



Post Occupancy Evaluation Methodology

POE Appendix 1

May 2022

Post Occupancy Evaluation - Methodology

The Post Occupancy Methodology is the process for conducting *Post Occupancy Evaluations* (POE) on occupied facilities. The following methodology can be applied to all provincial government funded facilities undergoing a *Post Occupancy Evaluation*. This methodology is provided to give Alberta Infrastructure's intentions on a full scope POE project. Each project is unique, and the information provided in the Scope of Work for each individual project will be revised as required to address the actual project requirements. Consultants responding to any Request for Proposals are to refer to the specific Scope of Work for that project.

The normal timeline for conducting POEs on facilities is typically after the *Construction Warranty* expires but no later than 12-18 months after the *Occupancy Permit* has been issued. There are some exceptions where alternative procurement methods were used to provide the facility. One example is the Public, Private Partnership (P3) School Bundles that provide a significant number of schools under a P3 and where a warranty period is not included in the maintenance contracts.

The services of a consultant will be retained to perform the "Conducting" phase of the POE. The scope of work for the consultant is outlined in Scope of Work. The consultant is expected to follow the methodology, using the tools identified below to collect and analyze the data and then compile a report outlining the Lessons Learned relating to the design and functionality of the facility.

The Lessons Learned from conducting POEs will inform future designs; what did not work out as planned with the specific facility will be identified as *immediate, short, medium, and long term recommendations*. These should be in priority order with associated costs for all but *long term* items. The report will include recommendations for potential improvements to Infrastructure's design standards and guidelines to improve facility planning, design and construction in future designs.

The methodology document will be continually reviewed and revised as more POEs are conducted on facilities and lessons learned regarding improvements to the methodology can be incorporated. The consultants will be required to comment on the methodology, what worked well and make suggestions on possible improvements.

The tools that the consultant can use for gathering the necessary information are:

- Document Review of the facility
 - Drawings, specifications, , LEED scorecard
 - Supporting supplemental documents, such as a *Building Purpose Document* (summary of stakeholders, summary of documents, scope of work/intent)
- Physical Observation of the facility
 - On-site tour
- Functional Observation of the facility
 - On-site observation for length of time stated in Scope of Work
 - Stakeholder Consultation
 - Interviews (or Focus Groups)

Note – all those terms and words that are italicized are terms as defined in Appendix 2

Post Occupancy Evaluation - Methodology

- Surveys

Document Review

A review of the facility as-built drawings, specifications, and other documentation by the consultant is a necessary step in understanding the facility. Interviewing the project planning team, including the *Project Manager*, will give a better awareness of why the facility was designed the way it was. The *POE Coordinator* will make available all documents, including a summarization of the project to the consultant selected to undertake the POE contract. This document may include:

- Audience (*Occupants, Stakeholders, Facility Management* profiles, etc.)
- Summarization of initial project intent and original scope
- Summary of major change orders (especially those that impact original project intent/scope)
- As-built drawings
- Specifications
- Initial Budget, Final Project Cost
- Infrastructure's input into project through the Technical Services Branch

Physical Observations [*Note – See Scope of Work for extent required for each project*]

A review of all documents for the project is required prior to tour. An on-site tour of the facility, done in conjunction with *Facility Management*, is a method for comparing initial scope to the existing facility using as-built drawings and other documentation, as deemed necessary. The physical tour should evaluate at a minimum the facility, site, mechanical and electrical systems, and structure. Finishing materials should also be assessed in terms of durability, maintainability and longevity.

The physical tour can also be used to gather information required to complete materials review and LEED evaluation components of the report. **Functional Observation**

The functional observation is an on-site observation of how well the facility is meeting the needs of the *occupants*. Observing how the *occupants* use their spaces; circulation, zoning and functional relationships; etc. is a method used for determining if the facility is appropriate for the *occupants* and public it was designed to serve. The minimum length of observation for each evaluation will be established as part of each project's Scope of Work.

Stakeholder Consultation:

1. Conducting Interviews (or Alternatively Focus Groups)

Interviews are an effective method for soliciting information about the facility from people that occupy it who are considered to be the "*occupants*" of the facility. Since there are a significant number of diverse facilities funded by

Note – all those terms and words that are italicized are terms as defined in Appendix 2

Post Occupancy Evaluation - Methodology

Government, included in the Definitions (Appendix 2 attached) is terminology for the various type of people who utilize the facility and have a vested interest in it. All of those entities listed in Appendix 2 should be considered for either an interview or a survey.

At a minimum, the people recommended are:

- The School Board or owner's *accommodation planners* (offices and government facilities) need to be interviewed to gain an understanding of the programming needs of the facility, the number of *occupants* the facility is intended to accommodate and the design decisions that were made to accomplish this task.
- *Facility management* must be interviewed to acquire an understanding of the workings of the mechanical, electrical systems, durability of materials and finishes and the overall operations of the facility.
- A sample number of the *occupants* (or daily users) of the facility are interviewed. The *occupants* give insight into what aspects of the facility meet their needs such as sufficient power and data outlets, comfort level in terms of heating, cooling, etc.

2. Surveys

To compliment feedback received from the interviews, surveys tailored to each specific audience are to be deployed. The survey information provides the overall satisfaction with the facility and identifies areas that need improvement. It allows the opportunity for all *occupants* to provide their input and capture opinions from those who may not have participated in the interviews.

Alberta Infrastructure has developed standard questions to be used for the surveys. These questions are intended to cover a majority of the questions to be asked that relate to all facilities with the same intended usage (for example, schools). It is expected the consultant will be required to supplement these questions with questions specific to unique features or functions of the facility. These additional survey questions require the approval of Alberta Infrastructure.. All surveys will be deployed by the consultant using Opinio Survey Software and conform to Government of Alberta FOIP regulations.

Measuring and Benchmarking

A POE is a way of determining if a facility had met its intended physical and functional design by measuring the result of the POE against the original intent of the design. The benchmark of acceptable design and physical performance standards are found in Infrastructure's Design Standards and Guidelines as well as its LEED checklist, and Industry Best Practices. Deviations from these benchmarks are to be noted in the POE report, with reasons for the deviation.

Lessons Learned

It is from the data collected through the combination of tours, interviews and surveys, which the lessons learned on the facility and/or site, will be compiled. In addition, recommendations specific to the facility studied will be made and categorized into immediate, *short,, medium, and long term recommendations*.

Note – all those terms and words that are italicized are terms as defined in Appendix 2

Post Occupancy Evaluation - Methodology

All lessons learned, if captured and passed along, can influence and change design criteria for future buildings, as well as provide valuable information about buildings currently in use. It is an organization's compilation and awareness of the lessons learned that improves the facility planning design and delivery process with the increased knowledge for future project teams.

The methodology presented is intended to be a guideline for consultants conducting *Post Occupancy Evaluations* for the Government of Alberta to ensure consistency in the completion of the *Post Occupancy Evaluation Reports*. Alberta Infrastructure and the *Ministry* will work closely with the consultant to ensure that a project specific methodology and process meets the standards set out by Infrastructure.

For additional information, please contact:

Post Occupancy Evaluation Coordinator, Alberta Infrastructure

Strategic Integration and Operations Division, Technical Services and Procurement Branch at 587-590-3904