

# putting the “pre” in Post-Occupancy Evaluations

## How to Integrate Occupant Feedback and Improve Building Performance

Don't just take a survey and walk away. There's a better way to do POEs that can dovetail with the integrative process, improve project outcomes, and save clients money. Pre- and post-occupancy evaluation, or PPOE, establishes a project-specific baseline for performance metrics, including occupant comfort and satisfaction.

Here's what the process looks like from pre-design through occupancy.



### FEE NEGOTIATION

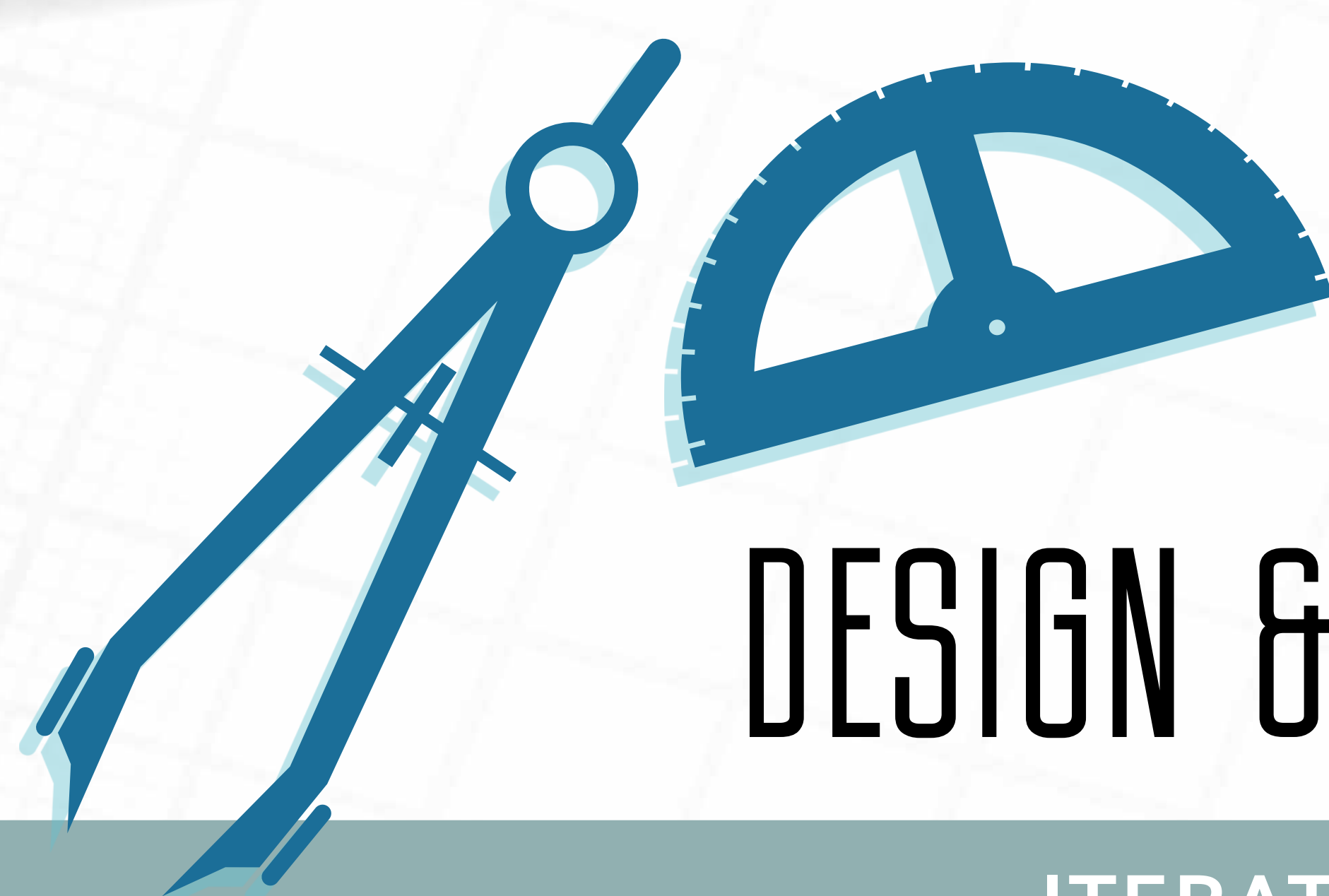
- includes key discussion of the value of post-occupancy services—how owners can save money from improved productivity and health as well as prevented expenses
- may include fee agreement for PPOE services

### PRE-OCCUPANCY EVALUATION

- focuses on occupants' needs
- includes discussions with facility operators
- uses multiple research methods
- quantifies strengths and weaknesses of current space
- establishes baseline for post-occupancy review

### OWNER'S PROJECT REQUIREMENTS (OPR) & BASIS OF DESIGN (BOD)

- developed with robust occupant input



### ITERATIVE DESIGN PROCESS

- developed with robust occupant input

### COMMISSIONING

- helps design align with OPR and BOD
- if these documents are developed with occupant needs in mind, Cx helps ensure comfort and satisfaction

## CONSTRUCTION



### COMMISSIONING

- helps construction align with design
- if construction documents foreground features central to occupant needs, such as acoustic comfort, Cx is more likely to catch errors in detailing before they happen



### COMMISSIONING

- systems testing helps ensure mechanical, electrical, and plumbing systems work as designed
- doesn't typically address user experience in relation to systems, a gap that PPOE helps bridge

### MEASUREMENT & VERIFICATION PLAN

- focuses on operation & maintenance of specific building systems
- doesn't typically address indoor environmental quality from occupants' point of view

### POST-OCCUPANCY EVALUATION

- focuses on occupants' needs
- uses multiple research methods
- quantifies strengths and weaknesses of new space
- compares with baseline from pre-occupancy review
- may require corrective action for specific targets missed

### PAYMENT FOR PPOE

- compensates designers for follow-through

To learn more about post-occupancy evaluation, check out our report at [BuildingGreen.com/poe](http://BuildingGreen.com/poe)

Author: Paula Melton Design: Julia Jandrisits

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