

2018 Carleton O-Train Station Walkability Audit Report (Council on Aging of Ottawa Pedestrian Safety Committee): Transportation Services Department Comments & Responses, June 8, 2018

Comments	Transportation Services Department Comments
<p>Inaccessible Entrance to Fare Gate Structure on the Northbound Side</p> <p>The entrance to the fare gate structure on the northbound platform has a trip hazard, making entry by a customer using a wheelchair dangerous/difficult. The concrete slab outside the structure appears to have settled and there is currently about a 30 mm lip at the entrance. The entrance needs to be repaired to make it fully accessible and to eliminate the trip hazard.</p>	<p>The Transit Facilities Maintenance team painted this lip as a caution to pedestrians on April 23, 2018.</p> <p>As well, the Facilities Maintenance team completed a temporary measure to seal the gap at the entrance on the northbound side. The team is currently working on a permanent solution, which is anticipated to be complete by the end of June.</p>
<p>Lack of Emergency Equipment in the Station</p> <p>There is no first aid equipment in or defibrillator at the station.</p>	<p>There is no first aid equipment or automated external defibrillators (AEDs) in any of the current O-Train Trillium Line stations. However, all OC Transpo mobile transit supervisors and special constable units are equipped with first-aid equipment and AEDs.</p> <p>Due to the uncontrolled environment, AEDs cannot be kept in any of the Trillium Line stations. The impacts of heat and cold can cause damage, and prevent the units from functioning correctly. The stations are also unstaffed and, therefore, first-aid kits are not kept readily available on site.</p> <p>All O-Train Trillium Line stations, however, are equipped with emergency call buttons and CCTV cameras to help ensure the safety off all customers.</p> <p>O-Train Confederation Line stations have interior environments that allow them to be equipped with AEDs. In the case of underground stations, there will be an AED on both the westbound and eastbound platforms. First-aid kits will continue to be carried by transit supervisors and will be available in supervisor’s offices (at stations that will have them).</p>

2018 Carleton O-Train Station Walkability Audit Report (Council on Aging of Ottawa Pedestrian Safety Committee): Transportation Services Department Comments & Responses, June 8, 2018

Comments	Transportation Services Department Comments
<p>Lack of Signage</p> <p>There are no route maps or way-finding information in the station showing where you are or where you want to go.</p> <p>The signage is minimal and not easily visible, and should be improved on the exterior of the station and at the pedestrian tunnel to the south of the station.</p>	<p>OC Transpo is in the process of updating signage at Carleton Station in a way that will make it more prominent and understandable for all customers. These changes will bring this signage in line with the new O-Train signage and wayfinding standards coming with the opening of O-Train Confederation Line later this year. This includes:</p> <ul style="list-style-type: none"> • New trailblazer signage to direct customers: new design, more visual, better use of symbols, more intuitive (pointed) design; (see Image 1) • Additional signage inside the station; • Illuminated “threshold” signs which will span the width of the station entrances (see Image 2); and, • Inter-track signs to orientate location from the train and the platform. <p>These signage improvements will be made within the next year.</p> <p>In addition, OC Transpo plans to install large pylon “O” signs (see Image 3) to serve as beacons and help identify station entrances from a distance. However, the timeline for the installation of these new pylons is yet to be determined.</p>