

# Visitor Summary & Check-In Source

PARAMETERS

**Period:** Expected from January 1, 2024 to March 31, 2024  
**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               |            | Desk top   |            | Touchscreen |            | Mobile   |           | Kiosk    |           | #                    | %          |
|  |                   |                          |            | #                   | %          | #          | %          | #           | %          | #        | %         | #        | %         |                      |            |
| <b>Bay Area Metro Center</b>                       | <b>2109</b>       | <b>1724</b>              | <b>82%</b> | <b>1058</b>         | <b>50%</b> | <b>461</b> | <b>44%</b> | <b>597</b>  | <b>56%</b> | <b>0</b> | <b>0%</b> | <b>0</b> | <b>0%</b> | <b>819</b>           | <b>77%</b> |
| BAAQMD   | 248               | 175                      | 71%        | 182                 | 73%        | 58         | 32%        | 124         | 68%        | 0        | 0%        | 0        | 0%        | 140                  | 77%        |
| BAHA - Construction                                | 212               | 0                        | 0%         | 212                 | 100%       | 0          | 0%         | 212         | 100%       | 0        | 0%        | 0        | 0%        | 181                  | 85%        |
| BAHA - Shared Services                             | 7                 | 0                        | 0%         | 7                   | 100%       | 0          | 0%         | 7           | 100%       | 0        | 0%        | 0        | 0%        | 6                    | 86%        |
| Bay Conservation and Development Commission (BCDC) | 95                | 86                       | 91%        | 75                  | 79%        | 32         | 43%        | 43          | 57%        | 0        | 0%        | 0        | 0%        | 44                   | 59%        |
| MTC  | 1547              | 1463                     | 95%        | 582                 | 38%        | 371        | 64%        | 211         | 36%        | 0        | 0%        | 0        | 0%        | 448                  | 77%        |
| <b>Grand Totals:</b>                               | <b>2109</b>       | <b>1724</b>              | <b>82%</b> | <b>1058</b>         | <b>50%</b> | <b>461</b> | <b>44%</b> | <b>597</b>  | <b>56%</b> | <b>0</b> | <b>0%</b> | <b>0</b> | <b>0%</b> | <b>819</b>           | <b>77%</b> |

# Work Order Ownership By Source

PARAMETERS

**Period:** Received January 1, 2024 to March 31, 2024  
**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 |              |             |
| <b>No Owner Specified</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>3</b>   | <b>60.0 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>5</b>    |
| Request Type              | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent      |             |
| Building Improvement      | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -            | 1           |
| Cleaning                  | -                | -            | -                  | -            | -          | -             | -                | -            | -                  | -            | 1           |
| Parking Inquiry           | -                | -            | -                  | -            | -          | -             | -                | -            | -                  | -            | 1           |
| Security Access Card      | -                | -            | -                  | -            | 2          | 100.0 %       | -                | -            | -                  | -            | 2           |
| <b>Alexander Huber</b>    | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>8</b>   | <b>80.0 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>10</b>   |
| Request Type              | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent      |             |
| Electrical Repair - Misc  | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -            | 1           |
| Engineering Consultation  | -                | -            | -                  | -            | 2          | 100.0 %       | -                | -            | -                  | -            | 2           |
| HVAC - After Hours        | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -            | 1           |
| HVAC - Too Cold           | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -            | 1           |
| Keys & Locks              | -                | -            | -                  | -            | 2          | 100.0 %       | -                | -            | -                  | -            | 2           |
| Miscellaneous Repairs     | -                | -            | -                  | -            | 1          | 33.3 %        | -                | -            | -                  | -            | 3           |
| <b>Arnie DeGuzman</b>     | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>22</b>  | <b>95.7 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>23</b>   |
| Request Type              | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent      |             |
| Parking - Contract        | -                | -            | -                  | -            | 3          | 100.0 %       | -                | -            | -                  | -            | 3           |
| Parking Inquiry           | -                | -            | -                  | -            | 19         | 95.0 %        | -                | -            | -                  | -            | 20          |

