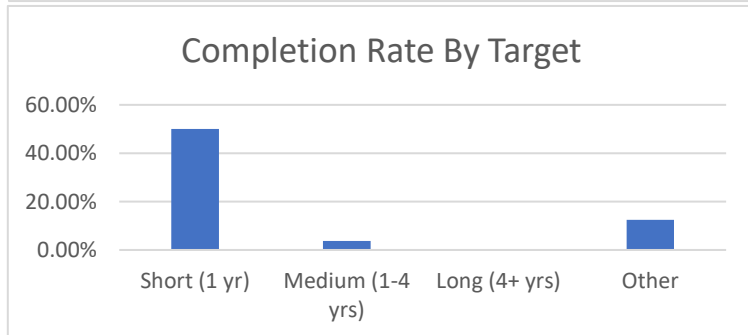
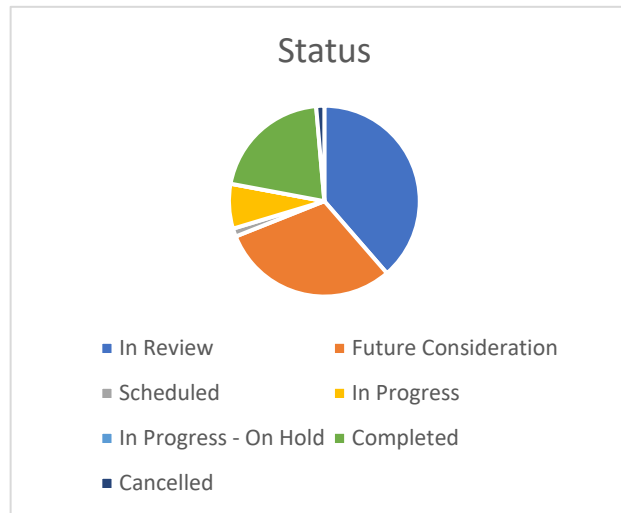
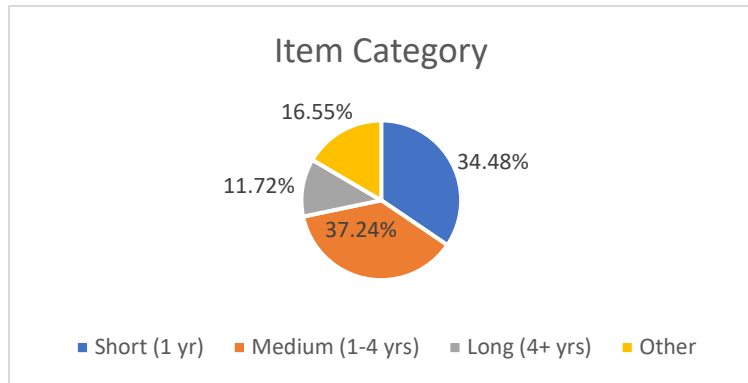


| Category | | | |
|--------------------|-------|------------|--------|
| Total Improvements | 145 | | |
| Target | Total | % Complete | |
| Short (1 yr) | 50 | 34.48% | 50.00% |
| Medium (1-4 yrs) | 54 | 37.24% | 3.70% |
| Long (4+ yrs) | 17 | 11.72% | 0.00% |
| Other | 24 | 16.55% | 12.50% |
| Blank | 0 | 0.00% | |

| Overall Status | Total | % |
|-----------------------|-------|--------|
| In Review | 56 | 38.62% |
| Future Consideration | 44 | 30.34% |
| Scheduled | 2 | 1.38% |
| In Progress | 11 | 7.59% |
| In Progress - On Hold | 0 | 0.00% |
| Completed | 30 | 20.69% |
| Cancelled | 2 | 1.38% |



CN Tower Accessibility Improvements

| # | Improvement | Target | Responsibility | Status | Notes |
|---|---|------------------|-------------------------------|----------------------|--|
| 1.1 Parking | | | | | |
| 1.1.1 | The path of travel should have shelter from Rogers Centre parking to CN Tower entrance, where possible. This would make the route safer and more comfortable for everyone, particularly people with limited mobility. | Other | CNT | Future Consideration | Consider as part of future renovations and 2A/Rogers development |
| 1.1.2 | Information regarding accessible parking options, should be highlighted on the website and made available in various formats for people planning visits to the CN Tower. Information should include: clearance height of covered parking; payment options, including apps and parking ticket dispensers; dimensions of accessible parking stalls, and map of safe and accessible routes to CN Tower entrance. | Short (1 yr) | Marketing | In Review | Our site has information on accessible spots. Since these are not our property, we are not well equipped to speak to it. Roger's phone number has been provided. We will explore web links and creating a map. |
| 1.2 General Vehicular Access | | | | | |
| 1.2.1 | Add access aisles to passenger drop-off located on Bremner Blvd that are level with road or include curb ramp. This eliminates the need to step up onto sidewalk from road and will limit trips and falls that may occur while exiting vehicles. | Long (4+ yrs) | CNT / City of Toronto | Future Consideration | Priority as future renovations take place. Consider as part of 2A development. |
| 1.2.2 | Add passenger drop-off signage and markings on surface to allow area to be more easily identified. | Long (4+ yrs) | CNT | Future Consideration | Consider as part of 2A development. |
| 1.2.3 | Consider repaving the passenger drop-off area to remove sunken and uneven areas to reduce chances of tripping and help to prevent ice from forming. | Medium (1-4 yrs) | City / CNT | In Progress | City of Toronto has been contacted to resolve. |
| 1.2.4 | Add seating with covered shelter to allow people to be protected from weather, while resting or waiting. | Long (4+ yrs) | CNT | Future Consideration | Consider as part of 2A development. |
| 1.2.5 | Install tactile attention indicators along drop-off area, which will alert people who may be visually impaired a change from pedestrian pathway to vehicular roadway. | Long (4+ yrs) | City | Future Consideration | Consider as part of 2A development. City involvement is required. |
| 1.2.6 | Install tactile direction indicators to guide people with low vision to/from passenger drop-off. | Long (4+ yrs) | City | Future Consideration | Consider as part of 2A development. City involvement is required. |
| 1.2.7 | Promote the option to add shelter for nearby transit stops. Addition of a sheltered pathway from transit stop to CN Tower entry would be ideal. | Long (4+ yrs) | BIA | Future Consideration | Future renovation consideration |
| 2.1 Exterior Approach & Entrance | | | | | |
| 2.1.1 | Edge protection or highly visual tactile indicators should be placed along top of drop-off of the lowered exterior seating area. | Short (1 yr) | F&E | Completed | |
| 2.1.2 | Obstacles positioned along path of travel should visually contrast with walkway to help highlight items. | Medium (1-4 yrs) | F&E | In Progress | Items to be replaced |
| 2.1.3 | Additional directional signage can be placed at the Bremner Blvd. approach and path of travel. | Short (1 yr) | | Future Consideration | Consider as part of 2A development. |
