CREATING SPACES THAT WORK / And What to do When They Don’t
Occupant Survey Report

Center for the Built Environment
University of California, Berkeley

Satisfaction in Core Survey Categories

- General Satisfaction - Building (97%)
- Thermal Comfort (73%)
- Acoustic Quality (60%)
- Office Layout (80%)
- Lighting (76%)
- Air Quality (92%)
- Office Furnishings (82%)
- Cleanliness and Maintenance (91%)

Performance of David and Lucile Packard Foundation in additional survey categories

**Daylight**
- 85% Percentile
- Mean Response: -0.7
- 20% Satisfied

**General Satisfaction - Building**
- 95% Percentile
- Mean Response: 2.2
- 97% Satisfied

**General Satisfaction - Workspace**
- 91% Percentile
- Mean Response: 1.93
- 93% Satisfied

**Glare**
- 30% Percentile
- Mean Response: -1
- 18% Satisfied
2.11 Glare

Glare from windows

<table>
<thead>
<tr>
<th>Intolerable</th>
<th>Neutral</th>
<th>Not Perceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>12%</td>
<td>35%</td>
<td>53%</td>
</tr>
</tbody>
</table>

Mean: -0.65

N-17

Glare from electric lights

<table>
<thead>
<tr>
<th>Intolerable</th>
<th>Neutral</th>
<th>Not Perceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>12%</td>
<td>82%</td>
</tr>
</tbody>
</table>

Mean: 1.05

N-17

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

<table>
<thead>
<tr>
<th>Intolerable</th>
<th>Neutral</th>
<th>Not Perceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>12%</td>
<td>82%</td>
</tr>
</tbody>
</table>

Mean: 1.71

N-17

Other Sources of Glare (please specify)

<table>
<thead>
<tr>
<th>Intolerable</th>
<th>Neutral</th>
<th>Not Perceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>8%</td>
<td>12%</td>
<td>80%</td>
</tr>
</tbody>
</table>

Mean: 1.12

N-16

Daylight reflecting on your computer screen

<table>
<thead>
<tr>
<th>Intolerable</th>
<th>Neutral</th>
<th>Not Perceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>12%</td>
<td>35%</td>
<td>53%</td>
</tr>
</tbody>
</table>

Mean: -1.41

N-17

Electric light reflecting on your computer screen

<table>
<thead>
<tr>
<th>Intolerable</th>
<th>Neutral</th>
<th>Not Perceptible</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>18%</td>
<td>76%</td>
</tr>
</tbody>
</table>

Mean: 1.34

N-17

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

<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Neutral</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>12%</td>
<td>6%</td>
<td>35%</td>
<td>35%</td>
</tr>
</tbody>
</table>

N-17

Vary Dissatisfied | Neutral | Vary Satisfied

6% | 6% | 18%
SURVEY COMMENTS

• The daylighting is great but it’s too bright with **glare** in the morning

• As the **sun goes down** there is a lot of **glare** on the woodlands side of the building which makes it difficult for everyone to see their screens

• The space between the blinds and the building leave a gap for the sunlight to come in, which is a problem as the **sun sets** because it creates a lot of **glare**

• The sun comes through the space between the shades and the building

• The glare is early morning for 20-30 minutes and in the afternoon as the sun is setting again for 20-30 minutes.

• Upper windows... top window... high window
EAST COURTYARD ELEVATION

WINDOW

PAINT TO WOOD SLIDING BACKING

LINE OF BLINDS.

BREAK METAL PAINTED TO MATCH SASH COLOR.
1 USER-CONTROLLED VENTILATION THROUGH RAISED ACCESS FLOOR
2 SUNSHADING
3 NATURAL VENTILATION
4 OPTIMAL SOLAR ORIENTATION
5 FULLY-DAYLIT INTERIOR
6 ACCESS TO VIEWS
7 EFFICIENT LIGHTING WITH AUTOMATIC DIMMING
8 HIGH-PERFORMANCE GLAZING AND ENVELOPE
9 ON SITE STORMWATER RETENTION
10 LOW-EMITTING MATERIALS FOR SUPERIOR INDOOR AIR QUALITY
Kavli Institute for Particle Astrophysics and Cosmology

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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?

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

- In cubicles we have NOTHING to control temperature
- generally always COLD
- My main concern is the constant blowing air
- I was not aware the floor vents were adjustable
- What floor vents?
THANK YOU

Carl von Rueden / EHDD
c.vonrueden@ehdd.com