



Data Collection Guide

Accessibility Index in a Nutshell

The **Accessibility Index** is a tool for property owners, users, and tenants to **systematically and efficiently develop accessibility** in buildings and facilities.

- It provides an **accessibility score from 0 to 100**, evaluating the environment in three key areas:
 - ✓ Mobility
 - ✓ Hearing
 - ✓ Vision
- The score is based on **data collected through an accessibility survey**, consisting of responses to statements related to different aspects of accessibility.

Accessibility is assessed across five main categories:

- ✓ Accessibility Information
 - ✓ Arrival
 - ✓ Movement
 - ✓ Services
 - ✓ Toilet Facilities
- The statements are designed in line with the **Accessibility Decree** and the **Safety of Use Decree**, as well as accessibility recommendations that guide the creation of environments that **work for everyone**, considering diverse user needs.



**Accessibility
INDEX**



Preparation for Data Collection

Preparing for Data Collection

1. Data collection is done with a mobile device using the **Falcony app**, which is a web-based tool.
 2. All information and observations made during the site visit — including photos — are saved directly in the app.
- You will need a **measuring tape** in addition to your phone.
 - If you have a **laser distance meter** or an **inclination meter**, they make the work easier and faster.



Preparing for Data Collection

3. The data collection usually takes **about 3–4 hours**, depending on the size of the site.
 - For the first site visit, it's good to reserve extra time so you can collect all the information at once, if that's your goal. However, you can also do the data collection in parts.
 - Usually, the first site takes more time, and the process becomes faster after that.
4. When planning the timing, check when the spaces are available.
 - For example, in schools you need access to classrooms, and in offices to meeting rooms.
 - When taking photos, make sure that **no people are visible** in the pictures.



Selecting areas to be Examined During the Site Visit



- Falcony includes specific templates for different types of sites (e.g. office, swimming hall, library, healthcentre, and educational facility). The application guides the data collection process so that the user knows which types of spaces to visit and how many of each need to be assessed.
- Along with this material, you will receive a list of the space types to be examined and their quantities. You can also review the data collection template in Falcony before the actual site visit.

Areas to be Examined During the Site Visit



Accessibility Information

Information about accessibility available on the website. This can be reviewed either before or after the site visit.

Arrival

Parking, outdoor areas, and entrances.

Getting around

Main lobbies, elevators, stairways, routes, and emergency exits.

Services

The areas to be reviewed vary depending on the service – for example, different aspects are assessed in a library than in a swimming hall.

Restrooms

Accessible restrooms.

Selecting Areas to be Examined During the Site Visit



- During the site visit, it is not necessary to go through every space. Instead, a limited number of spaces from each space type are selected for assessment.
- Within one space type, different kinds of spaces are chosen. For example, when assessing meeting rooms, include rooms of various sizes as well as those equipped with an induction loop or adjustable furniture.
- Accessibility observations made in individual spaces can often be applied to other similar spaces. Therefore, it is important to ensure that the site visit covers a sufficiently diverse selection of each space type.

Using the Falcony Application

Logging in to Falcony for the First Time

- Before the site visit, you will receive an email from Riesa containing a link through which you can set a password for your Falcony account.
- Falcony is a browser-based application that can be used on both a computer and a mobile device.

