

Attachent A_Agency Visitor Summary & Check-In Source

Generated By: Ebony.Horace@cis.cushwake.com
September 29, 2023

PARAMETERS

Period: Expected from July 1, 2023 to September 29, 2023

Property: Bay Area Metro Center

Building: Bay Area Metro Center

Tenant: ABAG, BAAQMD, BAHA - Construction, BAHA - Shared Services, Bay Conservation and Development Commission (BCDC), MTC

Tenant	EXPECTED VISITORS	PRE-REGISTERED BY TENANT		CHECKED IN VISITORS										CHECKED OUT VISITORS	
				Total		Desktop		Touchscreen		Mobile		Kiosk			
		#	%			#	%	#	%	#	%	#	%	#	%
Bay Area Metro Center	1265	1116	88%	635	50%	411	65%	224	35%	0	0%	0	0%	406	64%
ABAG	5	0	0%	5	100%	0	0%	5	100%	0	0%	0	0%	0	0%
BAAQMD	203	155	76%	151	74%	79	52%	72	48%	0	0%	0	0%	105	70%
Bay Conservation and Development Commission (BCDC)	87	71	82%	51	59%	35	69%	16	31%	0	0%	0	0%	34	67%
MTC	970	890	92%	428	44%	297	69%	131	31%	0	0%	0	0%	267	62%
Grand Totals:	1265	1116	88%	635	50%	411	65%	224	35%	0	0%	0	0%	406	64%

Work Order Ownership By Source

Generated By: Ebony.Horace@cis.cushwake.com September 29, 2023

PARAMETERS

Period: Received July 1, 2023 to September 29, 2023

Sorted By: Owner, Request Type

Property: Bay Area Metro Center

Tenant: ABAG, BAAQMD, BAHA - Construction, BAHA - Shared Services, Bay Conservation and Development Commission (BCDC), MTC

	Email				Tenant Web		Internal				Total Count
	Tenant Requested		Employee Requested				Tenant Requested		Employee Requested		
No Owner Specified	0	0.0 %	0	0.0 %	8	88.9 %	0	0.0 %	0	0.0 %	9
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Cleaning	-	-	-	-	1	100.0 %	-	-	-	-	1
HVAC - After Hours	-	-	-	-	1	100.0 %	-	-	-	-	1
HVAC - Too Cold	-	-	-	-	1	100.0 %	-	-	-	-	1
Janitorial Overtime	-	-	-	-	2	100.0 %	-	-	-	-	2
Keys & Locks	-	-	-	-	3	100.0 %	-	-	-	-	3
Patch and Paint	-	-	-	-	-	-	-	-	-	-	1
Adrian Nathaniel	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	0	0.0 %	1
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Plumbing	-	-	-	-	-	-	1	100.0 %	-	-	1
Alexander Huber	0	0.0 %	0	0.0 %	7	53.8 %	0	0.0 %	1	7.7 %	13
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Electrical - Light Bulbs	-	-	-	-	-	-	-	-	1	100.0 %	1
Engineering Consultation	-	-	-	-	-	-	-	-	-	-	2
HVAC - Too Cold	-	-	-	-	1	100.0 %	-	-	-	-	1
Keys & Locks	-	-	-	-	6	100.0 %	-	-	-	-	6
Miscellaneous Repairs	-	-	-	-	-	-	-	-	-	-	2
Patch and Paint	-	-	-	-	-	-	-	-	-	-	1

