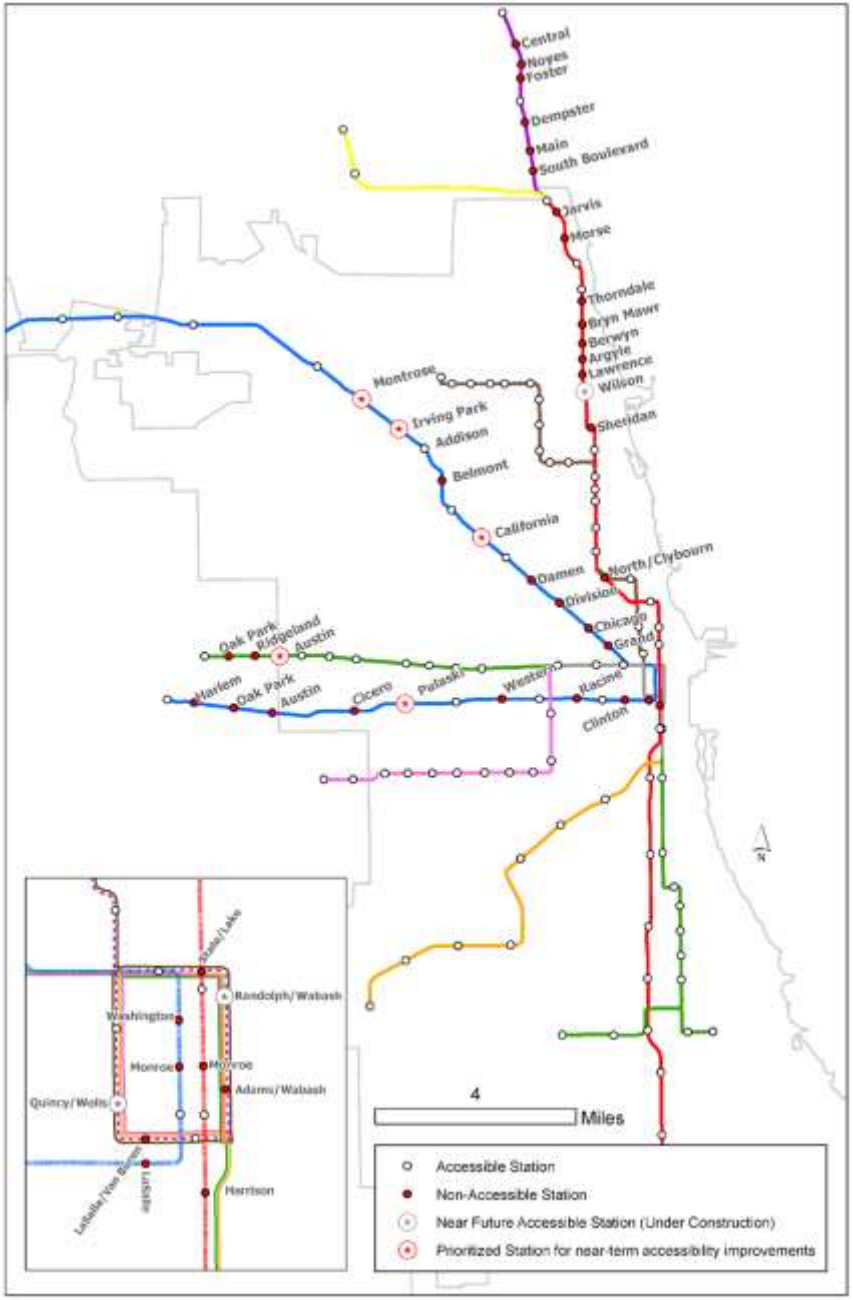

ACCESSIBILITY AT THE CTA – PRESENT AND FUTURE

AMY J. SERPE
MANAGER, ADA COMPLIANCE PROGRAMS

SONALI TANDON
SENIOR PROJECT MANAGER, STRATEGIC PLANNING

Transport Chicago
June 9, 2017

HERE IS HOW PEOPLE WITH DISABILITIES DEFINE ACCESS.

ACCESS BENEFITS EVERYONE!

ACCESS GENERATES INCOME!

ACCESS PROMOTES INDEPENDENCE!

Transit Board

Executive / Leadership Staff

ADA Training

Working with
RTA
Pace
Metra

CTA ESTABLISHES ACCESS THROUGH

ADA Advisory Committee

Public & Private Disability-Related Organizations

Customers with and without Disabilities

PARTICIPATION STRENGTHENS RELATIONSHIPS

Disability Pride Parade

CTA BUS FLEET FEATURES

All CTA buses (100%) are accessible.

