



DHHQ Amenities Survey Results

13 May 2011





Background

As preparations for the Defense Health Headquarters (DHHQ) relocation continue, an amenities survey was created to provide input on transportation and commuting, the fitness center, cafeteria and mail services.

The survey was available from 22 April through 6 May 2011 with results gathered from 1134 participants. The data will assist in determining the utilization and needs in the following areas:

- Transportation and commuting responses will assist in determining how personnel will access the DHHQ, traffic patterns, shuttle bus service requirements, telework schedules and the use of carpool and vanpools.
- Fitness center utilization, hours of operation, services and equipment responses will assist in determining the overall use.
- Hours of operation, types of meals, frequency, food preferences, services and catering will aid in the planning of the cafeteria.
- The personal mail services feedback will provide a general view of preferred services and possible hours of operation.

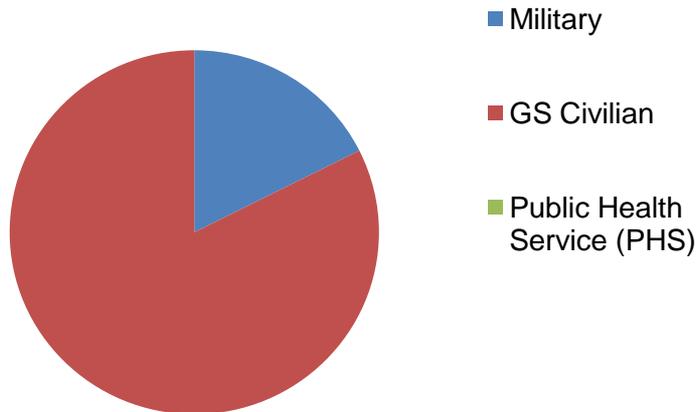
The most frequent answers and highest percentage, of each question, are highlighted in blue.



Employment Status and Service Branch

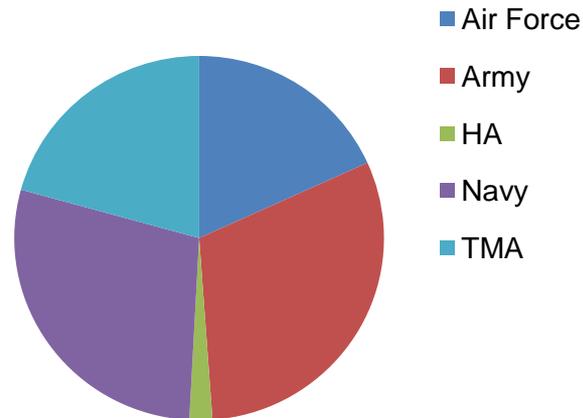
Employment status

Answers	Total	%
Military	3	17.6%
GS Civilian	14	82.4%
Public Health Service (PHS)	0	0.0%
<hr/>		
answered question	17	
<i>skipped question</i>	6	



Agency or Service branch

Answers	Total	%
Air Force	204	18.2%
Army	344	30.6%
HA	23	2.0%
Navy	319	28.4%
TMA	233	20.7%
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answered question	1123	
<i>skipped question</i>	11	

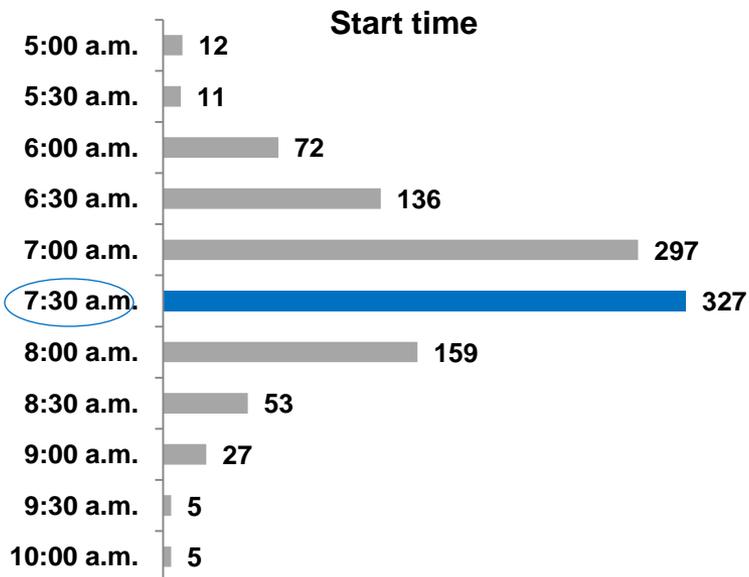




Normal Work Day Schedule

Morning hours (AM)

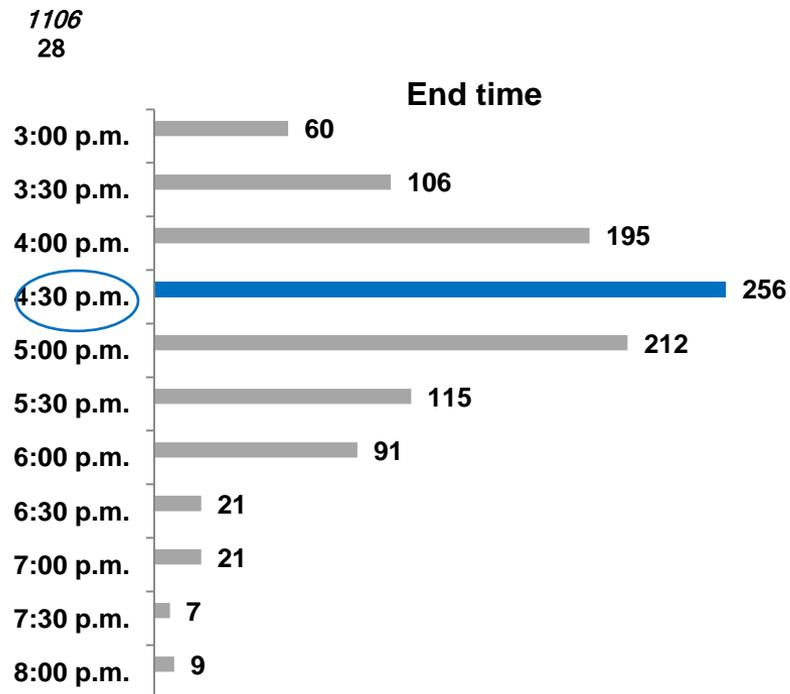
5:00	5:30	6:00	6:30	7:00	7:30	8:00	8:30	9:00	9:30	10:00
12	11	72	136	297	327	159	53	27	5	5



answered question
skipped question

Afternoon/evening hours (PM)

