Getting Started Guide



ACTIVESCORE MODESCORE

Introduction

This guide is for anyone working within real estate who wants a clear, practical introduction to the certification journey. It answers the questions we hear most often, helping you understand how certification works, what to expect, and how to move forward with confidence.

Have a question this guide doesn't address? Send a note to **support@modescore.com** or **support@activetravelscore.com**, and our team will guide you to an answer.

Join Our AP Programme For Free

Want to take a deeper dive and gain a professional credential while you're at it?

Join our AP Programme, a global network of over 1,800 professionals equipped with the knowledge and know-how to certify. APs are leaders in sustainability, committed to incorporating the principles of active, carbon-free transport within their developments.

The programme gives you practical knowledge of the standards and process, plus exclusive access to our full library of tools and resources, including our blank assessment templates, so you can benchmark and predict a score for your own project or clients. The course is free, self-paced and open to all. **Enrol here today.**



Certifying: At-A-Glance

What To Know Before Getting Started

Asset Eligibility. All properties are eligible for certification, regardless of age, location, or asset type.

Development Stage Eligibility. Properties may certify during design and construction using plans and development documentation, or once operational.

Submission Preparation Time. A submission typically requires 6–8 hours of project time to compile documentation and complete the online questionnaire.

Certification Turnaround. Most properties are certified in 4 to 5 weeks, depending on the quality of the submission and whether any score improvements are pursued.

How Certification is Verified. Certification is fully digital. Assessors review submitted documentation and supporting evidence in place of on-site verification.

Certification Cost. ActiveScore starts at £1,550 [$1,950 USD] per year, while ModeScore, which includes ActiveScore, starts at £1,950 [$2,450 USD] per year.

Certification Validity. Certification is issued for a three-year licence term, beginning at registration and ending with the opportunity to recertify.

Score Improvements. Properties may upgrade their score once per licence year during the certification term, allowing improvements or additional information to be incorporated after formal certification.

Getting Started. Certification begins by registering your asset through the Registration Form. Get started by emailing us at **ActiveScore** or **ModeScore.**

Table of Contents

Our Certification Onboarding Guide is divided into four essential parts, mirroring the decisions and steps you'll take as you navigate through the certification process

Choosing ActiveScore or ModeScore:
Which Certification for My Property?

We offer two distinct certification products, each with a singular goal: to elevate active and sustainable transport and reduce carbon emissions. *This section will guide you in selecting the certification option best for your property.*

1.

2.



Setting Up Your Certification:
How will my Asset be Defined and Assessed?

Certifying will rely on identifying key information, including the stage of development, asset type, general project size, and more. *This section will guide you through properly setting up your certification.*

Understanding the Certification Process: *What Happens When I Start My Certification?*

Certification follows a series of clear phases, with time built in to document, review and refine a submission before the score and rating are finalised. Even after formalisation, the opportunity remains to improve and upgrade at no additional cost. *This section will guide you through the typical steps of the certification process, including award levels.*



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Preparing Your Submission: *What Information Do I Need to Document and Submit?*

