

NE1430ZZ SPOT 2007 - 1717 Avenue H (DHS)

Building Scorecard

Survey Dates: 6/6/2007 2:09:23 PM through 6/29/2007

Center for the Built Environment
University of California, Berkeley

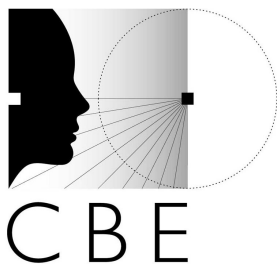
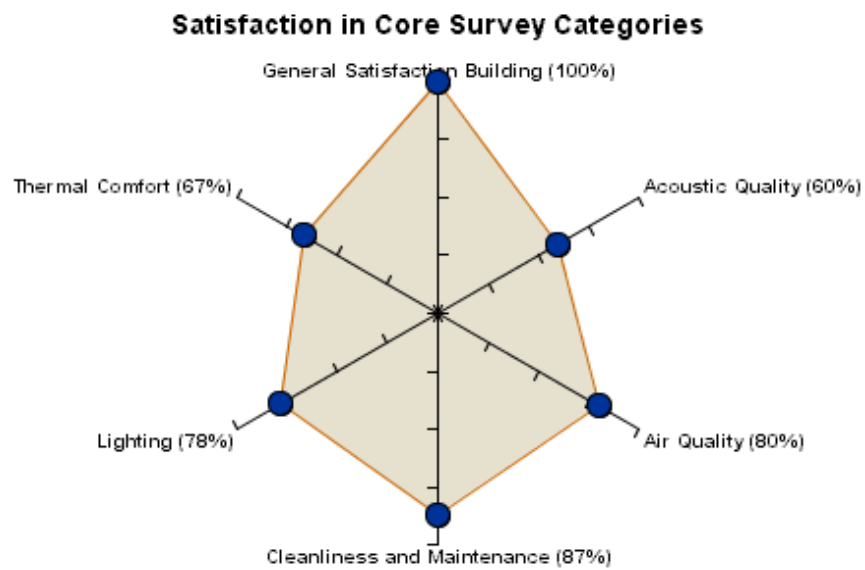


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1.1 How to Use This Report

This report contains a lot of detail about this building. You can use this report in different ways depending on the level of detail you need. The first section, the executive summary, is a high-level overview of the building's performance. It contains basic metrics by category. Read this section if you need a general understanding of the building's performance or its relationship to other buildings. This section answers 'how.' How is the building performing from the occupants' perspective.

Section two contains information at the question level. Here you can get specific information about the drivers behind the building's score in a particular category. You can also find information about occupant responses to a particular question. This section answers 'what.' What is contributing to this level of perceived performance?

Section three contains information from and about the occupants. This is where you look for demographic information and information about how occupants use the building. You can also find comments from occupants in this section. This section answers 'who.' Who is using the building?

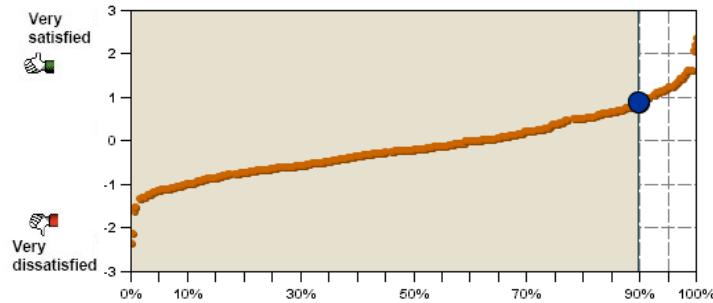
One of the most powerful uses of this report is diagnostic. The survey report gives you information about what's going right (or not so right) in your building. With this information you can make informed decisions about how to improve your buildings performance.

1.2 Category Mean vs. Benchmark

Performance of NE1430ZZ SPOT 2007 - 1717 Avenue H (DHS) in core survey categories

Acoustic Quality

90%
Percentile

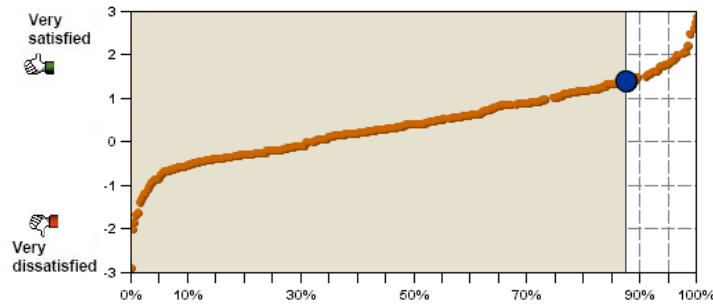


0.9
Mean Response

60%
Satisfied

Air Quality

87%
Percentile

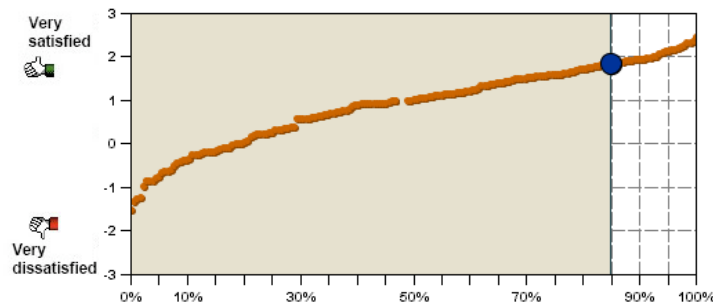


1.4
Mean Response

80%
Satisfied

Cleanliness and Maintenance

85%
Percentile

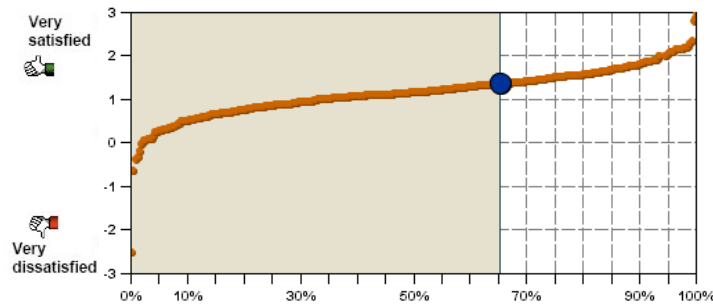


1.87
Mean Response

87%
Satisfied

Lighting

65%
Percentile



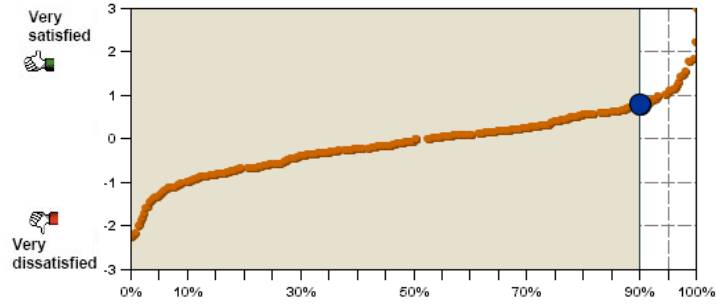
1.38
Mean Response

78%
Satisfied

Performance of NE1430ZZ SPOT 2007 - 1717 Avenue H (DHS) in core survey categories

**Thermal
Comfort**

90%
Percentile



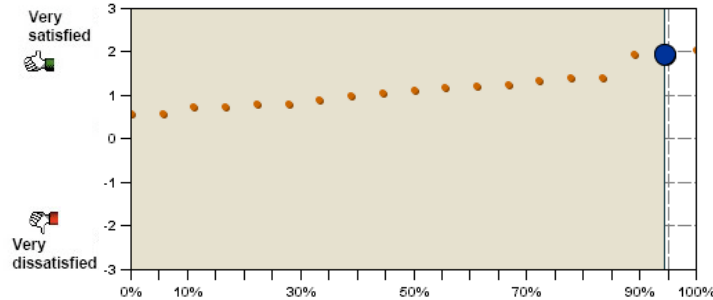
0.8
Mean Response

67%
Satisfied

Performance of NE1430ZZ SPOT 2007 - 1717 Avenue H (DHS) in additional survey categories

