

CITY OF BURNABY

COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE

HIS WORSHIP, THE MAYOR  
AND COUNCILLORS

RE: METROTOWN ACCESSIBILITY REVIEW

RECOMMENDATION:

1. THAT Council approve the process to undertake a review of accessibility in the Metrotown area as outlined in the attached report.

R E P O R T

The Community Issues and Social Planning Committee, at its meeting held on 1993 June 23 received and adopted the attached staff report requesting Council approval to undertake a review of accessibility in the Metrotown area.

The Committee therefore submits the report for Council's endorsement.

Respectfully submitted,

Councillor E. Nikolai  
Chair

Councillor J. Young  
Vice Chair

Councillor C. Redman  
Member

: COPY - CITY MANAGER  
- DIR. ADMIN & COMM. SERV.  
- DIRECTOR ENGINEERING  
- DIRECTOR FINANCE  
- DIRECTOR PLANNING & BUILDING  
- DIRECTOR REC. & CULT. SERVICES  
- MEDICAL HEALTH OFFICER

TO: COMMUNITY ISSUES AND SOCIAL PLANNING COMMITTEE 1993 MAY 05  
FROM: ACTING DIRECTOR PLANNING AND BUILDING OUR FILE: 17.908  
SUBJECT: METROTOWN ACCESSIBILITY REVIEW  
PURPOSE: To obtain Council approval to undertake a review of accessibility in the Metrotown area.

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**RECOMMENDATION:**

1. THAT this report be received for information purposes.

**REPORT**

**1.0 INTRODUCTION**

In 1992 June, Council endorsed a proposal to undertake a review of accessibility in the Metrotown area. This proposal was included in the 1992/93 annual action plan developed by the Burnaby Access Advisory Committee.

The Burnaby Access Advisory Committee is composed of residents of Burnaby who are disabled, representatives of disabled persons' organizations and Municipal staff. The Advisory Committee assists staff in identifying barriers to services and facilities in the community, and in developing action plans to improve access for persons with disabilities.

A number of objectives regarding accessibility issues are also contained in the Metrotown Social Planning program endorsed by Council in 1992 November. Appendix 1 *attached*, lists those objectives.

This report outlines a proposal for a review of accessibility in the core business district of the Metrotown area.

**2.0 SCOPE OF PROPOSED ACCESSIBILITY REVIEW**

At its 1993 February meeting, the Burnaby Access Advisory Committee discussed the potential scope of the proposed accessibility review of Metrotown. After discussion, the Advisory Committee agreed that the scope of the accessibility review should be as follows:

**Range of Disabilities:** the needs of persons with disabilities affecting mobility, agility, seeing, hearing, speaking and cognitive ability should be considered in the review.

**Geographical Area:** the geographical area of the review should be limited to the core business district of Metrotown: the area bounded by Nelson Avenue, Willingdon Avenue, Kingsway and Imperial/Central Boulevard. Appendix 2 *attached* provides a map of the proposed area.

**Review Elements:** the review would focus on physical elements in public areas within the defined geographical boundaries. The review would include a survey of:

- parking spaces
- passenger loading zones
- curb ramps\cuts
- ramps
- walks
- stairs
- elevators
- doorways & doors
- public telephones,
- bus stops
- postal boxes
- signs
- lighting
- public washrooms
- vending machines, bank machines, ticket dispensers
- assisted listening devices
- TDD telephones
- emergency alarm systems
- traffic signals

While community services would not be formally reviewed, any comments or complaints received during the process would be recorded in the final report, as a step toward raising awareness of the needs of persons with disabilities.

The Advisory Committee would conduct the review with the assistance of City staff and members of the Metrotown community.

### 3.0 EVALUATION GUIDELINES

To ensure that elements within the accessibility review are assessed in a consistent and accurate manner, staff would work with the Advisory Committee to develop appropriate evaluation guidelines and a checklist for the elements under review.

The design standards would be based on information collected from the B.C. Building Code, Barrier Free Design Guidelines of the Canadian Standards Association and other Canadian and American reference documents, in addition to personal observations of persons with disabilities who participate in the review process.