# Work Order Ownership By Source

|                             | Email            |              |                    |              | Tenant Web |                | Internal         |               |                    |               | Total Count |
|-----------------------------|------------------|--------------|--------------------|--------------|------------|----------------|------------------|---------------|--------------------|---------------|-------------|
|                             | Tenant Requested |              | Employee Requested |              | Count      | Percent        | Tenant Requested |               | Employee Requested |               |             |
| <b>Chiffon McCoy</b>        | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> |            |                | <b>51</b>        | <b>71.8 %</b> | <b>0</b>           | <b>0.0 %</b>  | <b>17</b>   |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Building Services           | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -             | -                  | -             | 3           |
| Carpet Cleaning             | -                | -            | -                  | -            | 4          | 80.0 %         | -                | -             | -                  | -             | 5           |
| Cleaning                    | -                | -            | -                  | -            | 6          | 75.0 %         | -                | -             | -                  | -             | 8           |
| Door Unlock Request         | -                | -            | -                  | -            | -          | -              | -                | -             | 1                  | 100.0 %       | 1           |
| Electrical Repair - Misc    | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -             | 2           |
| Engineering Consultation    | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -             | -                  | -             | 3           |
| HVAC - After Hours          | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -             | 2           |
| HVAC - Too Cold             | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -             | -                  | -             | 3           |
| HVAC - Too Hot              | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -             | 2           |
| Janitorial Overtime         | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -             | 2           |
| Janitorial Supplies         | -                | -            | -                  | -            | 7          | 100.0 %        | -                | -             | -                  | -             | 7           |
| Keys & Locks                | -                | -            | -                  | -            | 5          | 83.3 %         | -                | -             | 1                  | 16.7 %        | 6           |
| Miscellaneous Repairs       | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -             | 2           |
| Office/Workstation Cleaning | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| Patch and Paint             | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| Repair/other                | -                | -            | -                  | -            | -          | -              | -                | -             | 1                  | 100.0 %       | 1           |
| Restroom Service            | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| Security - Special Event    | -                | -            | -                  | -            | -          | -              | -                | -             | 5                  | 100.0 %       | 5           |
| Vendor Access               | -                | -            | -                  | -            | 6          | 40.0 %         | -                | -             | 9                  | 60.0 %        | 15          |
| Water Intrusion             | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| <b>Derek Lam</b>            | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>1</b>   | <b>100.0 %</b> | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b>  | <b>1</b>    |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Parking Inquiry             | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| <b>Ebony Horace</b>         | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>17</b>  | <b>73.9 %</b>  | <b>0</b>         | <b>0.0 %</b>  | <b>4</b>           | <b>17.4 %</b> | <b>23</b>   |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Building Services           | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |