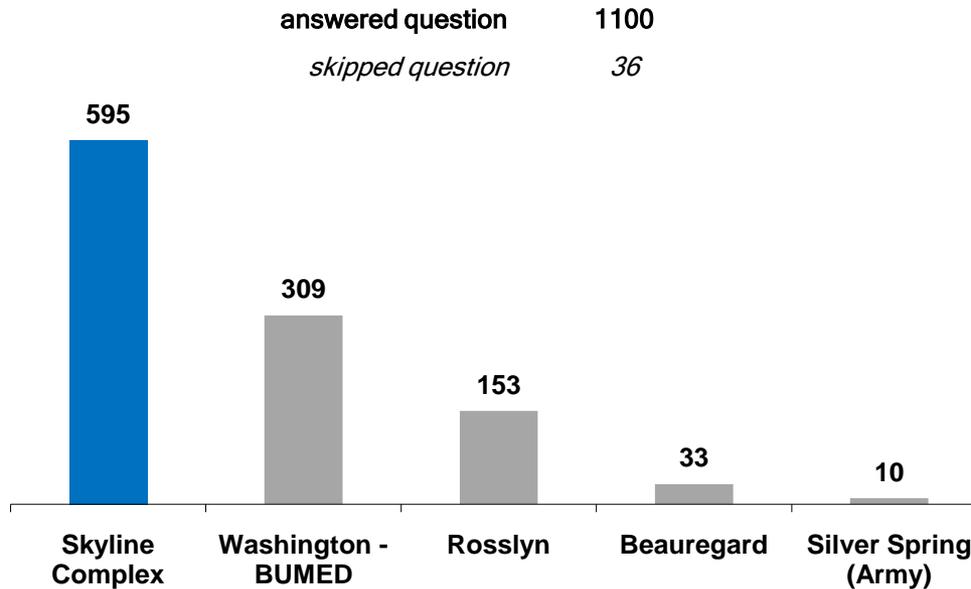
3:00	3:30	4:00	4:30	5:00	5:30	6:00	6:30	7:00	7:30	8:00
60	106	195	256	212	115	91	21	21	7	9





Current Office Location

Current office location		
Answers	Total	%
Skyline Complex	595	54.1%
Washington - BUMED	309	28.1%
Rosslyn	153	13.9%
Beauregard	33	3.0%
Silver Spring (Army)	10	0.9%

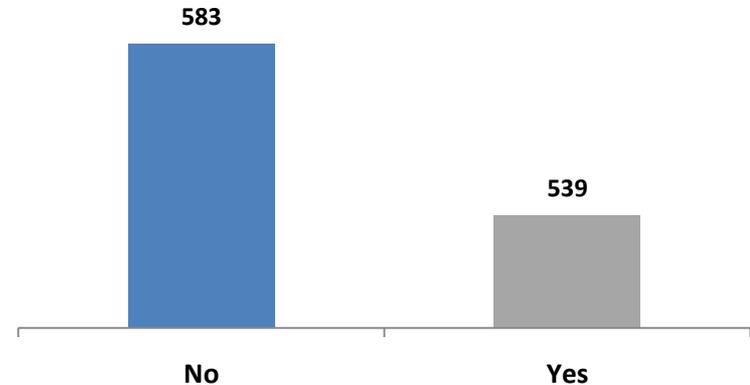




Fitness Center

Fitness center usage if fee assessed

Answers	Total	%
Yes	539	48.0%
No	583	52.0%
answered question		1122
<i>skipped question</i>		<i>12</i>



Fitness center usage if fee assessed by Service branch or agency

	Air Force	Army	HA	Navy	TMA	Total	%
Yes	91	220	8	96	121	536	48%
No	109	123	14	221	111	578	52%

Gender

Answers	Total	%
Female	248	45.9%
Male	292	54.1%
answered question		540
<i>skipped question</i>		<i>594</i>

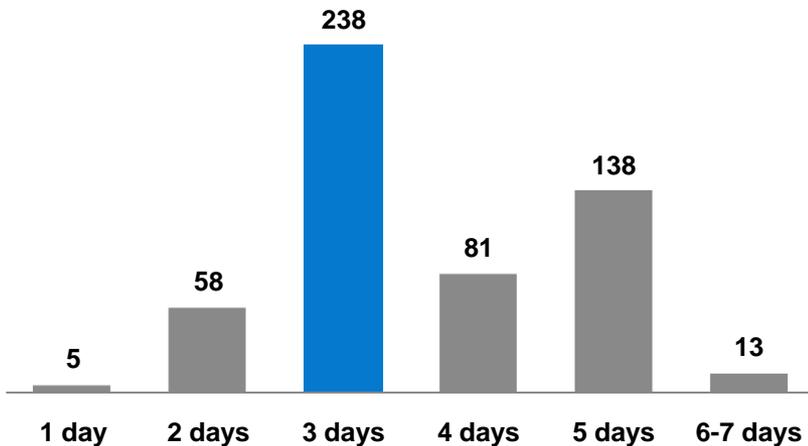


Fitness Center Usage

Fitness center usage per week

Answers	Total	%
1 day	5	0.9%
2 days	58	10.9%
3 days	238	44.7%
4 days	81	15.2%
5 days	138	25.9%
6-7 days	13	2.4%
answered question	533	
<i>skipped question</i>	<i>601</i>	