| 2.1.4 | A high contrast surface and/or directional tactile indicators can be placed along direct paths of travel from property line to CN Tower entry point. | Short (1 yr) | F&E | Future Consideration | Consider as part of 2A development. |
| 2.1.5 | PATH from Union Station to the CN Tower has poor accessibility. Although, this is not an aspect that is controlled by the CN Tower, improvements would certainly enhance the accessibility of the exterior approach. Consider making a request to the City of Toronto to increase accessibility along the PATH from Union Station to the CN Tower. | Long (4+ yrs) | Work with other partners /BIA | In Review | Will discuss in next BIA meeting |
| 2.2 Exterior Ramps | | | | | |

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| 2.2.1 | Due to the extended length of the ramp that extends from the PATH access between Ripley's Aquarium and CN Tower, seating should be added at a mid-point of the ramp. | Medium (1-4 yrs) | CNT | Future Consideration | Discuss with Ripleys to install bench. |
| 2.2.2 | The small ramp extending from entrance level to lowered seating area has a slope of 1:12 or 4.7 degrees. This slope may be difficult to access for some people. A ramp with a slope of 1:20 is a more comfortable ramp angle. | Other | CNT | Future Consideration | Consider as part of future renovations |
| 2.2.3 | Handrails should have an uninterrupted access along ramps. Light standards, garbage cans and information plaques are placed along ramp handrails. A person should not need to let go of handrail to maneuver around objects. | Medium (1-4 yrs) | Work with Ripleys | In Review | |
| 2.2.4 | Ends of handrails should terminate into ground or return to post to avoid persons catching unprotected ends. | Medium (1-4 yrs) | CNT / Ripleys | In Review | |
| 2.2.5 | Surface of ramps should colour contrast top and bottom landings to help highlight elevation change. | Medium (1-4 yrs) | CNT | <i>In Progress</i> | |
| 2.2.6 | A colour contrasting strip should be placed at top and bottom of ramp landings to help indicate change in elevation. | Medium (1-4 yrs) | CNT | <i>In Progress</i> | |
| 2.3 Exterior Stairs | | | | | |
| 2.3.1 | The top of stair handrails should be mounted at a uniform height between 860-920mm, measured vertically from the leading edge of the tread to top of handrail. | Medium (1-4 yrs) | CNT / Ripleys | Future Consideration | |
| 2.3.2 | A colour contrasting strip and tactile walking indicators should be installed at the top and bottom landings of stair systems to indicate elevation change. | Medium (1-4 yrs) | CNT | In Review | |
| 2.3.3 | All stair nosing should include a non-slip tactile nosing on top of step nosing to indicate edge of step. | Medium (1-4 yrs) | CNT | In Review | |
| 2.3.4 | All stair systems should include a high colour contrasting strip that is present on the top, front edge of tread and wraps over nosing onto riser. Nosing should extend along entire length of step. | Medium (1-4 yrs) | CNT | In Review | |
| 2.3.5 | Stair nosing overhang stair riser, creating a tripping hazard. Nosing should have minimal protrusion over stair riser. Where nosing extends over riser, bottom of nosing should be rounded or angled to limit the foot from catching underside of nosing. | Medium (1-4 yrs) | F&E | In Review | |
| 2.4 Main Entrance or Alternative Entrance | | | | | |
| 2.4.1 | Motion activated sliding doors are the recommended door style as they eliminate door swing and are hands-free. | Long (4+ yrs) | F&E | Future Consideration | |
| 2.4.2 | Where push button controls are used to activate doors, buttons should contrast surrounding surface and include highly visible attention indicator. | Short (1 yr) | Marketing | In Review | |
| 2.4.3 | Where hinged doors are installed, the swing path of door should be protected by a barrier or swing path should be marked. This is especially important of exit doors from security screening area into ticket sales area. | Short (1 yr) | F&E | <i>In Progress</i> | |
| 2.4.4 | Glazed entry doors should include visually contrasting strips at two levels (including eye level) to highlight glass door. | Short (1 yr) | Marketing | Completed | |
| 2.4.5 | Adequate clear space should be readily available on both sides of entry doors to limit persons being hit by entry doors. This is especially important of entry doors into security screening area. | Short (1 yr) | F&E | Completed | |

