

## Conference Room Utilization Inquiry

The internal auditor was asked to review conference usage in the section of the building wherein the Community Development, Facilities & Parks, Engineering, and Utilities departments are housed. In this section of the building are the following four conference rooms: 1) CR 1-177 [340 ft<sup>2</sup>], 2) CR 1-188 [255 ft<sup>2</sup>], 3) CR 1-157A [252 ft<sup>2</sup>], and CR 1-151/1-153 [190 ft<sup>2</sup>]. The internal auditor reviewed the calendars placed beside each conference room (CR) for listed activities. While it is common protocol to line through a listed activity in the event a meeting was cancelled, the Audit did not verify if a meeting actually occurred or occurred for the full amount of time listed on the calendars. This brief study referenced only calendar-logged CR usage. The internal auditor submitted an IT work order to learn if any reservations had been made via the web interface, as only CR 1-157A had a digital calendar in addition to the paper calendar. Thus, those reservations were included in this study.

Per guidance from the Assistant County Manager of Operations, the internal auditor requested input from the Director of Facilities & Parks, learning the current industry benchmarks for conference room usage.

**Envoy**, an industry leader in workplace design pre and post COVID, identified conference room usage for space optimization to be between 40-60% utilization rates as a good benchmark. For example, if a conference room is booked for 6 hours in an 8-hour work-day, the utilization rate is 75%. Additionally, **Teem** is another leader in work place design. They consider conference room utilization ideal rates to be between 3.5 to 6.5 hours each day (44-81%).

As one can see from the data below, our conference room utilization rates are not as robust as industry standards. However, while the current utilization rates are not optimal there are multiple occasions wherein more than one conference room is in use simultaneously. Usage findings for the conference rooms under review were as follows.

January 1 through June 30, 2023 consisted of 125 work days.

CR 1-177 was utilized for 92 of those 125 work days for an average of 2.6 hours per day; indicating a 32% utilization rate.

CR 1-188 was utilized for 75 of those 125 work days for an average of 2.3 hours per day; indicating a 28% utilization rate.

CR 1-157A was utilized for 67 of those 125 work days for an average of 2.0 hours per day; indicating a 25% utilization rate.

CR 1-151/1-153 was utilized for 16 of those 125 work days for an average of 0.6 hours per day; indicating a 7% utilization rate.

**NOTE:** Impromptu meetings that were not logged in were not included in this inquiry.

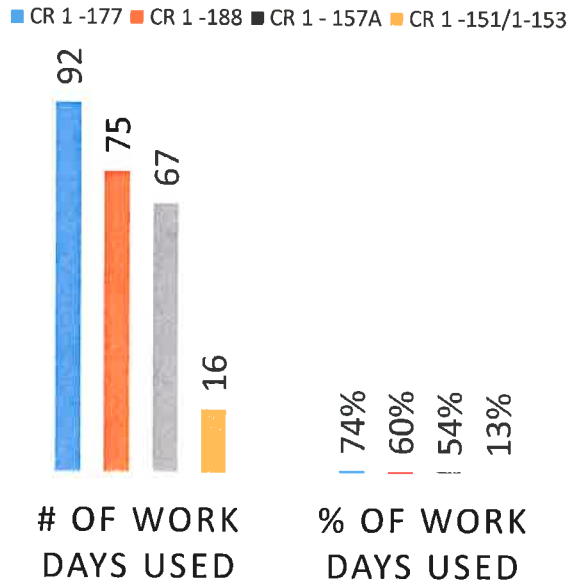
July 28, 2023

1

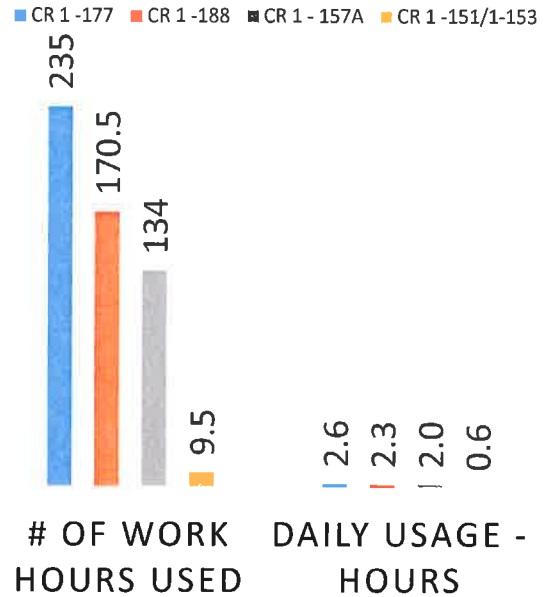
Cc: County Manager  
Internal Audit Advisory Committee  
Phone: (575) 525-5575

