



AllAccess Toolkit

A collection of resources to support the understanding and application of DoPS



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Introduction

AllAccess is a program of the Canadian Urban Institute (CUI) and Human Space (a consulting division of Quadrangle Architects) dedicated to making Ontario's public spaces more accessible. The program is funded by the Government of Ontario's EnAbling Change Program, which provides financial support and expertise to educational projects that promote accessibility for people with disabilities and help organizations comply with the *Accessibility for Ontarians with Disabilities Act* (AODA). AllAccess is helping designers, planners, municipalities, property owners, and others involved in the design and development of public spaces to better understand and implement the Design of Public Spaces Standard (DoPS), the design requirements of the AODA.

The AllAccess program has increased awareness and understanding of DoPS through the development and delivery of the following:

- A network of over 1700 practitioners wanting to learn more about DoPS and how to implement the Standard;
- A project website – allaccesspublicspace.ca;
- A practitioner survey of over 250 participants to gauge awareness and understanding of DoPS among practitioners, to collect information on barriers to the effective implementation of DoPS and to create a benchmark against which progress in raising awareness could be measured over the course of the program;
- A series of interviews with practitioners working with DoPS;
- Three participatory learning workshops engaging over 70 practitioners in Aurora, Oakville and Toronto;
- A Summary Report identifying key findings, best practices, recommendations for future areas of exploration and outreach to support the important role of DoPS; and
- This AllAccess Toolkit – a collection of online resources developed to support understanding and implementation of DoPS.

About the Toolkit

This Toolkit is as a collection of resources to be used by planners, landscape architects, architects, designers, and anyone working with DoPS. It has been designed as a set of individual tools and resources for practitioners to support their understanding and application of the DoPS Standard. Each of the resources is available separately, or combined in the Toolkit. Take what you need.

Our work on AllAccess, including a survey, interviews and workshops, revealed some common needs, challenges and questions with respect to DoPS. The Toolkit aims to address a range of these commonly articulated challenges and to support successful implementation of the Standard.

We understand that the Toolkit will not solve all of the challenges that have been identified, but we hope that you find it useful to support your work in the design of accessible public spaces.

The AllAccess Summary Report identifies recommendations for future areas of exploration and outreach to support the important role of DoPS.

The Toolkit includes the following resources:

1. **DoPS Scope Overview:** An at-a-glance overview of what is within scope of DoPS and what is out of scope. It also addresses some common misconceptions about what is covered by the Standard and how to interpret DoPS.
2. **Technical and Consultation Requirements Summary:** An at-a-glance summary of which sections of DoPS have technical and/or consultation requirements.
3. **Parking Summary:** A resource sheet to support the understanding and application of the Accessible Parking section of DoPS. It provides direction on how to calculate the number of spaces required and some examples.
4. **Requirements Summary:** A summary handbook of all the requirements of DoPS organized by section. It includes a list of considerations, requirements and corresponding DoPS regulation section references organized in a table for ease of reference.
5. **Site Plan Visualization of DoPS and OBC Scope:** A visual representation of the areas that fall within the scope of DoPS versus the Ontario Building Code (OBC) to provide clarity about which regulation to follow in different circumstances.
6. **AllAccess Bookmark:** A handy resource showing DoPS in the context of other relevant accessibility standards and regulations.
7. **Best Practices for Implementing DoPS:** Five key areas of best practice that emerged based on practitioners' experiences working with DoPS.
8. **Self-guided DoPS in Practice Presentation:** A self-guided presentation to support understanding and applying the Design of Public Spaces Standard. It covers the AODA and DoPS in context, what is covered by DoPS and the technical and consultation requirements of the Standard.

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AllAccess Toolkit Resource 1:

DoPS Scope Overview

An at-a-glance overview of what is within scope of DoPS and what is out of scope. It also addresses some common misconceptions about what is covered by the Standard and how to interpret DoPS.



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DoPS Scope Overview

Identification of In Scope and Out of Scope Content

Table 1 DoPS Scope Overview by Section

AllAccess Framework Section	In Scope Content	Out of Scope Content
N/A	<ul style="list-style-type: none"> • New construction • Redevelopment of existing spaces • Spaces used by the public • Areas that the organization intends to maintain 	<ul style="list-style-type: none"> • Existing spaces and features • The three barrier-free path types governed by the OBC • Areas that the organization does not intend to maintain
1	<ul style="list-style-type: none"> • Recreational Trails • Beach Access Routes • Boardwalks • Multi-Use Trails 	<ul style="list-style-type: none"> • Cross-country skiing trails • Mountain Biking trails • Trails intended for motorized vehicles • Wilderness or Back Country Trails
2	<ul style="list-style-type: none"> • Outdoor Public Use Eating Areas 	
3	<ul style="list-style-type: none"> • Outdoor Play Spaces 	<ul style="list-style-type: none"> • Fountains and Washrooms
4	<ul style="list-style-type: none"> • Sidewalks and Walkways • Stairs and Ramps • Pedestrian Crossings • Pedestrian Signals • Curb Ramps (Curb Cuts and Depressed Curbs) • Rest Areas 	
5	<ul style="list-style-type: none"> • Off- and On-street Parking • Service Counters (interior and exterior) • Fixed Queuing Areas (interior and exterior) • Waiting Areas • Maintenance plans and procedures 	<ul style="list-style-type: none"> • Parking Spaces where the facilities do not provide a barrier-free path of travel.

Common Misconceptions

As captured above, the DoPS does not cover existing spaces unless they are getting extensively renovated or redeveloped, spaces an organization does not intend to maintain, or features not identified in the seven sections of the regulation.

This means:

- Under DoPs, there is no obligation to remediate existing spaces;
- There are no requirements for barrier-free housing under the AODA;
- Signage requirements are only located under parking: there is no “AODA Compliant” signage inside buildings;
- There is no such thing as an “AODA washroom”;
- Amenities like fountains in outdoor play or eating areas are not addressed;
- Installing an elevator in a building without one is not part of the AODA;
- There is no obligation to remediate existing barriers.

In addition, the Accessibility for Ontarians with Disabilities Act is a law but not a certification: there are no providers, services, or products which are “AODA Approved”.

AllAccess Toolkit Resource 2:

Technical and Consultation Requirements Summary

An at-a-glance summary of which sections of DoPS have technical and/or consultation requirements.



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Technical and Consultation Requirements Summary

The Design of Public Spaces Standard is made up of seven sections which have technical as well as consultation requirements.

Table 2 Technical and Consultations Requirements

AllAccess Framework Section	Name	Technical	Consultation
1	Recreational Trails and Beach Access Routes	YES	YES
2	Outdoor Public Use Eating Areas	YES	NO
3	Outdoor Play Spaces	NO	YES
4	Exterior Paths of Travel	YES	YES
5	Accessible Parking	YES	YES
6	Obtaining Services	YES	NO
7	Maintenance	NO	NO

“**Technical Requirements**” refers to dimensions and/or a percentage number of accessible features prescribed under DoPS.

“**Consultation**” refers to consultation with the public, including people with disabilities, and the accessibility advisory committee (AAC) where an organization is required to have one under DoPS. There are no guidelines provided on the size or makeup of the advisory group(s). Consultation can follow existing practices to meet organizational needs.

AllAccess Toolkit Resource 3:

Parking Summary

A resource sheet to support the understanding and application of the Accessible Parking section of DoPS. It provides direction on how to calculate the number of spaces required and some examples.



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Parking Summary

On-Street Parking

Municipalities and the broader public sector must consult with the public including people with disabilities (and municipal accessibility advisory committee, if required) to determine need, location, and design of accessible on-street parking.

Off-Street Parking

Calculating Number of Spaces Required

Total Parking Spaces Provides	Accessible Parking Spaces Required
12 or less	1 Type A (Van)
13 – 100	4% of total spaces
101 – 200	3% of total spaces + 1
201 – 1,000	2% of total spaces + 2
More than 1,000	1% of total space + 11

Additional Information:

- Number of accessible spaces must be divided 50% Type A (van) and 50% Type B (car)
- If an odd number, the additional can be Type B.
- Round up.

These numbers are the minimum required under DoPS: remember to check for municipal by-laws, which may ask for an increased number (in addition to different design criteria).

Sample Calculations

Table 3 Accessible Parking Sample Calculations

Total Parking Spaces Provides	Accessible Parking Spaces Required
3	1 'Type A' space
67	$67 * 4/100 = 2.68$ Round to 3 3 spaces = 1 Type A and 1 Type B, plus one Type B Of 67 total spaces, 1 must be Type A and 2 must be Type B accessible spaces. 64 can be other types.
124	$(124 * 3/100) + 1 = 3.72 + 1 = 4.72$ Round to 5 5 spaces = 2 Type A and 2 Type B, plus one Type B Of 124 total spaces, 2 must be Type A and 3 must be Type B accessible spaces. 119 can be other types.
598	$(598 * 2/100) + 2 = 11.96 + 2 = 13.96$ Round to 14 14 space = 7 Type A and 7 Type B Of 598 total spaces, 7 must be Type A and 7 must be Type B accessible spaces. 484 can be other types.
1,456	$(1456 * 1/100) + 11 = 14.56 + 11 = 25.56$ Round to 26 26 spaces = 13 Type A and 13 Type B Of 1456 total spaces, 13 must be Type A and 13 must be Type B accessible spaces. 1430 can be other types.

AllAccess Toolkit Resource 4:

Requirements Summary

A summary handbook of all the requirements of DoPS organized by section. It includes a list of considerations, requirements and corresponding DoPS regulation section references organized in a table for ease of reference.



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Requirements Summary

1 Recreational Trails and Beach Access Routes

Recreational Trails

Table 4 Recreational Trails - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	Part IV.1 applies to all recreational trails except for those solely intended for: cross-country skiing, mountain biking or the use of motorized snow vehicles or off-road vehicles, wilderness trails, backcountry trails and portage routes.	80.6
Consultation	Obligated organizations shall consult on the following: <ul style="list-style-type: none"> Slope of trail; Need for, and location of ramp on the trail; Need, location and design of: rest areas, passing areas, viewing areas, amenities on the trail and any other pertinent feature 	80.8
Consultation	<ul style="list-style-type: none"> Obligated organizations shall consult with the public and persons with disabilities; Municipalities shall also consult with their municipal accessibility advisory committees 	80.8
Clear width	Min 1000 mm	80.9
Head room clearance	Min 2100 mm from the ground to the bottom of the protrusion	80.9
Surface	Firm and stable	80.9
Openings	Must not allow passage of an object with a diameter of more than 20 mm and any elongated openings must be orientated approximately perpendicular to the direction of travel	80.9

Consideration	Requirement	DoPS Section Reference
Edge protection for surface drop-off (incl. adjacent to water)	Elevated barrier that runs along the edge of the recreational trail min 50 mm high from the ground, which does not impede drainage of the trail surface	80.9
Edge protection for surface drop-off (incl. adjacent to water)	Edge protection need not be provided if there is a protective barrier	80.9
Entrance clear opening (gate, bollard or other design)	850 – 1000 mm	80.9
Trail head signage (information)	<ul style="list-style-type: none"> • Length of trail; • Type of surface; • Average and minimum trail width; • Average and maximum running slope and cross slope; • Location of amenities, where provided 	80.9
Trail head signage (text)	High tonal contrast with its background and using sans serif font	80.9
Other media (websites or brochures)	Media must provide the same information as trail head signage	80.9

Beach Access Routes

Table 5 Beach Access Routes - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	Part IV.1 applies to beach access routes including permanent and temporary routes and temporary routes that are established through the use of manufactured doors, which can be removed for the winter months.	80.7
Clear width	Min 1000 mm	80.10
Head room clearance	Min 2100 mm from the ground to the bottom of the protrusion	80.10
Surface (access route)	Firm and stable	80.10
Cross slope (access route)	Max 1:50	80.10
Threshold (access route)	1:2 bevel at changes in level of 6 mm – 13 mm	80.10
Running slope (access route)	Max 1:10 at changes in level of 14 mm – 200 mm	80.10
Ramp (access route)	Shall be designed as a ramp and meet requirements of section 80.13 at changes in level greater than 200 mm	80.10
Openings (access route)	Must not allow passage of an object with a diameter of more than 20 mm and any elongated openings must be orientated approximately perpendicular to the direction of travel	80.10
Cross slope (non-constructed access route)	Must be minimum slope for drainage	80.10
Running slope	Max 1:10	80.10
Entrance clear opening (gate, bollard or other design)	Max 1:10	80.10

Trails and Beach, in Common

Table 6 Trails and Beach, in Common - Technical Requirements

Consideration	Requirement	DoPS Section Reference
General	Obligated organizations shall comply with design requirements	80.11
Exception	Limitation applies solely to the particular requirement for which the exception is allowed and to the portion for which it is claimed and not the route in its entirety	80.14
Exception	Requirement would likely affect cultural heritage value or interest protected under the Ontario Heritage Act	80.15
Exception	Requirement would affect preservation of places set apart as National Historic Sites of Canada of Minister of the Environment for Canada under Canada National Parks Act (Canada)	80.15
Exception	Requirement would affect the national historic significance of historic places under the Historic Sites and Monuments Act (Canada)	80.15
Exception	Requirement might damage cultural/natural heritage included in the United Nations Educational, Scientific and Cultural Organization's World Heritage List of sites under Convention Concerning the Protection of the World Cultural and Natural Heritage	80.15
Exception	Significant risk that the requirement, or some of the, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values	80.15
Exception	Requirement is not practicable because of existing physical or site constraints	80.15

Boardwalks

Table 7 Boardwalks - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Clear width	Min 1000 mm	80.12
Head room clearance	Min 2100 mm from the ground to the bottom of the protrusion	80.12
Surface	Firm and stable	80.12
Openings	Must not allow passage of an object with a diameter of more than 20 mm	80.12
Edge protection	Min 50 mm	80.12
Running Slope	If steeper than 1:20, shall be designed as a ramp and meet requirements of section 80.13	80.12

Ramps

Table 8 Ramps - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Clear width	Min 900 mm	80.13
Head room clearance	Min 2100 mm from the ground to the bottom of the protrusion	80.13
Surface	Firm and stable	80.13
Running slope	Max 1:10	80.13
Landings	<ul style="list-style-type: none"> • Shall be provided at: <ul style="list-style-type: none"> ○ Top and bottom of ramp; ○ Abrupt change in direction of the ramp; ○ Horizontal intervals not greater than 9 metres apart. • Minimum 1670 mm x 1670 mm at top and bottom and abrupt change in direction; • Minimum 1670 mm x width of ramp for an in-line ramp • Cross slope max 1:50 	80.13
Openings	Must not allow passage of an object with a diameter of more than 20 mm	80.13
Handrails	<ul style="list-style-type: none"> • Provided on both sides; • Continuously graspable along entire length; • Circular cross-section 30 mm – 40 mm or non-circular perimeter 100 mm – 155 mm whose largest cross-sectional max 57 mm; • 865 mm – 965 mm high measured vertically from surface of ramp, except those provided in addition to the required; • Terminate in a manner that will not obstruct pedestrian travel or create hazard; • Extend horizontally min 300 mm at top and bottom; • Clearance from wall min 50 mm 	80.13
Intermediate handrails	<ul style="list-style-type: none"> • Provided if ramp is more than 2200 mm in width. Intermediate handrail shall: • Be continuous between landings; 	80.13

Consideration	Requirement	DoPS Section Reference
	<ul style="list-style-type: none"> • Max 1650 mm between handrails; • Comply with general handrails requirements required on both sides 	
Guard	Wall or guard on both sides min 1070 mm measured vertically to the top of the guard from the ramp surface and no member, attachment or opening located 140 mm – 900 mm above ramp will facilitate climbing	80.13
Edge protection	Curb min 50 mm high on any side of ramp where no solid enclosure is provided; or with railings or other barriers that extend to within 50 mm of finished ramp surface	80.13

2 Outdoor Public Eating Areas

Eating Areas

Table 9 Eating Areas - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	Applies to tables that are found in outdoor public areas specifically intended for use by the public	80.16
Number	Min 20%, never less than one, of tables be accessible having knee and toe clearance	80.17
Surface	Ground surface leading to and under table level, firm and stable	80.17
Size	Clear ground space around table that allows for a forward approach to the tables using a mobility aid	80.17
Knee clearance	Have knee and toe clearance	80.17

3 Outdoor Play Spaces

Play Spaces

Table 10 Play Spaces - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	Applies to newly constructed and redeveloped outdoor play spaces that an obligated organization, other than a small organization, intends to maintain and that consists of an area that includes play equipment, such as swings, or features such as logs, rocks, sand or water where the equipment or features are designed and placed to provide play opportunities and experiences for children and caregivers	80.18
Consultation	Shall consult on the needs of children and caregivers with various disabilities	80.19
Consultation	<ul style="list-style-type: none"> • Obligated organizations shall consult with the public and persons with disabilities; • Municipalities shall also consult with their municipal accessibility advisory committees 	80.19
Design	Incorporate accessibility features, such as sensory and active play components, for children and caregivers with various disabilities into the design	80.20
Surface	Firm, stable and has impact attenuating properties for injury prevention and sufficient clearance to move through, in and around play space	80.20