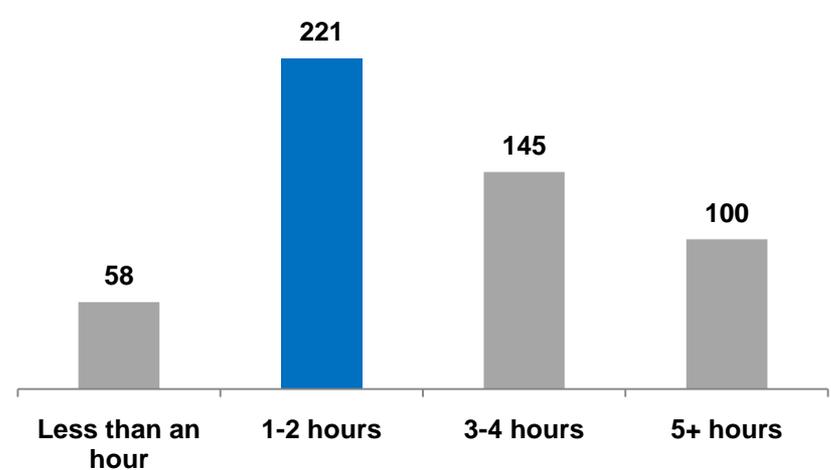
Days Per Week



Time spent weekly in fitness center

Answers	Total	%
Less than an hour	58	11.1%
1-2 hours	221	42.2%
3-4 hours	145	27.7%
5+ hours	100	19.1%
answered question	524	
<i>skipped question</i>	<i>610</i>	

Weekly

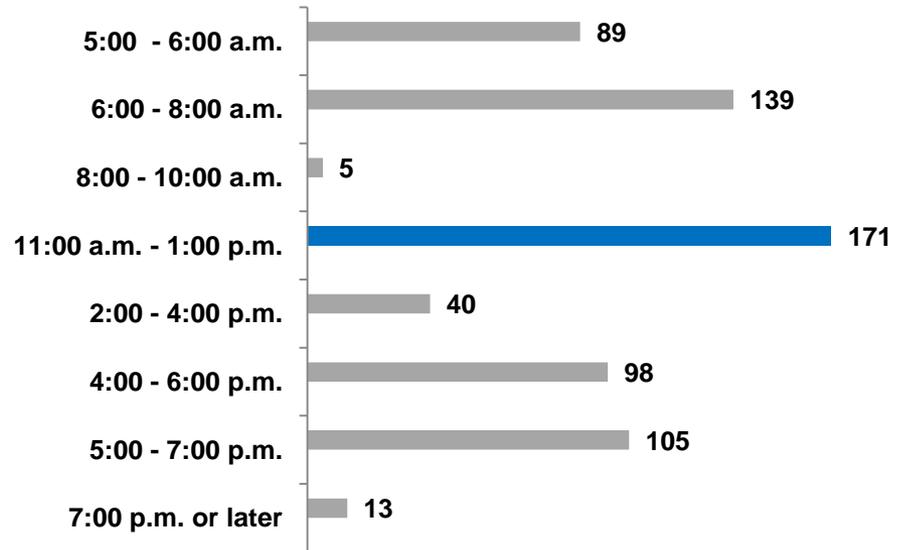




Fitness Center Hours of Operation

Most frequent time of day to use fitness center

Answers	Total	%
5:00 a.m. - 6:00 a.m.	89	17.1%
6:00 a.m. - 8:00 a.m.	139	26.8%
8:00 a.m. - 10:00 a.m.	5	1.0%
11:00 a.m. - 1:00 p.m.	171	32.9%
2:00 p.m. - 4:00 p.m.	40	7.7%
4:00 p.m. - 6:00 p.m.	98	18.9%
5:00 p.m. - 7:00 p.m.	105	20.2%
7:00 p.m. or later	13	2.5%
answered question	519	
<i>skipped question</i>	<i>615</i>	



Number of employees that would use fitness center for showers or locker room only due to riding bike to/from work and running or walking outside the facility is **136**.



Fitness Center Services and Equipment

Services available within the fitness center (multiple selections allowed)

Answers	Total	%
Locker rooms	507	96.8%
Showers	497	94.8%
Towel service	372	71.0%
Group exercise classes	251	47.9%
Fitness trainers	194	37.0%
Personalized fitness plans	156	29.8%
Health and fitness education	122	23.3%
Online tracking for health and fitness activities	149	28.4%
answered question	524	
<i>skipped question</i>	<i>610</i>	

Equipment within the fitness center (multiple selections allowed)

Answers	Total	%
Treadmills	440	83.7%
Elliptical trainers	414	78.7%
Bike	342	65.0%
Stair climbers	196	37.3%
Rowers	181	34.4%
Machine weights with adjustable weight places and seats	430	81.7%
Free weight strength equipment (plate loaded bars, dumbbells)	352	66.9%
answered question	526	
<i>skipped question</i>	<i>608</i>	

