OH0033ZZ SPOT 2007 - Howard M. Metzenbaum U.S. Courthouse
Building Scorecard

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 OH0033ZZ SPOT 2007 - Howard M. Metzenbaum U.S. Courthouse in core survey categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentile</th>
<th>Mean Response</th>
<th>Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acoustic Quality</td>
<td>74%</td>
<td>0.31</td>
<td>54%</td>
</tr>
<tr>
<td>Air Quality</td>
<td>87%</td>
<td>1.39</td>
<td>76%</td>
</tr>
<tr>
<td>Cleanliness and Maintenance</td>
<td>96%</td>
<td>2.19</td>
<td>91%</td>
</tr>
<tr>
<td>Lighting</td>
<td>75%</td>
<td>1.52</td>
<td>78%</td>
</tr>
</tbody>
</table>
Performance of OH0033ZZ SPOT 2007 - Howard M. Metzenbaum U.S. Courthouse in core survey categories

**Thermal Comfort**

79%

Percentile

0.54

Mean Response

57%

Satisfied
Performance of OH0033ZZ SPOT 2007 - Howard M. Metzenbaum U.S. Courthouse in additional survey categories

**Communication**

- 61% Percentile
- 1.21 Mean Response
- 73% Satisfied

**General Satisfaction - Building**

- 84% Percentile
- 1.78 Mean Response
- 89% Satisfied

**General Satisfaction - Workspace**

- 80% Percentile
- 1.54 Mean Response
- 83% Satisfied

**Meeting Facilities**

- 61% Percentile
- 1.04 Mean Response
- 71% Satisfied
Performance of OH0033ZZ SPOT 2007 - Howard M. Metzenbaum U.S. Courthouse in additional survey categories

Overall Effectiveness
-Individual
56%
Percentile

0.94
Mean Response
64%
Satisfied

Overall Effectiveness
-With Others
67%
Percentile

1.04
Mean Response
67%
Satisfied

Windows and Daylight

50%
Percentile

1.02
Mean Response
65%
Satisfied

Work Experiences

72%
Percentile

1.12
Mean Response
68%
Satisfied
Performance of OH0033ZZ SPOT 2007 - Howard M. Metzenbaum U.S. Courthouse in additional survey categories

Work Experiences Continued...

72% Percentile

1.11 Mean Response

71% Satisfied

Your Workstation

67% Percentile

1.1 Mean Response

74% Satisfied
2.1 **Acoustic Quality**

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

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

N=54
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)

- People talking on the phone: 100%
- People using a speaker phone: 78%
- People talking in neighboring areas: 100%
- Office equipment noise: 33%
- Office lighting noise: 0%
- Telephones ringing: 78%
- Mechanical (heating, cooling, and ventilation systems) noise: 0%
- Outdoor traffic noise: 0%
- Outdoor noise: 0%
- Other: 11%

N=9
2.2 **Air Quality**

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

![Air Quality Chart]

**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.

\[N=54\]
2.3 **Cleanliness and Maintenance**

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

Mean 2.19

![Bar chart showing satisfaction levels with a mean of 2.19.]

N=54
2.4 Lighting

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

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

How satisfied are you with the visual comfort of the lighting (e.g., glare, reflections, contrast)?
Which of the following controls do you have over the lighting in your workspace? (check all that apply)

- Light switch for calling lights: 72%
- Dimmer switch for calling lights: 2%
- Window blinds or shades: 37%
- Desk (table) light: 63%
- None of the above: 2%
- Other: 2%

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)

- Too dark: 38%
- Too bright: 25%
- Not enough daylight: 38%
- Too much daylight: 12%
- Not enough electric lighting: 12%
- Too much electric lighting: 12%
- Electric lighting is a undesirable color: 0%
- Not task lighting: 0%
- Reflections or glare on the computer screen: 12%
- Glare or excessive brightness from light fixtures: 25%
- Glare, direct sunlight, or excessive brightness from windows: 25%
- Shadows on the workspace: 0%
- No control over sunlight/daylight: 0%
- Other: 12%

N=54

N=8
2.5 **Thermal Comfort**

How satisfied are you with the temperature in your workspace?

