

PROJECT EVALUATION QUESTIONNAIRE

WORLD TRADE CENTER

DATE OF INTERVIEW:

INTERVIEWING TEAM:

BUILDING:

YEAR STARTED:

YEAR COMPLETED:

SAMPLE

GENERAL INSTRUCTIONS FOR CONDUCTING INTERVIEWS

The purpose of the interview and building inspection is to assist in evaluating the qualifications of the various architectural firms being considered for retention as the World Trade Center architect. The selection will be based upon several factors of which one will be the answers obtained as a result of the client interview and the building inspection. In general, the interviews have been arranged to include both the owner and his Operating Manager, thereby enabling us to determine not only how well the architect worked with the owner but also how well the building is performing its function. In addition to the interview, the members of the team will make the inspection of the building and evaluate its qualities from an architectural and engineering standpoint. The attached questionnaires have been prepared as a guide to the conduct of the interview and inspection.

The architectural member of the team should conduct the interview with the building owner. He should present briefly the story of the World Trade Center. He should explain the reason for the interview, that is, architect selection. Under no circumstances should the interviewer express an opinion as to the quality of the building or give advice on improving any design or situation existing in the building. Following is a list of questions which the owner should be asked. These questions do not necessarily have to be covered in sequence nor should they be asked in the exact form of the questionnaire. They should be included in a general discussion of the architect's work in connection with the building. At the start of the interview the owner should be informed that you possess a list of questions which you intend to cover during the interview, that you will take notes and that the information obtained will be held in strict confidence. There is not sufficient time to write whole sentences in answer to the questions nor is it advisable to ask a question and attempt to write the answer verbatim.

After the owner has been interviewed, the Engineering member of the team should interview the Operating Manager following the general guide lines given for the owner's interview and asking the questions contained in the appropriate section of the questionnaire.

Following these interviews, an inspection of the building should be made covering all pertinent areas from the basement to the roof noting answers to the appropriate questions contained in the inspection section of the questionnaire.

QUESTIONS TO BE ANSWERED BY OWNER

ARCHITECT:

ASSOCIATE ARCHITECT:

WHY DID YOU CHOOSE THE ARCHITECT? PERSONAL EVALUATION, RECOMMENDATION BY OTHER OWNER, REPUTATION?

HOW MANY OTHER ARCHITECTS HAVE YOU WORKED WITH? (NAMES, IF POSSIBLE)

HOW WOULD YOU RATE THIS ARCHITECT AS COMPARED TO OTHERS YOU HAVE WORKED WITH?

ARE YOU SATISFIED WITH THIS BUILDING?

DID ARCHITECT MEET COMPLETION DATES WHICH YOU AND YOUR STAFF REQUIRED?

HOW SUCCESSFUL WERE THE RELATIONSHIPS BETWEEN THE ARCHITECT AND HIS CONSULTANTS? (DETERMINE WHAT METHOD WAS USED IN CARRYING ON THIS ACTIVITY.)

WERE THE ARCHITECT-CONTRACTOR RELATIONSHIPS SATISFACTORY?

WERE THERE ANY DELAYS IN JOB BECAUSE OF UNUSUAL MATERIALS SPECIFIED BY THE ARCHITECT? (SUCH AS LIGHTING FIXTURES, WINDOWS, ETC.)

WHAT TYPE OF CONTRACT DID YOU HAVE WITH THE ARCHITECT? (PERCENTAGE, COST PLUS, ETC.)

WAS THE CONSTRUCTION COST CLOSE TO THE ARCHITECT'S ORIGINAL ESTIMATE? (TRY TO DETERMINE COST OF CONSTRUCTION AND/OR COST PER SQUARE FOOT. WHAT DOES THIS INCLUDE--LAND COST, TENANT FINISHES, ARCHITECT FEES? WERE EXTRA WORK ORDERS CREATED BY OVERSIGHT OF THE ARCHITECT?)

HAS THE BUILDING FULFILLED ITS PLANNED FUNCTION? (DETERMINE IF THE OWNER OR CLIENT CONTACT WOULD CHANGE ANYTHING IN THE DESIGN OF THE BUILDING IF HE COULD.)

