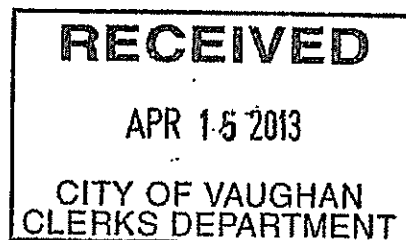




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Communication
AAC June 24/13
Item: 1

April 9, 2013

Mr. Eric A. Bristow
Director, Government & Stakeholder Relations
Canadian Fuels Association
901-20 Adelaide Street East
Toronto, ON M5C 2T6



Dear Mr. Bristow:

Re: Accessible Full-Service Gas Stations in Richmond Hill

Thank you for your letter dated November 2, 2012 in regards to the Canadian Fuels Association's (CFA) work in supporting improved accessibility in the services offered by its membership. In response to your letter and in addition to our initial correspondence dated October 11, 2012, Richmond Hill's Accessibility Advisory Committee with the support of Council wishes to further express the importance of continually seeking to improve access to the services provided by the members of the CFA. A copy of the Richmond Hill Accessibility Advisory Committee's recommendations to Council from its March 20, 2013 meeting as well as a copy of Council's resolution from its April 8, 2013 meeting is enclosed.

As you may be aware, one in seven Ontarians currently live with a disability. This represents 1.85 million Ontarians and this number will continue to grow as our population ages. By providing accessible services, the CFA membership can be leaders in providing equitable access for all customers they serve including those customers with disabilities. Providing services in an equitable manner makes practical sense and is supported by the Accessibility Standards for Customer Service (Ontario Regulation 429/07) which states that "persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods or services" offered by service providers.

It is also important that the CFA and its members are aware that customers with disabilities represent a growing market in today's economy. In the next twenty years, an aging population and people with disabilities will represent 40%, or \$536 billion, of total income in Ontario. Improved accessibility in Ontario can help generate up to \$9.6 billion in new retail spending. In recognition of this data, the economic benefits also make providing accessible and equitable services a smart decision on the part of the CFA and its membership. Continually improving access to such services is beneficial for both the communities within which these organizations operate and for the organizations themselves.

The Town of Richmond Hill Council and Accessibility Advisory Committee look forward to the continued work and effort of the CFA and its membership in relation to ensuring equitable access to the services offered by these organizations.

Sincerely,



Donna L. McLarty
Director, Council Support Services/Town Clerk
Corporate & Financial Services Department

DLM/so
Enclosures (2)

cc. Town of Richmond Hill Accessibility Advisory Committee
York Region Accessibility Advisory Committee
Town of Aurora Accessibility Advisory Committee
Town of East Gwillimbury Accessibility Advisory Committee
Town of Georgina Accessibility Advisory Committee
King Township Accessibility Advisory Committee
City of Markham Accessibility Advisory Committee
Town of Newmarket Accessibility Advisory Committee
City of Vaughan Accessibility Advisory Committee
Town of Whitchurch-Stouffville Accessibility Advisory Committee

EXTRACT FROM
ACCESSIBILITY ADVISORY COMMITTEE MEETING
AAC#02-13 HELD MARCH 20, 2013

5. Canadian Fuels Association – Accessible Gas Stations

Moved by: L. Hulme-Smith

Rec. 1 That the Accessibility Advisory Committee recommend to Council;

- a) That the verbal update by Pat McMullon, Chair, regarding the Canadian Fuels Association accessible gas stations, be received;
- b) That staff be directed to send a response letter to the Canadian Fuels Association incorporating Committee comments regarding accessible gas stations;
- c) That a copy of the letter to the Canadian Fuels Association be distributed to all York Region Accessibility Advisory Committees for information purposes.

Carried

**EXTRACT FROM COUNCIL MEETING
C#13-13 HELD APRIL 8, 2013
CONFIRMATORY BY-LAW NO. 41-13**

ADOPTION OF REPORTS NOT REQUIRING SEPARATE DISCUSSION

Moved by: Regional and Local Councillor Spatafora
Seconded by: Councillor Papa

That the following Items be approved and that the various officials of the Corporation be hereby authorized and directed to take such action as may be necessary to give effect to the recommendations contained therein:

1.0 Minutes – Committee of the Whole meeting CW#05-13 held on April 2, 2013

That the minutes of Committee of the Whole meeting CW#05-13 held on April 2, 2013 be adopted as circulated and the following recommendations be approved:

1.1 Extract – Accessibility Advisory Committee meeting AAC#2-13 held on March 20, 2013 – (Item No. 8)

Canadian Fuels Association – Accessible Gas Stations

- Rec. 1 That the Accessibility Advisory Committee recommend to Council:
- a) That the verbal update by Pat McMullon, Chair, regarding the Canadian Fuels Association accessible gas stations, be received;
 - b) That staff be directed to send a response letter to the Canadian Fuels Association incorporating Committee comments regarding accessible gas stations;
 - c) That a copy of the letter to the Canadian Fuels Association be distributed to all York Region Accessibility Advisory Committees for information purposes.