Satisfaction in Core Survey Categories

- General Satisfaction Building (97%)
- Thermal Comfort (73%)
- Acoustic Quality (60%)
- Office Layout (80%)
- Air Quality (92%)
- Office Furnishings (85%)
- Cleanliness and Maintenance (91%)
- Lighting (75%)
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 Building Scorecard
Performance of David and Lucile Packard Foundation in core survey categories

**Acoustic Quality**
- 81% Percentile
- 0.67 Mean Response
- 60% Satisfied

**Air Quality**
- 97% Percentile
- 2.12 Mean Response
- 92% Satisfied

**Cleanliness and Maintenance**
- 95% Percentile
- 2.25 Mean Response
- 91% Satisfied

**Lighting**
- 60% Percentile
- 1.36 Mean Response
- 76% Satisfied
Performance of David and Lucile Packard Foundation in core survey categories

**Office Furnishings**
89% Percentile
1.84 Mean Response
86% Satisfied

**Office Layout**
84% Percentile
1.63 Mean Response
80% Satisfied

**Thermal Comfort**
96% Percentile
1.27 Mean Response
73% Satisfied
Performance of David and Lucile Packard Foundation in additional survey categories

**Daylight**
- 86% Percentile
- Mean Response: 20%
- Satisfied: 20%

**General Satisfaction-Building**
- 95% Percentile
- Mean Response: 97%
- Satisfied: 97%

**General Satisfaction-Workspace**
- 91% Percentile
- Mean Response: 93%
- Satisfied: 93%

**Glare**
- 21% Percentile
- Mean Response: 18%
- Satisfied: 18%
2.1 **Acoustic Quality**

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

Overall, does the acoustic quality in your workspace enhance or interfere with your ability to get your job done?

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

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**N=75**
You have said you are dissatisfied with the acoustics in your workspace. Which of the following contribute to this problem? (check all that apply)

- People talking on the phone: 77%
- People talking in neighboring areas: 81%
- People overhearing my private conversations: 46%
- Office equipment noise: 0%
- Office lighting noise: 0%
- Telephones ringing: 23%
- Mechanical heating, cooling and ventilation systems noise: 6%
- Excessive echoing of voices or other sounds: 29%
- Outdoor traffic noise: 10%
- Other outdoor noise: 10%
- Other: 13%

N=31
2.2 Air Quality

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

Overall, does the air quality in your workspace enhance or interfere with your ability to get your job done?
2.3 Cleanliness and Maintenance

How satisfied are you with general cleanliness of the overall building?

How satisfied are you with cleaning service provided for your workspace?

How satisfied are you with general maintenance of the building?

Does the cleanliness and maintenance of this building enhance or interfere with your ability to get your job done?

N=75

N=74
You have told us that you are dissatisfied with the cleaning service provided for your workspace. How often do you have significant problems?

- Always: 0%
- Often: 40%
- Sometimes: 40%
- Rarely: 20%
- Never: 0%
- Don't know/No opinion: 0%

N=5

Which of the following contribute to this dissatisfaction? (check all that apply)

- Surface dust on work surfaces close to you: 80%
- Surface dust on other surfaces you might touch: 40%
- Surface dust on surfaces difficult to reach: 40%
- Spills and debris: 20%
- Dirty floors: 80%
- Trash cans are not emptied overnight: 0%
- Trash cans get too full during the day: 0%
- Trash cans are a significant source of odor: 0%
- Other: 0%

N=5
2.4 Lighting

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

How satisfied are you with the glare in your workspace?