Communication

94%
Percentile

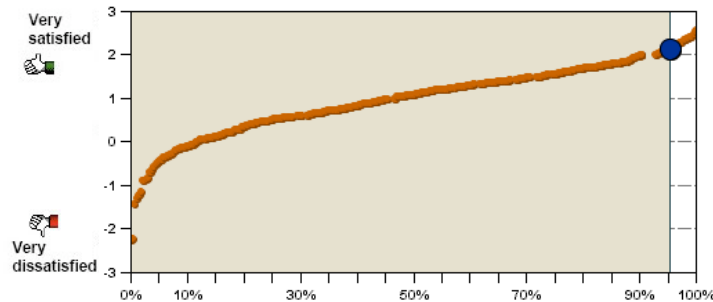


1.97
Mean Response

83%
Satisfied

General Satisfaction-Building

95%
Percentile

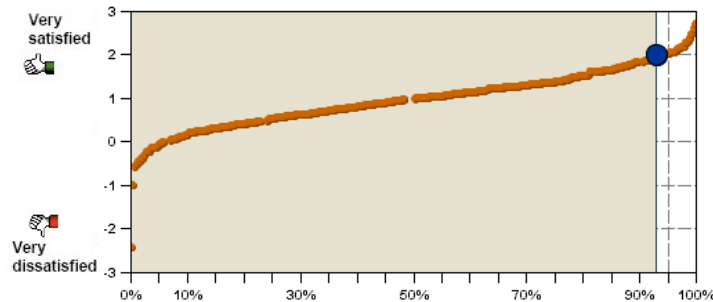


2.13
Mean Response

100%
Satisfied

General Satisfaction-Workspace

93%
Percentile

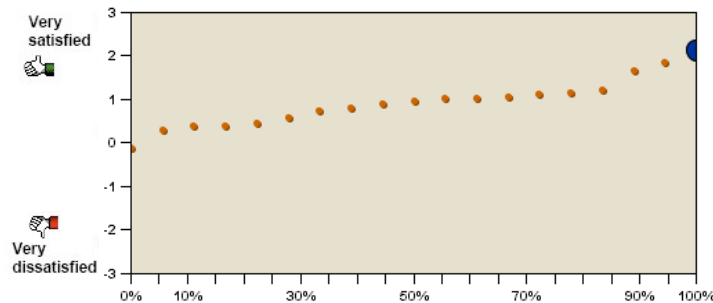


2
Mean Response

87%
Satisfied

Meeting Facilities

100%
Percentile



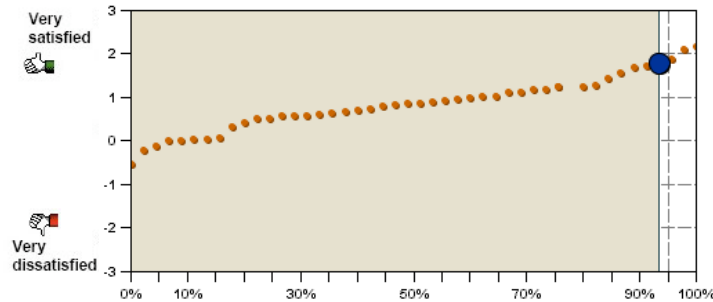
2.13
Mean Response

89%
Satisfied

Performance of NE1430ZZ SPOT 2007 - 1717 Avenue H (DHS) in additional survey categories

Overall Effectiveness -Individual

93%
Percentile

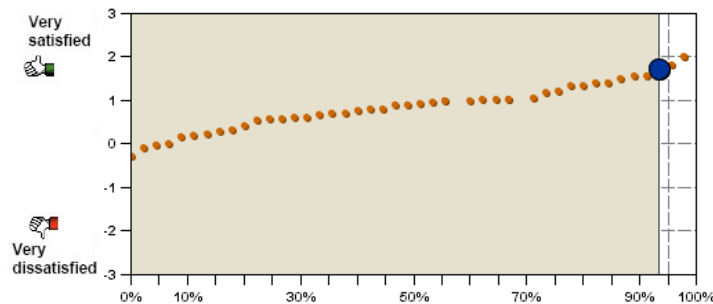


1.8
Mean Response

87%
Satisfied

Overall Effectiveness -With Others

93%
Percentile

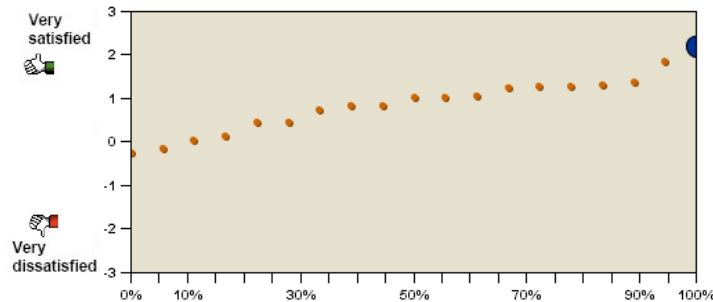


1.73
Mean Response

93%
Satisfied

Windows and Daylight

100%
Percentile

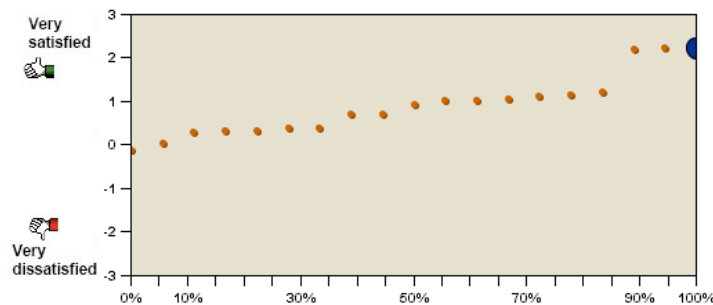


2.2
Mean Response

93%
Satisfied

Work Experiences

100%
Percentile



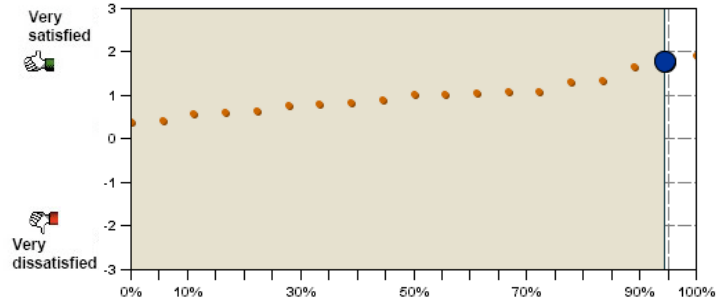
2.25
Mean Response

90%
Satisfied

Performance of NE1430ZZ SPOT 2007 - 1717 Avenue H (DHS) in additional survey categories

**Work
Experiences
Continued...**

94%
Percentile

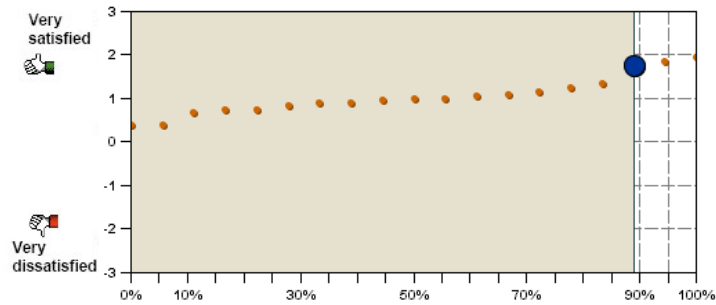


1.79
Mean Response

83%
Satisfied

**Your
Workstation**

89%
Percentile

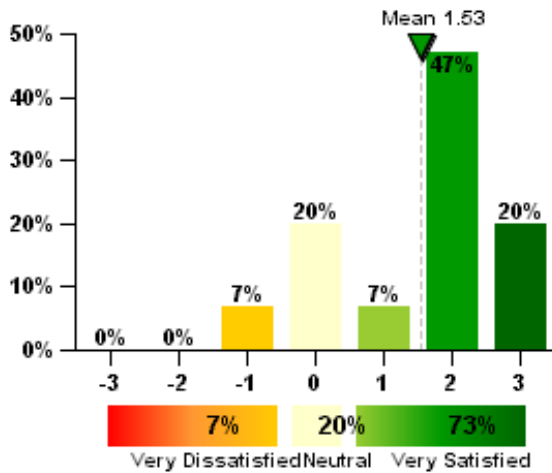


1.77
Mean Response

84%
Satisfied

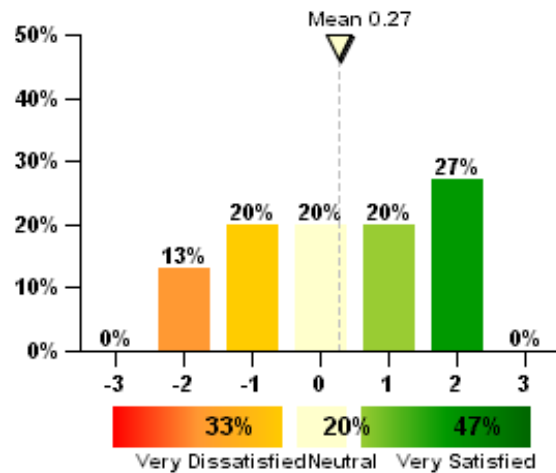
2.1 Acoustic Quality

How satisfied are you with the noise level in your workspace?



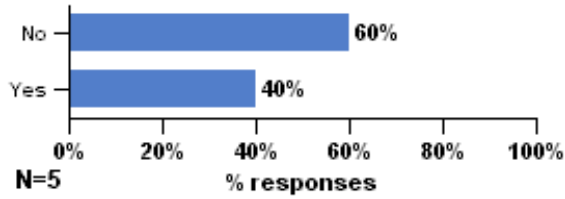
N=15

How satisfied are you with the speech privacy in your workspace (ability to have conversations without your neighbors overhearing and vice versa)?



N=15

You have said you are dissatisfied with speech privacy in your workspace. Can you find a place elsewhere in the office to have a private conversation when needed?

