

Post Occupancy Study of The New York Times Building: Survey Findings Assessing Occupant Comfort and Satisfaction

Prepared by Sustainable Energy Partnerships for the
Times Company

Funded by the
New York State Energy Research & Development Authority (NYSERDA)

Introduction

The New York Times (NY Times) building located at 620 Eighth Avenue in Manhattan was designed to include state of the art, environmentally-sustainable features intended to enhance occupant satisfaction and save energy. Some of the features in the NY Times space, including daylight dimming controls, automated window shades, and an advanced under-floor air distribution (UFAD) system, were first of their kind ventures on this scale in the US. The New York State Energy Research & Development Authority (NYSERDA) actively supported the design and construction of this new facility with significant incentives toward the innovative features of the facility.

In order to understand occupant satisfaction and comfort levels associated with these new technologies, NYSERDA is providing support to the NY Times Facility Management staff with a simplified post occupancy review, assisting with development and analysis of an occupant satisfaction survey. The survey (survey instrument attached as Appendix 2) was intended to determine the level of occupant satisfaction with certain aspects of the indoor environmental quality of the NY Times Building, with a special focus on lighting and comfort quality provided by the innovative lighting/shading control and UFAD systems. In distributing the survey, it was stated that results from the survey would be shared with occupants, and will also inform Facilities Management in their operation of the building.

Survey Results

The survey, administered by the NY Times Human Resources Department through the “Zoomerang” survey tool, was distributed to 1911 full time employees whose primary work location is at 620 Eighth Avenue on June 24, 2010 via an e-mail from Michael Valentine (Vice President of Human Resources). The survey was closed on July 21, with one reminder sent to employees who had not yet completed the survey during the middle of this open survey period. By the time the survey closed, 665 responses were received. This **35% participation rate** is a higher return rate than achieved on prior surveys administered through the NY Times Human Resources survey administrator.

In summary, the survey results indicate that **76.7% of those responding were satisfied to very satisfied with the building overall**, 11.6% were neutral and 11.7% were dissatisfied to very dissatisfied with the

building overall and **61.1% of those responding feel the new building enhances their ability to get their job done**, 27.3% were neutral and 11.5% felt the new building interferes with their ability to get their job done. Note that each survey question had seven possible responses, from “very dissatisfied” (1) to “neutral” (4) to “very satisfied” (7), or “Interferes (1) to “neutral” (4) to “Enhances” (7).

A summary of the responses to the survey are shown in Figures 1 and 2 below.