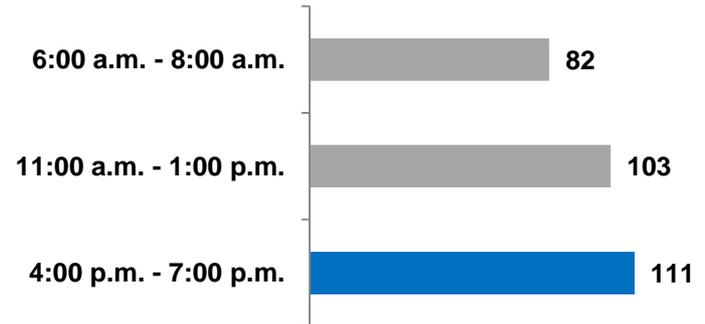


Exercise or Fitness Classes

Most likely to attend fitness/exercise class

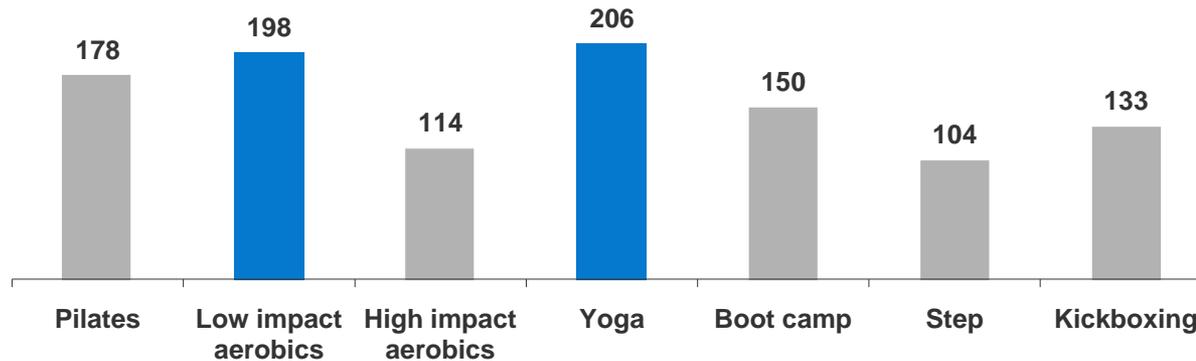
Answers	Total
Yes	315
No	139
<hr/>	
answered question	454
skipped question	680

Preferred hours to attend class



Most popular fitness/exercise class choices

(multiple selections allowed)



answered question 374
skipped question 760



Zip Codes

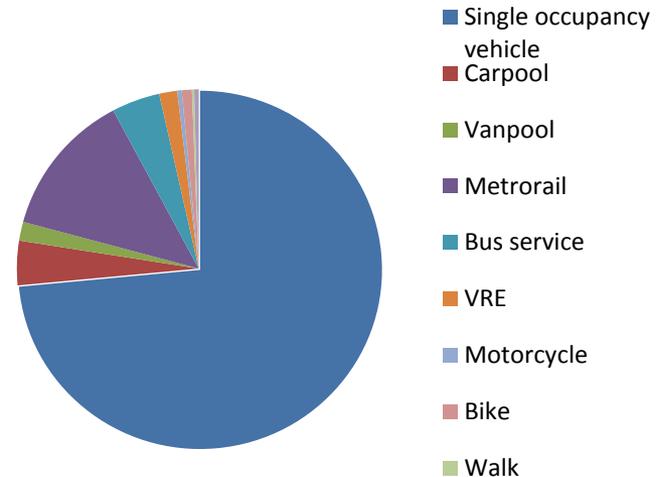
Top ten zip codes listed		
22041	Falls Church, VA	28
22192	Woodbridge, VA	26
22315	Alexandria, VA	24
22039	Fairfax, VA	23
22015	Burke, VA	23
22304	Alexandria, VA	22
22314	Alexandria, VA	20
22310	Alexandria, VA	20
22206	Arlington, VA	17
22193	Woodbridge, VA	17



Primary Mode of Transportation to DHHQ

Primary mode of transportation

	Total	%
Single occupancy vehicle	784	73.5%
Carpool	43	4.0%
Vanpool	18	1.7%
Metrorail	139	13.0%
Bus service	46	4.3%
VRE	17	1.6%
Motorcycle	4	0.4%
Bike	10	0.9%
Walk	2	0.2%
Dropped off	4	0.4%
answered question	1067	
<i>skipped question</i>	<i>67</i>	



Handicap accessible transit required

Answers	Total	%
Yes	10	0.9%
No	1047	99.1%
answered question	1057	
<i>skipped question</i>	<i>77</i>	

Approved handicap parking permit

Answers	Total	%
Yes	44	4.2%
No	999	95.8%
answered question	1043	
<i>skipped question</i>	<i>91</i>	



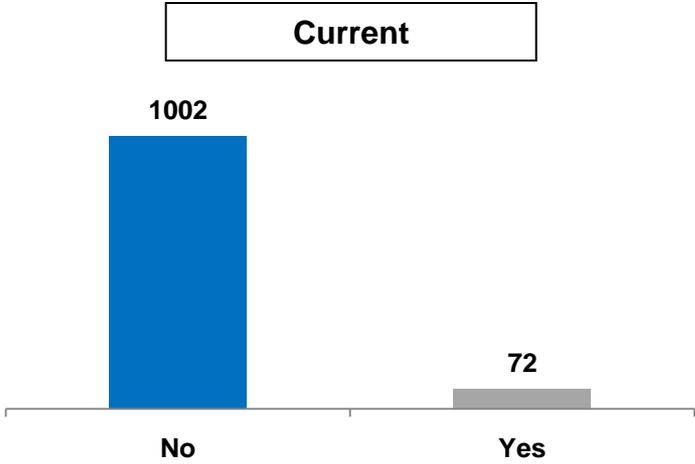
Carpools

Currently operate or participate in a carpool to work

Answers	Yes	No	Total
	72	1002	1074

Number of passengers including yourself participate

Number of passengers	2	3	4	5	Total
	41	18	3	5	67
	answered question				1074
	skipped question				60

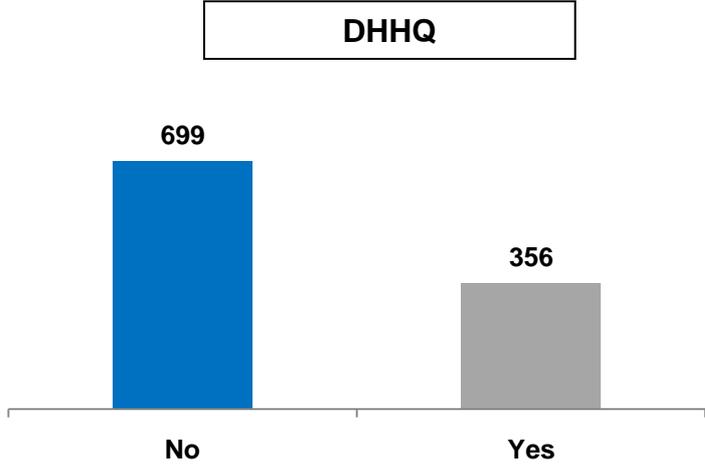


Consider operating or participating in a carpool to DHHQ

Answers	Yes	No	Total
	356	699	1055

Number of passengers including yourself might participate

Number of passengers	2	3	4	5	Not known at this time	Total
	41	57	30	8	78	214
	answered question					1055
	skipped question					79





