



AGENDA

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

www.mississauga.ca

MONDAY, NOVEMBER 19, 2012 – 2 P.M.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE

1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

Members

Rabia Khedr, Citizen Member (CHAIR)
Carol MacEachern, Citizen Member (VICE-CHAIR)
Councillor Katie Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Glenn Barnes, Citizen Member
Carol-Ann Chafe, Citizen Member
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Darrin Ballard, Stakeholder Member
Mike Parris, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

CONTACT PERSON: Karen Morden, Legislative Coordinator
Legislative Services Division, Telephone: 905-615-3200, ext. 5423, Fax: 905-615-4181
karen.morden@mississauga.ca

Mississauga Accessibility Advisory Committee
Staff Working Group Members

- Daryl Bell, Manager, Mobile Licensing Enforcement
- Lisa Boyce-Gonsalves, Community Child/Youth Consultant
- Frank Buckley, Manager, Parks South District
- Brenda Callaghan, Therapeutic Programs, Recreation
- Lawrence Franklin, Urban Designer
- Laila Gabiazon, Project Manager, Facilities and Property Management
- Darren Headrick, Acting Manager, Departmental Systems, IT
- Virginia Kalapaca, Project Coordinator Landscape Architect
- Lydia Kowalyk, Senior Buyer
- Ann Lehman-Allison, Public Affairs Specialist
- Steve MacRae, Transit Planner
- Denise Mahoney, Manager, Administration and Cemeteries
- Betty Mansfield, Area Manager, Library Services
- Karen Morden, Legislative Coordinator
- Suzanne Noga, Manager People Planning, Human Resources
- Tom Peters, Portal Administrator, eCity
- Farhad Shahla, Transportation Project Engineer
- Pamela Shanks, Corporate Policies Analyst
- Diana Simpson, Accessibility Coordinator
- Frank Spagnolo, Manager, Plan Examination Services
- Stefan Szczepanski, Acting Manager, Park Development
- Alana Tyers, Transit Planner
- Graham Walsh, Legal Counsel

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

APPROVAL OF AGENDA

Members may request the addition of agenda items under "Other Business."

RECOMMEND APPROVAL

DEPUTATIONS

A Number of On-Demand Accessible Taxicabs in Mississauga

Item 14 Daryl Bell, Manager, Mobile Licensing Enforcement, will speak with respect to the number of on-demand accessible taxicabs in Mississauga.

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – September 10, 2012

RECOMMEND APPROVAL

2. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation (IASR)

Diana Simpson, Accessibility Coordinator, will provide a verbal update.

Ann Lehman-Allison, Public Affairs Specialist, will speak with respect to the IASR Communications Plan and the draft Accessibility Policy.

(B) Accessible Built Environment Standard

Diana Simpson, Accessibility Coordinator, will provide a verbal update.

(C) Accessibility Standards Advisory Council of Ontario

Rabia Khedr, Chair and Citizen Member, will provide a verbal update.

SUBCOMMITTEE REPORTS

REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Glenn Barnes and Naz Husain, Citizen Members, will provide a brief verbal update, if required.

PENDING WORK PLAN ITEMS

3. Pending Work Plan Items dated November 19, 2012

RECOMMEND RECEIPT

ITEMS FOR INFORMATION

4. Public Consultation Session Invitation on the Accessibility Plan for The Credit Valley Hospital and Trillium Health Centre

RECOMMEND RECEIPT

5. AMO Response to the Proposed Built Environment Accessibility Standard for the Design of Public Spaces

RECOMMEND RECEIPT

6. Metrolinx Accessibility Public Meeting September 27, 2012, Toronto

RECOMMEND RECEIPT

7. AODA File Review: Reference #: 1607509

RECOMMEND RECEIPT

8. Corporate Policy and Procedure – Provision of Services to Persons with Disabilities

RECOMMEND RECEIPT

9. City of Mississauga – Accessible Customer Service Training Stats and Accessible Customer Service

RECOMMEND RECEIPT

10. Corporate Policy and Procedure – Documentation Standards

RECOMMEND RECEIPT

11. Accessibility Tipsheet – Public Safety and Emergency Information

RECOMMEND RECEIPT

12. December 2011 Edition of miTransit Brochure

RECOMMEND RECEIPT

13. Accepting Applications for Accessibility Standards Council: Recruitment Begins for Committee to Review the Customer Service Standard

RECOMMEND RECEIPT

14. Email Correspondence: Number of On-Demand Taxicabs in Mississauga

RECOMMEND RECEIPT

OTHER BUSINESS

DATE OF NEXT MEETING(S)

Monday, December 10, 2012, 1:30 p.m. – Facility Accessibility Design Subcommittee meeting, Committee Room A, 2nd floor, Civic Centre

Monday, January 21, 2013, 2:00 p.m. – Accessibility Advisory Committee meeting, Mississauga Valley Community Centre, Program Room 1

ADJOURNMENT

NOV 19 2012



DRAFT MINUTES

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

www.mississauga.ca

MONDAY, SEPTEMBER 10, 2012 – 2 P.M.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE

1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

MEMBERS PRESENT:

Rabia Khedr, Citizen Member (CHAIR)
Carol MacEachern, Citizen Member (VICE-CHAIR)
Councillor Pat Saito, Ward 9
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Darrin Ballard, Stakeholder Member

MEMBERS ABSENT:

Councillor Katie Mahoney, Ward 8
Glenn Barnes, Citizen Member
Carol-Ann Chafe, Citizen Member
Mike Parris, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

STAFF PRESENT:

Frank Buckley, Manager, Parks South District
Lawrence Franklin, Urban Designer
Patti Galbraith, Human Resources Consultant, AODA
Virginia Kalapaca, Project Coordinator Landscape Architect
Lydia Kowalyk, Senior Buyer
Ann Lehman-Allison, Public Affairs Specialist
Betty Mansfield, Area Manager, Library Services
Philip Mulkins, Co-op Student
Tom Peters, Portal Administrator, eCity
Diana Rusnov, Manager of Legislative Services and Deputy Clerk
Pamela Shanks, Corporate Policies Analyst
Diana Simpson, Accessibility Coordinator
Frank Spagnolo, Manager, Plan Examination Services
Karen Spencer, Advisor, City Strategy and Innovations

Julie Lavertu, Legislative Coordinator
Legislative Services Division, Telephone: 905-615-3200, ext. 5471, Fax: 905-615-4181
Julie.Lavertu@mississauga.ca

CALL TO ORDER – 2:07 p.m.

The Chair noted that a Speaker's List would be used for this meeting, as discussed at the Committee's recent Process Meeting, to make meetings more effective and engaging. She requested that attendees raise their hands to speak, identify themselves prior to speaking, and speak in turn, clearly, and succinctly.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST – Nil

APPROVAL OF AGENDA

Approved (N. Husain)

DEPUTATIONS

A. City Committees of Council Structure Review

Ms. Spencer discussed the background, goals, and timelines of the Review. She said that 23 Committees are being reviewed, that she would be working closely with the Office of the City Clerk, that all facets of Committee operations would be reviewed (e.g., budgets, subcommittees, terms of reference, etc), and that the Review was expected to take 6-8 months and would report to the Governance Committee with recommendations. She added that public input was being limited to canvassing current Committee Members via an online survey and encouraged Committee Members to share their comments, ideas, and concerns.

The Committee dealt with Item 7 at the same time as this deputation.

7. City Committees of Council Structure Review Document

In response to a question from Ms. Husain, Ms. Spencer noted that some Committee Members have belonged to and/or participated in more than one Committee throughout the years and, as such, their feedback on their individual and overall Committee experiences was being sought in the online survey.

Recommendation

AAC-0016-2012

That the overview from Karen Spencer, Advisor, City Strategy and Innovations, City Manager's Office, entitled "City Committees of Council Structure Review," be received.

Received (M. Taddeo)

B. Accessible Picnic Tables in City of Mississauga's Parks

Mr. Lowe discussed the design, allocation, and distribution of accessible picnic tables in the City's parks, the importance of accessible playgrounds, the poor state of conventional picnic tables in some parks, and the need for regular maintenance on picnic tables. He suggested that staff review the allocation and distribution of accessible and conventional picnic tables in the City's parks and be as equitable as possible. Mr. Lowe expressed concern about the lack of washrooms in some parks (especially those with fully accessible playgrounds) which negatively impacts park users (e.g., children and families).

Ms. Simpson noted that one group with persons with disabilities uses R.K. McMillan Park once a year for a function and requires many accessible picnic tables. She suggested that such bookings be forwarded to Parks staff promptly so that they can ensure that adequate accessible picnic tables are available. Ms. Simpson also discussed various designs of accessible picnic tables used by the City and the province. She stated that the City would need to increase the number of accessible picnic tables in its parks in the future to meet demand.

Committee members discussed the design and allocation of accessible picnic tables, accessible picnic tables in the context of the Accessibility Standards for the Built Environment, and the overall allocation of washrooms in parks.

Ms. Kalapaca discussed the City's Washroom Study and said that parks are graded for washrooms based on criteria and that some parks are higher on the list than others. Ms. Simpson said that waterfront "destination parks" usually receive washrooms due to their many visitors, while parks located near schools do not typically receive washrooms due to various factors like budget constraints.

Recommendation

AAC-0017-2012

That Park Planning staff be invited to a future Mississauga Accessibility Advisory Committee meeting to make a deputation about the process, guidelines, and criteria for the placement of washrooms in the City of Mississauga's parks.

Direction (C. MacEachern)

MATTERS CONSIDERED

1. Minutes of the Previous Meeting – April 23, 2012

Approved (C. Lowe)

2. Proposed Meeting Dates for the Accessibility Advisory Committee and the Facility Accessibility Design Subcommittee for 2012

Memorandum, dated August 21, 2012 from Karen Morden, Legislative Coordinator, with respect to the proposed meeting dates for the Accessibility Advisory Committee and the Facility Accessibility Design Subcommittee for 2013.

Recommendation

AAC-0018-2012

That the Memorandum dated August 21, 2012 from Karen Morden, Legislative Coordinator, entitled "2013 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates," be received.

Received (M. Taddeo)

3. ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation (IASR)

Ms. Simpson provided a verbal update and noted that the IASR team welcomed two new members: Ms. Galbraith who will lead the Employment Standard and related training and Mr. Peters who will lead the Information Technology requirements. She discussed the team's recent activities, including tip sheets for staff on the IASR, posting procurement guidelines, adding information on accessible documents in Windows 7 and Office 2010 training, and drafting a Corporate Policy on accessibility and customer service. Ms. Simpson said that some IASR requirements are due in 2014 so staff is working on these items.

On behalf of Alana Tyers, Transit Planner, Ms. Simpson discussed the AMO Gas Tax Award which was presented to Mayor Hazel McCallion on August 20, 2012 for the City's investments in a fully accessible fleet of transit vehicles.

(B) Accessible Built Environment Standard

Ms. Simpson provided a verbal update with respect to Proposed Amendment to the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005* – Design of Public Spaces (Accessibility Standards for the Built Environment). She described the scope of the Regulation, noted that comments are being accepted until October 1, 2012 and said that – if enacted – the City would have to comply, on a go forward basis, by 2016. Ms. Simpson asked Committee members to contact her with their feedback.

Ms. Husain spoke about the challenges of reading and understanding such documents for the public due to their technical requirements and specifications.

(C) Accessibility Standards Advisory Council of Ontario

Ms. Khedr provided a brief verbal update.

SUBCOMMITTEE REPORTS

4. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on May 14, 2012

Recommendations

AAC-0019-2012

1. That the Park Path Light Review Study Powerpoint Presentation be received for information; and
2. That the Facility Accessibility Design Subcommittee is satisfied with the Park Path Light Review Study, as presented.

AAC-0020-2012

1. That the Credit River Parks Strategy Powerpoint Presentation be received for information; and
2. That the Facility Accessibility Design Subcommittee is satisfied with the Credit River Parks Strategy, as presented.

Approved (M. Taddeo)

5. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on June 18, 2012

Recommendation

AAC-0021-2012

1. That the Powerpoint Presentation entitled Accessibility and the Site Plan Development Application Review Process be received for information; and
2. That the Facility Accessibility Design Subcommittee is satisfied with the presentation, as presented.

Approved (N. Husain)

REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Ms. Husain gave a verbal update. She discussed a Polish-Canada community-based housing initiative in Brampton funded by the Region of Peel, the federal government, the provincial government, and the private sector that will open in 2013, is geared-to-income, and includes accessible units. Ms. Husain also noted that Region staff is working with the Committee to draft a five-year Accessibility

Plan. In response to a question from Ms. Husain, Ms. Simpson explained that the City adopted its five-year Accessibility Plan in March 2012 and discussed this matter with the City's Accessibility Advisory Committee prior to its adoption.

