

## Realising the potential of occupant satisfaction

The BUS Methodology Report is an opportunity for the Partner Network to reflect on the previous year. In doing so, we explain how the investments we have made can support our Partners to realise the full potential of occupant satisfaction evaluation.

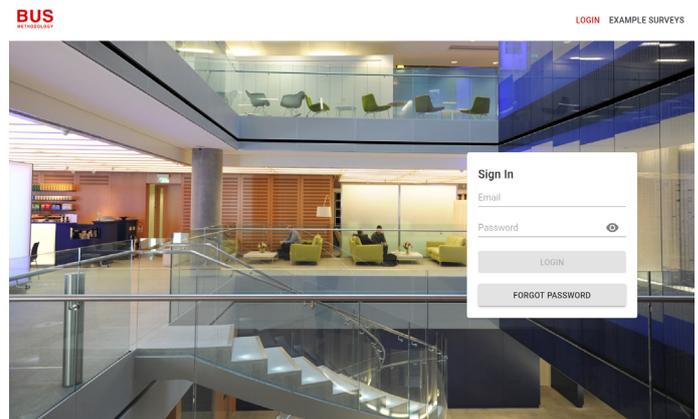
### Moving Occupant Satisfaction into the Cloud

The BUS Methodology has recently deployed a new cloud platform for Partners to conduct standardised benchmark processes and access data they have collected.

The BUS Methodology employs questionnaires that are largely standardised. The questions asked yield good insight into how users experience buildings. Through deployment of these questionnaires over the last 25 years, the BUS Methodology has established a consistent dataset of quality resulting from over 70,000 building user responses. We use subsets of this data for benchmarking purposes, to provide enhanced insight into relative building performance. The data collected has many uses and we are keen to store and deliver it in a way that can allow it to reach its full development potential.

The new cloud platform promotes good practice in data privacy through natural use. It stores data on a noSQL database cluster with encryption at rest and access restricted to an API application that automatically scales with demand. The application exposes a REST API for programmatic requests that may be used by any authorised user to analyse and visualise results. This allows partners to access the data they have collected to conduct research analysis or use in other applications or dashboards.

A graphical user interface has been made available to authorised Partners. This user interface provides e-learning training modules, survey information, account management and an automated workflow to produce standard BUS Methodology benchmark results on-demand. This on-demand benchmarking capability represents a significant upgrade, allowing Partners to view results rapidly following a survey, and to break results down within a single building to compare floors/areas (within data protection guidance on minimum numbers of occupants). These improvements enhance services to global partners in particular, who can access surveys and other material in any time zone.



Log-in page of the new BUS Partner Portal

### Collaboration with Delos Insights Applied Research

The BUS Partner Network is collaborating with Delos and has developed a common standardised questionnaire that allows an exciting opportunity to incorporate the greatest strengths of the two organisations' work, establishing a standardised BUS Well-being Survey for the workplace. This questionnaire applies to WELL v.2 Certified projects and it is also available for use in other contexts.

It has been recognised that there has been a renewed focus on design for occupant wellbeing and many of our Partners are keen to use a tool for post-occupancy evaluation that can measure the success of such interventions and can be used as part of the WELL Building certification process. The BUS Methodology standard non domestic questionnaire provides a useful indication of how a building supports occupant comfort. The combined BUS Wellbeing Survey developed with Delos broadens this, adding questions on workplace and organisational wellness programmes, water, nourishment, movement, mind and community.