4 Exterior Paths of Travel

Paths of Travel

Table 11 Paths of Travel - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	Applies to outdoor sidewalks or walkways for pedestrian travel and intended to serve a functional purpose and not to provide a recreational experience	80.21
Application	Obligated organizations shall comply with design requirements	80.22
Entrance clear opening (gate, bollard or other design)	Min 850 mm	80.23
Clear width	Min 1500 mm, but can be reduced to 1200 mm to serve as a turning space where the exterior path connects with a curb ramp	80.23
Surface	Firm and stable	80.23
Surface	Slip resistant	80.23
Head room clearance	Min 2100 mm over a portion of the exterior path; cane detectable rail or other barrier shall be provided where head room clearance is less than 2100 mm	80.23
Openings	Must not allow passage of an object with a diameter of more than 20 mm and any elongated openings must be orientated approximately perpendicular to the direction of travel	80.23
Threshold	<ul style="list-style-type: none"> Vertical rise = profile 6 mm – 13 mm = 1:2 bevel; 14 mm – 74 mm = max 1:8 running slope or designed as curb ramp; 75 mm – 200 mm = max 1:10 running slope or designed as a curb ramp; 201 mm+ = designed as a ramp 	80.23
Running slope	Max 1:20; if sidewalk, can have running slope greater than 1:20, but shall not exceed slope of adjacent roadway	80.23

Consideration	Requirement	DoPS Section Reference
Cross slope	Max 1:20 where surface is asphalt, concrete or some other hard surface; or max 1:10 in all other cases	80.23
Limitation	Limitation applies solely to the particular requirement for which the exception is allowed and to the portion for which it is claimed and not the route in its entirety	80.30
Exception	Requirement would likely affect cultural heritage value or interest protected under the Ontario Heritage Act	80.31
Exception	Requirement would affect preservation of places set apart as National Historic Sites of Canada of Minister of the Environment for Canada under Canada National Parks Act (Canada)	80.31
Exception	Requirement would affect the national historic significance of historic places under the Historic Sites and Monuments Act (Canada)	80.31
Exception	Requirement might damage cultural/natural heritage included in the United Nations Educational, Scientific and Cultural Organisation's World Heritage List of sites under Convention Concerning the Protection of the World Cultural and Natural Heritage	80.31
Exception	Significant risk that the requirement, or some of the, would adversely affect water, fish, wildlife, plants, invertebrates, species at risk, ecological integrity or natural heritage values	80.31
Exception	Requirement is not practicable because of existing physical or site constraints	80.31
Exception	Does not apply to paths of travel regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992. O. Reg. 413/12, s. 6.	80.31

Ramps

Table 12 Ramps - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Surface	Firm and stable	80.24
Surface	Slip resistant	80.24
Openings	Must not allow passage of an object with a diameter of more than 20 mm and any elongated openings must be orientated approximately perpendicular to the direction of travel	80.24
Clear width	Min 900 mm	80.24
Running slope	Max 1:15	80.24
Landings	<ul style="list-style-type: none"> • Shall be provided at: <ul style="list-style-type: none"> ○ Top and bottom of ramp; ○ Abrupt change in direction of the ramp; and ○ Horizontal intervals not greater than 9 metres apart. • Minimum 1670 mm x 1670 mm at top and bottom and abrupt change in direction; • Minimum 1670 mm x width of ramp for an in-line ramp • Cross slope max 1:50 	80.24
Handrails	<ul style="list-style-type: none"> • Provided on both sides; • Continuously graspable along entire length; • Circular cross-section 30 mm – 40 mm or non-circular perimeter 100 mm – 155 mm who's largest cross-sectional max 57 mm; • 865 mm – 965 mm high measured vertically from surface of ramp, except those provided in addition to the required; • Terminate in a manner that will not obstruct pedestrian travel or create hazard; • Clearance from wall min 50 mm; • Withstand load values min 0.9 kN at any point and min 0.7 kN/metre uniform load applied in any direction to the handrail 	80.24
Handrail extension	Extend horizontally min 300 mm at top and bottom	80.24

Consideration	Requirement	DoPS Section Reference
Intermediate handrails	<ul style="list-style-type: none"> • Provided if ramp is more than 2200 mm in width. Intermediate handrail shall: • Continuous between landings; • Max 1650 mm between handrails; • Comply with general handrails requirements required on both sides 	80.24
Guard	<ul style="list-style-type: none"> • Wall or guard on both sides min 1070 mm measured vertically to the top of the guard from the ramp surface; and • No member, attachment or opening located 140 mm – 900 mm above ramp will facilitate climbing 	80.24
Edge protection	Curb min 50 mm high on any side where no solid enclosure is provided; or with railings or other barriers that extend to within 50 mm of finished ramp surface	80.24

Stairs

Table 13 Stairs - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Rise and run	Uniform in any one flight	80.25
Rise	125 mm – 180 mm	80.25
Rise	Closed risers	80.25
Run	280 mm – 355 mm	80.25
Nosing	Max 38 mm with no abrupt undersides	80.25
Contrast strip	High tonal contrast markings that extend the full tread width of the leading edge of each step	80.25
Tactile walking surface indicator	<ul style="list-style-type: none"> • Raised tactile profiles; • High tonal contrast with adjacent surface; • Located at top of all flights of stairs; and • Extend the full width of stairs with minimum 610 mm depth commencing one tread depth from the edge of the stair 	80.25
Handrails	<ul style="list-style-type: none"> • Provided on both sides; • Continuously graspable along entire length; • Circular cross-section 30 mm – 40 mm or non-circular perimeter 100 mm – 155 mm who's largest cross-sectional max 57 mm; • 865 mm – 965 mm high measured vertically from surface of tread, except those provided in addition to the required; • Terminate in a manner that will not obstruct pedestrian travel or create hazard; • Clearance from wall min 50 mm; • Withstand load values min 0.9 kN at any point and min 0.7 kN/metre uniform load applied in any direction to the handrail 	80.25
Handrail extension	Extend horizontally min 300 mm at top and bottom	80.25

Consideration	Requirement	DoPS Section Reference
Guard	<ul style="list-style-type: none"> Where a wall is not provided on each side, provide guards where difference in elevation between ground level and the top of the stair is more than 600 mm. Guard shall: Min 920 mm measured vertically to the top of the guard from a line drawn through the outside edge of the stair nosings; and Guard min 1070 mm around landings 	80.25
Intermediate handrails	<ul style="list-style-type: none"> Provided if stairs is more than 2200 mm in width. Intermediate handrail shall: Continuous between landings; Max 1650 mm between handrails; Comply with general handrails requirements required on both sides 	80.25

Curb Ramps

Table 14 Curb Ramps - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Clear width	Min 1200 mm, exclusive of any flared sides	80.26
Running slope	Elevation < 75 mm = max 1:8; elevation 75 mm – 200 mm = max 1:10	80.26
Cross slope	Max 1:50	80.26
Slope (flared sides)	Max 1:10	80.26
Tactile walking surface indicator	<ul style="list-style-type: none"> Where curb ramp is provided at a pedestrian crossing, TWSI shall be provided that have: Raised tactile profiles; High tonal contrast with adjacent surface; Located at the bottom of the curb ramp; Set back 150 mm – 200 mm from curb edge; Extend full width of curb ramp; and Minimum 610 mm in depth 	80.26
Contrast strip	High tonal contrast markings that extend the full tread width of the leading edge of each step	80.25
Tactile walking surface indicator	<ul style="list-style-type: none"> Raised tactile profiles; High tonal contrast with adjacent surface; Located at top of all flights of stairs; and Extend the full width of stairs with minimum 610 mm depth commencing one tread depth from the edge of the stair 	80.25

Depressed Curb

Table 15 Depressed Curb - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Running slope	Max 1:20	80.27
Running slope	Aligned with the direction of travel	80.27
Tactile walking surface indicator	<p>Where curb ramp is provided at a pedestrian crossing, TWSI shall be provided that have:</p> <ul style="list-style-type: none"> • Raised tactile profiles; • High tonal contrast with adjacent surface; • Located at the bottom portion of the depressed curb that is flush with the roadway; • Set back 150 mm – 200 mm from curb edge; and • Minimum 610 mm in depth 	80.27

Pedestrian Signals

Table 16 Pedestrian Signals - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	New or replacing traffic control systems with pedestrian control signals shall comply with Design set out below	80.28
Design and location (single)	<ul style="list-style-type: none"> • Locator tone distinct from walk indicator tone; • Within 1500 mm of edge of the curb; • Mounted max 1100 mm above ground level; • Tactile arrows align with direction of crossing; • Include manual and automatic activation features; • Include audible and vibro-tactile walk indicators. 	80.28
Location (multiple)	Where two accessible pedestrian controls signal assemblies are installed on the same corner, shall be min 3000 mm apart	80.28
Exception	To Location (multiple): where two accessible pedestrian control signal assemblies cannot be installed 3000 mm apart due to site constraints, two control signals can be installed on a single post if it includes a verbal announcement to clearly state which crossing is active	80.28

Rest Areas

Table 17 Rest Areas - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Consultation	Shall consult on the design and placement of rest areas along the exterior path of travel	80.29
Consultation	<ul style="list-style-type: none"> • Obligated organizations shall consult with the public and persons with disabilities; • Municipalities shall also consult with their municipal accessibility advisory committees 	80.29

5 Accessible Parking

Off-Street Parking

Table 18 Off-Street Parking - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	Obligated organizations shall comply with design requirements	80.32
Exception	Requirements do not apply to off-street parking facilities used exclusively for: <ul style="list-style-type: none"> • Buses; • Delivery vehicles; • Law enforcement vehicles; • Medical transportation vehicles, such as ambulances; • Parking lot for impounded vehicles 	80.33
Exception	Requirements do not apply to off-street parking facilities if: <ul style="list-style-type: none"> • Off-street parking facilities are not located on a barrier-free path of travel, regulated under Ontario Regulation 350/06 (Building Code) made under the Building Code Act, 1992; and • The obligated organization has multiple off-street parking facilities on a single site that serve a building or facility 	80.33
Type A (van)	Min 3400 mm wide	80.34
Type B	Min 2400 mm wide	80.34

Access Aisles

Table 19 Access Aisles - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Design	Shall be provided for all accessible parking spaces located adjacent to accessible parking space to permit persons with disabilities to get in and out of their vehicles	80.35
Design	Access aisles may be shared by two accessible parking spaces	80.35
Design (Typical)	<ul style="list-style-type: none"> • Min 1500 mm wide; • Extend full length of parking space; • Marked with high tonal contrast diagonal lines, which discourages parking in them, where the surface is asphalt, concrete or some other hard surface 	80.35

Minimum Number and Type of Accessible Parking Spaces

Table 20 Minimum Number and Type of Accessible Parking Spaces – Technical Requirements

Consideration	Requirement	DoPS Section Reference
Amount	# Parking spaces = min accessible parking spaces required (rounding up to the nearest whole number) 1 – 12 = 1 Type A 13 – 100 = 4% 101 – 200 = 1 plus 3% 201 – 1000 = 2 plus 2% 1001 or greater = 11 plus 1%	80.36
Number, exception	Exception to the required number of parking spaces for the use of persons with disabilities is permitted if obligated organization can demonstrate it is not practicable to comply due to existing physical or site constraints	80.38
Number, exception	Where an obligated organization claims an exception, they shall provide as close to as many parking spaces for the use of persons with disabilities that meet the requirements for minimum number of accessible parking and comply with distribution of Type A and Type B spaces	80.38
Amount	Where more than 13 parking spaces are provided in a facility the distribution of Type A and Type B accessible parking shall: <ul style="list-style-type: none"> • Where an even number of accessible parking spaces are provided, an equal number of Type A and Type B shall be provided; • Where an odd number of accessible parking spaces are provided, an equal number of Type A and Type B shall be provided, but the odd-numbered space may be Type B 	80.36
Location (Distribution)	Where more than one off-street parking facility is provided at a site, the number of accessible parking spaces (including number of Type A and Type B) shall be calculated for each off-street parking facility	80.36
Location (Distribution)	Where more than one off-street parking facility is provided at a site, the accessible parking spaces may be distributed among the off-street parking facilities in a manner that provides substantially	80.36

Consideration	Requirement	DoPS Section Reference
	<p>equivalent or greater accessibility in terms of distance from an accessible entrance or user convenience;</p> <p>The following factors may be considered to determine user convenience:</p> <ul style="list-style-type: none"> • Protection from the weather; • Security; • Lighting; • Comparative maintenance 	

Signage

Table 21 Signage - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Application	<ul style="list-style-type: none"> • Shall provide accessible permit parking sign to identify accessible parking space; • Type A with signage that identifies the space as "van accessible" 	80.37

On-Street Parking

Table 22 On-Street Parking - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Consultation	Designated public sector organizations shall consult on the need, location and design of accessible on-street parking spaces	80.39
Consultation	<ul style="list-style-type: none"> Designated public sector organizations shall consult with the public and persons with disabilities; Municipalities must also consult with their municipal accessibility advisory committees 	80.39

6 Obtaining Services

Service Counters, Fixed Queuing Guides, Waiting Areas

Table 23 Service Counters, Fixed Queuing Guides, Waiting Areas

Consideration	Requirement	DoPS Section Reference
Application	Obligated organizations shall meet the requirements for: <ul style="list-style-type: none"> Newly constructed service counters and fixed queuing guides; and Newly constructed or redeveloped waiting areas 	80.40
Application	Requirements for obtaining services in respect to service counters, fixed queuing guides and waiting areas apply in buildings and out-of-doors	80.40

Service Counters

Table 24 Service Counters - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Amount	<ul style="list-style-type: none"> Where multiple queuing lines are provided, min 1 service counter shall be accessible for each type of service provided and clearly identified with signage; Where a single queuing line serves a single or multiple counters, each service counter shall be accessible 	80.41
Height	Such that it is usable by a person seated in a mobility device	80.41
Knee clearance	Sufficient knee clearance for a person seated in a mobility device, where a forward approach to the counter is required	80.41
Floor space	Sufficiently clear so as to provide a space for a person using a mobility device	80.41

Fixed Queuing Guides

Table 25 Fixed Queuing Guides - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Clear width	Sufficient width to allow for the passage of a person using a mobility device	80.42
Floor space	Sufficiently clear floor area to permit a person using a mobility device to turn where queuing lines change direction	80.42
Design	Cane detectable	80.42

Waiting Areas

Table 26 Waiting Areas - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Amount	Where seating is fixed to the floor, min 3%, but never less than 1 space, seating shall be accessible	80.43
Floor space	Accessible seating for waiting area shall be a space in the seating area where a person using a mobility device can wait	80.43

7 Maintenance

Accessible Elements

Table 27 Accessible Elements - Technical Requirements

Consideration	Requirement	DoPS Section Reference
Procedures	<p>In addition to the accessibility plan requirements set out in section 4 of the AODA, obligated organizations shall ensure their multi-year accessibility plans include:</p> <ul style="list-style-type: none"> • Procedures for preventative and emergency maintenance of the accessible elements in public spaces under DoPS; • Procedures for dealing with temporary disruptions when accessible elements required under DoPS are not in working order 	80.44

AllAccess Toolkit Resource 5:

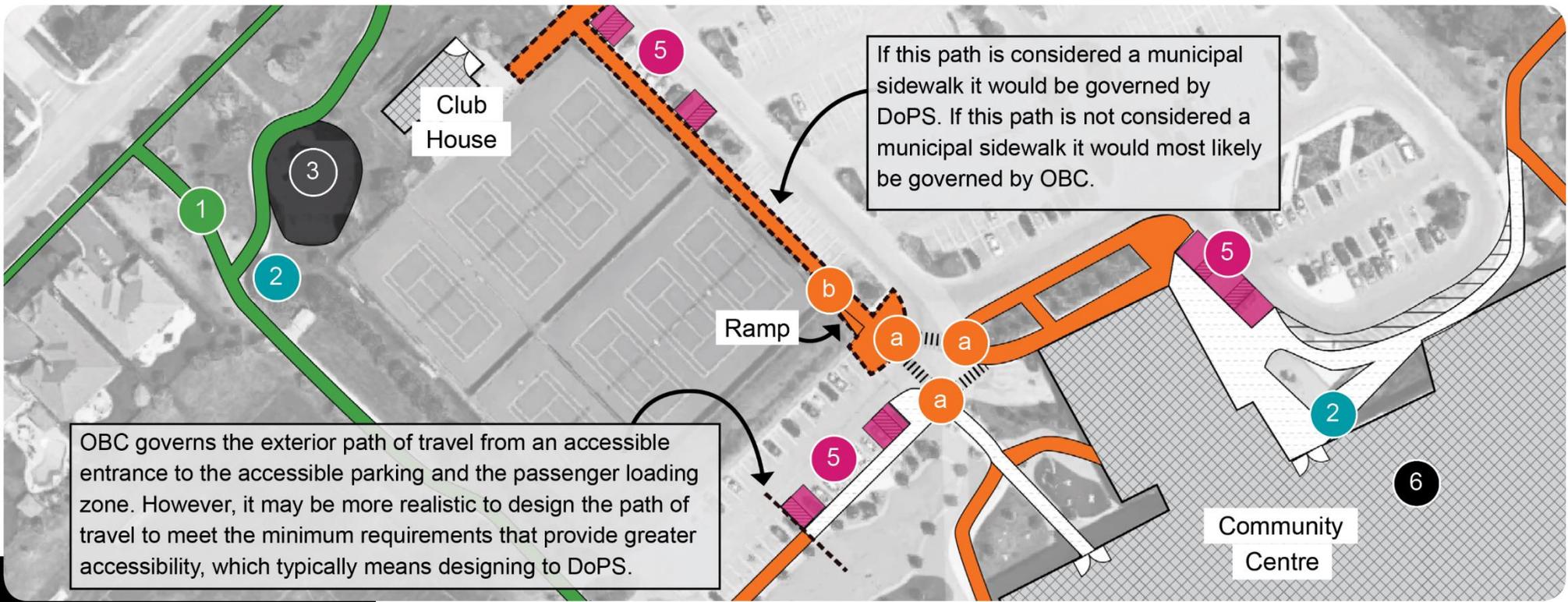
Site Plan Visualization of DoPS and OBC Scope

A visual representation of the areas that fall within the scope of DoPS versus the Ontario Building Code (OBC) to provide clarity about which regulation to follow in different circumstances.



human—space





All access

Site Plan Visualization of DoPS and OBC Scope

This visualization shows areas that fall within the scope of the DoPS versus the OBC. In areas where DoPS and OBC intersect, we recommend that designers develop the exterior space to meet the minimum requirements that provide greater accessibility, which typically means designing to the DoPS.