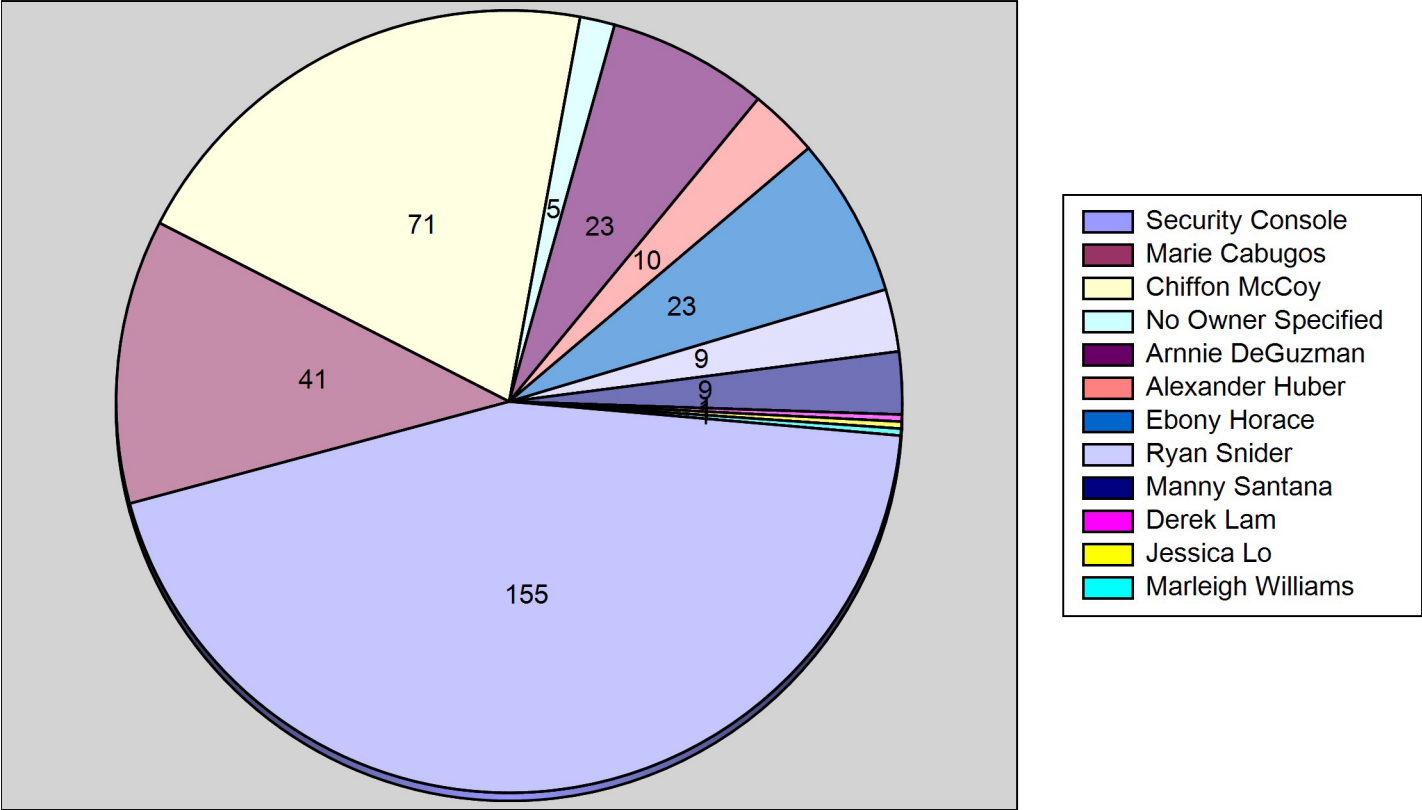
# Work Order Ownership By Source

|                             | Email            |              |                    |              | Tenant Web |               | Internal         |               |                    |               | Total Count |
|-----------------------------|------------------|--------------|--------------------|--------------|------------|---------------|------------------|---------------|--------------------|---------------|-------------|
|                             | Tenant Requested |              | Employee Requested |              | Count      | Percent       | Tenant Requested |               | Employee Requested |               |             |
|                             | Count            | Percent      | Count              | Percent      |            |               | Count            | Percent       | Count              | Percent       |             |
| <b>Ebony Horace</b>         | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>17</b>  | <b>73.9 %</b> | <b>0</b>         | <b>0.0 %</b>  | <b>4</b>           | <b>17.4 %</b> | <b>23</b>   |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent       | Count              | Percent       |             |
| Carpet Cleaning             | -                | -            | -                  | -            | -          | -             | -                | -             | -                  | -             | 1           |
| Cleaning                    | -                | -            | -                  | -            | 3          | 75.0 %        | -                | -             | -                  | -             | 4           |
| Electrical Repair - Misc    | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| Engineering Consultation    | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| HVAC - Too Cold             | -                | -            | -                  | -            | 2          | 66.7 %        | -                | -             | 1                  | 33.3 %        | 3           |
| Janitorial Supplies         | -                | -            | -                  | -            | 3          | 100.0 %       | -                | -             | -                  | -             | 3           |
| Office/Workstation Cleaning | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| Plumbing                    | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| Security Access Card        | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| Unspecified                 | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| Vendor Access               | -                | -            | -                  | -            | 2          | 40.0 %        | -                | -             | 3                  | 60.0 %        | 5           |
| <b>Jessica Lo</b>           | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>0</b>   | <b>0.0 %</b>  | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b>  | <b>1</b>    |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent       | Count              | Percent       |             |
| Cleaning                    | -                | -            | -                  | -            | -          | -             | -                | -             | -                  | -             | 1           |
| <b>Manny Santana</b>        | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>6</b>   | <b>66.7 %</b> | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b>  | <b>9</b>    |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent       | Count              | Percent       |             |
| Electrical Repair - Misc    | -                | -            | -                  | -            | -          | -             | -                | -             | -                  | -             | 1           |
| HVAC - Too Cold             | -                | -            | -                  | -            | 2          | 100.0 %       | -                | -             | -                  | -             | 2           |
| Keys & Locks                | -                | -            | -                  | -            | -          | -             | -                | -             | -                  | -             | 1           |
| Miscellaneous Repairs       | -                | -            | -                  | -            | 2          | 100.0 %       | -                | -             | -                  | -             | 2           |
| Repair/other                | -                | -            | -                  | -            | 2          | 66.7 %        | -                | -             | -                  | -             | 3           |
| <b>Marie Cabugos</b>        | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>8</b>   | <b>19.5 %</b> | <b>25</b>        | <b>61.0 %</b> | <b>5</b>           | <b>12.2 %</b> | <b>41</b>   |
| Request Type                | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent       | Count              | Percent       |             |
| Building Services           | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -             | -                  | -             | 1           |
| Carpet Cleaning             | -                | -            | -                  | -            | 1          | 33.3 %        | 1                | 33.3 %        | -                  | -             | 3           |