Login address: <https://www.falcony.io/product/observe>

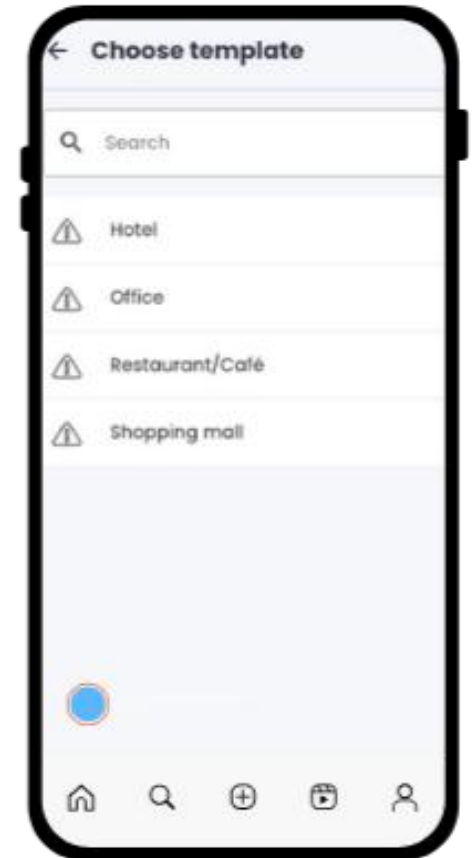
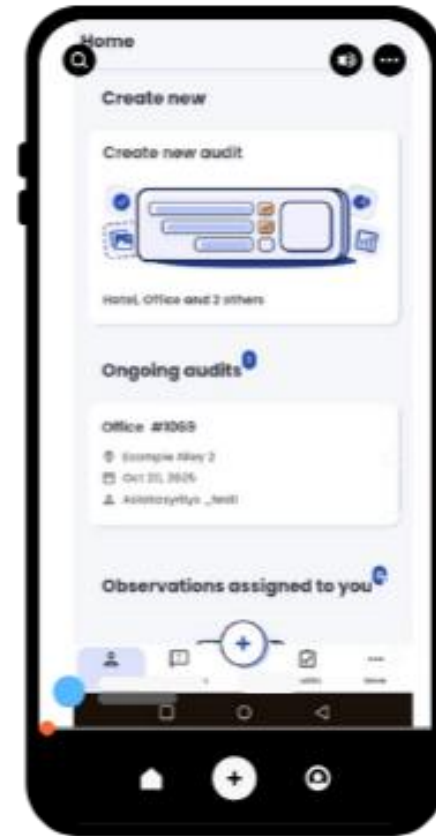
Make sure you can login before your first site visit.

- If you encounter any issues with logging in, please contact your Project Coordinator at Riesa.



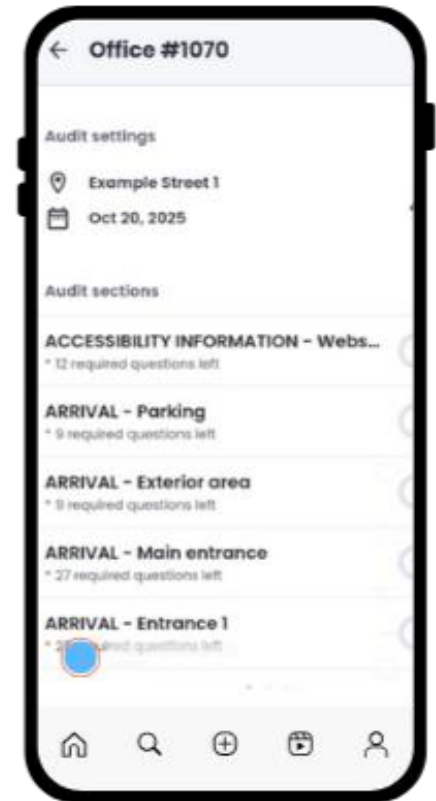
Starting Data Collection

- Once you have logged in to the application, you can start data collection from Falcony's homepage by selecting "Create new audit"
 - In Falcony, data collection is referred to as an *audit*, but at Riesa we use the term *data collection* for this stage.
- Next, select the template according to the service type of the site you will be assessing
 - Templates are named after the function or service, so you can usually find the correct one easily. If you are unsure which template to use, contact your Project Coordinator at Riesa — using the wrong template will result in incorrect data collection.

