



Accessibility
INDEX

Accessibility Index – Data Collector Support Material

From confusion to clarity, one number tells it all



Support materials for data collection

- Your organization has decided to implement the Accessibility Index and the first stage is site visits and data collection.
- We have compiled comprehensive support material to make data collection as easy and smooth as possible.
- In addition to this material, we also provide instructional videos to support data collection.

Link to instructional videos:

[Instructional videos for data collection](#)

Please read this support material carefully, as it facilitates data collection and helps to ensure that the data is collected correctly.

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1. Accessibility Index

The accessibility index in a nutshell

- The Accessibility Index is an indicator that property owners, users of facilities and tenants can use to systematically and efficiently develop the accessibility of buildings and facilities.
- The index value is based on accessibility data collected during site visits, which describes the implementation of different accessibility areas in the building and its immediate surroundings.
- The accessibility index is a value between 0 and 100 and examines the accessibility of the environment in three areas:
 - Mobility
 - Hearing
 - Vision
- Accessibility is examined in five main categories:
 - 1. Accessibility information 2. Arrival 3. Moving around indoors 4. Services 5. Toilet facilities



Customer journey

1. Data collection



- Preparation
- Assessments

2. Analysis



- Data validation
- Index analysis

3. Results



- Building-specific reports
- Index material
- Communication package

4. Follow-up work



- Accessibility Review
- Yearly summary report
- Option: development support

2. Preparing for data collection

Equipment for a site visit

- The data collection is done on a mobile device using the Falcony app. Falcony is a browser-based data collection tool.
- All observations and data made during the site visit, including photos, are stored directly in the app.
- In addition to **your phone**, **you will need a measuring tape** for the site visit.
 - If a laser tape measure or inclinometer is available, they will make the work easier and faster. The slope measure can also be downloaded to your phone if you wish.



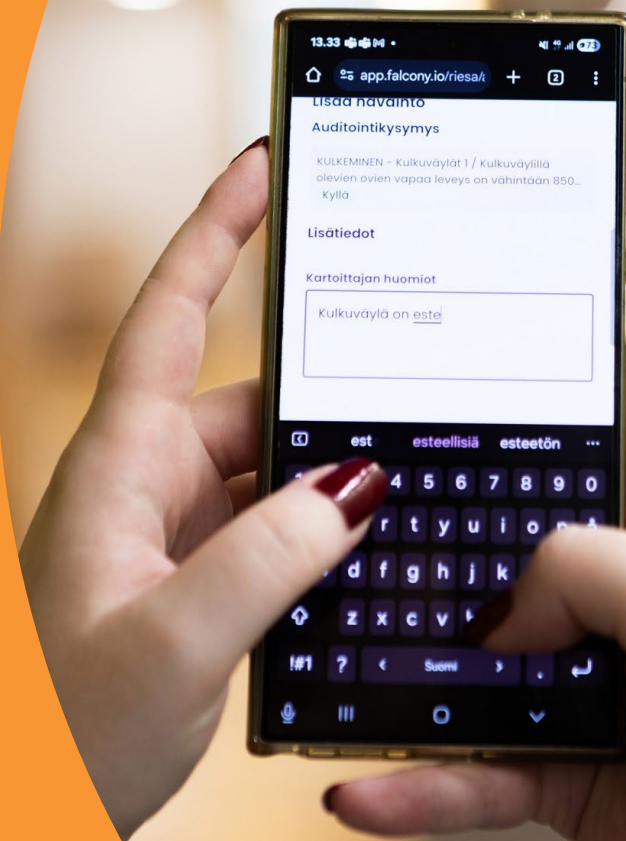
Site visit

- The data collection usually takes about 4 hours, but the size of the site, for example, affects the duration of the site visit. It is a good idea to reserve plenty of time for the first site visit so that you can do the data collection in peace. Often, data collections become faster when you have done more than one of them.
- When planning your schedule, make sure in advance when the facilities will be available. For example, you need access to classrooms in schools, meeting rooms in offices, accessible rooms in hotels, and changing rooms in swimming pools and sports facilities.
- Try to take photos so that there are as few people in the photos as possible and no one can be identified in the photos (see slides 26-27 for more details).



Choosing a data collection template

- Falcony has ready-made data collection templates for different types of sites, such as offices, swimming halls, libraries, hotels and educational institutions.
- The data collection templates are designed so that the data collection proceeds according to the service path, and each section always begins with support texts that guide the collection of information and responding to the statements.
- If you wish, you can familiarize yourself with Falcony's data collection template in advance before the actual site visit and think in advance about which facilities you will visit. This speeds up the site visit itself and data collection.



