



**Data Collection at
Office Facilities**

Contents of the Guide

You have now reviewed the instructional video and the support materials.

- This guide brings together the key points related specifically to data collection in office spaces. The focus is primarily on employee areas, but in some cases, the customer journey within office environments may also be reviewed separately. Whenever an office environment is being reviewed, the “**Office**” template in the Falcony app is always used.
- This guide includes the most common questions and answers about the data collection process, an overview of how the Accessibility Index works, and practical instructions for selecting the spaces to be assessed.



General Questions About the Accessibility Index

What is the Accessibility Index?

- The **Accessibility Index** is a metric developed by **Riesa Consultative Oy** that evaluates the accessibility level of a space on a numerical scale from **0 to 100**.
The Index provides a clear and objective overview of the accessibility of an environment, helps identify areas for improvement, and supports accessibility communication.



Who is the Accessibility Index designed for?

- The Accessibility Index is intended for organizations of all sizes that want to develop and enhance the accessibility of their premises and communicate transparently about the current level of accessibility. It is suitable for both public and private organizations.

What does the Accessibility Index process look like?

1. **Project launch:** At the beginning of the project, you will receive clear instructions for collecting accessibility data from your facilities using Riesa's application.
2. **Data collection:** Accessibility data is collected on-site following consistent guidelines to ensure that the results are comparable and reliable.
3. **Analysis and review:** Riesa analyzes the collected data and compiles it into a clear overview. The results are reviewed together to understand the current situation and identify key areas for improvement.
4. **Development and communication:** Based on the results, you can communicate openly about accessibility and plan development actions with Riesa's support. This ensures that the measures are effective and aligned with your organization's goals.



General Questions About the Accessibility Index

What is the data collection process like in practice?

Riesa uses the Falcony application for data collection. The app guides the user step by step through the process by prompting them to answer statements in sequence. The data collection follows the service path, starting with the arrival areas and continuing with the movement within the building, services, and accessible toilets. In addition, accessibility information on the organization's website is reviewed, which can be done either before or after the on-site data collection.

Can several people collect data together?

Yes, they can. However, it's important to note that in the Falcony app, information can only be added to a data collection form using the same user account that started it. The same account must also be used to complete and submit the data collection.

Who should carry out the data collection?

Anyone can collect the data, as the Falcony app provides clear, step-by-step guidance throughout the process. In most cases, data collection is carried out by the organization's own staff, as they are the ones most familiar with the facilities.



Questions About Data Collection in Office

There are many meeting rooms in the office. Which ones should be included in the data collection?

- It is not necessary to review every meeting room separately. Instead, select four meeting rooms that differ as much as possible from one another. Consider the size, furnishings, location, frequency of use, and purpose of the rooms. If some of the rooms are equipped with hearing loops, include those as well. The data for rooms with hearing loops should be entered under *Meeting Room 1* and *Meeting Room 2* in the Falcony template.

We have several similar spaces that are identical in size and features — how should we handle these?

- In such cases, follow the same approach used for meeting rooms: review a representative sample of the space type (for example, social spaces or workstations) to obtain a sufficient overview. The data collector may also add clarifying comments during the site visit. For example: “Similar social spaces also on the 2nd and 3rd floors.” This way, every single space does not need to be assessed individually.



