

Occupant Satisfaction Evaluation



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BUS (Building Use Studies) methodology: Occupant Satisfaction Evaluation

Why evaluate building performance?

Understanding building performance is becoming ever more important as the combined pressures of environmental legislation, new working practices and the desire to enhance productivity increase. A building must meet user needs first and foremost if it is to be successful, and so measurement of occupant satisfaction is a vital part of assessing building performance.

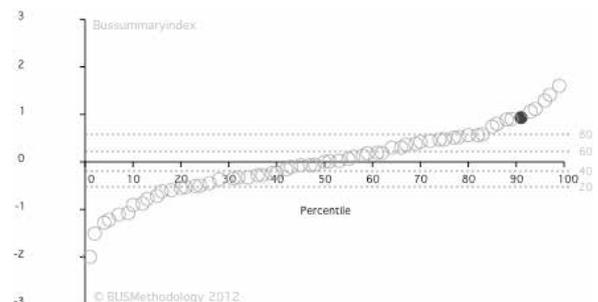
Using the BUS methodology you will be able to:

- Reveal features particularly valued, as well as highlighting the top issues affecting the occupants in buildings you occupy / manage / maintain.
- Target investment to improve performance.
- Measure the success of your building improvement programme, new ways of working and new technologies.
- Gain valuable insight from building users including issues potentially affecting productivity.
- Engage with occupants - whether clients, tenants or employees to build beneficial relationships.
- Understand related building performance issues.
- Use building feedback and lessons learned to close the gap between the project brief, design and performance in use.

What is the BUS methodology?

The BUS methodology is the original method of evaluating occupant satisfaction and has been developed over the last 30 years. It is an established, tried and tested way of benchmarking levels of occupant satisfaction within buildings against a large database of results for similar buildings. Results can be used to create solutions to improve the occupant experience and optimise building performance.

The method was developed and refined during the 1990's when it was used for the seminal series of government funded PROBE building performance evaluation studies regularly published in the industry press. It has been used on the Carbon Trust's Low Carbon Accelerator and Low Carbon Building Programme and also on the Technology Strategy Board's Building Performance Evaluation programme.



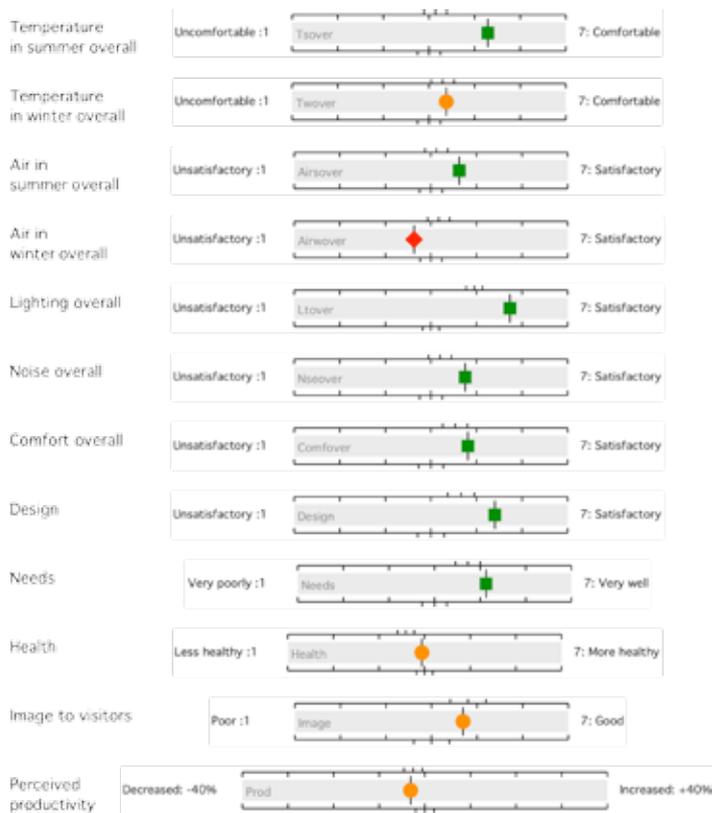


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The BUS methodology uses a structured questionnaire designed to extract as much information as possible from as few questions as possible. Respondents rate various aspects of performance on a scale of 1-7 and can also provide comments so both quantitative and qualitative feedback is obtained.



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Over 45 key variables are evaluated covering aspects such as thermal comfort, ventilation, indoor air quality, lighting, personal control, noise, space, design, image and needs. Twelve summary variables provide a snapshot of the overall building performance.

Occupant Satisfaction Evaluation using the BUS methodology can be commissioned by designers, sustainability experts, developers, contractors, facilities managers and estate managers to name a few.

BUS methodology: partner Network

The BUS methodology is available through a network of carefully selected partners to maintain the quality and integrity of the process. Our partners are trained to carry out high quality surveys and interpret the results.

The partner network helps to ensure the continual growth of the database of buildings and number of benchmarks, and to improve the level of occupant feedback for the industry.

How the BUS methodology service works:

1. Select a BUS methodology partner to guide you through the evaluation process and advise on key decisions.
2. The partner carries out the survey using the BUS methodology questionnaire (paper or internet based) to obtain feedback from the building occupants.
3. Questionnaire responses for the building are compared with a benchmark building set from the BUS methodology database.
4. Standard BUS methodology results are presented through an anonymous website and in two sets of data (benchmarked variables and comments).
5. Your BUS methodology partner can then interpret the results and put them into context for your building.



For more information on the BUS methodology please visit:
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