Areas to be examined during the site visit

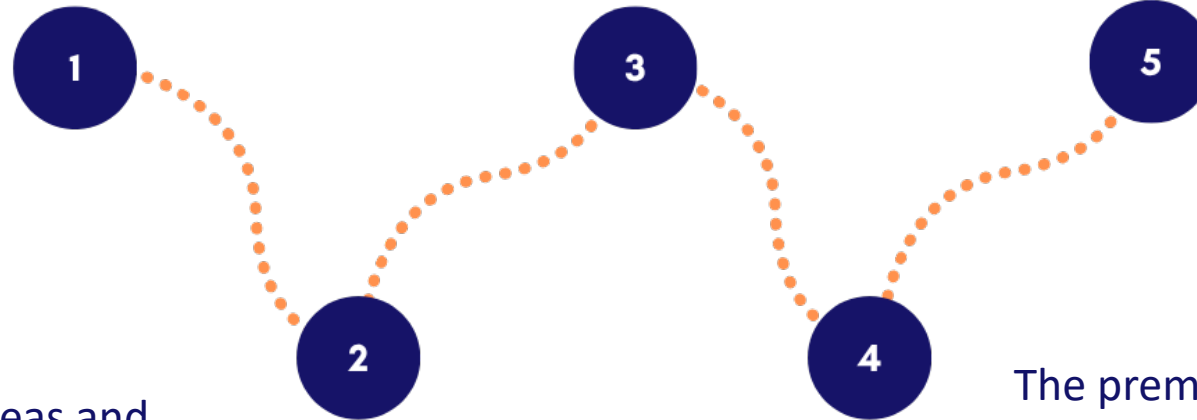
1
Accessibility information
Information on the
accessibility of the site
available on the website

2
Arrival
Parking, outdoor areas and
entrances

3
Moving around indoors
Lobby areas, lifts, stairs,
access routes and emergency
exit

4
Services
The premises selected for inspection depend
on the service. Focus on the most important
functions and the spaces where they take
place.

5
Toilet facilities
Accessible toilets



Selection of facilities

- When selecting the premises, the perspective of data collection is taken into account, i.e. whether the premises are examined from the employee's or the customer's point of view. If the perspective is unclear, it must be verified before starting the data collection.
- Not all spaces are examined during the site visit. Instead, a representative sample of each space type is selected from which the necessary data is collected.
 - For example, when evaluating meeting rooms, rooms of different sizes and rooms with an induction loop are examined. If all the rooms are the same, it is enough to collect information about only a part.
 - The data collection template contains more detailed instructions for selecting the facilities.
- Accessibility observations made in individual spaces can often be generalised to similar spaces. For this reason, it is important that the site visit covers a sufficiently diverse selection of each type of space.



3. Use and Data Collection of Falcony

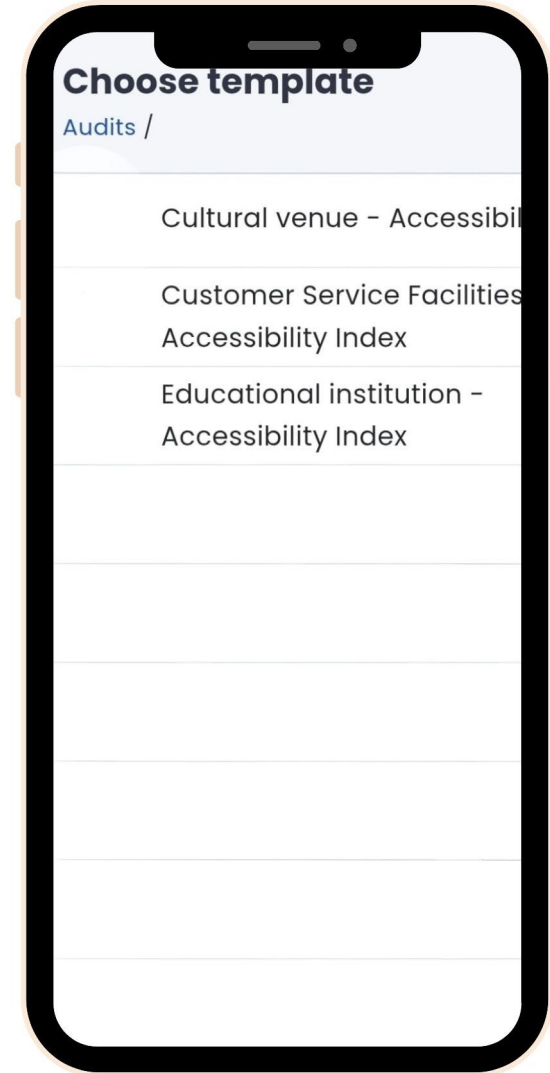
Logging in to Falcony

- Before the site visit, you will receive an email from Riesa with a link through which you can set a password for Falcony.
- Falcony is a browser-based app that can be used on both a computer and a mobile device. It is recommended that data collection be carried out with a mobile device, in which case observations can be recorded directly on site. If necessary, the collected data can also be supplemented or edited afterwards on a computer.
- Login Address: <https://www.falcony.io/product/observe>
- Make sure you are able to log in before your first site visit.
 - If you encounter problems logging in, please contact Riesa.



