



ACCESSIBILITY AND TRANSIT

ACAI – July 9, 2025

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Accessible Transit - City

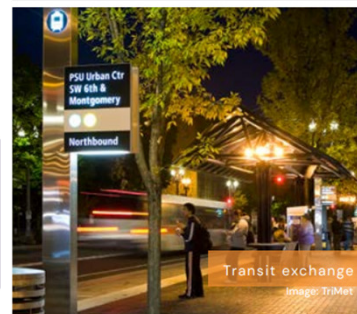
- City is responsible for providing access to and from Transit Stops
- City has also provided educational material to introduce new forms of infrastructure

Education example – tutorial video

In anticipation of opening its first two-way protected bicycle lane, the City of Nanaimo developed a "Floating Bus Stop Tutorial". This 3-minute video reviews the rules of the road for each type of mode in order to increase community understanding of this new type of infrastructure.



Multi-modal streets



Transit exchange

Image: TriMet

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Monitoring and Improving

- Staff have worked in the past with ACAI members to review and enhance Transit Stops to meet the needs of the community

Site Visit April 5



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Moving Forward

- Ways to enhance the experience

Figure 59: Tactile Layout Map Sign Prototype



Types of Tactile Delineators

There are a range of different types of tactile delineators that can be used for a range of purposes and which are referenced throughout this Design Guide. Tactile warning surface indicator (TWSI) is the umbrella term for the different types of standardized tactile surfaces carefully designed to help people with sight loss independently and safely navigate the pedestrian realm. The different types of TWSIs must be reliably detectable with a white cane and/or underfoot, discriminate from each other, and traversable by people using mobility devices. TWSIs are recommended by the CSA as the standardized detectable warning surface treatment. The CSA Accessible Design for the Built Environment provides detailed guidance on TWSI construction and placement. TWSIs should have a visual contrast of 30% from the pavement (white is typically used). They are most effective when placed adjacent to smooth pavement so that the difference is easily detected.

TransLink has conducted research on the use of TWSIs at bus stops in Metro Vancouver to share information on best practices for the use of TWSIs and achieve a more consistent approach to TWSIs in Metro Vancouver. The various applications of tactile delineators are summarized below:

Tactile Attention Indicator: Also referred to as a Detectable Warning Surface (DWS), a Tactile Attention Indicator (TAI) is a standardized tactile surface comprising a grid of truncated domes that alert people of an impending change in elevation, conflicts with other transportation modes, and/or other potential hazards. Tactile Attention Indicators are not to be used to provide alignment or guidance information.



Tactile Directional Indicator: A Tactile Directional Indicator (TDI) is a surface of parallel raised elongated bars with flat tops, typically oriented parallel to the path of travel. These are typically installed for wayfinding guidance along an unobstructed path. They are intended to be used underfoot and should not be used for edge delineation. Tactile directional indicators can also be used as a system for wayfinding with the use of Tactile Attention Indicators to indicate decision points.



Figure 20: Examples of Various Types of Tactile Delineators



Tactile Directional Indicator Mat: TransLink and BC Transfer provide guidance for the use of a Tactile Directional Indicator Mat to be used at the front door of where a bus will stop. The parallel raised board bar should be oriented perpendicular to the path of travel.



Tactile Warning Delineator: A Tactile Warning Delineator (TWD) is a rectangular shaped delineator that can be used as a detectable edge between a sidewalk and bicycle lane at the same height. There is currently limited research on the use of TWSIs and they are an emerging treatment that transportation professionals may consider.



Source: Benay Benayon

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Transportation Services - Accessibility



Darren Marshall – June 2025



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Context & Importance

- Why Accessibility Matters
- Customer Service Focus
- Strategic Alignment



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Training Framework

- Core Materials:
 - Wheelchairs and Scooters
 - Boarding Procedures
 - Cross-Training & Signoffs:



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Policy & Incident Response

- Incident Reporting
- Management Integration



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Continuous Improvement

- Feedback Loops
- Organizational Commitment
- Leadership Engagement



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Questions?



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