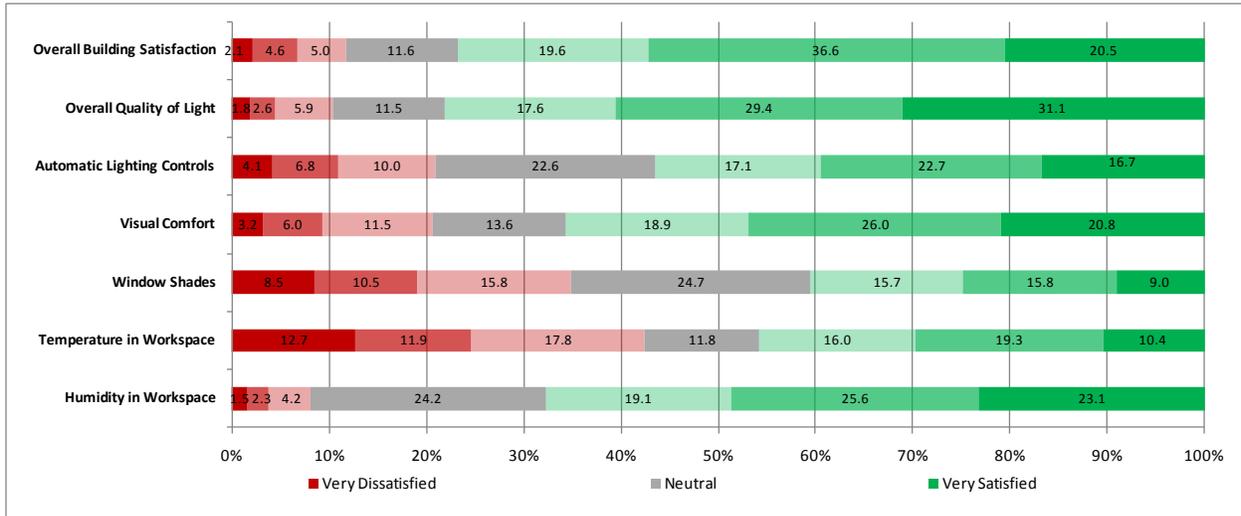


Figure 1: All responses – level of satisfaction with overall building, lighting and temperature

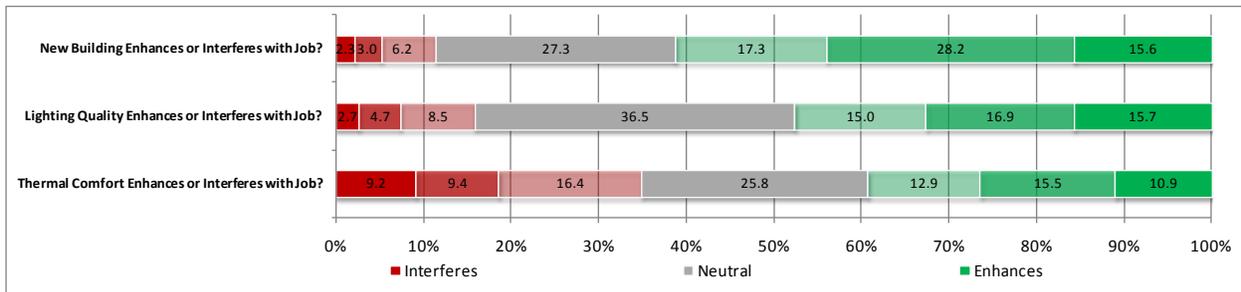


Figure 2: All responses – Does building (or lighting or thermal comfort) enhance or interfere with ability to get your job done

Beyond the overall survey findings, responses were then grouped and sorted by several key parameters, notably which floor the respondent is located on, and the face of the building where the respondents’ workspace is located.

As can be seen in Table 1, for overall building satisfaction (question 13) the average of all respondents was 5.34 (with (1) being “very dissatisfied;” (4) “neutral;” and (7) “very satisfied”). No floor was a full point scale (less than 4.34, or greater than 6.34) different from this average of all respondents. Results of the survey sorted by floor, with the three most critical questions (1, 8 and 13) results shown in bold, are presented below.

No statistically significant differences regarding satisfaction by floor, façade or near windows were found.

