DPR Southwest Headquarters
Occupant Survey Report
Survey Dates: 9/19/2013 through 10/4/2013
Center for the Built Environment
University of California, Berkeley

Satisfaction in Core Survey Categories

- General Satisfaction Building (97%)
- Thermal Comfort (70%)
- Acoustic Quality (64%)
- Office Layout (90%)
- Air Quality (78%)
- Office Furnishings (85%)
- Cleanliness and Maintenance (86%)
- Lighting (83%)
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 DPR Southwest Headquarters in core survey categories

- **Acoustic Quality**
  - 85% Percentile
  - Mean Response: 0.81
  - Satisfied: 64%

- **Air Quality**
  - 79% Percentile
  - Mean Response: 1.28
  - Satisfied: 78%

- **Cleanliness and Maintenance**
  - 99% Percentile
  - Mean Response: 2.51
  - Satisfied: 96%

- **Lighting**
  - 82% Percentile
  - Mean Response: 1.67
  - Satisfied: 83%
Performance of DPR Southwest Headquarters in core survey categories

**Office Furnishings**
- 89% Percentile
- 1.78 Mean Response
- 85% Satisfied

**Office Layout**
- 97% Percentile
- 2.14 Mean Response
- 90% Satisfied

**Thermal Comfort**
- 91% Percentile
- 0.97 Mean Response
- 70% Satisfied
Performance of DPR Southwest Headquarters in additional survey categories

**Air Movement**
- 50% Percentile
- 0.78 Mean Response
- 64% Satisfied

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

**General Satisfaction-Workspace**
- 85% Percentile
- 1.75 Mean Response
- 86% Satisfied
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)?

N=36
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: 48%
- People talking in neighboring areas: 73%
- People overhearing my private conversations: 55%
- Office equipment noise: 9%
- Office lighting noise: 9%
- Telephones ringing: 9%
- Mechanical heating, cooling and ventilation systems noise: 9%
- Excessive echoing of voices or other sounds: 44%
- Outdoor traffic noise: 39%
- Other outdoor noise: 9%
- Other: 9%

N=11
2.2 Air Quality

How satisfied are you with the air quality in your workspace?

How satisfied are you with your ability to control the air quality in your workspace?

Overall, does the air quality in your workspace enhance or interfere with your ability to get your job done?
On average which would you prefer to have?
(check all that apply)

- No change: 67%
- Somewhat less air movement: 33%

N=0
2.3 **Cleanliness and Maintenance**

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

How satisfied are you with general maintenance of the building?

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

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

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

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

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 47%
- Light dimmer 14%
- Window blinds or shades 3%
- Desk task light 28%
- None of the above 33%
- Other 0%

N=36

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

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?

Do your office furnishings enhance or interfere with your ability to get your job done?
2.6 **Office Layout**

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

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

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

How satisfied are you with the temperature in your workspace?

- Mean 0.97
- Very Dissatisfied: 19%
- Neutral: 11%
- Very Satisfied: 70%

N=37

How satisfied are you with your ability to control the temperature in your workspace?

- Mean 0.39
- Very Dissatisfied: 28%
- Neutral: 19%
- Very Satisfied: 53%

N=36

Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?

- Mean 0.41
- Interferes: 24%
- Neutral: 24%
- Enhances: 51%

N=37
Which of the following do you personally adjust or control in your workspace? (check all that apply)

- Window blinds or shades: 3%
- Operable window: 5%
- Thermostat: 5%
- Portable heater: 3%
- Permanent heater: 0%
- Room air conditioning unit: 3%
- Portable fan: 0%
- Ceiling fan: 5%
- Adjustable air vent in wall or ceiling: 0%
- Adjustable floor air vent (diffuser): 6%
- Door to behavior space: 3%
- Door to posterior space: 5%
- None of the above: 5%
- Other: 5%

N=37

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

- Often too hot: 71%
- Often too cold: 29%

N=7

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

- Often too hot: 14%
- Often too cold: 57%

N=7

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

- Morning (before 11am): 26%
- Midday (11am-2pm): 67%
- Afternoon (2pm-5pm): 57%
- Evening (after 5pm): 14%
- Weekends/holidays: 0%
- Monday mornings: 0%
- No particular time: 26%
- Other: 0%

N=7
How would you best describe the source of this discomfort? (check all that apply)

- Humidity too high (stuffy): 29%
- Humidity too low (dry): 0%
- Air movement too high: 57%
- Air movement too low: 0%
- Incoming sun: 14%
- Hot or steam surfaces: 0%
- Hot cold ceiling surfaces: 0%
- Hot cold wall surfaces: 0%
- Hot cold window surfaces: 0%
- Heat from office equipment: 0%
- Drafts from windows: 0%
- Drafts from vents: 0%
- Drafts falling from the ceiling: 14%
- My area is hotter than other areas: 20%
- My area is colder than other areas: 0%
- Thermostat is inaccessible: 18%
- Thermostat is adjusted by other people: 20%
- Heating/cooling system does not respond quickly enough to the thermostat: 14%
- Clothing policy is not flexible: 0%

Other: 43%

N=7
2.8 Air Movement

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

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

Overall, does the air movement in your workspace enhance or interfere with your ability to get your job done?
2.9 Building Features

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

**Thermostats**

- Mean: 1.12
- Distribution: 4% Very Dissatisfied, 12% Neutral, 69% Very Satisfied
- N: 26

**Automatic daylight controls**

- Mean: 1.77
- Distribution: 6% Very Dissatisfied, 13% Neutral, 81% Very Satisfied
- N: 31

**Ceiling fans**

- Mean: 0.71
- Distribution: 29% Very Dissatisfied, 11% Neutral, 60% Very Satisfied
- N: 35
Natural ventilation

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

N=33

Mean 1.52

N=36

Mean 1.28
2.10 Fans

Overall, how satisfied are you with the ceiling fans in your workplace?