- LED Signage and audible bus information buttons in some bus shelters
- Benches in bus shelters
- Outside audio announcements of bus route and destination as bus arrives
- Knowledgeable bus operator willing to assist customers with disabilities
- Ramp
- Ability to tap fare card
- General priority seating areas
- Wheelchair securement areas
- LED informational and other signs inside the bus
- Audio stop and safety messages through AVAS system
- Manual announcements made by bus operator

CTA RAIL CAR FLEET FEATURES

All rail cars (100%) are accessible.

- Accessible entrance to rail car
- Priority seating
- Wheelchair securement areas
- Stop announcements through the AVAS system, as well as manual announcements
- Audio and visual message when doors are closing
- System map , as well as laser pointer identifying the train stop (5000 Series cars)
- LED signage at ends of rail car
- Emergency call button within each rail car
- Tactile and Braille signage within each rail car
- Knowledgeable rail operators to provide assistance to customers as needed

CTA RAIL STATION FEATURES

100 out of 145 stations (69%) are currently accessible.

- Accessible rail station entrance
- Customer service assistants/representatives at every station.
- Customer service call buttons
- Accessible fare machines
- Fare gate to accommodate wheelchairs and other mobility devices
- Elevators, escalators, and ramps
- Elevator status board , Status phone hotline & online notification
- Tactile and Braille signage throughout station and on platform
- Maps throughout station and on platform
- Benches & heat lamps on platform
- LED visual, as well as audio, announcements on platform
- Gap filler enabling a person who uses a wheelchair/mobility device to board/alight the rail car

CTA RAIL STATIONS ACCESSIBILITY 1990-2017


CTA
Station
Accessibility
1990
O'Hare
Rosemont
Cumberland
Harlem
Kimball
Western
Loyola
Granville
Merchandise Mart
Forest Park
Polk
Cicero
Loop
Clark/Lake Transfer
Jackson
79th
N


CTA
Station
Accessibility
1993
cta
N
Linden
Clark/Division
Roosevelt
Loop
18th
Halsted
Ashland
35th/Archer
Western
Kedzie
Pulaski
Midway
King Drive
Cottage Grove
Clark/Lake
Jackson


CTA
Station
Accessibility
1996
cta
N
Dempster-Skokie
Davis
Addison
Harlem
Central
Cicero
Kedzie
California
Ashland
Clinton
Roosevelt
Loop
35-Bronzeville-IIT
43rd
47th
51st
Ashland
Halsted
Washington/Wells
Washington


CTA
Station
Accessibility
2001
cta
N
Jefferson Park
Logan Square
Western
Laramie
Pulaski
Conservatory
Chicago
Loop
Kedzie-Homan
Medical District
UIC-Halsted
Sox-35th
Indiana
Garfield
95/Dan Ryan
Lake
Library


CTA
Station
Accessibility
2006
cta
N
Kedzie
Rockwell
Loop
54th/Cermak
Kostner
Pulaski
Central Park
Kedzie
California
Western
Damen
47th


CTA
Station
Accessibility
2007
cta
N
Loop
69th


CTA
Station
Accessibility
2010
cta
Howard
Francisco
Damen
Paulina
Southport
Montrose
Irving Park
Addison
Wellington
Belmont
Diversey
Fullerton
Armitage
Sedgwick
Chicago
N
Loop


CTA
Station
Accessibility
2011
cta
N
Loop
Cermak-Chinatown


CTA
Station
Accessibility
2012
cta
N
Oakton-Skokie
Morgan
Grand
Loop


CTA
Station
Accessibility
2013
cta
N
Loop
Garfield
63rd
87th


CTA
Station
Accessibility
2015
cta
N
Loop
Cermak-McCormick Pl


CTA
Station
Accessibility
2016
cta
N
Addison
Loop


CTA
Station
Accessibility
2017
Under Construction
cta
Wilson
N
Loop
Washington-Wabash
Quincy/Wells

ALL STATIONS ACCESSIBILITY PROGRAM (ASAP)

Goal: To create an accessible rail system within 20 years

- 45 of 145 CTA stations are currently inaccessible
- 3 of these stations are currently under design and/or construction
- 42 of these stations will be made accessible as part of the 20 year program
  - 8 of these stations are part of the ***Blue Line Forest Park Vision Study***
  - 14 of these stations are part of the ***Red-Purple Modernization (RPM) Program***
  - 20 stations are not part of any existing program
- Replacement of 155 existing elevators at CTA rail stations is also part of **ASAP**

Conceptual, artist's rendering of Quincy station improvements

STATION DESIGN PRINCIPLES

ASAP proposed station modifications include -

- New elevators
- Power assisted doors
- Accessible fare array
- Appropriate signage including Braille
- Accessible customer agent kiosks and staff toilet rooms
- Increasing platform clearances for wheelchair maneuverability
- Evaluation of additional code requirements (i.e. exiting and NFPA 130)
- Adjacent sidewalks and street crosswalks made accessible
- Consideration of wayfinding elements

