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An American National Standard

Standard Classification for Serviceability of an Office Facility for Location, Access and Wayfinding[1,2]

This standard is issued under the fixed designation E 1669; the number immediately following the designation indicates the year of original adoption or, in the case of revision, the year of last revision. A number in parentheses indicates the year of last reapproval. A superscript epsilon (ε) indicates an editorial change since the last revision or reapproval.

1. Scope

1.1 This classification contains pairs of scales for classifying an aspect of the serviceability of an office facility, that is, the capability of an office facility to meet certain possible requirements for locating the building and finding the way inside the building.

1.2 Within that aspect of serviceability, each pair of scales, shown in Figs. 1-6, are for classifying one topic of serviceability. Each paragraph in an Occupant Requirement Scale (see Figs. 1-6) summarizes one level of serviceability on that topic, which occupants might require. The matching entry in the Facility Rating Scale (see Figs. 1-6) is a translation of the requirement into a description of certain features of a facility which, taken in combination, indicate that the facility is likely to meet that level of required serviceability.

1.3 The entries in the Facility Rating Scale (see Figs. 1-6) are indicative and not comprehensive. They are for quick scanning to estimate approximately, quickly, and economically, how well an office facility is likely to meet the needs of one or another type of occupant group over time. The entries are not for measuring, knowing, or evaluating how an office facility is performing.

1.4 This classification can be used to estimate the level of serviceability of an existing facility. It can also be used to estimate the serviceability of a facility that has been planned but not yet built, such as one for which single-line drawings and outline specifications have been prepared.

1.5 This classification indicates what would cause a facility to be rated at a certain level of serviceability but does not state how to conduct a serviceability rating nor how to assign a serviceability score. That information is found in Practice E 1334. The scales in this classification are complimentary to and compatible with Practice E 1334. Each requires the other.

2. Referenced Documents

2.1 *ASTM Standards:*

E 631 Terminology of Building Constructions[3]

E 2334 Practice for Rating Serviceability of a Building or Building-Related Facility[3]

E 1679 Practice for Setting Requirements for Serviceability of a Building or Building-Related Facility[3]

2.2 *ISO Document:*[4]

ISO 6240 International Standard, Performance Standards in Building—Contents and Presentation

3. Terminology

3.1 *Definitions*

3.1.1 *facility*—a physical setting used to serve a specific purpose.

3.1.1.1 *Discussion*—A facility may be within a building, a whole building, or a building with its site and surrounding environment; or it may be a construction that is not a building. The term encompasses both the physical object and its use (see Terminology E 631).

3.1.2 *facility serviceability*—the capability of a facility to perform the function(s) for which it is designed, used, or required to be used.

3.1.2.1 *Discussion*—The scope of this performance is of the facility as a system, including its subsystems, components and materials and their interactions, such as acoustical, hydrothermal, air purity, and economic; and of the relative importance of each performance requirement (see Terminology E 631).

3.1.3 *office*—a place, such as a room, suite, or building, in which business, clerical or professional activities are conducted (see Terminology E 631).

3.1.4 For standard definitions of additional terms applicable to this classification, see Terminology E 631.

3.2 *Definitions of Terms Specific to This Standard:*

3.2.1 *transit*—bus or other scheduled public transportation.

3.2.2 *walking distance*—the distance that most staff would consider reasonable to walk to or from a public transit stop or shops, which is 500 m. This assumes a climate that provides

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[2] Portions of this document are based on material originally prepared by the International Centre for Facilities (ICF) and © 1993 by ICF and Minister of Public Works and Government Services Canada. Their cooperation in the development of this standard is acknowledged.

[3] *Annual Book of ASTM Standards*, Vol 04.11.

[4] Available from American National Standards Institute, 11 W. 42nd St., 13th Floor, New York, NY 10036.

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reasonable conditions for walking, summer and winter, and terrain that is reasonably flat. Lacking this, the distance may be reduced to as little as 250 m in extreme conditions.

4. Significance and Use

4.1 Each Facility Rating Scale (see Figs. 1-6) in this classification provides a means to estimate the level of serviceability of a building or facility for one topic of serviceability and to compare that level against the level of any other building or facility.