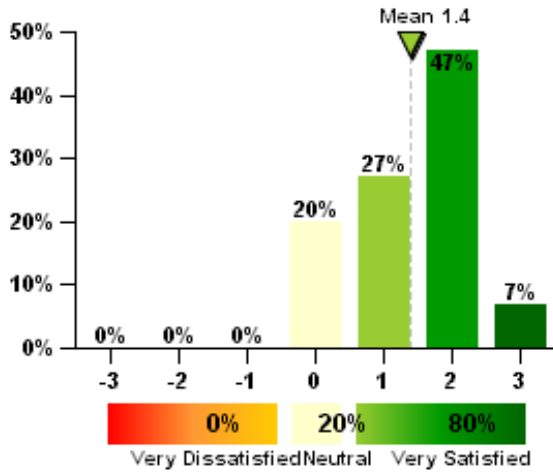


You have said you are dissatisfied with the noise in your workspace. Which of the following contribute to this problem? (check all that apply)

Due to the limited number of responses to this question, its chart is not displayed

2.2 Air Quality

How satisfied are you with the air quality in your workspace (i.e. stuffy/stale air, cleanliness, odors)?



N=15

Air is not clean

Due to the limited number of responses to this question, its chart is not displayed

Air is stuffy/stale

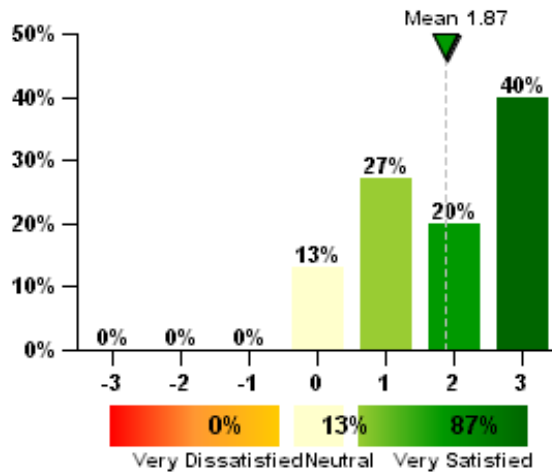
Due to the limited number of responses to this question, its chart is not displayed

Air smells bad (odors)

Due to the limited number of responses to this question, its chart is not displayed

2.3 Cleanliness and Maintenance

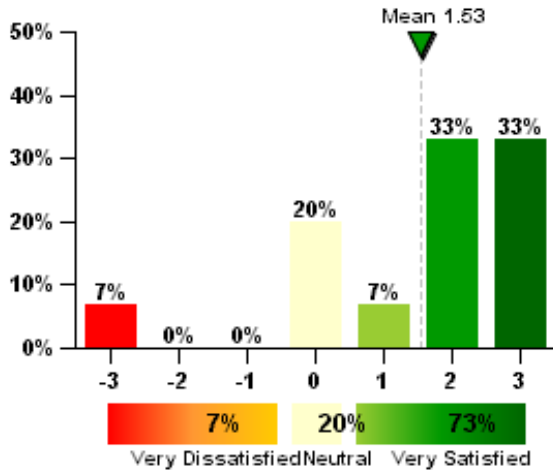
How satisfied are you with the cleanliness and maintenance of the building?



N=15

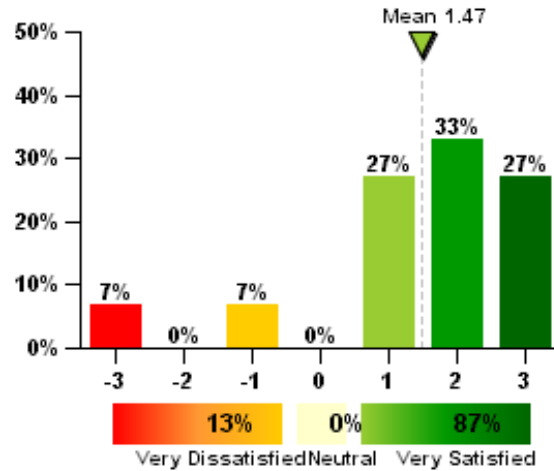
2.4 Lighting

How satisfied are you with the amount of light in your workspace?



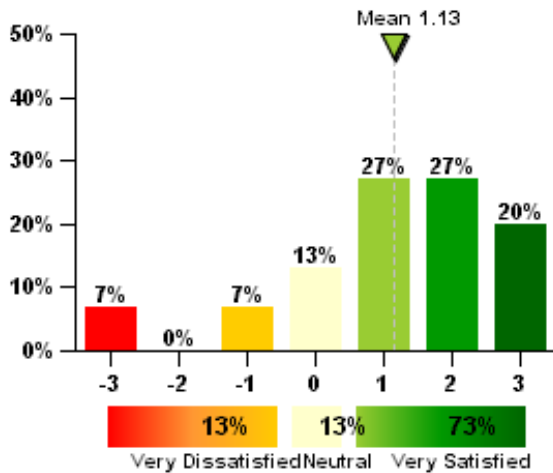
N=15

How satisfied are you with the visual comfort of the lighting (e.g., glare, reflections, contrast)?



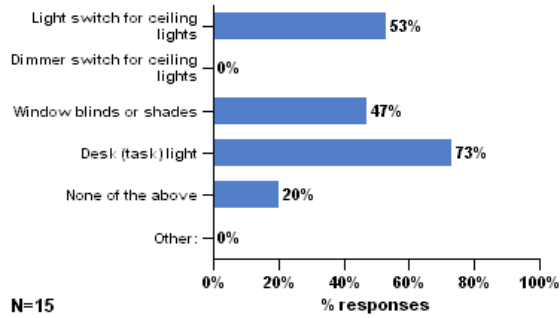
N=15

How satisfied are you with the degree of control you have over the lighting in your workspace?



N=15

Which of the following controls do you have over the lighting in your workspace? (check all that apply)

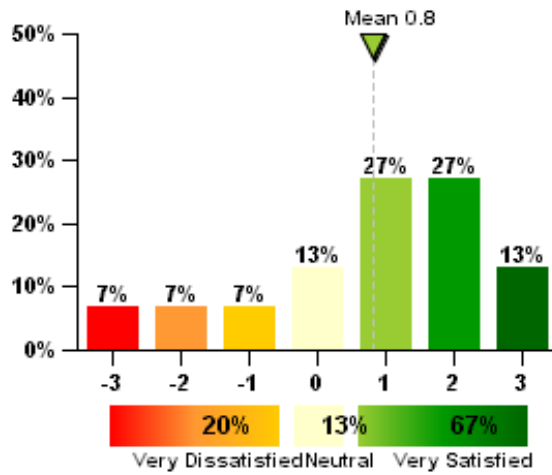


You have said that you are dissatisfied with the lighting in your workspace. Which of the following contribute to your dissatisfaction? (check all that apply)

Due to the limited number of responses to this question, its chart is not displayed

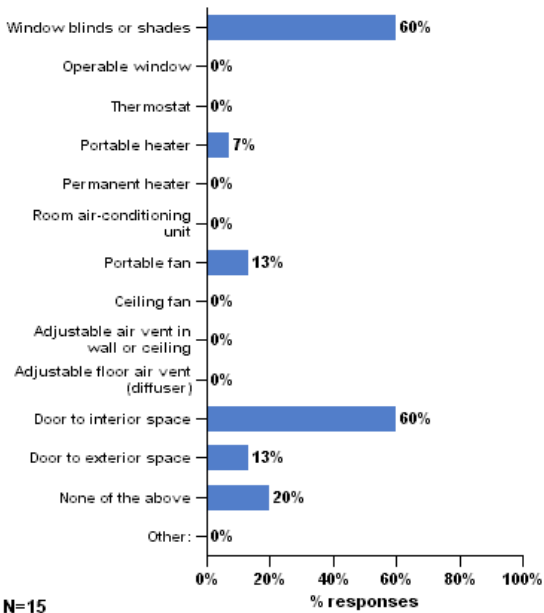
2.5 Thermal Comfort

How satisfied are you with the temperature in your workspace?



N=15

Which of the following do you personally adjust or control in your workspace? (check all that apply)



In warm/hot weather, the temperature in my workspace is: (check all that apply)

Due to the limited number of responses to this question, its chart is not displayed

When is this most often a problem? (check all that apply)

Due to the limited number of responses to this question, its chart is not displayed

In cool/cold weather, the temperature in my workspace is: (check all that apply)

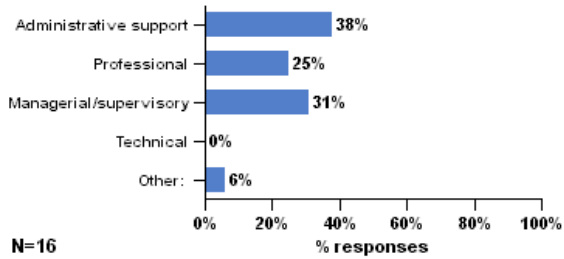
Due to the limited number of responses to this question, its chart is not displayed

How would you best describe the source of this discomfort? (check all that apply)

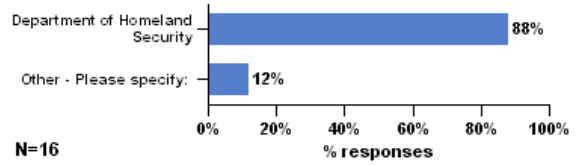
Due to the limited number of responses to this question, its chart is not displayed

2.6 Background Information

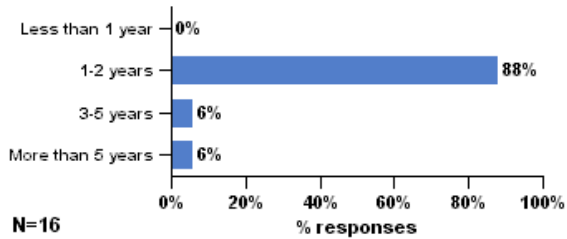
How would you describe the work you do?



