

- Waterloo LRT Project Agreement finalized in 2013
- *LRT Stops and Station Equipment* (Schedule 15-2, Article 14) mentioned accessibility
- References:
 - *Accessibility for Ontarians with Disabilities Act (2005)* and
 - *Accessibility and Design Guidelines for the Visually Impaired.*

Station Accessibility

- Stations designed to be compliant with Accessibility for Ontarians with Disabilities Act (AODA) standards.
- Primary focus on accessible mobility from LRVs, ingress/egress and movement through station platforms.
- Accessibility retrofits initiated late 2019 to address: indirect pathways to Bus and BRT platforms, glass wall removal and concrete curbs, wayfinding.

Lessons learned

Snow removal

- Station and tracks are maintained by operator; roadway is maintained by the City and the sidewalk is maintained by the business.

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Visual Clarity

- Low contrast materials and cladding,
- Predominance of grey concrete, grey metal surfaces and glass,
- Difficult to detect edges, platform furniture and fare validation machines.

Tactile Features

- Minimal use of tactile features,
- Surface indicators generally indicate hazards – none available for wayfinding and navigation,
- Fairway is a complex station for the visually impaired - difficulty navigating routes between bus terminal and ION platform, and between ION platform and Fairview Park Mall,
- Braille: to indicate station features – e.g. waste receptacles, directional signage, train doors (open train doors automatically).

Visual Clarity

- Recommendation 1: Wherever possible, polished and brushed metals such as aluminum and stainless steel should not be used due to their low visibility and potential to create glare.
- Recommendation 2: Resurface platform furniture (i.e. benches, bicycle stands, etc.) to have a strong visual contrast with the surrounding environment.

Tactile Features

- Recommendation 5: LRT network and station wayfinding information should be provided using tactile maps and signage placed at eye level or 1500mm above the finished floor surface.