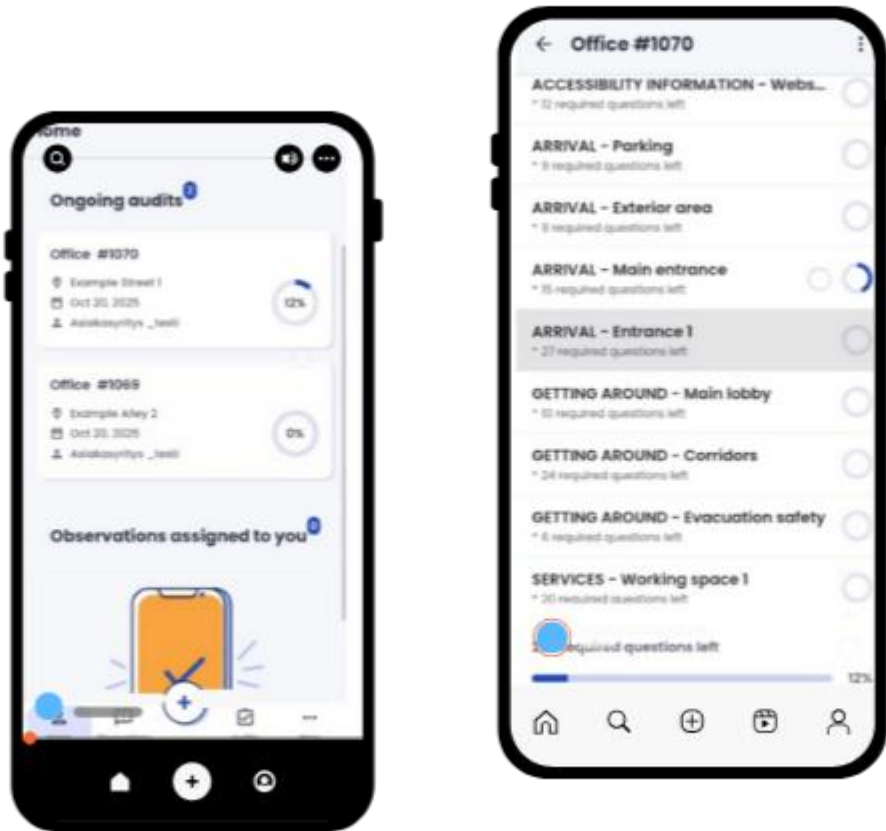


Starting Data Collection

- Then, select the **location** where the data collection will take place. Riesa has pre-added the project sites to Falcony, and you will see all your relevant locations. **If the correct site is not listed, please contact Riesa.**
- After completing these steps, you can either review the template before starting or begin the data collection right away.



Data Collection Sections



- Accessibility is assessed during the site visit following the **service path**.
- The main sections are:
 - Accessibility information
 - Arrival
 - Getting around
 - Services
 - Toilets
- Each main section is divided into **subsections** — for example, *Arrival* includes *entrances*, *parking*, and *outdoor areas*.
- Subsections consist of **statements** that are answered during the site visit.
- **Structure:**
Main section → Subsection → Statement

Instructions for Collecting Data in the Subsection

- At the beginning of each subsection (for example, an entrance), you will find instructions specific to collecting data for that section.
 - It is important to carefully review these instructions during the site visit.
- Each section also includes guidance on taking an overview photo and adding identification details.
 - Overview photos are taken so that Riesa can verify the accuracy of the data and ensure that each reviewed section has at least one general image.
- Identification details should include, for example, the room number.
- The above-mentioned information and photos are added using the “Add observation” button.

General photos, identifier and additional information *

Add an overview photo of the parking area and make sure that the accessible parking space is clearly visible. Data is primarily collected from the parking area located near the main entrance or a separate accessible entrance, where an accessible parking space is available. If there are multiple parking areas, specify in the observations which parking area the data refers to.

☒ Yes

☐ No

☐ Reviewed

Add observation

Statements

Accessible parking spaces are located as close to the entrance as possible 

Add an observation describing the location of the accessible parking space in relation to the entrance and outline the route leading to the entrance. The recommended distance between the accessible parking space and the entrance is no more than 10 meters to ensure the route remains as short as possible. An estimated distance is sufficient; precise measurement is not required. The distance should be assessed along the accessible route.

