


Accessibility Assessment: Peterborough Transit Terminal

December 5, 2013

A photograph of a family in a kitchen. A woman with dark hair is seated in a wheelchair, wearing a black top. She is looking towards a young girl with blonde pigtails who is wearing an orange shirt and is reaching for a pot on the stove. A man in a dark shirt is standing behind the woman, looking on. The kitchen has a white countertop and a stainless steel sink. An orange text box is overlaid on the right side of the image.

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Who We Are



Adaptability Canada is a national provider of accessible solutions to the residential, commercial, non-profit and public sectors. Partnered with companies like Aecon, Adaptability Canada is the first company in the space to offer comprehensive accessible construction solutions that meet or exceed federal, provincial and municipal standards for accessibility.

Adaptability Canada and its partners are committed to the highest standards of quality and accountability for not just the solutions we deliver but also our responsibility to the community as a social company. This stretches from the guarantee on construction/renovation work by construction partners such as Aecon, to the equipment warranties, to the customer-centric service and our Pay it Forward approach to business where we attach a charitable donation to every project. Adaptability Canada is more than words; it's a promise and commitment to our customers to go above and beyond what's expected.

Our mission is simple – To improve the quality of life for Canadians at home, at work and in the community by enabling a barrier free society.


Our solutions include:

- Comprehensive Accessible Construction Solutions
- Accessible Equipment and Installation Services
- Accessible Assessments for Built Environment and Public Spaces
- Emergency Preparedness
- Self-Service Kiosk
- Ongoing Maintenance and Support

Adaptability Canada can be your One-Stop Shop;

Currently most companies have to source both equipment and construction services independently. In many circumstances, this also excludes engineering and design services creating a high risk and costly project management situation for the customer. Adaptability Canada is creating a business model whereby we offer comprehensive solutions for each of our sectors affording them not only a more convenient and easier buying and/or customer experience, but the ability to ensure affordable quality and timely completion of every project.

What is an Accessibility Assessment?



An accessibility assessment is a review of the physical environment of your organization in a specific location or set of locations to give you an understanding of where you stand in relation to current and upcoming accessible legislation so that you can better plan your budgets into the coming years. It begins with the creation of a customer profile and needs assessment to better help us understand the nature of your organization and any specific concerns you may have regarding accessibility in your organization. It then involves an onsite visit from our trained assessors who will review the physical environment, taking measurements, making notes about specific features and taking pictures as needed in order to create this report which details our findings of the existing state of your physical environment along with our specific recommendations regarding which projects to pursue to achieve your accessibility goals for your organization and ensure you have a plan in place to achieve compliance with the appropriate AODA standards that affect your organization.

The following standards have been considered with regards to the physical environment in order to prepare this report:

- General Requirements
- Customer Service Standard
- Employment Standard
- Information and Communication Standard
- Transportation Standard
- Design of Public Spaces Standard
- Design of Built Environment Standard (Draft)

All information collected by our assessors is confidential and only used by Adaptability Canada to assist you. At no time will any of this information be provided to any third party without your consent.

Your needs assessment



In preparing this assessment, Adaptability Canada has taken into account the following needs of your organization as we understand them.

1. To conduct an assessment on the existing structure where the transit terminal resides in order to gain a proper understanding of the usage of the terminal by public and staff.
2. To provide a set of design guidelines and best practices in the event that the City of Peterborough chooses to conduct a renovation of the Transit Terminal.
3. To review and make suggestions regarding the external platform area, parking lots and external access routes that impact the usage of the transit terminal.

Exclusions:

1. This assessment was not to include the parking garage attached to the building except where it was directly servicing the transit terminal (for example, points of entry/exit and accessible parking).
2. This assessment was not to include the actual buses, transit systems, policies, procedures or communications.
3. While we agreed to provide some limited suggestions regarding the external platform area, that area was not a specific focus on this assessment and so the findings are focused on the usage by the public of the external platform area where they board the buses and was not focused on changing the way the buses themselves access the property, where they load and unload or any of the transit protocols for buses.

Summary Status for your building



To demonstrate the current state of your building we have developed a grading system where we assign a letter from A – F based on the number and severity of the issues we observed in your building.



An 'A' grade indicates we found no issues in your building and no work is required in this area.



A 'B' grade indicates we found a few minor issues but nothing that requires major work in this area.