	Question 1: In terms of the overall quality of light in your workspace, are you:	Question 2: How satisfied are you with the visual comfort of the lighting (e.g., glare, reflections, contrast)?	Question 4: How satisfied are you with the automatic lighting controls (occupancy sensors, dimming in response to daylight conditions)?	Question 5: How satisfied are you with the automatic window shades?	Question 6: Overall, does the lighting quality enhance or interfere with your ability to get your job done?	Question 8: How satisfied are you with the automatic lighting quality enhance or job done?	Question 9: How satisfied are you with the temperature in your workspace?	Question 10: Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?	Question 13: How satisfied are you with the humidity level in innovative lighting and comfort features in this building?	Question 14: How well informed do you feel about using the or interfere with your ability to get your job done?	Question 15: Overall, does the new office building enhance or interfere with your ability to get your job done?	Question 19: On which floor is your office space located?
5.39	5.07	4.46	3.75	4.47	3.63	5.10	3.78	5.10	4.03	4.68	2	
5.31	4.87	4.38	3.71	4.55	3.37	4.98	3.52	4.84	3.79	4.64	3	
4.87	4.16	4.13	3.66	4.16	3.37	4.80	3.74	4.47	3.52	4.35	4	
5.76	5.18	4.94	4.47	4.59	3.82	5.71	3.94	5.53	4.50	5.41	5	
5.59	4.18	4.53	3.59	4.24	3.65	5.53	3.47	5.19	4.06	4.71	6	
5.47	4.67	4.20	3.87	4.57	3.60	4.60	3.53	4.67	4.14	4.47	7	
5.52	5.02	4.89	4.30	4.62	4.46	5.50	4.41	5.57	4.11	5.09	8	
5.55	5.25	4.95	4.60	4.85	4.35	4.90	4.40	5.40	4.95	5.45	9	
5.79	5.06	5.35	3.94	4.91	4.71	5.46	4.56	5.54	4.63	4.83	10	
5.46	5.05	5.18	4.36	4.64	4.26	5.54	4.36	5.67	4.72	5.11	11	
5.78	5.22	5.67	4.56	5.56	5.67	5.89	5.11	5.89	4.78	5.88	12	
5.88	5.41	4.82	5.06	5.06	3.82	5.35	4.18	5.59	4.35	5.18	13	
6.24	5.81	5.43	4.71	5.38	4.19	5.19	4.24	6.05	5.33	5.76	16	
6.04	5.63	5.48	4.96	5.21	4.63	5.52	4.81	6.00	5.33	5.79	17	
5.73	5.18	4.50	3.82	5.36	4.76	5.64	5.09	5.86	4.95	5.36	18	
5.55	5.03	4.61	4.06	4.48	4.74	5.32	4.48	5.67	4.55	4.81	19	
5.77	5.16	5.00	4.61	5.02	4.42	5.51	4.29	5.49	4.62	5.33	20	
5.55	4.93	4.77	3.89	4.45	3.91	5.25	4.00	5.69	4.36	5.41	21	
5.53	5.00	4.77	4.12	4.70	4.06	5.26	4.14	5.34	4.37	5.02	All Floors	

Table 1: Survey results sorted by floor of respondent

This review by floor was then extended to look within each floor at the four different facades of the building to understand if there were any major differences in satisfaction. Because there are different amounts of solar heat gain on each different face of the building, and the building heating and cooling zones are based on these façade areas, it was reasonable to think this may show differences with hotspots or cold zones.

In many cases this analysis was limited by the size of the sample; results are not shown for any floor and façade where there were only one or two responses. As can be seen below in Table 2, there were differences in the responses, though none that stand out with any statistical significance to identify major problems.

Again, the three most important questions are highlighted, and then any averages with more than one full point different from the overall averages are highlighted in a different color: red for those floor/facades with the average at least a full point lower than the overall average, and in green for those where the averages are at least a full point higher. The west side of the 6th floor is one area that seems to have strong dissatisfaction with temperature.

Overall satisfaction was higher for those respondents in private offices (average 5.90, from 106 respondents) than those in open office (average 5.23 from 563 responses). The temperature and lighting satisfaction level differences were smaller for private vs. open offices.