☒ Yes

☐ No

☐ Reviewed

 Add observation

- Each statement includes a short instruction text that guides how to answer it. These instructions should always be read carefully during the site visit.
- If a statement does not apply to the specific section being assessed, mark it as *reviewed*.
 - For example, if a room has no windows, the statement about glare from windows should be marked as *reviewed*.
- If you are still unsure of the correct answer after reading the instructions, select “No” and write “*Riesa to assess*” in the *Surveyor’s observations* field, along with any relevant details. Remember to attach photos as well.
 - Riesa’s Accessibility Specialist will review and evaluate the information later based on your notes and photos.

Answer Options for the Statements

Accessible parking spaces are located as close to the entrance as possible ✓

Add an observation describing the location of the accessible parking space in relation to the entrance and outline the route leading to the entrance. The recommended distance between the accessible parking space and the entrance is no more than 10 meters to ensure the route remains as short as possible. An estimated distance is sufficient; precise measurement is not required. The distance should be assessed along the accessible route.

☒ Yes

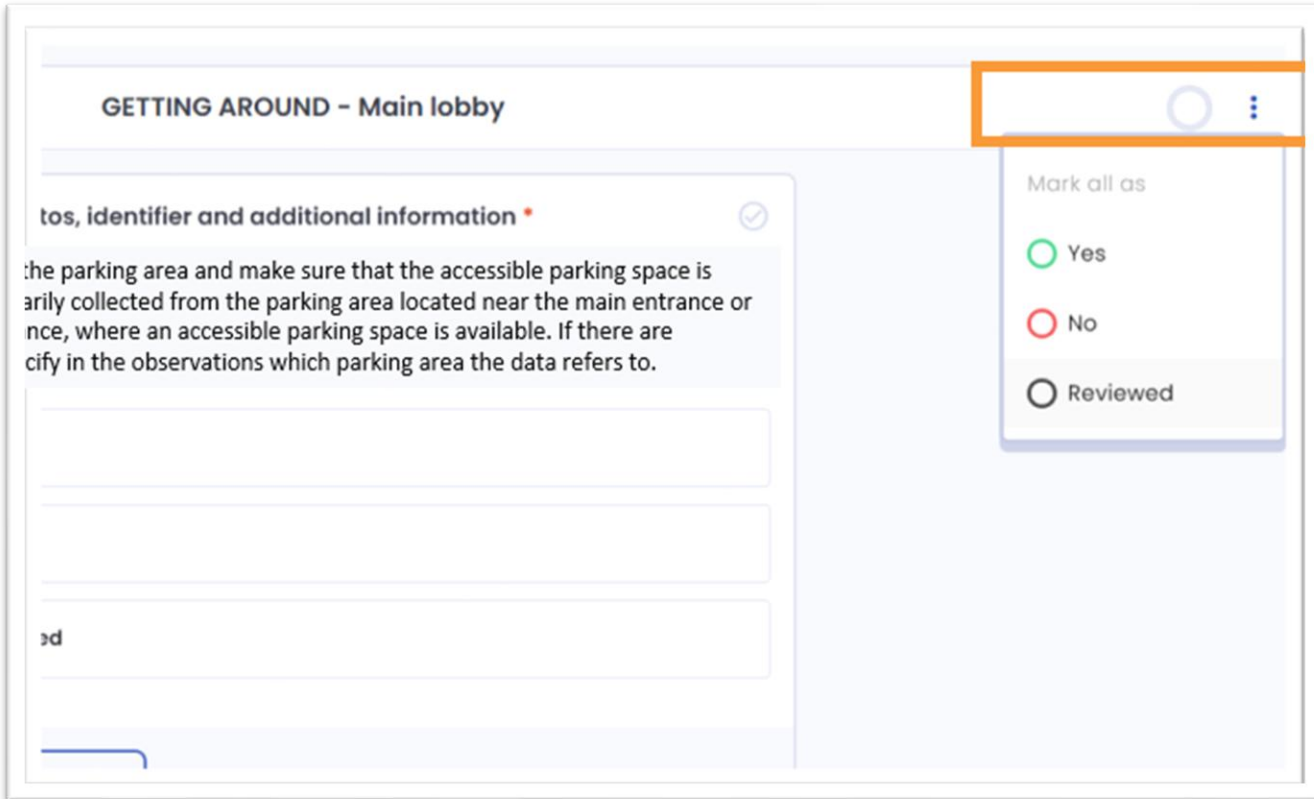
☐ No

☐ Reviewed

 Add observation

- Each statement has three answer options:
 - **Yes:** Used when accessibility is achieved as described in the statement.
 - **No:** Used when accessibility is not achieved as described in the statement. In this case, additional details and photos of the deviation must always be provided.
 - **Reviewed:** Used when the statement does not apply to the sub-area or space being assessed.
 - If the entrance has no ramp, the statements concerning ramps are marked as *Reviewed*.

