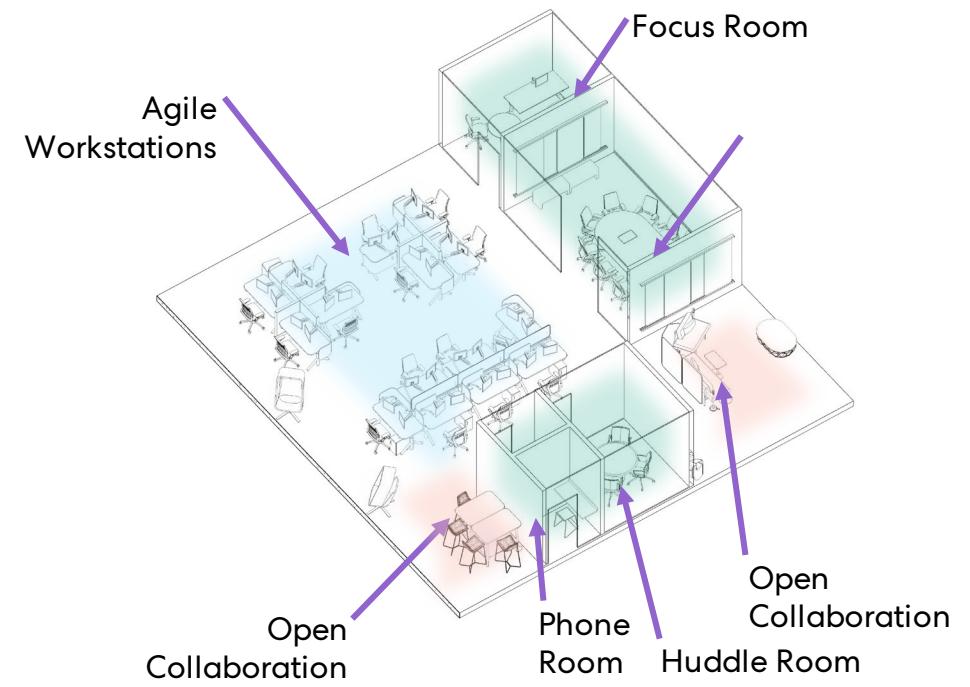


## Neighborhood Planning

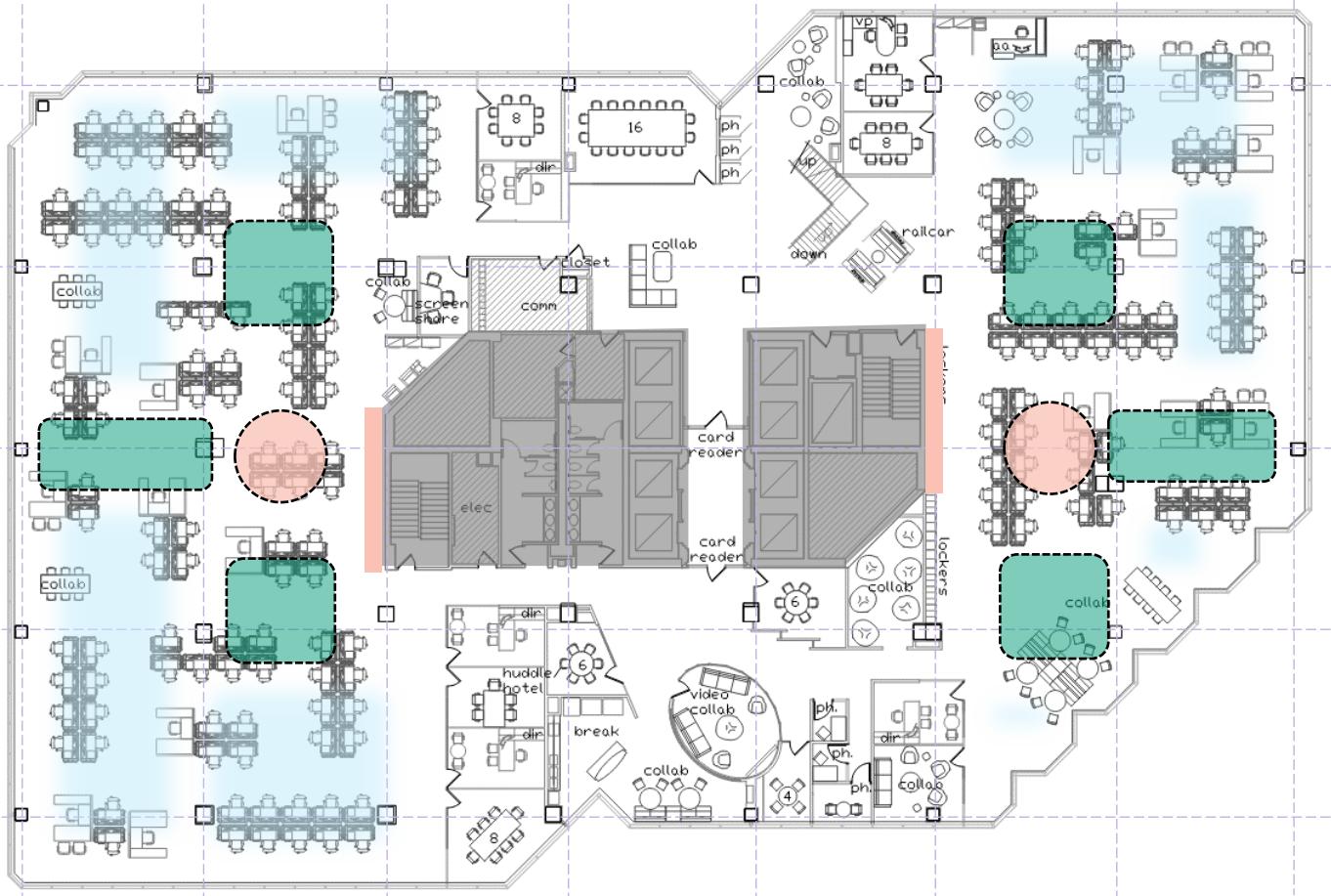


### Recommendation:

Give neighborhoods definition and distribute resources to minimize disruptions to workflow and provide seamless transition from individual to collaborative teamwork.