A 'C' grade indicates we found issues that should be addressed that represent some risk to your organization or render some areas inaccessible to those with special needs.



A 'D' grade indicates we found major issues or areas that need improvement that represent significant risk to your organization or substantial challenges for those with special needs with regards to accessibility.



An 'F' grade indicates complete non-compliance, major safety issues and/or an environment that is prohibitive to use by those with special needs with regards to accessibility.



A '?' grade indicates there was not enough information available to properly assign a rating for a particular feature or building.



Safety Status:

Any issues within the safety assessment represent the most significant and immediate risks for your organization. Most organizations will receive a high grade for their safety assessment as these are the things that are top of mind and typically there are plans in place to deal with any potential safety issues within your building.



Compliance Status:

Any compliance concerns should be prioritized according to the current versus upcoming legislation and built into an accessibility plan that will focus your efforts in the months and years to come. By acknowledging the issues and prioritizing projects to deal with the issues you will develop a culture that easily adapts to legislative changes and ensure any investments in your physical property align to the service of people of any ability.



Service Status:

This is the area most organizations will fall short due to an outdated way of approaching the subject matter. The good news is that by contacting Adaptability Canada you've already taken the first major step. This is an area which may not be covered under current or upcoming compliance standards, but may represent an opportunity for you to improve your customer service through improved accessibility. This area may open up new business opportunities within the disabled community or help to market you as a leader in the steps you take to provide inclusive services throughout your organization. As more legislation is passed in the future there may be items that are currently marked within the service section that may become compliance issues moving forward. We will be sure to keep you notified of any such changes in legislation.

Recommendation summary for the main transit terminal building



Our findings indicate that for the most part the current facility is inaccessible for both public and staff use. In order to not only ensure compliance for this facility with current and future legislation and to ensure that all staff and public are able to access the facilities in an equal manner we feel the City of Peterborough would be best served conducting a full scale renovation of the premises consisting of the current driver areas, staff office and admin areas and public areas. In accordance with this recommendation we have included items we feel are specific to the location and outer dimensions of the building and have potential to be overlooked in a redesign of the facility as well as a series of recommendations in the form of guidelines to bring to the table in any discussion with architects or design firms in order to limit costs due to rework and ensure the most accessible building possible in the most cost effective manner.

Recommendations

1. Revamp of rear staff exit to City Parking garage
2. Rework the training area entrance doors
3. Rework the outer wall of the dispatch area
4. Emergency Exit signs
5. Upgrade the washrooms
6. Accessible customer service and security counters
7. Queuing system for service counter

Recommendation 1: Revamp of rear staff exit to City Parking garage



Observation: The rear exit from the staff area in the main building lacks a ramp to get out and exits directly into the path of traffic in the parking garage with insufficient sidewalk space outside the door.

Classification: Safety

Rating: F



Supporting Data and/or Pictures

Detailed Recommendation:

The rear exit from the staff admin/office area to the parking garage poses a risk of physical harm as it exits directly onto the main entry of the parking garage and lacks any visual warning signage or signals to alert oncoming drivers. There are several possible options to improving both accessibility and safety of this exit. Option A below illustrates a recessed external passageway and door where the red area indicates a ramp area and drop curb. Option B illustrates how the ramp can begin inside the building to keep the existing doorway in place but still achieve full accessibility by lowering the door to the new ramp level. Option C (no illustration) uses a portable ramp that is easily accessible from inside the door but requires help from other staff. In the case of Option C, if the rear exit is deemed an emergency exit, then the temporary ramp is applicable but needs to be included within the fire safety plan for the building and staff trained on its deployment.

Option A: Recessed Door



Option B: Recessed Ramp



In addition we recommend you implement a safety feature with a flashing light or sign outside the door to warn drivers that people are exiting the building and connect it to either a button inside the door activated by the person exiting or by connecting the device to the door such that the driver warning flashes whenever the door is opened to increase safety for staff exiting the building from this door.

Recommendation 2: Rework the training area entrance doors



Observation: The Automatic Door Opener on the entrance to the training area is located on the left door while the key card unlocks the right door rendering it unusable unless accompanied by an able bodied person.

Classification: Service

Rating: D

Supporting Data and/or Pictures

The area at the east end of the terminal currently used as a training area is currently outfitted with automatic door openers on the entrance doors. The Automatic Door Opener on the outside door however, is rendered unusable due to the fact that the key card entry system is set up to open the right hand door and the left hand door with automatic opener remains locked from the inside with a small twisting lock mechanism to open it. Any employee attempting to make use of this feature would need to open the right hand door, go inside and manually unlock the door prior to being able to use the automatic door feature.