Vanpools

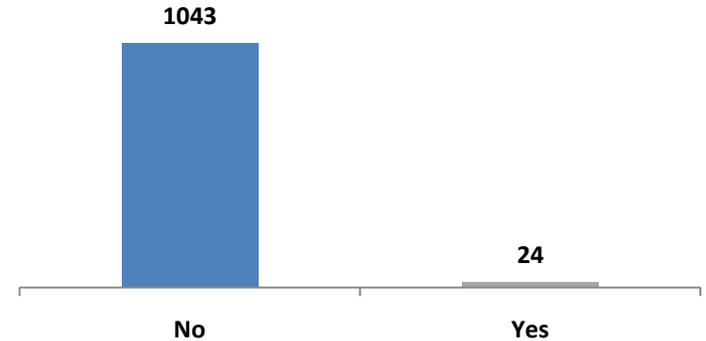
Currently operate or participate in a vanpool to work

Answers	Yes	No	Total
	24	1043	1067

Number of passengers including yourself

Number of passengers	5	6	7	8	9	10+	Total
	3	2	1	3	1	10	20
	<i>answered question</i>						1067
	<i>skipped question</i>						67

Current



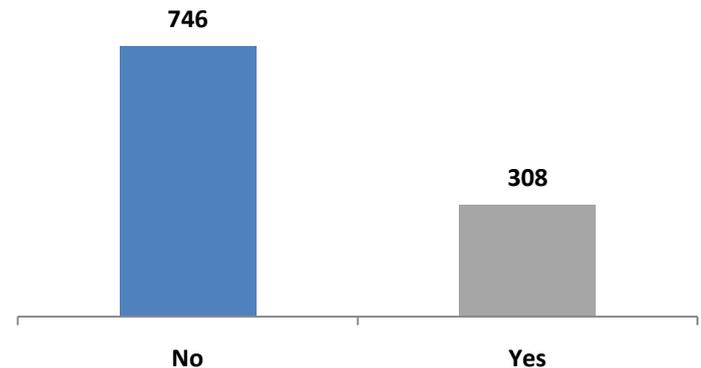
Consider operating or participating in a vanpool to DHHQ

Answers	Yes	No	Total
	308	746	1054

Number of passengers including yourself

Number of passengers	5	6	7	8	9	10+	Total
	16	12	6	11	2	88	146
	<i>answered question</i>						1054
	<i>skipped question</i>						80

DHHQ





Shuttle Bus Service Between Dunn Loring-Merrifield Metro Station and DHHQ

Shuttle bus service between the Dunn Loring-Merrifield Metrorail Station and DHHQ

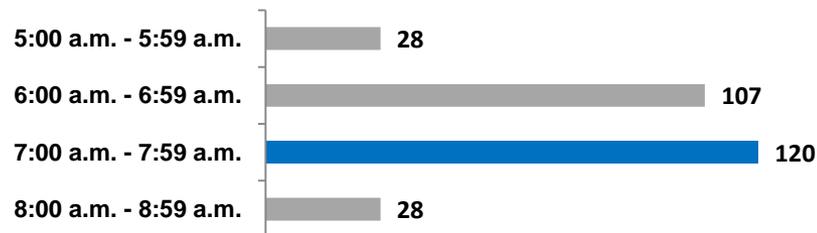
Answers	Yes	Not applicable	Total
	302	725	1027

Number of days a week use shuttle bus service

Answers	1 day	2 days	3 days	4 days	Everyday	Total
	20	30	37	18	197	302

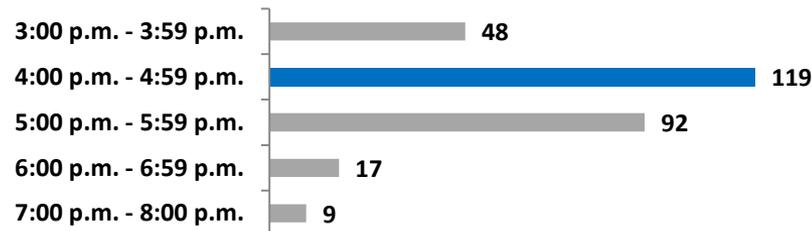
Depart Dunn Loring-Merrifield (AM)

Answers	5:00 – 5:59	6:00 – 6:59	7:00 – 7:59	8:00 – 8:59	9:00 – 10:00	Total
	28	107	120	28	0	283



Depart DHHQ (PM)

Answers	3:00 – 3:30	4:00 – 4:59	5:00 – 5:59	6:00 – 6:59	7:00 – 8:00	Total
	48	119	92	17	9	285





Shuttle Bus Service Between the Pentagon Metro Station and DHHQ

Shuttle bus service between the Pentagon Metrorail Station and the DHHQ

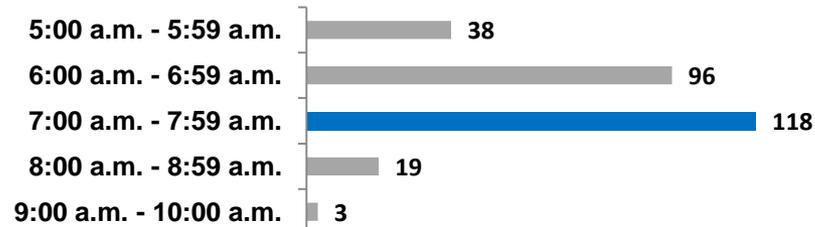
Answers	Yes	Not applicable	Total
	336	690	1026