	Question 1: In terms of the overall quality of light in your workspace, are you:	Question 2: How satisfied are you with the automatic lighting (e.g., glare, reflections, contrast)?	Question 4: How satisfied are you with the automatic lighting controls (occupancy sensors, dimming in window shades)?	Question 5: How satisfied are you with the automatic lighting controls (occupancy sensors, dimming in window shades)?	Question 6: Overall, does the lighting quality enhance or interfere with your ability to get your job done?	Question 8: How satisfied are you with the automatic lighting quality enhance or interfere with your ability to get your job done?	Question 9: How satisfied are you with the temperature in your workspace?	Question 10: Overall, does your thermal comfort in your workspace enhance or interfere with your ability to get your job done?	Question 13: How satisfied are you with the humidity level in your workspace?	Question 14: How well informed do you feel about using innovative lighting and comfort features in this building?	Question 15: Overall, does the new office building enhance or interfere with your ability to get your job done?	Floor/Façade	# of responses
5.57	5.22	4.91	3.91	4.57	4.00	5.26	4.00	5.57	4.61	4.87	2N	23	
5.29	4.84	4.39	3.71	4.55	3.39	5.06	3.65	4.90	3.90	4.77	2S	31	
5.53	5.40	4.00	3.71	4.33	3.53	5.00	3.80	4.87	3.67	4.27	2W	15	
5.31	4.82	4.34	3.85	4.66	3.03	4.74	3.29	4.71	3.91	4.73	3N	35	
5.29	5.00	4.41	3.75	4.68	3.06	4.88	3.25	4.61	3.90	4.56	3S	32	
5.17	4.54	4.31	2.92	4.08	4.33	5.67	4.31	5.07	3.64	4.43	3W	14	
6.00	4.75	4.25	3.75	4.63	3.50	5.13	3.38	5.63	3.75	4.88	4E	3	
4.44	4.00	4.11	3.56	4.00	4.11	4.56	3.78	4.22	3.44	4.44	4N	8	
5.00	4.10	3.95	3.35	4.05	3.45	4.90	4.10	4.80	3.42	4.60	4S	20	
4.67	4.19	4.04	3.73	4.04	3.15	4.69	3.54	4.11	3.22	3.93	4W	27	
5.86	4.86	5.43	5.29	4.57	3.57	5.29	3.57	5.43	4.71	5.14	5N	7	
6.17	5.67	5.50	4.67	4.83	3.83	6.00	4.00	6.33	4.20	6.33	5W	6	
4.80	4.00	4.80	4.40	4.20	4.40	5.60	4.20	5.25	3.80	5.40	6N	5	
7.00	5.00	6.50	5.00	5.00	4.00	6.75	4.25	6.00	5.75	4.75	6S	4	
5.38	3.88	3.38	2.38	3.88	3.00	4.88	2.63	4.75	3.38	4.25	6W	8	
4.80	3.80	3.80	3.00	3.75	3.20	4.20	3.20	4.40	4.00	4.20	7S	5	
6.29	5.43	4.57	4.57	5.14	4.14	5.00	3.86	5.57	4.17	5.14	7W	7	
5.25	5.50	4.50	4.25	4.75	4.50	5.00	4.25	5.00	4.75	4.50	8E	4	
5.33	5.00	4.56	3.78	4.56	4.44	5.22	4.22	5.44	3.89	5.00	8N	9	
6.11	5.56	5.39	5.33	5.28	5.33	6.00	5.11	6.06	4.56	5.61	8S	18	
4.85	4.00	4.62	3.62	3.77	3.54	5.15	3.77	5.00	3.38	4.69	8W	13	