CN Tower Accessibility Improvements

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| 2.4.6 | Automatic doors must have adequate opening and closing time to allow persons to easily pass through without door closing. Minimum of 3 second opening time and 5 second time open. | Short (1 yr) | F&E | Completed | |
| 2.4.7 | Doors equipped with safety sensors which do not close on objects within door frame are recommended. | Other | CNT | Future Consideration | |
| 3.1 Doors and Doorways | | | | | |
| 3.1.1 | Where power doors are installed, doors must have adequate opening and closing time to allow persons to easily pass through without door closing. Minimum of 3 second opening time and 5 second time open. | Short (1 yr) | F&E | Completed | |
| 3.1.2 | Glazed entry doors should include visually contrasting strips at two levels (including eye level) to highlight glass door. | Short (1 yr) | Marketing | Completed | |
| 3.1.3 | Power operated doors should be sensor activated where possible. Where push button door openers are used, round door open buttons are preferred. "Open Door" text is preferred over the accessible symbol. | Short (1 yr) | Marketing | In Review | |
| 3.1.4 | Manually activated power door controls should be in clear view and not hidden by objects. This is especially pertinent for the sliding power door control from Ticket Sales area into Concierge area. | Medium (1-4 yrs) | F&E | Completed | |
| 3.1.5 | Manually activated power door controls should contrast surrounding surface. A high visual indicator should be used to help persons located door control. | Short (1 yr) | Marketing | In Review | |
| 3.1.6 | Door widths must be wide enough to accommodate a person using a larger mobility aid; minimum of 810mm. This is especially pertinent of the entry door into the 360 Restaurant which currently has 710mm clear width. | Other | F&E | Future Consideration | |
| 3.1.7 | Doors should visually contrast surrounding walls and floor. Although most doors have adequate contrast not all doors adequately contrast surrounding surfaces. | Medium (1-4 yrs) | F&E | In Review | |
| 3.2 Path of Travel | | | | | |
| 3.2.1 | Crowd control stanchions used along path of travel from Concierge area to Liff area should be cane detectable, maximum 680mm above finished floor. Stanchions should also visually contrast floor area where they are placed. | Medium (1-4 yrs) | GS | In Review | We will look into products that meet these requirements |
| 3.2.2 | Items placed along path of travel should not infringe on path of travel and should be highly visible. Objects include: pillars, garbage's, floor signs, seating and tables, interactive seating on Level 3 viewing area. | Medium (1-4 yrs) | GS | In Review | |
| 3.2.3 | Main path of travel through Retail Store can be narrow and does not allow smooth traffic flow. | Short (1 yr) | Retail | Completed | |
| 3.3 Corridors & Halls | | | | | |
| 3.3.1 | Several narrow points located in observation deck levels along halls, 870mm in width. A minimum clear width of 1500mm is recommended to allow uninterrupted two-way traffic. | Other | F&E | Future Consideration | |
| 3.3.2 | Often floor surfaces have very limited contrast with walls. Floor and walls should have a visually noticeable colour contrast between surfaces; 70% colour contrast is recommended to provide noticeable contrast. | Other | F&E | Future Consideration | Future renovation consideration |
| 3.3.3 | Natural lighting can cause significant glare on polished floors. Non-reflective floor and wall treatments should be applied where there is glare. | Other | F&E | In Progress | Matte finish LVT is being used in all new flooring applications |

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| 3.3.4 | Furniture, plants, stanchions and pillars can project into halls and obstruct travel. Permanently fixed items should include adequate contrasting colour. Non-fixed items should be moved out of path of travel as well as provide colour contrast to floor surface. | Medium (1-4 yrs) | GS | Future Consideration | May involve custom fixtures |
| 3.4 Internal Ramps | | | | | |
