

**April 12, 2011**

**Members Present:** Ms. Shereen Woodworth (Acting Chair)  
Ms. Harvinder Bajwa (Vice-Chair)  
Ms. Glenda Coupland  
Ms. Elaine Gate  
Mr. Roger Evans  
Ms. Robin Mann  
Mr. Randall Ross  
Mr. Roland Vermeesch

**Members Absent:** Mr. Bob Pesant (Chair) (regrets)  
Regional Councillor Sandra Hames – Wards 7 & 8 (regrets –  
other municipal business)  
Ms. Jean Jamieson (regrets)  
Ms. Shameena Rahoof (regrets)

**Staff Present:**

**Corporate Services:**  
Ms. Wendi Hunter, Manager of Administrative Services and  
Elections  
Ms. Wendy Goss, Accessibility Coordinator  
Ms. Terri Brenton, Legislative Coordinator

**Brampton Library:**  
Ms. Catherine Carreiro, Special Services



**Minutes  
Accessibility Advisory Committee**

---

The meeting was called to order at 6:45 p.m. and adjourned at 8:34 p.m.

After due consideration of the matters placed before this Committee, the members beg leave to present its report as follows:

<b>Item</b>	<b>Recommendation</b>
<b>A. AAC010-2011</b>	<b>Approval of Agenda</b>
<b>B.</b>	<b>Conflicts of Interest</b>
<b>C 1. AAC011-2011</b>	<b>Minutes of the Accessibility Advisory Committee Meeting of February 8, 2011</b>
<b>D.</b>	<b>Presentations/Delegations</b>
<b>E.</b>	<b>Municipal Accessibility Plan Priorities</b>
<b>F.</b>	<b>Unfinished Business</b>
<b>G 1.</b>	<b>Parking at Finchgate Medical Centre – 40 Finchgate Boulevard – Ward 8 (File G25AAC)</b>
<b>G 2. AAC012-2011</b>	<b>Accessible Entry to Clinic at 160 Main Street South – Ward 3 (File G25AAC)</b>
<b>G 3. AAC013-2011</b>	<b>Accessible Parking Enforcement Update – Q1 2011 (File G25AAC)</b>
<b>G 4.</b>	<b>Safety Concerns – Brampton Transit Terminal at Shoppers World (File G25AAC)</b>
<b>G 5. AAC014-2011</b>	<b>Accessible Taxicabs – Concerns Relating to On-Demand Service Levels (File G25AAC)</b>
<b>H 1. AAC015-2011</b>	<b>Concerns about Various Accessibility Matters (availability of accessible parking, maintenance and availability of accessible ramps, maintenance of automatic door openers) (File G25AAC)</b>

**Minutes  
Accessibility Advisory Committee**

---

- I. William Osler Health Centre Accessibility Advisory Committee**
- J 1. Elections Ontario Newsletter: “Elections Connection”**
- J 2. City of Brampton Media Release – Brampton Transit Public Information Centre – City Hall Atrium – Wednesday, April 13, 2011 – 6:00 p.m. to 8:00 p.m.**
- J 3. Region of Peel – Active Transportation Study – Open House – Brampton City Hall Atrium – Thursday, April 21, 2011 – 4:30 p.m. to 8:30 p.m.**
- J 4. Ministry of Community and Social Services – Accessibility Directorate of Ontario Regional Forums for Accessibility Advisory Committees – Spring 2011 – Various Dates and Locations**
- J 5. Availability of BrowseAloud Service at the Brampton Library**
- K. Future Agenda Items**
- L. Outstanding Items**
- M. Construction Projects**
- N. Question Period**
- O. Public Question Period**
- P. AAC016-2011 Adjournment**

---

**Acting Chair – Ms. Shereen Woodworth**

**Minutes**  
**Accessibility Advisory Committee**

---

**A. Approval of Agenda**

AAC010-2011 That the agenda for the Accessibility Advisory Committee Meeting of April 12, 2011 be approved as amended as follows:

**To add:**

- G 4. Discussion at the request of Ms. Elaine Gate, Accessibility Advisory Committee Member, re: **Safety Concerns – Brampton Transit Terminal at Shoppers World** (File G25AAC);
- G 5. Discussion at the request of Ms. Harvinder Bajwa, Vice-Chair, re: **Accessible Taxicabs – Concerns Relating to On-Demand Service Levels** (File G25AAC);
- J 2. **City of Brampton Media Release – Brampton Transit Public Information Centre – City Hall Atrium – Wednesday, April 13, 2011 – 6:00 p.m. to 8:00 p.m.;**
- J 3. **Region of Peel – Active Transportation Study – Open House – Brampton City Hall Atrium – Thursday, April 21, 2011 – 4:30 p.m. to 8:30 p.m.;**
- J 4. **Ministry of Community and Social Services – Accessibility Directorate of Ontario Regional Forums for AACs – Spring 2011 – Various Dates and Locations;** and,
- J 5. **Availability of BrowseAloud Service at the Brampton Library**

Carried

**B. Conflicts of Interest – nil**

**Minutes  
Accessibility Advisory Committee**

---

**C. Minutes**

**C 1. Minutes of the Accessibility Advisory Committee Meeting of February 8, 2011**

The following motion was considered.

AAC011-2011 That the **Minutes of the Accessibility Advisory Committee Meeting of February 8, 2011**, to the Accessibility Advisory Committee Meeting of April 12, 2011, be received.

Carried

**D. Presentations/Delegations – nil**

**E. Municipal Accessibility Plan Priorities – nil**

**F. Unfinished Business – nil**

**G. Other/New Business**

G 1. Discussion at the request of Mr. Roland Vermeesch, Accessibility Advisory Committee Member, re: **Parking at Finchgate Medical Centre – 40 Finchgate Boulevard – Ward 8** (File G25AAC).

Mr. Roland Vermeesch, Accessibility Advisory Committee Member, put forward the following:

- Concerns about pay parking that has been implemented by the owners of the subject property
- Questions about enforcement of parking tickets on private property
- Concerns that parking charges at this location will lead to other businesses charging for parking on their properties

## Minutes Accessibility Advisory Committee

---

Committee discussion on this matter included:

- Role of the City as it relates to enforcement of parking violations on private property
- Potential for cars to be towed from the subject property for non-payment of parking fees
- Information from Mr. James Kornfehl, Project Supervisor, Service Standards, Enforcement and By-law Services, and Ms. Roberta van Belkom, Enforcement Officer, Enforcement and Bylaw Services, Corporate Services, with respect to the following:
  - Stationary licensing requirements for pay and display machines on private property
  - Training program offered by the City, at a cost, to individuals and companies relating to enforcement on private property
  - Role of private property owners vis-à-vis that of the City as it relates to tickets issued for, and enforcement of, parking violations on private property
  - Towing of vehicles from private property for non-payment of parking fees (this action is usually only taken in cases of multiple tickets or safety issues)

No motions were considered with respect to this matter.

- G 2. Discussion at the request of Ms. Harvinder Bajwa, Vice-Chair, re: **Accessible Entry to Clinic at 160 Main Street South – Ward 3** (File G25AAC).

Ms. Harvinder Bajwa, Vice-Chair, put forward the following:

- The entrance door to the clinic is not accessible due to it being 2 inches higher than ground level
- There is another door beside the entrance that is accessible because it is at ground level, which clinic staff opened for her after her taxi driver informed them of her needs
- During subsequent visits to the clinic, staff has refused to open the accessible door and have indicated that patients in wheelchairs should use the backside door

## Minutes Accessibility Advisory Committee

---

- The backside door is not convenient as it is farther away from the parking/drop off area, and is particularly difficult to access during inclement weather
- She asked clinic staff on several occasions to allow her to use the accessible door at the front of the building, but staff did not grant her request
- Clinic staff allow delivery people to use the accessible entrance at the front of the building, but not those with mobility disabilities
- She would like to know if there is anything that the Accessibility Advisory Committee can do to address these concerns

Committee consideration of this matter included:

- Role of the City in addressing private property concerns
- Provisions of the Accessible Customer Service Standard and Ontario Building Code regarding accessible access to private property
- Suggestion that a letter be sent from the Committee to the property owners and clinic management outlining concerns about access to the clinic for people with mobility disabilities

The following motion was considered.