Work Order Ownership By Source

Generated By: Ebony.Horace@cis.cushwake.com September 29, 2023

	Email				Tenant Web		Internal				Total Count
	Tenant Requested		Employee Requested				Tenant Requested		Employee Requested		
Amalia Dela Merced	0	0.0 %	0	0.0 %	1	50.0 %	0	0.0 %	0	0.0 %	2
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Parking - Contract	-	-	-	-	-	-	-	-	-	-	1
Parking Inquiry	-	-	-	-	1	100.0 %	-	-	-	-	1
Annie Thai	0	0.0 %	0	0.0 %	9	40.9 %	0	0.0 %	13	59.1 %	22
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Door Unlock Request	-	-	-	-	5	100.0 %	-	-	-	-	5
HVAC - After Hours	-	-	-	-	2	100.0 %	-	-	-	-	2
Parking Inquiry	-	-	-	-	-	-	-	-	3	100.0 %	3
Security - Special Event	-	-	-	-	-	-	-	-	10	100.0 %	10
Unspecified	-	-	-	-	1	100.0 %	-	-	-	-	1
Vendor Access	-	-	-	-	1	100.0 %	-	-	-	-	1
Arnnie DeGuzman	0	0.0 %	0	0.0 %	5	100.0 %	0	0.0 %	0	0.0 %	5
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Parking Inquiry	-	-	-	-	5	100.0 %	-	-	-	-	5
Derek Lam	0	0.0 %	0	0.0 %	5	71.4 %	0	0.0 %	0	0.0 %	7
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Parking - Contract	-	-	-	-	1	100.0 %	-	-	-	-	1
Parking Inquiry	-	-	-	-	4	66.7 %	-	-	-	-	6
Ebony Horace	0	0.0 %	0	0.0 %	2	50.0 %	0	0.0 %	2	50.0 %	4
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Building Services	-	-	-	-	1	100.0 %	-	-	-	-	1
HVAC - After Hours	-	-	-	-	-	-	-	-	2	100.0 %	2
Parking Inquiry	-	-	-	-	1	100.0 %	-	-	-	-	1

Work Order Ownership By Source

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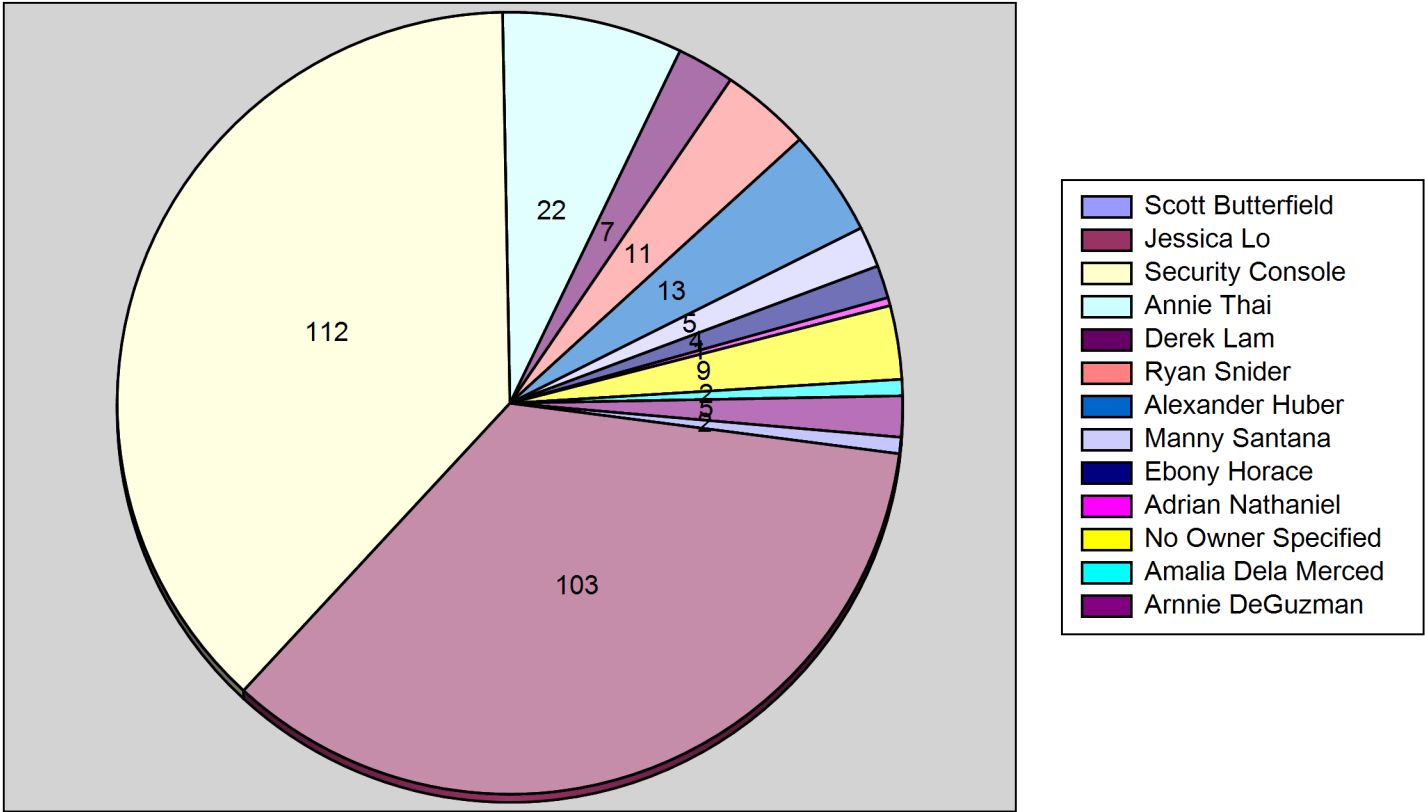
	Email				Tenant Web		Internal				Total Count
	Tenant Requested		Employee Requested				Tenant Requested		Employee Requested		
Jessica Lo	0	0.0 %	0	0.0 %	83	80.6 %	0	0.0 %	11	10.7 %	103
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Building Improvement	-	-	-	-	-	-	-	-	1	100.0 %	1
Building Services	-	-	-	-	1	100.0 %	-	-	-	-	1
Carpet Cleaning	-	-	-	-	4	100.0 %	-	-	-	-	4
Cleaning	-	-	-	-	2	40.0 %	-	-	2	40.0 %	5
Door Unlock Request	-	-	-	-	16	100.0 %	-	-	-	-	16
Electrical - Light Bulbs	-	-	-	-	3	100.0 %	-	-	-	-	3
Engineering Consultation	-	-	-	-	3	75.0 %	-	-	-	-	4
HVAC - After Hours	-	-	-	-	1	100.0 %	-	-	-	-	1
HVAC - Too Cold	-	-	-	-	7	100.0 %	-	-	-	-	7
HVAC - Too Hot	-	-	-	-	7	100.0 %	-	-	-	-	7
Janitorial Overtime	-	-	-	-	3	75.0 %	-	-	1	25.0 %	4
Janitorial Supplies	-	-	-	-	18	85.7 %	-	-	-	-	21
Keys & Locks	-	-	-	-	1	100.0 %	-	-	-	-	1
Miscellaneous Repairs	-	-	-	-	1	100.0 %	-	-	-	-	1
Office/Workstation Cleaning	-	-	-	-	3	100.0 %	-	-	-	-	3
Parking Inquiry	-	-	-	-	3	50.0 %	-	-	3	50.0 %	6
Patch and Paint	-	-	-	-	-	-	-	-	1	100.0 %	1
Plumbing	-	-	-	-	1	100.0 %	-	-	-	-	1
Repair/other	-	-	-	-	-	-	-	-	-	-	1
Security - Special Event	-	-	-	-	1	33.3 %	-	-	2	66.7 %	3
Security Access Card	-	-	-	-	3	100.0 %	-	-	-	-	3
Trash/Recycling Removal	-	-	-	-	1	33.3 %	-	-	-	-	3
Unspecified	-	-	-	-	-	-	-	-	-	-	1
Vendor Access	-	-	-	-	4	80.0 %	-	-	1	20.0 %	5
Manny Santana	0	0.0 %	0	0.0 %	4	80.0 %	0	0.0 %	0	0.0 %	5
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Engineering Consultation	-	-	-	-	1	100.0 %	-	-	-	-	1