PENDING WORK PLAN ITEMS

6. Pending Work Plan Items dated September 10, 2012

Committee members discussed their recent site visit of the Therapy Pool Addition Project at the Mississauga Valley Community Centre and, specifically, the Project's flooring, colours, signage, water jet system, overall design, and various user-friendly features. They spoke about the value of the facility for residents, families, children, and persons with disabilities and the feedback of Facility Accessibility Design Subcommittee members regarding this Project.

Ms. Simpson noted that the Project included an underwater bar on one side of the therapy pool for persons who need assistance and said that this Project is a good model for future therapy pools. She added that Committee members will visit the Riverwood Conservancy Enabling Garden once finished.

Recommendation

AAC-0022-2012

That the pending work plan items dated September 10, 2012 be received for information.

Received (C. MacEachern)

ITEMS FOR INFORMATION

8. Corporate Report 06-04-01 Revision – Civic Recognition Program Policy

Recommendation

AAC-0023-2012

That the Corporate Report dated April 23, 2012 from the Commissioner of Corporate Services and Treasurer, entitled "Revision – Civic Recognition Program Policy," be received.

Received (C. Lowe)

9. Province of Ontario Document: Getting, Renewing or Replacing an Accessible Parking Permit (APP)

Ms. Simpson stated that, despite many attempts, staff was unable to schedule a

Ministry of Transportation representative to discuss the process and guidelines for Accessible Parking Permits in Ontario and noted that the information regarding this topic is self-explanatory and provides a good overview.

Recommendation

AAC-0024-2012

That the Government of Ontario document, entitled "Getting, Renewing or Replacing an Accessible Parking Permit (APP)," be received.

Received (N. Husain)

10. Ontario Regulation made under the *Accessibility for Ontarians with Disabilities Act, 2005* Amending O. Reg.191/11 (Integrated Accessibility Standards)

Recommendation

AAC-0025-2012

That the Ontario Regulation made under the *Accessibility for Ontarians with Disabilities Act, 2005* Amending O. Reg.191/11 (Integrated Accessibility Standards) be received.

Received (M. Taddeo)

11. Letter from City of Greater Sudbury, dated August 24, 2012

Recommendation

AAC-0026-2012

That the correspondence dated August 24, 2012 from Brigitte Sobush, Deputy City Clerk, City of Greater Sudbury, entitled "Creating an Accessible Ontario," be received.

Received (C. MacEachern)

12. AAC Process Meeting – Monday, July 23, 2012 Minutes

Recommendation

AAC-0027-2012

That the minutes for the Accessibility Advisory Committee's Process Meeting on Monday, July 23, 2012 be received.

Received (C. Lowe)

OTHER BUSINESS

13. Accessibility Advisory Committee Process Meeting

Ms. Simpson provided an update regarding the Process Meeting on July 23, 2012. She stated that the orientation binder for Committee members will be revised and discussed the Committee's Subcommittees, noting that she is open to feedback from Committee members regarding adding new Subcommittees.

Committee members discussed the value of the Process Meeting, the need to discuss what works and what does not work for the Committee's meetings to ensure that all participants are included and engaged, the need to implement the recommendations from the Process Meeting, the structure of the Committee's Subcommittees, and changes to the Committee's operations and Subcommittees in the context of the City Committees of Council Structure Review.

Ms. Spencer explained the scope of her Review and discussed the differences between the 23 Committees that are being reviewed. She added that the online survey that will be sent to Committee members is anonymous and that the only required field is the name of their originating Committee. Ms. Spencer encouraged Committee members to share their input about how Committees can operate more effectively and efficiently as well as any other ideas and comments.

14. Accessibility Advisory Committee's Holiday Luncheon

Ms. Simpson briefly discussed the Committee's holiday luncheon and noted that it would occur at the Committee's November 2012 meeting at roughly 1 p.m.

DATE OF NEXT MEETING(S)

Monday, September 17, 2012, 1:30 p.m. – Facility Accessibility Design Subcommittee meeting, Committee Room A, 2nd floor, Civic Centre (NOTE: This meeting was cancelled on Monday, September 10, 2012 due to the lack of agenda items).

Monday, November 19, 2012, 2:00 p.m. – Mississauga Accessibility Advisory Committee meeting, Mississauga Valley Community Centre, Program Room 1

ADJOURNMENT – 3:07 p.m. (N. Husain)

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Karen Morden, Legislative Coordinator, for the November 19, 2012 Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0024-2009	Post-completion site visit	That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following completion of the Riverwood – MacEwan Terrace Garden Park #331 project and report to the Accessibility Advisory Committee.
AAC-0036-2010	Post-completion site visit	That the Mississauga Accessibility Advisory Committee visit the Riverwood Conservancy Enabling Garden in 2011 once this project is complete. Update: Carol-Ann Chafe, Citizen Member, advised the Mississauga Accessibility Advisory Committee that completion of the Enabling Garden is scheduled for Spring 2013.
AAC-0006-2011	Installation of Accessibility Devices/Features in Residential Dwellings	That the Mississauga Accessibility Advisory Committee supports that the City of Mississauga's Building Division provides building permit applicants with more information about what is required to install accessibility devices/features (e.g., elevators, ramps) in residential dwellings. Update: Frank Spagnolo, Manager, Plan Examination Services advised that the City of Mississauga's web site was currently under redevelopment to include more information for permit applicants with the expected completion in December 2012.
AAC-0017-2012	Future deputation by Park Planning staff	That Park Planning staff be invited to a future Mississauga Accessibility Advisory Committee meeting to make a deputation about the process, guidelines, and criteria for the placement of washrooms in the City of Mississauga's parks.

NOV 19 2012

Accessibility Advisory



CREDIT VALLEY

THE CREDIT VALLEY HOSPITAL

Together We Create Better Health Care

Accessibility Advisory

NOV 19 2012



Your Health. Our Passion – for Life

You are invited to participate in a
Public Consultation Session
on the **Accessibility Plan**
for **The Credit Valley Hospital and Trillium Health Centre**
on

Wednesday, December 5, 2012

7:00 p.m. to 9:00 p.m.

Trillium Health Centre Site,
The Credit Valley Hospital and Trillium Health Centre
Auditorium
100 Queensway West
Mississauga

During the evening, you will be given an opportunity to review the plan and comment on the hospital's initiatives to create a barrier free environment for people with disabilities.

Refreshments will be provided.

Please RSVP to Sarah Awan at sawan@cvh.on.ca
by November 23, 2012, with any accommodation needs.

For more information call Gaynor Feltmate at 905-813-1100 ext.5056.

The Credit Valley Hospital and Trillium Health Centre

The Credit Valley Hospital • 2200 Eglinton Avenue West • Mississauga, ON • L5M 2N1
Trillium Health Centre - Mississauga • 100 Queensway West • Mississauga, ON • L5B 1B8
Trillium Health Centre - West Toronto • 150 Sherway Drive • Toronto, ON • M9C 1A5



Association of
Municipalities of Ontario

Accessibility Advisory
Committee

NOV 19 2012

Office of the President

Sent via email
designofpublicspaces@ontario.ca

October 11, 2012

The Honorable John Milloy
Minister of Community and Social Services
c/o The Accessibility Directorate of Ontario
Ministry of Community and Social Services
777 Bay Street, Suite 601A
Toronto, ON M7A 2J4

Dear Minister,

**Re: AMO Response to the Proposed Amendments to the Integrated Accessibility Standard (IAS)
O.Reg 191/11 Concerning the Design of Public Spaces (Built Environment Accessibility
Standard) as Posted on the Regulatory Registry**

On behalf of the Association of Municipalities of Ontario (AMO) and its Board of Directors, I am pleased to submit our comments regarding the proposed amendments to the Integrated Accessibility Standards (IAS) Regulation under *the Accessibility for Ontarians with Disabilities Act (AODA)* concerning the Design of Public Spaces in the Built Environment.

At its meeting of September 28, 2012, AMO Board approved direction for the attached submission concerning the proposed regulatory amendments. As you are aware, the Association supports the objectives of the *Accessibility for Ontarians with Disabilities Act (AODA)* and has worked collaboratively with the provincial government over the years to ensure sustainable progress towards an accessible Ontario by 2025. Removing barriers for municipal residents and building accessible communities in public spaces is an important exercise for both the Province and local municipalities. The introduction of the Built Environment Accessibility Standards represents a significant undertaking and progress in this regard. As such, AMO welcomes the opportunity to further engage and collaborate with the provincial government on the most recent release of accessibility standards in order to provide policy advice to facilitate the successful 'on the ground' implementation of the AODA in Ontario's municipalities.

.../2



The Built Environment Standards are laudable. Our advice to you is to ensure that the new standards are implemented in a way that meets provincial policy objectives in a way that is affordable, efficient and sustainable for municipalities and their residents. With this in mind, the attached submission outlines a number of needed changes that will serve to improve the outcomes and achieve the policy intent of the new amended regulations through greater levels of compliance.

Yours truly,

A handwritten signature in black ink, appearing to read 'P.F. Powers', with a long horizontal stroke extending to the right.

P.F. (Russ) Powers
President

Attachment

cc. Ellen Waxman, Assistant Deputy Minister, Accessibility Directorate of Ontario, Ministry of
Community and Social Services



AMO Response to the Proposed Built Environment Accessibility Standard for the Design of Public Spaces

October, 2012

**Association of
Municipalities
of Ontario**

200 University Avenue, Suite 801
Toronto, ON M5H 3C6 Canada
Tel: 416-971-9856 Fax: 416-971-6191
email: amo@amo.on.ca
website: www.amo.on.ca

Table of Contents

Introduction:	2
General Overview:	2
General Comments:	3
AMO's Approach to Reviewing the Regulations:	4
Specific Comments:	5
Conclusion:	10

Introduction:

The Association of Municipalities of Ontario (AMO) is pleased to comment on the proposed amendments to the Integrated Accessibility Regulation (IAR) which outlines new accessibility standards for the Built Environment governing the design of public spaces. AMO represents almost all of Ontario's 444 municipalities. The Association supports the objectives of the *Accessibility for Ontarians with Disabilities Act (AODA)* and is working collaboratively with the provincial government to ensure sustainable progress towards an accessible Ontario by 2025.

Removing barriers for municipal residents in public spaces is an essential component of building accessible communities. The Built Environment Standards represent a significant undertaking and progress in this regard.

As such, AMO welcomes the opportunity to further engage and collaborate with the provincial government to provide policy advice to facilitate the successful 'on the ground' implementation of the AODA in Ontario's municipalities. The Built Environment Standards are laudable. AMO's advice is intended to ensure that the new standards are implemented in a way that meets provincial policy objectives in a way that is affordable, efficient and sustainable for municipalities and their residents.

With this in mind, the submission outlines a number of needed changes that will serve to improve the outcomes and achieve the policy intent of the new amended regulations through greater levels of compliance. AMO, as always, will continue to assist the ministry to consult in a meaningful way with municipalities on this important public policy issue. The Association and its member municipalities are providing thoughtful insights, considerations and recommendations in our shared desire for sustainable change toward a fully accessible Ontario by 2025. This submission, as well as those of AMO's member municipalities, should help move us collectively in the right direction to benefit persons with disabilities in Ontario.

General Overview:

On August 15, 2012, the Minister of Community and Social Services, John Milloy, released the final proposed amendments to the Integrated Accessibility Regulation (IAR) O. Reg 191/11 for public review and feedback. The 45-day review period closed on October 1, 2012.

AMO understands that the goal for the Accessibility Standards for the Built Environment is to remove barriers in public spaces. The standards will apply to new construction and planned redevelopment three years from the date that the regulations are enacted (anticipated in 2013).

The proposed draft standards apply to public spaces that are not appropriately regulated under the Ontario Building Code (OBC). In time, enhancement to address accessibility in buildings will happen at a later date through the OBC which governs new construction and renovation in buildings.

The new proposed built environment standards contain new accessibility requirements for municipalities, as part of the broader public sector identified in the IAS regulations, to incorporate into the design of the following public spaces:

1. Recreational Trails and Beach Access Routes
2. Outdoor Public-Use Eating Areas (e.g. rest stops or picnic areas)
3. Outdoor Play Spaces (e.g. playgrounds)
4. Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps)
5. Accessible parking (on and off-street)
6. Obtaining Services (e.g. services counters, waiting areas)
7. Maintenance (of accessibility-related equipment and features in public spaces)

General Comments:

In terms of process, the extensive consultation and feedback undertaken by the Accessibility Directorate leading up to the release of this regulation is appreciated. AMO does have some concern, however, with the limited 45-day review period. This time constraint did not allow sufficient time for proper analysis and comprehensive submissions by all municipal councils. AMO encourages the Ministry to utilize appropriate mechanisms to solicit further input from Ontario's municipalities, with specific follow-up to municipalities who did not respond. In particular, it is vital for the exercise that the Ministry considers input from a broad range of municipalities in different geographic areas, especially small communities in rural, northern and remote areas. In future, we encourage the ministry to extend reviews to 60 days.