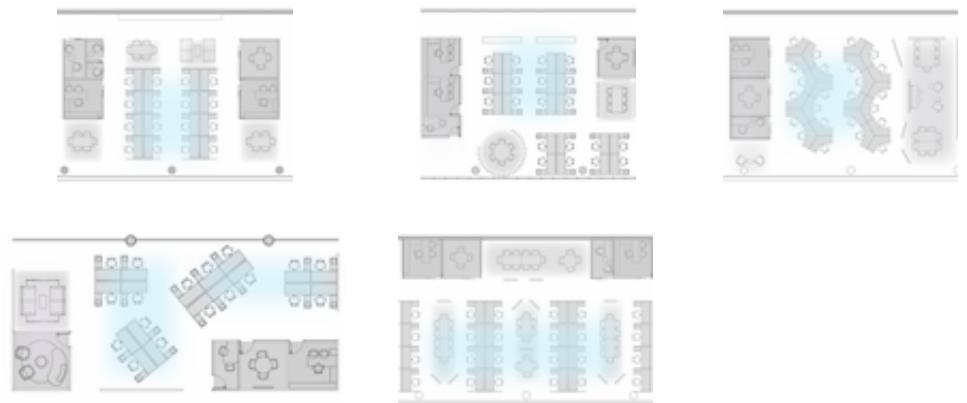


## Flexibility and Effectiveness

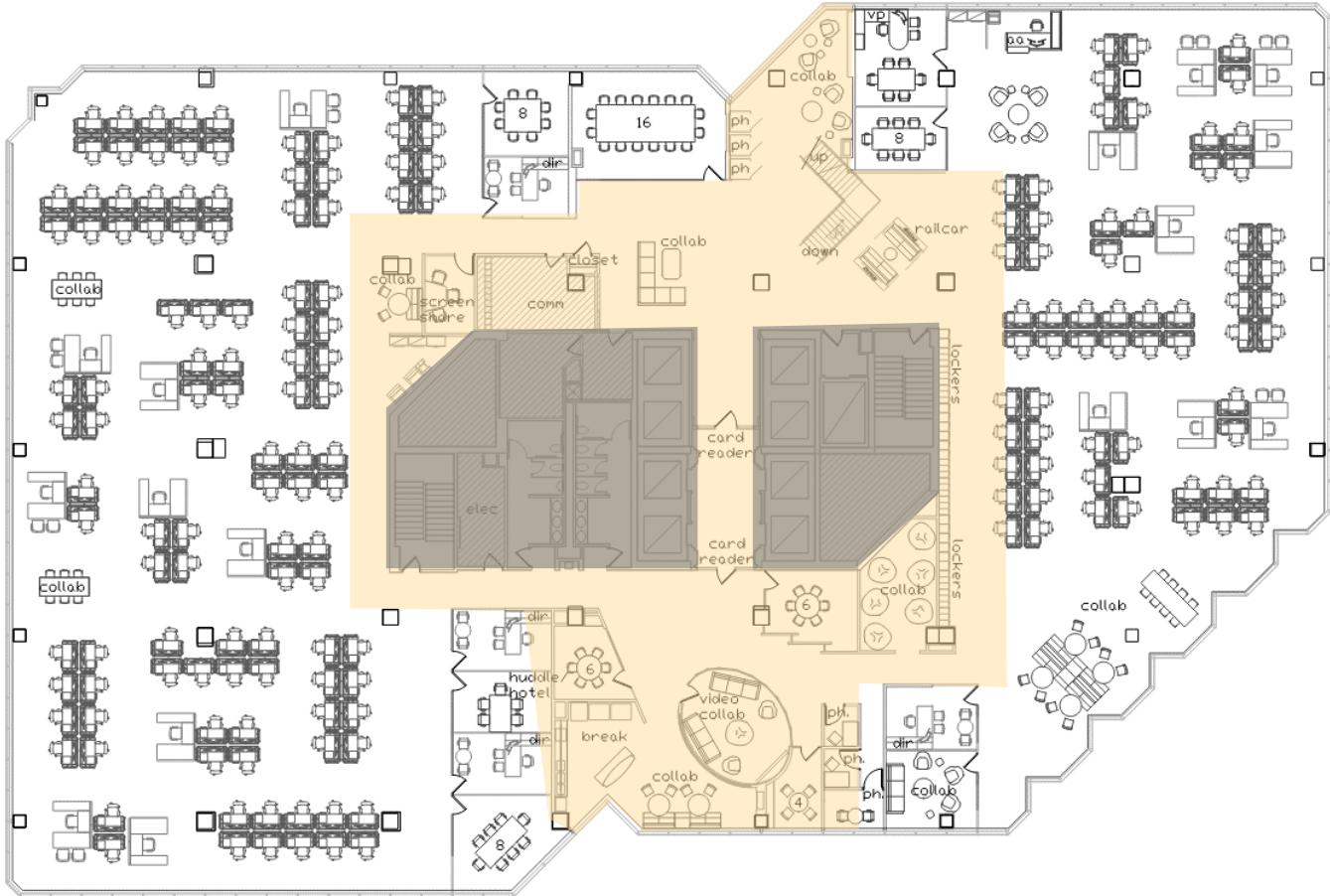


### Recommendation:

Understand your workflow and align plan accordingly to provide an activity-based workplace with consistent individual workspace to support future flexibility. Work with the column spacing to establish a framework for furniture and built spaces to standardize solutions.