Work Order Ownership By Source

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	Email				Tenant Web		Internal				Total Count
	Tenant Requested		Employee Requested				Tenant Requested		Employee Requested		
Manny Santana	0	0.0 %	0	0.0 %	4	80.0 %	0	0.0 %	0	0.0 %	5
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
HVAC - Too Cold	-	-	-	-	1	100.0 %	-	-	-	-	1
HVAC - Too Hot	-	-	-	-	1	100.0 %	-	-	-	-	1
Miscellaneous Repairs	-	-	-	-	-	-	-	-	-	-	1
Repair/other	-	-	-	-	1	100.0 %	-	-	-	-	1
Ryan Snider	0	0.0 %	0	0.0 %	9	81.8 %	0	0.0 %	0	0.0 %	11
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Electrical - Light Bulbs	-	-	-	-	2	100.0 %	-	-	-	-	2
Engineering Consultation	-	-	-	-	2	66.7 %	-	-	-	-	3
HVAC - Too Hot	-	-	-	-	1	100.0 %	-	-	-	-	1
Keys & Locks	-	-	-	-	4	100.0 %	-	-	-	-	4
Miscellaneous Repairs	-	-	-	-	-	-	-	-	-	-	1
Scott Butterfield	0	0.0 %	0	0.0 %	1	50.0 %	0	0.0 %	0	0.0 %	2
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
Miscellaneous Repairs	-	-	-	-	1	100.0 %	-	-	-	-	1
Patch and Paint	-	-	-	-	-	-	-	-	-	-	1
Security Console	0	0.0 %	0	0.0 %	108	96.4 %	0	0.0 %	1	0.9 %	112
Request Type	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	
HVAC - Too Hot	-	-	-	-	-	-	-	-	1	100.0 %	1
Replacement Access Card	-	-	-	-	6	100.0 %	-	-	-	-	6
Security - Special Event	-	-	-	-	3	100.0 %	-	-	-	-	3
Security Access Card	-	-	-	-	99	97.1 %	-	-	-	-	102
Totals:	0	0.0 %	0	0.0 %	242	81.8 %	1	0.3 %	28	9.5 %	296