| 3.4.1 | Handrails installed along ramps should be mounted between 860-920mm from ramp surface to top of handrail. Current ramp handrails are mounted at 940-950mm above finished ramp height. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 3.4.2 | Ends of handrails should terminate into ground, wall or return to post to avoid persons catching unprotected ends. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 3.4.3 | Small ramp extending from Concierge Area to Le Cafe has a slope of 1:12, this may be difficult to access for some persons. A ramp with a slope of 1:20 is a more comfortable ramp angle and is recommended where possible. | Other | CNT | Future Consideration | Future renovation consideration |
| 3.4.4 | Although ramp surfaces have a colour contrast to top and bottom landings, greater colour contrast is recommended. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 3.4.5 | A colour contrasting strip and should be placed at top and bottom of ramp landings to help indicate change in elevation. | Medium (1-4 yrs) | F&E | In Review | |
| 3.4.6 | Ramp from Concierge area to Le Cafe has low illumination levels, lower than circulation routes. | Short (1 yr) | F&E | Completed | |
| 3.5 Elevators | | | | | |
| 3.5.1 | Additional directional signage should be installed. | Short (1 yr) | Marketing | Completed | |
| 3.5.2 | Exterior side of elevator doors should contrast surrounding walls to help users identify elevator entry. | Short (1 yr) | Marketing | Completed | |
| 3.5.3 | Elevators could benefit from verbal arrival time announcements on upper viewing decks waiting areas. | Medium (1-4 yrs) | F&E | Completed | Looking into verbal communication from elevator operators |
| 3.5.4 | Handrails within main elevators are a flat, non-graspable design. Round handrails are easier to grip. | Other | F&E | Completed | |
| 3.5.5 | A fold down chair can be provided to assist visitors who may be unsteady on their feet. | Other | F&E | Future Consideration | |
| 3.6 Interior Stairs | | | | | |
| 3.6.1 | Handrails throughout facility should have handrails mounted at a uniform height between 860- 920mm measured vertically from the leading edge of the tread to top of handrail. The height of handrails currently vary and are often above the recommended height. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 3.6.2 | Ends of handrails should terminate into ground, wall or return to post, to avoid persons catching unprotected ends. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 3.6.3 | A high visual stair nosing should wrap over the tread onto riser and visually contrast stair tread and riser. This highlights edge of step both while ascending and descending steps. | Medium (1-4 yrs) | F&E | In Progress | |
| 3.6.4 | A colour contrasting strip and tactile walking indicators should be installed at the top and bottom landings of stair systems to indicate beginning of elevation change. | Medium (1-4 yrs) | F&E | In Review | |

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| 3.6.5 | Stair risers should be closed and opaque. Open risers pose a tripping hazard as well as cause visual confusion. This is especially pertinent to the stairs that extend from Level 3 viewing deck up to the 360 Restaurant. | Other | F&E | Completed | Currently investigating |
| 3.6.6 | Stairs should allow two-way traffic. Stair system that extend from Level 3 viewing deck to the 360 Restaurant are narrow and will only allow one-way traffic. | Other | F&E | Cancelled | |
| 3.6.7 | Circular stair systems should be avoided. | Other | F&E | Future Consideration | Consider as part of future renovations |
| 3.6.8 | Where nosing extends over riser, bottom of nosing should be rounded or angled to limit the foot from catching underside of nosing. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 3.6.9 | Stair surface should be a plain colour or a simple pattern when patterns are used. The stairs extending from Level 3 viewing deck up to the 360 Restaurant have a patterned carpet which may confuse persons using stairs. | Medium (1-4 yrs) | F&E | In Review | |
| 3.7 Escalators & Moving Walkways | | | | | |
| 3.7.1 | A high contrast marking should be provided on step nosing and run alongside of escalator steps. | Other | F&E | In Progress | Combs at top and bottom have been replaced |