N=35
Do you personally adjust or control a fan? (overhead or ceiling)

<table>
<thead>
<tr>
<th></th>
<th>% responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>100%</td>
</tr>
<tr>
<td>Yes</td>
<td>0%</td>
</tr>
</tbody>
</table>

N=36

Below is a list of reasons someone might be satisfied with ceiling fans. Which ones do you agree with? (check all that apply)

- They provide relief from being too warm: 72%
- They provide comfortable air movement: 67%
- They give me personal control over my comfort: 8%
- They reduce stuffiness: 58%
- Other: 3%

N=36

Below is a list of reasons someone might be dissatisfied with ceiling fans. Which ones do you agree with? (check all that apply)

- They do not provide relief from being too warm: 6%
- The air speed is too high for my comfort: 62%
- The air speed is too low for my comfort: 3%
- The air movement is disruptive (papers blow of): 6%
- I do not have access to them: 31%
- They are difficult to access: 9%
- They are confusing to operate: 3%
- They are too noisy: 1%
- Other: 3%

N=36
2.11 General Comments

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

How satisfied are you with the building overall?

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

Overall, how satisfied are you with your job?
2.12 **Personal Workspace Description**

Which of the following best describes your personal workspace?

- Enclosed office, private: 0%
- Enclosed office, shared with other people: 0%
- Cubicles with high partitions (about five or more feet high): 0%
- Cubicles with low partitions (lower than five feet high): 38%
- Workspace in open office with no partitions (just desks): 62%
- Other: 0%

N=37
2.13 **Personal Workspace Location**

On which floor is your workspace located?

- 1st floor: 100%

N=37

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

- North facing Van Buren: 35%
- East facing 44th St: 51%
- South facing Airport Center Building: 0%
- West facing adjacent airport park and ride lot: 0%
- No windows: 11%
- Don't know: 0%

N=37

Are you near a window (within 15 feet)?

- No: 41%
- Yes: 59%

N=37

In which area of the building is your workspace located?

- North facing Van Buren: 27%
- East facing 44th St: 19%
- South facing Airport Center Building: 27%
- West facing adjacent airport park and ride lot: 3%
- Core: 24%
- Don't know: 0%

N=37

Are you near an exterior wall (within 15 feet)?

- No: 65%
- Yes: 35%

N=37
2.14 Windows

Overall, how satisfied are you with the operable windows in your workplace?

Do you personally adjust or control a window?

N=36
Below is a list of reasons someone might be satisfied with operable windows. Which ones do you agree with? (check all that apply)

- They provide relief from being too warm: 50%
- They provide comfortable air movement: 64%
- They provide a connection to the outdoors: 89%
- They give me personal control over my comfort: 78%
- They reduce stiffness: 5%
- Other: 3%

N=36

Below is a list of reasons someone might be dissatisfied with operable windows. Which ones do you agree with? (check all that apply)

- They do not provide relief from being too warm: 17%
- They do not provide enough air movement for my comfort: 8%
- The air speed is too high for my comfort: 3%
- The air movement is disruptive (papers blow, etc.): 11%
- I do not have access to them: 28%
- I share the windows with several people; it is not easy to regulate control: 17%
- They are difficult to access: 6%
- They are confusing to operate: 3%
- They let in too much dust: 19%
- They let in too much dust and odors: 50%
- Other: 3%

N=36
3.1 Background

How many years have you worked in this building?

- Less than 1 year: 8%
- 1-2 years: 33%
- 3-5 years: 33%
- More than 5 years: 24%

How long have you been working at your present workspace?

- Less than 3 months: 8%
- 4-6 months: 14%
- 7-12 months: 5%
- More than 1 year: 73%

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

- 10 or less: 5%
- 11-30: 11%
- More than 30: 84%

How would you describe the work you do?

- Administrative support: 21%
- Technical: 3%
- Professional: 39%
- Managerial/Supervisory: 25%
- Other: 5%

What is your age?

- 30 or under: 14%
- 31-50: 69%
- Over 50: 17%

What is your gender?

- Female: 54%
- Male: 46%

During the warm/hot season, do you use air conditioning in your car?

- Always: 86%
- Usually: 11%
- Sometimes: 3%
- Never: 0%

During the warm/hot season, do you use air conditioning in your home?

- Always: 84%
- Usually: 16%
- Sometimes: 0%
- Never: 0%
Which of the following factors influence what you wear to work? (check all that apply)

- Explicit dress code: 8%
- Implicit dress code: 43%
- Activity (desk work, meetings, etc.): 59%
- Comfort: 54%
- Thermal comfort: 51%
- Weather: 51%

N=37