### 4.0 COMMUNITY INVOLVEMENT

The Advisory Committee suggested that opportunity be provided for community members to participate in the review process. To assist in defining community involvement in the review, the Advisory Committee met with citizens of the Metrotown area who expressed an interest in access issues during the Metrotown Social Planning consultation in 1991. These citizens are interested in assisting the Access Advisory Committee in conducting the accessibility survey of the Metrotown area. The following three groups have also been identified as important participants in the review process:

- **General Public**

It is proposed that a notice be included in Information Burnaby. The notice would provide a general overview of the accessibility review and request residents to forward their accessibility concerns to City staff. Staff would also explore the possibility of placing an article in corporate newsletters (e.g. BC Tel, BC Transit, Eaton Centre newsletters) to advise of the review process.

The advisory group for the proposed review also suggested that the notice be published in the two local newspapers. Notices and posters would also be distributed to churches, medical offices, libraries, recreation centres and other community centres and businesses in the area.

In addition, as part of the review process, the advisory group is proposing to staff the information kiosk in the pedestrian bridge between Eaton and Metrotown Centre to distribute information and solicit public comment on access issues.

- **Business Owners/Operators in Metrotown**

It is proposed that copy of this report, along with a letter of invitation, be sent to business owners/operators and security companies operating in the Metrotown area. The letter would advise the business community of the review and invite their involvement in the review process.

Staff would meet with interested business operators to define their involvement in the review process and their concerns regarding accessibility in the area.

- **Service Providers**

It is proposed that organizations providing services to persons with disabilities in Metrotown be invited to comment on accessibility concerns. Organizations to be contacted would include the Health Department, HandiDart, BC Transit, Burnaby Association for the Mentally Handicapped, Burnaby Hospital, group home operators, seniors' housing centres and other community service agencies.

It is anticipated that this broad range of community involvement in the review process will assist in developing a comprehensive inventory of accessibility barriers in Metrotown. Staff also believe that active involvement of the community in this process will assist in ensuring that practical progress can be made in addressing identified barriers in the Metrotown core.

## **5.0 ANTICIPATED RESULTS**

With the completion of the accessibility review in the Metrotown area, the Advisory Committee would compile a listing of identified barriers. The listing would include:

- the identified barrier and design deficiency
- the recommended action to remove barrier
- the organization responsible for corrective action

With Council approval, this information would be distributed to the appropriate organization responsible for corrective action. This may include City Departments, individual businesses, Provincial Ministries, and Crown Corporations.

It is also anticipated that the information collected during the review could contribute to the development of an access guidebook for the Metrotown core area. Staff would examine options for production of a guidebook with the business community in the Metrotown area.

It is anticipated that a report on the results of the accessibility survey of the Metrotown core area would be ready for consideration of the Community Issues & Social Planning Committee and Council in 1994 Spring.

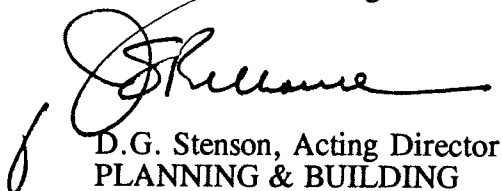
## 6.0 BUDGET CONSIDERATIONS

The majority of the costs associated with carrying out this accessibility review in the Metrotown area will be accounted for in existing budgets for City staff salaries. Additional support for the project will be provided on a volunteer basis by Burnaby citizens involved with the Access Advisory Committee.

Other costs associated with the project have not been accounted for in 1993 budget. These include the following:

Local Newspaper Advertisement	\$ 250
Printing Costs	150
Display Materials for Information Kiosk	200
Access Survey Equipment/Aids (tape measures, clipboards, slope measuring tool, camera film, etc.)	250
Meeting Supplies	75
Sundry Materials	100
<b>TOTAL</b>	<b>\$1,025</b>

These costs will be included in the 1993 Recast Budget.