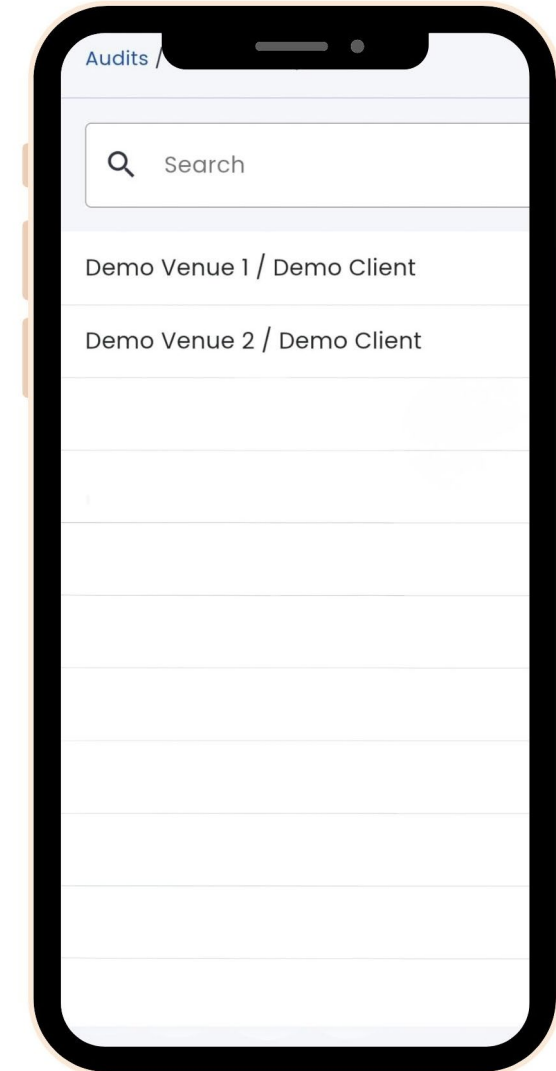
Start of data collection

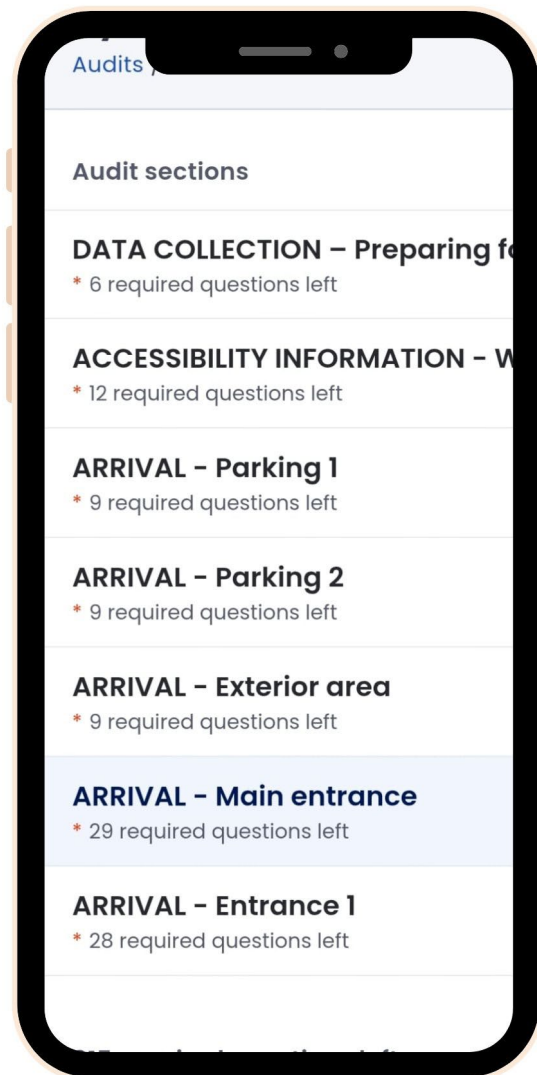
- On Falcony's front page, under "Audits assigned to you", you can see the audits that Riesa has assigned to you, and you can start collecting data directly from there. If there are no audits that have been assigned, follow the instructions below.
- Once you have logged in to the app, you can start data collection from the Falcony homepage by selecting "Create new audit".
 - At Falcony, the data collection is called auditing, but at Riesa, we call this stage data collection.
- Next, select the data collection template according to the service type according to the object from which you are collecting data.
- The templates are named according to the function/service, so it is usually easy to find the right one. If you are at all unsure about which base to use, contact Riesa. Using the wrong template will lead to incorrect data collection.