| 3.7.2 | Tactile walking surface indicators should extend along the entire landing at top and bottom of escalator. The surface indicators should also be a contrasting colour to surrounding surface. | Other | F&E | Cancelled | Manufacturer cannot replace this piece |
| 3.7.3 | The direction of the escalator should be clearly signed and indicated. | Short (1 yr) | Marketing | In Review | |
| 3.8 Security and Entry Systems | | | | | |
| 3.8.1 | All security screening gates at security screening area should be a minimum width of 810mm to accommodate a person using a larger mobility aid. | Other | Security | Future Consideration | Consider as part of future renovations. There are accessible lanes presently. |
| 4.1 Lobby and Reception | | | | | |
| 4.1.1 | Signage is not consistent design with signage found throughout rest of building. | Short (1 yr) | Marketing | Completed | |
| 4.1.2 | A washroom facility is located adjacent the Concierge area however requires users to travel down one level. A washroom facility should be located near the reception minimizing travel. | Other | F&E | Future Consideration | Consider as part of future renovations |
| 4.1.3 | Limited seating in Concierge area. Seating options located near Le Cafe should be highlighted. Multiple seating options with varying styles of support should be available in lobby. | Medium (1-4 yrs) | Marketing / F&E | Future Consideration | Signage is being pursued, other considerations are longer term. Area is already congested. Adding seating will decrease access. |
| 4.2 Reception Desks and Service Counter | | | | | |
| 4.2.1 | Service counters located throughout the CN Tower are very high (960mm) and may not be accessible while seated. Service counters should be lowered to an accessible height. Desk heights between 730-860mm are a universally accessible height making them more accessible to a greater number of people. | Medium (1-4 yrs) | F&E | Scheduled | For 2021 fiscal year. |
| 4.2.2 | There is often limited knee recess or overhang at service counters. Knee recesses should be available at all counters. | Medium (1-4 yrs) | F&E | In Progress | To be completed with 4.2.1 |
| 4.2.3 | Signage above service desks indicating purpose of desk, should have good legibility. Lettering should be a solid colour with a solid background. | Short (1 yr) | Marketing | Completed | |
| 4.2.4 | Informational signage at service windows should be available with raised lettering and Braille. | Short (1 yr) | Marketing | In Review | |
| 4.2.5 | Service desks should colour contrast the surrounding floor and wall surfaces. This makes the service desks visually distinguishable from surroundings surfaces. | Medium (1-4 yrs) | F&E | Scheduled | Consider with 4.2.1 |
| 4.3 Waiting Areas and General Seating | | | | | |

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| 4.3.1 | Although a seating area is located in the lower Le Cafe area, there is limited designated seating at the Ticket sales or Concierge area. It is recommended that a seating area be added in close proximity to the Concierge area. This will allow patrons that may have limited mobility endurance to rest after purchasing tickets and before touring the CN Tower. | Other | F&E | Future Consideration | Area has limited footprint. Adding seating will reduce access. Marketing to review signage. |
| 4.3.2 | Seating options should include seating options with a variety of support, colours, and shapes styles. Surface should be neutral patterns with non-slip upholstery. | Other | F&E / F&B | In Review | |
| 4.3.3 | Seating should also be arranged that there are clear spaces beside seats to accommodate people using mobility aids or service dogs. | Short (1 yr) | F&B | In Review | |
| 4.3.4 | Tables located in waiting areas should have rounded corners and edges. | Medium (1-4 yrs) | F&B | In Review | |
| 4.4 Acoustic Considerations | | | | | |
| 4.4.1 | Sound dampening should be installed at transaction points or where other information transferred audibly. This is especially important in larger areas where background noise can interfere with verbal transactions. | Other | F&E | Completed | Hearing loops installed at the main box office, group sales and in retail. |
| 4.4.2 | Where public announcement systems are installed and may be regularly used, a PA system should use a direct induction loop to connect to hearing aid devices. This enables public service announcements to be made without causing echoing or feedback which can damage a person's ear. | Other | F&E | Future Consideration | Consider as part of future renovations |