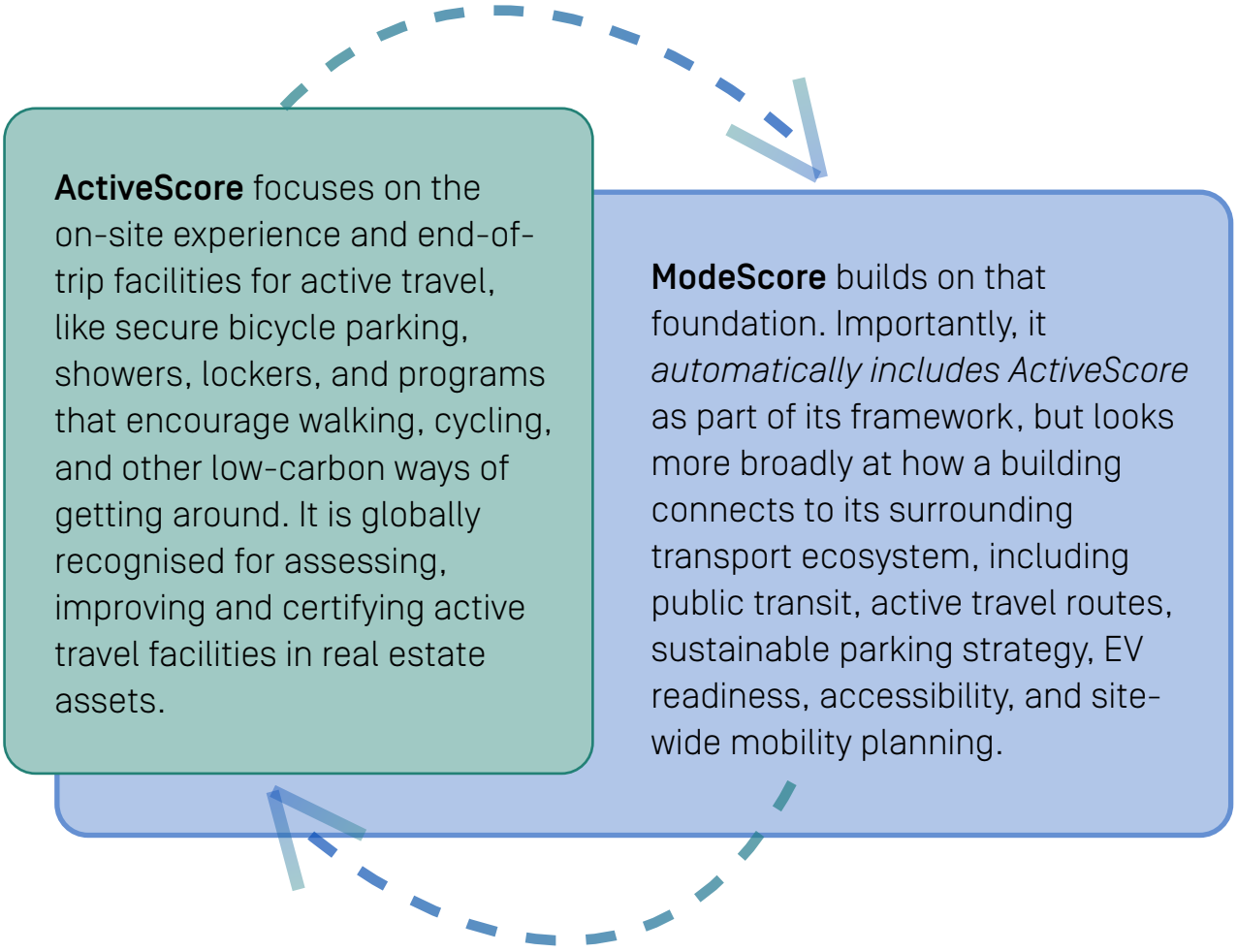
The quality of the information and evidence submitted will streamline the review process and strengthen the outcome. *This section explains the documentation required for certification and how to present it clearly and effectively.*

The first step is to decide which certification is right for your property. This section introduces the two certifications we offer, explains how they relate to one another, and helps you choose the option that best fits your property and certification goals.

1. *Choosing ActiveScore or ModeScore*
Which Certification for My Property?

We offer two certifications with a shared goal: to make sustainable transport options standard.

ActiveScore and ModeScore are complementary certifications that help real estate teams understand and improve the active and sustainable transport offerings at their property.



Think of it this way: ActiveScore looks at the building itself, while ModeScore looks at the building *and* how it connects to the wider mobility network.

Because *ModeScore includes ActiveScore*, it provides a complete picture of sustainable mobility and can contribute to reporting frameworks like GRESB while identifying practical improvements that enhance tenant experience, future-proof assets, and differentiate properties in competitive markets.

Unsure which is right for your property?

ActiveScore can be used on its own and is ideal for properties looking to strengthen on-site active travel facilities, even in more car-dependent locations. ModeScore includes ActiveScore and awards both certifications, while providing a broader framework to improve overall connectivity and support Scope 3 emissions goals. It's well-suited for assets looking to understand and enhance the full range of transport options available to their occupants.

Pricing

Our certifications are designed to be straightforward and scalable, with no hidden costs and the option to upgrade included in the price. Most clients complete certification without outside consultants, and because the process is entirely online, with no additional on-site verification required, costs are comparatively low.

Both certifications are awarded on a 3-year licence, starting from the property registration date and expiring at the end of the 3-year term. Fees are paid in full at the start of the term.

Below displays our standard pricing. For the most current pricing guidance, please visit the pricing section of our FAQs.

Currency	ActiveScore	ModeScore + ActiveScore
	£1,550.00 per year	£1,950.00 per year
	€1,800.00 per year	€2,300.00 per year
	$1,950.00 per year	$2,450.00 per year
	$2,600.00 per year	$3,450.00 per year
	$2,900.00 per year	$3,700.00 per year

Once you've selected your certification, the next step is setting up your project so it can be assessed accurately.