Marking As Reviewed

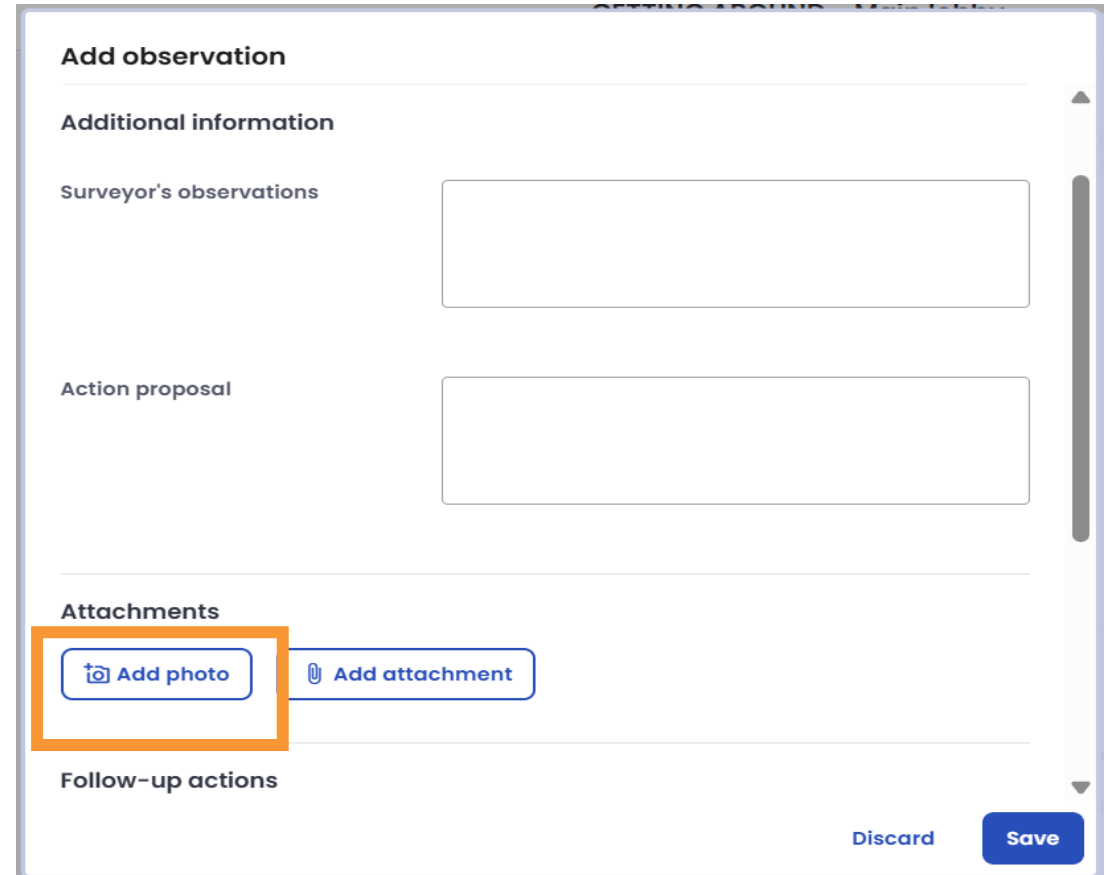


The screenshot shows a web-based audit form titled "GETTING AROUND - Main lobby". The form contains a section for "tos, identifier and additional information" with a text area and a "Mark all as" dropdown menu. The dropdown menu is open, showing three options: "Yes", "No", and "Reviewed". The "Reviewed" option is highlighted. The form also includes a "Mark all as" button and a "Mark all as Reviewed" button.

- In the audit template, there may be entire subsections that do not apply to the site.
 - For example, if the site has only one elevator, the sub-sections "Elevator 2" and "Elevator 3" do not apply and should be marked as *Reviewed*.
- You can mark an entire sub-section as reviewed at once by clicking the three dots in the upper-right corner and selecting **"Mark all as Reviewed."**

Add Observation

From the “**Add observation**” section, you can enter the information, observations, and photos requested in the instruction text.



The screenshot shows a web form titled "Add observation" with a vertical scrollbar on the right. The form is divided into several sections: "Additional information" containing "Surveyor's observations" and "Action proposal" (both with large text input boxes); "Attachments" containing two buttons, "Add photo" (highlighted with an orange border) and "Add attachment"; and "Follow-up actions" at the bottom. At the bottom right of the form are "Discard" and "Save" buttons.

Add observation

Additional information

Surveyor's observations

Action proposal

Attachments

 Add photo  Add attachment

Follow-up actions

Discard Save

General Information About Data Collection

Data Collection During the Site Visit



Data collection can be carried out in any order

- However, it is usually easiest and most efficient to proceed according to the service path — that is, in the order presented by Falcony.
- The data collection can be paused and continued later if, for example, some areas are occupied, or the process takes longer than expected.
- Only one user can fill in a single audit template at a time. Therefore, the person who started the data collection must also complete it using their own account.

The collected information can be supplemented after the site visit, and the audit remains in *draft* status until all statements have been answered

- An audit can be marked as *completed* only once all statements have been answered. After that, Riesa will be able to review the collected data.