Detailed Recommendation:

In order to properly use the accessibility features already built for the training area, the card access and locking mechanism need to be reinstalled such that they operate the same doors as the Automatic Door Opener installed there. A review will need to be done to determine whether it is more cost effective to switch the card access system or the Automatic Door Openers.

Recommendation 3: Rework the outer wall of the dispatch area



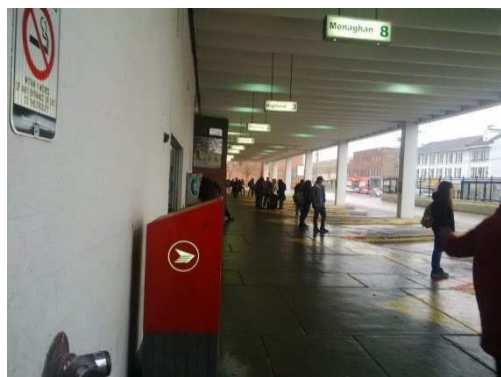
Observation 1: The current dispatch booth protrudes into the platform and reduces overall space for travel on the platform to approximately 4 feet (1219 mm) between the building and the bus parking.

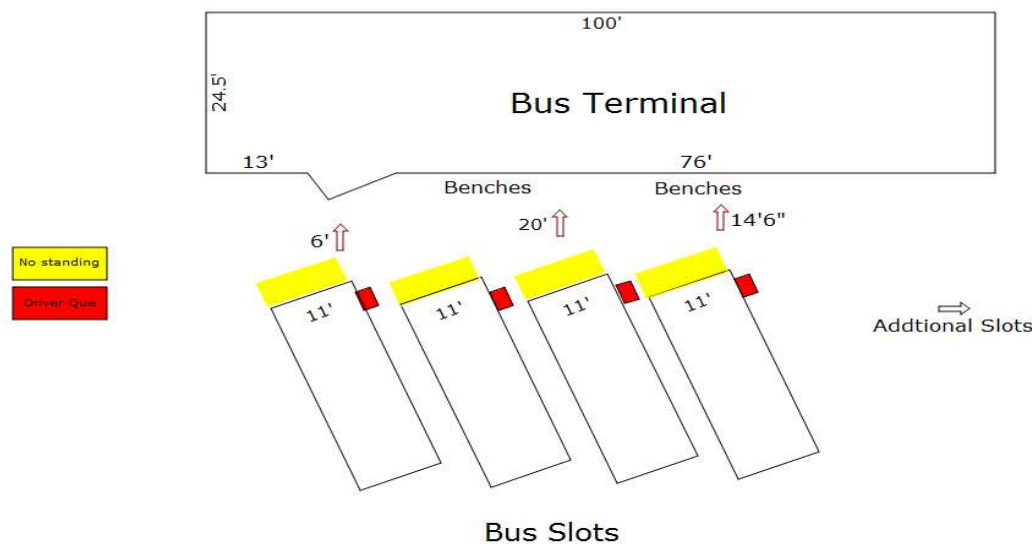
Classification: Service

Rating: D

Supporting Data and/or Pictures

The distance between the bus yellow zone and the terminal is minimal; particularly where the two level section for dispatch juts out.





Sketch by Apex Sketch

Detailed Recommendation:

Remove the portion of the old Dispatch area that juts out into the external platform area so that it is flush with the rest of the building. This should be incorporated into the draft plans should the city undertake a major renovation. This would help to maximize the space for pedestrian traffic along the platform in front of the building and improve accessibility and safety for those using mobility devices that may require more room to maneuver.

Recommendation 4: Emergency Exit signs



Observation: Bulbs burnt out in emergency exit signs.

Classification: Compliance

Rating: D

Detailed Recommendation:

Our recommendation would be to incorporate symbol-based exit signage throughout the terminal at all points of exit. Signage using symbols improves the ability for those with mental or cognitive disabilities to better understand where to exit in the case of an emergency. These types of signage are also available in photo-luminescent versions enabling anyone to see them regardless of power availability and eliminates energy usage and maintenance costs associated with electrical-based exit signage.