2. *Setting Up Your Certification:* *How will my Asset be Defined and Assessed?*

Now that you've selected ActiveScore or ModeScore, let's walk through the key decisions that will guide your certification journey. We've organised these decisions into 3 primary steps.

Step 1: Identify the Stage of Development
Step 2: Select the Assessment Type
Step 3: Get to Know the Certification Process

Step 1: Identify the Stage of Development

Certification can be awarded at any stage, whether in design and development, or built and operational.

Development or Construction applies to new construction properties that are currently in the design development or construction phases. It is applicable to properties that are currently unoccupied.

Operational and Occupied is for properties that are built, occupied, and fully operational.

Both categories rely on the submission of supporting evidence to demonstrate compliance with the certification criteria. For Development or Construction, assessment relies on documentation showing the intended final design of the project, including finalised floor plans and architectural drawings that provide the level of detail needed for a formal assessment. For Operational and Occupied, the documentation should show what is installed and operational at the time of review, primarily through photographs and supporting materials.

Identifying the stage of development now will be helpful later in Part 4 of this guide, *Preparing Your Submission*, where we cover accepted evidence types.

Step 2: Select the Assessment Type

Certification is available to all property types, regardless of age or location. The following **assessment types** can be used across a range of building typologies, with the most common applications listed beside each.

- **Commercial Office**, for a broad range office workplaces
- **Education,** for universities and institutions
- **Healthcare,** for hospitals and clinics
- **Hotel,** for hospitality and restaurant properties
- **Industrial,** for logistics, warehouses, data centers, and business parks
- **Residential,** for multifamily/multi-unit housing
- **Retail,** for unenclosed and enclosed retail
- **Stadiums,** for large-event venues

ModeScore topics and scoring are consistent across assessment types, while ActiveScore criteria are tailored to each building type. Since ModeScore includes ActiveScore, any property pursuing ModeScore certification is formally assessed against the relevant ActiveScore criteria for that asset type.

We've created a simple comparison of criteria differences across ActiveScore assessments, linked in our **Supporting Certification Resources** section on page 16.

What if my property is mixed-use? **Mixed-use properties** are eligible, but because different uses have different ActiveScore topics and criteria, the uses will be certified separately. Our team will work with you to identify and define the floor area and occupancy for each use. If preferred, you can certify only one or more higher-profile uses within a mixed-use property.