Doña Ana County Internal Audit Function  
845 N. Motel Blvd  
Las Cruces, N.M. 88007

## CR USAGE - JAN - JUNE 2023



## CR USAGE - JAN - JUNE 2023



The internal auditor inquired about the lack of usage for CR 1 -151/1-153, learning that many meetings are often impromptu and not recorded, as building services personnel will meet with permit seekers to explain/address permitting questions, as necessary.

Per calendar records -

CR 1-177 was utilized by 16 different parties/individuals during the 6-month timeframe, for a total of 235 hours.

CR 1-188 was utilized by 15 different parties/individuals during the 6-month timeframe, for a total of 170.5 hours.

CR 1-157A was utilized by 14 different parties/individuals during the 6-month timeframe, for a total of 134 hours.

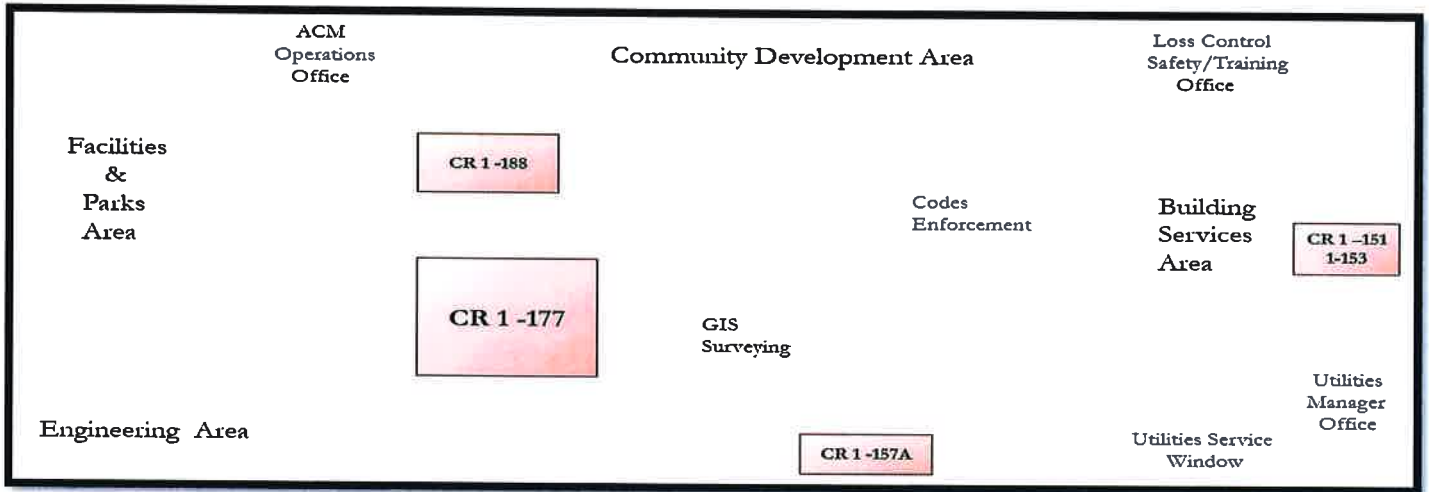
CR 1-151/1-153 was utilized by four different parties/individuals during the 6-month timeframe, for a total of 9.5 hours.

July 28, 2023

2

Cc: County Manager  
Internal Audit Advisory Committee  
Phone: (575) 525-5575

Doña Ana County Internal Audit Function  
845 N. Motel Blvd  
Las Cruces, N.M. 88007



**NOTE:** This diagram is **not** drawn to scale.

July 28, 2023

3

*Erick Horn* 31 July 2023

Cc: County Manager  
 Internal Audit Advisory Committee  
 Phone: (575) 525-5575

Doña Ana County Internal Audit Function  
 845 N. Motel Blvd  
 Las Cruces, N.M. 88007