Recommendation 5: Upgrade the washrooms



Observation: The current washrooms are not accessible

Classification: Service

Rating: D



Supporting Data and/or Pictures

None of the washrooms are designated as accessible washrooms and each has multiple issues including lack of automatic door openers, grab bars in the stalls and general lack of space for those with mobility devices to maneuver in the washroom.

A detailed description and pictures of each washroom can be found in Appendix 1 on page 11.

Detailed Recommendation:

In the event that no major renovation occurs, there still needs to be a washroom that includes accessible features within the building. For a better understanding of what features to include see the renovation guidelines section below. If this work is done to the public washrooms it can provide access for both staff and public as needed.

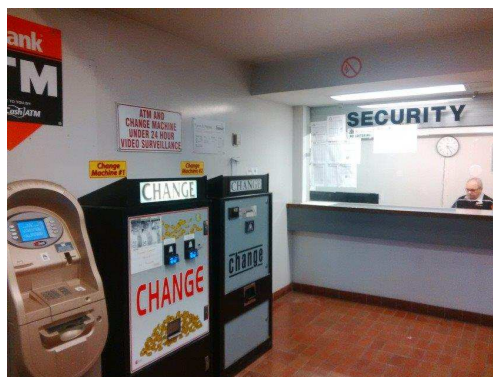
Recommendation 6: Accessible customer service and security counters

Observation: The ticket counter and security counter lack accessible counter features

Classification: Service

Rating: C

Supporting Data and/or Pictures



Detailed Recommendation:

Under the proposed new building code service counters need to have a designated accessible section suitable for wheeled mobility devices or persons seated in chairs complete with lowered counters, open space beneath the counter and colour contrasted edging on the counter.

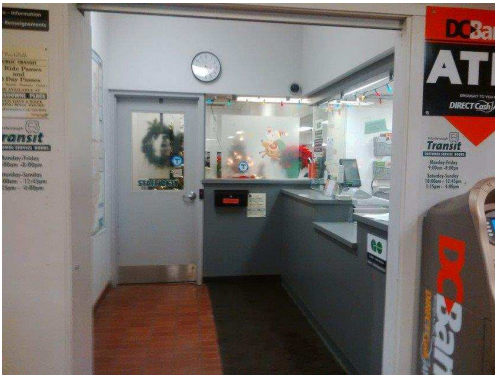
Recommendation 7: Queuing system for service counter

Observation: Usability and Accessibility could be improved for all patrons through queuing lines and signage.