Design of Public Spaces (DoPS)

Ontario Building Code (OBC)

- 1 Recreational Trails and Beach Access Routes
 - 2 Outdoor Public Use Eating Areas
 - 3 Outdoor Play Spaces
 - 4 Exterior Paths of Travel
 - a. Curb ramps
 - b. Ramps
 - 5 Accessible Parking
 - Access aisles
 - Parking spaces
 - 6 Obtaining Services
-
- Paths of Travel
 - Passenger Loading Zone, Pick-up and Drop-off
 - Accessible Entrance
 - Path of Travel that could be governed by DoPS or OBC

AllAccess Toolkit Resource 6:

Bookmark

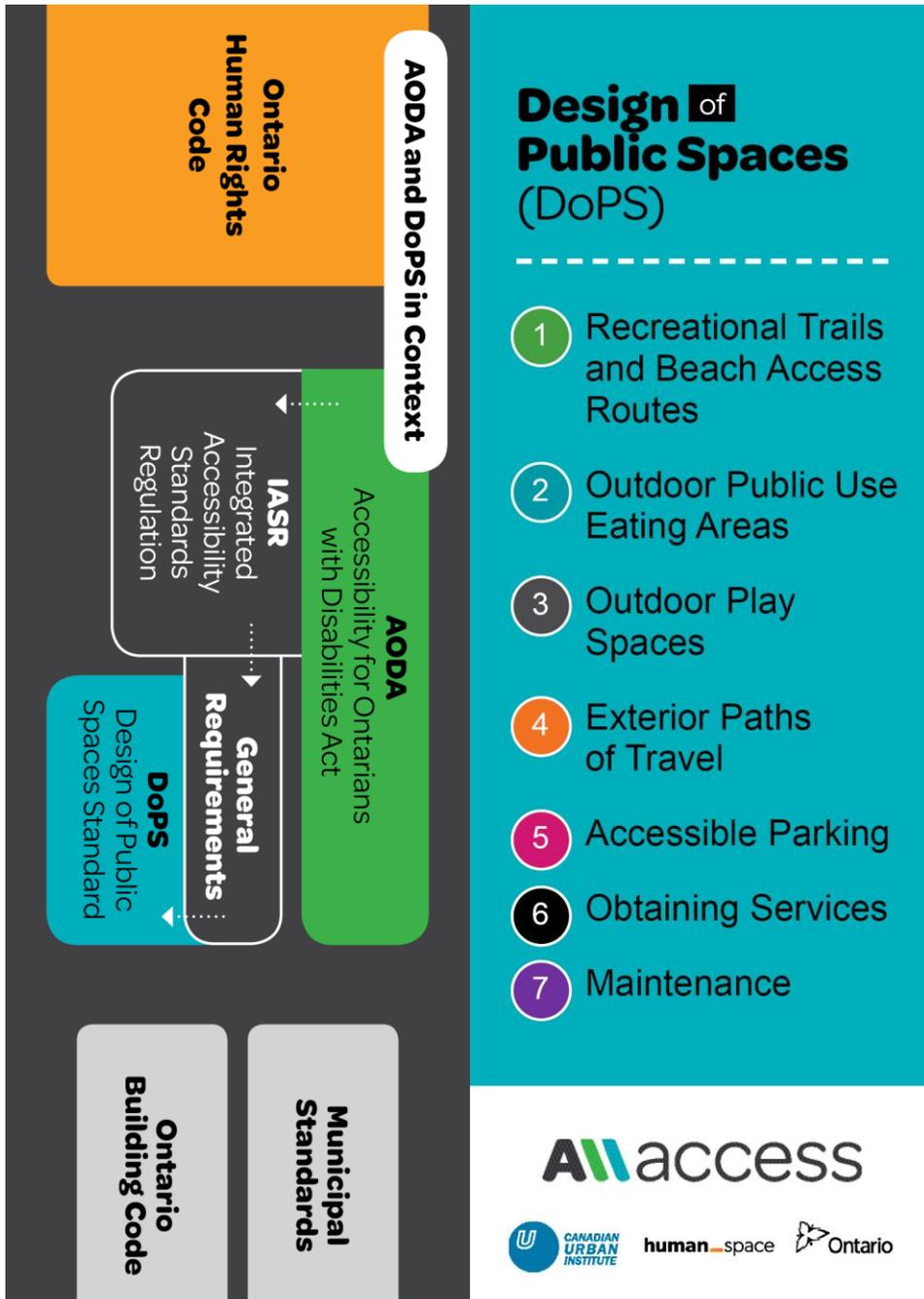
A handy resource showing DoPS in the context of other relevant accessibility standards and regulations.



Bookmark

(Back of bookmark)

(Front of bookmark)



Print, cut and fold the above bookmark to create a handy reference resource.

AllAccess Toolkit Resource 7:

Best Practices for Implementing DoPS

Five key areas of best practice that emerged based on practitioners' experiences working with DoPS.



Best Practices for Implementing DoPS

Through the AllAccess activities, practitioners working with DoPS shared their experiences about the approaches they feel are effectively implementing DoPS. Five key areas of best practice emerged.

Municipal design guidelines and standards

Many participants indicated that while DoPS is helpful at raising awareness about accessibility and providing some standards for accessible design, it really needs to be considered a minimum standard and should not be the bar for accessible public spaces. Municipal design standards and guidelines were seen as very effective tools for municipalities to lead by example and encourage higher accessibility standards in their jurisdiction.

Many felt that municipal design standards and guidelines resulted in higher prioritization of accessibility in municipalities, and showed municipal and Council acknowledgement and support of the importance of accessibility.

Meaningful and effective engagement

Engagement with Accessibility Advisory Committees (AACs)¹ and persons with disabilities was considered to be a critical factor influencing the success of public space projects. However, effectively engaging people so they have opportunities to contribute meaningfully and influence the project was seen as a considerable challenge.

Some suggestions to encourage meaningful engagement included:

- Early engagement implemented at the launch of a project;
- Continuous engagement throughout the project;
- Targeting potential users of the space and persons with disabilities for engagement;
- Having a multitude of voices at the table;
- Engaging the public and AACs at the site plan stage to ensure that it is not too late to meaningfully engage and influence the design of the space.

Engage those with lived experience of disability in the design

Engagement through this project revealed the importance of providing opportunities for persons with disabilities to share their lived experience with those who are designing the space. Many participants mentioned that having the opportunity to hear and see first-hand experience was very powerful and

¹ Under the AODA, every municipality with a population of 10,000 or more is required to create a local Accessibility Advisory Committee (AAC).

impactful and helped them understand how others actually experience a space. They felt this added a dimension that could benefit DoPS and how it works in practice.

Secure support of senior decision-makers

Senior corporate commitment helps support and prioritize accessibility.

Several practitioners working in municipalities indicated that when they are working with a Council or senior staff who have demonstrated a commitment to accessibility, designing accessible public spaces becomes much easier. Practitioners indicated that municipal accessibility advisors or departments can be extremely helpful, as they provide an opportunity for accessibility dialogue within the workplace and are a resource when questions arise.

Practitioners from the private sector expressed similar experiences, indicating that the inclusion of an in-house accessibility body such as an accessibility department helps to integrate accessibility into the culture of an organization because there is senior management buy-in.

Consider Context

In addition to knowing and understanding the content of the Design of Public Spaces Standard, many participants felt it was critical to understand DoPS in context.

Firstly, it is necessary to understand not just the requirements of the Standard but also their intent, so that similar strategies can be applied in scenarios not specifically addressed by the Standard. One example encountered on site was the barrier-free path of travel from the access aisle of a Type A or Type B parking space through the off-street lot to the sidewalk or other path, as well as the path and clear level space in front of ticket kiosks or other features.

Secondly, participants identified the need to recognize that DoPS is applied on a go-forward basis, to new construction and significant renovation, however this new space will necessarily connect to existing development. As designers, it is important to understand a user's journey sequence which may be impacted by barriers outside of the scope of the current project. An example found on site was a utility box which blocked access to the pedestrian crossing signal – this barrier would have been recognized by a seeing eye dog but was not detectable using a white cane.

Lastly, participants felt it was critical to recognize that DoPS is a minimum standard, and that there is great opportunity and a lot of design guidance provided by other standards such as municipal accessible design guidelines.

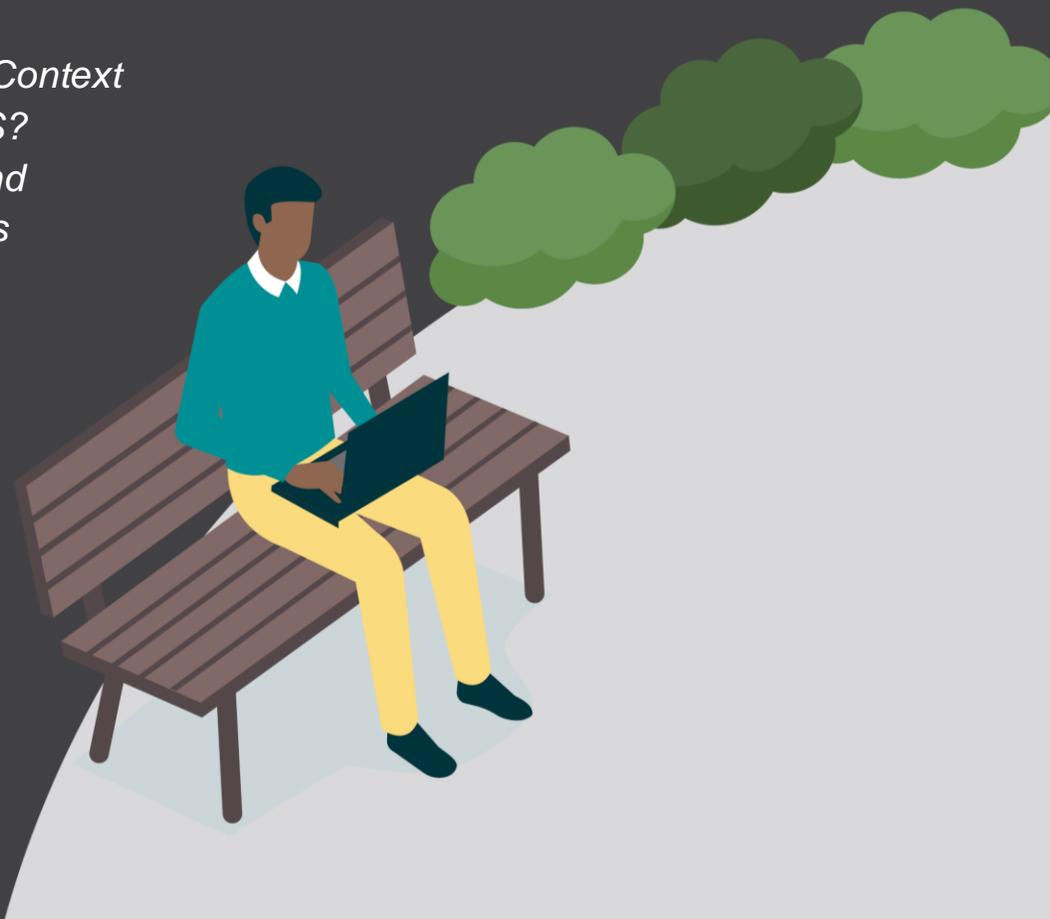
AllAccess Toolkit Resource 8:

Self-Guided DoPS in Practice Presentation

*A self-guided presentation to support understanding
and applying the Design of Public Spaces Standard.*

It covers:

- *The AODA and DoPS in Context*
- *What is covered by DoPS?*
- *What are the technical and consultation requirements of the Standard?*



human—space



DoPS in Practice

Understanding and Applying the Design of Public Spaces Standard



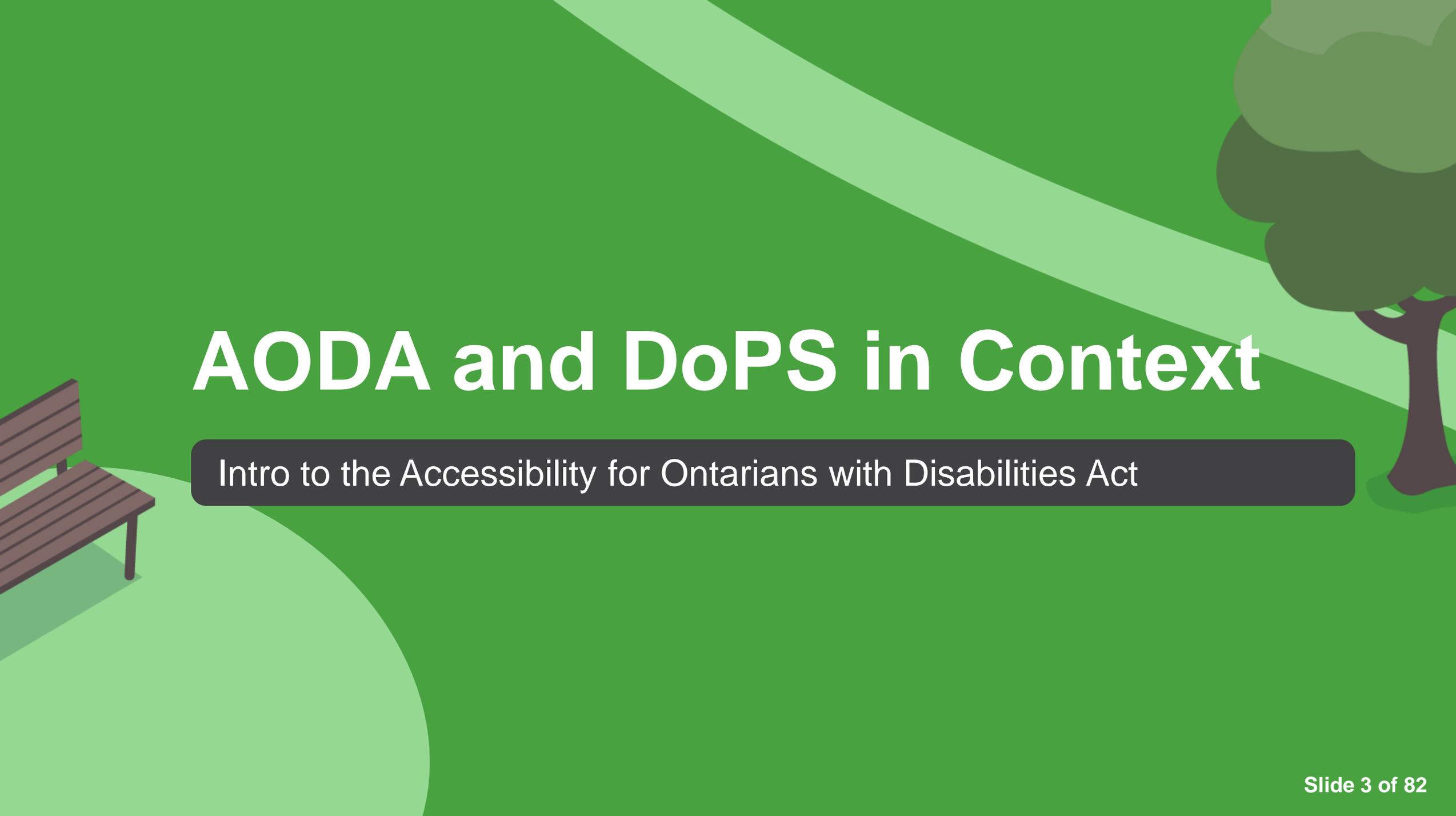


Learning Objectives

Goals for the Presentation

1. AODA and DoPS in Context
2. What is covered by the Design of Public Spaces Standard?
3. What are the technical and consultation requirements?