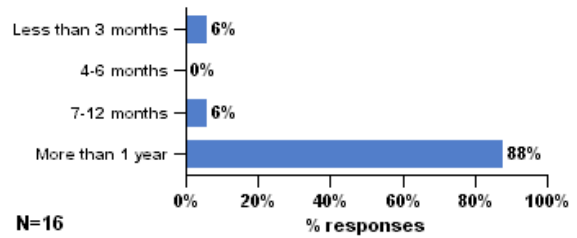
Which organization do you work for?



How many years have you worked in this building?

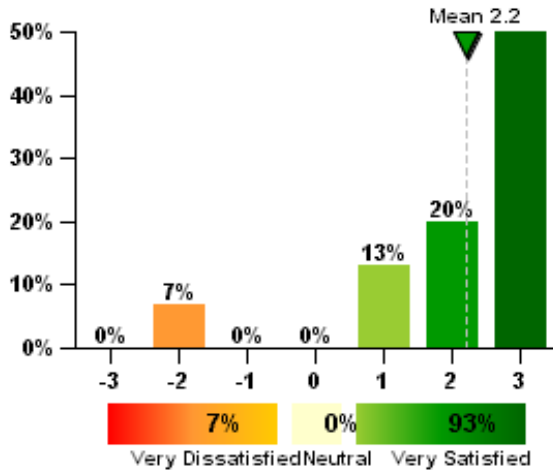


How long have you been working at your present workspace?



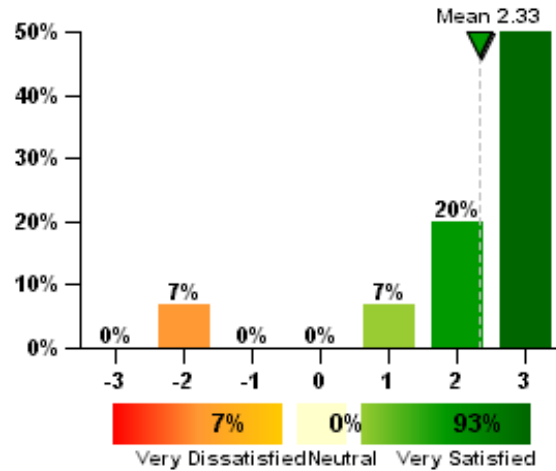
2.7 Communication

How satisfied are you with your ability to communicate with co-workers in person (face to face)?



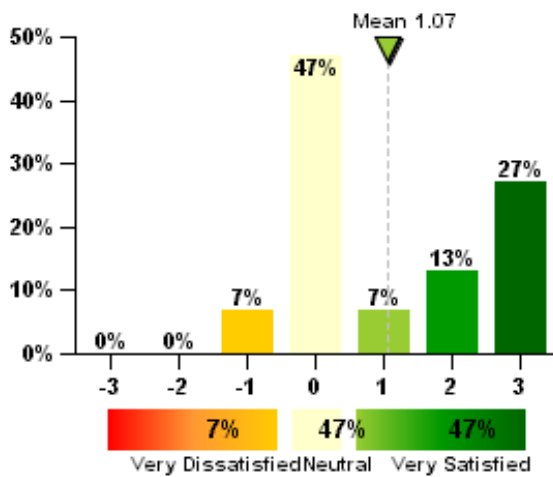
N=15

How satisfied are you with the ease of interaction with co-workers?



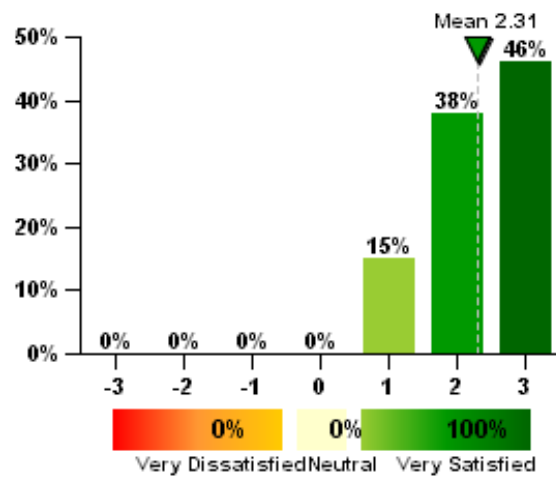
N=15

How satisfied are you with your ability to communicate in privacy?



N=15

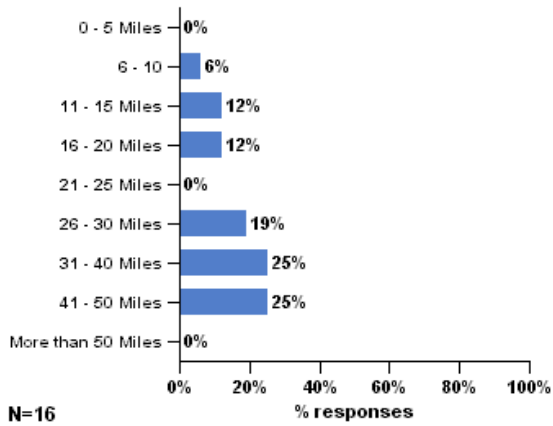
How satisfied are you with the availability of space where you and your colleagues can talk into a speaker phone together?



N=13

2.8 Commute

How far is your typical daily roundtrip commute to and from this building?



Mode 1

Due to the limited number of responses to this question, its chart is not displayed

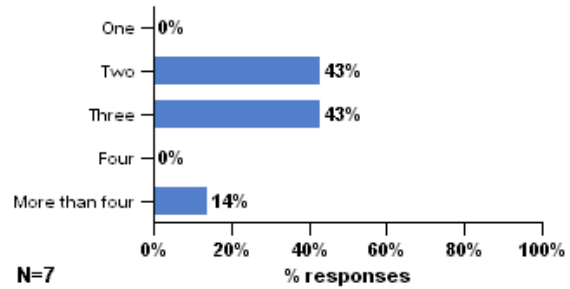
If you use a vehicle for Mode 1 of your travel, what is the fuel economy for this vehicle on your commute?

Due to the limited number of responses to this question, its chart is not displayed

On average, how often do you commute by bicycle?

Due to the limited number of responses to this question, its chart is not displayed

On a typical day, how many people including you travel in the carpool, vanpool or rideshare vehicle?



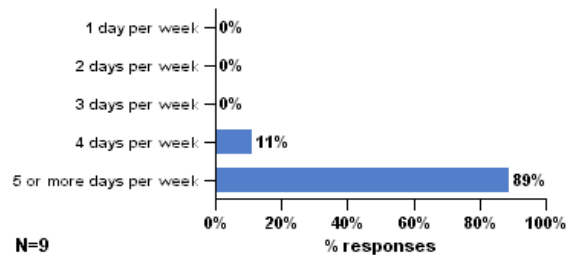
Mode 2

Due to the limited number of responses to this question, its chart is not displayed

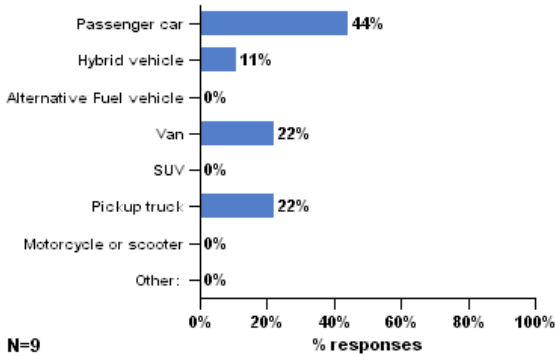
If you use a vehicle for Mode 2 of your travel, what is the fuel economy for this vehicle on your commute?

Due to the limited number of responses to this question, its chart is not displayed

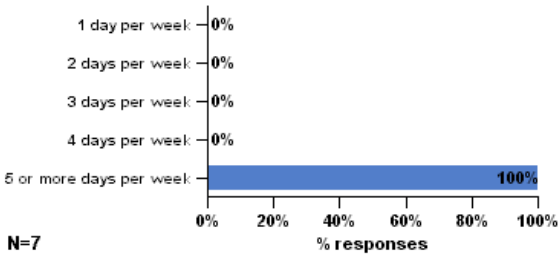
On average, how often do you commute by driving your car, truck or van?