Overall, does the lighting quality enhance or interfere with your ability to get your job done?
Which of the following controls do you have over the lighting in your workspace? (check all that apply)

- Light switch: 83%
- Light dimmer: 51%
- Window blinds or shades: 88%
- Desk task light: 99%
- None of the above: 1%
- Other: 0%

N=78

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: 55%
- Too bright: 6%
- Not enough daylight: 25%
- Too much daylight: 9%
- Not enough electric lighting: 75%
- Too much electric lighting: 5%
- Electric lighting is an undesirable color: 9%
- Not task lighting: 0%
- Reflections in the computer screen: 28%
- Shadows on the workspace: 15%
- Other: 10%

N=20
2.5 **Office Furnishings**

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

![Chart showing satisfaction levels for comfort of office furnishings with mean 1.91.](image)

N=78

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

![Chart showing satisfaction levels for colors and textures with mean 1.94.](image)

N=78

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

![Chart showing satisfaction levels for ability to adjust furniture with mean 1.68.](image)

N=78

Do your office furnishings enhance or interfere with your ability to get your job done?

![Chart showing satisfaction levels for enhancement or interference with job ability with mean 1.64.](image)

N=78
2.6 **Office Layout**

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

![Bar chart showing satisfaction with space availability](chart1)

*Mean: 2.1*

- Very Dissatisfied: 1%
- Neutral: 10%
- Very Satisfied: 88%

*N=78*

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

![Bar chart showing satisfaction with ease of interaction](chart2)

*Mean: 1.77*

- Very Dissatisfied: 6%
- Neutral: 9%
- Very Satisfied: 85%

*N=78*

How satisfied are you with the level of visual privacy?

![Bar chart showing satisfaction with visual privacy](chart3)

*Mean: 1.03*

- Very Dissatisfied: 21%
- Neutral: 13%
- Very Satisfied: 67%

*N=78*

Overall, does the office layout enhance or interfere with your ability to get your job done?

![Bar chart showing satisfaction with office layout](chart4)

*Mean: 1.1*

- Interferes: 17%
- Neutral: 17%
- Enhances: 67%

*N=78*
You have said that you are dissatisfied with the level of visual privacy. Which of the following contribute to your dissatisfaction? (check all that apply)

- High density-too little space separating people: 26%
- Partitions or walls are too low or transparent: 69%
- People can easily see in through exterior windows: 0%
- Too many people walking in my work area: 50%
- Other: 31%

N=16
2.7 Thermal Comfort

How satisfied are you with the temperature in your workspace?

Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?
Which of the following do you personally adjust or control in your workspace? (check all that apply)

- Window blinds or shades
- Operable window
- Thermostat
- Door to interior space
- Door to exterior space
- None of the above
- Other:

In warm/hot weather, the temperature in my workspace is: (check all that apply)
- Often too hot: 33%
- Often too cold: 11%

N=9

In cool/cold weather, the temperature in my workspace is: (check all that apply)
- Often too hot: 9%
- Often too cold: 78%

N=9

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

- Morning (before 11am): 78%
- Midday (11am - 2pm): 33%
- Afternoon (2pm - 5pm): 67%
- Evening (after 5pm): 22%
- Weekends/holidays: 11%
- Monday mornings: 22%
- No particular time: 0%
- Other: 0%
How would you best describe the source of this discomfort? (check all that apply)

- Humidity too high (damp) - 11%
- Humidity too low (dry) - 0%
- Air movement too high - 0%
- Air movement too low - 0%
- Incoming sun - 0%
- Hotbed floor surfaces - 0%
- Hotbed ceiling surfaces - 0%
- Hotbed wall surfaces - 0%
- Hotbed window surfaces - 0%
- Heat from office equipment - 0%
- Drills from windows - 0%
- Drills from vents - 22%
- Drills falling from the ceiling - 9%
- My area is hotter than other areas - 18%
- My area is colder than other areas - 30%
- Thermostat is unaccessible - 9%
- Thermostat is adjusted by other people - 0%
- Heating/cooling system does not respond quickly enough to the thermostat - 34%
- Clothing policy is not flexible - 11%
- Other: - 0%

N=9
2.8 Building Features

Considering energy use, how efficiently is this building performing in your opinion?

Automatic daylight controls

Thermostats

Window blinds

N=73

N=54

N=55

N=66
Private meeting rooms

How well informed do you feel about using the above mentioned features in this building?