WOULD YOU RECOMMEND THIS ARCHITECT?

ENGINEERING QUESTIONS TO BE ANSWERED BY OWNER AND OPERATOR

SYSTEMS DESIGN

- * 1. WERE THERE ANY SPECIAL REQUIREMENTS WHICH HAD A MAJOR INFLUENCE ON THE DESIGN?
- * 2. TO WHAT EXTENT DID YOU PARTICIPATE IN SYSTEM DESIGN?
- 3. AIR CONDITIONING DATA:
 INTERIOR ZONE - SYSTEM TYPE, FAN ROOM LOCATION
 EXTERIOR ZONE - SYSTEM TYPE, FAN ROOM LOCATION
- 4. WHERE ARE THE WATER TANKS LOCATED?
- 5. DESCRIBE THE WASTE REMOVAL SYSTEM.
- 6. ELEVATORS - NUMBER AND TYPE.
- 7. DESCRIBE THE ELECTRICAL SYSTEM:
 TRANSFORMER LOCATION AND RATING VOLTAGE AVAILABLE
 SPARE CAPACITY - LOCATION AND RATING
 SELF-CONTAINED EMERGENCY POWER SYSTEM
 LARGE LOADS - LOCATION AND RATING
- 8. HOW IS POWER METERED?
- 9. DESCRIBE THE TELEPHONE SYSTEM:
 TERMINAL ROOM LOCATION
 CLOSET LOCATION
- 10. DESCRIBE THE UNDERFLOOR DUCT - SPACING AND TYPE.
- 11. DESCRIBE THE OPERATING BUILDING CONTROLS.
- 12. DESCRIBE THE FIRE ALARM SYSTEM.
- 13. DESCRIBE THE SECURITY SYSTEM.
- 14. DESCRIBE LIGHTNING PROTECTION SYSTEM.

SYSTEM PERFORMANCE

- 1. DO YOU HAVE ANY COMPLAINT ABOUT SYSTEM PERFORMANCE?
- 2. ANY MAJOR TENANT COMPLAINTS?
- 3. ENERGY BILLS REASONABLE?
- 4. ARE PARTITION CHANGES RELATIVELY EASY?

* These questions are directed to the owner. Others are directed to the operator.

QUESTIONS TO BE ANSWERED BY BUILDING OPERATING PERSONNEL

ELECTRICAL

DOES THE LIGHTING SYSTEM IN ANY AREA PRESENT PROBLEMS IN RELAMPING AND/OR CLEANING?

IS RELAMPING ON AN INDIVIDUAL OR GROUP BASIS?

MECHANICAL

HOW IS THE A/C ZONED?

ARE THE THERMOSTATS IN REPRESENTATIVE SPACES?

IS MECHANICAL EQUIPMENT ACCESSIBLE FOR MAINTENANCE WORK?

WHAT TYPE OF FILTER SYSTEM IS USED? WHERE ARE FILTERS LOCATED?

STRUCTURAL

DO THE FLOOR AND WALL FINISHES PERFORM SATISFACTORILY? FOR EXAMPLE, ARE WATER FOUNTAINS BACKED BY WALL SURFACES THAT CAN BE EASILY MAINTAINED?

ARE THERE ANY PROBLEMS (STRUCTURAL OR JANITORIAL) IN MAINTAINING WALLS, FLOORS, CEILINGS, DOORS, WINDOWS, ETC.?

GENERAL

IS THE ELEVATOR SYSTEM ADEQUATE TO HANDLE PEAK LOADS? HAVE ANY COMPLAINTS BEEN MADE BY THE TENANTS?

HAS THE NUMBER OF BUILDING MAINTENANCE PEOPLE VARIED FROM THE INITIAL ESTIMATE AND IF SO IN WHAT CATEGORIES?

WHAT IS THE SQUARE FOOT COST OF CLEANING OFFICE, LOBBY AND CORRIDOR AREA?

WHAT MAINTENANCE FUNCTIONS DO YOU CONTRACT?

HOW IS WINDOW CLEANING HANDLED?

DO THE EXTERIOR WALLS SHOW SIGNS OF WEATHERING OR OTHER DETERIORATION?