| 4.4.3 | Sound dampening technology and architectural features should be increased along halls and in areas where large numbers of people are expected to be gathered. This will help cut down on background noise which may make it difficult a person who may rely on sound to navigate through spaces. | Other | F&E | Future Consideration | Consider as part of future renovations |
| 4.5 Illumination Consideration | | | | | |
| 4.5.1 | Illumination levels should be consistent throughout especially where elevation changes. The ramp from the Concierge are to Le Cafe has low illumination levels. Illumination levels should be increased where needed to. | Short (1 yr) | F&E | Completed | |
| 4.5.2 | Wayfinding cues and signage should be illuminated with non-glare lighting. | Short (1 yr) | Marketing / F&E | In Review | |
| 4.5.3 | Artificial illumination sources have limited glare on wall and floor surfaces. However interaction of natural light on floor surfaces can cause glare. Window tinting, window covering or non- reflective floor finishes should be applied to help reduce glare. | Other | F&E | In Review | Consider as part of future renovations |
| 5.1 Washrooms | | | | | |
| 5.1.1 | Where possible, washrooms should include a screen wall entry in place of power doors or manual doors. This eliminates the need for door operation and possibility of pinch points at door openings. A screen wall opening should have a clear width to allow two people to pass each other. | Medium (1-4 yrs) | F&E | In Review | |
| 5.1.2 | Where doors are installed at washroom openings, clear width of door opening should be 860mm. | Medium (1-4 yrs) | F&E | In Review | |
| 5.1.3 | Where doors are installed at washroom openings, doors should visually contrast surrounding walls and floor surfaces. | Medium (1-4 yrs) | F&E | In Review | |
| 5.1.4 | Hardware on washroom stall doors must be accessible. D-ring handles on both sides of doors, door locks must be operable with a closed fist and doors should be self-closing and rest no more than 50mm from door jamb when not in use. | Medium (1-4 yrs) | F&E | In Review | |
| 5.1.5 | A universal washroom should be available on the main floor levels. | Other | F&E | Future Consideration | Consider as part of future renovations |

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| 5.1.6 | In addition to the features found in the universal washroom located on the Level 3 observation deck these features should include: an emergency call button that is operable from floor level, fold down grab bar on the transfer side of toilet, a sink should be located within reach of toilet, a sanitary disposal bin should be within reach of toilet, and plumbing below sink should be protected, universal washroom transfer space provided should alternate sides of toilet and should be kept clear of obstructions, washroom locks should be easily unlockable from exterior side. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.7 | A universal washroom with family facilities should include the following: room large enough to support a small family with stroller and/or mobility aid, an accessible toilet, a baby change table mounted at an accessible height that includes knee clearance. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.8 | Grab bars mounted in single-sex washrooms are often mounted at incorrect and inconsistent heights/locations. | Short (1 yr) | F&E | In Review |
| 5.1.9 | Toilets located in accessible stalls, family washrooms and universal washrooms must have back support. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.10 | Toilet paper dispensers are often placed at incorrect and inconsistent locations. Toilet paper dispensers should be located within reach of toilet without need to lean forward or reach. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.11 | Urinals must colour contrast surrounding surfaces. Variable height urinals must be available without step ups. Grab bars and privacy screens should be installed on both sides of the urinals. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.12 | Wall mounted fixtures and amenities should be mounted consistently between 1000-1200mm above finished floor. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.13 | All fixtures should be motion sensor activated including faucets, soap and hand dryers/paper towels. It is also important that a hand dryer be placed adjacent to sink and a person is not required to travel from sink area to access hand dryers. | Long (4+ yrs) | F&E | In Review |