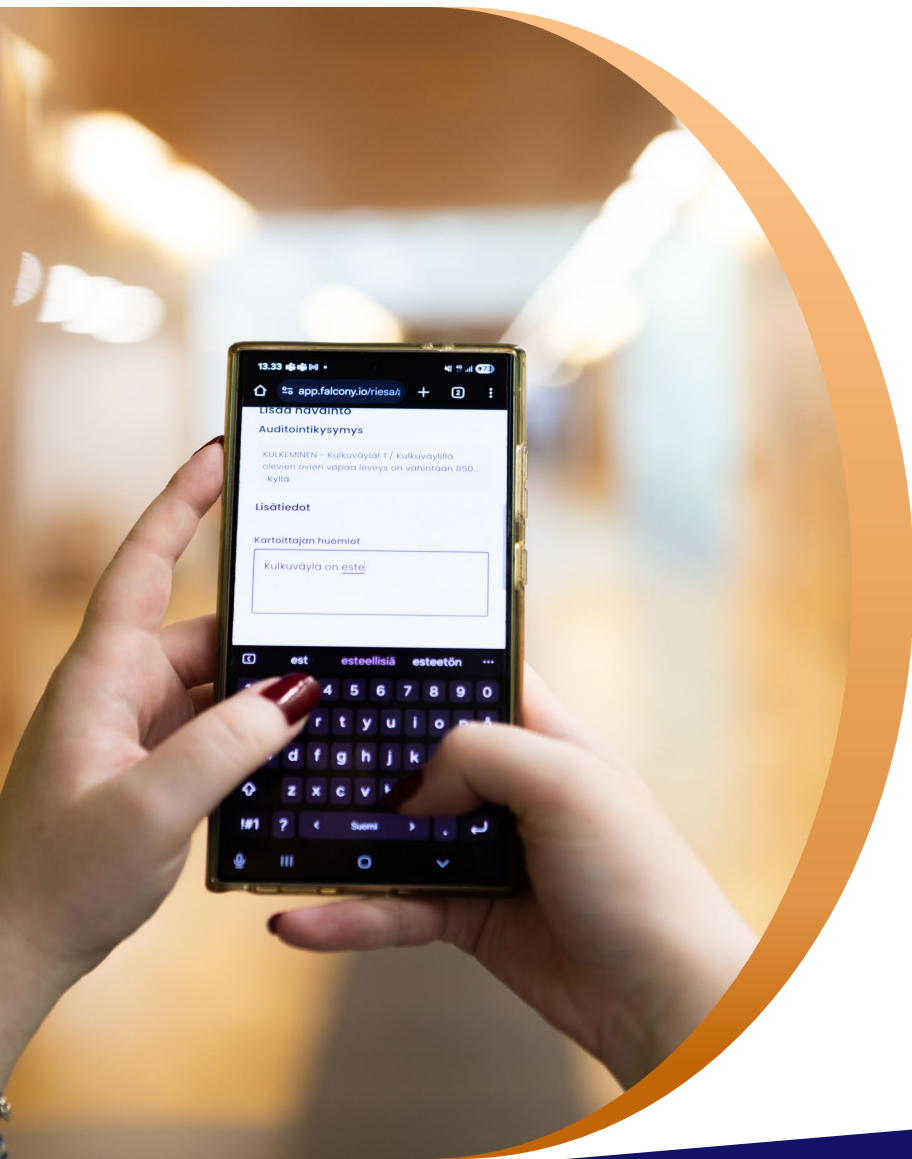
Questions About Data Collection in Office

Our premises are mainly staff areas, but customers occasionally visit them. How does this affect the selection of the perspective for the Index?

- When collecting data, it is decided whether the spaces are to be reviewed primarily from the customer or employee perspective. This decision is made already when the Accessibility Index is commissioned. The perspectives may partly overlap, since some spaces (like meeting rooms) are used by both groups. However, there are also areas used exclusively by one group. The customer path includes all areas accessible to customers. The employee perspective also covers staff entrances, circulation routes, social and changing rooms, and workspaces. Always confirm before the site visit which perspective the assessment will focus on.
- **What if we want to review both the customer and employee perspectives?**
If it has been agreed at the commissioning stage that both paths will be assessed, the data collection is carried out separately for each. The customer path and the employee path are both conducted using their own office templates.



Questions About Data Collection in Office



Which spaces are reviewed during the site visit?

- At each site, the data collection always covers the key areas that affect the user experience: arrival, moving around the premises, and accessible toilets. In addition, typical service areas specific to the site are reviewed. For an office environment, these usually include workstations, meeting rooms, staff facilities, changing and shower rooms, and fitness areas. The selection of spaces always depends on whose perspective is being assessed.