ASAP - WAYFINDING ELEMENTS

- Six categories of wayfinding elements identified -
- Tactile Ground Surface Indicators
- Floor Graphics
- Pedestrian Routes to Bus Stops & Accessible Pedestrian Signals (APS)
- Tactile Maps
- Directional Signage
- Way Finding Applications (APP's)

- We are investigating these treatments by asking other transit agencies who have used them about their experience, coordinating within different CTA departments to understand what would be suitable for our system, and coordinating with the Chicago Department of Transportation (CDOT).

- Some of these wayfinding elements may be more suitable for application in CTA system than others and some may be more suitable for application in certain types of stations.

- There is no one wayfinding approach that would meet the needs of all transit users and a combination of different solutions may be needed.

TACTILE GROUND SURFACE INDICATORS

Tactile Ground Surface Indicators assist pedestrians who are Blind or have a Visual Impairment in navigating the environment.

Warning Surfaces (truncated domes)

•used in the United States on transit platform edges and the bottom of curb ramps.

Directional Surfaces

•indicate the direction of travel.

•more commonly used in Asia, Europe, and Canada.

•a common concern with these indicators is that they may also create obstructions for wheelchair users when placed in a common pathway.

CONTRASTING FLOOR GRAPHICS

Contrasting Floor Graphics are helpful for people who have some sight and generally rely on that sight, as well as other aids, to navigate through the environment. 85% of people considered blind retain some vision.

- Floor graphics with color, high contrast, patterns and light can enhance identification of routes through a complex station and help identify important elements such as fare arrays or vertical circulation, or help navigate details such as stair nosings.

- The CTA has used contrasting colors on stair tread nosings and landings in some recent station projects.

PEDESTRIAN ROUTE FROM RAIL STATION TO BUS STOP

An accessible pathway from a rail station to a bus stop is an essential element of overall accessible service.

Color contrast crosswalk with curb ramps

Color contrast crosswalk with tactile surface

An accessible route from a CTA station to a CTA bus stop could include -

- Sidewalks that do not present significant cross or running slopes;
- Compliant curb ramps;
- crosswalks with cane detectable surfaces;
- Color contrasting cross walk borders;
- Accessible Pedestrian Signals (APS)

ACCESSIBLE PEDESTRIAN SIGNALS (APS)

APS provides information for pedestrians who are Blind and DeafBlind at street crossings through audible signals and vibrotactile surfaces.

The CDOT is currently analyzing different technologies for APS and is working on a pilot program.

TACTILE MAPS

Tactile maps are modeled using raised surfaces to enable people who are Blind or Visually Impaired to plan routes through a rail system, a transit line, or a building.

The visually impaired community has a wide range of capabilities and spatial recognition when it comes to using and benefitting from tactile maps.

DIRECTIONAL SIGNAGE

Since 85% of the people who are considered Blind or Visually Impaired retain some vision and rely on that limited vision, it is important to provide information and directional signage that allows them to move independently.

The CTA currently provides required directional and informational signage.

Millennium Park
Chicago, Illinois

Directional signage for wayfinding should incorporate -

- Frequent signage
- Enhanced signage lighting
- Contrast – dark character on light background
- Large characters w/ San Serif text
- Non-glare

WAYFINDING APPLICATIONS (APPS)

APPs are being developed for smart phones that use WiFi and beacons for interior mapping and navigation.

This is an emerging technology. DC Metro recently implemented a pilot project in one of their stations. One limitation of this system is that it may be only useful to people with smartphones.

WAYFINDING RECOMMENDATIONS FOR ASAP

CTA's proposed wayfinding recommendations for ASAP include –

•find pilot station locations for tactile ground surface indicators and additional floor graphics – we will need to analyze both how this works functionally and the materials that could be used;

•coordinate with CDOT on pedestrian routes from outside of rail stations to bus stops and potential installation of APS;

•explore tactile signage at bus stops to assist with exact location. CTA is currently preparing rail station guides to assist with navigation inside rail stations, which will be available online soon and will serve a similar purpose as tactile maps;

•further enhance directional signage and lighting in stations;

•seek feedback on wayfinding apps from users in other systems on adaptability and usability of these apps and remain engaged on the topic with the goal of potentially adopting something like this when the technology is better proven.

THANK YOU!

Amy J. Serpe
Manager, ADA Compliance Programs
asepre@transitchicago.com

Sonali Tandon
Senior Project Manager Strategic Planning
standon@transitchicago.com

Chicago Transit Authority