Start of data collection

- Once you have selected a template, select the location where the data collection will be performed. Riesa has added the locations to Falcony in advance, so you can see all your locations in the menu. If the right item does not appear on the list, contact Riesa.
- Once you've completed these steps, you can either familiarize yourself with the template beforehand before you start data collection or start data collection right away.
- If you don't start collecting data right away, you can find the incomplete audit on Falcony's homepage under "Ongoing audits".





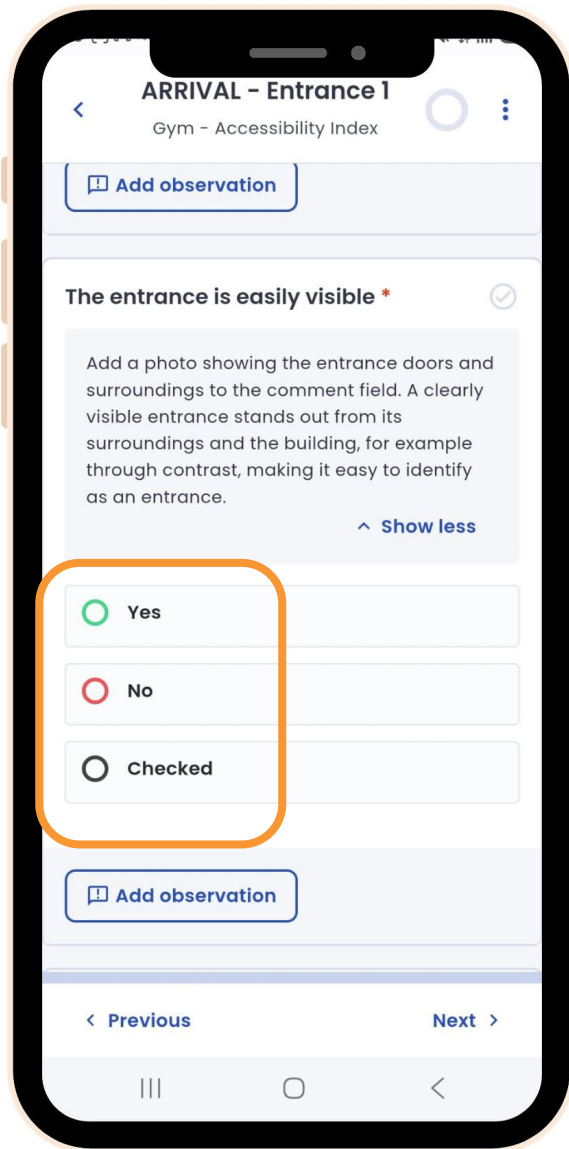
Structure of the data collection

- Accessibility information is collected for the site visit by following the service path. The main areas are already familiar from the previous slides:
 - Accessibility information
 - Arrival
 - Getting around
 - Services
 - Toilet facilities
- Each main section is divided into subsections. For example, arrival includes the outdoor area, parking, and entrances.
- The subsections consist of statements that are answered during the site visit.
- **Structure:** Main area → Sub-area → Statements

Guidelines for data collection

- At the beginning of each sub-section, you will find information collection instructions related to that section, such as instructions on the selection of entrances.
 - **It is important to read these instructions carefully during the site visit.**
 - This section also provides instructions on how to add an overview and credentials. For example, the name and number of the room or other space identifier are included in the credentials. Add the information so that Riesa can use it to understand the premises and the building as a whole, even if they have not been on a site visit.
 - Riesa has added example images in some sections to illustrate what good overview photos look like.
- The above information and images are added using the "Add observation" button.

The screenshot displays the 'ARRIVAL - Entrance 1' section of the Riesa Accessibility Index app. The title bar at the top reads 'ARRIVAL - Entrance 1' with a back arrow on the left and a settings menu on the right. Below the title bar, the subtitle 'Gym - Accessibility Index' is visible. A section titled 'Overview and additional information' is highlighted with an orange border and a checkmark icon. The text within this section provides instructions: 'Add an overview photo of the entrance and use the address as the identifier. Also include the reason for selecting the entrance. Information about the main entrance is collected under "Main Entrance". If the main entrance is inaccessible, for example if it can only be accessed via stairs, information about the accessible entrance is added here under "Entrance 1". If there is no separate accessible entrance, information may be collected from another key entrance, such as an entrance from a parking garage into the building. In large buildings, multiple entrances may be assessed when necessary. In such cases, the "Entrance 2" section can also be used.' Below the text, there are three radio button options: 'Yes' (selected with a green dot), 'No' (with a red dot), and 'Checked' (with a grey dot). At the bottom of the screen, there are navigation buttons for '< Previous' and 'Next >', and a central home indicator.