Classification: Service

Rating: B

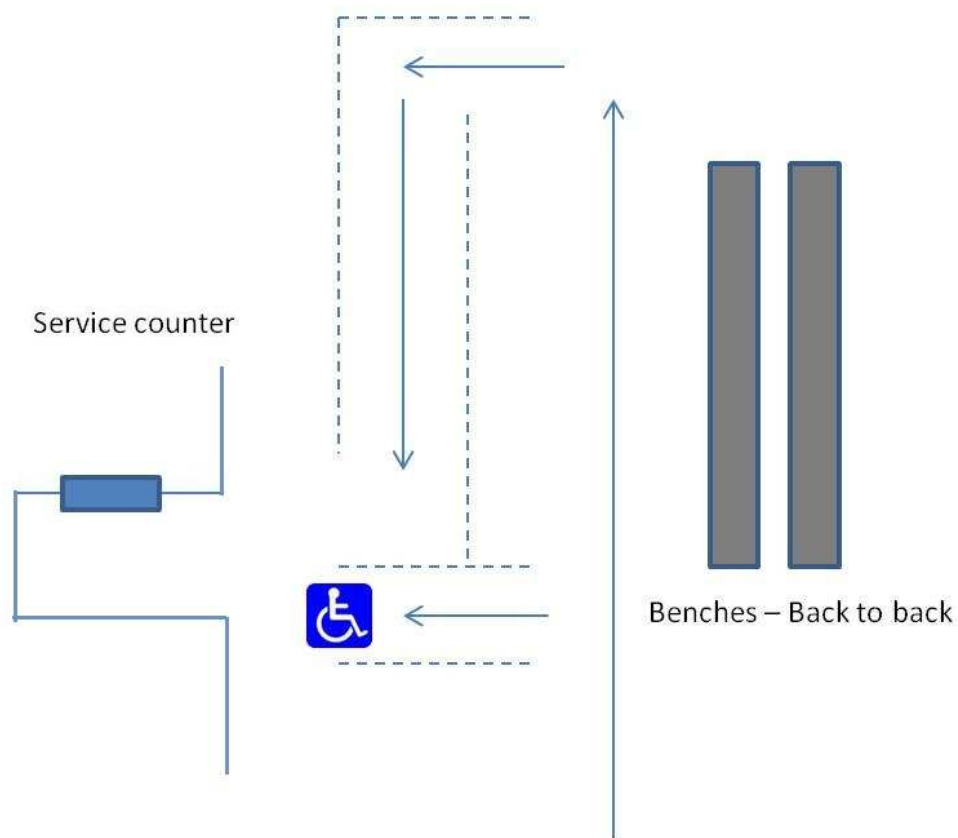
Supporting Data and/or Pictures



Detailed Recommendation:

Implement a queuing system for the ticket counter that will ensure an organized pedestrian flow to interact with staff in a more efficient manner. This system should provide for more easy direct access for those with disabilities

Public Area – Line-up and Queuing



Transit Terminal recommendations: Renovation guidelines



- 1) Try to renovate as “open concept” as possible as it presents fewer barriers to movement
- 2) Ensure all doorways are built to incorporate the following features:
 - a. Built such that the opening is 36” after the installation of door jams.
 - b. Ensure electricity is wired to each doorway in common areas and hallways to facilitate the addition of Automatic Door Openers.
 - c. Equip all inner and outer common area doors with Automatic Door Openers.
 - d. Equip all outer doors with panic bars to facilitate emergency evacuation.
 - e. For any door that is not equipped with an Automatic Door Opener use only levered handles in place of traditional door knobs to provide for easier use.
- 3) Ensure that all floors have slip resistant surfaces and avoid uneven transitions.
- 4) Designate all washrooms to be accessible by design ensuring they incorporate the following features:
 - a. A minimum of 5 feet of space in the common area of the washroom to facilitate turning with mobility devices. If space permits, go larger to provide extra space for larger scooters.
 - b. Ensure accessible washroom stalls have proper grab bars installed using hardened steel bolts to install them to prevent the bar from sheering off the wall and causing injury.
 - c. Ensure accessible stall doors open out to reduce the likelihood of someone getting trapped in the stall in an emergency.
 - d. Where funds permit add an emergency call button to the accessibility stall that could enable someone to alert security to a problem.
 - e. Ensure the drainage pipes for sinks are placed in the wall leaving the area below the sink open and free of impediment for those in a wheelchair.
 - f. Where possible use touch free faucets, flush mechanisms, hand dryers and soap dispensers. If not possible stick to levered handles on sinks to increase ease of use.
 - g. When planning space in the washroom and approaches to each of the sanitary features, consider those people with disabilities who require caregivers and ensure that there is enough space for someone in a chair or using other mobility devices who needs a caregiver to assist with basic needs.
- 5) When considering elevating devices remember that there are a variety of commercial grade elevating devices to suit the needs of any situation and this area can be a major cost savings by choosing the right device. In non-public use scenarios often a Limited

Use/Limited Access elevating device will suffice if the device is not intended to service the public.

- 6) Greater cost efficiency can often be achieved by better design and planning. In the case of public or staff washrooms as an example where they often back onto each other, you can reduce plumbing and electrical costs by mounting urinals, toilets, sinks on the same wall rather than multiple walls. Further, this often helps to improve use of space within washroom environments for people with disabilities.

Recommendation summary for out of scope areas



While the focus of our assessment was the transit terminal as it now exists and providing guidelines for design of any future renovation plans, we have included in this report our observations about the City Parking garage and the External Platform area (including street access) where these areas directly impact the use and accessibility of the transit terminal. While these areas are not specifically under the direct control of the transit department they should be addressed with the appropriate groups involved. We observed five safety issues and five compliance issues as part of this portion of the assessment.

Recommendations

1. Improve Signage
2. Make surface repairs to the external platform area
3. Make changes to the Accessible Parking
4. Elevator safety and maintenance review
5. Upgrade the city parking garage stairwell

Recommendation 1: Improve Signage



Observation: Both the East and West Street approaches to the building lack signage indicating where to access the terminal and where pedestrian traffic is not allowed.

Classification: Safety

Rating: C

Observation: The bus entrance from the street lacks defined danger zones to indicate areas where pedestrians should not enter.