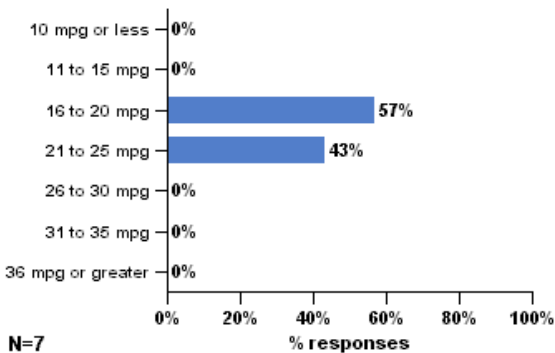
What type of vehicle do you use to commute?
(If you use multiple vehicles, please select the one used most frequently)



On average, how often do you commute by carpool, vanpool or rideshare?



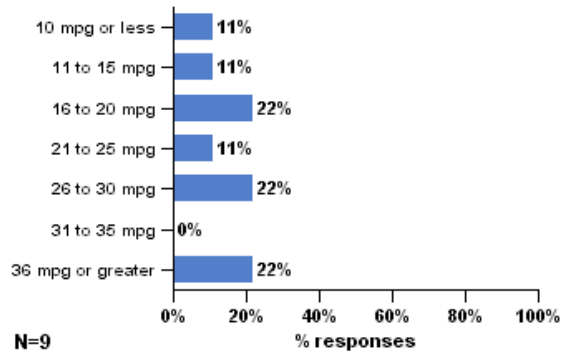
What is the estimated fuel economy of your car, truck or van?



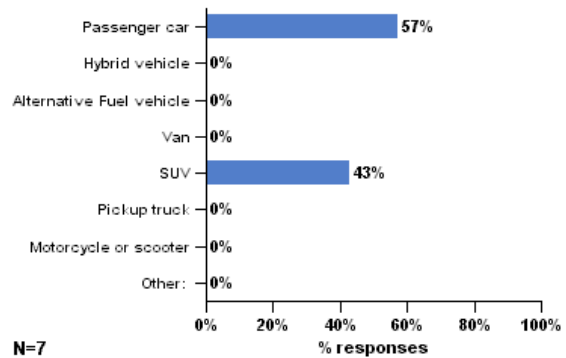
On average, how often do you commute by public transit?

Due to the limited number of responses to this question, its chart is not displayed

What is the estimated fuel economy of your car, truck or van?



What type of vehicle do you use to commute?
(If you use multiple vehicles, please select the one used most frequently)



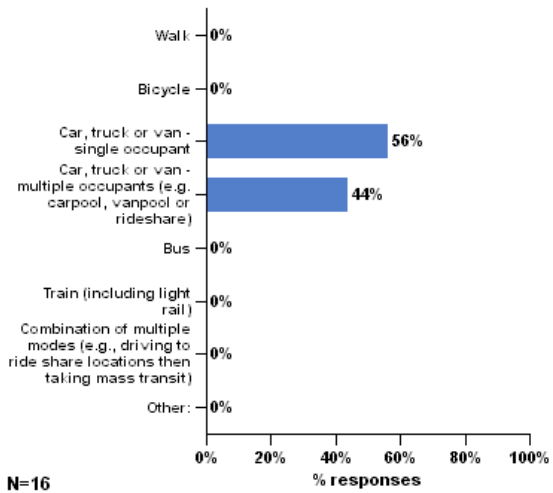
On average, how often do you commute by using a combination of travel modes?

Due to the limited number of responses to this question, its chart is not displayed

On average, how often do you commute by walking?

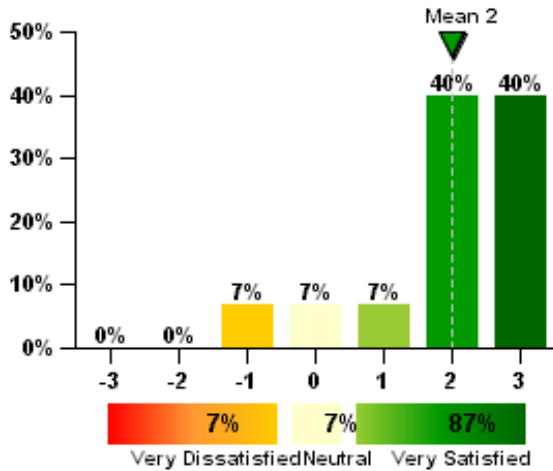
Due to the limited number of responses to this question, its chart is not displayed

Please identify all modes of transportation that you use at least once a week (alone or in combination with other modes) to commute to and from this building: (check all that apply)



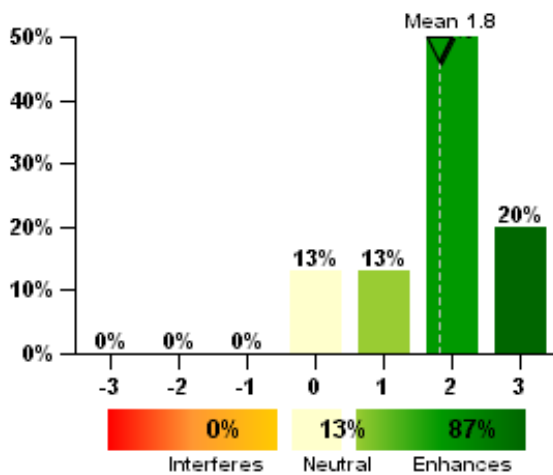
2.9 General Comments

All things considered, how satisfied are you with your personal workspace?



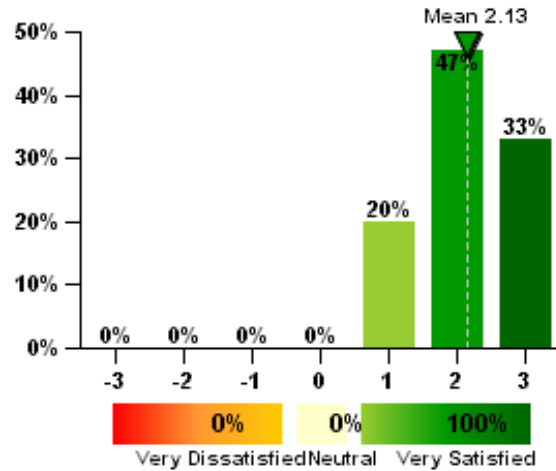
N=15

To what extent does your workplace enhance or interfere with your individual work effectiveness?



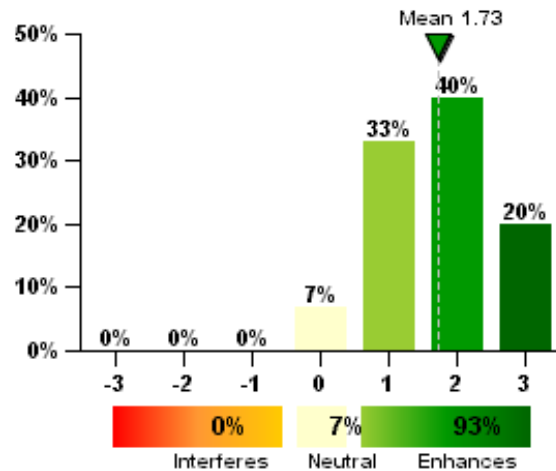
N=15

How satisfied are you with the building overall?



N=15

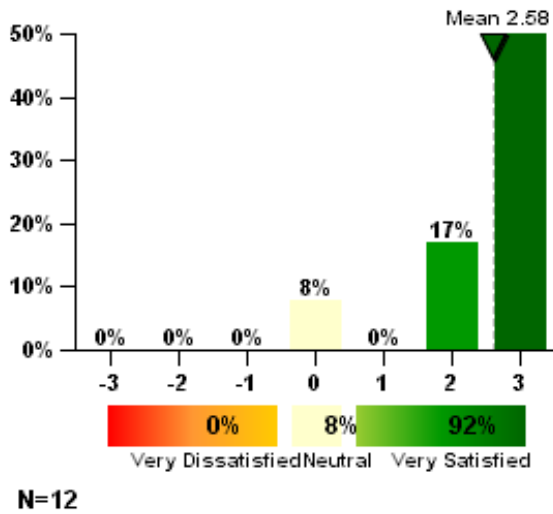
To what extent does your workplace enhance or interfere with your ability to work effectively with others?