5.43	4.71	4.00	2.71	3.67	3.86	5.00	4.00	5.14	4.86	4.71	9E	5	
6.00	6.33	5.00	5.00	6.00	4.67	6.00	4.67	6.33	4.67	6.67	9N	3	
5.43	5.57	5.29	5.00	4.86	3.71	4.14	3.86	5.14	4.57	5.14	9S	7	
5.80	5.20	5.60	5.40	5.40	5.00	5.40	5.20	6.00	5.60	5.80	9W	5	
5.60	5.40	5.60	4.11	5.00	5.09	5.55	5.00	5.64	4.55	5.09	10E	11	
6.43	5.63	6.13	5.43	5.25	5.00	5.63	4.75	5.50	4.88	5.13	10N	8	
5.67	4.33	4.89	3.44	4.67	4.22	5.33	4.11	5.56	5.00	4.22	10S	9	
5.57	4.86	4.71	2.86	4.71	4.43	5.29	4.29	5.43	4.00	4.86	10W	7	
5.70	5.40	5.30	4.70	5.90	4.80	5.50	5.20	6.30	5.30	6.11	11E	10	
6.22	5.78	5.78	5.00	4.67	3.89	5.33	4.00	5.67	4.33	5.33	11N	9	
5.33	4.67	5.00	3.00	3.83	3.83	5.67	3.83	5.17	4.33	4.50	11S	6	
5.15	4.54	4.83	4.31	4.08	4.54	5.77	4.46	5.38	4.54	4.83	11W	13	
5.00	5.50	5.75	4.50	5.75	5.00	6.00	4.50	6.25	6.50	5.00	12S	3	
5.50	4.83	5.33	4.50	5.17	5.33	5.50	4.83	5.67	4.00	5.60	12W	6	
5.67	5.33	4.67	4.33	5.17	4.67	5.00	4.50	5.00	4.83	5.00	13E	6	
5.60	5.40	4.80	5.40	5.80	2.40	5.40	4.00	5.20	2.40	4.40	13N	5	
6.25	5.50	5.00	5.50	4.25	5.25	6.00	5.00	6.50	6.00	5.75	13W	4	
5.89	4.89	5.11	4.44	4.67	4.00	5.44	4.11	6.00	5.22	5.67	16E	8	
6.40	6.00	5.80	4.80	5.60	4.00	5.40	3.40	6.20	5.60	5.80	16N	5	
6.50	6.50	5.67	4.83	6.00	4.83	5.50	5.00	6.40	5.67	6.17	16S	6	
5.54	5.00	5.54	5.23	5.08	4.08	5.15	4.67	5.77	4.85	5.62	17E	13	
6.00	6.22	5.89	5.11	5.00	4.78	6.22	4.56	5.78	5.44	5.56	17N	9	
6.50	6.38	5.50	4.88	6.13	5.75	6.00	5.63	6.38	5.75	6.13	17S	8	
6.22	5.44	5.22	4.72	5.00	4.44	5.22	4.67	6.11	5.44	5.89	17W	18	
5.70	4.70	4.00	3.30	4.90	5.10	5.90	5.20	5.90	5.20	5.30	18E	10	
4.25	4.25	3.50	4.75	5.50	4.00	4.50	5.50	5.25	5.75	4.75	18N	4	
6.50	6.17	5.67	4.17	6.00	4.20	5.83	4.33	6.17	4.33	5.67	18W	6	
6.17	5.17	4.67	4.67	4.67	4.83	5.50	3.83	6.50	4.00	4.50	19E	6	
4.83	4.83	3.67	3.67	4.00	3.00	4.67	3.17	5.17	4.17	4.33	19N	6	
5.86	5.14	4.57	3.43	4.43	5.43	5.86	5.71	5.43	4.71	5.14	19S	7	
5.27	4.82	4.91	4.09	4.55	5.00	5.09	4.55	5.64	4.73	4.82	19W	11	
5.40	5.60	4.50	4.78	5.00	4.70	5.20	4.60	4.89	5.10	5.00	20E	9	
5.13	4.13	4.38	4.38	4.25	4.63	4.88	4.50	4.75	4.25	4.75	20N	8	
5.83	5.58	5.50	4.58	5.17	4.42	6.00	4.83	6.00	4.83	5.58	20S	12	
6.43	5.13	5.33	4.80	5.47	4.20	5.73	3.73	5.87	4.53	5.87	20W	15	
5.71	4.86	5.00	4.43	4.43	3.29	5.00	3.71	4.60	4.00	4.86	21E	6	
5.82	5.73	5.27	4.45	5.18	4.09	5.55	4.27	5.73	4.73	5.36	21N	11	
5.83	5.50	4.50	4.00	4.00	3.83	5.00	3.67	6.17	5.50	6.00	21S	6	
5.20	4.30	4.45	3.40	4.20	4.25	5.25	4.15	5.75	3.95	5.45	21W	20	
5.53	5.00	4.77	4.12	4.70	4.06	5.26	4.14	5.34	4.37	5.02	Avg. for all Floors		

