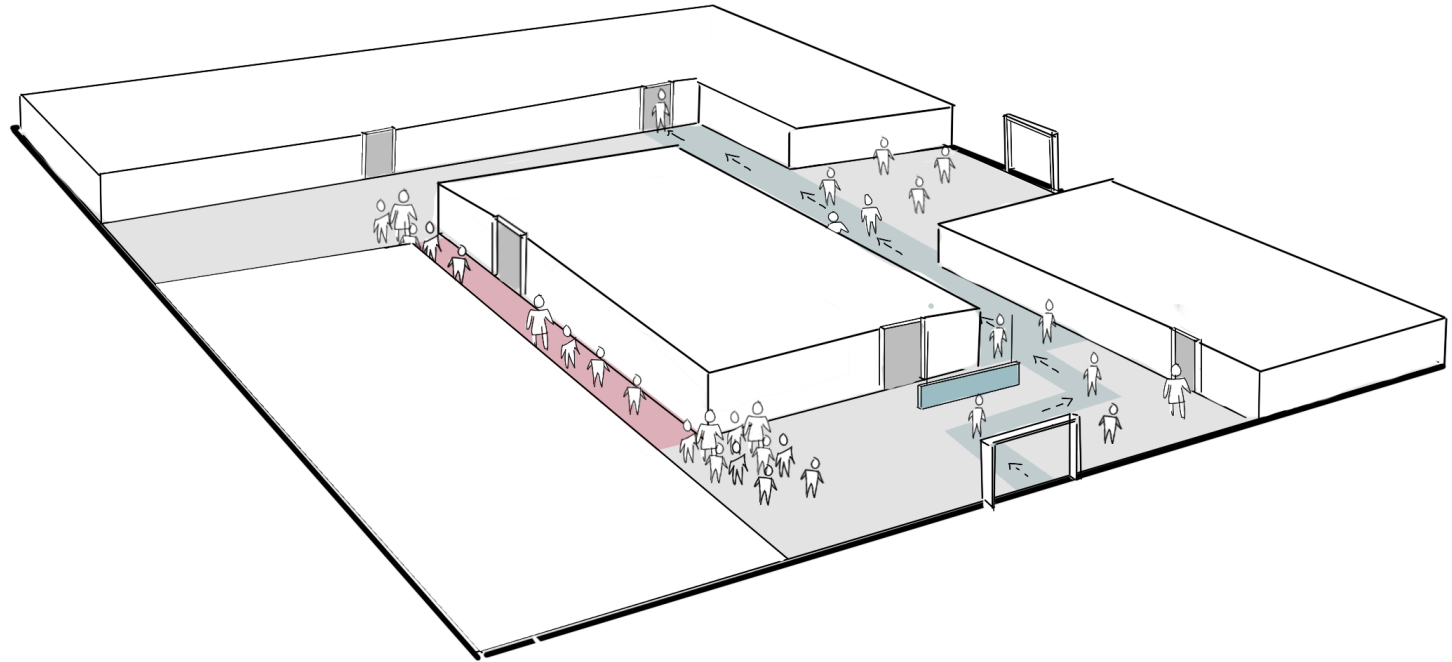


ADDRESS YOUR FLOW FLAWS IN ONE WEEK



COVID-19 SITUATION

Today, extra attention is required in designing the way buildings facilitate user experiences. New spatial challenges have become crucial as COVID-19 requires better distribution of user flows and means to reduce congestion.

Situations, which were acceptable before the pandemic now challenge our understanding of what feels safe, what is desirable or even within the law. Our individual comfort zones when moving around public spaces have grown and while avoiding queues used to be a question of user experience and convenience, it has now become a key health and safety issue. And, there is no-one who can tell us when or whether this will change. Increased awareness of risks related to congestion and contagion are here to stay.

WAYFINDING PACKAGE

Based on more than 15 years of experience in wayfinding in complex environments, we now launch a small-scale, hands-on and fixed-format package helping you to understand and address flow flaws causing unsafe and unsolicited clustering, undesirable bottle necks and involuntary face-to-face encounters. Our post-pandemic instincts are influenced by the need to find lasting solutions to mitigate such situations, while also complying with current legislation and guidelines.

DELIVERY

The final delivery is a presentation in a visual report format combining photos, illustrations and explanations in sufficient detail to either act on or forward to colleagues, that would benefit from knowing about the project. This can also facilitate further discussions of how a permanent response to the current situation will benefit all user groups and needs.








The report contains of the following parts:

- Introduction
- Observations
- Analysis of a limited number of focus areas
- Prioritised recommendations

This will be a total of min. 13 pages

The package consists of four different steps spread out over five full work days. This week planner shows our work and where we need you to spend some time with us. The workload does not have to literally be undertaken within a week, but can be distributed over two or three weeks if preferred and according to prior agreements.

Travel time and cost are not included in the package.

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
PRECONDITIONS	Prepare project brief based on own observations, user surveys etc. Provide floor plans, relevant data and documentation Organise kick-off meeting (ex. video call)	Ensure access to site			Organise final presentation
WORK-LOAD	  1h Initial analysis 2h Video call	  4h Site visit	 7h Analysis	 7h Analysis	 4h Finalisation 2h Presentation
THE PACKAGE	Initial meeting Initial analysis based on floor plans etc. Preparations for observations	Site visit, observations and logging of significant flow factors	Assessment and analysis of findings	Development of recommendations	Presentation of final report including prioritised recommendations for user flow and experience optimisation

1

INITIAL ANALYSIS BASED ON FLOOR PLANS AND RELEVANT INFORMATION

Based on an extensive experience with wayfinding and user flow management experience, only by looking at the floor plans we can identify relevant areas of interest, critical points of intersections, potential bottlenecks and areas to be further explored.

To prepare for the observation day, this part is critical, as is all available data based on previous studies or surveys undertaken. The more relevant data you can provide us with the more accurate our final report and recommendations will be.

2

OBSERVATIONS

Preparing for the observations, the most crucial factor is for us to fully understand which specific challenges, you want us to address. We always start by observing critical spots pointed out by you, but sometimes problems originate way earlier in the user journey and other times, what we see is the combined result of a series of underlying factors.

In our observations we particularly look for:

- Decision and orientation areas
- Building features and spatial constraints
- User sentiments
- On-site information
- User flow related flaws and challenges

3

ANALYSIS

We undertake an analysis of up to five selected focus areas based on the observation phase. This is split into two parts;

- A user flow-based analysis, obvious cause-effect findings and why such situations occur
- A user-centred analysis addressing the consequences from such situations

The user flow-based analysis takes its departure in the following five points:

- Physical space
- Behaviour
- Operations/Strategy
- Information
- Time

4

PRIORITISED RECOMMENDATIONS

Finally, a list of high-level recommendations, prioritised with respect to time, investments and expected effect will be provided. This will form the basis for your decisions related to further work and implementation of interventions resolving the issues raised.

TOTAL PRICE: EUR 6.000 EX. VAT

Contact Steinar Valade-Amland via sa@triagonal.dk for more information