Number of Requests Received by Ownership



Summary By Month

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September 29, 2023

PARAMETERS

Period: Received January 1, 2023 to December 31, 2023

Sorted By: Request Type

Property: Bay Area Metro Center

Building: Bay Area Metro Center

Tenant: ABAG, BAAQMD, BAHA - Construction, BAHA - Shared Services, Bay Conservation and Development Commission (BCDC), MTC

Bay Area Metro Center	98	88	121	93	149	110	106	81	109	0	0	0	955
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Building Improvement	-	-	-	-	1	-	1	-	-	-	-	-	2
Building Services	1	1	-	4	2	-	-	-	1	-	-	-	9
Building Utilities	-	-	-	1	-	-	-	-	-	-	-	-	1
Carpet Cleaning	-	1	-	-	1	-	-	-	4	-	-	-	6
Cleaning	2	3	7	4	8	4	1	3	2	-	-	-	34
Data/Telecommunications Services	-	1	-	-	1	-	-	-	-	-	-	-	2
Door Unlock Request	6	8	5	8	7	5	11	2	8	-	-	-	60
Electrical - Light Bulbs	-	3	2	1	5	3	4	-	2	-	-	-	20
Electrical Repair - Misc	4	-	1	2	3	1	-	-	-	-	-	-	11
Elevator Operation	-	-	-	1	-	-	-	-	-	-	-	-	1
Engineering Consultation	1	-	-	-	1	2	4	5	1	-	-	-	14
HVAC - After Hours	4	1	-	1	1	-	4	-	2	-	-	-	13
HVAC - Repairs	-	1	-	-	-	-	-	-	-	-	-	-	1
HVAC - Too Cold	4	4	3	2	6	-	7	-	3	-	-	-	29
HVAC - Too Hot	-	1	-	6	1	3	5	3	2	-	-	-	21
Janitorial Overtime	2	-	1	-	3	1	3	-	3	-	-	-	13
Janitorial Supplies	4	4	1	5	5	4	9	3	9	-	-	-	44
Keys & Locks	2	3	3	-	1	-	2	3	9	-	-	-	23
Miscellaneous Repairs	2	4	3	6	5	4	1	4	1	-	-	-	30
Odors	-	-	-	-	1	-	-	-	-	-	-	-	1
Office/Workstation Cleaning	3	1	2	1	-	2	-	-	3	-	-	-	12
Parking - Contract	-	-	-	-	2	-	2	-	-	-	-	-	4

Summary By Month

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September 29, 2023

Bay Area Metro Center	98	88	121	93	149	110	106	81	109	0	0	0	955
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Parking Inquiry	17	2	20	3	21	12	8	6	8	-	-	-	97
Patch and Paint	1	3	-	4	1	-	1	2	1	-	-	-	13
Plumbing	-	2	-	-	1	1	-	1	1	-	-	-	6
Repair/other	1	2	-	2	4	1	1	-	3	-	-	-	14
Replacement Access Card	1	2	3	-	7	4	3	3	-	-	-	-	23
Rolling Trash Bin (no E-waste)	-	-	-	2	-	-	-	-	-	-	-	-	2
Rubbish Removal	-	2	-	2	-	1	-	-	-	-	-	-	5
Security - Other	1	-	-	-	2	1	1	-	-	-	-	-	5
Security - Special Event	4	4	6	4	8	5	5	4	6	-	-	-	46
Security Access Card	30	33	55	23	47	51	31	41	33	-	-	-	344
Security Badge Audit	2	2	2	6	-	3	-	-	-	-	-	-	15
Trash/Recycling Removal	-	-	-	-	1	1	-	-	3	-	-	-	5
Unspecified	-	-	-	-	-	-	-	-	1	-	-	-	1
Vendor Access	5	-	6	5	3	1	2	1	3	-	-	-	26
Water Intrusion	1	-	1	-	-	-	-	-	-	-	-	-	2
Grand Totals	98	88	121	93	149	110	106	81	109	0	0	0	955