# Work Order Ownership By Source

|                          | Email            |              |                    |              | Tenant Web |                | Internal         |               |                    |               | Total Count |
|--------------------------|------------------|--------------|--------------------|--------------|------------|----------------|------------------|---------------|--------------------|---------------|-------------|
|                          | Tenant Requested |              | Employee Requested |              | Count      | Percent        | Tenant Requested |               | Employee Requested |               |             |
|                          | Count            | Percent      | Count              | Percent      |            |                | Count            | Percent       | Count              | Percent       |             |
| <b>Marie Cabugos</b>     | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>8</b>   | <b>19.5 %</b>  | <b>25</b>        | <b>61.0 %</b> | <b>5</b>           | <b>12.2 %</b> | <b>41</b>   |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Cleaning                 | -                | -            | -                  | -            | 1          | 33.3 %         | -                | -             | 1                  | 33.3 %        | 3           |
| Repair/other             | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| Security - Special Event | -                | -            | -                  | -            | -          | -              | 7                | 100.0 %       | -                  | -             | 7           |
| Unspecified              | -                | -            | -                  | -            | 1          | 50.0 %         | -                | -             | -                  | -             | 2           |
| Vendor Access            | -                | -            | -                  | -            | 3          | 12.5 %         | 17               | 70.8 %        | 4                  | 16.7 %        | 24          |
| <b>Marleigh Williams</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>1</b>   | <b>100.0 %</b> | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b>  | <b>1</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Unspecified              | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| <b>Ryan Snider</b>       | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>6</b>   | <b>66.7 %</b>  | <b>0</b>         | <b>0.0 %</b>  | <b>3</b>           | <b>33.3 %</b> | <b>9</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Engineering Consultation | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| Engineering Overtime     | -                | -            | -                  | -            | -          | -              | -                | -             | 2                  | 100.0 %       | 2           |
| HVAC - Too Hot           | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -             | -                  | -             | 3           |
| Keys & Locks             | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| Lighting Request         | -                | -            | -                  | -            | -          | -              | -                | -             | 1                  | 100.0 %       | 1           |
| Miscellaneous Repairs    | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -             | 1           |
| <b>Security Console</b>  | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>147</b> | <b>94.8 %</b>  | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b>  | <b>155</b>  |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent       |             |
| Door Unlock Request      | -                | -            | -                  | -            | 10         | 83.3 %         | -                | -             | -                  | -             | 12          |
| Replacement Access Card  | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -             | -                  | -             | 3           |
| Security Access Card     | -                | -            | -                  | -            | 126        | 96.2 %         | -                | -             | -                  | -             | 131         |
| Security Badge Audit     | -                | -            | -                  | -            | 8          | 88.9 %         | -                | -             | -                  | -             | 9           |
| <b>Totals:</b>           | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>270</b> | <b>77.4 %</b>  | <b>25</b>        | <b>7.2 %</b>  | <b>29</b>          | <b>8.3 %</b>  | <b>349</b>  |

### Number of Requests Received by Ownership



# Summary By Month

PARAMETERS

**Period:** Received January 1, 2024 to December 31, 2024  
**Sorted By:** Tenant  
**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                              | 156        | 99        | 89        | 124        | 30        | 0        | 0        | 0        | 0        | 0        | 0        | 0        | 498        |
|--|------------|-----------|-----------|------------|-----------|----------|----------|----------|----------|----------|----------|----------|------------|
|  | Jan        | Feb       | Mar       | Apr        | May       | Jun      | Jul      | Aug      | Sep      | Oct      | Nov      | Dec      | Total      |
| BAAQMD   | 60         | 20        | 21        | 28         | 9         | -        | -        | -        | -        | -        | -        | -        | 138        |
| BAHA - Construction                                | 3          | 1         | 1         | 2          | -         | -        | -        | -        | -        | -        | -        | -        | 7          |
| BAHA - Shared Services                             | 6          | 18        | 3         | -          | -         | -        | -        | -        | -        | -        | -        | -        | 27         |
| Bay Conservation and Development Commission (BCDC) | 5          | 3         | 7         | 8          | 3         | -        | -        | -        | -        | -        | -        | -        | 26         |
| MTC  | 82         | 57        | 57        | 86         | 18        | -        | -        | -        | -        | -        | -        | -        | 300        |
| <b>Grand Totals</b>                                | <b>156</b> | <b>99</b> | <b>89</b> | <b>124</b> | <b>30</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>498</b> |