Responding to statements

- Each statement has three answer options:
 - **Yes:** Used when accessibility has been achieved as described in the statement.
 - **No:** Used when accessibility has not been achieved as described in the statement. **Each time the answer is "No", more detailed information and images are added to the observation.**
 - **Checked:** Used when the claim is not about the area or condition being evaluated.
For example, if there is no ramp at the entrance, the statements about ramps will be answered as "Checked".
Or, if there are no windows in the space, the glare claim will be answered as "Checked"

Note: No and Checked answers are easily confused. An incorrect selection has a direct impact on the accessibility index and can incorrectly lower the index, so it's important to choose your answer carefully.

Responding to statements

The screenshot shows a mobile app interface for the 'ARRIVAL - Entrance 1' section, under the 'Gym - Accessibility Index'. A statement 'There is a sound beacon at the entrance*' is displayed with a checkmark icon. Below the statement, a support text box is highlighted with an orange border. The support text explains that a sound beacon informs visually impaired persons of the entrance location and provides instructions on how to check if it is working. Below the support text, there are three radio button options: 'Yes' (selected), 'No', and 'Checked'. At the bottom of the form, there is a button labeled 'Add observation' and navigation links for 'Previous' and 'Next'.

ARRIVAL - Entrance 1
Gym - Accessibility Index

There is a sound beacon at the entrance*

A sound beacon informs the visually impaired person of the exact location of the entrance by sound. It is a small and unobtrusive device, mounted on the wall or in the ceiling. If you are using a Bluetooth-enabled sound beacon, it is not continuously active, so you can check that it is working by asking the lobby personnel.

^ Show less

☒ Yes

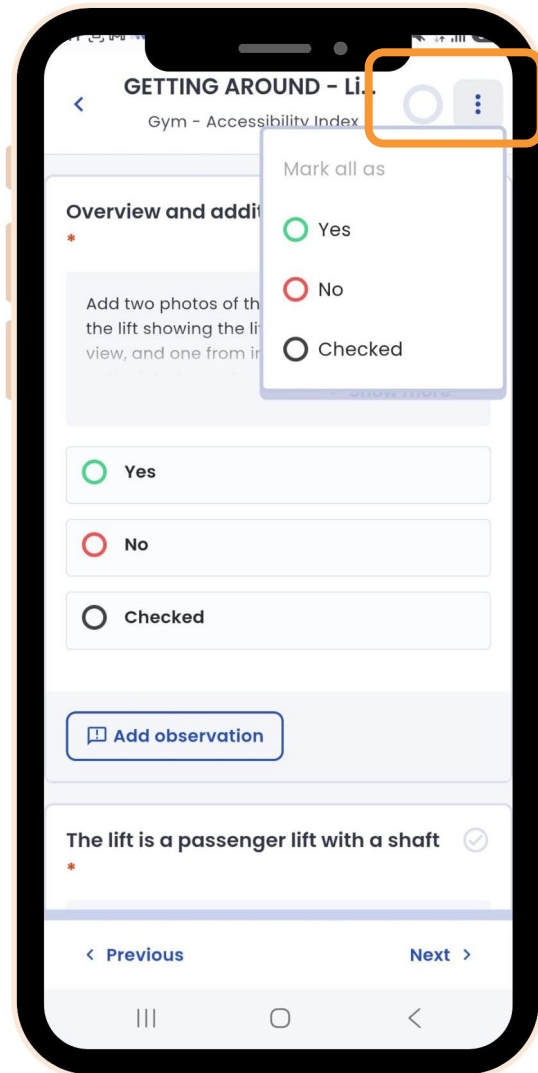
☐ No

☐ Checked

Add observation

< Previous Next >

- Each statement contains a short instructional text that provides instructions on how to respond to the statement.
- **Please read the support texts during the site visit to ensure that you answer correctly.** Some of the statements are repeated in different spaces, which creates a routine for assessment and answering.
- If you are unsure about the correct answer after reading the support text, select "No" and write "Riesa evaluates" in the observation field and enter additional information and add photos.
 - Riesa's accessibility expert will later check and evaluate the information based on your information and photos.