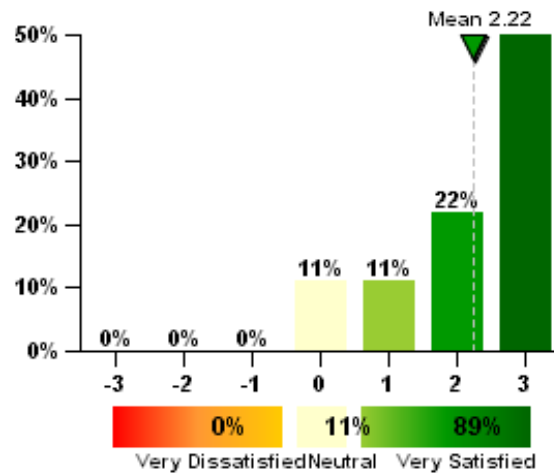
N=15

2.10 Meeting Facilities

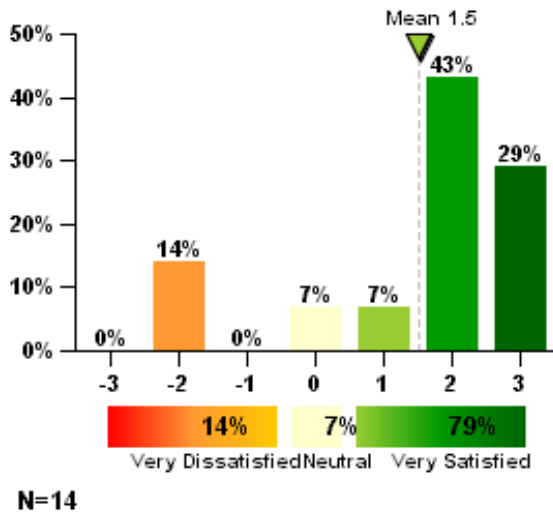
How satisfied are you with the availability of meeting rooms on short notice?



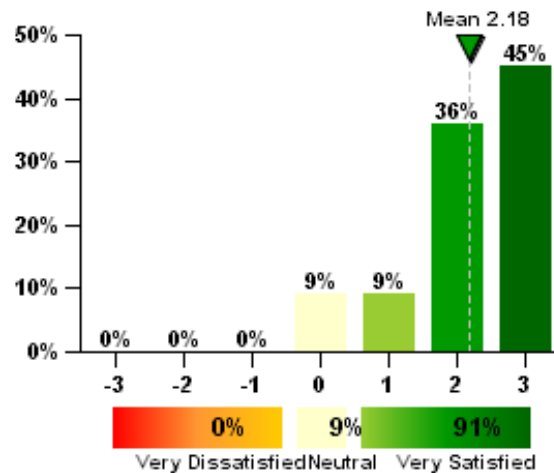
How satisfied are you with the availability of equipment in meeting rooms? (white boards, speaker phone, computer access, LCD projectors, etc.)



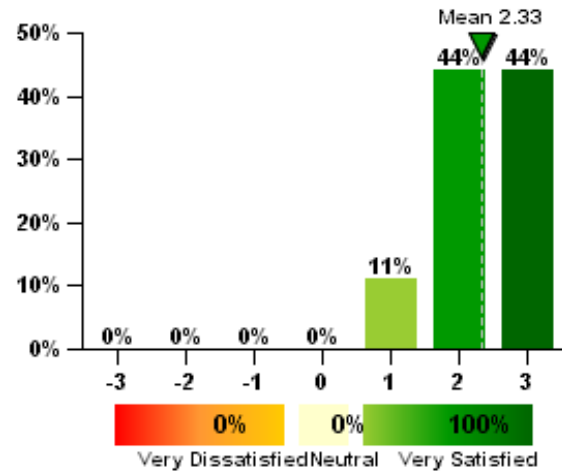
How satisfied are you with the temperature of meeting rooms?



How satisfied are you with the acoustic quality of meeting rooms?



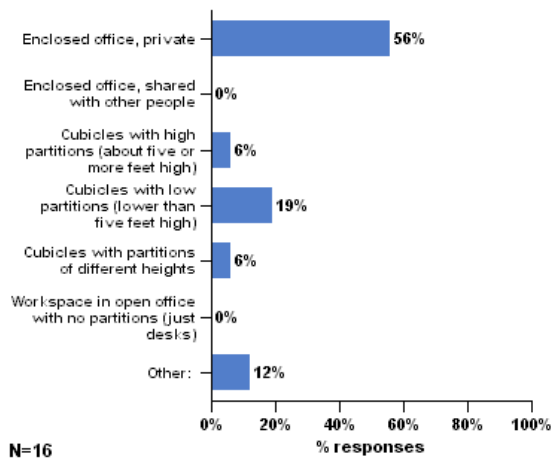
How satisfied are you with the variety of meeting rooms available to you?



N=9

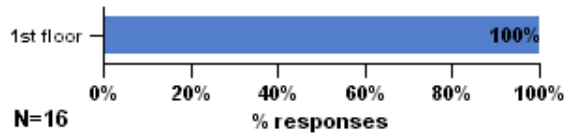
2.11 Personal Workspace Description

Which of the following best describes your personal workspace?

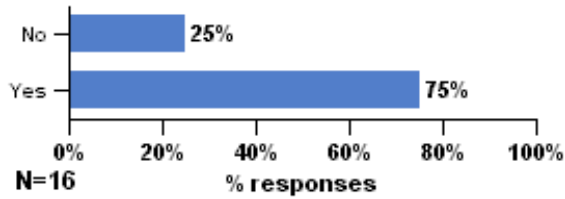


2.12 Personal Workspace Location

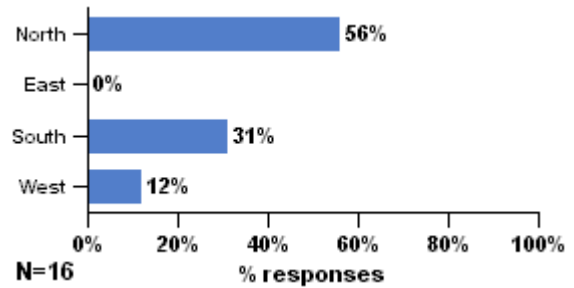
On which floor is your workspace located?



Are you near a window (within 15 feet)?

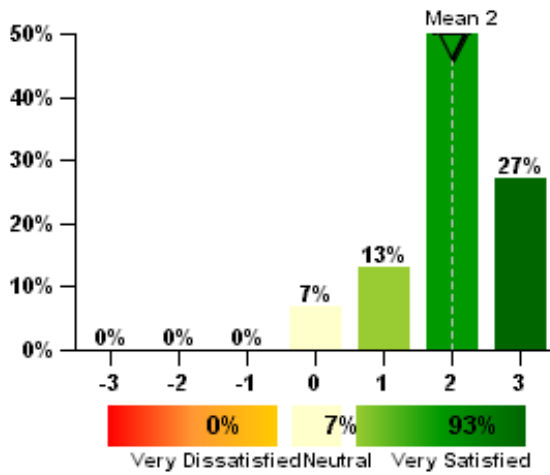


In which area of the building is your workspace located?



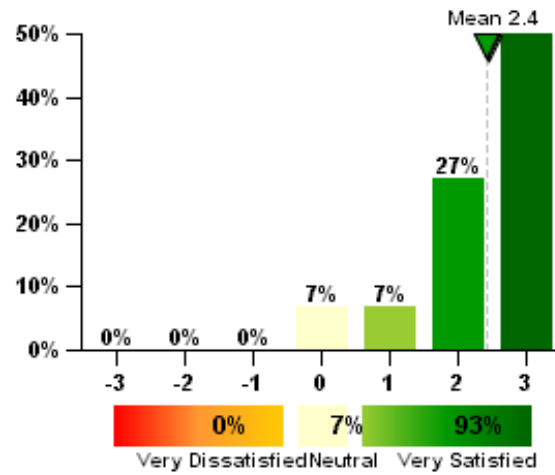
2.14 Windows and Daylight

How satisfied are you with the amount of daylight in your general office area?



N=15

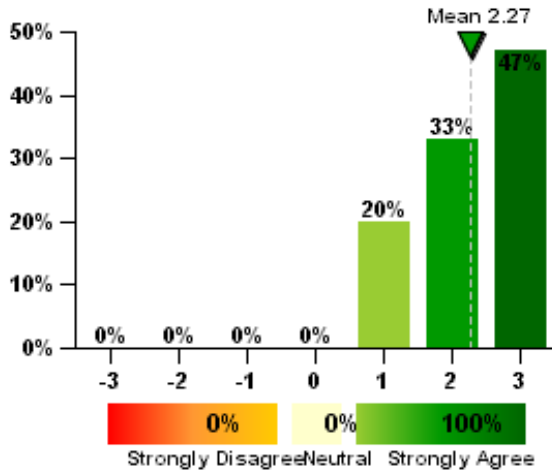
How satisfied are you with your access to a window view?



N=15

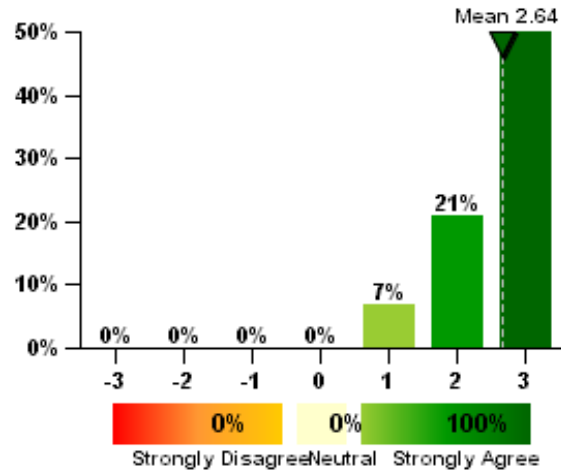
2.15 Work Experiences

I look forward to working in the building.