## Social Cohesion and Well-Being

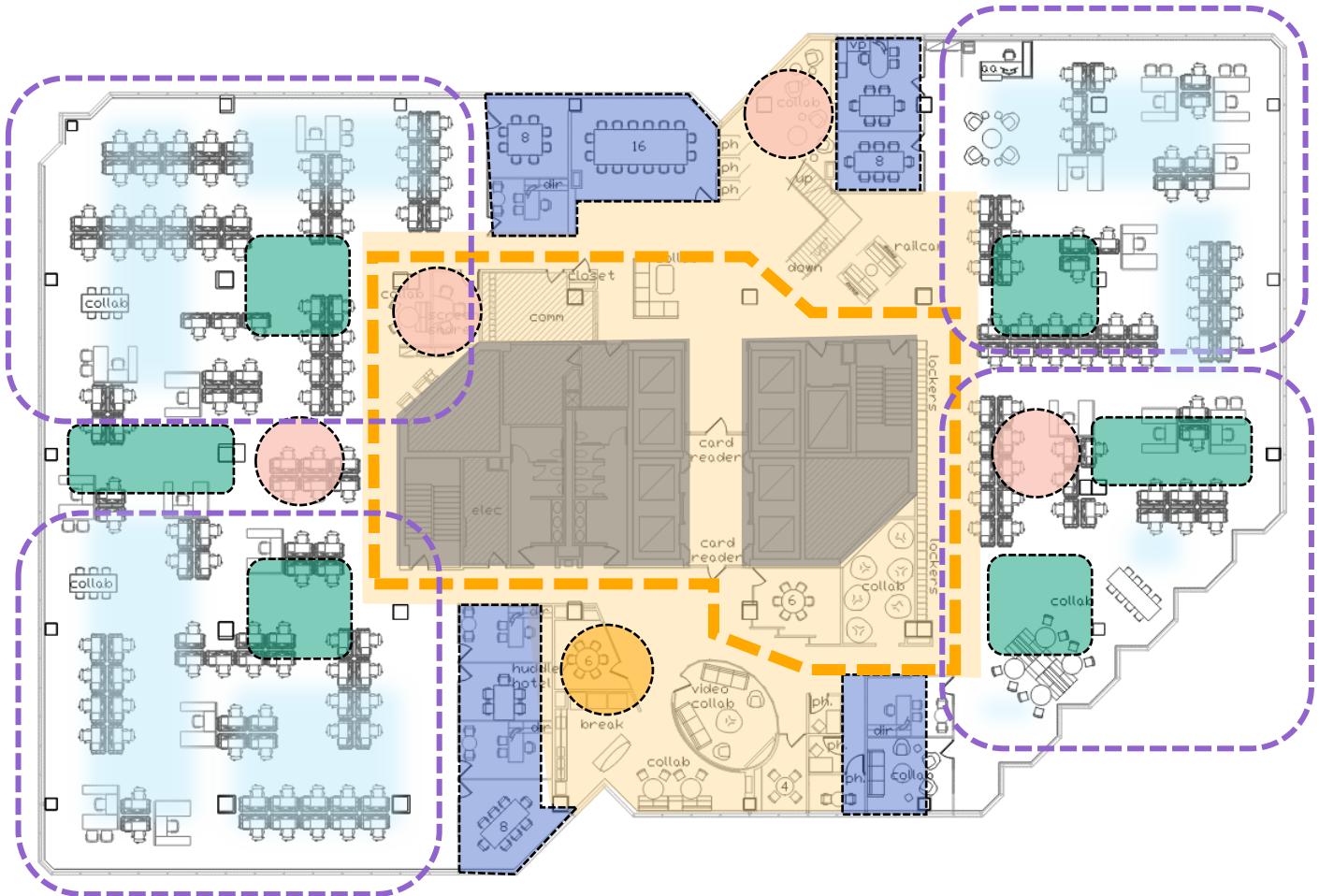


### Recommendation:

Centralize community and amenity spaces to create a vibrant and dynamic work environment. Increase wellness resources and locate support spaces in a consistent location to provide intuitive wayfinding floor to floor.



## Recommendations



Community Zone and Main Circulation

Open Collaboration

Enclosed Meeting and Work Spaces

Neighborhoods

Enclosed support spaces (i.e. Scrum, Huddle, Phone)

Core

Revised stair location

**Success for Delta Air Lines comes from  
an innovative workplace that allows  
you to recruit and retain the best and  
the brightest employees and support  
them in doing their best work.**



**Thank you!**

**Perkins&Will**