Marking as checked

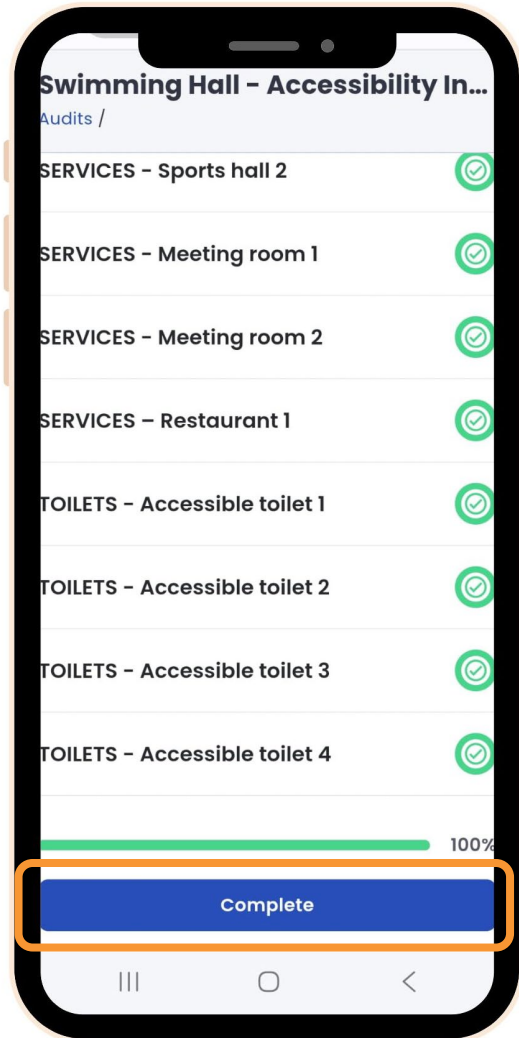
- There may be entire sub-areas on the bottom that do not apply to the object in question.
- For example, if there is only one elevator at the site, the sub-areas "Elevator 2" and "Elevator 3" are not assessed and are marked as checked.
- Once you've selected the area you want to mark as checked, open the three-dot menu in the top right corner and select "Checked" to answer all.

Add more information and images

- In the "Add observation" section, add the information, observations and photos requested in the instruction text. **It is important that you always put the requested information and pictures next to the correct statement.**
- Additional information and specifications are written in the observation under "Observations of the data collector".
- When you add an image, additional information about the same issue is added to the same observation, and you don't need to open a new observation.
- For some statements, adding an observation is mandatory. Mandatory observations have been predefined in Riesa, and they are mainly related to general images and statements that require measurements to be recorded in connection with a deviation.

The screenshot shows a mobile app interface for the 'GETTING AROUND - Li...' section, specifically the 'Gym - Accessibility Index'. The main question is 'The width of the lift door opening is at least 900 mm *', which is marked as completed with a checkmark. Below the question, there is a text box for a comment: 'If you answered no, please add the width of the doorway in the comment field.' There are three radio button options: 'Yes' (selected), 'No', and 'Checked'. Below these options is a button labeled 'Add observation' with an information icon, which is highlighted with an orange border. At the bottom of the screen, there are 'Previous' and 'Next' navigation buttons. The app's bottom navigation bar shows three icons: a list, a circle, and a back arrow.

Mark the data collection as complete



- Once the necessary information has been collected at all points and the sub-areas that do not touch the site have been marked as checked, the data collection is complete.
- The progress of the data collection can be monitored throughout the data collection. Data collection is complete when the progress rate is 100%.
- After this, the audit is marked as completed by selecting "Mark as complete". In this case, the audit will also be visible to Riesa.

4. General guidelines for data collection

General remarks

- **Data can be collected in any order.** In practice, however, data collection is often easiest and most efficient according to the service path, i.e. in the order presented by Falcony.
- **If you wish, you can pause the data collection and resume it later,** if, for example, an area is occupied or the data collection takes longer than expected.
- **One audit template can only be filled in by one user at a time.** For this reason, the person who has started the data collection must also complete it with their own credentials until the end.
- **The collected information can be supplemented after the site visit,** and the audit remains a draft until all claims have been processed.
- Once you have answered all the statements and marked the audit as complete, it will be visible to Riesa.
- If Riesa needs more information about the property, it is primarily requested through Falcony. You will receive an email notification and you can submit the requested information via the link in the message.