The draft standards provide a comprehensive number of ways for municipalities to overcome accessibility barriers in public spaces. These are crucial to the quality of life for residents with disabilities living in municipalities in Ontario. At the same time, the scope, scale and pace of change will prove overwhelmingly at the local level for many municipalities given the varying human resource and fiscal capacity in different communities affecting their ability to respond to these changes. While the proposed regulatory amendments head in the overall right direction, there are number of required changes that will further enable municipalities to implement the new standards in a manner that best reflect local needs and priorities appropriately developed in conjunction with disabled persons and residents.

AMO's Approach to Reviewing the Regulations:

In September 2009, AMO endorsed "*The Case for Harmonizing of AODA Standards*". This position paper provided a road map for implementing AODA standards taking into consideration local priorities and varying municipality capacities while promoting compliance with the emerging provincial accessibility standards. AMO has always envisioned compliance timeframes that provide local flexibility in terms of the order in which standard compliance is achieved, noting the expectation of full compliance on or before 2025.

AMO's response to the current proposed amendments to the IAS regulation concerning the design of public spaces is guided by the following public policy development considerations:

1. The need for comprehensive cost-benefit analysis for each standard and the integrated regulation to assess impacts and identify implementation challenges.

Comprehensive costing analysis for the implementation of the Act and standard is needed. In the absence of this, AMO cannot fully respond to the government nor advise its members in an informed manner.

2. The need for harmonization across standards and other provincial regulatory requirements is crucial.

Further work is required to address ongoing policy disconnects and to harmonize the AODA and its regulations with other provincial standards and initiatives. In addition, the existence of two pieces of accessibility legislation, the AODA and the *Ontarians with Disabilities Act (ODA)* remains unaddressed.

3. The need for clarity of definitions and certainty about municipal obligations, balanced the ability to exercise local flexibility.

Municipalities need clarity on their obligations and the application of the new standard in order to ensure compliance. There is a need, at the same time, to balance certainty and clarity with the ability for municipalities to exercise local flexibility.

4. The need for supportive funding, resources and an extension of the implementation timeline as a measure to accommodate the range and limitations of municipal capacity across the province and varied sizes of municipalities.

Municipal governments must balance the cumulative impact of all provincial requirements as well as local requirements and fiscal obligations. As well, there are varying human resource capacities which will affect the ability to implement the standards in the timelines proposed.

Specific Comments:

With respect to the specific draft standard, AMO is providing the following high level comments for consideration (below). With this framework as a guide, the ministry is encouraged to consider each comment and measure further against the responses from municipal submissions providing more specific examples. It is essential to consider the variations in response according to the type of municipality, especially mindful of the various geographic areas ranging from large to small urban, rural, northern and remote communities.

1. Greater Clarity Required on Definitions and Requirements

Greater clarity is achievable in the regulations through a more comprehensive listing of definitions of all key terms used in the standards. Further, it will help if all definitions are provided upfront, then repeated in each of the sections and consistently applied throughout.

A further review of definitions measured against the response by municipalities is warranted. In some cases, the definitions appear unclear, vague and largely open to interpretation. For example, the definition of “outdoor play spaces” has raised questions whether or not this applies to enclosed outdoor play areas in municipal child care facilities.

In other cases, some definitions appear narrow and limiting. For example, the definition of “mobility aid” in Section 2 of the Regulation is limited as it only refers to devices used by persons with disabilities in a seated position such as wheelchairs or scooter. It omits the full range of mobility devices used by persons with disabilities. Some have raised concern that it is potentially discriminatory.

Modernized wording throughout the standard is appreciated such as the shift to “courtesy seating” in the proposed amended language of the Transportation Standards.

As a next step, it is important to review municipal responses that may outline the specific areas where definitions and requirements may also appear inconsistent or contrary to the requirements of other existing statutes with accessibility provisions such as the Ontario Human Rights Code. Some municipalities have raised this as an area of concern.

AMO looks forward to further work with the Ministry to refine the wording of the definitions to provide clarity for municipalities.

2. More Certainty on Municipal Obligations

Of utmost importance, municipalities striving for compliance are looking for the greatest extent of certainty regarding their obligations under the Act and its regulations. A review of specific standards, measured against the municipal responses across the province, will provide an indicator of where there is uncertainty concerning the application of specific standards.

The distinction between application of the standard to new construction and re-development, and not routine maintenance is a good one. This is a logical and appropriate starting point. There is some concern however, that the distinction between “redevelopment” and “maintenance” is not clear and open to interpretation. For example, questions exist to whether the re-paving of parking lot surfaces constitutes “redevelopment” or “maintenance.” The regulation will benefit from multiple and more robust examples, as well as expanded definitions of the terms “redevelopment” and “maintenance” that clearly identify the “tipping point” when a project moves beyond maintenance into a redevelopment.

In other cases, the extent of the required accessibility features is at times unclear in the absence of technical specifications. For example, outdoor play spaces are one area requiring further elaboration. In other cases, the technical specifications appear to some municipalities as overly prescriptive, excessive and less feasible to implement in some cases. Further exploring the reasons why is instructive. One example cited is the specific requirement for 100% requirement for fully accessible garbage receptacle on public beaches.

Flexibility is preferred as much as possible over the use of prescriptive requirements. If too prescriptive, then municipalities cannot respond dynamically to changes in technology or the reality of different conditions based on size and geography. However, in some cases, the requirements are too vague. While appearing to provide flexibility, vague requirements may lead some municipalities to incorrectly assume compliance and as such are at risk of interpretation “after the fact” decided through legal challenges rather than thoughtful policy and planning processes.

The Ministry should consider, based on various municipal responses received, whether there is a need to expand the types of public spaces further. For example, accessible pedestrian signals following the guidelines of the Transportation Association of Canada is worthy of further exploration as an additional public space requirement.

AMO looks forward to further work with the Ministry to refine the wording of the standards to provide greater clarity for municipalities concerning their obligations. In the

absence of a high degree of certainty regarding the application of standards, there is an increased risk of confusion and inconsistent application. This may result in the unintended consequence of non-compliance and increase costs for municipalities from duplication of effort to re-do capital projects to meet accessibility requirements.

3. Guaranteeing Flexibility for Local Needs and Priorities

Municipal governments must balance the cumulative impact of all provincial requirements as well as local requirements and fiscal obligations. It is for this reason that AMO continues to advocate for the implementation of the AODA in a manner that is flexible and responsive to local needs and capacities. The needs and expectations relating to accessibility vary across the province, and as such, local priorities will differ significantly. A review of the municipal responses to the proposed regulation will provide a better picture of how local need is determined and how flexibility is attainable without diluting the policy intent of the new standards.

Generally the consultation mechanism to determine application will enable municipalities to determine the optimal balancing of accessibility needs with other needs in public spaces including environmental needs, heritage needs along with technical feasibility. The requirement to consult with municipal advisory committees provides an opportunity to engage stakeholders to focus on local need and identify priorities. However, in some cases it is unclear if the requirement for consultation applies on a project by project basis or is intended on a broader policy and community planning level. For example, taking play areas for instance, there is ambiguity whether there is a requirement to consult specifically on individual play areas at the neighbourhood level or about outdoor play areas at a policy level. Instituting a clearer expectation consultation to develop a community program plan is preferable, feasible, affordable and sufficient.

AMO is able to assist by convening representative municipalities to provide further guidance to the ministry on maximizing local flexibility and taking into account varying capacity.

4. Harmonization with Other Standards and Government Initiatives

Further work is needed to harmonize the standards with other standards and government initiatives. This is essential to avoid duplication of effort and working at cross purposes. At a minimum, more expansive reference to other standards is needed in the IAR. Through further consultation, municipalities and other stakeholders are in a position to further identify the relevant standards from their perspective. A few examples include: Development Standards for Roads and Public Works; and the Planning Act.

Of continuing concern is the outstanding repeal of the *Ontarians with Disabilities Act (ODA), 2001*. With the AODA and the new IAS in place, the repeal will simplify the process for municipalities by removing both the duplicative accessibility requirements and annual reporting requirements of both pieces of legislation. Until the Province repeals the ODA, all public sector organizations must continue to implement both the ODA and AODA simultaneously, with related financial and human resource implications. Repealing the ODA at this juncture is prudent. It makes good policy sense particularly as municipalities face growing pressures as the new standards are released.

AMO looks forward to further work with the ministry to harmonize the IAS with other standards and government initiatives both existing and emerging. As well, AMO can provide further input on methods to minimize and simplify the reporting requirements for AODA and other provincial initiatives. Retaining accountability at the local level is an incentive for compliance between the municipality and its residents.

5. Resources and Funding Support

In the absence of cost impact analysis, it is challenging and premature to assess the extent whether the cost of implementation is manageable and affordable. It is clear, however, that the new requirements will require significant and resource intensive planning, consultation and enforcement efforts as well as significant new capital costs for municipalities. A number of uncertainties still exist as to the exact cost impacts of the new provincial requirements. This requires further analysis. Municipalities are already faced with the challenges of raising revenue for existing infrastructure needs and capital repair backlogs, let alone new construction and redevelopment.

The fiscal cost of implementing the AODA standards still remains unaddressed. As with previous proposed standards, it is difficult to assess the feasibility of implementing government requirements in the absence of understanding the cost of doing so. AMO believes that the proposed standards and all requirements under AODA require a thorough cost-benefit analysis. It is only with this understanding that municipalities can determine whether the goals and timelines as set out in the integrated regulation are achievable without undermining municipalities' resource capacities and competitiveness.

Municipal governments must balance the cumulative impact of all provincial requirements as well as local requirements and ongoing obligations. Similar to the provincial government, the stability of the recovering economy remains a leading concern for municipalities. In some communities, for example, where manufacturing has been particularly hard hit, or in northern communities, that have struggled with a long economic decline, new obligations are challenging to meet. Both the Ontario government and the Province's municipalities are faced with a similar challenge to overcome, i.e.

implementing new standards with a cost impact at a time when there are competing needs for fiscal constraint and austerity measures.

Municipalities will benefit from resources developed by the Ministry and financial assistance to implement these regulations. Many municipalities have called upon the Province to provide funding including a capital grant program to assist Ontario municipalities with implementation of the cumulative cost impacts of the new requirements of the AODA and its regulations. Recognizing the government's current fiscal priorities, AMO's modest proposal is at a minimum to provide supportive funding for audits, planning and other pre-construction costs for new accessibility features. This measure will go a long way to addressing the varied human and fiscal recourse capacities of municipalities across the province particularly in smaller communities in rural, northern and remote areas.

The development of implementation tools and resources for use by municipalities, particularly to help cost impact analysis is welcomed and much needed. Most importantly, there is an essential need to create networks, forums and research to enable the sharing of best practices both within the municipal sector and across jurisdictions.

6. Implementation Time lines

An extension of the implementation timeline is needed in order to accommodate the range and limitations of municipal capacity across the province and varied sizes of municipalities. In the absence of supportive funding from the provincial government to date, AMO continues to put forward the recommendation that extending the implementation timelines for the broader public sector (i.e. municipalities) is a good mitigation strategy.

Specifically, pushing out the Broader Public Sector Implementation dates two years after the Ontario Public Service (OPS) has commenced implementation will greatly help. Extending the implementation timeline for municipalities will provide for the opportunity for lessons learned from the provincial government in parks, beaches and other outdoors facilities.

The most efficient and effective way to implement the standards is to provide municipalities the opportunity and time to learn from the Ontario Public Service (OPS) and for smaller municipalities to learn from larger municipalities.

Implementing the standards on a staggered basis is also worthy of consideration. The proposed approach provides local jurisdictions with the flexibility to determine, in

consultation with local stakeholders including the disabled community, the order in which the requirements in each timeframe will be addressed. Consistent with that determination, we propose that progress will be published at the end of each year within the established timeframes, which would include reporting to the Province. This approach provides the Province with the assurance that continued progress toward full accessibility as defined by the standard will be made, while at the same time providing for flexibility at the local level to determine local priorities and the ability to work the established priorities into a four-year planning cycle.

For many municipalities in Ontario, the administrative responsibility for the implementation of the standards will be the responsibility of a single resource person. Providing staggered completion dates will ensure the administration will not be overwhelmed trying to implement more than one standard in a single year. Again, this approach provides an opportunity to make lasting, sustainable change.