| 5.1.14 | Emergency call buttons in accessible washrooms and stalls should be operable from ground level. | Medium (1-4 yrs) | F&E | In Review |
| 5.1.15 | Washroom signs should be a consistent design and located in the same area on all washrooms. Signs should include raised lettering and Braille. | Short (1 yr) | Marketing | Completed |
| 6.1 Wayfinding and General Signage | | | | |
| 6.1.1 | Signage can have glare from lighting at certain angles. Reflective surfaces should be avoided and flat lighting sources should be used. | Short (1 yr) | Marketing | Completed |
| 6.1.2 | Font sizes should be increased, which will help to increase readability. | Short (1 yr) | Marketing | Completed |
| 6.1.3 | Signage should include upper and lower case font, use of wholly capitalized wording should be avoided. | Short (1 yr) | Marketing | Completed |
| 6.1.4 | Signage should be of a consistent design and style throughout the facility. | Short (1 yr) | Marketing | Completed |
| 6.1.5 | Sign font should have adequate contrast to sign background, 70% contrast is recommended. | Short (1 yr) | Marketing | Completed |
| 6.1.6 | The mobile navigation application can be improved to increase wayfinding capabilities with the addition of verbal instructions. | Long (4+ yrs) | Marketing | Future Consideration |

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| 6.1.7 | Distinct interior design features should be increased to help a person distinguish between certain areas. Architectural wayfinding features should be augmented to assist navigation throughout the CN Tower. | Short (1 yr) | Marketing | Completed | |
| 6.2 Room Signage | | | | | |
| 6.2.1 | Room signage should be included on utility rooms, medical and sick rooms and support features. | Short (1 yr) | Marketing | In Review | |
| 6.2.2 | Room signage font should have solid colour background and high contrast text. | Short (1 yr) | Marketing | In Review | |
| 6.2.3 | Room signs should include raised lettering and Braille. | Short (1 yr) | Marketing | In Review | |
| 6.2.4 | Text on signs should be limited to only necessary information and simply worded. This helps to reduce reading time and confusion. | Short (1 yr) | Marketing | In Review | |
| 6.2.5 | Signs are often placed on doors. Room signage should be consistently on the wall of the latch side of the door. | Short (1 yr) | Marketing | In Review | |
| 6.2.6 | Lettering must visually contrast with the background of sign. | Short (1 yr) | Marketing | In Review | |
| 6.2.7 | Meeting and office rooms should include logical numbering system. | Long (4+ yrs) | Marketing | In Review | |
| 6.3 Communication | | | | | |
| 6.3.1 | A comprehensive digital visual messaging system should be installed throughout CN Tower visitor areas. | Long (4+ yrs) | F&E / Marketing | In Progress | |
| 6.3.2 | An assistive listening system should be installed in meeting rooms and the Maple Leaf Cinema. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 6.3.3 | A comprehensive accessibility awareness training program should be developed to instruct staff how to communicate, assist, and how to handle difficult situations. A program should include written materials and ongoing regular onsite training tailored to the particular needs of the CN Tower. | Short (1 yr) | HR | In Review | New materials to be launched in March |
| 7.1 Emergency Exits | | | | | |
| 7.1.1 | Refuge areas should be made and available at every escape designated stairway on each building level. Refuge areas should include a hands-free two way communications systems connected to an emergency response system, and a power outlet. | Long (4+ yrs) | Security | In Review | |
| 7.1.2 | Blade signage indicating refuge areas should be installed, complementing flush mounted signage. | Long (4+ yrs) | Marketing | In Review | |
| 7.1.3 | Evacuation procedures should be posted at consistent and correct heights, increasing readability to persons in a seated position. | Short (1 yr) | Marketing/Security | In Review | |