4.2 This classification can be used for comparing how well different buildings or facilities meet a particular requirement for serviceability. It is applicable despite differences such as location, structure, mechanical systems, age, and building shape.

4.3 This classification can be used to estimate the amount of variance of serviceability from target or from requirement, for a single office facility, or within a group of office facilities.

4.4 This classification can be used to estimate the following:

4.4.1 Serviceability of an existing facility for uses other than its present use.

4.4.2 Serviceability (potential) of a facility that has been planned but not yet built.

4.4.3 Serviceability (potential) of a facility for which remodeling has been planned.

4.5 Use of this classification does not result in building evaluation or diagnosis. Building evaluation or diagnosis generally requires a special expertise in building engineering or technology and the use of instruments, tools, or measurements.

4.6 This classification applies only to facilities that are building constructions, or parts thereof. (While this classification may be useful in rating the serviceability of facilities that are not building constructions, such facilities are outside the scope of this classification.)

4.7 This classification is not intended for, and is not suitable for, use for regulatory purposes, nor for fire hazard assessment nor for fire risk assessment.

5. Basis of Classification

5.1 The scales in Figs. 1-6 contain the basis for classification.

5.2 Instructions for the use of this classification are contained in Practices E 1334 and E 1679.

6. Keywords

6.1 building; building location; facility; facility occupants; function; office; performance; rating; rating scale; requirements; serviceability; wayfinding; in building

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A.14. Location, Access and Wayfinding

Scale A.14.1. Public transportation (urban sites)

Occupant Requirement Scale		Facility Rating Scale
9 ❑ ○ **ORIGIN OF STAFF AND VISITORS**: Staff and visitors come from all parts of the city or town. ○ **PROXIMITY TO TRANSIT ROUTES**: The office must be near a major transit centre. ○ **FREQUENCY OF VISITORS**: There are many visitors each day, e.g. more than 100 members of the public per day. ○ **OFFICE HOURS**: Office hours are fixed, e.g. no flex-time.	8 ❑	9 ❑ ○ **Staff commuting during peak hours**: Staff can commute by transit from all parts of the community, with frequent service and express options during peak hours. ○ **Distance to transit stops**: Transit stops are within two blocks. ○ **Visitors use of public transportation during off-peak hours**: Transit frequency is 20 minutes or less during off-peak hours.
7 ❑ ○ **ORIGIN OF STAFF AND VISITORS**: Staff and visitors come from most parts of the city or town. ○ **PROXIMITY TO TRANSIT ROUTES**: The office must be within walking distance of most major transit route(s). ○ **FREQUENCY OF VISITORS**: There are many visitors each day, e.g. 50 per day. ○ **OFFICE HOURS**: Office hours are fixed for many staff, e.g. limited flex-time.	6 ❑	7 ❑ ○ **Staff commuting during peak hours**: Staff can commute by transit from all parts of the community with frequent service during peak hours. ○ **Distance to transit stops**: Transit stops are within close walking distance, e.g. 10 minutes. ○ **Visitors use of public transportation during off-peak hours**: Visitors can reach the site from homes or offices by transit. Transit frequency is half-hour or less.
5 ❑ ○ **ORIGIN OF STAFF AND VISITORS**: Staff come from many parts of the city or town. ○ **PROXIMITY TO TRANSIT ROUTES**: The office must be within walking distance of several major transit routes. ○ **FREQUENCY OF VISITORS**: There are some visitors each day, e.g. less than 35 per day, a few from homes, but most from work locations. ○ **OFFICE HOURS**: Flex-time is available to most staff.	4 ❑	5 ❑ ○ **Staff commuting during peak hours**: Staff can commute by transit from most parts of the community. ○ **Distance to transit stops**: Transit stops are within walking distance, e.g. 15 minutes. ○ **Visitors use of public transportation during off-peak hours**: Visitors can reach the site from homes or offices by transit, but service is not convenient. Transit frequency is longer than half-hour intervals.
3 ❑ ○ **ORIGIN OF STAFF AND VISITORS**: Staff come from the local community, or a few parts of town. Some staff drive to work. ○ **FREQUENCY OF VISITORS**: There are a few visitors, and most do not return. Visitors typically come by car or taxi.	2 ❑	3 ❑ ○ **Staff commuting during peak hours**: Staff can commute by public transit from a few parts of the community. ○ **Distance to transit stops**: Transit stops are within a long walking distance. ○ **Visitors use of public transportation during off-peak hours**: Few visitors can reach the site by public transit from homes or offices.
1 ❑ ○ **ORIGIN OF STAFF AND VISITORS**: Staff come from the local community, most within walking distance, or drive to work. ○ **FREQUENCY OF VISITORS**: There are no visitors, or visitors are rare and tend to come by car or taxi.		1 ❑ ○ **Staff commuting during peak hours**: There is no public transit for commuting to the building. ○ **Distance to transit stops**: Transit stops are an unacceptably long walking distance. ○ **Visitors use of public transportation during off-peak hours**: There is no public transit for visitors to the building.