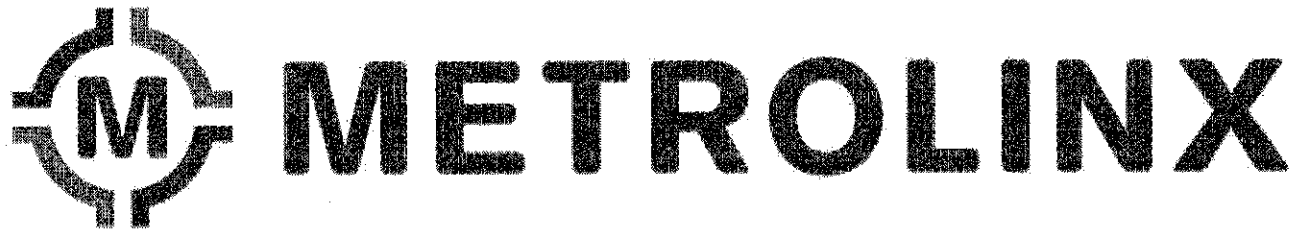
While it is understandable that some may find the implementation timelines for the integrated regulation to be too lengthy, proceeding with timelines that are front end loaded and not reflective of current fiscal realities and municipal planning timelines is a route that is fraught with challenges. No one benefits if this important task is not achieved.

AMO envisions practical timelines that will result in full compliance. Municipalities require the time to educate themselves, learn from others, plan and incorporate the cost impacts into normal business, budget and capital planning cycles.

Conclusion:

In the absence of the recommended changes outlined in this submission, many municipalities will at best, meet only minimal requirements for accessibility or risk non-compliance.

Given the government's past track record in addressing a number of the issues and concerns raised by AMO and its members, there is optimism about the possibility that the objectives of the AODA will be realized in a manner that is reflective of the fiscal and human resource capacity of all municipalities across the province and implemented in a way that is affordable, efficient and sustainable.



An agency of the Government of Ontario | Une agence du gouvernement de l'Ontario

Metrolinx
Accessibility Public Meeting
September 27, 2012
Toronto

Accessibility Advisory
Panel
NOV 19 2012

Purpose of Tonight's Meeting

- Seek feedback to ensure our services and projects reflect your needs
- Highlight efforts being made by Metrolinx to increase the accessibility of our services and ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA)

Need to Know Information

- Accessible washrooms
- Assistance and support during the meeting
- How to give feedback after tonight
- Evaluation forms
- Staying connected with Metrolinx accessibility initiatives

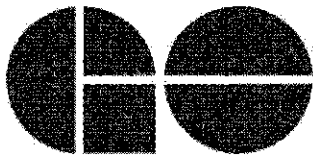
Agenda for Tonight's Meeting

- Welcome and introductions (7:05 - 7:15 PM)
- Accessibility overview presentation (7:15 - 7:30 PM)
- Format for roundtable discussions (7:30 – 7:35 PM)
- Roundtable discussions (7:40 - 8:10 PM, 8:15 - 8:45 PM)
- Closing remarks (8:50 - 8:55 PM)
- One-on-one discussions with staff (8:55 - 9:10 PM)



Our Mandate

Metrolinx, an agency of the Government of Ontario, was created to improve the coordination and integration of all modes of transportation in the Greater Toronto and Hamilton Area (GTHA).



A Division of METROLINX

Air Rail Link



A Division of METROLINX

Scope of Metrolinx's Accessibility Program

- Ensuring accessible delivery and compliance of Metrolinx services and operations
- Metrolinx regional transportation projects and initiatives
- Metrolinx corporate activities
- Stakeholder consultation

Annual and Multi-Year Accessibility Plan Requirements

- ODA requires an annual plan by the end of September
- AODA requires a multi-year plan by the end of December
- Public meetings and process for addressing feedback
- Annual progress reports on multi-year plan
- Full multi-year plan update in 5 years

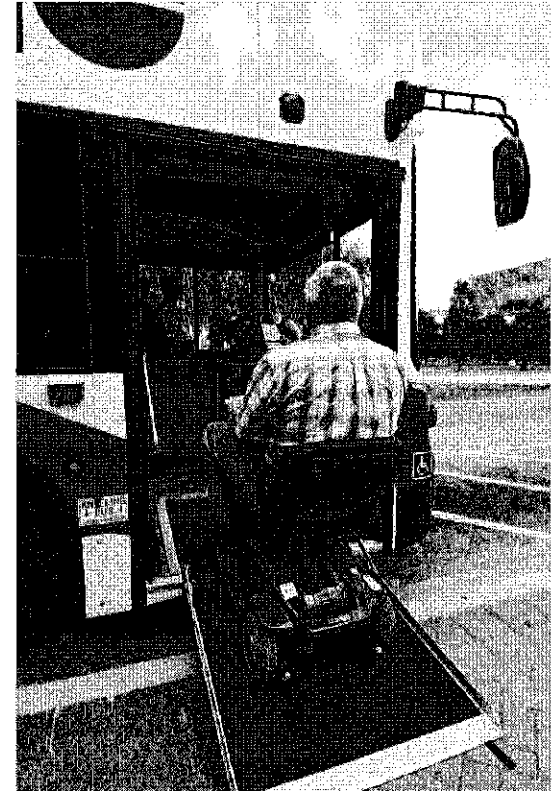
Accessibility Plan - Metrolinx

- Employment and purchasing policies are being formalized
- Some aspects of website content are not accessible - improvements are underway for 2013



Accessibility Plan - GO Transit

- Train service
 - All GO Trains are accessible
 - 56 out of 62 stations are accessible
 - 5 additional rail stations will be fully accessible by 2016
- Bus service
 - All GO Buses have lifts or ramps
 - Most GO owned bus terminals and loops are accessible
 - 29 out of 45 bus routes are accessible
 - Half of remaining routes will be made accessible by 2013; working on plan for the rest
 - Many bus terminals/stops owned by others are not currently accessible



Accessibility Plan - PRESTO

- PRESTO is in service throughout GTHA, 14 TTC subway stations and expected across the entire TTC system by 2016
- Services are provided through self-service website, sales kiosks, call centre and by transit agency staff at various transit locations
- PRESTO ongoing accessibility enhancements/work efforts include:
 - Trial operation/assessment of “self-serve” kiosks equipped with a headphone jack feature
 - Web improvements by end of year
 - Equipment under development for TTC, and
 - GTHA agencies to meet their accessibility requirements





Accessibility Plan - New Transit Services

- Rapid Transit Development
 - VivaNext Bus Rapid Transit: 2014-2020 phased completion
 - Accessibility addressed by York Region in consultation with their Accessibility Advisory Committee
 - Toronto Light Rail Transit
 - Four light rail lines (Eglinton-Scarborough Crosstown, Scarborough RT replacement, Finch Ave. W. and Sheppard Ave. E) completed by 2020/2021
 - Vehicle design underway, and accessibility being addressed in consultation with TTC's ACAT and Metrolinx Accessibility Advisory Committee
 - Accessibility to be addressed through contracts with design-build contractor
- Air Rail Link
 - Trains under design
 - Stations under design using GO fully accessible enhanced accessibility standards
 - Consultation with Metrolinx Accessibility Advisory Committee



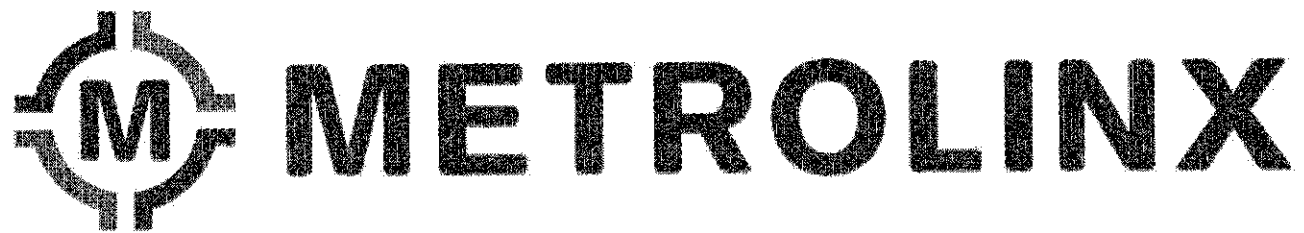
How We Will Use Input From Tonight

- Summary of feedback from public meetings will be posted and included in the multi-year accessibility plan
- Your input will be addressed throughout the plan
- Evaluation form
- We welcome hearing from people who want stay involved with Metrolinx accessibility initiatives



Format for Roundtable Discussions

- Round table topics
 - GO Transit services
 - GO Transit facilities and communications
 - PRESTO card
 - New rapid transit (Air Rail Link, Light Rail Transit)
- Opportunity to attend two different 30 minute sessions
 - Short, informal presentation
 - Facilitated discussion
 - Note takers will record discussion



An agency of the Government of Ontario | Une agence du gouvernement de l'Ontario

NOV 19 2012

AODA File Review: Reference #: 1607509

In response to the AODA notice of file review received on September 24, 2012, the following is the City of Mississauga's response to the documentation being requested.

The information below is divided by each requirement. Each requirement has a number of related documents that support the information being provided and are listed with each requirement, and included as attached appendices.

If you require further explanation or documents, please contact Diana Simpson, Accessibility Coordinator, 905-615-3608 or diana.simpson@mississauga.ca

- 1. Document(s) which describe your organization's training policy (must include a summary of the contents of the training and details of when the training was and is to be provided) as per s. 6(5) of the Accessibility Standards for Customer Service.*

Accessible Customer Service Training:

The Corporate Policy: "Provision of Services to Persons with Disabilities" attached in Appendix 1 outlines how the City of Mississauga is complying with the requirements in the Accessible Customer Service Standard. Specifically, pages 6 and 7 of the policy provide further detail related to the training requirement in the legislation.

The Human Resources Division led the training roll out for staff, volunteers and third party agencies. Most of the training was completed in 2009 and 2010. The "Understanding Accessible Customer Service: May I Help You" training program is provided to all newly hired staff, volunteers and third party agencies on an ongoing basis.

Also in Appendix 1 is a summary of the target audience and methods used to carry out the training. This document is titled: "City of Mississauga – Accessible Customer Service Training Stats (as of March 9, 2010)". The methods used to deliver the training included face to face sessions (with relevant exercises), elearning, and a booklet format.

The content of the training included a review of the purposes of the Act and the requirements of the Regulation and instruction about the following matters:

- How to interact and communicate with persons with various types of disability. This included tips for serving customers with different disabilities and understanding "person first" language.

2. *Document(s) or a written description indicating that your organization provides accessible formats, upon request, if your organization has emergency procedures, plans or public safety information that your organization currently makes available to the public (as per s. 13(1) of the Integrated Accessibility Standards Regulation (IASR)).*

Accessible Formats and the City Emergency Plan:

In accordance with section 13(1) of the IASR, the City provides any/all publicly available documents in accessible formats upon request, including our City Emergency Plan.

To support this, the Corporate Policy: "Documentation Standards" was updated in 2005. "The purpose of this policy is to establish standards to ensure consistency in documentation, including forms produced by and for the Corporation and to ensure that documents are accessible to all users."

This policy includes a section related to accessibility for persons with disabilities (see page 2 of the policy) which states:

"The City will provide any document produced by the City in an alternative format upon request, unless it is not technically feasible to do so and subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act. Alternative formats can include, but are not limited to, Web access, large print versions of the document, or a text-only electronic file which can then be read by a computer or printed in Braille.

Requests for information in alternate formats are to be forwarded to the department most responsible for the document. Staff will consult with the requester to determine the most appropriate format, and will make every effort to provide the information in the preferred format as soon as possible."

In addition to the City's Documentation Standards Policy, our Communications Division developed two Accessibility Tip Sheets for staff that are posted on the City's accessibility intranet site. The first titled: "Public Safety and Emergency Information" – provides further direction to staff with regards to complying with this requirement in the IASR (see attached). The second titled: "Providing Information in Alternate Formats" describes the full range of alternate formats that could be provided upon request, and provides instructions to assist staff in meeting such a request.

Staff also developed an internal document: "City of Mississauga – Qs & As, Integrated Accessibility Standards Regulation" which includes a questions and answers about providing public safety and emergency plans in accessible formats.

The City makes its Emergency Plan is available to the public through its website at: <http://www.mississauga.ca/portal/residents/emergencymanagement>, as well as a link to the provincial document: "Emergency Preparedness Guide for People with Special Needs."

3. *Document(s) or a written description of your organization's communications strategy for informing the public about the purpose of courtesy seating (as per s. 49(4) of the Integrated Accessibility Standards Regulation (IASR)).*

Communications Strategy for Courtesy/Priority Seating

A communications strategy for courtesy seating was implemented by MiWay- the new Mississauga Transit in December 2011. As well, communication of the new courtesy seating policy is incorporated into the communications strategy for all IASR compliance activities and initiatives at the City of Mississauga. Communications tactics that addressed the requirement for the courtesy seating communications strategy specifically are noted in the strategy document.