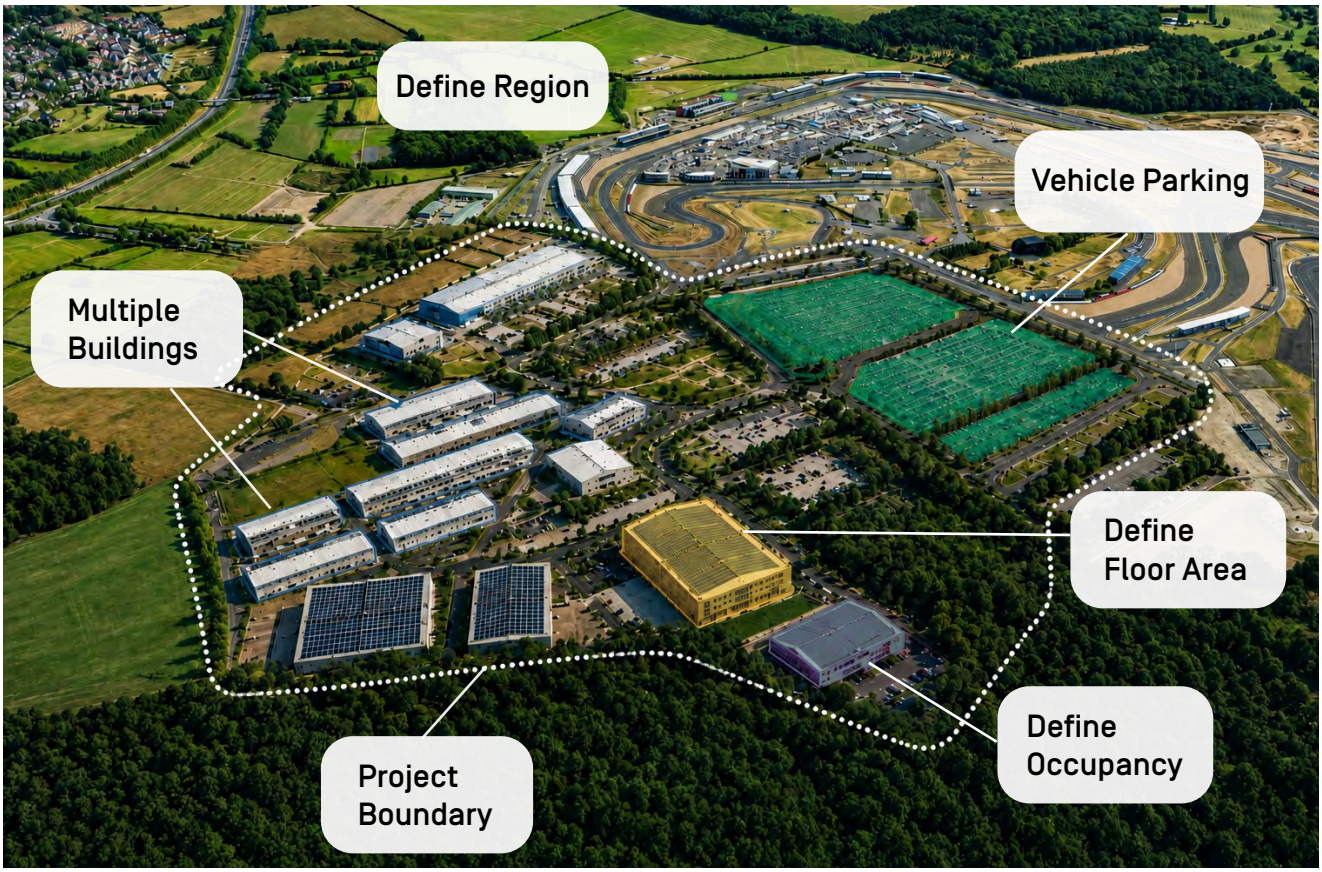
The Gradient (Tervueren 270), Brussels

Step 3: Understand the Scope of Certification

With the stage defined and the asset type established, the next step is clarifying what areas and information fall within the scope of certification.

Define Your Property Clearly

Use the following key definitions to set the scope of your certification. This example illustrates how to identify the essential components of your property within its surrounding context.



Defining the Boundary. Certification focuses primarily on the property itself: the interior spaces, along with relevant infrastructure and amenities at the edge of the site. In many cases these fall within the property's ownership boundary, but in some contexts they may extend just beyond it. We recognise that properties exist within a broader network of connectivity infrastructure, reflected in how we assess the surrounding environment. Relevant elements, including on-street bicycle parking, nearby vehicle parking, transit stops, sidewalks, shared bicycle stations, and cycling paths, may sit outside the direct control of the property owner and beyond the property line, but may still be considered within the scope of certification.

Vehicle Parking. Off-site car parking within 800 meters (½ mile) of the certifying property that is made available to occupants through formal arrangements (for example, a reserved number of spaces at a nearby public facility) must be considered when pursuing ModeScore. Private vehicle questions may still apply where there is no on-site parking within the property boundary, if nearby arrangements are in place.

A Note About Multiple Buildings. Certification is generally applied to a single building, defined as a real estate asset of any use type with a single structure, disconnected physically from other structures, and used and managed as a single unit. Properties composed of **multiple buildings** may certify under a single assessment if they share travel infrastructure and services, such as a common cycle store (bike room) or shared car park (parking garage), upon approval by our certification team. For larger sites, it can also be more practical to group buildings into several certifications based on their shared infrastructure.

Property size: Defining Floor Area. All relevant topic calculations and scoring is based on the property's total **gross floor area** (GFA). Net, leasable, or other partial area measures are not used for certification purposes. You'll be asked to indicate this figure as part of your information gathering process.

Occupancy: Defining Who is Included. Certification will be based on the **maximum occupancy,** or the full design capacity defined by local code or regulation, not the current occupancy. This ensures transport infrastructure is assessed against the building's intended capacity and can meet future demand.

Region: Benchmarking Against Regional Standards. Because active travel trends vary widely across the world, we avoid a one-size-fits-all approach to certification. Instead, we assess against local standards and norms, ensuring each property's performance is calibrated to realistic expectations.