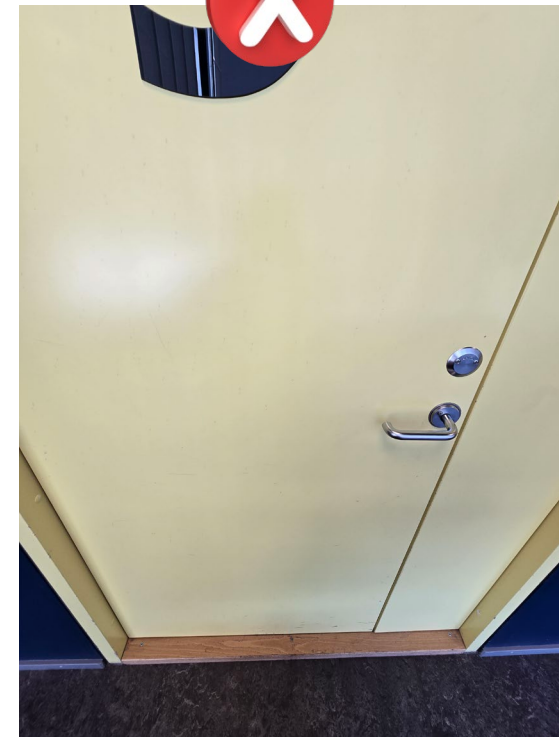
Filming on a site visit

- Try to take photos so that you don't see people in them.
- You can't have too many pictures, it's better to take too many pictures than too few. Images can be deleted later if they are unclear or unsuccessful, for example.
- It is important to record both general images at the beginning of the section and pictures of observed deviations, i.e. points where the answer to the statement is "No".
- Take snapshots so that they show as much of the space or area you're looking at as possible.
- When describing a specific accessibility challenge, try to capture the issue as clearly and accurately as possible. Make sure that the picture depicts the situation realistically.
- Heights, widths and slopes are not always realistically conveyed in the images. If necessary, change the angle of view or take several photos so that the thing is shown correctly in the picture.

Sample images

Overview photo

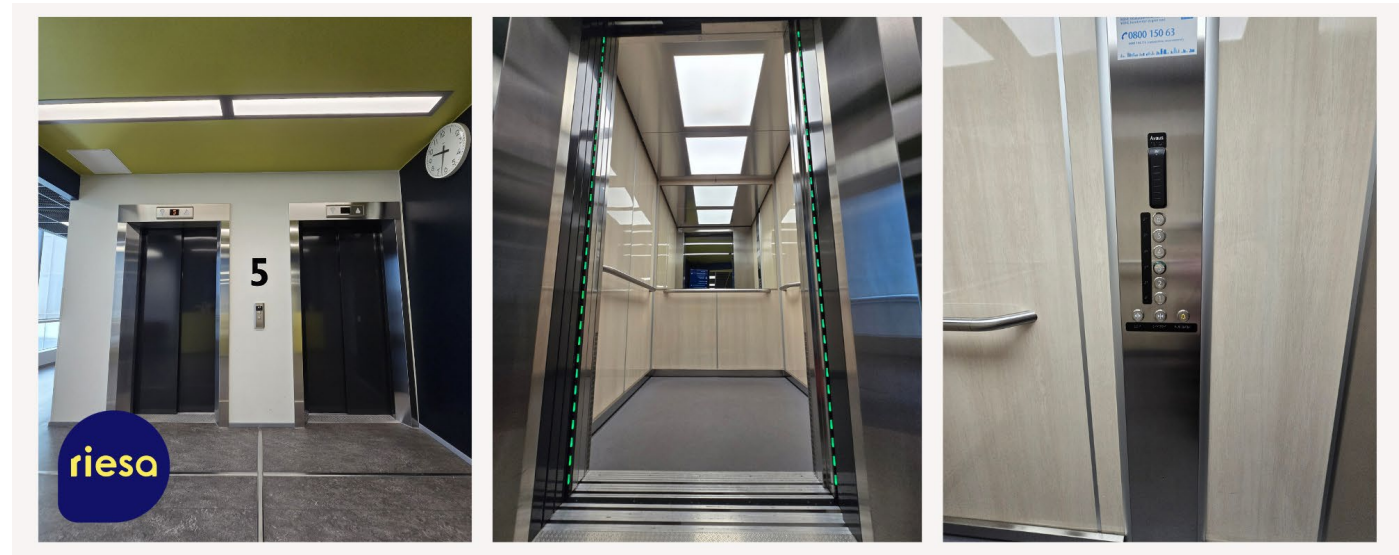
Deviation information photo



Overview examples



Entrance



Elevator

Overview examples



A space, for example a meeting room, classroom or changing room.



Accessible toilet

Support during data collection

Remote support can be arranged for the data collector during the first site visit, in which case Riesa's expert can be reached by phone if necessary.

Always agree on this separately with Riesa.



5. After data collection

What happens after data collection?

- Notify Riesa by email when the first data collection is complete and make sure that you have marked the audit as complete in Falcony as well.
- Riesa checks the collected data for the first site within three working days and can then request additional information if necessary.
- Requests for additional information are primarily sent through Falcony, and responses are also sent through Falcony, unless otherwise agreed with Riesa.
- Data collection at other sites may continue once Riesa has checked the data collection for the first site and confirmed the matter by email.
- Once the information on all sites has been checked and any additional information has been received, Riesa will deliver the summary reports within two weeks.



6. Frequently Asked Questions

What is the data collection like in practice?

The Falcony app is used for data collection. The application guides the data collector step by step by presenting statements, which are answered in order and images are added. The data collection proceeds according to the service path, starting from the arrival areas and continuing to movement in the building, services and accessible toilet facilities. In addition, the accessibility information on the organisation's website is examined, which can be done either before or after the on-site data collection.

Who should do the data collection?

Anyone can do the data collection, as Falcony clearly guides the process step by step. In most cases, the data collection is carried out by the organisation's own personnel, as they know the premises best.