Table 2: Survey results sorted by floor, and façade

In trying to understand how overall satisfaction might be improved within the building, an important view is to look at the data and to understand the responses associated with the 11.7% dissatisfied employees and the 11.5% who feel the systems interfere with their ability to get their jobs done and determining if there are correlations between their assessment of the systems to their overall satisfaction levels and enhancing levels. This data analysis indicates the following:

- Of the 44 respondents who were most dissatisfied (very dissatisfied or next box – 1 or 2 in data) with the building overall, dissatisfaction was more significant with the temperature than with the window shades.
- Of the 163 respondents who were most dissatisfied (very dissatisfied or next box – 1 or 2 in data) with the temperature in their workspace, only 26 (16%) were dissatisfied with the building overall, indicating that temperature problems did not necessarily result in overall dissatisfaction
- Of the 125 respondents who were dissatisfied (very dissatisfied or next box – 1 or 2 in data) with the window shades, 26 (21%) were dissatisfied with the building overall, indicating shades is a more significant problem. There was a higher percentage of dissatisfaction with the window shades from respondents on the South and West facades (21% each) vs. those respondents on the East and North facades (16% each).
- The respondents who were dissatisfied with the building overall were significantly less satisfied with the quality of light in the workspace than all respondents combined.

Review of written responses to open-ended questions

The survey included several questions that asked for written responses. Many respondents (322, or nearly half of the total respondents) provided written comments for at least one question, many times quite substantial comments. While it is interesting to read through all of the written comments, an attempt was made to identify key words that appeared in many comments to allow for grouping of the responses.

Sorting the written responses by “key words” indicates the following:

Question 7: Please describe any other issues related to the visual comfort that are important to you. If you expressed dissatisfaction in any of the above questions, please elaborate.

Within 249 written responses the following common issues were indicated:

Term Mentioned	Number of Mentions
Glare	65
Shades Distraction/ing	10
Override Shades	15
Too bright	5

Question 12: Please describe any other issues related to the indoor environmental quality that are important to you, including any issues that may arise during specific seasons. If you expressed dissatisfaction in any of the above questions, please elaborate.

Within 322 written responses the following common issues were indicated:

Term Mentioned	Number of Mentions
Too cold	121
Freezing	38
Way too cold	13
Sweater	34
Too hot	18
Too warm	13

Question 16: Any additional comments or recommendations about your personal workspace or building overall?

Within 250 written responses the following common issues were indicated:

Term Mentioned	Number of Mentions
Elevator(s)	57
Bathroom	25
Workspace	22
Beautiful	12
Cubicle	19
Privacy	14

Question 17: If you struggle with lighting or thermal conditions at certain times of day or seasons, please describe the problems, and what you do about them (i.e, add layer of clothing, constantly adjust shades, etc.)

Within 278 written responses the following common issues were indicated:

Term Mentioned	Number of Mentions
Sweater	93
Adjust shades	21
Layers	20
Jacket	22
Override	8

Conclusions

Overall, a high percentage of the building occupants find the new building comfortable, and feel that it enhances the ability to do their job. The majority of survey respondents like the quality of light, lighting controls and shading system, despite a fairly large number of written comments that identified issues with the shading system and glare.

There are a substantial number of occupants who find the building cold, with this discomfort leading many of those occupants to be dissatisfied with the building overall. There were not any specific areas that seemed to have dramatically higher proportions of cold problems, so the issue seems to be pervasive throughout the building. Changing temperature setpoints seems a likely solution, though doing this in a manner that does not create new problems with humidity or other issues will be somewhat of a challenge.

In the more near term, it may be helpful to invite a few NYC experts familiar with UFAD operating issues in to meet with NY Times operating staff to consider setpoint changes that might be implemented. The Durst Organization is also operating UFAD in their new One Bryant Park building near Times Square, and members of their design and operating staff are willing to meet with NY Times operating staff to review potential changes. There may be an opportunity to test changes in set points, discharge temperatures and other parameters, and a working group of UFAD system operators could be useful to share experiences.

There may also be an opportunity to review and re-commission the shading system, including a possible effort for re-programming of shading system to account for the new building that has been completed just to the North of the NY Times building, since the original programming and calibration of the shade controls. This may minimize some of the complaints about the shading system and glare, though there was no demonstrated correlation in the survey results for different facades of the building.