# Visitor Summary & Check-In Source

PARAMETERS

**Period:** Expected from October 1, 2023 to December 31, 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               |            | Desk top   |            | Touchscreen |            | Mobile   |           | Kiosk    |           | #                    | %          |
|  |                   |                          |            | #                   | %          | #          | %          | #           | %          | #        | %         | #        | %         |                      |            |
| <b>Bay Area Metro Center</b>                       | <b>1144</b>       | <b>1041</b>              | <b>91%</b> | <b>542</b>          | <b>47%</b> | <b>289</b> | <b>53%</b> | <b>253</b>  | <b>47%</b> | <b>0</b> | <b>0%</b> | <b>0</b> | <b>0%</b> | <b>366</b>           | <b>68%</b> |
| BAAQMD   | 223               | 162                      | 73%        | 145                 | 65%        | 53         | 37%        | 92          | 63%        | 0        | 0%        | 0        | 0%        | 91                   | 63%        |
| BAHA - Construction                                | 3                 | 0                        | 0%         | 2                   | 67%        | 0          | 0%         | 2           | 100%       | 0        | 0%        | 0        | 0%        | 2                    | 100%       |
| Bay Conservation and Development Commission (BCDC) | 37                | 31                       | 84%        | 28                  | 76%        | 15         | 54%        | 13          | 46%        | 0        | 0%        | 0        | 0%        | 24                   | 86%        |
| MTC  | 881               | 848                      | 96%        | 367                 | 42%        | 221        | 60%        | 146         | 40%        | 0        | 0%        | 0        | 0%        | 249                  | 68%        |
| <b>Grand Totals:</b>                               | <b>1144</b>       | <b>1041</b>              | <b>91%</b> | <b>542</b>          | <b>47%</b> | <b>289</b> | <b>53%</b> | <b>253</b>  | <b>47%</b> | <b>0</b> | <b>0%</b> | <b>0</b> | <b>0%</b> | <b>366</b>           | <b>68%</b> |



# Work Order Ownership By Source

PARAMETERS

**Period:** Received October 1, 2023 to December 31, 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 |                |             |
| <b>No Owner Specified</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>3</b>   | <b>100.0 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b>   | <b>3</b>    |
| Request Type              | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent        |             |
| Door Unlock Request       | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -              | 1           |
| HVAC - Too Cold           | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -              | 1           |
| Janitorial Supplies       | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -              | 1           |
| <b>Alexander Huber</b>    | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>13</b>  | <b>81.3 %</b>  | <b>0</b>         | <b>0.0 %</b> | <b>1</b>           | <b>6.3 %</b>   | <b>16</b>   |
| Request Type              | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent        |             |
| Electrical Repair - Misc  | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -            | -                  | -              | 2           |
| Engineering Consultation  | -                | -            | -                  | -            | 2          | 66.7 %         | -                | -            | -                  | -              | 3           |
| HVAC - Repairs            | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -              | 1           |
| HVAC - Too Cold           | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -            | -                  | -              | 3           |
| Keys & Locks              | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -            | -                  | -              | 3           |
| Lighting Request          | -                | -            | -                  | -            | 1          | 50.0 %         | -                | -            | 1                  | 50.0 %         | 2           |
| Miscellaneous Repairs     | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -              | 1           |
| Repair/other              | -                | -            | -                  | -            | -          | -              | -                | -            | -                  | -              | 1           |
| <b>Annie Thai</b>         | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>0</b>   | <b>0.0 %</b>   | <b>0</b>         | <b>0.0 %</b> | <b>3</b>           | <b>100.0 %</b> | <b>3</b>    |
| Request Type              | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent        |             |
| Security - Special Event  | -                | -            | -                  | -            | -          | -              | -                | -            | 3                  | 100.0 %        | 3           |