Can data collection be carried out by several people together?

In Falcony, data can only be added to the data collection template with the user account with which the data collection has been started. The same user account is also required to complete the data collection and mark it as complete. However, cooperation is possible, for example, with one person being responsible for recording the data in Falcony and the other acting as a measurer.

What are the most common difficulties in data collection?

The most common challenges are related to recording answers and images. For example, the "No" and "Checked" answers can sometimes get mixed up, or the image is attached to the wrong statement. Another fairly common challenge is that there are too few images. With the help of the images, Riesa is able to better understand the entirety of the object and ensure the interpretation of the observations. That's why it's better to take a little more photos than too few.

What if we want to look at both the employee's and the customer's perspective in data collection?

If it has been agreed that the service path of both the employee and the customer will be assessed, the size of the site and the scope of the operations will determine whether the data collection can be carried out on a single data collection template. In some locations, all the necessary information can be collected on the same template. If the use of a single template is not appropriate, separate data collections are carried out from the employee's and the customer's perspectives. In this case, Falcony's scheduled data collections have separate entries for customer and employee. The data collection templates used are also often different in this case. For example, in a swimming pool, customer facilities are assessed using the swimming hall's data collection template, while employee facilities are assessed using the office's data collection template.

How do I know which data collection template I need to use?

As a rule, Riesa indicates and schedules the data collections, so the Falcony front page shows the data collections that are your task or your task. If you notice an error in the data or are unsure which data collection template should be used, contact Riesa before starting the data collection. It is important to use the correct data collection template, as the data collected on the wrong basis is not targeted at the right facilities or service paths. In this case, the accessibility index formed for the site is also distorted and the data may have to be recollected.

The data collection template contains a lot of claims, and data collection seems laborious. Is this common?

The data collection templates have many areas, as they are intended to be suitable for a wide range of sites and types of spaces. In practice, however, it is usually not necessary to respond to all areas, but some of the sub-areas can be marked as checked directly if they are not present at the site. The assessment of accessibility also involves a lot of precise measurements and details, which is reflected in the number of statements. However, during the target visit, you will quickly notice that many sections contain similar statements and things to examine. When data collection is carried out, a routine is created for recording responses and the work becomes faster.

Which facilities will be visited during the site visit?

At each location, the data collection always covers the most important areas in terms of user experience: arrival at the site, movement in the premises and accessible toilet facilities. In addition, the premises typical of the site's operations are examined. For example, rooms and a breakfast restaurant are evaluated in hotels, meeting rooms and workstations in offices, classrooms and auditoriums in schools, and changing rooms, washrooms and pool facilities in swimming pools. The data collection does not go through every single space, but a sufficiently comprehensive sample of different space types is selected from the site. This creates a reliable overall picture of the accessibility of the site.

How do you deal with spaces that are in Falcony's data collection template but not in the site?

The templates are in a standard format for all space types so that the collected data is comparable. In this way, different sites can be compared with each other and the implementation of the accessibility of an individual site can be examined more extensively in relation to all similar sites. If the data collection template includes premises that do not exist at the site, they are marked as checked. For example, if the property does not have a gym, the gym section will be marked as fully checked. In some locations, several sub-areas may be checked.

What if the site is large and it is difficult to choose suitable areas and spaces to examine?

Choices are always made from the perspective of the site's operations and the user being examined. Data collection typically starts in outdoor areas, such as parking there, and proceeds through the main entrance to the site's key access routes, elevators and staircases. A sufficiently comprehensive sample of service facilities is selected, with an emphasis on facilities that are central to the users based on their location, purpose of use or occupancy rate.

We have several similar spaces that are identical in size and characteristics, what should we do?

In such cases, it is not necessary to assess all the facilities separately. It is sufficient to examine a representative sample of the type of premises in the data collection, which provides a reliable overall picture of the accessibility of the facilities in question. The data collection template always includes instructions at the beginning of the sub-area on how many spaces of the space type in question are to be examined. However, the purpose is to diversely select different spaces for examination. Whenever there are induction loops in the premises, those spaces are also included in the data collection.

7. Summary

Checklist for data collection

- Reserve enough time for data collection and note that data collection can only be done with one user ID
- Make sure that the template used for data collection corresponds to the building's functions and the service path being viewed
- Read the supporting texts of the data collection template carefully to ensure that the data is collected in the right way
- Select "No" when accessibility is not realised as described in the claim, and select "Checked" when the claim does not apply to the object or area under review.
- Always add the overview at the beginning of the subsection and the image and deviation information for each non-answer
- If an area does not concern the site, it is marked as checked in its entirety
- When the data collection is completely complete, it must also be marked as complete, so that Riesa can see it





Contact information

Questions or need help?

Send us a message, we will be happy to help.



index@riesa.io