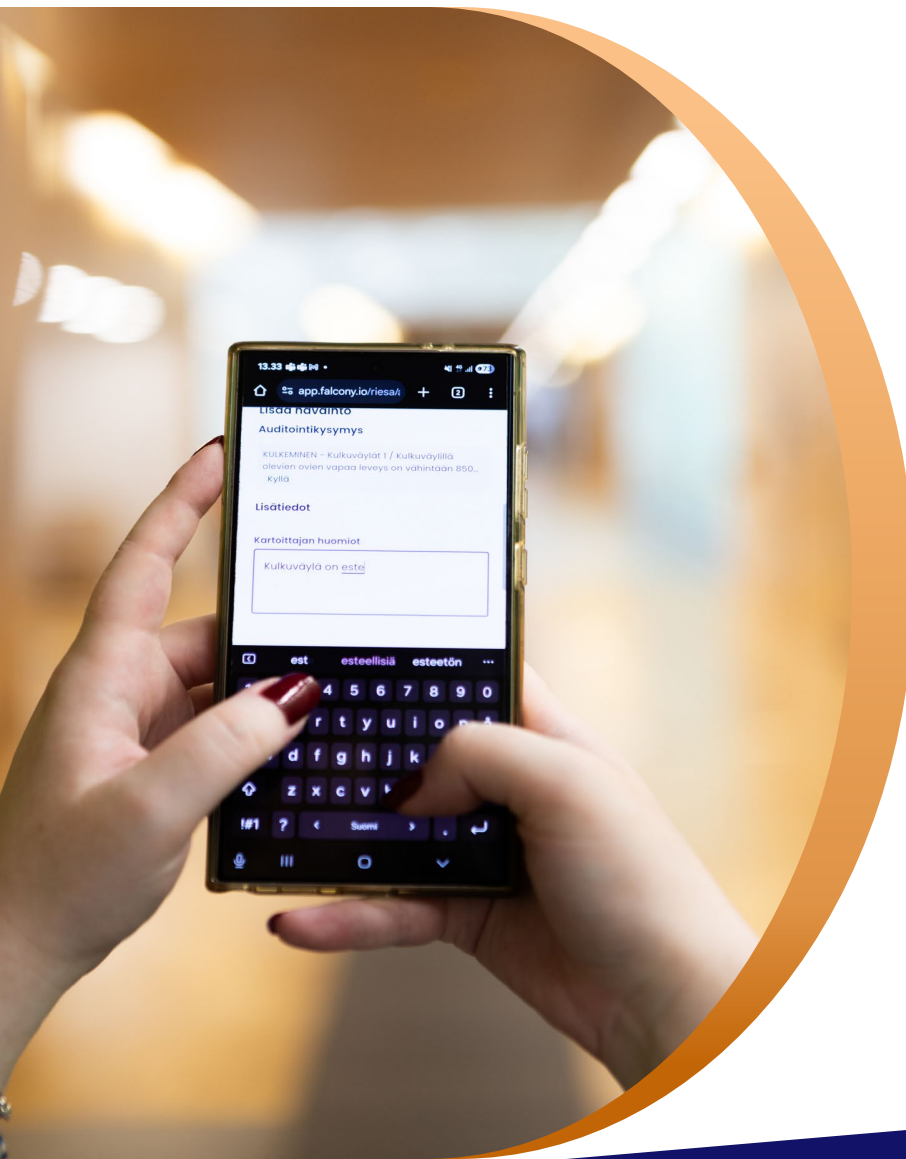
What should we do with spaces that don't exist at our site?

- If the template includes spaces that do not exist at your site, mark them as reviewed. For example, if there is no gym, mark the gym section as fully reviewed. You can mark an entire section as reviewed by opening it (e.g. "Gym"), clicking the three dots on the right-hand side, and selecting "Reviewed" for all statements.

What if the site is large and it's difficult to choose which areas to review?