![Bar chart showing satisfaction levels with thermal comfort.](chart)

- 15% Very Dissatisfied
- 28% Dissatisfied
- 57% Neutral
- 15% Satisfied
- 13% Very Satisfied

*Mean: 0.54, N=54*
Which of the following do you personally adjust or control in your workspace? (check all that apply)

- Window blinds or shades 43%
- Operable window 6%
- Thermostat 43%
- Portable heater 16%
- Permanent heater 2%
- Room air conditioning unit 0%
- Portable fan 15%
- Ceiling fan 2%
- Adjustable air vent in wall or ceiling 0%
- Adjustable floor air vent (radiator) 0%
- Door to interior space 24%
- Door to exterior space 11%
- None of the above 26%
- Other 0%

N=54

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

- Often too hot 31%
- Often too cold 62%

N=13

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

- Often too hot 31%
- Often too cold 77%

N=13

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

- Morning 38%
- Afternoon 40%
- Evening 15%
- Weekends/holidays 0%
- Monday mornings 8%
- No particular time 31%
- Other 15%

N=13
How would you best describe the source of this discomfort? (check all that apply)

- Humidity too high (damp) - 0%
- Humidity too low (dry) - 0%
- Air movement too high - 15%
- Air movement too low - 15%
- Incoming sun - 0%
- Hot/cold window surfaces - 15%
- Hot/cold surrounding surfaces (floor, ceiling, or walls) - 0%
- Heat from office equipment - 0%
- Drafts from windows - 15%
- Drafts from vents - 15%
- My area is hotter/colder than other areas - 15%
- Thermostat is inaccessible - 31%
- Thermostat is adjusted by other people - 54%
- Heating/cooling system does not respond quickly enough to the thermostat - 0%
- Clothing policy is not flexible - 15%
- Other - 15%

N=13
2.6 **Background Information**

**Which organization do you work for?**

<table>
<thead>
<tr>
<th>Organization</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Bankruptcy Court</td>
<td>24%</td>
</tr>
<tr>
<td>U.S. Trustees</td>
<td>25%</td>
</tr>
<tr>
<td>U.S. General Services Administration</td>
<td>36%</td>
</tr>
</tbody>
</table>

**How many years have you worked in this building?**

<table>
<thead>
<tr>
<th>Years</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 1 year</td>
<td>15%</td>
</tr>
<tr>
<td>1-2 years</td>
<td>66%</td>
</tr>
<tr>
<td>3-6 years</td>
<td>4%</td>
</tr>
<tr>
<td>More than 6 years</td>
<td>15%</td>
</tr>
</tbody>
</table>

**How would you describe the work you do?**

<table>
<thead>
<tr>
<th>Category</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Support</td>
<td>28%</td>
</tr>
<tr>
<td>Professional</td>
<td>35%</td>
</tr>
<tr>
<td>Managerial/Supervisory</td>
<td>11%</td>
</tr>
<tr>
<td>Technical</td>
<td>13%</td>
</tr>
<tr>
<td>Other</td>
<td>13%</td>
</tr>
</tbody>
</table>

**How long have you been working at your present workspace?**

<table>
<thead>
<tr>
<th>Duration</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than 3 months</td>
<td>11%</td>
</tr>
<tr>
<td>3-6 months</td>
<td>0%</td>
</tr>
<tr>
<td>7-12 months</td>
<td>9%</td>
</tr>
<tr>
<td>More than 1 year</td>
<td>75%</td>
</tr>
</tbody>
</table>
2.7 Communication

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

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

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

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

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

- 0 - 5 Miles: 11%
- 6 - 10 Miles: 11%
- 11 - 15 Miles: 13%
- 16 - 20 Miles: 13%
- 21 - 25 Miles: 15%
- 26 - 30 Miles: 11%
- 31 - 40 Miles: 11%
- 41 - 50 Miles: 9%
- More than 50 Miles: 9%

N=55

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

- One: 0%
- Two: 67%
- Three: 0%
- Four: 0%
- More than four: 0%

N=6

Mode 2

- Bus: 8%
- Train (including light rail): 15%
- Other: 45%
- Single occupant vehicle: 31%
- Multi-occupant vehicle: 0%
- Walking: 8%
- Bicycle: 0%
- Motorcycle or Scooter: 0%
- Van: 0%
- SUV: 0%
- Hybrid vehicle: 0%
- Alternative fuel vehicle: 0%
- Pickup truck: 0%
- Motorcycle or Scooter: 0%
- Other: 88%

N=13
If you use a vehicle for Mode 1 of your travel, what is the fuel economy for this vehicle on your commute?

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

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

What is the estimated fuel economy of your car, truck or van?
On average, how often do you commute by bicycle?

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

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?

On average, how often do you commute by walking?