The City's IASR Communications Strategy encourages all announcements related to IASR compliance to be communicated during National Access Awareness Week (late May-early June) and the International Day of Persons with Disabilities (early December).

Courtesy seating communications formed a part of the City of Mississauga's December 2011 MiWay Transit Accessibility event and communications rollout.

The communications strategy was presented to the City's Accessibility Advisory Committee on September 12, 2011 with the City's new Courtesy/Priority Seating Policy. The policy and strategy received the committee's support.

New signage was installed in all MiWay buses in October-November 2011 in preparation for the announcement and effective date of the new policy.

On December 1, 2011, the City held a media event to highlight accessibility achievements at MiWay, including the new policy. The event drew local and regional media.

The associated media release, sent electronically to local and regional media, included a link to MiWay's accessibility webpage, which provides information about the policy. MiWay's home page also ran a banner alerting visitors to the site to the new accessibility information.

The information included a graphic of the new signage, and text as follows:

"Improving Accessibility Practices and Procedures

A new provincial regulation requires seats at the front of the bus to be reserved for people with disabilities. This will ensure that priority seating on MiWay buses is there for people who need it. People of all ages with mobility and other disability issues will be assured of easily accessible places to sit."

The new signage was designed to be more visible with larger print text designating the area as 'Priority Seating'. The new signage uses fewer words and high contrasting images to ensure clear visibility at all times.

Included in Appendix 3, are the attachments identified below that are associated with the communication strategy:

- Appendix 3:
 - December 2011 edition of miTransit Brochure
 - Accessible Bus Services Guide

Corporate Policy and Procedure



Policy No. 03-08-03

Page 1 of 8

Effective Date 2009 04 08

Supersedes

Accessibility Advisory

NOV 19 2012

TAB: CORPORATE ADMINISTRATION

SECTION: PROVISION OF CITY SERVICES

SUBJECT: PROVISION OF SERVICES TO PERSONS WITH
DISABILITIES

POLICY STATEMENT

The City of Mississauga is committed to providing customer service to persons with disabilities in a manner that:

- respects their dignity and independence;
- is integrated as fully as practicable into the method of service delivery;
- ensures reasonable efforts are made to provide an opportunity equal to that given to other customers to obtain and use our goods and services; and
- allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to other customers.

PURPOSE

The purpose of this policy is to outline how the City of Mississauga is complying with the requirements of Ontario Regulation 429/07, the customer service standard for serving people with disabilities.

LEGISLATIVE AUTHORITY

The Accessibility for Ontarians with Disabilities Act, 2005 (the Act) and specifically the Accessibility Standards for Customer Service, Ontario Regulation 429-07 (the Regulation) requires every provider of goods or services to establish policies, practices, and procedures governing the provision of its goods or services to persons with disabilities.

SCOPE

This policy applies to the provision of goods or services to members of the public or other third parties by, or on behalf of, the City of Mississauga.

Corporate Policy and Procedure



Policy No. 03-08-03
Page 2 of 8
Effective Date 2009 04 08
Supersedes

All staff or third parties who are responsible for delivering services to members of the public or other third parties are expected to comply with this policy.

This policy does not address the provision of documents in alternative formats. Refer to City of Mississauga Corporate Policy and Procedure – Documentation Standards.

All City Corporate Policies and Procedures related to the provision of goods and services must also comply with the Act and the Regulation.

DEFINITIONS

“Assistive Devices” are technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include, but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive listening devices, personal oxygen tanks and devices for grasping. Assistive Devices may accompany the customer or already be on the premises, and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga.

“Disability” is defined as:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

Corporate Policy and Procedure



Policy No. 03-08-03
Page 3 of 8
Effective Date 2009 04 08
Supersedes

- a condition of mental impairment or a developmental disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”)

An animal is a “Service Animal” if it is readily apparent that the animal is used by a person with a disability for reasons relating to his or her disability, for example a guide dog wearing a harness. If it is not readily apparent that the animal is a Service Animal, then a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability is required.

“Support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

COMMUNICATIONS

Communication can occur in a variety of ways, such as in person, by phone, in writing and online. When communicating with persons with disabilities, staff must take into account that particular individual’s needs and circumstances. Where possible, it is helpful to ask the person directly how to best communicate with them. If providing information, it may be necessary to offer it in a different format. For example, staff may communicate information that is normally conveyed orally by providing written instructions to a person who is deaf.

Assistive devices or equipment that aid persons with disabilities

Corporate Policy and Procedure



Policy No. 03-08-03
Page 4 of 8
Effective Date 2009 04 08
Supersedes

in communicating, such as assistive listening devices (ALD) or American Sign Language (ASL) interpreters, may also be utilized.

USE OF ASSISTIVE DEVICES

If a person with a disability uses an assistive device, they must be permitted to enter the premises with the device and to utilize the device, unless excluded by law. (For example, recording devices which may be excluded by copyright law.) Where the device is excluded by law, staff must provide an explanation and other arrangements must be explored in order to provide service. Potential barriers to the use of assistive devices must be removed where possible.

Persons with disabilities must be made aware of assistive devices available on the provider's premises or otherwise supplied by the provider that may help with the provision of goods or services. This may involve posting a sign or including the information in printed or electronic communications. Assistive devices must be offered in a manner that respects the person's dignity and independence. Staff must know how to use equipment or devices available in their specific area in order to provide assistance to those who require it.

USE OF SERVICE ANIMALS

The care and control of Service Animals are the responsibility of the person using them. If a person with a disability is accompanied by a Service Animal, they must be permitted to enter those areas of the premises that are open to the public or third parties with the animal, and to keep the animal with him or her unless the animal is otherwise excluded by law from the premises. For example, under the *Health Protection and Promotion Act* animals are not allowed in places where food is manufactured, prepared, or processed.

Corporate Policy and Procedure



Policy No. 03-08-03
Page 5 of 8
Effective Date 2009 04 08
Supersedes

Where the animal is excluded by law, other arrangements must be explored in order to provide service to a person with a disability. For example, if a guide dog is excluded by law a person with low or no vision might need someone to guide him or her while the animal waits in a safe location.

Where the Service Animal may affect the health and safety of other customers, staff should discuss the situation with both parties and make every effort to meet the needs of both customers.

USE OF SUPPORT PERSONS

If a person with a disability is assisted by a Support Person, the person with a disability must not be prevented from having access to the Support Person.

Each department is required to communicate their practice to the public in regards to fees for Support Persons. If a participant fee is charged, such as an admission or registration fee, notice must be given in advance about the amount, if any, payable by the accompanying Support Person. Notice regarding fees for Support Persons must be clearly posted.

Providers of goods and services may require a person with a disability to be accompanied by a Support Person if it is the only means available to allow the person to access their goods or services and, at the same time, protect the health and/or safety of the person with a disability or others on the premises.

NOTICE OF TEMPORARY DISRUPTIONS

If there is a temporary disruption in facilities or services in whole or in part, notice of the disruption must be provided to the public in a timely manner.

Notice of the disruption must include information about the

Corporate Policy and Procedure



Policy No. 03-08-03

Page 6 of 8

Effective Date 2009 04 08

Supersedes

reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice will be given by posting the information at a conspicuous place on the premises (on doors, at service counters, on bulletin boards, etc.), by posting it on the City's website, or by such other method as is reasonable in the circumstances.

TRAINING

The following persons shall receive training about the provision of goods or services to persons with disabilities:

- Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise.
- Every person who participates in developing policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The training must include a review of the purposes of the Act and the requirements of the Regulation and instruction about the following matters:

- How to interact and communicate with persons with various types of disability.
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
- How to use equipment or devices available on the provider's premises or otherwise supplied by the provider that may help with the provision of goods or services to a person with a disability.
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

The training must be provided to each person as soon as practicable after he or she is assigned the applicable duties.

Corporate Policy and Procedure



Policy No. 03-08-03
Page 7 of 8
Effective Date 2009 04 08
Supersedes

Training must also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of goods or services to persons with disabilities.

The Human Resources Division is responsible for ensuring records are kept of the training provided, including the dates on which the training was provided and the number of individuals to whom it was provided.

FEEDBACK PROCESS

Each department or section's feedback process must allow for input on how it provides customer service to persons with disabilities. Information about the process must be readily available to the public and permit feedback to be provided by any of the following means: in person; by telephone; in writing; or by delivering an electronic text by email or otherwise. Feedback that is received at a generic City address will be forwarded to the applicable department or section.

Feedback may take the form of a complaint; an observation or comment, such as an opportunity for improvement; or a commendation. The customer should include their contact details, a description of the feedback and, if applicable, what the customer requests to resolve the concern. For information on resolving complaints from the public regarding specific employee conduct, refer to Corporate Policy and Procedure, Human Resources, Employee Conduct, Public Complaints Procedure.

Feedback must be responded to in a timely manner. The recipient of the feedback will determine the best course of action to be taken, if applicable. This could include, but is not limited to, referring the feedback to another department to rectify a physical barrier, or advising a Manager that further employee training is required. If the resolution to the feedback involves multiple steps, or will occur over a lengthy period of time, updates should be provided.

Corporate Policy and Procedure



Policy No. 03-08-03
Page 8 of 8
Effective Date 2009 04 08
Supersedes

A copy of the feedback received regarding the provision of customer service will be forwarded to, or shared with, the City of Mississauga's Accessibility Co-ordinator. This will allow the City to identify gaps and/or trends and monitor progress.

NOTICE OF AVAILABILITY OF DOCUMENTS

The City of Mississauga will provide notice to the public that this policy, and any documents that describe practices and procedures with respect to the provision of goods or services to persons with disabilities, are readily available upon request. Notice will be posted at a conspicuous place, such as but not limited to the City's external web site.

Documents will be provided to anyone asking for them. All documents will be made available in an alternative format upon request.

REFERENCE: GC- 0190-2009 2009 04 08

LAST REVIEW DATE:

CONTACT: For more information on Accessibility in the City contact the Accessibility Coordinator, Facilities and Property Management.

NOV 19 2012

Appendix 1(a)

City of Mississauga - Accessible Customer Service Training Stats (as of March 9th, 2010)

Target Audience OR Method of Training:	Total Number of Participants Trained as of March 9 th , 2010
1. eLearning	4113 & Ongoing for new hires
2. Face-to-Face Training	817 & Ongoing for new hires
3. Transit Operator Face-to-Face Training	586 & Ongoing for new hires
4. Crossing Guards Booklet Training	141
5. Councillors/EA/AA Booklet Training	4
6. Committees of Adjustment & Council	31
7. Animal Services Volunteers	19 & Ongoing
8. Recreation & Parks Volunteers	36 & Ongoing
9. Library Volunteers	Ongoing
10. 3 rd Party Contractors	382 & Ongoing with all new contracts
TOTAL	6,129

Accessible Customer Service

Ontario's first accessibility standard, the Accessibility Standards for Customer Service, came into effect on January 1, 2008. Established under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "AODA"), the standard states what organizations in Ontario must do to make their goods and services more accessible to people with disabilities.

The City of Mississauga is committed to providing quality goods and services that are accessible to everyone. We have taken many initiatives to foster an inclusive community by identifying and removing barriers faced by persons with disabilities. The Accessible Customer Service Policy - approved by Council in April, 2009 - ensures that our goods and services are provided in a way that respects the dignity, independence, integration and equal opportunity for all people. We welcome customer service feedback on our delivery of accessible services and suggestions you may have for improvement.

All City of Mississauga employees are receiving training on providing accessible customer service.

City of Mississauga Booklet: May I Help You: Understanding Accessible Customer Service

For more information about the Accessibility Standards for Customer Service, please visit the Ministry of Community and Social Services Web site.

Corporate Policy and Procedure



Appendix 2

Policy No. 03-02-02
Page 1 of 3
Effective Date 2005 11 10
Supersedes 1993 12 15

TAB: CORPORATE ADMINISTRATION
SECTION: RECORDS MANAGEMENT
SUBJECT: DOCUMENTATION STANDARDS

Accessibility Advisory
Committee

NOV 19 2012

POLICY STATEMENT Documentation by and for the Corporation of the City of Mississauga must adhere to the standards outlined in this policy.

PURPOSE The purpose of this policy is to establish standards to ensure consistency in documentation, including forms, produced by and for the Corporation and to ensure that documents are accessible to all users.