N=69

N=73
2.9 Daylight

How satisfied are you with your ability to control the amount of daylight in your workspace?

N=10
You have said that you are dissatisfied with the amount of daylight in your workspace. Which of the following contribute to your dissatisfaction? (check all that apply)

- My workspace is too far from a window: 36%
- My workspace is in an area of the building that does not get enough daylight: 83%
- The blinds or shades are often down: 27%
- There are objects (furniture, partitions, etc.) that block the daylight from reaching my workspace: 18%
- Other: 9%

N=11
2.10 General Comments

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

N=72

Please estimate how your productivity is increased or decreased by the environmental conditions in this building (e.g. thermal, lighting, acoustics, cleanliness):

N=70

How satisfied are you with the building overall?

N=71
2.11 Glare

Glare from windows

![Bar chart showing distribution of glare intensity for windows.](chart1)

N=17

Glare from electric lights

![Bar chart showing distribution of glare intensity for electric lights.](chart2)

N=17

Daylight reflecting on your computer screen

![Bar chart showing distribution of glare intensity for daylight.](chart3)

N=17

Electric light reflecting on your computer screen

![Bar chart showing distribution of glare intensity for electric light.](chart4)

N=17
Glare from bright vertical surfaces (i.e. walls and partitions)

-3 -2 -1 0 1 2 3

12% 12% 12% 12%

Not Perceptible Neutral Intolerable

Mean 1.71

N=17

How satisfied are you with your ability to control the amount of glare in your workspace?

-3 -2 -1 0 1 2 3

6% 35% 35%

Not Visible Neutral Very Visible

Mean -1

N=17

Other Sources of Glare (please specify)

-3 -2 -1 0 1 2 3

6% 12% 12% 19% 56%

Not Perceptible Neutral Intolerable

Mean 1.12

N=16
You have said that you are dissatisfied with your ability to control the amount of glare in your workspace. Below is a list of factors that may contribute to your dissatisfaction. Please check all that apply. (check all that apply)
2.12 **Personal Workspace Description**

Which of the following best describes your personal workspace?

- Enclosed office, private: 61%
- Open workstation (few partitions): 47%
- Reception or Other: 1%

N=78
2.13 **Personal Workspace Location**

**On which floor is your workspace located?**

<table>
<thead>
<tr>
<th>Floor</th>
<th>% Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st floor</td>
<td>52%</td>
</tr>
<tr>
<td>2nd floor</td>
<td>47%</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>Grasslands</td>
<td>46%</td>
</tr>
<tr>
<td>Woodlands</td>
<td>53%</td>
</tr>
</tbody>
</table>

**To which direction do the windows closest to your workspace face?**

- North (facing Whitney Street): 6%
- East (facing the alley): 23%
- East (on Grasslands, facing courtyard): 16%
- South (facing the open space): 16%
- West (facing Second Street): 23%
- West (in Woodlands, facing courtyard): 16%
- No windows: 1%
- Don't know: 4%

**Are you near a window (within 15 feet)?**

- No: 6%
- Yes: 94%

**N=79**
3.1 Background

How many years have you worked in this building?

- Less than 1 year: 5%
- 1-2 years: 0%
- 3-4 years: 0%
- More than 5 years: 5%

In a typical week, how many hours do you spend in your workspace?

- 10 or less: 3%
- 11-30: 37%
- More than 30: 60%

Which of the following departments do you work in?

- Administrative support: 26%
- Technical: 0%
- Professional: 39%
- Managerial/Supervisory: 23%
- Other: 5%

How long have you been working at your present workspace?

- Less than 3 months: 3%
- 3-6 months: 5%
- 7-12 months: 92%
- More than 1 year: 0%

How would you describe the work you do?

- What is your age?

- 30 or under: 17%
- 31-50: 50%
- Over 50: 27%

What is your gender?

- Female: 76%
- Male: 24%