When the survey was administered, it was promised that feedback to the employees on survey results would be provided. A draft of a summary that could be provided to all employees (and senior management) is attached as Appendix 1.

Acknowledgments

This work was supported by the New York State Energy Research and Development Authority. For more information, contact the Communications unit, NYSERDA, 17 Columbia Circle, Albany, New York 12203-6399; toll-free 1-866-NYSERDA, locally (518) 862-1090, ext. 3250; or on the web at www.nyserda.org.

Appendices:

- Appendix 1: Draft Survey Results Summary for Building Occupants and Senior Management
- Appendix 2: Occupant Survey Instrument with Quantitative Results

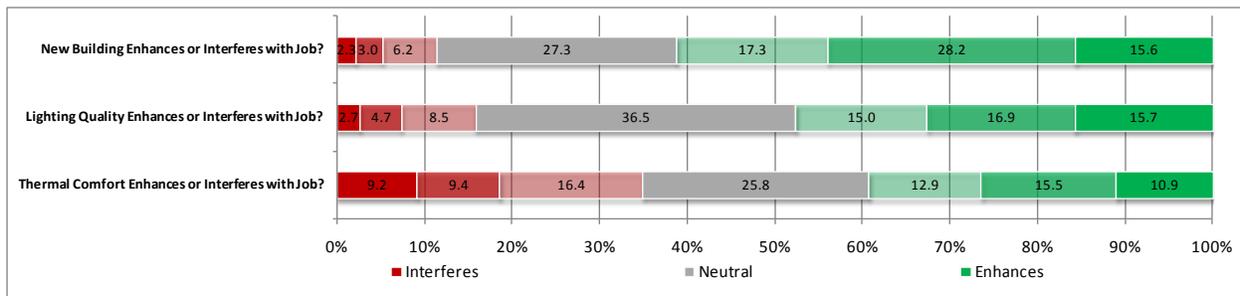
Appendix 1: Draft Survey Results Summary for Building Occupants and Senior Management

New York Times Building Occupant Comfort Survey Results

In planning and building The New York Times Building (The Times Building), one of our primary goals was to enhance the way that we work by creating a comfortable and energy-efficient workspace for Times employees. The building includes state of the art, environmentally-sustainable features intended to enhance employee satisfaction, comfort and productivity, as well as save energy.

As some of these features are first of their kind ventures on this scale in the US, an employee survey was recently conducted to determine the level of employee satisfaction with certain aspects of the indoor environmental quality of The Times Building, with a special focus on the satisfaction of lighting and comfort quality provided by the innovative lighting/shading control, and underfloor-air distribution systems.

The results from the survey found that a significant majority of respondents are satisfied with the building overall and that the building enhances their ability to complete their job, as shown below.



In summary, the survey results indicate that **76.7% of those responding were satisfied to very satisfied with the building overall**, 11.6% were neutral and 11.7% were dissatisfied to very dissatisfied with the building overall and **61.1% of those responding feel the new building enhances the ability to complete their job**, 27.3% were neutral and 11.5% felt the new building interferes with the ability to complete their job.

There are a fairly large portion of respondents, though, who are not satisfied with the temperature in the building, and find the building to be uncomfortably cold. NY Times Facilities staff is exploring options for the coming summer while not causing new problems with the building comfort control systems.

Appendix 2: Occupant Survey Instrument with Quantitative Results

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Post Occupancy Survey

[View Individual Responses](#)

Survey Results

Visual Comfort The design of the NY Times facility at 620 Eighth Avenue included state of the art environmentally-sustainable features intended to enhance occupant satisfaction and productivity, as well as save energy. Some of these features are first of their kind ventures. Learn More about NY Times Facility Features at http://www.nytc.com/social_responsibility/environmental_stewardship.html

1. In terms of the overall quality of light in your workspace, are you:

Very Dissatisfied		12	2%
		17	3%
		39	6%
Neutral		76	12%
		116	18%
		194	29%
Very Satisfied		205	31%
Total		659	100%

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

Very Dissatisfied		21	3%
		40	6%
		76	11%
Neutral		90	14%
		125	19%
		172	26%
Very Satisfied		138	21%
Total		662	100%

3. If you're not satisfied with the overall quality of light, please choose one of the following:

Too bright		41	14%
Too dim		29	10%
Too much glare		118	41%
Other, please specify View Responses		97	34%
Total		285	100%

4. How satisfied are you with the automatic lighting controls (occupancy sensors, dimming in response to daylight conditions)?