Note: Additional standards apply for Corporate Reports - refer to Corporate Policy and Procedure - Corporate Reports, and for City forms - refer to Corporate Policy and Procedure - Forms Management Program. Additional standards in terms of visual identity may also apply. Refer to Corporate Policy and Procedure - Visual Identity Program.

SPELLING STANDARD "Canadian" spelling must be used on all reports, documents, by-laws and any other printed material. For example, "neighbour" instead of "neighbor", "by-law" instead of "bylaw".

MEASUREMENT STANDARD Measurements must be expressed in both metric and imperial forms on all reports, documents, by-laws and any other printed material.

DATE AND TIME STANDARD Numeric references to dates and times on City forms, systems, and policies/procedures are entered in year-month-day sequence.

Four digits are used to represent the year, two digits to represent the month, and two digits to represent the day. Spaces are used to separate typed numbers; dashes are preferred to separate

Corporate Policy and Procedure



Policy No. 03-02-02
Page 2 of 3
Effective Date 2005 11 10
Supersedes 1993 12 15

handwritten numbers. Using this standard, November 1, 1989 is written as 1989 11 01.

If time is also relevant, the format is expanded using the 24-hour clock. Hours and minutes are represented using two digits each. November 1, 1989 at ten minutes after nine in the morning is written numerically as 1989 11 01 09 10.

Four digits for the year may be reduced to two digits for day-to-day use, but four digits should be provided in computer systems to allow sorting and trend analysis by year.

Exception

The month may be written (i.e. November 1, 1989) in reports, correspondence and text.

CONVERSION OF EXISTING SYSTEMS

Existing applications, which do not use these standards, must be converted as new stock is required or maintenance initiated.

ACCESSIBILITY

The City will provide any document produced by the City in an alternative format upon request, unless it is not technically feasible to do so and subject to the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*. Alternative formats can include, but are not limited to, Web access, large print versions of the document, or a text-only electronic file which can then be read by a computer or printed in Braille.

Requests for information in alternate formats are to be forwarded to the department most responsible for the document. Staff will consult with the requester to determine the most appropriate format, and will make every effort to provide the information in the preferred format as soon as possible.

REFERENCE:

LT – 2005 11 10
2010 12 01 – minor housekeeping revision to Contact section

Corporate Policy and Procedure



Policy No.	03-02-02
Page	3 of 3
Effective Date	2005 11 10
Supersedes	1993 12 15

2011 08 18 – minor housekeeping to reference Forms Management Program policy.

LAST REVIEW DATE: December, 2010

CONTACT: For more information on the numeric date and time standard, contact Information Technology, Corporate Services Department.

For more information on the spelling and measurement standard, contact the Office of the City Clerk, Corporate Services Department.

To obtain a document in an alternate format, contact the department responsible for producing the document. The Accessibility Co-ordinator, Corporate Services Department is available to assist departmental staff in determining how to accommodate the requester.

NOV 19 2012

Accessibility Tipsheet – Public Safety and Emergency Information



The Integrated Accessibility Standards Regulation requires the City to provide its emergency procedures, plans and public safety information in accessible formats or with appropriate communication supports, upon request, to persons with disabilities.

Mississauga's Documentation Standards Policy, adopted in 2005, directs City staff to provide any publicly available documents in an alternate format, if requested.

City Emergency and Public Safety Information

Many City emergency and public safety documents can be found on the City's Emergency Management web page:

<http://www.mississauga.ca/portal/residents/emergencymanagement>.

Important City of Mississauga documents on this page include:

- The Emergency Plan:
http://www.mississauga.ca/file/COM/emergency_plan_2011.pdf and
- The Pandemic Plan:
http://www.mississauga.ca/file/COM/pandemic_influenza_plan1.pdf

Public safety information is also included on the City's Health & Safety page:

- <http://www.mississauga.ca/portal/residents/healthandsafety>

Other Information

Please be aware of **facility-specific emergency and public safety information** in case this information is requested in an accessible format.

In addition to City information, City web pages often include links and documents produced by other governments and organizations. If you receive a request for information that does not originate at the City, you have two options.

- 1) Consider assisting by providing communication support, such as reading the information aloud, or

Important Information:

Mississauga's
Documentation
Standards Policy,
adopted in 2005, directs
staff to provide any of
the City's publicly
available documents in
an alternate format, if
requested.

- 2) Refer the request to the government or organization that produced the document.

Accessible Formats

If you need to provide a document in an accessible format and need assistance, please review **Accessibility Tipsheet – Providing Information in Alternate Formats**. This document also includes a number of vendors that can produce documents in a range of alternate, accessible formats.

It is important to note that most information available on the City's website is accessible. The website platform used by the City allows persons with disabilities to convert web information to more accessible formats such as large text and audio.

Accessible Document Records

A staff person in each division should be assigned to keep a record of original text-based documents. That way, if an alternate accessible document is needed, it can be easily provided. For further information, contact Accessibility Coordinator, Diana Simpson at 905-615-3608.

Accessibility Tipsheet – Providing Information in Alternate Formats



Persons with physical or learning disabilities use non-traditional media (accessible formats) to access information. There are provincial laws and City of Mississauga policies and procedures that give us direction on providing accessible information.

Ontario Law

The **Integrated Accessibility Standards Regulation** (O. Reg. 191/11) ([link](#)), requires the City to provide public documents and information in accessible formats or with appropriate communication supports, upon request. It became effective in June 2011. This regulation was made under the *Accessibility for Ontarians with Disabilities Act*.

City Policy

The City's **Documentation Standards Policy (2005)** ([link](#)) complies with this requirement. The policy instructs City employees to work with persons with disabilities to provide accessible formats of any public document produced by the City as follows:

ACCESSIBILITY

"The City will provide any document produced by the City in an alternative format upon request, unless it is not technically feasible to do so and subject to the provisions of the Municipal Freedom of Information and Protection of Privacy Act. Alternative formats can include, but are not limited to, Web access, large print versions of the document, or a text-only electronic file which can then be read by a computer or printed in Braille.

Requests for information in alternate formats are to be forwarded to the department most responsible for the document. Staff will consult with the requester to determine the most appropriate format, and will make every effort to provide the information in the preferred format as soon as possible."

What to do if you get a request: providing information in alternate formats

If a person requests information in an accessible format, discuss what would be most appropriate with the requestor. Find out how urgent the need is.

Ways to make information accessible

- People who are blind or have low vision may require audio, tactile, or electronic formats.
- People who are deaf or have hearing loss may require visual formats.

- People who have learning disabilities may require audio, along with visual formats or clear language explanations.

Tactile formats	
Braille	Braille is a tactile system of raised dots representing letters or a combination of letters. It is used by people who are blind or deafblind and is produced using Braille transcription software.
Tactile graphics	Similar to braille, these products take pictures and other graphic descriptions and use raised surfaces to portray them. Relief maps are good examples of tactile graphics.
Visual formats	
Large print	Increasing font size on a document to 14 points or higher.
Captioning	<p>Captioning uses subtitles to convey the words spoken in a video. They usually appear on the bottom of the screen.</p> <p>Real-time captioning (typing what is being said) can help make public meetings be more accessible.</p>
American Sign Language (ASL)	<p>Sign language uses hand shapes, positions, facial expressions, and body movements to convey meaning to people who are deaf or hard of hearing.</p> <p>Sign language can help make meetings more accessible for people who are deaf</p>
Audio formats	
Read aloud	Reading information aloud to a person with vision loss will often be more than adequate, especially if the information required is short and simple.
CD, MP3, Cassette	Information read aloud and recorded. Books, magazines and other printed materials recorded this way are accessible.

*Digital Accessible Information Systems (DAISY)	DAISY is an audio format for people who have trouble with print – including limited vision and learning disabilities like dyslexia. DAISY digital talking books are like audiobooks, but include navigation features to help readers skip forward or back through the material.
*Screen reader software	<p>Screen readers use a speech-synthesizer to read text from a computer screen or convert it to Braille. The information must be formatted properly (in a structured electronic file) for the screen reader to recognize it.</p> <p>Many people who are blind use speech reading software such as “JAWS” or “ZoomText” to access electronic documents.</p>
Formats for people with learning disabilities	
Clear language	<p>In any format, clear language will help make information more accessible.</p> <p>Using simple sentences, an active voice and words with three syllables or less will help keep your information more accessible.</p> <p>For more information about how to write clearly visit http://www.termiumplus.gc.ca/tcdnstyl-chap?lang=eng&lettr=chapsect13&info0=13</p> <p>For information on how to check your writing to accepted clear language standards, visit: http://office.microsoft.com/en-us/word-help/test-your-document-s-readability-HP010148506.aspx</p>

***Structured electronic files:**

A structured electronic file includes information about how elements of the document are formatted, like titles, section headings, etc. They can be created using “styles” in most standard word processing programs.

Documents created as structured electronic files are easier to convert to accessible formats (including Braille, DAISY and web pages) and allow screen readers to navigate the information effectively.

Vendor List

If you need an accessible format produced from a document that you cannot create yourself, please see the following list for vendors who will be able to assist.

Crawford Technologies www.crawfordtech.com 45 St Clair Avenue West, Suite 102 Toronto, Ontario, Canada, M4V 1K9 Tel: 416.923.0080	Braille Large Print E-text Audio
TBase Communications www.TBase.com Ottawa, Ontario	Braille Large Print E-text Audio
Accessible Printing Inc. www.accessibleprinting.com 6855 Airport Road, Unit 146 Mississauga, Ontario	Braille
National Braille Factory www.braillefactory.com 5040 Victoria Drive Vancouver, B.C. info@braillefactory.com	Braille
PAL-Reading Services, Inc. www.palreading.org 27 Carlton Street, Suite 504 Toronto, ON M5B 1L2 Tel: 416.340.7828	Audio
Tactile Vision Inc. www.tactilevisioninc.com	Tactile formats Tactile maps

6115 Edwards Blvd. Mississauga, ON Tel: 905.696.8819	
--	--

Creating Accessible Documents

Training is planned for late 2012 and 2013 to ensure City staff can produce accessible formats when required. In the interim, however, you may be able to create some types of accessible formats from existing documents yourself.

General resources that may be able to assist you in creating an accessible document include:

- **Accessible Documents for Print and Web**
- **How to Create Accessible Documents**
- <http://adod.idrc.ocad.ca/>

Application-specific resources that may be able to help you include:

Microsoft Office: <http://www.microsoft.com/enable/products/office2010/>

Adobe: <http://www.adobe.com/accessibility/>

Budgeting and Tracking Costs

Getting a document produced in an accessible format may incur a charge. Persons with disabilities must not be charged the addition cost of providing the document in an alternate format.

It is up to you whether you budget for accessibility costs. The City is tracking costs however, to assist you in budget planning in the future. To record accessibility related costs, please use:

715996 – AODA Integrated Standards Compliance

This cost element should be used for expenses related to:

- Accessible Customer Service
- Accessible Employment
- Accessible Information and Communication

Contact Ann Wong in Revenue Division at 905-615-3200, ext. 4936 for questions about accessibility and finance.

For more information about accessibility and alternate formats or finance, contact Diana Simpson, Accessibility Coordinator at 905-615-3608.

City of Mississauga Qs & As
Integrated Accessibility Standards Regulation
June 2012



General Information

1. What is the Integrated Accessibility Standards Regulation?

In June 2011, the Integrated Accessibility Standards Regulation (IASR, O. Reg. 191/11) was made under the *Accessibility for Ontarians with Disabilities Act, 2005* (the "Act").

Similar to the Accessibility Standards for Customer Service, (O. Reg. 429/07), the first standard made under the Act, the new Integrated Accessibility Standards Regulation (the "IASR") will improve accessibility through new requirements with which the City must comply.

2. What does the IASR cover?

The IASR has general requirements, such as a multi-year Accessibility Plan, City policies, procurement, and training, as well as specific requirements in the areas of information and communication, employment and transportation.

3. What are the City service areas that are most affected by the IASR?

All service areas are affected. By division, the most affected areas are:

- Communications
- Facilities and Property Management
- Human Resources
- Information Technology
- Library Services
- Materiel Management
- Transit and
- Taxi Services (Mobile Enforcement)

4. Will I need training?

Yes. All City staff will require general training on the requirements of the regulation. Employees with responsibilities identified in the legislation may require additional specialized training based on the work performed.

5. When will the training start?

Training will begin in 2013. You will be informed about the training required in advance of the launch of the training program.

6. What are the main costs associated with the IASR?

Departments and divisions with responsibilities for start-up costs, such as training, will be requesting funds through the budget planning process.

Over and above start-up, accounting for accessibility is everyday business. There isn't a separate corporate fund to cover accessibility-related costs you may incur. The City is tracking its costs, however, to help you to budget in the future

As many as one in five Mississaugans could experience a disability at some point in their lives. The IASR is about serving everyone in our City better.