AAC012-2011     That, in light of discussions at the Accessibility Advisory Committee Meeting of April 12, 2011, with respect to accessible access to the clinic located at 160 Main Street South, staff be requested to prepare a letter from the Accessibility Advisory Committee (to be signed by the Chair) to the property owners and clinic management outlining concerns about access to the clinic for people with mobility disabilities.

Carried

**Minutes**  
**Accessibility Advisory Committee**

---

**G 3. Accessible Parking Enforcement Update – Q1 2011**  
(File G25AAC).

Mr. James Kornfehl, Project Supervisor, Service Standards, Enforcement and By-law Services, Corporate Services, provided an overview of the subject report.

Mr. Kornfehl and Ms. Roberta van Belkom, Enforcement Officer, Enforcement and Bylaw Services, Corporate Services, responded to questions with respect to compliance and scheduled re-inspections.

The following motion was considered.

AAC013-2011 That the **Accessible Parking Enforcement Update – Q1 2011** (File G25AAC), to the Accessibility Advisory Committee Meeting of April 12, 2011, be received.

Carried

**G 4. Discussion at the request of Ms. Elaine Gate, Accessibility Advisory Committee Member, re: Safety Concerns – Brampton Transit Terminal at Shoppers World** (File G25AAC).

Ms. Elaine Gate, Accessibility Advisory Committee Member, put forward the following:

- During recent commutes to work, she encountered difficulty reaching her bus platform at Shoppers World Transit Terminal as the paint signaling the ramp to the bus platform has faded
- On one occasion she fell on the pavement and on others she stumbled as a result of the fading paint and depth perception issues
- She has witnessed other passengers having difficulties getting to the same bus platform



## Minutes Accessibility Advisory Committee

---

- She asked about the process to have the paint refreshed to alleviate these safety issues and expressed her opinion that this work needs to be undertaken in the very near future

Committee consideration of this matter included:

- Safety concerns for persons with visual issues in accessing the subject bus platform
- Reminder that Members should contact Ms. Wendy Goss, Accessibility Coordinator, Corporate Services, to report these types of issues so that staff can follow up on them

Ms. Goss agreed to review the site and contact Brampton Transit to report the issues outlined by Ms. Gate. No motions were considered with respect to this matter.

G 5. Discussion at the request of Ms. Harvinder Bajwa, Vice-Chair, re: **Accessible Taxicabs – Concerns Relating to On-Demand Service Levels** (File G25AAC).

Ms. Harvinder Bajwa, Vice-Chair, put forward the following:

- Overview of discussions at the Taxicab Advisory Committee Meeting of April 4, 2011 with respect to the availability of accessible taxicabs for on-demand service
- Her opinion that the taxi industry has taken the position that there is not enough business for on-demand accessible taxicabs, due to the availability of TransHelp and the Region of Peel's new Taxi Scrip program
- Problems she encountered on April 5, 2011 with hiring an accessible taxicab from two Brampton cab companies, which resulted in her having to call for an accessible taxicab from a Toronto company
- Concerns that three accessible taxicab plates have been issued to one individual as a result of changes to the by-law which allow accessible plates to be transferable
- Questioned why on-demand accessible taxicab service cannot be available in Brampton

## Minutes Accessibility Advisory Committee

---

Committee consideration of this matter included:

- Concerns about the availability of accessible taxicabs in Brampton, and the opinion of Ms. Bajwa that the taxicab industry may feel that there is not enough business for on-demand services
- Provisions of the Accessibility Standard for Customer Service as they relate to the availability of on-demand accessible taxicab services
- Accessible transportation programs offered by the Region of Peel, including TransHelp, Taxi Scrip and Community Bus
- Advisory that information on the accessible transportation programs is available on the Region's website
- Suggestion that the Region of Peel be invited to attend a future AAC meeting to provide information on accessible transportation programs, and that a staff member from the City's Licensing Office be invited to provide information on accessible taxicabs, and confirmation from staff that representatives from the Region and the City's Licensing Office will be invited to a future meeting

The following motion was considered.