# Work Order Ownership By Source

|                               | Email            |              |                    |              | Tenant Web |                | Internal         |              |                    |               | Total Count |
|-------------------------------|------------------|--------------|--------------------|--------------|------------|----------------|------------------|--------------|--------------------|---------------|-------------|
|                               | Tenant Requested |              | Employee Requested |              | Count      | Percent        | Tenant Requested |              | Employee Requested |               |             |
|                               | Count            | Percent      | Count              | Percent      |            |                | Count            | Percent      | Count              | Percent       |             |
| <b>Arnie DeGuzman</b>         | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>22</b>  | <b>91.7 %</b>  | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b>  | <b>24</b>   |
| Request Type                  | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent       |             |
| Parking - Contract            | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| Parking Inquiry               | -                | -            | -                  | -            | 21         | 91.3 %         | -                | -            | -                  | -             | 23          |
| <b>Derek Lam</b>              | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>3</b>   | <b>100.0 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b>  | <b>3</b>    |
| Request Type                  | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent       |             |
| Parking Inquiry               | -                | -            | -                  | -            | 3          | 100.0 %        | -                | -            | -                  | -             | 3           |
| <b>Ebony Horace</b>           | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>3</b>   | <b>42.9 %</b>  | <b>0</b>         | <b>0.0 %</b> | <b>2</b>           | <b>28.6 %</b> | <b>7</b>    |
| Request Type                  | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent       |             |
| Janitorial Overtime           | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| Lighting Request              | -                | -            | -                  | -            | 1          | 50.0 %         | -                | -            | -                  | -             | 2           |
| Office/Workstation Cleaning   | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| Patch and Paint               | -                | -            | -                  | -            | -          | -              | -                | -            | -                  | -             | 1           |
| Vendor Access                 | -                | -            | -                  | -            | -          | -              | -                | -            | 2                  | 100.0 %       | 2           |
| <b>Jessica Lo</b>             | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>81</b>  | <b>71.1 %</b>  | <b>0</b>         | <b>0.0 %</b> | <b>20</b>          | <b>17.5 %</b> | <b>114</b>  |
| Request Type                  | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent      | Count              | Percent       |             |
| Carpet Cleaning               | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| Cleaning                      | -                | -            | -                  | -            | 6          | 100.0 %        | -                | -            | -                  | -             | 6           |
| Door Unlock Request           | -                | -            | -                  | -            | 5          | 83.3 %         | -                | -            | 1                  | 16.7 %        | 6           |
| Electrical Repair - Misc      | -                | -            | -                  | -            | 2          | 66.7 %         | -                | -            | -                  | -             | 3           |
| Engineering Consultation      | -                | -            | -                  | -            | 5          | 100.0 %        | -                | -            | -                  | -             | 5           |
| Engineering DT                | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| Engineering Overtime          | -                | -            | -                  | -            | -          | -              | -                | -            | -                  | -             | 1           |
| Furniture/Upholstery Cleaning | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| HVAC - After Hours            | -                | -            | -                  | -            | 4          | 100.0 %        | -                | -            | -                  | -             | 4           |
| HVAC - Repairs                | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -            | -                  | -             | 1           |
| HVAC - Too Cold               | -                | -            | -                  | -            | 7          | 87.5 %         | -                | -            | -                  | -             | 8           |