7. When do we have to comply with the requirements?

Most of the requirements have compliance dates ranging from January 1, 2012 to January 1, 2014. Some requirements for information and communication have compliance dates up to and including January 1, 2021.

8. What are the requirements now in effect?

- **Information and Communication:** providing public safety and emergency information in accessible formats, when requested
- **Employment:** ensuring employees with disabilities have individualized emergency plans in the event of an emergency at work and
- **Transportation:** Improving accessibility to transit and taxi services for people with disabilities.

9. Where can I get more information about the IASR?

For more information about the IASR, please visit the [Access Ontario](#) website.

Employment Requirements

10. What are the employment requirements?

The employment requirements improve accessibility policies and procedures in sourcing, hiring and communicating with employees who have disabilities.

To meet the standard, we will be updating policies and procedures for:

- recruitment
- employee accommodation (return-to-work policies and practices)
- performance management

- career development and
- redeployment.

11. When do we have to comply with the employment requirements?

Most of the requirements for employment range from January 1, 2012 to January 1, 2014.

12. What employment requirements are now in effect?

The City must provide staff members with individual emergency information, if an employee is either temporarily or permanently disabled and could require help in the event of an emergency at work.

13. What do I do if an employee asks me for an individualized emergency plan?

If an employee asks for an individualized emergency plan, please contact Dan Ferguson, Employee Health & Safety Manager at 905-615-3200, extension 3138.

Transportation Requirements

14. What are the transportation requirements?

The transportation requirements include policies, practices and procedures at Miway. There are also requirements that involve the City's mobile enforcement services for taxicabs.

Miway's IASR requirements are very detailed. They include technical requirements for buses, as well as improvements to policies and procedures for serving people with disabilities. For more information about the transportation requirements in the IASR, please visit the [Access Ontario](#) website.

15. What are the compliance dates for the transportation requirements?

Compliance dates for the transportation requirements range from January, 2012 to January 1, 2017. Many transportation requirements are now in effect.

16. What are the transportation requirements that are now in place?

There are a number of technical and service-related requirements now in effect.

They include:

- **Fares** for MiWay cannot be higher for persons with disabilities

- **Announcements**, buses pre-boarding and on-board
- **Courtesy seating** on buses reserved for people with disabilities
- **Mobility aid storage** at no charge; stores safely within reach of person with disability, or in baggage compartment
- **Non-functioning accessibility equipment** notification
- **Technical requirements** for MiWay buses
- **Information on accessibility equipment** available
- **Emergency preparedness and response policies** to ensure safety of persons with disabilities
- **General boarding and on-board service requirements** required for persons with disabilities
- **Transit stops** must ensure safety of persons with disabilities and
- **Taxicabs**: equal fares and fees; registration ID and information on rear bumper.

For more information about the transportation requirements in the IASR, please visit the [Access Ontario](#) website. For more information about current Miway accessible services visit miway.ca/accessibility.

Information and Communication Requirements

17. What are the information and communication requirements?

Information and communication requirements improve how the City communicates information to people with disabilities. These requirements mean that the city must ensure its website meets standards for accessibility.

The City must also be prepared to provide publicly available information in an alternate, more accessible format if it is requested.

18. What are the compliance dates for the information and communication requirements?

Compliance dates for various information and communication requirements range from January 1, 2012 to January 1, 2021.

19. What information and communication requirements are in effect now?

As of January 1, 2012, the City must provide information about public safety and emergency plans in accessible formats, if a person with a disability requests it. This requirement applies to information that is already available to the public. The City's current [Documentation Standards Policy](#) complies with this requirement.

20. What if a person with a disability asks me for information in an accessible format?

- 1) Confirm that the information requested is already available to the general public.
- 2) Discuss with the person who is requesting the information what type of accessible format would be most appropriate. Sometimes, simply reading the information aloud may be the best, most accessible solution.
- 3) If the document is required in a format that you cannot provide yourself, visit the **Accessibility Tipsheet – Providing Information in Alternate Formats**.
- 4) Contact a vendor who can provide the type of format requested and follow appropriate processes to obtain the document in the format required.

21. How long do I have to meet a request for accessible information?

A specific time period to provide a document in an accessible format has not been determined. The request should be met as soon as possible, considering the type of information required and the requestor's requirements.

22. What are the compliance dates for accessible web information requirements?

As of January 1, 2014, all information posted on the City's website must be accessible. This requirement captures everything that is posted after January 1, 2012.

If you have posted a document to eCity after January 1, 2012 and it is not accessible, you may be requested to retrofit the document to required accessibility standards and re-post it by January 1, 2014.

23. How do I ensure the information I am posting is accessible?

Information posted directly to eCity is automatically accessible, as the text-based html format it uses is accessible. It is more difficult to ensure that individual documents are accessible.

In order to avoid retrofitting individual documents posted on the City's website, please try to build accessibility into documents as they are drafted. Please review our **Accessibility Tipsheet - Creating Accessible Documents for Print and Web** for basic information about how to create an accessible document. If you require more advanced information, you may wish to work through the workbook '**How to Create Accessible Documents**'.

The City will also be providing training for staff on how to create accessible documents beginning later this year. Please contact Nigel Roberts at 905-615-3200, ext. 3898 if you require training.

General Requirements

24. What are the general requirements?

General requirements include improvements to accessibility policies and plans and procurement activities. Training for all staff is required as well.

Please visit the Access Ontario website for more information.

25. When does the City have to comply with the general requirements?

Accessibility policies and plans and procurement requirements must be met by January 1, 2013. Staff training must be completed by January 1, 2014.

The City's multi-year Accessibility Plan was adopted by Council on March 7, 2012.

26. Are there any general requirements in effect now?

No.

City of Mississauga Website Accessibility page:

Web Site Accessibility

CITY OF MISSISSAUGA WEB SITE ACCESSIBILITY STATEMENT

The City of Mississauga (the City) is committed to making its web site accessible to the largest possible audience, including individuals with disabilities.

If you use assistive technology and the format of any content on this web site interferes with your ability to access the information, please contact the City's Manager, Enterprise Systems (IT) :

Tom Peters, Acting Portal Team Leader
City of Mississauga
Information Technology Division
300 City Centre Drive
Mississauga, Ontario
L5B 3C1

Tel: 905.615.3200 x3369

Email: accessibility.info@mississauga.ca

For TTY assistance please contact Diana Simpson, Accessibility Coordinator
TTY: 905-615-3411

Please indicate the nature of your accessibility issue or suggested changes, the web address (URL), the preferred format in which to receive any information you could not access, and your contact information. The City will work towards making the web page or feature accessible or to provide the information to you in a format that is accessible.

More information:

- ▣ [City of Mississauga - Accessibility Advisory Committee](#)
- ▣ [Accessibility Information & Resources](#)
- ▣ [Tips on Adjusting your Browser Settings](#)

NOV 19 2012

Appendix 3

December 2011 edition of miTransit Brochure:

More Accessible Transit Service

The City of Mississauga is committed to improving transit accessibility for people with disabilities. MiWay has been making accessibility improvements to its bus fleet, transit stops and facilities for several years.

Completing Our Accessible Bus Fleet
By the end of 2011, all MiWay buses will be fully accessible. That means all MiWay buses will be low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease. As well, each bus has two wheelchair/scooter securement areas located at the front of the bus.

Automated Next Stop Announcements
Recent improvements to on-board equipment have also improved bus accessibility. To ensure people with visual or hearing disabilities have access to important information when they travel, all buses are now equipped with audio and visual announcement systems. The systems announce and display, on on-board signs, pre-recorded route and stop information just prior to arriving at bus stops.

More Accessible Bus Routes

By the end of 2011, about 80 per cent of all MiWay routes will be designated as fully accessible. By the end of 2012, it is expected that all routes will be fully accessible.

Improving Accessibility Practices and Procedures
A new provincial regulation requires seats at the front of the bus to be reserved for people with disabilities. This will ensure that priority seating on MiWay buses is there for people who need it. People of all ages with mobility and other disability issues will be assured of easily accessible places to sit.

Additionally, where temporary barriers, such as road construction or winter snow exist at a bus stop, transit operators will ensure that passengers are able to board or exit the bus at a safe location.

Working for a More Accessible MiWay
Improvements to accessibility in all areas of transit operations have contributed to making the service more accessible to everyone.

For more information about MiWay's Accessibility Service, please visit www.miway.ca/accessibility.








More Accessible Transit Service

The City of Mississauga is committed to improving transit accessibility for people with disabilities. MiWay has been making accessibility improvements to its bus fleet, transit stops and facilities for several years.

Completing Our Accessible Bus Fleet
By the end of 2011, all MiWay buses will be fully accessible. That means all MiWay buses will be low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease. As well, each bus has two wheelchair/scooter securement areas located at the front of the bus.

Automated Next Stop Announcements
Recent improvements to on-board equipment have also improved bus accessibility. To ensure people with visual or hearing disabilities have access to important information when they travel, all buses are now equipped with audio and visual announcement systems. The systems announce and display, on on-board signs, pre-recorded route and stop information just prior to arriving at bus stops.

More Accessible Bus Routes

By the end of 2011, about 80 per cent of all MiWay routes will be designated as fully accessible. By the end of 2012, it is expected that all routes will be fully accessible.

Improving Accessibility Practices and Procedures
A new provincial regulation requires seats at the front of the bus to be reserved for people with disabilities. This will ensure that priority seating on MiWay buses is there for people who need it. People of all ages with mobility and other disability issues will be assured of easily accessible places to sit.

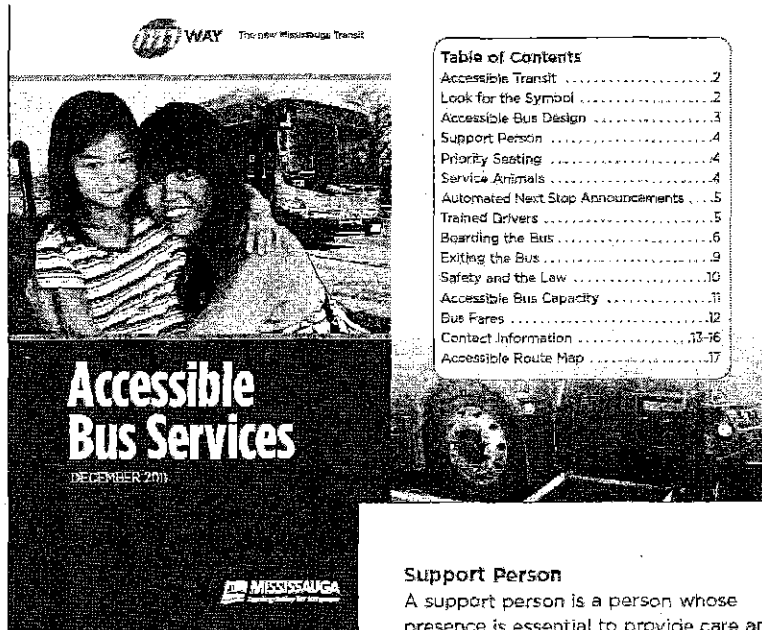
Additionally, where temporary barriers, such as road construction or winter snow exist at a bus stop, transit operators will ensure that passengers are able to board or exit the bus at a safe location.

Working for a More Accessible MiWay
Improvements to accessibility in all areas of transit operations have contributed to making the service more accessible to everyone.

For more information about MiWay's Accessibility Service, please visit www.miway.ca/accessibility.



Accessible Bus Services Guide:



Support Person

A support person is a person whose presence is essential to provide care and assistance to a person with disabilities. A support person secures the mobility aid and assists the customer in boarding and exiting the bus. One support person per disabled customer will travel at no cost.

Priority Seating

Seats at the front of the bus are reserved for passengers with disabilities. Therefore, passengers of all ages with mobility or other disability issues will be assured of easily accessible places to sit on all MiWay buses. This area is designated with a sign.



Service Animals

Customers with disabilities are permitted to bring their service animals aboard a MiWay bus. A service animal is any guide dog, or other animal, trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance.

Automated Next Stop Announcements

MiWay currently has Voice and Visual Annunciation Systems to announce and

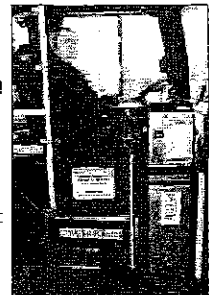


display pre-recorded route and stop information, prior to arriving at a stop. In addition to

the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.

Trained Drivers at Your Service

MiWay drivers have been specially trained to provide accessible transit services. Training includes the safe operation of the ramp and securement of wheelchairs and vacant scooters.