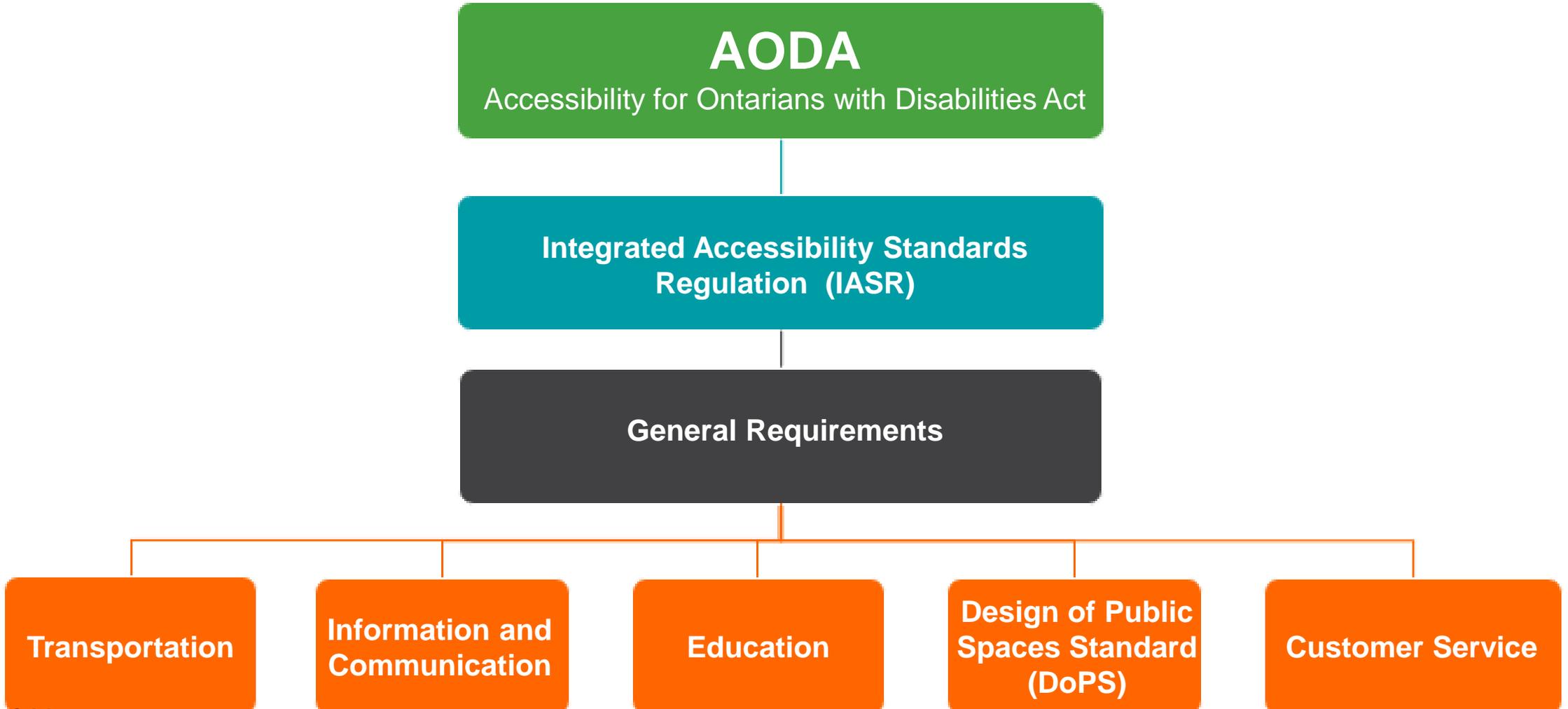
AODA and DoPS in Context

Intro to the Accessibility for Ontarians with Disabilities Act



AODA and DoPS

The Accessibility for Ontarians with Disabilities Act





AODA and the OHRC

Partners in Accessibility

- What is the OHRC?
- How does it overlap with the AODA?
 - Provincial Law
 - Dignity, Independence, Integration, and Equality of Opportunity for people with disabilities
 - Use the same definition of disability
 - Mobility
 - Hearing, Vision
 - Pain, Stamina, Strength
 - Mental Health
 - Cognitive, Intellectual, or Learning
 - ... and others.

Visible or Invisible

**Permanent,
Temporary, or
Intermittent**

**Past,
Present, or
Perceived**



DoPS and the OBC

DoPS and the Ontario Building Code

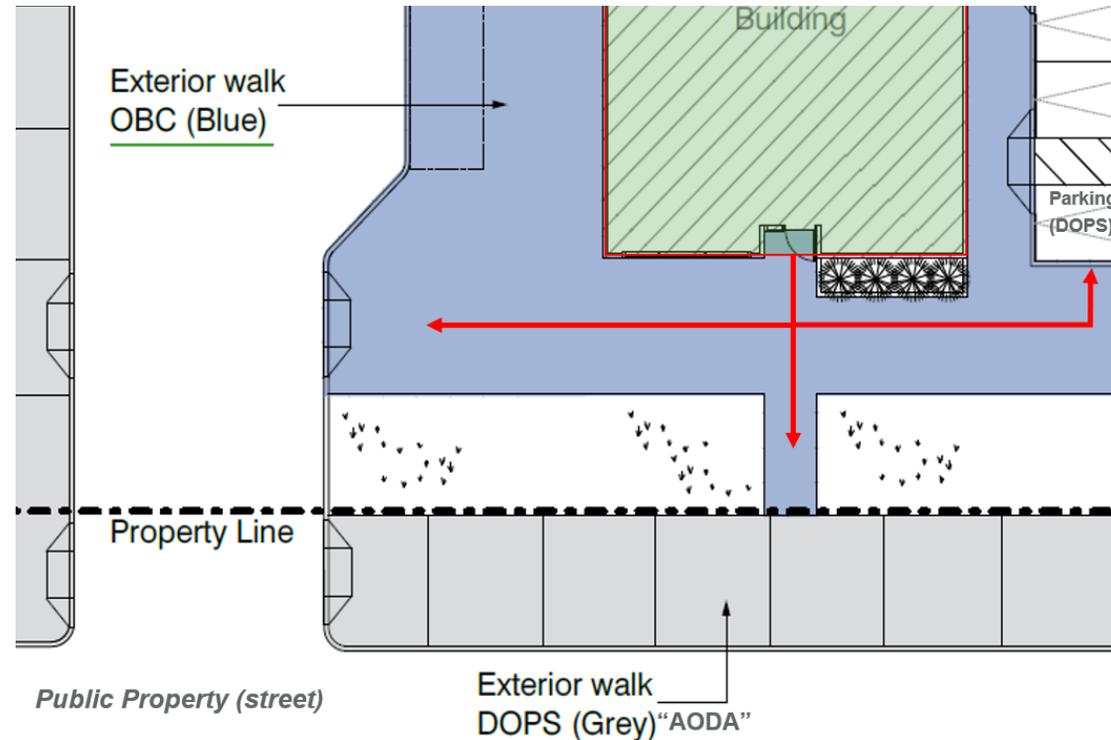
The OBC

Paths from a barrier-free entrance to:

- The accessible parking, and/or
- The passenger drop-off, and/or
- The public sidewalk.

Does not impact:

- Paths to an inaccessible entrance
- Features beyond the property line



DoPS

- New/redeveloped spaces available to the public
- Includes those on private land.

Does not impact:

- Elements not identified in DoPS
- The three OBC scenarios, at left.



DoPS in Context

Ontario's Accessibility Framework

**The Ontario
Human Rights
Code**

AODA

Accessibility for Ontarians
with Disabilities Act

Integrated Accessibility
Standards Regulation (IASR)

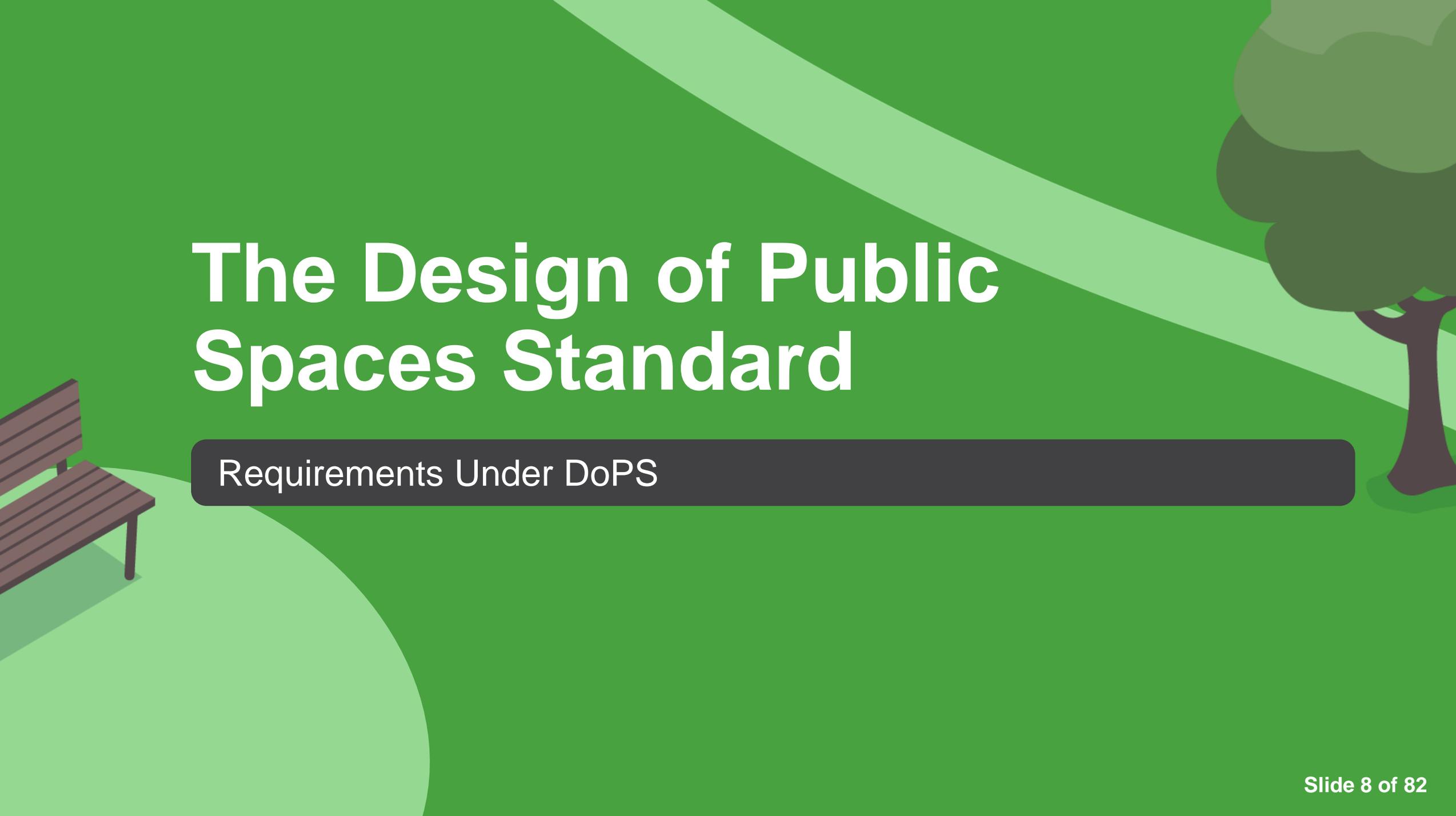
General Requirements

Design of Public Spaces Standard
(DoPS)

Ontario Building Code

Municipal Standards

The Design of Public Spaces Standard



Requirements Under DoPS



Framework

Seven Sections for Compliance

- 1 Recreational Trails and Beach Access Routes
- 2 Outdoor Public Use Eating Areas
- 3 Outdoor Play Spaces
- 4 Exterior Paths of Travel
- 5 Accessible Parking
- 6 Obtaining Services
- 7 Maintenance



**Where do you
find the
requirements
for an AODA
washroom?**





There's no such thing!

Answer

Find washrooms in the OBC or your municipal standard.

Recreational Trails and Beach Access Routes



Requirements

1



Application

Recreational Trails and Beach Access Routes

- Permanent or Temporary routes
- Redeveloped or new construction, not remediation
- Includes boardwalks

Excluded trails:

- Cross-country skiing
- Mountain biking
- Motorized snow vehicles
- Wilderness, backcountry or portage



1



Items for Consideration

- Ramps and Stairs
- Handrails
- Edge Protection and Guards
- Clear Widths
- Slopes
- Signage Strategy.

There are technical as well as consultation requirements.

1



A Non-technical Requirement

Consultation Requirements

**The public,
including people
with disabilities**

**The Accessibility
Advisory
Committee**

1



Recreational Trails

Consultation Requirements

- Slope, need for ramps, and location;
- Location and Design of:
 - Rest Areas
 - Passing Areas
 - Viewing Areas
 - Amenities
 - Any other pertinent feature

There are no consultation requirements for beach access routes.

1



Recreational Trails continued

Technical Requirements

- Edge protection at water or drop-offs
- Entrance to the path that is 850mm to 1000mm wide



1



Trail Head Signage

Technical Requirements

- Length of the trail
- Type of surface
- Average and minimum trail width
- Average and maximum running and cross slopes
- Location of amenities, where provided
- Signage uses high tonal contrast and sans serif font.

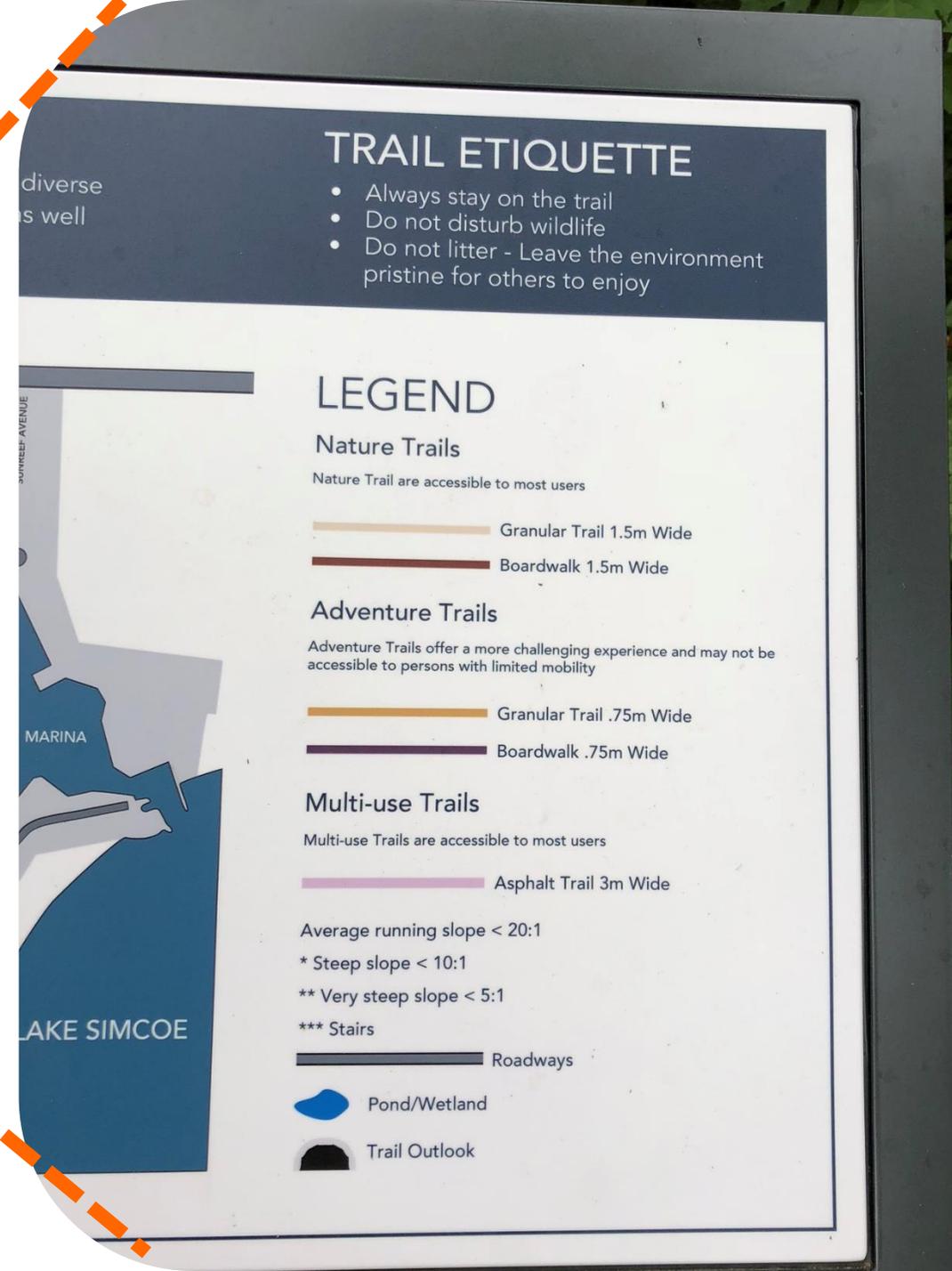
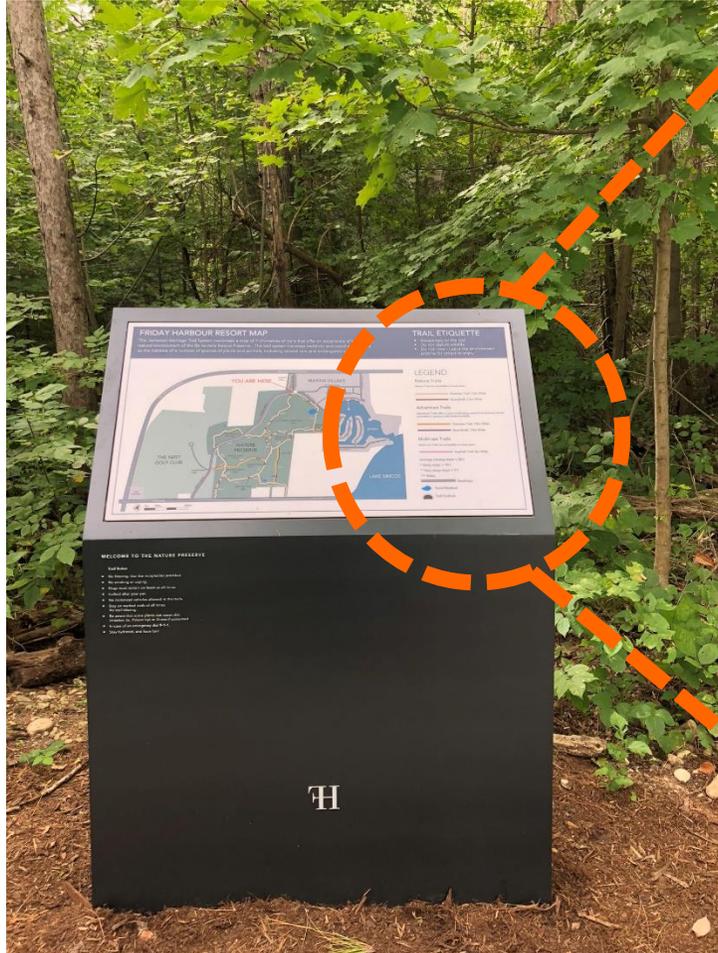