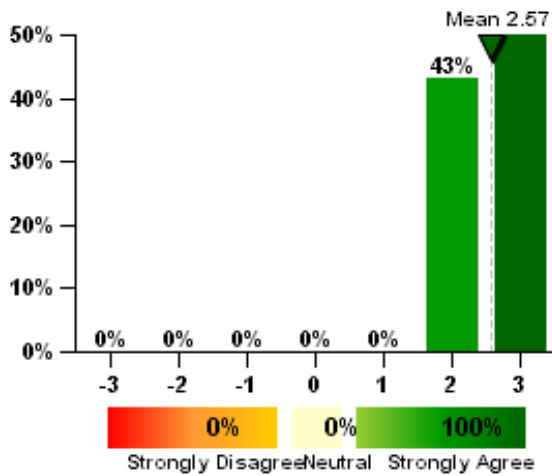
N=15

I am proud to show the office to visitors.



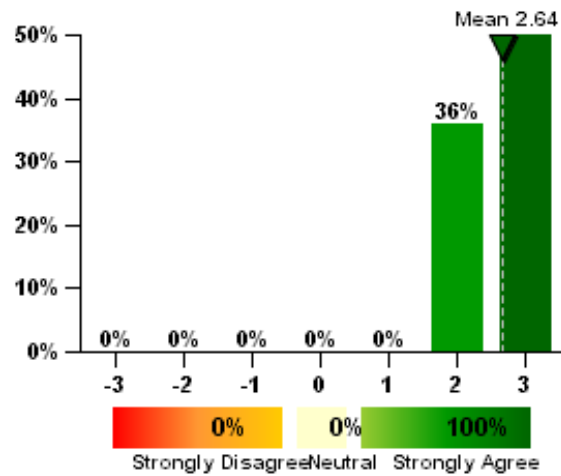
N=14

The overall appearance of the workplace is consistent with the mission of the agency.



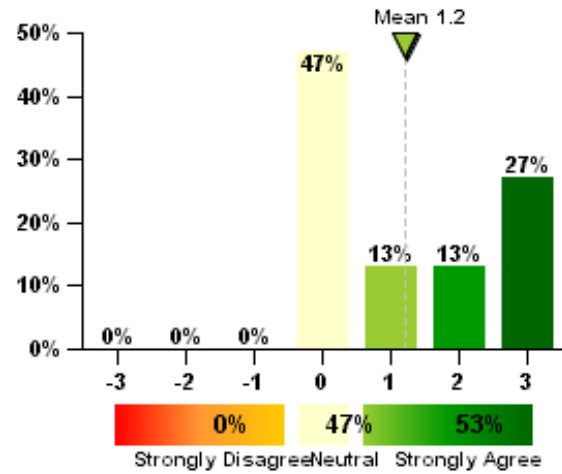
N=14

There is a good sense of connection to the outdoors from inside the building.



N=14

There is a definite space that is the 'heart' of the workplace.



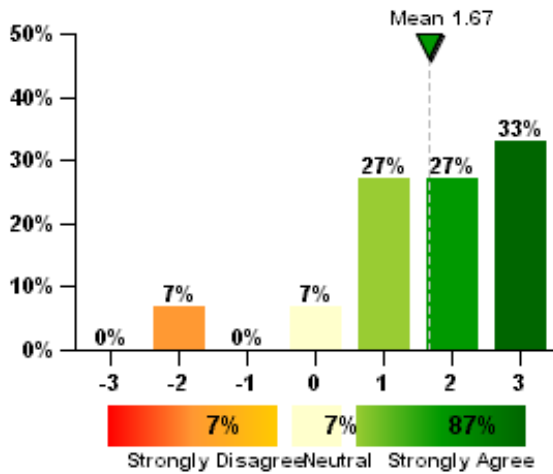
N=15

2.16 Work Experiences Continued...

On which floor is your office located?

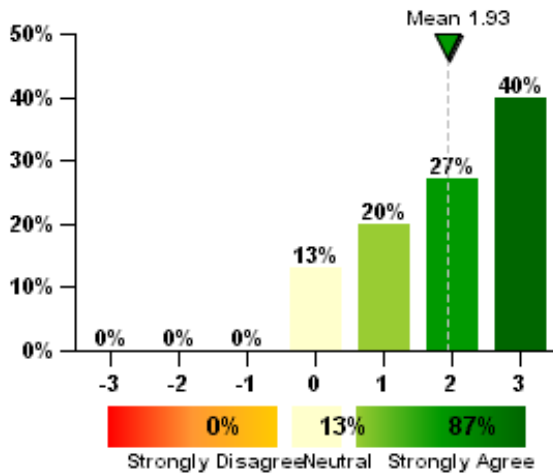
Due to the limited number of responses to this question, its chart is not displayed

I learn a lot about what is going on by seeing and hearing others.



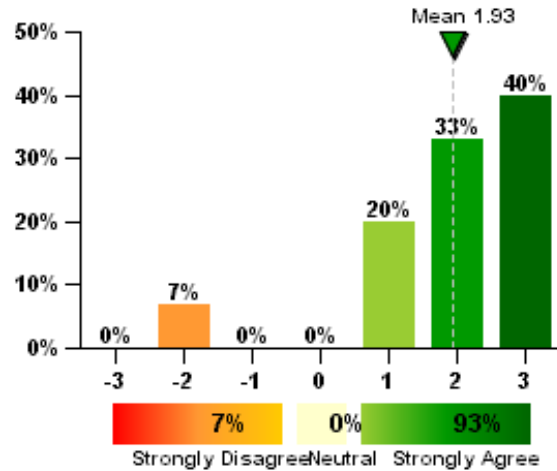
N=15

The security features of our building are adequate.



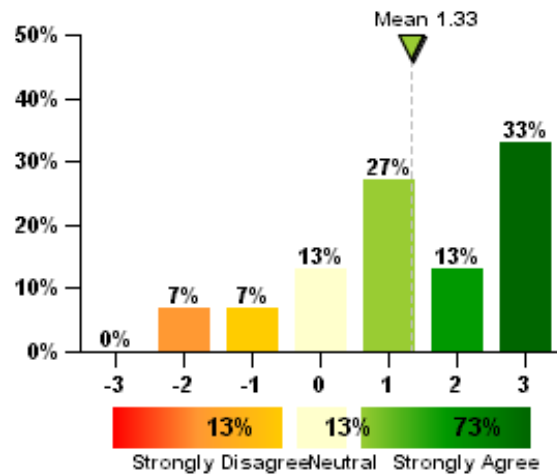
N=15

Communication within my group is good.



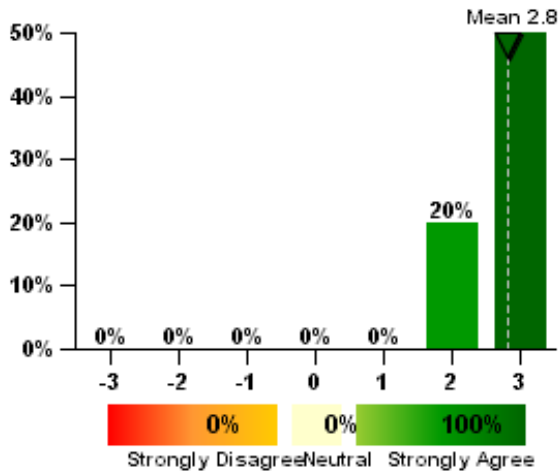
N=15

I often stop and talk to others in corridors or break areas.



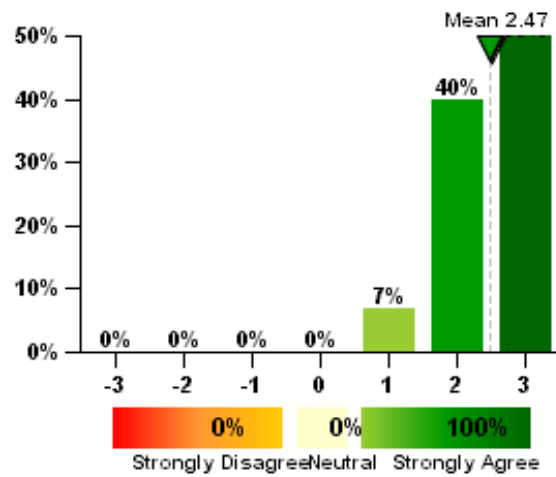
N=15

We have comfortable spaces to have lunch or takes breaks inside the building.



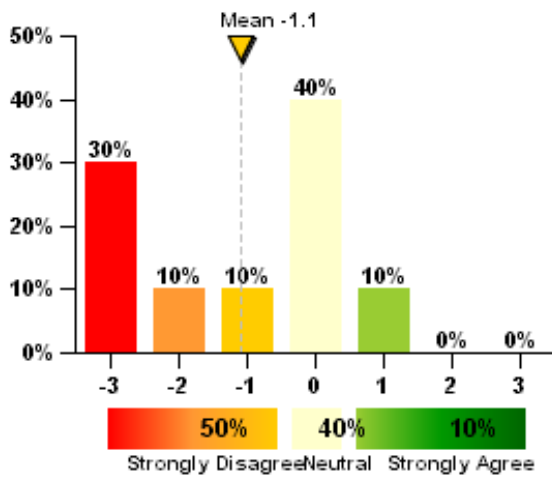
N=15

I feel safe walking to and from the building.