| 7.1.4 | Evacuation procedures should have limited surface glare. | Short (1 yr) | Marketing/Security | In Review | |
| 7.1.5 | Evacuation instructions should include large font that is easy to read during low illumination levels. | Short (1 yr) | Marketing/Security | In Review | |
| 7.1.6 | Raised font and Braille should accompany the written evacuation instructions. | Short (1 yr) | Marketing/Security | In Review | |
| 7.1.7 | Clear space should be kept in front of evacuation maps and instructions. | Short (1 yr) | Marketing/Security | In Review | |
| 7.1.8 | Fire escape doors should be a bright, easily discoverable colour, contrasting surrounding surfaces. | Long (4+ yrs) | F&E | In Review | |
| 7.1.9 | Emergency exit stairs should be equipped with photo luminescent strips along stair nosing and/or running along stair hand railings. | Medium (1-4 yrs) | F&E | In Review | |
| 7.2 Fire Alarm Systems | | | | | |

CN Tower Accessibility Improvements

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| 7.2.1 | Visual fire alarms should be installed in any area where audible fire alarms are installed. Visual fire alarms are especially important in areas where a person may be alone. | Short (1 yr) | F&E | Future Consideration | |
| 7.2.2 | Fire pulls should be installed at a consistent height, no higher than 1100mm above finished floor. | Long (4+ yrs) | F&E | Future Consideration | |
| 7.2.3 | A visual paging and messaging system, capable of displaying messages to visitors, should be implemented throughout the entire building. | Medium (1-4 yrs) | F&E | In Progress | |
| 8.1 Public Assembly - Maple Leaf Cinema | | | | | |
| 8.1.1 | Accessible seating should be made available at a number of evenly distributed locations throughout the cinema. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 8.1.2 | Accessible seating areas should be level and firm. This prevents a person from slipping out of a seat or mobility aid, while seated. | Medium (1-4 yrs) | F&E | Future Consideration | To be completed with 8.1.1 |
| 8.2 Cafeteria, Restaurants and Bars | | | | | |
| 8.2.1 | An entry with no obstructions and a clear path of travel throughout all seated restaurants must be standard without need for special adaption. Seating areas should not impede on path of travel. This includes permanent entry solution into 360 Restaurant and access to lowered seating area. | Medium (1-4 yrs) | F&E | Future Consideration | |
| 8.2.2 | Service counters should be at a standard accessible height without requiring a person to use a special counter. | Long (4+ yrs) | F&B | Future Consideration | To be considered in future renovations |
| 8.2.3 | Table heights should include variety of heights and knee space to accommodate a variety of persons using mobility aids. | Medium (1-4 yrs) | F&B | In Review | |
| 8.2.4 | Seating options should include a variety of seating styles with varied types of supports. | Medium (1-4 yrs) | F&B | In Review | |
| 8.2.5 | Cash register should clearly display price of purchase. This is particularly pertinent to the exterior vending cart. | Short (1 yr) | F&B | Completed | |
| 8.2.6 | Vending machines payment options should be at an accessible height and within reach of a person in seated position. Access to purchased products should not require a person to stoop or bend down in order to reach product. | Medium (1-4 yrs) | F&B / Coca Cola | Future Consideration | |
| 8.2.7 | Vending machine buttons should be raised and include raised lettering and Braille. | Medium (1-4 yrs) | F&B / Coca Cola | Future Consideration | |
| 8.3 Retail Outlets | | | | | |
| 8.3.1 | Service counters should be at an accessible height and offer adequate knee space to accommodate a person using a mobility aid. | Short (1 yr) | Retail | Completed | |
| 8.3.2 | Clear width between merchandise tables and racks should be a consistent width allowing a person using a mobility aid to easily travel without encountering pinch points. | Short (1 yr) | Retail | Completed | |
| 8.3.3 | Merchandise table and racks should be placed in an accessible layout that enables a person using a mobility aid to approach easily. | Short (1 yr) | Retail | Completed | |
| 8.3.4 | Merchandise on tables and racks should be arranged in a manner that they are accessible from seated or standing positions. | Short (1 yr) | Retail | Completed | |