If you're working with one of our assessment templates already, you'll be asked to select the property's region in the Key Information tab. If your property's location isn't listed, you can reach out to our team (info@) to request its addition. We may ask for your help to verify region-specific information before we finalise adding it to our library.

With the project scope and assessment defined, the next step is understanding how the certification process unfolds, from registration through the final assessment.

3. *Understanding the Certification Process:* *What Happens When I Start My Certification?*

Most clients are able to certify their property in as little as 4 to 5 weeks because our process is fully online and doesn't require on-site verification. Our team will guide you at every step, but let's walk through the typical standard certification timeline so you know what to expect.

Step 1

Registration. Certification formally begins once a property is registered through our Registration form. This form collects key asset information, along with banking and payment details so we can issue an invoice.

Step 2

Information Gathering. Once invoiced, you'll be invited to complete an online questionnaire, our Information Gathering Form, which asks straightforward questions about the property's transport facilities and related operations. You'll also upload supporting evidence (more on accepted evidence on page 14). Our team will provide this link and is available to help with any questions.

Step 3

Preliminary Review & Assessment. After submitting your questionnaire and evidence, our assessors conduct a structured review of your submission against the certification criteria and issue a preliminary score. This review period typically takes 1–2 weeks. If clarification or additional evidence is needed, our assessors will contact you directly. You will then receive a Preliminary Assessment, which includes actionable guidance on how the property can improve its score. If you wish to implement improvements or revise your submission to address any gaps, our team will work with you to re-review and update the score. Our process allows for up to three rounds of review before a final score is issued, allowing time to address gaps and improve the outcome.

Step 4

Formal Assessment. You may choose to certify using the score from your first Preliminary Assessment, or continue through the review process if you wish to improve it. Once you are satisfied with the outcome, you will receive a Formal Assessment confirming your official score and rating, along with your certificate. This marks the end of the certification process. If you are pursuing ModeScore, you will receive two certificates: one for ActiveScore and one for ModeScore.

Understanding Certification Scores & Award Tiers

Our certifications use a clear, expert-informed scoring system.

ActiveScore is assessed on a scale of 1 to 100, covering a wide range of active travel-related topics. Certification is achieved regardless of the number of points earned, but we distinguish ratings at key thresholds.



0-39	40-59	60-79	80-99	100

ModeScore also uses a 1 to 100 scale, drawn from a total of 120 possible points. Certification can be achieved across the scoring range, with higher ratings awarded at three levels.



0-39%	40-59%	60-79%	80-100%

Setting Scoring Expectations. Most properties achieve scores within the Gold tier, with the highest ratings reserved for exceptional performance across nearly all topics. If a property's initial score falls short of expectations, our team can provide tailored recommendations to help improve it. Each certification is delivered with a Formal Assessment, providing a clear view of how a property performs and where additional improvements may strengthen its score over time.

Certification Validity. Certification remains valid until the end of the licence term. This date will be clearly marked on your award certificate and on the Key Information page of your Formal Assessment. Before the term expires, we'll contact you with simple guidance on how to recertify and keep your certification current.

Rewarding Continuous Improvement: Upgrade Your Score. Certification includes the opportunity to upgrade your score so that your rating can reflect any improvements made during the licence term. Each property is eligible for one score upgrade per licence year, after your Formal Assessment has been issued, at no additional cost. To begin the reassessment, simply email our team. We will re-review your submission and adjust your score accordingly.

Now that you understand how the certification process works, the next step is preparing the materials for your submission. In the following section, we outline the types of documentation typically required and share a few best practices to help make your submission clear and easy for our assessors to review.

4. *Preparing Your Submission: What Information Do I Need to Document and Submit?*

All certifications are assessed using supporting evidence. As assessments are conducted remotely, this evidence allows our assessors to review each topic consistently and fairly against the certification criteria.

Accepted Evidence

Accepted evidence may take a range of forms, depending on the stage of development and the topic being assessed.

For projects in design or construction, submissions often include architectural drawings, plans, procurement documents, and documentation outlining proposed partnerships or programming. These materials show the intended final design and expected operational approach.

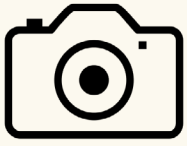
For operational and occupied properties, submissions typically include a mix of photographs, site plans, policies, communications materials, or other documentation showing what provisions are currently installed and in use.

On page 16 of this guide, in the Supporting Certification Resources feature, we include an **Accepted Evidence Overview** for ActiveScore and ModeScore, identifying the common documentation types accepted.