Very Dissatisfied		27	4%
		45	7%
		66	10%
Neutral		149	23%
		113	17%
		150	23%
Very Satisfied		110	17%
Total		660	100%

5. How satisfied are you with the automatic window shades?

Very Dissatisfied		56	9%
		69	11%
		104	16%
Neutral		162	25%
		103	16%
		104	16%
Very Satisfied		59	9%
Total		657	100%

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

Interferes		18	3%
		31	5%
		56	9%
Neutral		240	36%
		99	15%
		111	17%
Enhances		103	16%
Total		658	100%

7. Please describe any other issues related to the visual comfort that are important to you. If you expressed dissatisfaction in any of the above questions, please elaborate.

[View 249 Responses](#)

Completion Status: 25%

Thermal Comfort

8. How satisfied are you with the temperature in your workspace?

Very Dissatisfied		84	13%
		79	12%

		118	18%
Neutral		78	12%
		106	16%
		128	19%
Very Satisfied		69	10%
Total		662	100%

9. How satisfied are you with the humidity level in your workspace?

Very Dissatisfied		10	2%
		15	2%
		28	4%
Neutral		160	24%
		126	19%
		169	26%
Very Satisfied		153	23%
Total		661	100%

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

Interferes		61	9%
		62	9%
		108	16%
Neutral		170	26%
		85	13%
		102	15%
Enhances		72	11%
Total		660	100%

11. Do you know who to contact if you have a question regarding thermal comfort?

Yes		209	32%
No		452	68%
Total		661	100%

12. Please describe any other issues related to the indoor environmental quality that are important to you, including any issues that may arise during specific seasons. If you expressed dissatisfaction in any of the above questions, please elaborate.

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Completion Status: 50%

General Comments

13. How satisfied are you with the building overall?

Very Dissatisfied		14	2%
		30	5%
		33	5%
Neutral		76	12%
		129	20%
		241	37%
Very Satisfied		135	21%
Total		658	100%

14. How well informed do you feel about using the innovative lighting and comfort features in this building?

Not Well Informed		51	8%
		52	8%
		71	11%
Neutral		160	24%
		140	21%
		124	19%
Very Well Informed		62	9%
Total		660	100%

15. Overall, does the new office building enhance or interfere with your ability to get your job done?

Interferes		15	2%
		20	3%
		41	6%
Neutral		180	27%
		114	17%
		186	28%
Enhances		103	16%
Total		659	100%

16. Any additional comments or recommendations about your personal workspace or building overall?

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17. If you struggle with lighting or thermal conditions at certain times of day or seasons, please describe the problems, and what you do about them (i.e, add layer of clothing, constantly adjust shades, etc.)

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Completion Status: 75%

Background/Context To better understand answers to this survey and group responses, please answer the following:

18. Are you in an open plan area or a private office?

Open office area		562	85%
Private office		106	16%

19. On which floor is your office space located?

2		72	11%
3		88	14%
4		62	10%
5		17	3%
6		17	3%
7		15	2%
8		46	7%
9		20	3%
10		35	5%
11		39	6%
12		9	1%
13		17	3%
16		21	3%
17		48	7%
18		22	3%
19		31	5%
20		45	7%
21		44	7%
Total		648	100%

20. To which direction do the windows closest to your workstation face?

North - 41st St.		160	25%
South - 40th St.		180	28%
East - 7th Ave.		100	16%
West - 8th Ave.		202	31%
Total		642	100%

21. Is your workspace next to an exterior window?

Yes		335	51%
No		324	49%
Total		659	100%