Classification: Safety

Rating: C



Supporting Data and/or Pictures

Detailed Recommendation:

To improve pedestrian traffic flow and decrease the occurrence of pedestrian traffic through the bus parking zone, we recommend painting a caution strip on the pavement at the front of the bus entrance to the terminal parallel to Simcoe Street to indicate pedestrians are not to walk



through that area. In addition we believe it would be beneficial to place signs on both the east and west approaches that clearly indicate the path to take to access the terminal.

Recommendation 2: Make surface repairs to the external platform area



Observation: The surface has cracks and holes which are trip hazards at various points along the loading zones

Classification: Safety

Rating: D

Observation: The loading zones lack non-visual cues to assist those with vision impairment

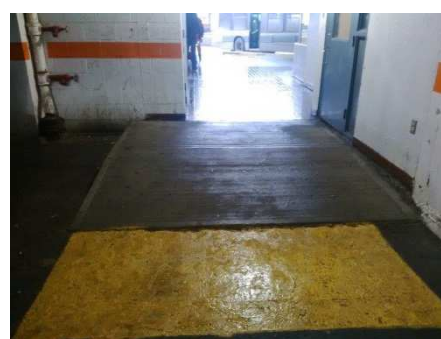
Classification: Safety

Rating: D

Observation: The ramp from the parking garage to access the terminal is uneven and changes surface four times within 25 feet (7620 mm) which creates a slip fall contrast hazard for people with visual disabilities.

Classification: Safety

Rating: C



Supporting Data and/or Pictures

Detailed Recommendation:

There are specific slip/fall hazards that should be addressed for the safety of the general public. We would recommend several options. Option 1: Repair existing holes in the tile and concrete surfaces. Option 2: Standardize the surface by replacing the tiled area with concrete. Option 3: Apply a non-slip substance to the tiled areas specifically to reduce the risk of slip/fall. Option 4: Specific to those with visual disabilities, incorporate tactile surfaces to indicate queuing areas and danger areas around where busses park. It is further recommended to consider standardizing the walkway from the external platform area to the city parking garage to eliminate the issue with uneven surfaces and inconsistent surface textures.

Recommendation 3: Make changes to the Accessible Parking



Observation: 3 of the 7 designated accessible parking spots are potentially unusable by those with special needs and do not meet the proposed Built Environment Standard recommendations.

Classification: Compliance

Rating: C

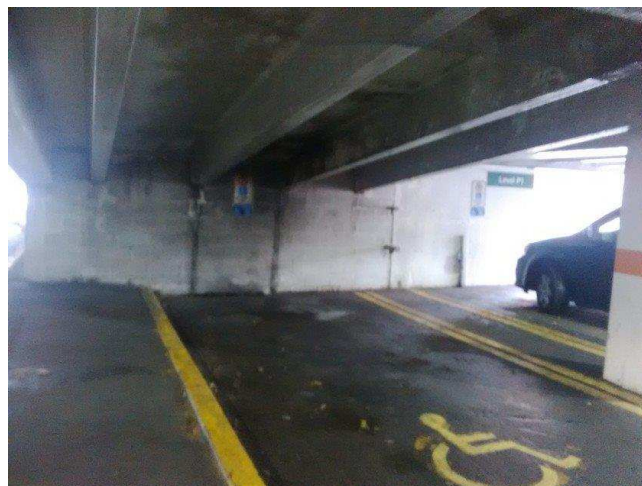
Observation: No designated accessible parking drop off zone exists outside of the paid parking in the garage attached to the terminal

Classification: Service

Rating: B

Supporting Data and/or Pictures

Of the seven, two are in questionable locations that could hinder use of the parking spots due to a low overhang and physical proximity to a raised curb, and one is virtually unusable due to the location adjacent to a pillar and a raised curb with no curb cut.



Detailed Recommendation:

The three designated Accessible parking spaces that are located under the city garage ramp should be relocated to the central location where the other four are located or alternately in the outside lot in order to make sure that all the Accessible parking spaces are usable. The spaces should be repainted and sized to provide a mixture of Type A – Mobility Aided and Type B – Distance Limited spaces in accordance with the proposed built environment standard regulations. We also recommend designating one of the spots on the east side of the terminal as an accessible vehicle drop off spot to provide safe easy access to the terminal.