- Regardless of the site's size, the same number of areas is always reviewed. In larger sites, it can be more challenging to decide which areas to include. Selections should be made based on the function of the site and the user's perspective: start from the outdoor area (e.g. parking), continue to the main entrance, and select the routes, lifts, and staircases most central to movement. For service areas, there are separate instructions for selecting spaces in the end of this guide. Riesa can also assist in choosing the most relevant routes and spaces if needed.

Spaces and areas to be reviewed in an office



1. Accessibility Information – Website

This section reviews the accessibility information available on the organization's website and includes related statements to be answered. You can complete this section either before or after the site visit.

2. Arrival

Parking – Primarily, one parking area with an accessible parking space is reviewed. If no accessible parking space exists, select the area closest to the main entrance. If multiple parking areas are equally used and both have accessible parking spaces, information may be collected from the second area as well.

Outdoor area – Review outdoor routes, signage, and the area in front of the main entrance.

Entrances – Collect information about the main entrance, any separate accessible entrance, and, if needed, a third entrance relevant to the reviewed route.

Spaces and areas to be reviewed in an office

3. Moving within the building

Main lobby – Review the lobby accessed from the main entrance.

Lifts – The data collection form allows for up to five lifts, but primarily three relevant lifts are reviewed. The two remaining fields are for separate platform lifts located along the routes or in connection with rooms. If all lifts are identical, information can be entered only under “Lift 1” with a note in the observation field.

Stairs – The form allows for up to four staircases. Select those most relevant to the reviewed route. If all staircases are identical, information can be entered only under “Staircase 1” with a note in the observation field.

Corridors and routes – A corridor refers to the network of routes within one floor, i.e., the routes connecting different spaces. The form allows for up to three route sets. If the building has more than three floors, select those that differ from each other or contain notable accessibility issues. If all floors are identical, information can be entered only under “Corridors 1” with a note in the observation field.

Evacuation safety – This section includes a few statements related to evacuation safety. It is important to note that this is a broad topic, where accessibility considerations form an essential part of the rescue and safety planning process.



Spaces and areas to be reviewed in an office

4. Spaces

Workspaces – The form includes sections for three separate workspaces. If all workspaces are similar, data collection is only required under “Workspace 1.” Workspaces refer to office areas and individual workstations.

Meeting rooms – The form includes sections for five different meeting rooms. Collect data from meeting rooms that differ in furniture layout and size. If all meeting rooms are similar, it is sufficient to collect data for “Meeting room 1,” “Meeting room 2,” and “Meeting room 3.” If induction loops are available, include information about them under “Meeting room 1” and “Meeting room 2.”

Auditoriums – Collect data from two auditoriums that differ in furniture layout and size. If there are more than two auditoriums, choose those equipped with induction loops. If both of these auditoriums are clearly inaccessible for wheelchair users, collect data from one with an induction loop and another that offers the most accessible movement environment.

Staff facilities – Collect data from two staff facilities that differ in furniture layout and size. If all staff facilities are similar, it is sufficient to collect data under “Staff facility 1.”

Changing and shower rooms – Always collect data from both the men’s and women’s changing rooms unless they are identical in layout and equipment, in which case data from one is sufficient. In addition, collect data from a separate accessible changing and shower room, if one exists.

Gym and sports hall – Collect data from both, if available at the site. If one or both are not present, mark them as reviewed.

Cafeteria or lunch restaurant – Collect data from the restaurant if one is part of the site. If there is no restaurant, mark the section as reviewed.

Spaces and areas to be reviewed in an office

5. Toilets – Accessible Toilets

If there are several accessible toilets, data is collected from three of them. When selecting which toilets to assess, consider all of the following:

- a) If there are many toilets and the level of accessibility varies significantly or is generally poor, or if the site also has an accessible toilet connected to the changing rooms, collect data from four toilets.
- b) Always include one toilet located as close as possible to the main lobby or main entrance.
- c) If there is no free space on both sides of the toilet seat in all accessible toilets, select those where the free space is on opposite sides.

