

City of Mississauga

Memorandum



Date: 2022/05/05
To: Chair and Members of the Accessibility Advisory Committee
From: Janette Campbell, Accessibility Specialist, Accessibility Planning and Compliance
Meeting Date: 2022/05/16
Subject: Tactile Walking Surface Indicators

On April 18, 2022, during the Facility Accessibility Design Subcommittee working session, the use and design of tactile walking surface indicators (TWSI) were discussed as part of the update to the City's 2015 Facility Accessibility Design Standards (FADS). The FADS members wrote a letter of support for the incorporation of TWSI design details as a part of the update and the use of attention tiles at the end of a path leading to points of interest. The use of TWSI and its design details will be presented at the June 14, 2022 Accessibility Advisory Committee for further review and discussion.

Background

The 2015 FADS covers the use and placement of attention tiles at designated locations, including:

- Curb ramps
- Top of stairs and escalator entry and exit points
- Pool perimeters
- Passenger loading zones
- Pedestrian walkway used in crossing a vehicular route

TWSI (combination of attention and directional tiles) facilitate wayfinding by indicating the primary routes of travel from the entrance points to major destinations, such as information or service desks, elevators and stairs. FADS outlines that they should be used in large open floor areas, including:

- Building entry lobbies
- Shopping malls
- Transportation terminals

The specific TWSI design details at these locations are not addressed in FADS and is one of the items that will be included in the updated design standards.

TWSI Design Standards

Part of the FADS update process involved researching existing TWSI design standards, guidelines and best practices, including:

- CSA B651 – 18 National Standard of Canada
- CNIB 2017 Clearing Our Path
- 2021 Toronto Accessibility Design Guidelines
- International standards

Findings have shown that the CSA B651 – 18 design standard conflicts with the other standards in the following ways:

- Other standards include an attention tile at the end of the pathway to points of interests, such as service desks and elevators
- Other standards provide wayfinding to only one side of the elevator, specifically the side with the control buttons, and to the right side of staircases
- Other standards also use TWSI to universal washrooms

Present Status

Currently, both the CSA and CNIB standards are being updated. Staff are waiting for these updates in order to better understand the direction each will take in terms of TWSI design. Staff have also reached out to the City of Toronto in order to understand how they arrived at their TWSI design recommendations. This information will be used to help inform the direction the updated FADS should take to ensure consistency in the implementation of TWSI.

Attachments

Appendix 1: FADS sub-committee TWSI letter of support

Janette Campbell, Accessibility Specialist, Accessibility Planning and Compliance

Appendix 1

To: City of Mississauga, Accessibility Advisory Committee (AAC), City of Mississauga Staff Accessibility Resource Team (StART), Accessibility Planning and Compliance teams.

From: City of Mississauga's Facility Accessibility Design Subcommittee (FADS).

Re: Tactile Walking Surface Indicators item for consultation at the FADS Working Group meeting held on Monday, April 18, 2022.

Item of Concern:

The item of concern is TWSIs being used without stop indicators, which currently are not fully addressed in Mississauga's Facility Accessibility Design Standards. The City of Mississauga currently uses the CSA B651-18 reference for the use of tactile walking surface indicators.

Recommendation Rationale:

The reason why the Subcommittee is recommending these updates is supported by the following resources/references:

- Canadian and international sources consulted for the proposed updates:
 - B651-18 National Standards of Canada
 - CNIB 2017 Clearing Our Path
 - 2021 Toronto Accessibility Design Guidelines
 - International Standards
 - Good practices

Currently in the LRT design the CSA B651- 18 is the certified reference for City of Mississauga. The problem is that the CSA B651-18 conflicts with other standards, thus Facility Accessibility Design Subcommittee has identified the issue for current and future projects.

The two main issues are:

- The lack of use of a stop/warning tactile at the end of a pathway leading to points of interests such as service counters, elevators, and staircases.
- The use of two pathways leading to an elevator and the top or bottom of a staircase.

Below are items from two of the four resource references mentioned above:

CNIB Standard

- The CNIB standard is in line with international standards and uses the stop/warning tactiles when there is a directional change or option and at the end of a pathway in front of points of interests, such as service counters, elevators, and staircases.
- The CNIB standard also has one path leading to elevators and staircase, instead of two paths as outlined in the CSA standard. The pathway to an elevator will direct people to the side with the control buttons. The pathways to the staircase always lead to the right side of the staircase, which represents the traditional path of travel along a staircase.
- The City of Toronto adapted the use of the CNIB standard instead of the CSA standard in their Accessibility Design Guidelines 2021.

International Standards

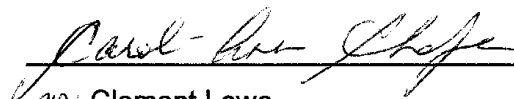
International standards provide design details for other situations at transit terminals:

- use of tactiles to direct people to universal washrooms
- design of tactiles leading from bus shelters to the entry of transit terminals
- design of tactiles leading people to the platform that line up with the access to priority seating on the transit vehicles

Recommendation:

It is hereby being recommended that the following items be updated and included in the city of Mississauga's Facility Accessibility Design Standard, which exceeds the currently used CSA B651-18, specifically in reference for the use of tactile walking surface indicators:

- Use of plain language
- Design details which include more drawings
- Design of transportation facilities and outdoor spaces
- The use of a stop/warning tactile indicators at, and including, but not limited to, intersectional points of TWSIs, the end of a pathway leading to points of interests such as service counters, washrooms, elevators, and top and bottom of staircases.
- The design of TWSIs leading to and from entry ways, from outside designated pickup and drop off zones such as transit shelters
- The design of TWSI's leading people to platforms that line up with the access to priority seating on the transit vehicles and indoor priority seating spaces.
- Walkway crosses or joins to or from a vehicular way leading into a building
- And all other areas addressed in Mississauga's FADS



per: Clement Lowe,

Chair Mississauga Facility Accessibility Design Subcommittee