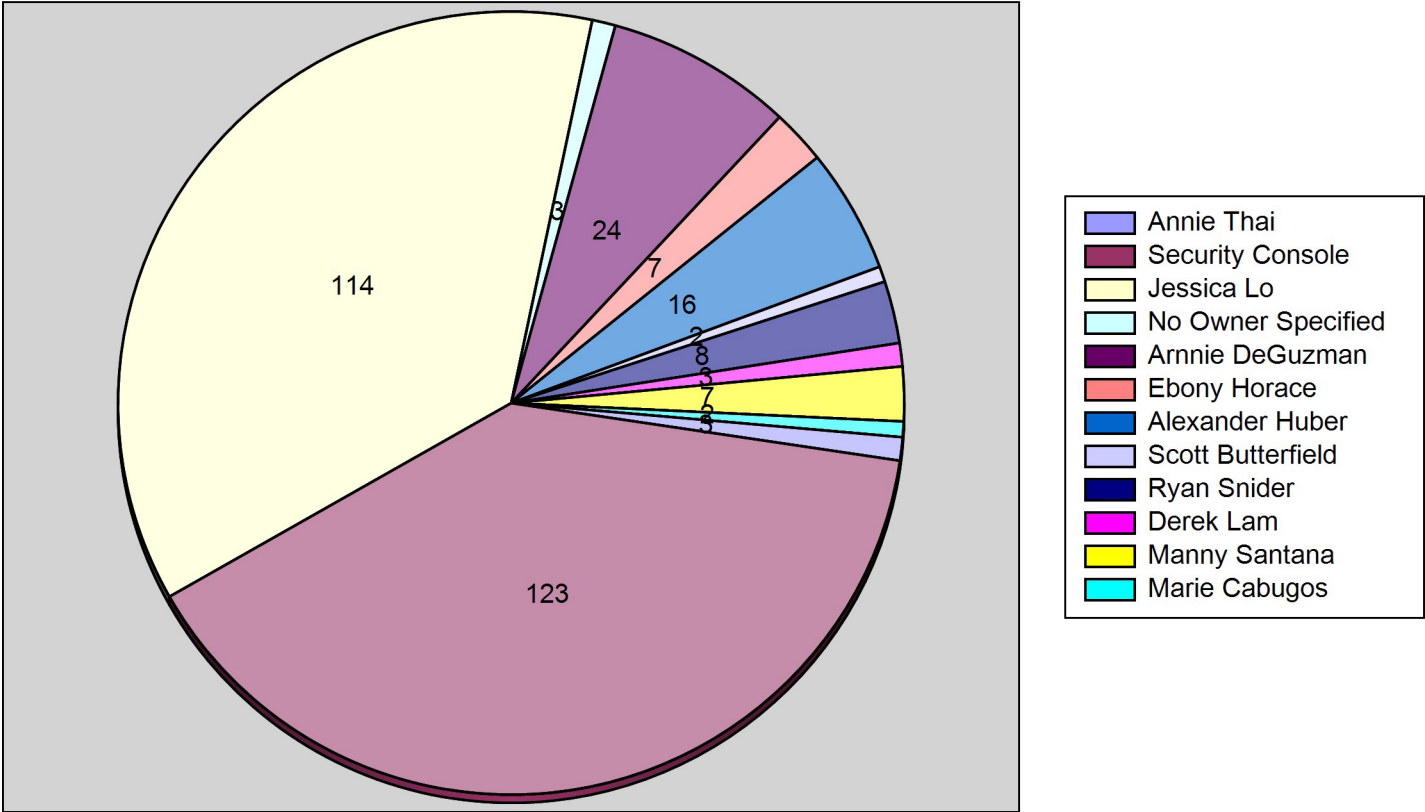
# Work Order Ownership By Source

|                          | Email            |              |                    |              | Tenant Web |               | Internal         |              |                    |               | Total Count |
|--------------------------|------------------|--------------|--------------------|--------------|------------|---------------|------------------|--------------|--------------------|---------------|-------------|
|                          | Tenant Requested |              | Employee Requested |              | Count      | Percent       | Tenant Requested |              | Employee Requested |               |             |
|                          | Count            | Percent      | Count              | Percent      |            |               | Count            | Percent      | Count              | Percent       |             |
| <b>Jessica Lo</b>        | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>81</b>  | <b>71.1 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>20</b>          | <b>17.5 %</b> | <b>114</b>  |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent       |             |
| HVAC - Too Hot           | -                | -            | -                  | -            | 3          | 100.0 %       | -                | -            | -                  | -             | 3           |
| Janitorial Overtime      | -                | -            | -                  | -            | 6          | 100.0 %       | -                | -            | -                  | -             | 6           |
| Janitorial Supplies      | -                | -            | -                  | -            | 16         | 80.0 %        | -                | -            | -                  | -             | 20          |
| Keys & Locks             | -                | -            | -                  | -            | 3          | 100.0 %       | -                | -            | -                  | -             | 3           |
| Lighting Request         | -                | -            | -                  | -            | -          | -             | -                | -            | -                  | -             | 4           |
| Miscellaneous Repairs    | -                | -            | -                  | -            | -          | -             | -                | -            | -                  | -             | 2           |
| Parking Inquiry          | -                | -            | -                  | -            | 6          | 54.5 %        | -                | -            | 5                  | 45.5 %        | 11          |
| Plumbing                 | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -             | 1           |
| Security - Special Event | -                | -            | -                  | -            | -          | -             | -                | -            | 7                  | 100.0 %       | 7           |
| Tenant Improvement       | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -             | 1           |
| Unspecified              | -                | -            | -                  | -            | 2          | 100.0 %       | -                | -            | -                  | -             | 2           |
| Vendor Access            | -                | -            | -                  | -            | 10         | 58.8 %        | -                | -            | 7                  | 41.2 %        | 17          |
| <b>Manny Santana</b>     | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>5</b>   | <b>71.4 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b>  | <b>7</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent       |             |
| Engineering Consultation | -                | -            | -                  | -            | -          | -             | -                | -            | -                  | -             | 1           |
| HVAC - Too Cold          | -                | -            | -                  | -            | 4          | 80.0 %        | -                | -            | -                  | -             | 5           |
| Unspecified              | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -             | 1           |
| <b>Marie Cabugos</b>     | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>1</b>   | <b>50.0 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>1</b>           | <b>50.0 %</b> | <b>2</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent       |             |
| Cleaning                 | -                | -            | -                  | -            | -          | -             | -                | -            | 1                  | 100.0 %       | 1           |
| Vendor Access            | -                | -            | -                  | -            | 1          | 100.0 %       | -                | -            | -                  | -             | 1           |
| <b>Ryan Snider</b>       | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>5</b>   | <b>62.5 %</b> | <b>0</b>         | <b>0.0 %</b> | <b>2</b>           | <b>25.0 %</b> | <b>8</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent       | Count            | Percent      | Count              | Percent       |             |
| Electrical Repair - Misc | -                | -            | -                  | -            | -          | -             | -                | -            | -                  | -             | 1           |
| Engineering Consultation | -                | -            | -                  | -            | 3          | 75.0 %        | -                | -            | 1                  | 25.0 %        | 4           |