Number of days a week use shuttle bus service

Answers	1 day	2 days	3 days	4 days	Everyday	Total
	25	29	35	20	188	297

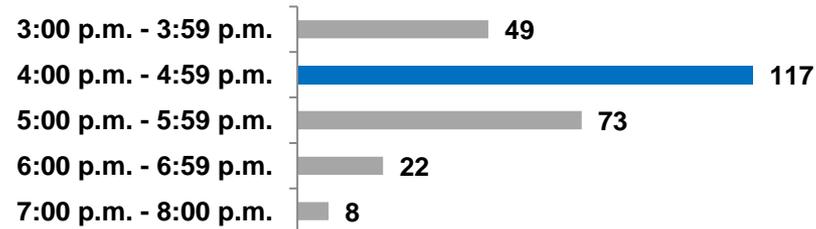
Depart the Pentagon (AM)

Answers	5:00 - 5:59	6:00 - 6:59	7:00 - 7:59	8:00 - 8:59	9:00 - 10:00	Total
	38	96	118	19	3	274



Depart DHHQ (PM)

Answers	3:00 - 3:59	4:00 - 4:59	5:00 - 5:59	6:00 - 6:59	7:00 - 8:00	Total
	49	117	73	22	8	269





Motorcycle and Bike Transportation

Motorcycle

Ride a motorcycle to the DHHQ				
Answers	Yes	Not applicable	Total	
	46	983	1029	
How many days a week				
1 day	2 days	3 days	4 days	5 days
12	13	8	1	7

Weather dependent

Yes	No	Total
42	3	45

Alternate transportation

- Single occupancy vehicle
- Metrorail or bus – public transportation
- Carpool
- Shuttle bus service
- Dropped off
- Bike
- Walk
- Telework

Bike

Ride a bike to the DHHQ				
Answers	Yes	Not applicable	Total	
	72	949	1021	
How many days a week				
1 day	2 days	3 days	4 days	5 days
12	20	14	2	10

Weather dependent

Yes	No	Total
63	3	66

Alternate transportation

- Single occupancy vehicle
- Metrorail or bus – public transportation
- Carpool or vanpool
- VRE
- Shuttle bus service
- Dropped off
- Motorcycle
- Scooter
- Walk



Shuttle Bus Service to Off Site Meetings

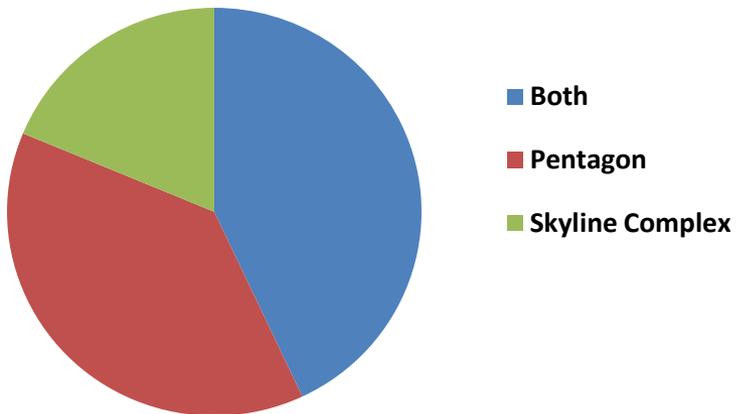
Shuttle bus service for meetings between the DHHQ, the Pentagon and Skyline Complex

Answers	Yes	No	Total
	711	339	1050
	answered question		1050
	skipped question		84