NOV 19 2012

Karen Morden

From: Crystal Greer
Sent: 2012/10/31 4:51 PM
To: Diana Simpson; Karen Morden; Ivana Di Millo
Cc: Ian Baker
Subject: FW: Accepting Applications for Accessibility Standards Advisory Council

From: Accessibility Directorate of Ontario [mailto:accessibility@ontario.ca]
Sent: 2012/10/31 2:52 PM
To: Crystal Greer
Subject: Accepting Applications for Accessibility Standards Advisory Council

A French version of this message is included below.
La version française de ce message se trouve ci-dessous.

**Ministry of Community
and Social Services**
Accessibility Directorate
of Ontario
6th Floor, Suite 601a
777 Bay Street
Toronto ON M7A 2J4

**Ministère des Services
sociaux et communautaires**
Direction générale de l'accessibilité
pour l'Ontario
6e étage, bureau 601a
777, rue Bay
Toronto (Ontario) M7A 2J4



Recruitment Begins for Committee to Review the Customer Service Standard:

The Ontario Government is looking for individuals who want to play a leadership role in improving accessibility for people with disabilities and help organizations meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and accessibility standards.

In response to recommendations made by Mr. Charles Beer in the first independent review of the Accessibility for Ontarians with Disabilities Act, the government is streamlining and strengthening the standards development process.

To do this, the role of the Accessibility Standards Advisory Council will be expanded to include the work of the standards development committee. This one body will advise the Minister on issues related to accessibility and will develop proposed accessibility standards and review existing ones.

The Council will be made up of a Chair, seven members from the disability community and six members from obligated sectors. This will allow the Council to provide the government with diverse and meaningful advice on how accessibility impacts the lives of all Ontarians, our businesses and economic prosperity.

Recruitment for new members will begin in October 2012 and the committee will be up and running in 2013. Individuals are encouraged to apply for membership on the Accessibility Standards Advisory Council through the Public Appointments Secretariat website. Members of the Council will be cross-appointed to the standards development committee responsible for reviewing the Customer Service Standard.

Improving our standards development and review process will help us get better value for money and improve our efficiency, transparency, accountability and civic engagement.

For more information about the AODA visit ontario.ca/AccessON or to apply to the Council, visit the [Public Appointments Secretariat website](#).

If you require further assistance, please contact ASAC-SDC@ontario.ca or call the ServiceOntario Contact Centre at 1-866-515-2025 (TTY Toll-Free: 1-800-268-7095)

**Ministry of Community
and Social Services**

Accessibility Directorate
of Ontario

6th Floor, Suite 601a

777 Bay Street

Toronto ON M7A 2J4

**Ministère des Services
sociaux et communautaires**

Direction générale de l'accessibilité
pour l'Ontario

6e étage, bureau 601a

777, rue Bay

Toronto (Ontario) M7A 2J4



Le recrutement des membres du Comité chargé d'examiner la Norme pour les services à la clientèle commence :

Le gouvernement de l'Ontario est à la recherche de personnes désireuses de jouer un rôle de leadership dans les efforts d'amélioration de l'accessibilité pour les personnes handicapées et d'aider les organisations à satisfaire aux exigences de la Loi sur l'accessibilité pour les personnes handicapées de l'Ontario et ses normes d'accessibilité.

En réponse aux recommandations de Charles Beer, formulées dans le premier examen indépendant de la Loi sur l'accessibilité pour les personnes handicapées de l'Ontario, le gouvernement simplifie et renforce le processus d'élaboration des normes.

À cette fin, le rôle du Conseil consultatif des normes d'accessibilité de l'Ontario sera étendu pour inclure les travaux du comité d'élaboration des normes. Le Conseil prodiguera des conseils à la ministre sur des questions liées à l'accessibilité, proposera des normes d'accessibilité et étudiera les normes existantes.

Le Conseil sera composé d'un(e) président(e), de sept membres de la communauté des personnes handicapées et de six membres des secteurs assujettis à la loi. Le Conseil pourra ainsi fournir au gouvernement des conseils variés et authentiques relatifs à l'impact de l'accessibilité sur la population de l'Ontario, ses entreprises et sa prospérité économique.

Les nouveaux membres du Conseil seront sélectionnés à partir de octobre 2012. Le comité sera établi et opérationnel en 2013. Les personnes intéressées sont encouragées à déposer leur demande de participation au Conseil consultatif des normes d'accessibilité de l'Ontario par le biais du site Web du [Secrétariat des nominations](#). Les membres du Conseil seront également nommés au comité d'élaboration des normes responsable de l'examen de la Norme pour les services à la clientèle.

L'amélioration du processus d'élaboration et d'examen des normes nous aidera à obtenir un meilleur rapport qualité-prix et à renforcer l'efficacité, la transparence, la responsabilisation et l'engagement civique.

Pour plus d'information, visitez ontario.ca/Ondonneeacces ou déposez une demande sur le site Web du [Secrétariat des nominations](#).

Pour de plus amples renseignements, écrivez à ASAC-SDC@ontario.ca ou appelez l'InfoCentre ServiceOntario au 1 866 515-2025 (ATS sans frais : 1 800 268-7095).

NOV 19 2012

Karen Morden

From: Daryl Bell
Sent: 2012/11/14 3:29 PM
To: Karen Morden
Subject: FW: ACCESSIBLE TAXI PLATES

Follow Up Flag: Follow up
Flag Status: Flagged

From: Peter Pellier [REDACTED]
Sent: 2012/08/23 5:15 AM
To: Hazel McCallion; Jim Tovey; Pat Mullin; Chris Fonseca; Frank Dale; Bonnie Crombie; Ron Starr; Nando Iannicca; Katie Mahoney; Pat Saito; Sue McFadden; George Carlson; Mickey Frost; Daryl Bell; Brad Parliament; [REDACTED] City Manager
Subject: ACCESSIBLE TAXI PLATES

THE MAYOR & MEMBERS OF COUNCIL:

It has come to my attention that the City continues to issue Accessible Taxi Owner's Licences to our brokerages, in light of the fact serious problems persist regarding the provision of such service. These include overcharging; refusal to provide service in a timely fashion, or at all; and inconsideration for the health and welfare of passengers.

Given Accessible licences are used to transport the general public, the fact additional Accessible plates continue to be issued is justifiably galling to applicants on the Priority List, many of whom have occupied a position for as long as 23 years, in the hope of being issued a standard plate. Where is the fairness in this?

Pending a thorough review of the Accessible Taxicab programme, in the strongest language possible, I urge Council to declare a moratorium on the issuance of any new Accessible plates.

Furthermore, I urge each and every member of Council to contact Ron Baumber [REDACTED] who, for years, has provided quality accessible taxicab service, and to whom frustrated patrons direct their many concerns.

Thank you.

PETER D. PELLIER
CAB OWNER

The taxi industry in Mississauga is coming to a service provision crossroad. This crossroad is the decision to move more completely into *a taxi model that provides for on demand for accessible taxis*; this decision has been made for the industry both by the recent Provincial legislation requiring on demand accessible 24/7 taxi service, and by the growth of the actual market for accessible taxis. This growth has been spurred by the increasing numbers of people needing accessible transportation, and by the efforts of government bodies to provide this type of transportation.

The existing model of accessible taxi transportation, thirty years or so old, is that a small market for these vehicles could only be served by large taxi brokers, able to afford the (then) expensive vehicles, and spread the extra costs of providing this service across their entire fleet. Indifferent service, and incompetent management characterized this era of accessible taxi providers.

Many aspects of the accessible taxi market have changed, and the market model requires updating in order to service this market. The cost of vehicles has declined considerably. The number of people who both desire and can afford the service has increased. And the quality of service demanded by the customers has gone from resigned acceptance of the substandard to expectations of service accepted as the norm by the customers of the regular taxi services.

Some changes that could move Mississauga towards a better model of accessible taxi service:

In order to provide overdue improvement to dispatch services for these vehicles, give the independent owners of the accessible taxis now on the road ownership of the taxi plate. This would eliminate the current restriction on inter-broker vehicle movement (the brokers now control the permits or plates), and let the drivers migrate to their broker of choice-obviously, they will chose the broker that provides the accessible community with the best brokerage service. This should be tied in with the elimination of the 25 regular sedan taxi minimum rule for operating accessible taxis, in effect enabling accessible-only brokers to operate immediately. These two actions would give short term relief to some of the current service deficiencies.

Long term relief will of course reflect the movement toward meeting the Provincial requirement of 24/7 on demand accessible service. There are all kinds of mathematical formulas that could be used to arrive at this level. The first, of course, is to continue to issue the current non-transferable "A" permits until half of the taxis on the road are accessible. This would put, eventually, several hundred extra taxis on the road, basically oversupplying the industry to the point of total bankruptcy for all involved. This is a non-starter. (The current model for taxi plate issuance indicates that there are currently more taxis on the road now than are actually needed.) There are any number of ways to select a portion of the fleet for conversion, creating a two level service model. This in itself creates the impression of differential service, which is exactly what all models of equal access for the handicapped strive to avoid.

Other cities have tried the obvious solution. London, England and New York City have mandated 100% accessible taxi service. The Province of Quebec has mandated total taxi accessibility by 2021. All customers get a taxi they can access when they call for a cab. All drivers face the same costs of operation. All fares reflect the real cost of operating the taxi. As taxis reach their maximum service life, they are replaced with accessible vehicles, and in seven years all taxis will be accessible.

There are pluses and minuses to this proposal. The equality of service provision has been mentioned. There are extra costs for vehicles, but these costs continually come down as the demand for the vehicles increases. Used accessible vehicles are available for less than \$20,000.00, which is in the range spent currently for a regular taxi. (Airport taxis currently, and predominantly, using Lincolns would actually be looking at vehicles lower in price.) There is a wide range of vehicles available from several manufacturers. The insurance situation would realistically change, with lower rates as the risks are spread over a large fleet. Extra expenses will be offset by higher demand for taxis, as those who need accessible taxis develop trust in the system to get them to and from on a guaranteed basis. Social services such as Transhelp, which exist because of a lack of accessible taxis, could switch their business over to the taxi fleet. Programs such as Peel Regional Taxi Script would help the less well-off to access the same level of public and personal services that the average citizen accepts as the norm.

Accessibility is a basic human right under the laws of Ontario; the costs of providing these services are spread out over the entire population. The citizens of Mississauga have spent a huge amount of money updating Mississauga Transit and other community services to be accessible. It only makes sense that a complementary taxi service should be in place, and at the same high level of excellence.

The taxi industry of Mississauga should embrace, and promote, fully accessible taxi service, and work with the community and the various levels of government for the greater prosperity of the industry.

Karen Morden

From: Daryl Bell
Sent: 2012/11/14 3:33 PM
To: Karen Morden
Subject: FW: ACCESSIBLE TAXI SERVICE

Follow Up Flag: Follow up
Flag Status: Flagged

From: Mickey Frost
Sent: 2012/10/22 2:05 PM
To: 'Peter Pellier'
Cc: Nando Iannicca; Ron Starr; [REDACTED] Daryl Bell; Stephanie Smith
Subject: RE: ACCESSIBLE TAXI SERVICE

Mr. Pellier:

This will confirm receipt of your e-mail, which will be considered at the next PVAC meeting.

Mickey Frost
Director, Enforcement
City of Mississauga
T:905-615-3200 ext. 4020 / F:905-615-3374



From: Peter Pellier [REDACTED]
Sent: 2012/10/18 10:38 AM
To: Nando Iannicca; Ron Starr; alcormier2@sympatico.ca; Daryl Bell; Mickey Frost; Stephanie Smith
Subject: ACCESSIBLE TAXI SERVICE

THE CHAIR & MEMBERS,
PVAC.

Given the thrust of the Accessibility for Ontarians with Disabilities Act, (AODA), is to render the public domain fully accessible, including the provision of taxicab service, the City faces the task of developing a plan that meets this requirement sooner than later. Regardless of the strategies adopted, fundamental changes to the taxi industry are inevitable.

A number of key questions come to mind, including, but not limited to the following:

- (1) Should A-plates be transferred to those who operate them, and, if so, how can this be done in an equitable manner?
- (2) Will A-plates be rendered unnecessary as the majority of cabs become accessible?
- (3) If so, what methodology should be used to convert A-plates to standard plates so as not to compromise applicants on the Priority List?

(4) What is a reasonable period for phasing out standard sedans in favour of accessible vehicles?

Given that the ramifications of these concerns and others are considerable, a thorough study needs to be conducted involving input from all stakeholders.

To that end, I urge the PVAC to strike a subcommittee with a mandate to report back with a comprehensive plan for meeting the requirements of AODA by the end of May, 2013.

In conclusion, it is imperative the By-law be amended at this time, enabling a moratorium on the issuance of any additional A-plates.

Thank you.

PETER D. PELLIER