

To: Mayor and Members of Council

From: Don Hamilton, Unionville Ward 3 Councillor, ext. 7549
Alan Ho, Ward 6 Councillor, ext.7758
Don Taylor, Manager, Executive Operations, ext. 5972
Biju Karumanchery, Senior Development Manager, Planning & Urban Design Department, ext. 2970
Geoff Day, Senior Planner, West Development Team, ext. 3071
Warren Rupnarain, Accessibility Coordinator, ext. 3542

DATE: April 29, 2011

RE: Accessibility Considerations at Markham Gas Stations

At the March 29, 2011 Development Services Committee meeting, the need for a full service component at Markham gas stations to better serve people with accessibility challenges was raised. The following progress has been made regarding the issue:

- Councillor Don Hamilton and pertinent staff recently met with Mr. Jean Roy from the Canadian Petroleum Products Institute.
- At the meeting, it was agreed that it would not be reasonable, nor is it required by the AODA customer service regulation, to provide full service pumps at all service stations. We did agree, however, that full service should be available at a "reasonable" number of stations at "appropriate" locations. The Town will work with the Canadian Petroleum Products Institute on shaping what is "reasonable" and "appropriate".
- The importance of having signage at stations that provide full service, and the idea that the Town website could include a listing of full service stations, including hours of operation was discussed.
- Mr. Roy will meet with oil company representatives regarding these issues and will provide the Town with their response.
- The Accessibility Coordinator will initiate discussion with York Region to see where they stand on these important issues.

Next Steps:

- The Town will analyse the responses from Mr. Roy and York Region and report back the findings to Council in a timely manner.