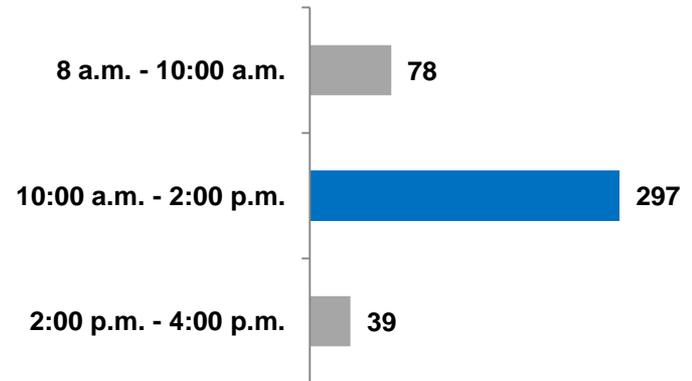
Weekly shuttle bus service usage

Once	Two Times	Three Times	Four Times	5+ Times	Total
224	130	74	21	52	501

Meeting locations



Time of day most meetings occur



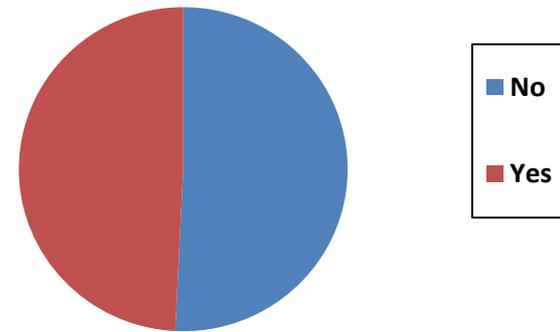


Telework

Plan to telework

Yes	No	Total
507	523	1030
answered question		1030
skipped question		102

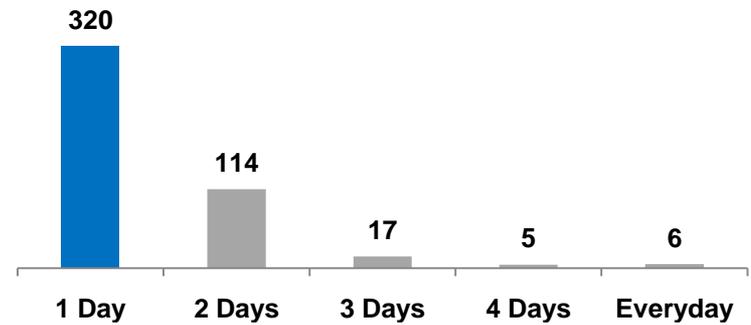
Telework



Number of days per week

1 Day	2 Days	3 Days	4 Days	Everyday	Total
320	114	17	5	6	462

Weekly

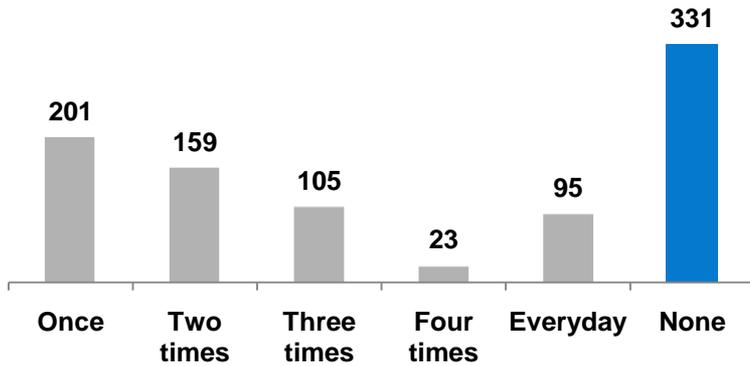




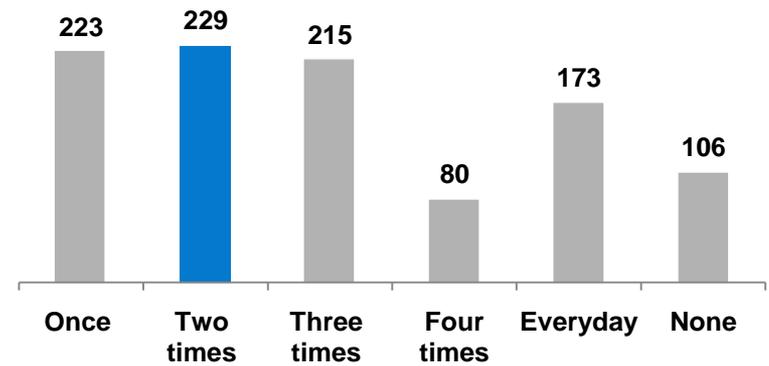
Cafeteria Usage

Weekly meal purchase in the cafeteria

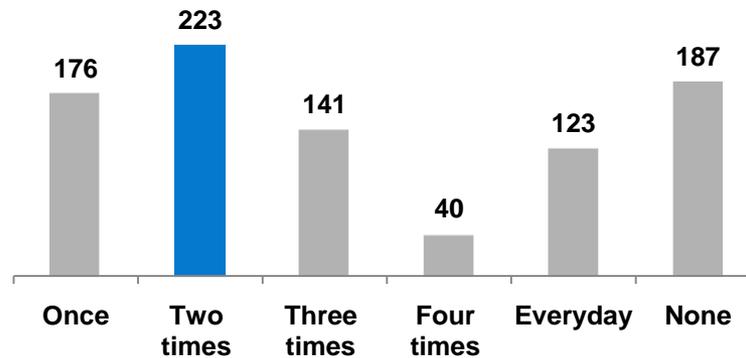
Breakfast (914 Responses)



Lunch (1026 Responses)



Snacks (890 Responses)

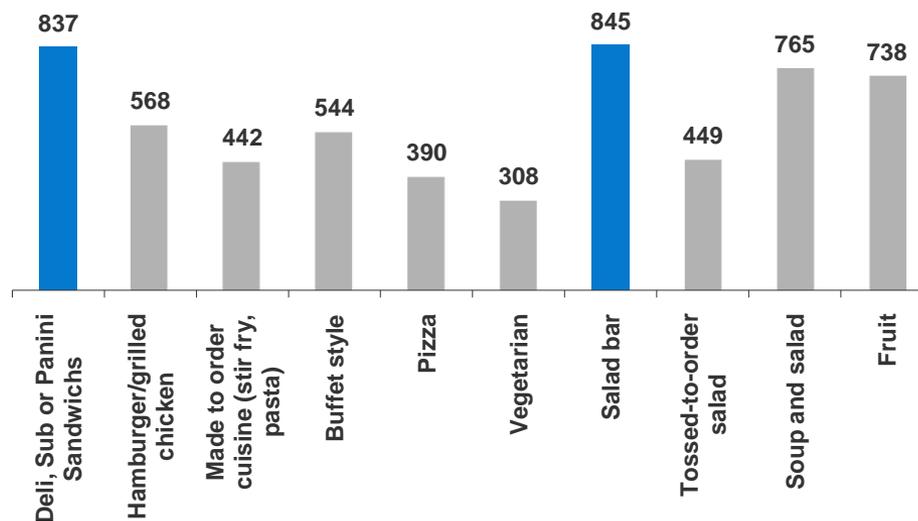




Cafeteria Usage

Food Choices (multiple selections allowed)

Answers	Total	%
Deli, Sub or Panini Sandwiches	837	81.5%
Hamburger/grilled chicken	568	55.3%
Made to order cuisine (stir fry, pasta)	442	43.0%
Buffet style	544	53.0%
Pizza	390	38.0%
Vegetarian	308	30.0%
Salad bar	845	82.3%
Tossed-to-order salad	449	43.7%
Soup and salad	765	74.5%
Fruit	738	71.9%
Other (please specify)	69	6.7%
answered question	1027	
<i>skipped question</i>	<i>107</i>	



Additional requests include

- Coffee and other beverages
- Bagels and cream cheese, pastries, granola & yogurt
- Breakfast foods (eggs, bacon, sausage, etc.)
- Chinese
- Mexican
- Tuna and egg salad
- Low sugar and salt choices
- Heart conscious choices
- Wraps
- Sushi
- Desserts

Influences to purchase food or eat in the cafeteria (multiple selections allowed)

Answers	Total	%
Atmosphere	542	52.6%
Facility location/convenience	713	69.2%
Food quality and freshness	909	88.3%
Food variety	638	61.9%
Healthful menu options	698	67.8%
Speed of service	648	62.9%
Value for price	922	89.5%
Weather	300	29.1%
answered question	1030	
<i>skipped question</i>	<i>104</i>	