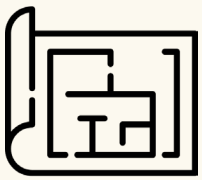
The Certification Process is Entirely Virtual

The most common forms of evidence provided are:

Photographs



Plans and Drawings



Documents



Maps



Certifying “Soft Measures” with our Statement of Intent Template

For certain topics, properties may certify based on the intent to introduce operational approaches. These **Soft Measures** use services, information, communications, programming, and other strategies to support awareness and use of active and sustainable transport options. They are designed to help shift travel towards lower-carbon modes by shaping how occupants understand and engage with the choices available to them.

We provide an official **Statement of Intent** template, available on request, to help describe and document planned initiatives. While full details may not yet be available at the time of submission, our assessors will expect to review clear and realistic information, including anticipated frequency, delivery partner or provider, expected outcomes, and other relevant implementation details.

The Statement of Intent is a provisional tool for measures that are planned but not yet in operation. At renewal, any Soft Measures that cannot be shown to have been implemented during the previous certification period will be removed from the assessment, and the score adjusted accordingly.



Washington Plaza Cycle Store, Paris

Documentation and Evidence Best Practices

Clear, well-organised documentation helps our assessors review submissions quickly and accurately, reducing the need for follow-up questions and ensuring a smooth process.

Here are some simple best practices to refer to when compiling your evidence. These will help you avoid mistakes and prepare a successful submission.

- **Use consistent figures.** Ensure key figures such as floor area, occupancy, and building name are used consistently across all documentation and evidence.
- **Provide complete documentation.** Include enough screenshots, photographs, or supporting materials so that assessors can clearly evaluate the full topic being scored.
- **Annotate key details.** Where possible, highlight or annotate relevant areas of drawings, photographs, or screenshots so assessors can quickly identify the information being referenced. This avoids unnecessary requests for clarification.
- **Use clear file names.** Simple file names that reference the topic or measure help assessors quickly understand the purpose of each document.
- **Provide context where helpful.** If a photograph, drawing, or policy document may require explanation, include a brief caption or note describing what is being shown. A supporting short narrative can often help hone in on the specifics or context our assessors may miss.
- **Ensure documentation is current.** Evidence should reflect the current condition of the property or the final intended design for projects in development.

Supporting Certification Resources

To support your certification journey, we've compiled a library of supporting certification resources that expand on the topics in this guide. They include detailed assessment templates, accepted evidence guidance, and other practical tools designed to help you prepare your certification with confidence.

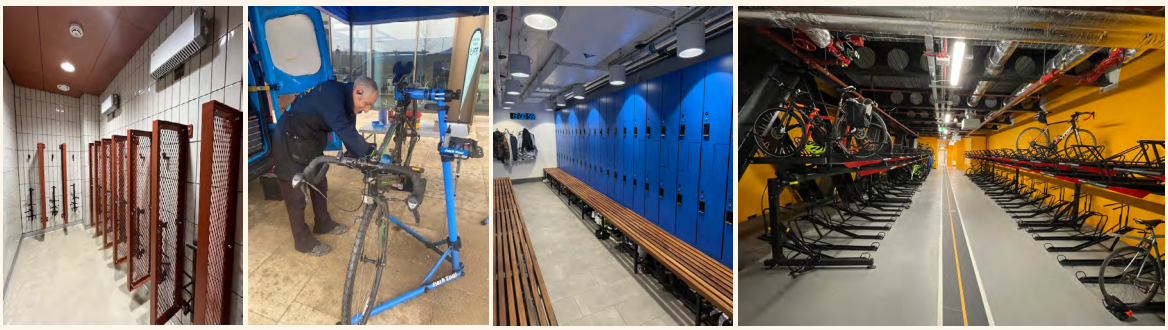
These resources are accessible online through the following links:

- **ActiveScore Assessment Template Comparison**
- **Accepted Evidence Overview - ActiveScore / ModeScore**
- **Sample Commercial Office Assessment - ActiveScore / ModeScore**
- **Best-in-Class Document**
- **Recommended Suppliers and Products**
- **Engagement Services Guide**

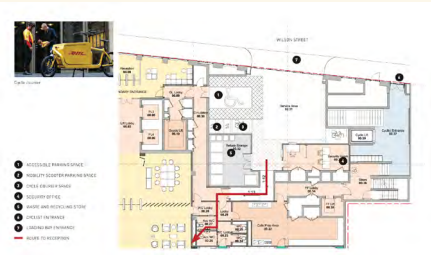
Sample Evidence

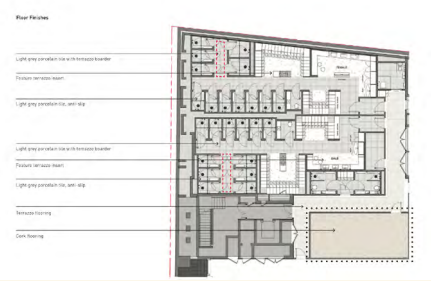
Below are some simple examples of the types of documentation provided to help support a submission.