1



Trail Head Signage continued

Technical Requirements



1



Beach Access Routes

Technical Requirements

- Slopes and changes of level
- Entrance must be 1000 mm wide



1



Boardwalks

Technical Requirements

- Edges which are protected by curb or railing
- Ramps as required, which meet technical requirements for ramps



1



In Common

Technical Requirements

- Minimum 1000 mm wide
- Overhead clearance of 2100 mm from the ground
- A firm and stable surface
- Gaps in grates and other surfaces must be small (under 20 mm) and should be perpendicular to the path of travel

Outdoor Public Use Eating Areas

2

Requirements

2

Application

- Eating areas intended for the public
- New or redeveloped spaces



2



Items for Consideration – Outdoor Public Eating Areas

- Quantity available – 20% minimum
- Pathway to, under, and around the table
- Knee and toe clearances

2

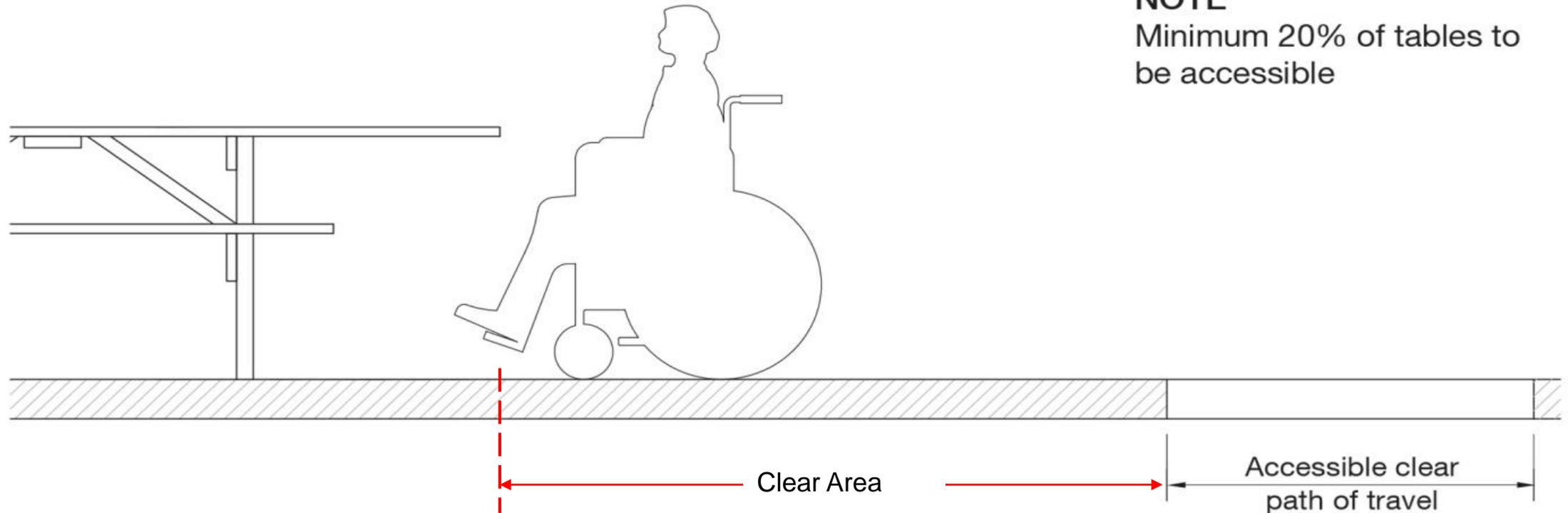


Outdoor Public Use Eating Areas continued

Technical Requirements

NOTE

Minimum 20% of tables to be accessible



Outdoor Public Play Spaces

3

Requirements

3

Application – Outdoor Public Play Spaces

- Provides inclusive opportunities for play
- New and redeveloped play spaces



3

Items for Consideration – Outdoor Public Play Spaces

- Firm, stable, and level surfaces
- Surfaces with impact attenuating properties
- Sensory features
- Components which take into account a variety of needs.

3



Outdoor Play Spaces

Technical and Consulting Requirements



**Consult the
public and the
accessibility
advisory
committee**

3



**What is the slope
of an accessible
slide?**



3



Answer

**DoPS doesn't
say!**

**Consultation will
tell you what a good
play experience is.**

4

Exterior Paths of Travel

Requirements

4

Application – Exterior Paths of Travel

- Sidewalks and Walkways
- Ramps
- Stairs
- Curb Ramps
- Depressed Curbs
- Pedestrian Signals
- Rest areas

- New construction and redevelopment





Items for Consideration – Exterior Paths of Travel

- Entrance onto paths
- Clear width of paths
- Overhead clearances
- Surface quality and openings
- Running slopes and cross slopes
- Direction of travel
- Changes in level
- Bevels
- Curb ramps
- Ramps and stairs
- Handrails
- Guards (or guardrails)
- Edge protection
- Depressed curbs
- Obstructions
- Tactile walking surface indicators (TWSI)
- Tonal contrast
- Design and function of pedestrian signals
- Rest areas

4



Sidewalks and Walkways

Technical Requirements

- Minimum clear width of 1500mm, except at curb ramps
- Overhead clearance of 2100mm
- Firm, stable, slip resistant
- Small openings, perpendicular to travel



4



Sidewalks and Walkways 2

Technical Requirements

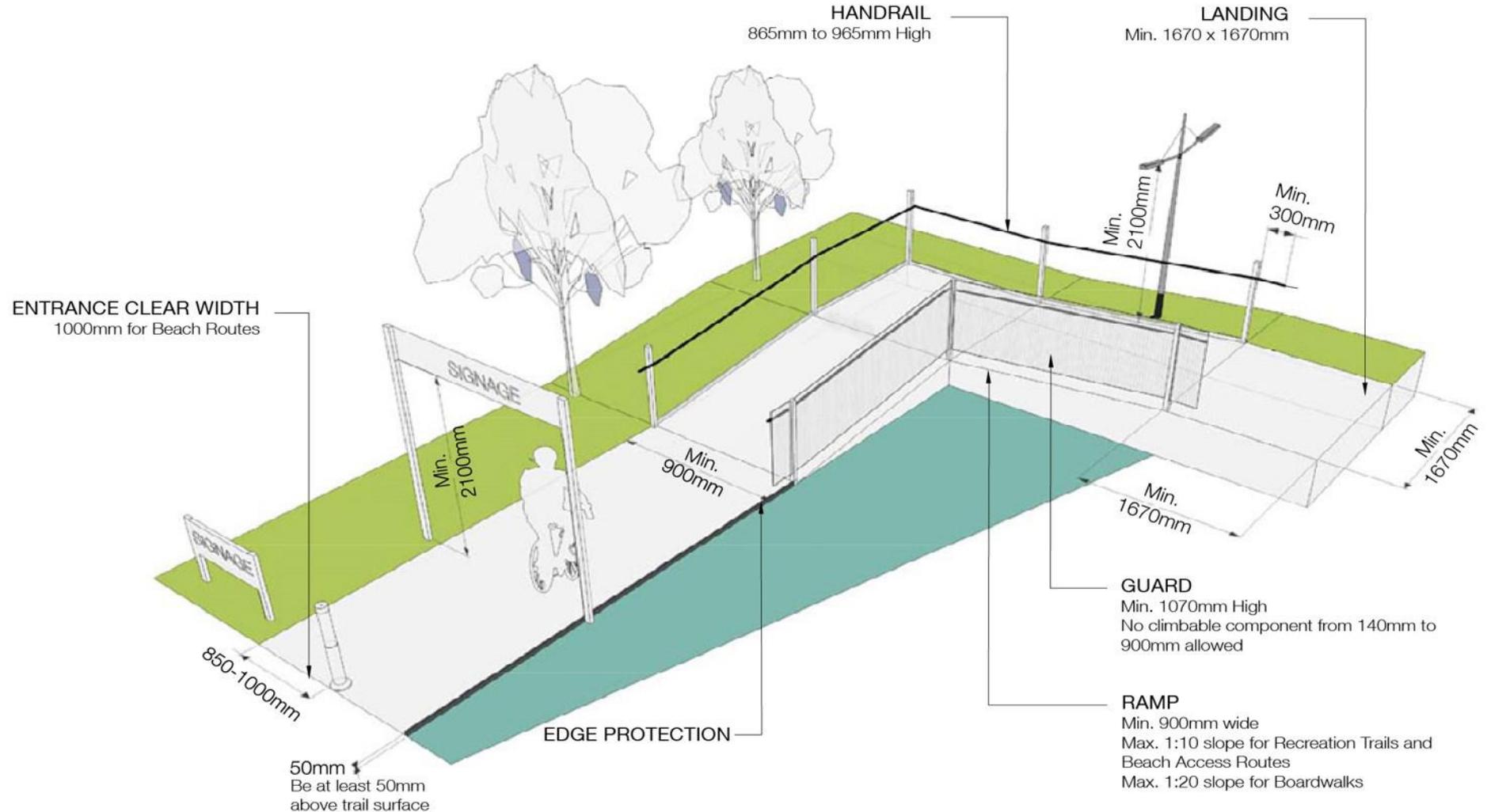
- Running slope no more than 1:20
- Cross slope of no more than 1:20
- Changes in level that are:
 - beveled,
 - sloped,
 - have a curb ramp,
 - or a ramp.
- Clear entrance of 850 mm
- Free of obstructions





Technical Requirements

Ramps



4



Technical Requirements 2

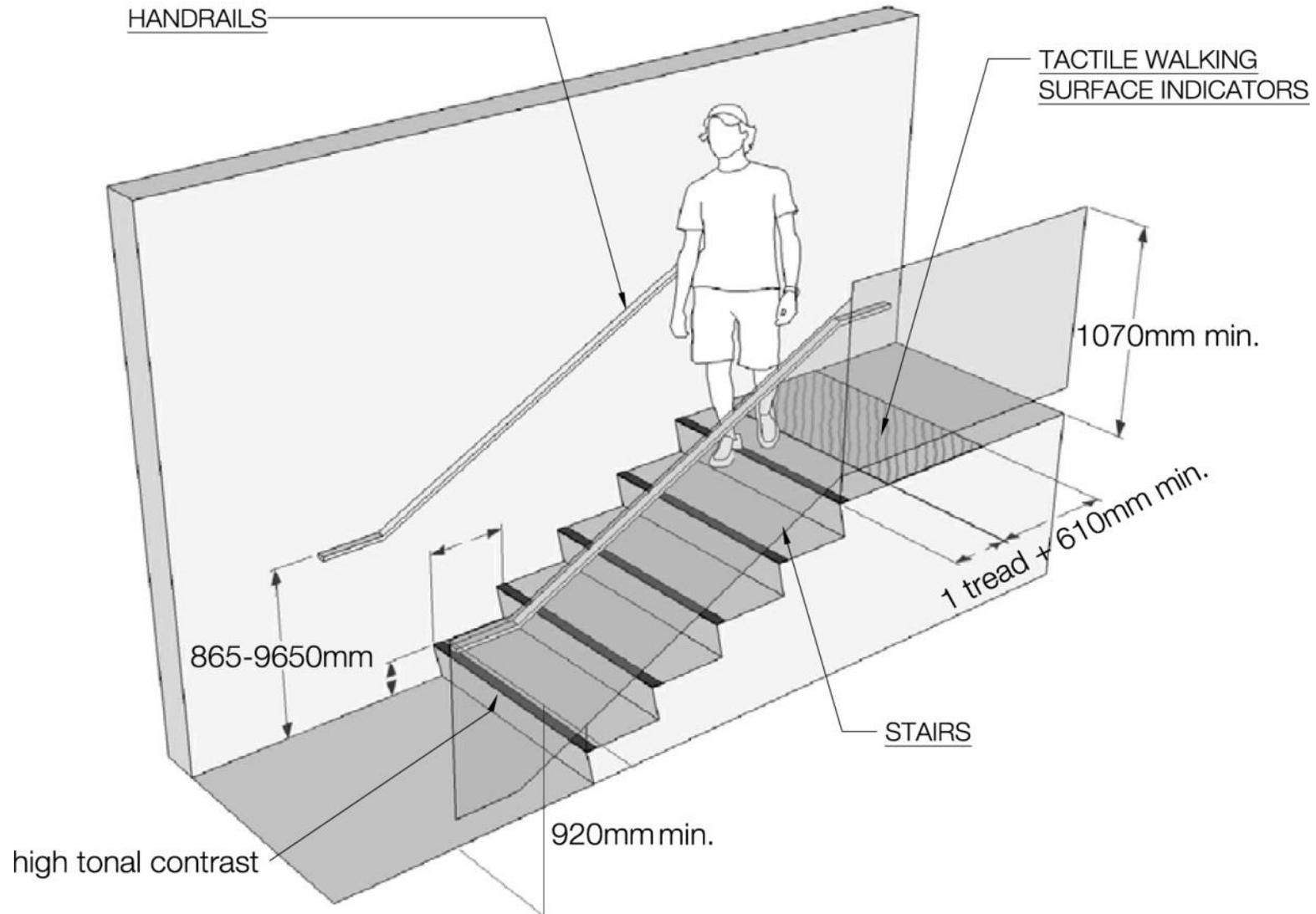
Ramps

- Minimum clear width of 900 mm (between handrails)
- Overhead clearance
- Firm, stable, slip resistant surface
- Small openings, perpendicular to travel
- Edge protection
- Handrails, walls and guards.



Technical Requirements 3

Stairs



4



Technical Requirements 4

Handrails

- Required at both ramps and stairs
- Installed on both sides
- Continuously graspable (diameter, clearance, and obstructions)
- At an appropriate height

- Must have extensions at top and bottom
- Must end in a way that doesn't create a hazard
- Must be able to withstand the weight of a person

It might be necessary to have an intermediate handrail.



Technical Requirements 5

Guards and Edge Protection

Guards

- Required at both ramps and stairs
- On any open side
- At an appropriate height
- Not climbable.

Edge Protection

- Where there's a gap to the ramp or stair surface
- Protection, and a guide for white canes.

Application – Exterior Paths 2

Curb Ramps

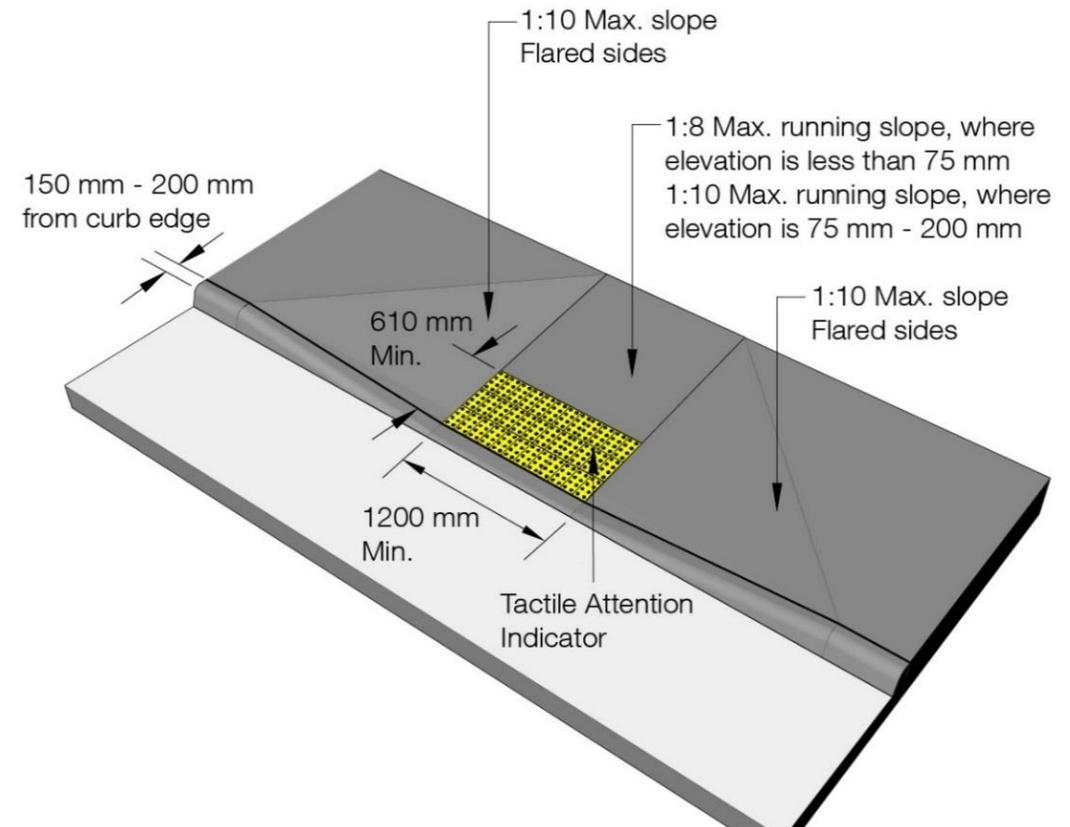
- Curb ramp:
 - A ramp that is cut through a curb
 - A ramp that is built up to a curb
- Provide a smooth transition at small to intermediate changes in level
- Typically apply to municipal sidewalks and in parks



Items to Consider

Curb Ramps

- Width
- Slope
- Angle of the flared edges
- Direction of travel
- Tactile walking surface indicators



4



Technical Requirements – Exterior Paths 2

Curb Ramps

- Align with the direction of travel
- Minimum clear width of 1200mm
- Maximum slope up to 1:8 or 1:10
- Cross slope less than 1:50
- Flared sides no steeper than 1:10
- Have Tactile Walking Surface Indicators at pedestrian crossings

4

Application – Exterior Paths 3 Depressed Curbs

- A type of curb ramp which wraps around a corner, or
- A seamless gradual slope at transitions between sidewalks and other routes.