- If the audit template includes spaces or areas that do not exist at the site, you can mark that specific area or sub-section as “Reviewed” in bulk. To do this, open the sub-section (for example, *sauna*), click the three dots in the top-right corner, and select “Reviewed.”

Once you have answered all statements and marked the audit as completed, it becomes visible to Riesa

- If additional information is required, Riesa will request it through Falcony. You will receive an email notification, and by following the link in the message, you can provide the requested details.

Taking Photos During the Site Visit



- Try to take photos so that no people are visible in them.
- You can never have too many photos — it's better to take too many than too few.
 - It is important to capture both **overview photos** and **photos of deviations**, meaning the points where the answer to a statement is “No.”
 - Photos can later be deleted if, for example, they are blurry.
- Take overview photos so that they show as much of the entire space or area as possible — the part you are assessing.
- When photographing a specific accessibility issue, try to capture the problem as clearly and accurately as possible.
 - Sometimes heights, widths, and slopes do not appear realistic in photos; in such cases, adjust the angle or take several photos to ensure clarity.

Support During the Site Visit

- Support can be arranged for the data collector during the first site visit.
- If needed, Riesa can be contacted by phone during the visit.
- The date and time of the data collection must be communicated to Riesa in advance.



After Data Collection



What Happens After Data Collection?

- Notify Riesa by email once your data collection is complete and make sure you have marked the audit as **completed** in Falcony.
- Riesa will review the collected data within **one week** and may request additional information if needed.
 - Requests for additional information will primarily be sent through Falcony, and you should also reply via Falcony unless otherwise agreed with your project coordinator.
- **Data collection for other sites can continue once Riesa has reviewed the data from the first site.**

Contact Information

If you have any questions about the data collection process or need support using the Accessibility Index, please contact our Project Manager.

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