Recommendation 4: Elevator safety and maintenance review



Observation: No visible elevating device license information or last TSSA inspection verification.

Classification: Compliance

Rating: F

Supporting Data and/or Pictures

There is an elevator servicing the building from the parking garage. There was no visible commercial license or inspection information in the elevator.

Detailed Recommendation:

We recommend a review of the existing elevator license and maintenance information. If these are available and up to date they should be properly posted in the elevator. If they are not available or up to date this represents a major safety issue and potential liability for the City of Peterborough and as such a qualified TSSA mechanic should be brought in to review and update the necessary information for the elevating device and the City will need to ensure that a proper maintenance program is in place to keep this information up to date and in accordance with all laws.

Recommendation 5: Upgrade the city parking garage stairwell



Observation: The railing is not at the correct height.

Classification: Compliance

Rating: D

Observation: The stairs lack proper edge strips.

Classification: Compliance

Rating: D

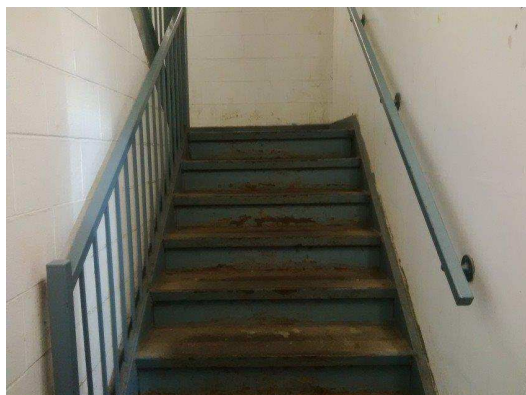
Observation: The ground level fire extinguisher in the stairwell is not properly secured in place.

Classification: Compliance

Rating: C

Supporting Data and/or Pictures

There is no signage in the stairwell to indicate which floor you're on. The stairs do not have edge strips as outlined in the proposed built environment standard.



Detailed Recommendation:

The stair access to the transit terminal from the City Parking garage needs to be addressed as it poses a safety risk to the public. Further, any improvements considered should specifically be undertaken to meet the proposed draft Built Environment Standard. Specifically, the handrails need to be raised to a minimum of 34 inches (864 mm) high. The front edge of the individual stairs need to be upgraded to include edge strips that extend the full width of the tread and provide a tonal contrast with the rest of the tread to provide visual cues as to the edge of the stairs. We recommend the edge strips be of the variety that provide a textured grip strip and a photo-luminescent colour strip which meets the colour difference requirement for stair edges and also aids in emergency evacuation situations by helping people exit the building safely even if the lighting systems fail. Finally, the fire station needs to be repaired to ensure the fire extinguisher in the stairwell is accessible yet secured in place.

Disclosure



The information contained in this report is for information only and is not intended to provide legal advice regarding the decisions or rulings made by the AODA and should not be relied on as such. Adaptability Canada has reviewed your physical environment as it pertains to AODA regulations and the accessibility portion of the Building Code of Ontario (section 3.8) in accordance with the needs assessment provided to us by your organization. The findings in this report are the opinions of Adaptability Canada Corporation staff and are based solely on the information found in this document under the detailed findings section and our interpretation of the regulations listed above. Any changes to your building after the date of onsite assessment render this assessment incomplete and therefore potentially inaccurate. Adaptability Canada Corporation does not guarantee the accuracy or completeness of the information provided in this report. This assessment does not obligate you to move forward with any specific recommendation. The execution of any particular recommendation does not guarantee a particular level of compliance with any regulations. The actual level of compliance to any applicable regulations will be determined by the plans, permits, and other documentation necessary to properly complete any construction job whether based on accessibility or not. The information used to evaluate your property is based on various sources believed to be reliable but its accuracy cannot be guaranteed and is subject to change without notice. While we have attempted to assist you by categorizing areas of concern, you may not agree with our findings or you may be in possession of additional information which negates our findings. You should review the information in our Detailed Findings section to ensure you agree with the information we gathered as a means of creating this report and providing recommendations.

The execution of projects recommended in this report may constitute an “extensive renovation” as described in part 11 of the Ontario Building Code and therefore create a need for you to undertake other projects not referenced in this report in order to maintain compliance with the Building Code. Architectural drawings and building permits (where required) should be used to determine the full extent of these requirements.

Adaptability Canada and its partners are not responsible for any damages or losses arising from any use of this information.