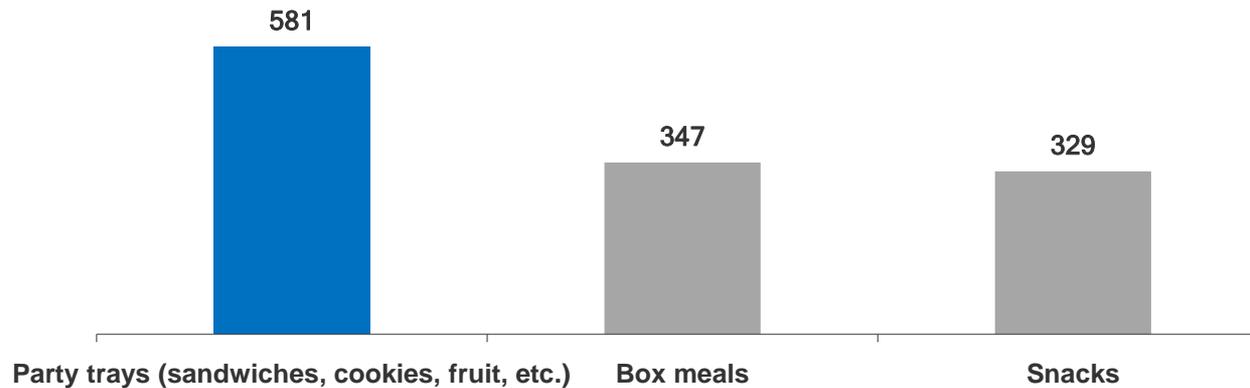
Catering

Types of meal for catering (multiple selections allowed)

Answers	Total	%
Party trays (sandwiches, cookies, fruit, etc.)	581	81.4%
Box meals	347	48.6%
Snacks	329	46.1%
Other (please specify)	26	3.6%
answered question	714	
<i>skipped question</i>	<i>420</i>	

Additional requests include

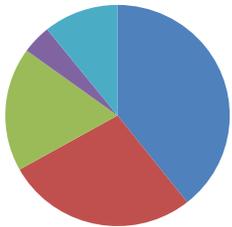
- Coffee and other beverages
- Bagels and cream cheese
- Pastries
- Granola and yogurt
- Tuna and egg salad
- Low sugar and salt choices
- Heart conscious choices





Food Service and Delivery Options

Eat in cafeteria

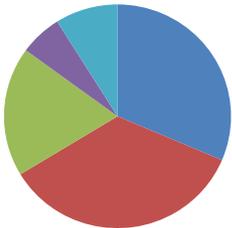


- Once a week
- 2 times per week
- 3 times per week
- 4 times per week
- Everyday

Once	2 Times	3 Times	4 Times	Everyday
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317	222	146	34	87
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Take Out

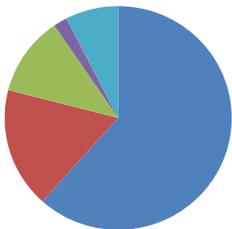


- Once a week
- 2 times per week
- 3 times per week
- 4 times per week
- Everyday

Once	2 Times	3 Times	4 Times	Everyday
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250	278	149	48	71
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Delivery to office



- Once a week
- 2 times per week
- 3 times per week
- 4 times per week
- Everyday

Once	2 Times	3 Times	4 Times	Everyday
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188	53	35	6	23
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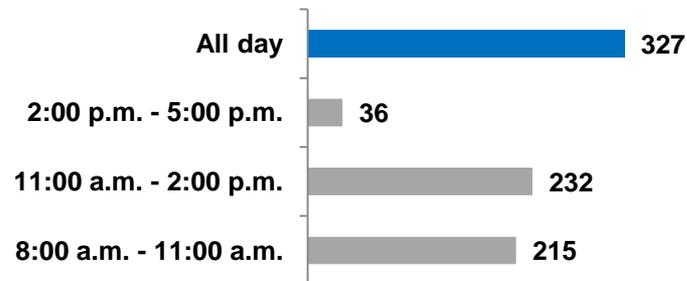


Postal Services

Utilization of United States Postal Service (USPS)

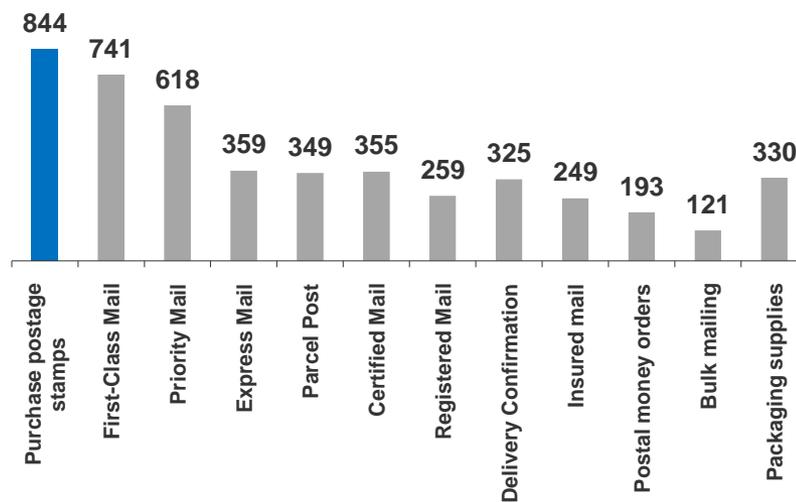
Answers	Yes	No	Total
	897	153	1050

Hours of operation



Type of services (multiple selections allowed)

Answers	Total	%
Purchase postage stamps	844	89.4%
First-Class Mail	741	78.5%
Priority Mail	618	65.5%
Express Mail	359	38.0%
Parcel Post	349	37.0%
Certified Mail	355	37.6%
Registered Mail	259	27.4%
Delivery Confirmation	325	34.4%
Insured mail	249	26.4%
Postal money orders	193	20.4%
Bulk mailing	121	12.8%
Packaging supplies	330	35.0%
answered question	944	
<i>skipped question</i>	<i>190</i>	





Top 10 Additional Amenities Requests at DHHQ