Organizations can choose if this is the preferred option for their needs.



4



Technical Requirements – Exterior Paths 3

Depressed Curbs

- Maximum running slope of 1:20
- Aligned with the direction of travel
- Equipped with tactile walking surface indicators at vehicular routes.

4 Application – Exterior Paths 4



Accessible Pedestrian Signals

- Improves safety and usability
- Not required where no signal exists
- At new or redeveloped pedestrian cross overs.





Technical Requirements – Exterior Paths 4

Accessible Pedestrian Signals

- Locator tone
- Located 1500 mm from the curb, up to 1100 mm from the ground
- Tactile directional arrow
- Both manual and automatic activation
- Both audible and vibro-tactile walk indicators
- When installed on the same corner, be far enough apart.

Verbal announcements are needed two buttons are on one post due to site constraints.

4

Technical Requirements cont

Accessible Pedestrian Signals

- Potential for noise complaints
- Volume of nearby traffic
- Relative usage



4

Application, and Requirements

Rest Areas

No technical requirements

A safe place to stop outside of traffic flow

Consult the public and the accessibility advisory committee



Exceptions

Conditions

- Impacts the cultural heritage value, interest, preservation, significance, or causes damage to a place covered under:
 - Ontario Heritage Act
 - National Historic Sites of Canada (Canada National Parks Act)
 - Historic Sites and Monuments Act (Canada)
 - United Nations Educational, Scientific, and Cultural Organizations' World Heritage List
- Risks adversely affecting, directly or indirectly:
 - Water, fish, wildlife, invertebrates, species at risk
 - Ecological integrity or natural heritage values
- Is not practicable due to site constraints.

Exemptions are limited to the requirement and the section of path.

5

Accessible Parking

Requirements

5



Application – Parking 1

Off-Street Parking

- Parking Lots
- Exceptions apply to off-street parking that is not intended for public use
- Requirements do not apply to facilities that do not provide a barrier-free path of travel



5

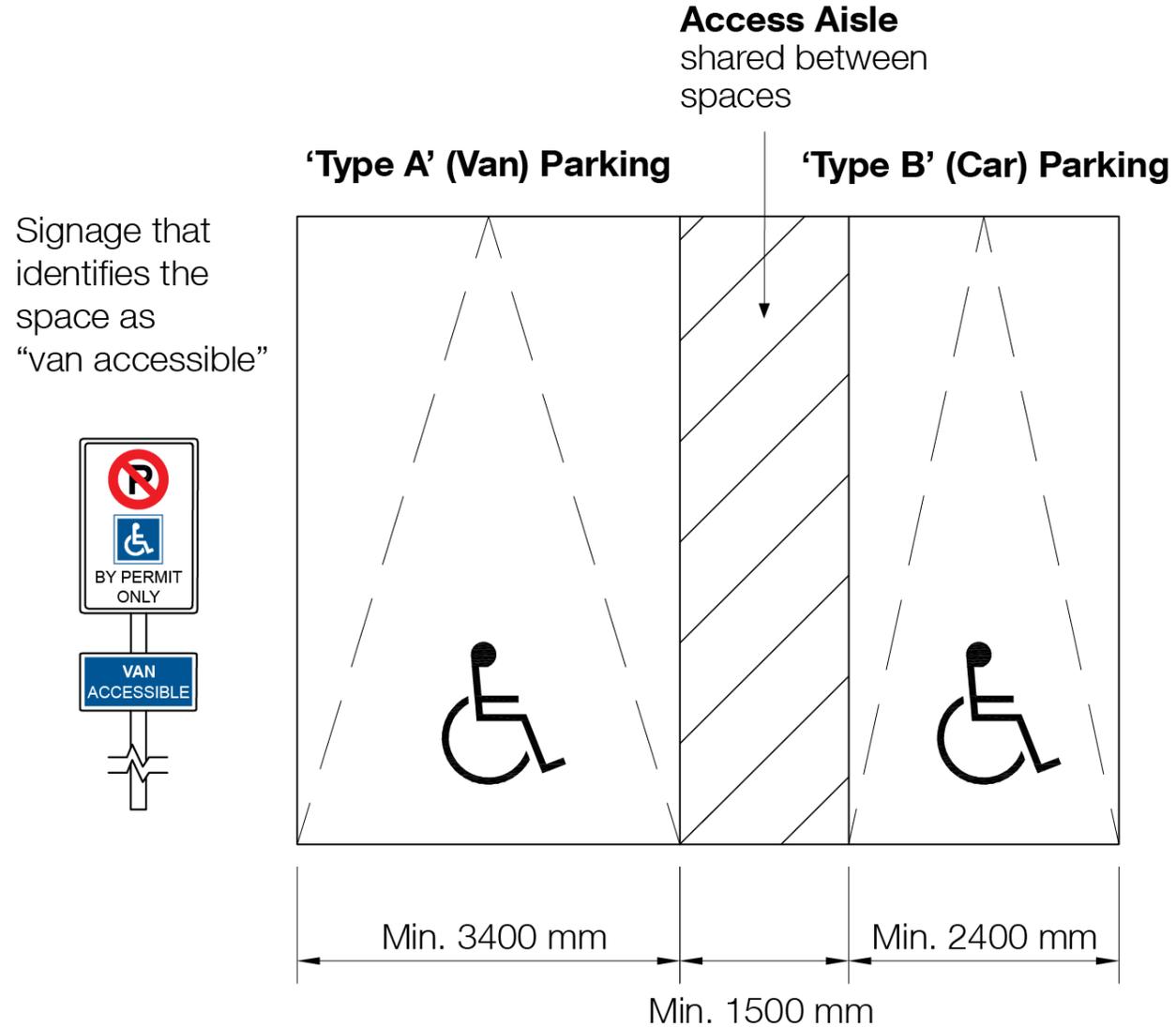
Items for Consideration – Parking 1

- Types and dimensions
- Access aisles
- Surface quality
- Amount

Remember to consider whether there is a municipal accessible parking by-law!



Technical Requirements – Parking 1



5



Technical Requirements continued 2

Amounts

Total Parking Spaces Provided	Accessible Parking Spaces Required
Less than 12	1 'Type A' (Van)
13 – 100	4%
101 – 200	3% + 1
201 – 1000	2% + 2
More than 1000	1% plus + 11

50% 'Type A' (Van) + **50%** 'Type B' (Car)

*if odd number, the additional can be 'Type B'

5



Other Considerations

Placement



5



Application – Parking 2

On-Street Parking

- Public consultation on:
 - Need
 - Location
 - Design

**Consult the
public and the
accessibility
advisory
committee**

6

Obtaining Services

Requirements

6



Application – Services

Obtaining Services

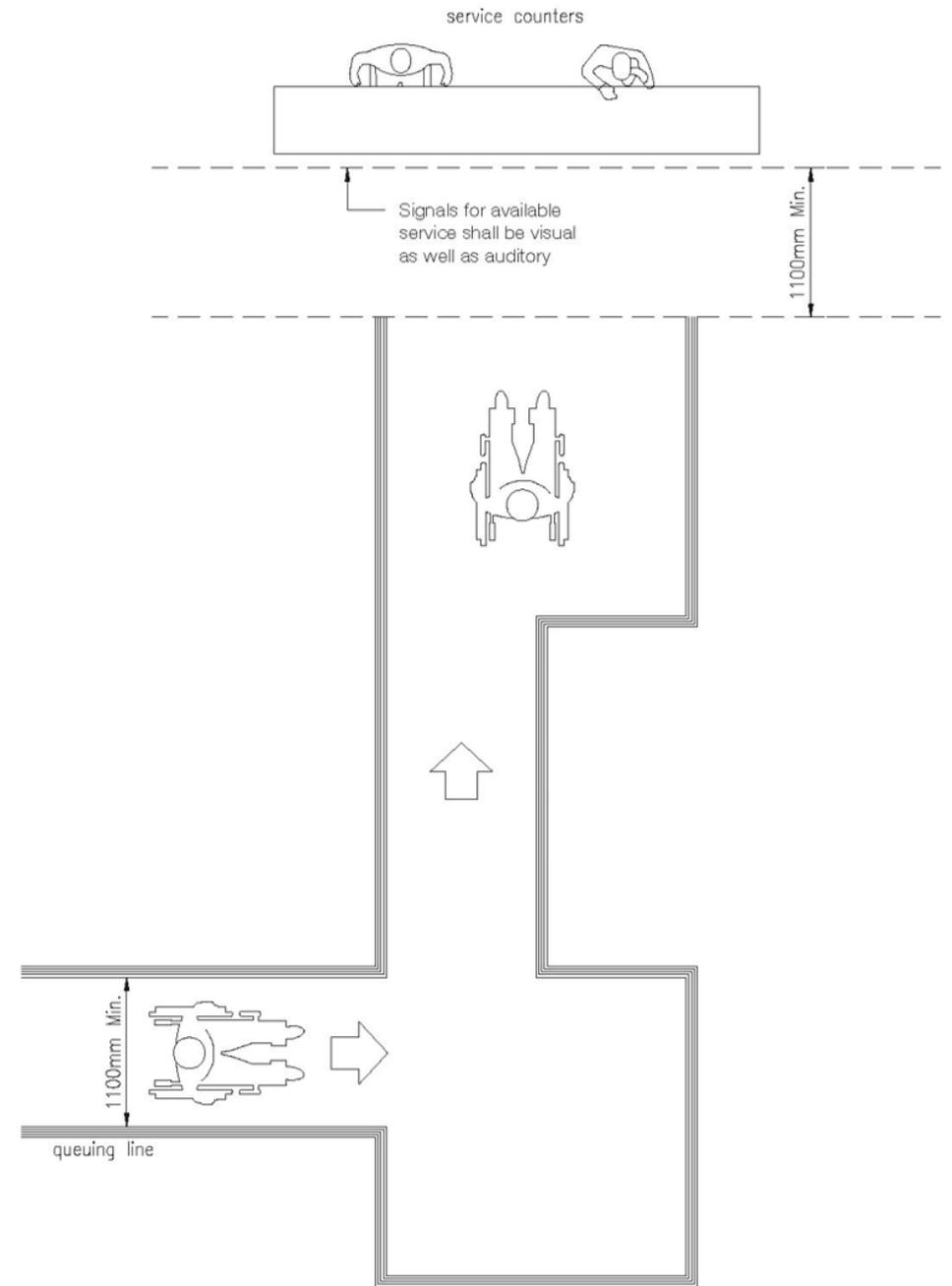
- Applies to features of customer service experience
 - Service Counters
 - Fixed Queuing Areas
 - Waiting Areas
- New counters and fixed queuing
- New and redeveloped waiting areas with fixed seating
- Either indoors or outdoors



6

Items for Consideration – Services Obtaining Services

- The number of available features
- Identifying signage
- The queuing arrangement – one or several?
- Knee and toe clearances
- The height of counters
- Reach ranges



6



Technical Requirements

Obtaining Services – Service Counters

- Minimum one accessible service counter, for each type of service
- Clearly identified by signage
- If one queue for several counters, all must be accessible



6



Technical Requirements Obtaining Services – Service Counters

- Useable counter height
- Necessary elements within reach
- Knee and toe clearance
- Floor space in front

Keep other requirements under the IASR in mind when designing service elements.