# Work Order Ownership By Source

|                          | Email            |              |                    |              | Tenant Web |                | Internal         |               |                    |              | Total Count |
|--------------------------|------------------|--------------|--------------------|--------------|------------|----------------|------------------|---------------|--------------------|--------------|-------------|
|                          | Tenant Requested |              | Employee Requested |              | Count      | Percent        | Tenant Requested |               | Employee Requested |              |             |
| <b>Ryan Snider</b>       | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> |            |                | <b>5</b>         | <b>62.5 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>2</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent      |             |
| Engineering Overtime     | -                | -            | -                  | -            | -          | -              | -                | -             | 1                  | 100.0 %      | 1           |
| HVAC - Too Cold          | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -            | 1           |
| Miscellaneous Repairs    | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -            | 1           |
| <b>Scott Butterfield</b> | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>2</b>   | <b>100.0 %</b> | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b> | <b>2</b>    |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent      |             |
| Engineering Consultation | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -            | 2           |
| <b>Security Console</b>  | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>116</b> | <b>94.3 %</b>  | <b>0</b>         | <b>0.0 %</b>  | <b>0</b>           | <b>0.0 %</b> | <b>123</b>  |
| Request Type             | Count            | Percent      | Count              | Percent      | Count      | Percent        | Count            | Percent       | Count              | Percent      |             |
| Door Unlock Request      | -                | -            | -                  | -            | 14         | 77.8 %         | -                | -             | -                  | -            | 18          |
| Replacement Access Card  | -                | -            | -                  | -            | 1          | 100.0 %        | -                | -             | -                  | -            | 1           |
| Security - Special Event | -                | -            | -                  | -            | 2          | 100.0 %        | -                | -             | -                  | -            | 2           |
| Security Access Card     | -                | -            | -                  | -            | 98         | 98.0 %         | -                | -             | -                  | -            | 100         |
| Security Badge Audit     | -                | -            | -                  | -            | 1          | 50.0 %         | -                | -             | -                  | -            | 2           |
| <b>Totals:</b>           | <b>0</b>         | <b>0.0 %</b> | <b>0</b>           | <b>0.0 %</b> | <b>254</b> | <b>81.4 %</b>  | <b>0</b>         | <b>0.0 %</b>  | <b>29</b>          | <b>9.3 %</b> | <b>312</b>  |

### Number of Requests Received by Ownership



# Summary By Month

PARAMETERS

**Period:** Received January 1, 2023 to December 31, 2023  
**Sorted By:** Tenant  
**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        | 110        | 117        | 91        | 108        | 1272        |
|--|-----------|-----------|------------|-----------|------------|------------|------------|-----------|------------|------------|-----------|------------|-------------|
|  | Jan       | Feb       | Mar        | Apr       | May        | Jun        | Jul        | Aug       | Sep        | Oct        | Nov       | Dec        | Total       |
| ABAG   | -         | -         | -          | -         | -          | -          | -          | -         | -          | -          | 1         | -          | 1           |
| BAAQMD   | 19        | 26        | 41         | 31        | 50         | 37         | 15         | 19        | 31         | 33         | 19        | 25         | 346         |
| BAHA - Shared Services                             | 5         | 7         | 9          | 9         | 13         | 8          | 8          | 6         | 9          | 6          | 7         | 17         | 104         |
| Bay Conservation and Development Commission (BCDC) | 3         | 2         | 6          | 5         | 7          | 9          | 2          | 8         | 5          | 5          | 2         | 2          | 56          |
| MTC  | 71        | 53        | 65         | 48        | 79         | 56         | 81         | 48        | 65         | 73         | 62        | 64         | 765         |
| <b>Grand Totals</b>                                | <b>98</b> | <b>88</b> | <b>121</b> | <b>93</b> | <b>149</b> | <b>110</b> | <b>106</b> | <b>81</b> | <b>110</b> | <b>117</b> | <b>91</b> | <b>108</b> | <b>1272</b> |