Photographs

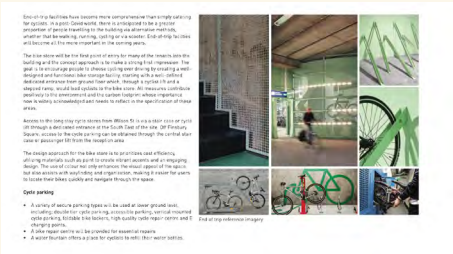


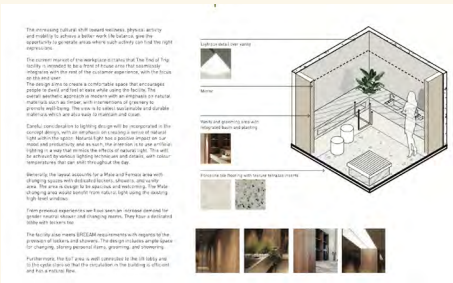
Annotated Floorplans





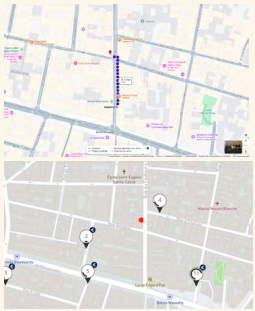
Design Documents



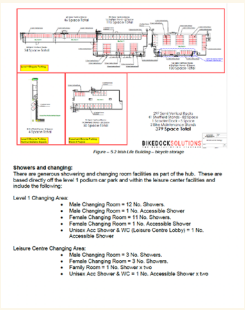


Screenshots





Product Specifications



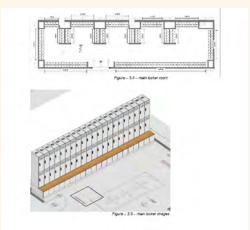


Photo Inventory

Properties that are Occupied and Operational will largely rely on photographic evidence to show compliance with various topics.

Use this checklist to create a time-efficient walk through of the property and collect the required photographs as part of your evidence submission. For each instance, we recommend taking at least one clear photograph showing the full extent of the infrastructure, amenity, or item being documented. Where possible, we include additional descriptors or instruction to help you frame the best shot. We also recommend adding annotation or additional photographs as needed to make a clear, compelling case for our assessor team.

1 Building Exterior

Starting at the exterior of the property, please take note of whether any of the following exist and will be used as part of your submission:

	Any exterior active travel parking (bicycle or other) for building occupants, showing the full quantity and variety of parking spaces available and proximity to a main building entrance.
	Any exterior active travel parking for visitors, showing the full quantity and variety of parking spaces available and proximity to a main building entrance.
	Pool bicycle or scooter share (e.g., bike share) docks, racks, or designated staging areas located on the exterior of the property, showing provider and, if available, proximity to a main building entrance.
	Signage or wayfinding on the building exterior identifying the route and location of active travel parking; this is likely located at the entrance designated for cyclists/active travelers.
	Route from nearby transit stop (ModeScore only), showing a navigable, barrier-free route to the main building entrance.

2 Route to Cycle Store/Bicycle Room

As you travel into the property as would a cyclist or active traveler, please photograph the route, showing:

	Signage or wayfinding on the interior guiding users through the route
	Step-free access via an elevator, ramp, or similar
	Surface materials that are slip-free
	Barriers, guardrails, or other physical separation from traffic, if access is only through car parking facilities

3 Bicycle Room/Cycle Store Interior

Once you're in the bike room/cycle store, or designated area for active travel parking, please take as many photographs as needed to show:

	Security measures, including physical barriers under lock and key (doors, gates), badge, keycard, or pin-code access, and the availability of surveillance cameras (CCTV).
	Design and graphics, showing the "look and feel" of the space. The include additional design elements like wall graphics, artwork, lighting installations or similar that are intended to enliven and elevate the design.
	Maintenance and repair facilities, including designated repair area, stand, pump or airline, tools, and tire puncture repair kit. If a kit is located upon request at another location, a standalone photo of the kit will suffice.