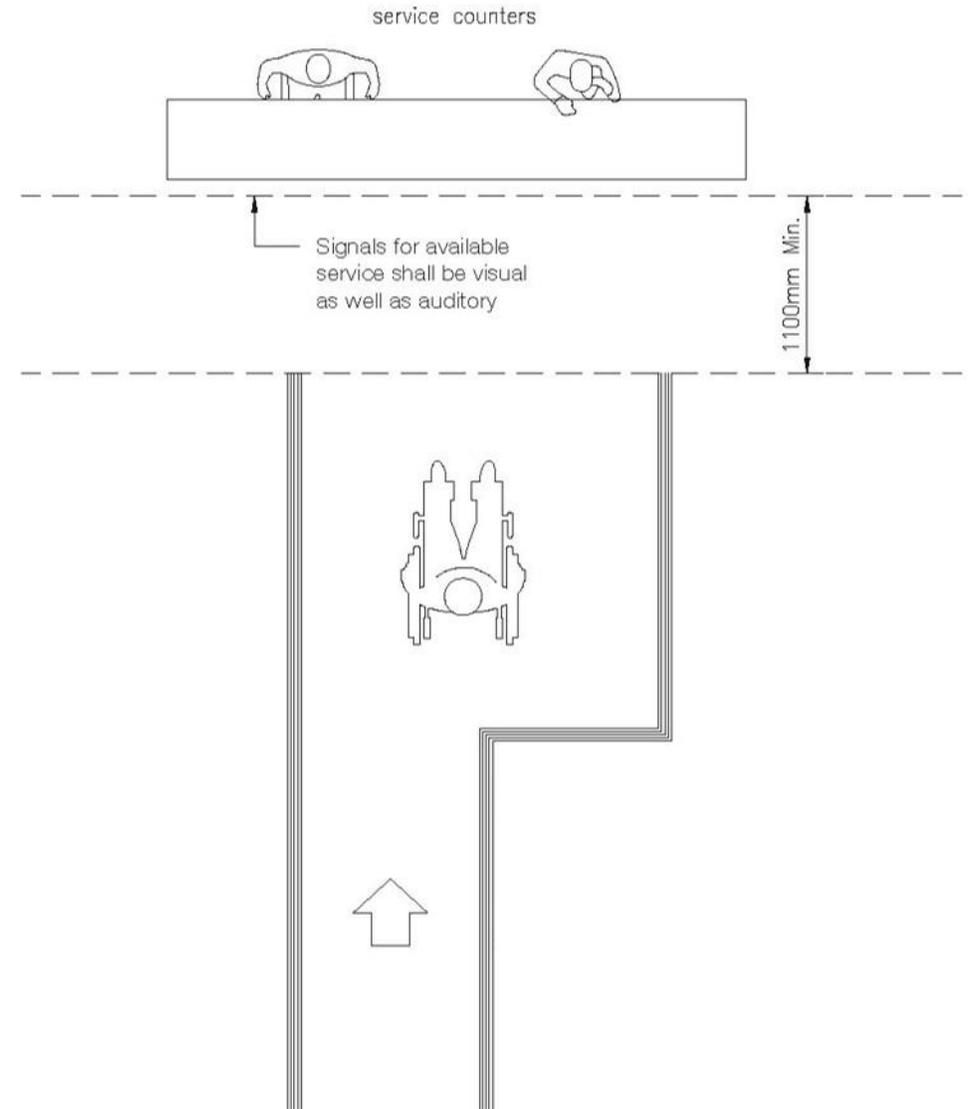
6



Technical Requirements

Obtaining Services – Fixed Queuing Guides

- Has enough clear width
- Turning space where the line turns
- Cane detectable



6

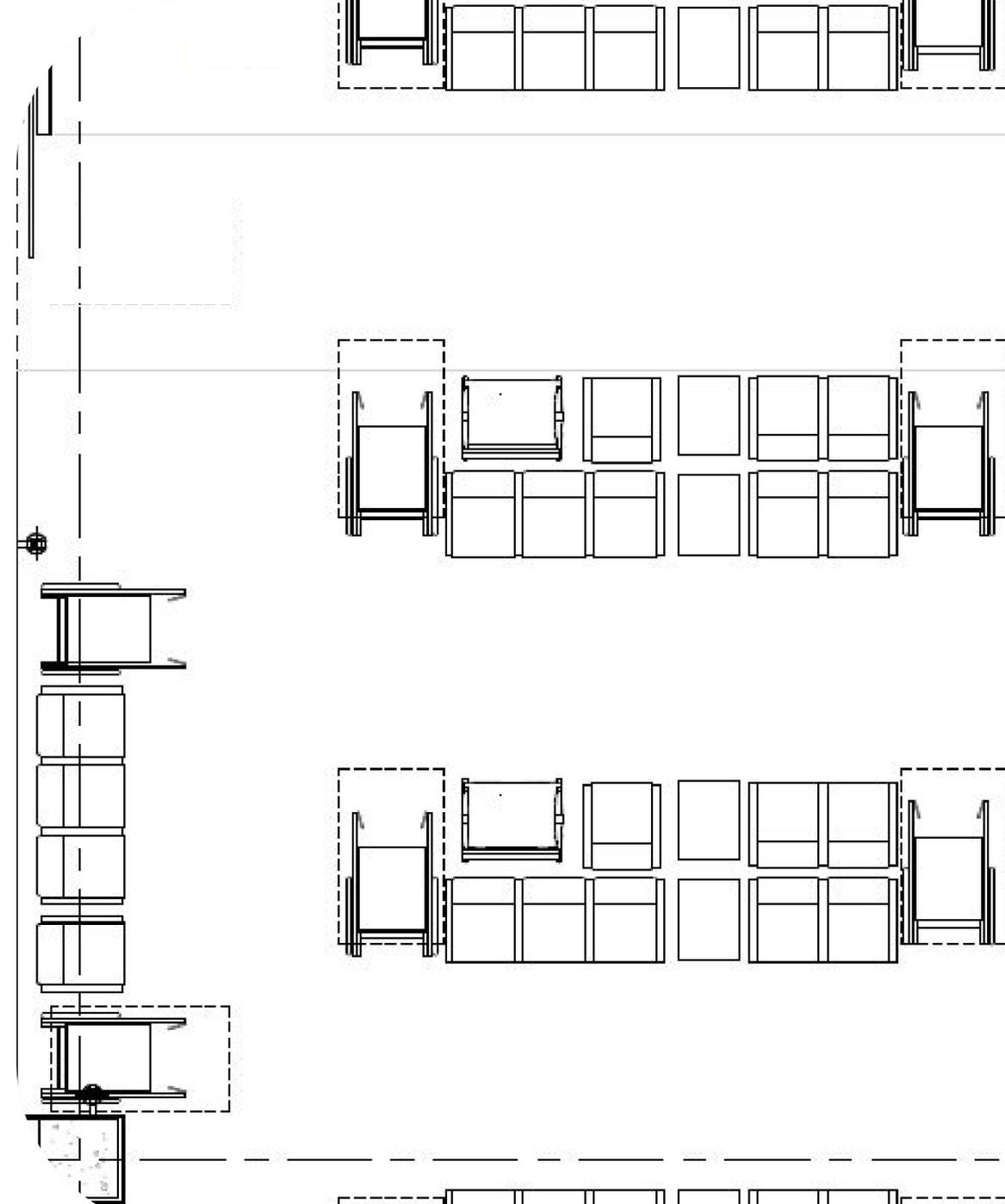


Technical Requirements

Obtaining Services – Waiting Area

- Minimum 3% accessible seating, with no less than one
- Calculated on fixed seats
- Located in the same area as other seating.

“Accessible seating”: dedicated space for people using a mobility device



7

Maintenance

Requirements

7



Application Maintenance

- Retain accessible features
- Avoid barriers and hazards
- Part of the Multi Year Plan:
 - Preventative and emergency work
 - Dealing with temporary disruptions to accessible features.



Image Source: Colin Czerwinski

7



Items for Consideration

Maintenance

- Specific activities to keep existing facilities in good working order
- Restoring things to their original condition
- Having a plan for disruptions
- Responding to temporary disruptions.

There are no technical or consultation requirements under this section.

DoPS Summary

That was a lot of information!



Framework Recap

Seven Sections for Compliance

- 1 Recreational Trails and Beach Access Routes
- 2 Outdoor Public Use Eating Areas
- 3 Outdoor Play Spaces
- 4 Exterior Paths of Travel
- 5 Accessible Parking
- 6 Obtaining Services
- 7 Maintenance

Items for Consideration – DoPS Summary

Recreational Trails and Beach Access Routes:

- Clear width of paths
- Overhead clearances
- Surface quality and openings
- Running slopes and cross slopes
- Rest Areas

Outdoor Public Use Eating Areas:

- Tables with knee clearance and connected to accessible path of travel

Outdoor Play Spaces:

- Public consultation for outdoor play spaces

Exterior Paths of Travel:

- Changes in level: Bevels, curb ramps,

ramps and stairs

- Accessible pedestrian signals

Accessible Parking:

- Type A & Type B parking
- Type A “Van Accessible” Signage
- Access Aisles

Obtaining Services:

- Service counters with knee clearance
- Queuing guides and signals at counters
- Waiting areas with clear floor spaces

Maintenance:

- Maintenance



Technical and Consultation Summary

Seven Sections for Compliance

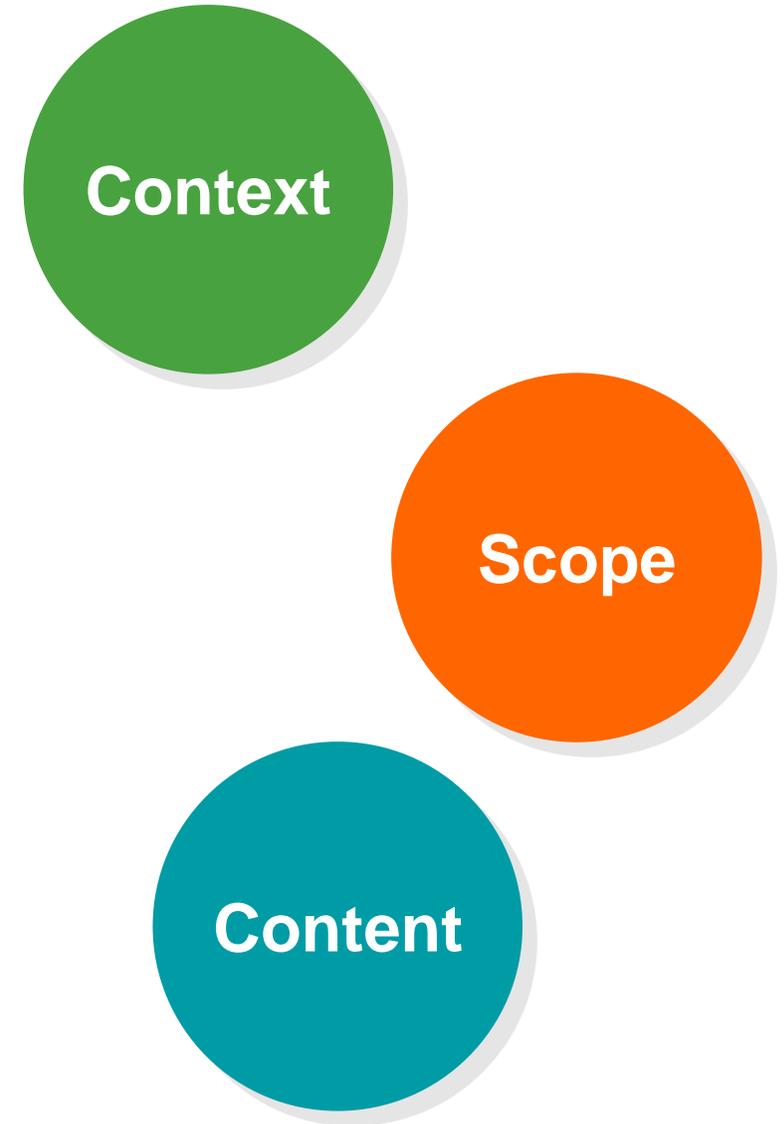
Section	Name	Technical	Consultation
1	Recreational Trails and Beach Access Routes	YES	YES
2	Outdoor Public Use Eating Areas	YES	NO
3	Outdoor Play Spaces	NO	YES
4	Exterior Paths of Travel	YES	YES
5	Accessible Parking	YES	YES
6	Obtaining Services	YES	NO
7	Maintenance	NO	NO

Conclusion

Wrapping Up

Learning Objectives Recap

1. **AODA and DoPS in Context**
2. **What is covered by the Design of Public Spaces Standard?**
3. **What are the technical and consultation requirements?**



Acknowledgements





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Self-Guided DoPS in Practice Presentation Speaking Notes

These speaking notes are intended to accompany the Self-guided DoPS in Practice Presentation. The corresponding slide numbers are listed below.

For specific section references from the DoPS regulation, please refer to the Requirements Summary found in the AllAccess Toolkit.

Slide 1

Welcome to this self-guided presentation on DoPS in Practice – understanding and applying the Design of Public Spaces Standard, part of the AODA - the Accessibility for Ontarians with Disabilities Act.

Slide 2

(no speaking notes)

Slide 3

First of all, an intro to the AODA to put DoPS in context.

Slide 4

In brief, and at a high level: the Accessibility for Ontarians with Disabilities Act became law in 2005. It establishes standards in key areas of daily living, with requirements outlined under separate sections, including the Design of Public Spaces Standard we're addressing here.

Compliance deadlines for individual standards and requirements were staggered for different types and sizes of organizations: for instance, the government and legislative assembly has a longer list of obligations, which they had to meet sooner, than (for instance) a not-for-profit with five employees.

The intent behind the Design of Public Spaces standard is to establish a minimum set of requirements to make public spaces accessible for all Ontarians. Like other standards under the AODA, compliance deadlines were staggered. Now, in 2018, all new construction and redevelopment should be in compliance.

DoPS is almost exclusively about the built environment and so is made of up technical requirements, plus a few points of policy or practice, such as public consultation.

It's important to remember that DoPS belongs in a framework.

Slide 5

The first piece of the framework is the Ontario Human Rights Code as it pertains to people with disabilities (“the Code”). The AODA is not the same as the Code but they both are working to build an accessible Ontario.

The Code requires organizations to accommodate people with disabilities to the point of what is called “undue hardship”.

The AODA does not replace the Code, and meeting the AODA does not mean an organization has met all its obligations under the Code. Additional - or different - things may be required.

There’s a lot to say about the Code but we’ll just bring up a few points here:

- Both the AODA and the Code are law in Ontario;
- They are provincial law and so do not apply to federally regulated things like banks and airlines;
- The AODA is informed by the same principles as the Code: that people with disabilities have a right to dignity, independence, integration and equality of opportunity; and
- The AODA and the Code use the same definition of disability.

Under both of these standards, disability can mean that a person experiences barriers related to:

- Mobility
- Pain, stamina or strength
- Vision (blind or having low vision)
- Hearing (Deaf, deafened, or hard of hearing)
- Being DeafBlind
- Cognitive, intellectual, or learning disabilities
- Mental Health
- Epilepsy, diabetes, or other conditions
- Substance use
- Environmental sensitivities.

This is not an exhaustive list – disabilities come in many forms. They can be visible or invisible, and can also be permanent, temporary, or intermittent; they can be past or present, or even just perceived.

Slide 6

Other important context for DoPS is the Ontario Building Code. If the OBC already has Section 3.8 on barrier-free design why then do we also need the Design of Public Spaces Standard to build an accessible Ontario?

The answer is that like the AODA and the Ontario Human Rights Code, DoPS and the OBC work together: the Design of Public Spaces will pick up where the building code leaves off.

This slide shows an example of a building in relation to the areas of a site that are used by the general public (beyond the property line). The public however can sometimes travel freely across privately owned spaces.

The “exterior parts” that are regulated by the Ontario Building Code are the barrier-free path of travel leading from any barrier-free entrance of a building to the:

Vehicle drop-off or Passenger loading zone,

Any on-site designated parking space; and

The public sidewalk.

That something is on private property may help determine whether it is governed by OBC or DoPS, but if it can be reached by the public the fact that it’s on private land will not exclude it from needing to be accessible – it will fall under OBC or DoPS, one way or the other.

Keeping this relationship between OBC and DoPS in mind is important so that no section of the path of travel is overlooked in the design.

Slide 7

So to return to the framework, we have the AODA and OHRC as two strong separate pillars for accessibility.

And to recap: the AODA is legislation which is broken up into separate standards. These standards each have an area of focus, one of which is the Design of Public Spaces Standard. The AODA is not the same as the Ontario Human Rights Code but they use the same definition of disability and work together to remove and prevent barriers where people live, work, and play.

The Design of Public Spaces Standard, or “DoPS”, is one of the standards of the AODA and works hand-in-hand with the Ontario Building Code. Municipal standards may also be part of the accessibility framework. These typically go above the minimum provincial requirements and can provide additional guidance in creating accessible spaces.

These pillars all help build an accessible Ontario.

Slide 8

Now what, exactly, does DoPS cover?

Slide 9

The Design of Public Spaces Standard is broken up into seven sections.

Each applies to new construction or the redevelopment of elements in public spaces.

There are several elements for consideration under most of these headings, which can be repeated for other types of spaces. For instance, different types of paths may vary in the technical requirements for slope, but we will always be measuring that aspect.

Some requirements do not vary much based on context – usually a ramp is a ramp is a ramp – and some of these seven sections do not have technical requirements to lean on in the design but instead put the onus on the organization to conduct consultations to get the information needed.

It's important to point out here that not all dimensions are listed in these slides: the complete list of requirements is assembled in the Requirements Summary.

Slide 10

Accessibility consultants are often asked for advice on creating AODA compliant washrooms....

Slide 11

... which don't exist!

Under the seven sections of DoPS, there are no requirements for washrooms. To create an accessible washroom you must look to the OBC and your municipal standard, where applicable.

Now we will go over the seven areas which are addressed under the Design of Public Spaces Standard.

Slide 12

The first section under DoPS is recreational trails and beach access routes.

Slide 13

The minimum requirements for Recreational Trails and Beach Access Routes apply to both permanent and temporary routes that are being redeveloped or newly constructed, and which the obligated organization intends to maintain.

It covers boardwalks, beach access routes, and recreational trails – with the exception of the following: trails for cross-country skiing or mountain biking, those intended for snowmobiles (etc), or wilderness, backcountry or portage trails.

If one of these is a “multi-use” trail – that is, it’s intended for pedestrian use sometimes – then it’s back on the list of routes which must meet the requirements.

And it’s worth noting that there’s no obligation to go back and remediate spaces – the Design of Public Spaces is on a go-forward basis as things are built or redeveloped.

Slide 14

Under this section, DoPS lays out requirements for things like ramps and stairs, handrails, edge protection and guards, clear widths, slopes and surfaces, and a signage strategy.

There are technical as well as consultation requirements.

Slide 15

Some sections of DoPS require consulting with the public, including people with disabilities, before constructing or redeveloping public spaces.

In addition, an organization required by the AODA to have an accessibility advisory committee (“AAC”), will have to consult the committee as well.

If you’re a designer or other professional working for one of these obligated organizations, like a municipality or university, it’s worth asking about this feedback obligation early in the process.

The intent behind this consultation requirement is to give people with disabilities the chance to provide input and insight as part of the planning and development process. It prevents organizations from assuming what people with disabilities using the space will need or want.

It’s worth pointing out again that consultation should be held as early as possible to be able to properly weight and include the information.

There are no rules around how this consultation takes place, and so it can take a wide variety of forms depending on the organization.

Slide 16

Back to our Recreational Trails and Beach Access Routes, which require consultation.

Under this section, consultation is for:

- The slope of recreational trails;
- the need for ramps; and

- their location.

It's also required for the location and design of:

- Rest areas;
- Passing areas;
- Viewing areas;
- Amenities;
- And other pertinent features which are specific to your site.

As can be seen here, there are not always dimensions to lean on in your design. Under this section an organization must consult on the need and placement of a ramp for recreational trails, though there are technical requirements for the ramp itself (to be discussed below).

Slide 17

The technical requirements for Recreational trails are:

Edge protection at water or drop-offs; and

An entrance to the path that is 850mm to 1000mm wide.

Slide 18

Recreational trails require signage so that people can be aware of what they are getting into!

At the trail head, this signage must contain the following information [ON SLIDE] and have text that contrasts from the background, and which uses a sans serif font.

This important decision-making information must also be included in websites or brochures, if they exist, so people can plan their trips with all the facts in front of them.

Slide 19

Here is a real example of trail head signage in Ontario.

The legend includes trail etiquette and the location of things like ponds and outlooks but also slopes, trail surfaces, location of stairs, and path widths.

Slide 20

Next: The Beach Access Route has similar requirements to the Recreational trail [ON SLIDE] but also has technical requirements regarding slopes and cross slopes. There's no consultation requirement here.

The beach access route in this photo is made up of large tiles which have been anchored to the sandy surface, creating a direct path to the water's edge. They can also be long mats which are unrolled to the water's edge, or other designs.

Slide 21

Like the recreational trail and the beach access route, boardwalks must be wide enough and have no protruding objects overhead.

There must be a firm and stable surface, and any openings must be small.

Edges must be protected by a 50 mm curb or railing. And if there is a slope which is steeper than 1:20, it must be treated as a ramp.

Ramps are discussed later, under the Exterior Paths Section.

And, again, not every dimension is mentioned in this presentation – check your Requirements Summary.

Slide 22

Each of those amenities – the recreational trail, the beach access route, and the boardwalk – has its own technical or consultation requirements. What they have in common is [ON SLIDE].

You'll notice that there are several repeated themes like this moving through the Design of Public Spaces Standard.

Slide 23

The next section is Outdoor Public Use Eating Spaces.

Slide 24

Eating spaces are a part of outdoor recreational opportunities and everyone should have the chance to use them.

Again, requirements for outdoor public use eating areas only apply to new or redeveloped outdoor spaces.