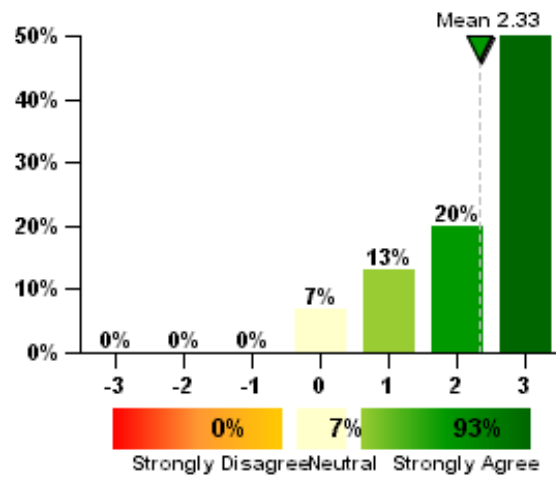
N=15

I use the building stairs rather than the elevator at least once a day.



N=10

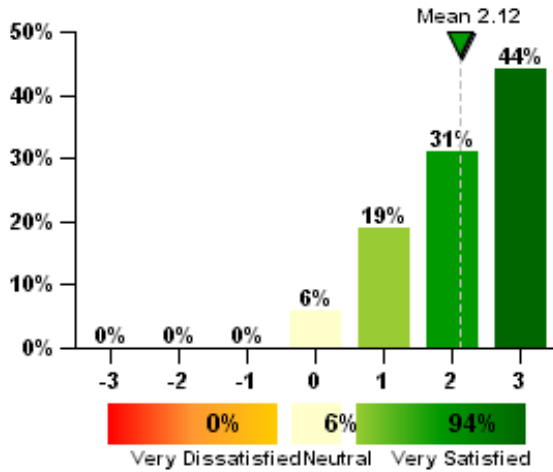
We have adequate restroom facilities in our offices.



N=15

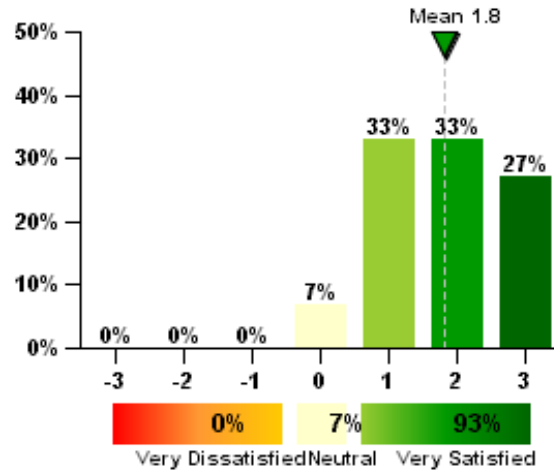
2.17 Your Workstation

How satisfied are you with the comfort of your office furnishings (chair, desk, computer, equipment, etc.)?



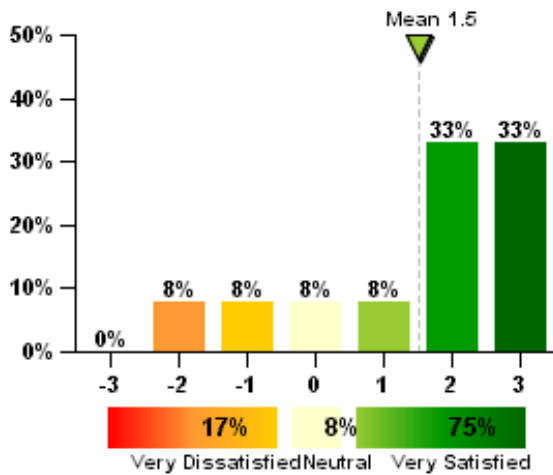
N=16

How satisfied are you with your ability to adjust your furniture to meet your needs?



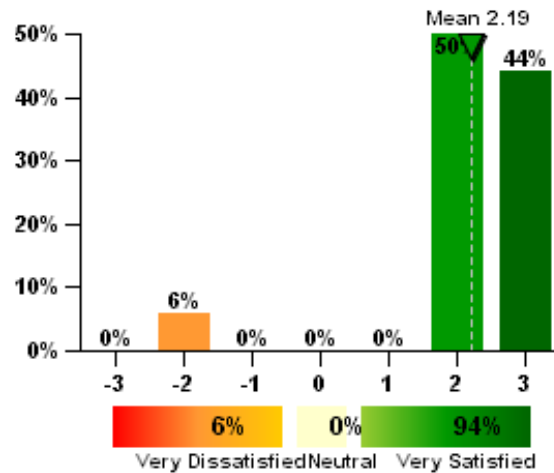
N=15

How satisfied are you with the colors and textures of flooring, furniture, and surface finishes?



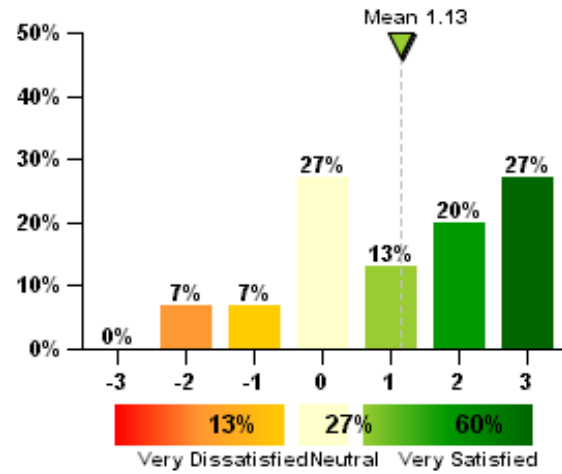
N=12

How satisfied are you with the amount of space available for individual work?



N=16

How satisfied are you with the level of visual privacy in your workspace?



N=15

3.2 Occupant Survey Methodology

This report presents the results of an Occupant Satisfaction Survey. Occupant responses are collected via the Internet and recorded to a secure server database using SQL technology (SQL is a standardized query language used for requesting information from a database). To protect the confidentiality of participants, the online report contains only aggregated, anonymous results.

The survey is comprised of a core survey and optional survey modules. The core survey includes modules for office layout, office furnishings, thermal comfort, air quality, lighting, acoustics, and building cleanliness and maintenance. This survey report includes information for the optional commute and daylighting modules. Core questions are the same across surveys and are used for benchmarking and trend analysis.

The survey has been extensively tested and refined. An established in-depth pre-testing method called cognitive interviewing was used by the Survey Research Center at the University of California, Berkeley to assess how well respondents were able to comprehend and accurately report answers to survey questions (Eisenhower, 2000). Cognitive interviews allowed researchers to examine the thought processes that affect the quality of answers provided to survey questions. The primary technique used was “concurrent think aloud” where respondents were asked to comment out loud about the thoughts that crossed their mind as they read, interpreted and answered each question. This technique was supplemented with paraphrasing (asking the respondents to put something in their own words) and systematic probing. Seven people participated in this testing. Results were used to refine the survey organization, question text, graphic design of the scales, and the process required to access the survey website.

The time to completion has been monitored, and occupants have evaluated the length of each section of the survey. Approximate time to completion for the core survey is 5-12 minutes; time to completion varies depending on the number of branching questions and comments answered. This length of time has not been regarded as an impediment to completion in most (but not all) of the buildings surveyed to date. Surveys that include several customized modules in addition to the core survey have had completion times of up to 20 minutes. Organizations that choose to implement longer surveys are briefed regarding the potential negative effect that longer time to completion can have on response and completion rates.

The survey implementation process typically begins with an email informing building and sent either by CBE or the sponsoring agency. Subjects can open the survey at their

convenience. After linking to the survey, respondents see a welcome screen informing them of the purpose of the survey. The welcome page also advises them of the amount of time it should take to complete the survey, and their rights as a research participant. Participation in the survey is voluntary and anonymous. Upon starting the survey, participants click through a series of questions asking them to evaluate their "satisfaction" with different aspects of their work environment. Satisfaction is rated on a 7-point scale ranging from "very satisfied" to "very dissatisfied" (see Figure 1). In most cases, respondents who indicate dissatisfaction (the lowest three points on the scale) with a particular aspect of their work environment are branched to a follow-up screen probing them for more information about the nature of their dissatisfaction. Respondents who indicate neutrality or satisfaction (the upper four points on the scale) move directly to the next survey topic. When applicable, respondents are also asked to assess the impact of environmental factors on their effectiveness in getting their job done.

A survey typically stays open for 1-2 weeks. The rate of participation is monitored; if few have responded, reminder emails may be sent. After the survey is closed, the data is cleaned. The responses of participants who answer less than 15 questions are removed from the final data set.

Satisfaction ratings are tabulated for each point on the scale, and are also summarized into three categories: satisfied (top three points), neutral (middle point) and dissatisfied (bottom 3 points). This summary is particularly useful to managers that need to see a top-level overview of occupant feedback. Comments are also listed in totality for each question.

For more information, please send us an e-mail or contact us at (510) 642-4984.