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

Due to the limited number of responses to this question, its chart is not displayed.
On average, how often do you commute by public transit?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 day per week</td>
<td>6%</td>
</tr>
<tr>
<td>2 days per week</td>
<td>3%</td>
</tr>
<tr>
<td>3 days per week</td>
<td>6%</td>
</tr>
<tr>
<td>4 days per week</td>
<td>12%</td>
</tr>
<tr>
<td>5 or more days per week</td>
<td>72%</td>
</tr>
</tbody>
</table>

N=32

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)

- Walk: 79%
- Bicycle: 0%
- Car (truck or van - single occupant): 40%
- Car (truck or van - multiple occupants including carpools, vanpools, or ride share): 9%
- Bus: 44%
- Train (including light rail): 24%
- Combination of multiple modes (e.g., driving to ride share locations then taking mass transit): 22%
- Other: 0%

N=55
2.9 General Comments

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

How satisfied are you with the building overall?

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

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

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

![Bar chart showing satisfaction levels for meeting room availability.]

**Mean 1.21**

- N=39

How satisfied are you with the temperature of meeting rooms?

![Bar chart showing satisfaction levels for meeting room temperature.]

**Mean 0.96**

- N=47

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

![Bar chart showing satisfaction levels for meeting room equipment availability.]

**Mean 1.11**

- N=38

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

![Bar chart showing satisfaction levels for meeting room acoustic quality.]

**Mean 1.13**

- N=45
How satisfied are you with the variety of meeting rooms available to you?

N=37
2.11 **Personal Workspace Description**

Which of the following best describes your personal workspace?

- Enclosed office, private: 44%
- Enclosed office, shared with other people: 2%
- Cubicles with high partitions (about five or more feet high): 39%
- Cubicles with low partitions (lower than five feet high): 7%
- Cubicles with partitions of different heights: 4%
- Work space in open office with no partitions (just desk): 9%
- Other: 4%

N=54
2.12 **Personal Workspace Location**

On which floor is your office located?

<table>
<thead>
<tr>
<th>Floor</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>4%</td>
</tr>
<tr>
<td>2nd</td>
<td>20%</td>
</tr>
<tr>
<td>3rd</td>
<td>11%</td>
</tr>
<tr>
<td>4th</td>
<td>69%</td>
</tr>
<tr>
<td>5th</td>
<td>0%</td>
</tr>
<tr>
<td>6th</td>
<td>0%</td>
</tr>
<tr>
<td>Basement</td>
<td>2%</td>
</tr>
</tbody>
</table>

In which area of the building is your workspace located?

<table>
<thead>
<tr>
<th>Area</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>North</td>
<td>15%</td>
</tr>
<tr>
<td>East</td>
<td>13%</td>
</tr>
<tr>
<td>South</td>
<td>38%</td>
</tr>
<tr>
<td>West</td>
<td>27%</td>
</tr>
</tbody>
</table>

Are you near a window (within 15 feet)?

<table>
<thead>
<tr>
<th>Answer</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>17%</td>
</tr>
<tr>
<td>Yes</td>
<td>83%</td>
</tr>
</tbody>
</table>

N=55

N=53
2.13 Views

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

- I cannot see a window from my workspace - 32%
- I can see a window, but it is too far away - 44%
- I can see a window, but it is not clean - 9%
- I can see a window, but it is partially or completely obstructed - 22%
- I can see a window, but the view is not aesthetically pleasing - 11%
- The part of the building I work in is windowless - 11%
- Other - 11%

N=9

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

- Too much daylight - 57%
- Too little daylight - 0%
- Too much sunlight - 0%
- Too little sunlight - 14%
- No control over the amount of daylight or sunlight - 43%
- Other - 0%

N=7
2.14 **Windows and Daylight**

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

![Bar chart showing satisfaction levels for daylight amount.](chart1)

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

![Bar chart showing satisfaction levels for window view.](chart2)

\[N=52\]
2.15 **Work Experiences**

I look forward to working in the building.

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

I am proud to show the office to visitors.

There is a good sense of connection to the outdoors from inside the building.
There is a definite space that is the 'heart' of the workplace.

N=46
It is easy to locate other people and spaces (offices, meeting rooms, etc.) even when I have not been there before.

Communication within my group is good.

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

I often stop and talk to others in corridors or break areas.
The security features of our building are adequate.

![Bar Chart](N=54)

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

![Bar Chart](N=51)

I feel safe walking to and from the building.

![Bar Chart](N=54)

We have adequate restroom facilities in our offices.

![Bar Chart](N=54)
I use the building stairs rather than the elevator at least once a day.
2.17 Your Workstation

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

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

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

How satisfied are you with the amount of space available for individual work?
How satisfied are you with the level of visual privacy in your workspace?

N=52
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.