4 Additional Active Travel Amenities

If the property has shower and/or changing facilities, please take as many photographs as needed to show:

	Lockers, including the location, size, quantity, and designation for various users (both gendered, non-gender, and universally accessible allocation).
	Showers, including the location, quantity, and designation for various users (both gendered, non-gender, and universally accessible allocation).
	Changing rooms or areas and any available amenities offered within them, including benches/seating, vanity units, hairdryers, towel service, drinking fountains, or similar item provided.
	Drying or airing provision, either within the shower/changing facilities or separate, showing the drying apparatus or method, quantity, and location relevant to other amenities.

5 Other Transport Offerings

Additionally, there may be other sustainable transport offerings or amenities within the property to document. Please photograph any of the following as applicable:

	On-site pool bicycle or scooter (bike share) provided by the building, showing the quantity and variety of available vehicles.
	Car parking facility (ModeScore only), either on-site or nearby with formal arrangements, showing security measures installed, including adequate light levels, CCTV, wayfinding, and any physical barriers.
	Car-sharing Scheme (ModeScore only), either on-site or nearby, showing identifying provider signage and/or overall setup of vehicle rental area.
	Communications, showing the display (digital or static) of advertisements or announcements showing real-time service information, on-site facility information, or promoting events, services, and similar.
	Loading or maintenance areas (ModeScore only), showing designated areas and any signage that may prohibit idling, limit delivery hours, or generally show the composition of the area relative to the building and parking facilities.

Getting Started Checklist

To conclude this guide, we've included a simple checklist to help you gather the essentials for certification. Much of this can be sorted once you begin, so if you're ready, skip to the end and contact us directly to register your property to get started.

1 Select Your Certification:

	ActiveScore, focusing on a property's active travel facilities, services, and operations
	ModeScore (including ActiveScore), taking a wider view of a property's multi-modal, sustainable connectivity to its wider context

2 Identify your asset type and select the appropriate assessment:

Note any special conditions to discuss with our team prior to registration:

	For Mixed-use properties, use types will be certified separately
	For Multi-building properties, buildings may be combined where shared amenities exist (upon approval)

3 Gather key asset information:

	See if your property's region is in our database by reviewing our online listings, which maps regions previously certified. Contact us if you're unsure.
	Gross Floor Area (GFA), typically found in architectural drawings, leasing documents, or development specifications.
	Maximum Occupancy, often defined by local code or internal building management records.
	On-site or off-site car parking made available to building occupants (included within ModeScore scope).

4 Browse our library of supporting materials:

	Standard Assessment Templates providing detailed topic and scoring
	Scoring Overview and Accepted Evidence to strategise what to pursue and what evidence to support it.

	Confirm access to supporting evidence: plans, maps, drawings, communications, policies, or similar.
	Note any gaps in documentation or evidence sources. Our team can help with alternatives where needed.
	Use the photo checklist (on pages 18-19 of this guide) if your property is in the Operational & Occupied stage.

5 Assemble your certification team so that everyone is working with the same information. Roles may overlap, but it's helpful to identify the various players involved:

	A main contact to manage billing and key process updates
	On-site staff, such as building or facilities management, to help compile evidence such as parking space counts and photographs
	Teams responsible for operations, programming, or communications
	For projects in development, design, or construction, professionals to provide drawings, plans, and specifications
	In-house sustainability, fund/asset managers, or consultants for additional visibility or support

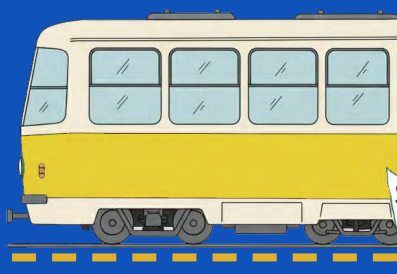
Evaluate opportunities for improvement using the assessment materials to strengthen your score before certification.

Ready to go?

Register your property by contacting us at support@activetravelscore.com or support@modescore.com. Our formal Registration Form will gather initial asset and invoicing information to officially begin.

We're ready when you are to help strengthen and showcase your property's sustainable transport offering. Let's get moving.





ACTIVESCORE **MODE**SCORE

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Certification guidance and supporting resources may be updated periodically.