



2.7.2 Fixed Queuing Guides

The Requirements of this Section apply to:

Government of Ontario, Legislative Assembly, and Designated Public Sector Organizations	Private / Not-for-Profit Sector Organizations	
	Large	Small
✓	✓	✓

Regulation Reference: [80.42](#) (see [page 23](#) for link to the regulation)

Fixed queuing guides are permanent or built-in fixtures that direct people to follow a set path and are often used to organize long customer service lines. Fixed queuing guides need to be configured so they provide enough space for people using mobility aids and so people with visual disabilities can detect the guides using a white cane.

It is important to note that the requirements apply to both indoor and outdoor queuing systems, but only when the guides are permanent. They do not apply to temporary guides that are not fixed to the floor.

Application

The requirements of this Section apply to newly-constructed fixed queuing guides.

Requirements for the Design of Fixed Queuing Guides

Clear width: Sufficient width must be provided to allow for the passage of mobility aids and mobility assistive devices.

Clear floor area: Sufficient space must be provided for turning a mobility aid wherever queuing lines change direction.

Cane detectable: Queuing guides must be configured so that they can be detected by someone using a cane for navigation.



Photo 2.7.2.1 Fixed Queuing Guides.



Better Practice Considerations

Clear width: Consider providing a minimum clear width of 900 mm to accommodate most wheelchairs and other types of mobility aids. A minimum width of 1,100 mm is recommended as it will better-accommodate larger wheelchairs.

Clear Floor Area: Consider providing a clear floor area of at least 1,800 mm x 1,800 mm at the entry and exit to the queuing system, as well as at turn locations. This will allow most wheelchair users and some scooter users to turn around. A 2,400 mm x 2,400 mm space is recommended, as it will better-accommodate larger wheelchairs and scooters.

Rest areas: Consider including rest areas with accessible seating along queuing systems, particularly where queues are likely to be longer than 10 metres. Also consider providing a rest area at the end of the queuing system, to allow people to wait for companions who are queuing.

Guide configuration: Consider configuring guiderail systems with their lowest horizontal elements **lower** than 680 mm, to be detectable by people who use white canes.

Photo 2.7.2.2 Fixed Queuing Guides.





2.7.2 Fixed Queuing Guides

USE OF ARCHITECT FONT IDENTIFIES MINIMUM REQUIREMENTS OF THE ACCESSIBILITY STANDARD FOR THE DESIGN OF PUBLIC SPACES

Use of Century Gothic font identifies Better Practice Considerations

Unless otherwise noted, all dimensions are in millimeters

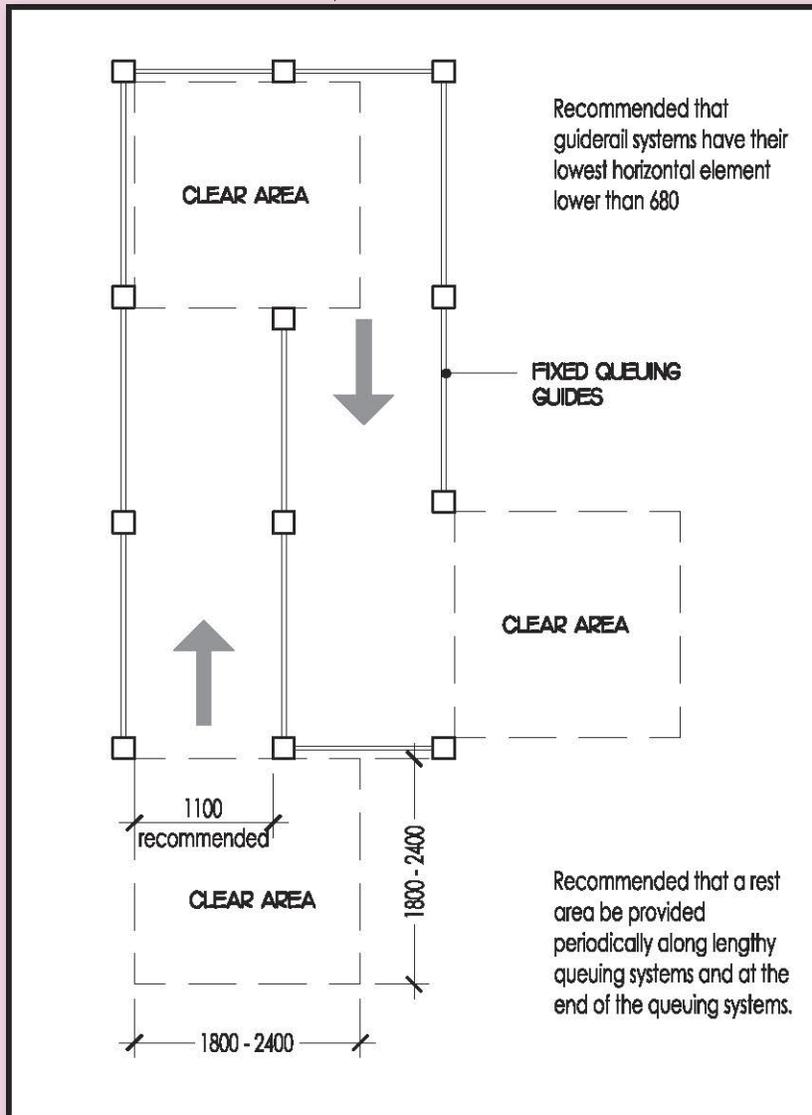


Figure 2.7.2.1 Design Requirements and Better Practices for Fixed Queuing Guides