QUESTIONS TO BE ANSWERED BY ARCHITECTURAL MEMBER OF INTERVIEWING TEAM ON THE BASIS
OF BUILDING INSPECTION

GIVE A GENERAL DESCRIPTION OF BUILDING INCLUDING: NUMBER OF FLOORS; GROSS AREA;
NET AREA; TYPE OF CONSTRUCTION (STEEL, CONCRETE, FIREPROOF, ETC.); TYPE
OF EXTERIOR WALL (ARE WINDOWS FIXED OR PIVOTED); CEILING CONSTRUCTION;
NUMBER AND TYPE OF ELEVATORS; AND FLOOR TO FLOOR HEIGHT.

IN YOUR OPINION IS THE BUILDING ARCHITECTURALLY: OUTSTANDING, AVERAGE, BELOW AVERAGE?

STATE THE REASONS FOR YOUR OPINION.

WHAT ASPECTS OF THE DESIGN DO YOU FIND PARTICULARLY NOTEWORTHY?

WHAT ASPECTS OF THE DESIGN DO YOU FIND POOR?

DOES THE INTERIOR OF THE BUILDING GIVE EVIDENCE OF CAREFULLY DETAILED ARCHITECTURAL
WORK?

DOES THE FLOOR PLAN MAKE INTELLIGENT USE OF AVAILABLE SPACE?

IS THE BUILDING DESIGNED FOR FLEXIBILITY OF INTERIOR ARRANGEMENT? DESCRIBE METHOD
OF PROVIDING FLEXIBILITY.

ARE OFFICE SPACES REASONABLY DIMENSIONED WITH RESPECT TO EXTERIOR WALLS?

ARE TOILETS, STAIRS AND ELEVATORS CONVENIENTLY LOCATED?

DESCRIBE THE ENTRANCE LOBBY.

ARE PROVISIONS MADE FOR PARKING IN THE BUILDING AND, IF SO, DESCRIBE THEM.

GIVE ROUGH COLUMN DIMENSIONS.

IS THE BUILDING DESIGNED ON A MODULE AND, IF SO, WHAT IS IT?

QUESTIONS TO BE ANSWERED BY ENGINEERING MEMBER OF INTERVIEWING TEAM ON THE BASIS
OF BUILDING INSPECTION

AIR CONDITIONING

DESCRIBE PLACEMENT OF DIFFUSERS, WINDOW UNITS, ETC.

IN CONJUNCTION WITH ARCHITECTURAL MEMBER, EVALUATE THE METHOD WITH WHICH
THEY ARE INTEGRATED INTO THE BUILDING STRUCTURE.

IS THEIR APPEARANCE: PLEASING, UNOBTRUSIVE, OFFENSIVE?

WHERE ARE AIR CONDITIONING CONTROLS AND THERMOSTATS LOCATED IN INDIVIDUAL
OFFICES?

HOW MANY ARE PROVIDED PER FLOOR?

IN YOUR OPINION IS THE AIR CONDITIONING, HEATING AND VENTILATING SYSTEM:
WELL DESIGNED, ADEQUATELY DESIGNED, POORLY DESIGNED?

GIVE THE REASONS FOR YOUR OPINION.

DOES THE BUILDING HAVE AN INCINERATOR?

ELECTRICAL SYSTEM

ARE UNDER FLOOR DUCTS PROVIDED? AT WHAT SPACING?

WHAT IS CAPACITY OF ELECTRICAL SYSTEM IN TERMS OF WATTS PER SQUARE FOOT?

WHAT TYPE OF LIGHTING IS PROVIDED?

WHAT LIGHTING LEVELS ARE PROVIDED?

ARE THE FIXTURES: ATTRACTIVE, UNATTRACTIVE?

WOULD RELAMPING BE DIFFICULT?

HOW IS LIGHTING CONTROLLED?

ARE THERE ANY SPECIAL ELECTRICAL LOADS PROVIDED FOR IN THE BUILDING SUCH
AS COMPUTERS, ETC.?

IN YOUR OPINION IS THIS SYSTEM: WELL DESIGNED, POORLY DESIGNED? WHY?