  
D.G. Stenson, Acting Director  
PLANNING & BUILDING

LP/JS:db

Appendices (2)

cc: City Manager  
Director Administrative & Community Services  
Director Engineering  
Director Finance  
Director Recreation & Cultural Services  
Medical Health Officer

**Subject Area:** Movement

**Issue:** Barrier Free Environment

**Objective:** Facilitate development of an accessible, barrier-free environment in Metrotown.

<b>Actions:</b>	<b>Key Participants:</b>
<p>Consult with the Premier's Advisory Council for Persons with Disabilities, Network of Burnaby Seniors (NOBS), Burnaby Access Advisory Committee (BAAC) and other groups representing disabled persons and seniors in order to ensure that existing and planned Municipal developments and infrastructure in Metrotown are accessible and barrier-free.</p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> <li>• Parks &amp; Recreation</li> </ul> <p>Network of Burnaby Seniors Premier's Advisory Council for Persons with Disabilities Burnaby Access Advisory Committee</p>
<p>In conjunction with Burnaby Access Advisory Committee and other groups representing persons with disabilities and Engineering staff, promote and monitor an ongoing Municipal program to install curb cuts.</p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Engineering</li> </ul> <p>Burnaby Access Advisory Committee Network of Burnaby Seniors</p>
<p>Monitor the provision, location and enforcement of parking stalls designed for persons with disabilities.</p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• R.C.M.P.</li> <li>• Engineering</li> </ul> <p>Burnaby Access Advisory Committee</p>
<p>Promote and monitor installation of audible traffic signals for sight-impaired persons.</p>	<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Engineering</li> </ul> <p>Burnaby Access Advisory Committee</p>

**METROTOWN SOCIAL PLANNING PROGRAM (Excerpts)**

<b>Actions:</b>	<b>Key Participants:</b>
Encourage developers to consult with the Premier's Advisory Council for Persons with Disabilities, Network of Burnaby Seniors, Burnaby Access Advisory Committee and other groups representing disabled persons and seniors in efforts to make their existing and planned developments accessible and barrier-free.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> </ul> Premier's Advisory Council for Persons with Disabilities Network of Burnaby Seniors Burnaby Access Advisory Committee Developers
Encourage management of major shopping centres to make additional complimentary wheelchairs available to shoppers.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> </ul> Shopping Centre Management
Consult with management of major shopping centres regarding improving accessibility for persons with disabilities along the Kingsway frontage of their developments.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> </ul> Shopping Centre Management Burnaby Access Advisory Committee
Investigate current relevant building standards and, if appropriate, encourage developers of office buildings and high rise residential buildings, through the rezoning process, to install elevators large enough to accommodate stretchers.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> </ul> Developers
In conjunction with Transportation Planning staff, continue to press BC Transit to redevelop the passerelle between Metrotown SkyTrain Station and Eaton Centre to facilitate accessibility for persons in wheelchairs.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Engineering</li> </ul> BC Transit Developers Shopping Centre Management

<i>Actions:</i>	<i>Key Participants:</i>
Consult with management of major shopping centres regarding the possible installation of automatic doors into the centres to improve access for persons with disabilities.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> </ul> Shopping Centre Management
Consult with appropriate Municipal Departments and developers regarding the feasibility of relocating or removing street furniture, trees, signs and telephone poles which are set in sidewalks and other pedestrian areas and which impose major barriers to persons with disabilities.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Engineering</li> </ul> Developers Burnaby Access Advisory Committee
Coordinate wheelchair tours of Metrotown to raise awareness of barriers for persons with disabilities.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> </ul> Burnaby Access Advisory Committee Shopping Centre Management
Promote awareness among the Metrotown business community of the needs of persons with disabilities e.g. wide aisles in stores.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> </ul> Metrotown Businesses Burnaby Access Advisory Committee
Review the use of gridlock on fire lanes and its impact on mobility for those with high heels, strollers, wheelchairs and walkers.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Engineering</li> </ul> Burnaby Access Advisory Committee
Consult with B.C. Telephone Company regarding lowering the height at which pay telephones are installed on walls.	Staff: <ul style="list-style-type: none"> <li>• Planning &amp; Building</li> <li>• Health</li> </ul> B.C. Telephone Company



<b>Actions:</b>	<b>Key Participants:</b>
Consult with BC Transit regarding lowering the ticket dispensers in SkyTrain Stations.	Staff: <ul style="list-style-type: none"><li>• Planning &amp; Building</li><li>• Health</li><li>BC Transit</li></ul>

Modified 1992 May



Date:

Scale:

Drawn By:



City of  
**Burnaby**  
 Planning & Building Dept.

APPENDIX 2

METROTOWN CORE BUSINESS DISTRICT