Slide 25

In eating areas we look at the following factors:

How many tables are available

What the path to the table is, and whether it is placed on a good surface

Lastly we look at whether the table has adequate knee and toe clearances.

Slide 26

And now onto the technical requirements for tables:

We must provide a minimum of 20% accessible tables, and they must have appropriate knee and toe clearances. To get that number you round UP, and the minimum number is ONE TABLE. And as mentioned before, the surface must be firm, level, and stable.

The Standard allows flexibility here to allow organizations to pick tables that meet their budget, environment, and the customers it serves. This is where a municipal standard can be extremely helpful. And there are no rules against consultation! You can always ask people what's needed.

Slide 27

Our next section is Outdoor Public Use Play Spaces.

Slide 28

Play is an important part of any kid's life and playgrounds should be designed so that anyone with a disability – the child, their friends, family, or caregiver – can join in the play. Accessible playgrounds are also an opportunity to develop something new and innovative.

This standard, again, applies to new and redeveloped play spaces, except again for organizations under 49 people.

It's worth highlighting that sometimes the person with a disability is the adult accompanying the child and so all aspects of the play area should be considered for accessibility.

Slide 29

In designing an accessible play space we consider things like:

A firm, level, surface (as we keep mentioning) but in this case which also has what is called "impact attenuating properties" – so people don't fall on unsafe materials that can cause severe injury such as concrete;

Clear widths to allow people to move around the features and activity centres easily;

Our play space should include sensory features;

Active play components which take into account different mobility and sensory needs.

Slide 30

DoPS doesn't prescribe any technical elements, but recommends resources like the CSA Z614, or Canadian Standards Association's Annex H, Standard for Play Spaces. They also list the Ontario Parks Association PlayAbility Toolkit, but there are other resources.

The design requirement for play spaces under DoPS is more about consultation.

In designing accessible play spaces it's important, and required, for organizations to consult with the public – including people with disabilities – and if they are an organization that is required to have an accessibility advisory committee, with that group as well – as we saw before.

It's important to have an inclusive design process here, where people with disabilities are intentionally part of the development. Feedback on what makes a fun experience must be incorporated in the decision-making, which will also have to consider the budget and the space.

As we mentioned earlier, the consultation process is not prescribed – it can fit in with the organization's usual process or be tailored to the project needs.

Slide 31

Pop-quiz!

Slide 32

It's also important to know that there is no accessibility certification for products in Ontario (or Canada).

If a vendor describes a product as "AODA approved", this is inaccurate. There is not such thing.

Slide 33

Next, exterior paths of travel.

Slide 34

Exterior Paths of Travel in this section are different than the recreational outdoor space we just looked at. It means things like sidewalks that get us from A to B, from our homes to work, from work to play to travel to shopping and everywhere else.

It's a broad topic and will address things like sidewalks and walkways, but also [ON SLIDE].

Again, this doesn't apply to organizations with less than 49 employees, and it doesn't cover unplanned paths, like a foot-trail that has been created as people take a shortcut to a bus stop.

And again, it applies to new construction and redevelopments.

Slide 35

As we look at all these routes - and features that we come across as part of our route - we will be considering aspects like [ON SLIDE].

All of these have technical requirements, with the exception of rest areas which require consultation with the public and if applicable, an accessibility advisory committee.

Slide 36

Like with other routes we've looked at, exterior routes like sidewalks and walkways must be wide enough, not have anything protruding overhead that could be a hazard, and have a stable, firm and slip-resistant surface.

Our path must be 1500mm wide with a clear overhead space of 2100mm, unless the protruding object is protected by a cane detectable guard so that people who travel using a white cane can identify the hazard.

Slide 37

Other requirements are

A running slope and cross slope of no more than 1:20

Changes in level have to either be beveled, have a curb ramp, or a full ramp, depending on how high the change in level is.

A bevel is allowed if it's 6-13mm, but can be a slope of 1:8 up to 75mm high. The higher the change in level, the more intervention is required in the design.

The entrance onto the path has to be 850mm wide, between bollards or gates or other features.

Some exceptions:

If our path is a sidewalk and the road adjacent is steeper than 1:20 then our path will have to be too – but it can't be steeper than the road.

An unpaved path – not asphalt, concrete, or other hard surface – can have a steeper cross slope at 1:10.

Our intent is to provide safe, accessible two-way travel for people using mobility devices, pushing strollers, walking with a companion etc.

When we measure the clear width of our path, that's the clear width up to being obstructed by sandwich boards, planters, newspaper boxes and the like. We need that 1500mm clear width to be clear! Though it can be reduced at curb ramps, which we will address soon.

Slide 38

Ramps are building blocks for accessibility in public spaces. They need to be used when a change of elevation is 200mm or more.

It is important to remember that the Ontario Building Code governs ramps connected to a building and on some barrier free paths of travel (the three instances we identified earlier).

The technical requirements for ramps under DoPS include landings:

At the top and bottom of the ramp;

Where there is an abrupt change in direction and;

Every 9 meters.

Landing dimensions must be big enough, 1670 mm by 1670 mm, and ramps have to have continuous handrails on both sides.

Ramps must also have a slope no steeper than 1:15.

Handrails or guards have to be installed to protect the sides and give people something to lean on, pull themselves up with, or use to control their descent. Depending on the design of the handrail or guard a small curb may have to be installed to keep wheels from going over the edge and to provide a guide for white canes.

The handrail requirements for ramps are similar to those for stairs, and will be addressed there.

Slide 39

Ramps also require other items we've mentioned before:

A minimum clear width, this time of 900mm – between the handrails – this is a clear width requirement!

No unprotected overhead projections!

A good surface, with small openings which ideally are perpendicular to direction of travel

Edge protection if the handrail or guard leaves a gap to the ramp surface

And

Handrails and guards if there aren't walls enclosing the ramp.

And now, onto stairs.

Slide 40

Another building block in public space is stairs.

Stairs may not be an option for people using mobility devices and some other users, but we must consider accessibility of stairs for those who do use them – falls can have serious impact on a person’s health, happiness, and independence. However, remember there must always be an alternate route to stairs.

Stairs must have:

Closed risers;

A consistent rise and run which isn’t too steep – the rise between successive treads must be between 125mm and 180mm and the run between successive steps must be between 280mm and 355mm.

They also must have

Colour contrast markings on the leading edge of the tread;

Tactile walking surface indicators at the top – those warning surfaces with the raised dots.

And now, about handrails:

Slide 41

Handrails are required at both ramps and stairs, whether you’re at the beach or heading to the office.

They must be:

Installed on both sides

Continuously graspable – that means grabable: you have to be able to get your hand around them, meaning the diameter around and not too close to a wall or otherwise blocked

At the right height, measured from the ramp surface or leading edge of the tread

The handrail at top and bottom must extend out straight and then end in a way that’s not a hazard in the path of travel. And, of course, they have to be secure and strong enough to support a person who relies on them.

If the ramp or stairs are wide, it may be necessary to have another handrail going up the middle.

Slide 42

Related to handrails, and also applicable to both ramps and stairs, are guards and edge protection. One or both of these may be required if there aren’t walls next to your ramp or stairs and therefore there’s a risk of someone falling over the side.

For ramps, the guards have to be 1070mm high; for stairs they can be a little lower, but must be at 1070mm at landings. It’s also not necessary to install guards on a low flight of stairs, meaning under 600mm.

Edge protection works with handrails and guards to further protect people. If the handrail or guard leaves a gap between it and the ramp surface which is more than 50mm, so five centimeters, then edge protection is required. This protects anything from slipping through and creates a surface that people can guide themselves along if they use a white cane.

Slide 43

Another element of the exterior route is the curb ramp. Curb ramps are sometimes the same as curb cuts, famous for the “curb cut effect”. If you install curb cuts intended for people with disabilities, you will find that everyone starts using them.

Curb ramps can be used for changes in elevation between 75mm and up to 200mm, when we start having to design a real ramp.

Slide 44

In designing or assessing curb ramps, we take into account [ON SLIDE]

Slide 45

The technical requirements for curb ramps is that they line up with the direction of travel, and are at least 1200mm wide (that’s why it’s allowed for sidewalks to be a bit narrower where they join).

They must also have a maximum slope which is either up to 1:8 or 1:10, depending on how high it is (steeper than a real ramp, but okay in this case because it’s a shorter distance).

The cross slope must be very small, 1:50, and flared sides have to also be not very steep.

Tactile Walking Surface indicators, like at stairs, have raised domes and contrast from the surroundings, and are installed with the intent of protecting people from vehicular routes.

Slide 46

Vehicular routes are also a significant consideration when it comes to depressed curbs. So what is a depressed curb?

A depressed curb is a curb ramp design that wraps around the corner of an intersection instead of having one curb ramp pointing in each direction.

It can also run parallel to a vehicular route in other scenarios.

Slide 47

Technical requirements for depressed curbs are [ON SLIDE]

Slide 48

In addition to a curb ramp or depressed curb, a pedestrian crossing requires an accessible signal to improve safety and use-ability.

Slide 49

There are several technical features to accessible pedestrian signals.

First of all, we must be able to find it. The signal must have a locator tone for people with low vision, which is a different sound from the walk indicator!

Signal buttons must be near - but not too close - to the curb and mounted within reach of a person using a mobility device, for instance.

They must have a tactile arrow pointing in the direction of the path of travel,

The walk signal can be activated by holding the button down for 3 seconds, or can cycle through.

Audible means an indicator makes a sound; the vibro-tactile indicator is designed specifically for people who are deafblind – it vibrates to indicate activation.

Signals should be placed 3 meters apart, if at the same corner, so that the sounds can be differentiated.

Slide 50

Other considerations in designing accessible pedestrian signals are site specific, such as [ON SLIDE]

Slide 51

We are onto the last element of Exterior Paths of Travel: Rest Areas.

Rest Areas along the exterior path of travel are intended to increase access and use-ability by giving someone who has low stamina, or otherwise needs it, a safe place to stop outside of the flow of pedestrian traffic.

There no technical requirements and so it will be necessary to conduct consultations.

Slide 52

As accessibility consultants we of course push for the highest level of accessibility, and meeting DoPS, wherever we can.

There can be exceptions sometimes. Under the Design of Public Spaces Standard, exceptions may be made if a protected or designated historical site or monument, covered by one of several acts, could be negatively impacted.

Another exception is for the environment – negative impact on wildlife and ecology.

And lastly, if there are site constraints, like having to reduce the width of the road to widen the sidewalk.

The exception only applies to the particular requirement, and to the particular section. It does not exempt the entire path, for instance.

Slide 53

Our next section is Accessible Parking.

Slide 54

The DoPS Accessible Parking requirements apply to off-street parking – but not off-street parking not intended for public use, and not if there is no barrier-free path to the building.

Exceptions include: facilities strictly used for buses, delivery trucks, law enforcement, medical transportation, impound vehicles.

Slide 55

Items for consideration are the different types of spaces, the number, their size and access aisles, and the surface quality.

It's important to remember municipal standards in this instance – DoPS will establish the minimum standard but the municipality may have additional requirements or ask for larger clearances, for instance.

Slide 56

[image includes access aisle]

Type A = 3400 mm, minimum

Type B = 2400 mm, minimum

Access Aisle = 1500 mm, minimum

Access Aisle required to be marked with high tonal contrast diagonal lines. Surface is asphalt or some other hard surface.

Signage required to identify Type A “Van Accessible” spaces.

Slide 57

As noted in the previous slide, the Design of Public Spaces also regulates the minimum amount of accessible parking spaces.

One Type A parking space is required where there are 12 parking spaces or fewer.

Where 13 to 100 parking spaces are provided, 4% of parking spaces must be accessible.

Where 101 to 200 parking spaces are provided, 3% plus one spot must be accessible.

Where 201 to 1000 parking spaces are provided, 2% plus two spots must be accessible.

Where there are more than 1000 parking spaces, 11 parking spaces plus 1% of the parking spaces must be fully accessible.

You must round up to a whole number when calculating the number of accessible parking spaces!

Accessible off-site parking is not required if off site parking is not on a barrier-free path of travel (as required by the Ontario Building Code). If the organization has multiple off-street parking facilities on a single site serving one particular building or facility, not all of them must have accessible parking.

Signage must be provided for accessible parking spaces in accordance with the Highway Traffic Act.

There are some exceptions to meeting these requirements for accessible parking spaces. For example, if it is not practical, due to existing site or physical constraints. When an organization claims an exception, they must have as many accessible parking spaces as possible and numbers need to be equally divided between Type A and Type B parking spaces.

Slide 58

Distribution of parking spaces can be done strategically to improve user convenience, such as by proximity to barrier-free entrances.

Other convenience factors include items such as weather protection, security, lighting, or comparative maintenance.

For instance, on a University campus where one lot could service several buildings, or one building can benefit from several lots, special attention must be paid to placing accessible spaces.

Slide 59

On-street parking is also addressed by the Design of Public Spaces Standard.

In this instance, public consultation is required for the broader public sector and municipalities on the need, location, and design.

Slide 60

Our next section, number 6, is Obtaining Services.

Slide 61

“Obtaining Services” under the Design of Public Spaces Standard refers to three built-environment aspects of a customer service experience: service counters, fixed queuing areas, and waiting areas.

These can be indoors or out, and again apply to new or redeveloped features.

Service counters means hospitality/concierge, or info kiosks, grocery check outs.

Fixed queuing guides means those that are fixed, not the moveable posts with ropes.

Slide 62

When looking at obtaining services, we will be keeping the following in mind [ON SLIDE]

Slide 63

On a technical level, this means confirming that there is:
minimum one accessible counter for each type of service

Signage that identifies where they are; and

If there is one queue serving several counters, then all must be accessible.

With one line to each counter (and a properly identified accessible counter!) then a person can pick the best line for themselves.

With one line for all counters, someone who needs the accessible counter shouldn't have to let other people pass them until the right desk opens up – they should benefit equally from the single-queue arrangement.

Slide 64

And what does “accessible” mean in these requirements? There are no dimensions provided in DoPS, but the design should consider:

the height of the counter,

the clear knee and toe space,

maneuvering area in front, and

Point of sale machines and other features a client is expected to use – these must be within reach of a person using a mobility device.

The flexibility in this section allows organizations to choose what best suits their business practices and environment.

It's necessary to remember that some organizations have an obligation elsewhere under the IASR regarding procurement practices, or self-serve kiosks.

Slide 65

The technical requirements for fixed queuing guides, like with service counters, leaves flexibility for the organization.

The line up must allow clear space for a person using a mobility device, with careful attention paid to where it's necessary to turn.

The guides must also be cane-detectable so that a person with low vision can follow the path of the line up.

Slide 66

Let's say that once our client has waited in line and had their turn at the counter, they will sit in the waiting area until their ride shows up, or until they are called for their appointment.

A waiting area with fixed seating must have a minimum number of accessible seats – that is, 3% and no less than one, and it must be in the same area as other people waiting. Round up!

By “accessible seating”, DoPS means a clear level place in the seating area where someone using a mobility aid can wait – say, someone using a wheelchair.

Slide 67

Maintenance is the last section of the Design of Public Spaces Standard.

Slide 68

After all the work we've put in to designing accessible space, the benefit to the public can be lost if it is not maintained. Maintenance keeps an accessible environment safe and useable, and poor maintenance can create hazards and barriers.

People who need the accessibility features typically have fewer alternative routes, so keeping these things in order is important for mobility and independence.

It's important to know, too, that maintenance procedures are part of the multi-year plan, where the obligated organizations identify procedures for preventative and emergency work, and dealing with disruptions.

Slide 69

Things to think about regarding maintenance are [ON SLIDE].

It's important to understand that while there are no technical or consultation requirements under this section, it will require good communication and planning across your organization, and may impact requirements under other areas of the AODA, like the development of a multi-year plan.

Slide 70

Now a summary.

Slide 71

As we saw, the Design of Public Spaces Standard is broken up into seven sections.

Each applies to new construction or the redevelopment of elements in public spaces.

There are technical as well as consultation requirements and sometimes both. In one instance, there's neither.

Slide 72

What did we see in DoPS?

In the things we were considering there was a lot of repetition, for instance around surfaces and clear widths, and reducing protrusions and hazards.

Slide 73

Here is a summary of the DoPS sections with technical and consultation requirements.

Slide 74

(no speaking notes)

Slide 75

(no speaking notes)

Slide 76

AllAccess was produced by the Canadian Urban Institute and Human Space, a consulting division of Quadrangle, with support from the Government of Ontario.

Slide 77

The Canadian Urban Institute, is a non-profit applied research organization dedicated to achieving healthy urban development.

They work in the areas of good density, community resilience and sustainability, housing affordability, communities for all ages, among others.

Slide 78

At Human Space we see accessibility as an integral part of all of those things.

Human Space is a division of Quadrangle, an architecture and design firm in Toronto.

Accessibility is one of the firm's brand commitments, and Human Space supports that by advising in-house and providing consultation and training to other firms.

Slide 79

The Government of Ontario's EnAbling Change grant program supports projects such as targeted education campaigns, like this one.

Slide 80

In addition to the Province, CUI, and Human Space, we have other crucial partners, such as the municipalities who hosted the workshops: The Town of Aurora and the Town of Oakville.

Slide 81

We are also lucky to have community partners like Bev Barra-Berger, Luke Anderson, Dan Barra-Berger, and Mazin Aribi.

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You can keep in touch or learn more about our organizations on our websites or Twitter.



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