AAC014-2011     That it is the position of the Accessibility Advisory Committee (AAC) that the Taxicab Advisory Committee be advised that the AAC does not agree with the industry's position that there is an adequate number of accessible taxicabs in Brampton to meet on-demand service needs.

Carried

### H. Correspondence

- H 1. E-mail correspondence from Ms. Carol Saunders, Brampton Resident, dated February 5, 2011, re: **Concerns about Various Accessibility Matters (availability of**

**Minutes**  
**Accessibility Advisory Committee**

---

**accessible parking, maintenance and availability of accessible ramps, maintenance of automatic door openers) (File G25AAC).**

Committee consideration of this matter included:

- Review of the concerns outlined in the subject correspondence
- Expression of agreement with the concerns outlined
- Suggestion that Ms. Saunders be invited to attend a future Accessibility Advisory Committee meeting to observe discussions

The following motion was considered.

- AAC015-2011
1. That the e-mail correspondence from Ms. Carol Saunders, Brampton Resident, dated February 5, 2011, to the Accessibility Advisory Committee Meeting of April 12, 2011, re: **Concerns about Various Accessibility Matters (availability of accessible parking, maintenance and availability of accessible ramps, maintenance of automatic door openers) (File G25AAC)** be received; and,
  2. That Members of the Accessibility Advisory Committee agree with the concerns outlined by Ms. Saunders in the subject correspondence; and,
  3. That the Accessibility Advisory Committee invites Ms. Saunders to attend a future meeting to observe discussions.

Carried

**I. William Osler Health Centre Accessibility Advisory Committee – nil**

**Minutes**  
**Accessibility Advisory Committee**

---

**J. Information Items**

**J 1. Elections Ontario Newsletter: “Elections Connection”**

This material was provided for Committee’s information.

**J 2. City of Brampton Media Release – Brampton Transit Public Information Centre – City Hall Atrium – Wednesday, April 13, 2011 – 6:00 p.m. to 8:00 p.m.**

This material was provided for Committee’s information.

**J 3. Region of Peel – Active Transportation Study – Open House – Brampton City Hall Atrium – Thursday, April 21, 2011 – 4:30 p.m. to 8:30 p.m.**

This material was provided for Committee’s information.

**J 4. Ministry of Community and Social Services – Accessibility Directorate of Ontario Regional Forums for Accessibility Advisory Committees – Spring 2011 – Various Dates and Locations**

Ms. Wendy Goss, Accessibility Coordinator, Corporate Services, requested that Members interested in attending one of the regional forums confirm their interest with her.

**J 5. Information from Ms. Catherine Carreiro, Special Services, Brampton Library, re: **Availability of BrowseAloud Service at the Brampton Library****

Ms. Catherine Carreiro, Special Services, Brampton Library, distributed information about the BrowseAloud Service and

**Minutes**  
**Accessibility Advisory Committee**

---

provided details on the features of the service and its availability at library branches.

**K. Future Agenda Items**

- Availability of accessible programs for children and young adults
- Availability of accessible and visitable housing
- Driveway windrow snow clearing

**L. Outstanding Items – nil**

**M. Construction Projects – nil**

**N. Question Period**

N 1. Ms. Wendy Goss, Accessibility Coordinator, Corporate Services, responded to questions and concerns with respect to specific Brampton Transit bus stops not being accessible due to lack of snow removal, indicating she would forward the concerns to the appropriate staff in the Works and Transportation Department for their attention.

**O. Public Question Period – nil**

**P. Adjournment**

AAC016-2011 That the Accessibility Advisory Committee do now adjourn to meet again on Tuesday, May 10, 2011 at 6:30 p.m. or at the call of the Chair.

Carried