❑ Exceptionally important. ❑ Important. ❑ Minor Importance.	
Minimum Threshold level =	❑ NA ❑ NR ❑ Zero ❑ DP

NOTES *Space for handwritten notes on Requirements or Ratings*

FIG. 1 Scale A.14.1 for Public Transportation (Urban Sites)

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A.14. Location, Access and Wayfinding

Scale A.14.2. Staff visits to other offices

Occupant Requirement Scale		Facility Rating Scale
9 ❑ ○ **PROXIMITY TO DESTINATION**: Operations require very close proximity. ○ **ACCESS TO DESTINATION**: Sheltered access to external organizations, or to other offices of the same organization, e.g. staff hand-deliver documents or visit others nearby on a regular basis.	8 ❑	9 ❑ ○ **Location of other offices visited during work**: Frequently visited sites are on the same or adjacent block. ○ **Convenience of access to other sites**: Other sites are within close walking distance, and the route is sheltered from extremes of weather, e.g. it is indoors or covered.
7 ❑ ○ **PROXIMITY TO DESTINATION**: Operations require close proximity. ○ **ACCESS TO DESTINATION**: Within walking distance, to external organizations, or to offices of other branches or divisions of the same organization.	6 ❑	7 ❑ ○ **Location of other offices visited during work**: Frequently visited sites are within walking distance. ○ **Convenience of access to other sites**: The route to other sites is out of doors and not sheltered. Transit or car are not needed.
5 ❑ ○ **PROXIMITY TO DESTINATION**: Operations require reasonably close proximity. ○ **ACCESS TO DESTINATION**: Within one-half hour driving time. This is typically for staff or managers needing to visit others on a regular basis, or for outside staff needing to visit the office.	4 ❑	5 ❑ ○ **Location of other offices visited during work**: Frequently visited sites are beyond walking distance. Driving time, office to office, is up to one-half hour. Visitor parking at the destination is within walking distance. ○ **Convenience of access to other sites**: Transit to other sites takes more than one-half hour. Visitor parking is usually available at the destination.
3 ❑ ○ **PROXIMITY TO DESTINATION**: ○ **ACCESS TO DESTINATION**: Staff, or people from other offices, rarely need to visit each other. When visits are necessary, access is normally by car.	2 ❑	3 ❑ ○ **Location of other offices visited during work**: Frequently visited sites are remote. Driving time, office to office, is between one-half hour and one hour. ○ **Convenience of access to other sites**: There is no transit to other sites, or, transit takes more than one hour. Visitor parking at the destination is usually full during working hours.
1 ❑ ○ **PROXIMITY TO DESTINATION**: ○ **ACCESS TO DESTINATION**: There is no need for staff, or people from other offices, to visit each other.		1 ❑ ○ **Location of other offices visited during work**: Frequently visited sites are remote. Driving time, office to office, is one hour or more. ○ **Convenience of access to other sites**: There is no transit or visitor parking at most other sites.

❑ Exceptionally important. ❑ Important. ❑ Minor Importance.	
Minimum Threshold level =	❑ NA ❑ NR ❑ Zero ❑ DP

NOTES *Space for handwritten notes on Requirements or Ratings*

FIG. 2 Scale A.14.2 for Staff Visits to Other Offices

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