

AGENDA



MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA
www.mississauga.ca

MONDAY, FEBRUARY 9, 2015 – 2:00 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 Matt 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
Janet Allison, Stakeholder Member
Darrin Ballard, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

CONTACT PERSON: Karen Morden, Legislative Coordinator
Legislative Services Division, Telephone: 905-615-3200, ext. 5471, Fax: 905-615-4181
karen.morden@mississauga.ca

Mississauga Accessibility Advisory Committee
Staff Working Group Members

- Daryl Bell, Manager, Mobile Licensing
- Lisa Boyce-Gonsalves, Community Child/Youth Consultant
- Frank Buckley, Manager, Parks South District
- Jo-Ann Sutherland, HR Consultant
- Lawrence Franklin, Urban Designer
- Vedad Hasanovic, Project Manager, Facility & Property Management
- Nigel Roberts, IT Manager, Digital Services & Mobility
- Virginia Kalapaca, Project Manager, Park Development
- Lydia Kowalyk, Senior Buyer
- Ann Lehman-Allison, Public Affairs Specialist
- Denise Mahoney, Manager, Administration and Cemeteries
- Diana Krawczyk, Manager, Sciences and Business
- Pamela Shanks, Corporate Policies Analyst
- Diana Simpson, Accessibility Coordinator
- Lorena Smith, Older Adult Coordinator
- Frank Spagnolo, Manager, Plan Examination Services
- Stefan Szczepanski, Manager, Park Development
- Graham Walsh, Legal Counsel
- Joe Alava, Transit Planner

CALL TO ORDER

APPROVAL OF AGENDA

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

RECOMMEND APPROVAL

DECLARATIONS OF CONFLICT OF INTEREST

DEPUTATIONS

- A. Leigh-Anne Marquis and Paula Della Bianca, Technical Analysts, Waste Program Planning, Region of Peel, with respect to Bi-Weekly Garbage, Recycling and Organic Cart Collection.

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – November 26, 2014

RECOMMEND APPROVAL

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

Diana Simpson, Accessibility Coordinator, will provide a brief verbal update with respect to the *Accessibility For Ontarians With Disabilities Act, 2005 (AODA)*.

3. City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan

- a. Memorandum and report dated January 29, 2015 from Diana Simpson, Accessibility Coordinator, with respect to the City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan.
- b. Presentation by Joe Alva, Transit Planner, with respect to the MiWay 2014 Annual Accessibility Report.

RECOMMEND SUPPORT

SUBCOMMITTEE REPORT

4. Facility Accessibility Design Subcommittee (FADS) Report – January 26, 2015

RECOMMENDATION

1. That the PowerPoint presentation regarding Multi-Use Trail (East) to the Facility Accessibility Design Subcommittee on January 26, 2015, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with the design of Multi-Use Trail (East), as presented.

RECOMMEND SUPPORT

5. Pending Work Plan

Pending Work Plan items dated February 9, 2015.

RECOMMEND RECEIPT

OTHER BUSINESS

DATE OF NEXT MEETING(S)

Monday, February 23, 2015, 1:30 p.m.: Facility Accessibility Design Subcommittee meeting, Committee Room D, 2nd Fl., Mississauga Civic Centre, 300 City Centre Drive,

Monday, March 30, 2015, 1:30 p.m.: Facility Accessibility Design Subcommittee meeting, Committee Room D, 2nd Fl., Mississauga Civic Centre, 300 City Centre Drive.

Monday, April 13, 2015, 2:00 p.m.: Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre, 1275 Mississauga Valley Boulevard.

ADJOURNMENT

FEB 09 2015



MINUTES

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA
www.mississauga.ca

WEDNESDAY, NOVEMBER 26, 2014 – 2:00 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

Members Present: Rabia Khedr, Citizen Member (CHAIR)
Councillor Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Janet Allison, Stakeholder Member
Darrin Ballard, Stakeholder Member

Members Absent: Councillor Katie Mahoney, Ward 8
Carol MacEachern, Citizen Member (Vice-Chair)
Melanie Taddeo, Citizen Member
Glen Barnes, Citizen Member
Amy E. Wilkinson, Stakeholder Member

CONTACT PERSON: Angie Melo, Legislative Coordinator
Legislative Services Division, Telephone: 905-615-3200, ext. 5423, Fax: 905-615-4181
angie.melo@mississauga.ca

WEDNESDAY, NOVEMBER 26, 2014 – 2:00 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

STAFF PRESENT: Lisa Boyce-Gonsalves, Community Child/Youth Consultant
Frank Buckley, Manager, Parks South District
Lawrence Franklin, Urban Designer
Vedad Hasanovic, Project Manager, Facility & Property Management
Nigel Roberts, IT Manager, Digital Services & Mobility
Virginia Kalapaca, Project Manager, Park Development
Lydia Kowalyk, Senior Buyer
Ann Lehman-Allison, Public Affairs Specialist
Diana Krawczyk, Manager, Sciences and Business
Pamela Shanks, Corporate Policies Analyst
Diana Simpson, Accessibility Coordinator
Frank Spagnolo, Manager, Plan Examination Services
Stefan Szczepanski, Manager, Park Development
Graham Walsh, Legal Counsel
Joe Alava, Transit Planner

CALL TO ORDER: 2:10 p.m.

APPROVAL OF AGENDA

Approved (N. Hussain)

RECOMMEND APPROVAL - Nil

DECLARATIONS OF CONFLICT OF INTEREST - Nil

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – May 26, 2014

Approved (C. Lowe)

2. River Grove Community Centre, Site Visit with AAC

Diana Simpson, Accessibility Coordinator, provided an overview of the site visit to River Grove Community Centre with members of the Accessibility Advisory Committee. In addition to the comments outlined in the memorandum, members commented on the lack of colour in the washrooms and upper hallway, and asked that staff from Facilities and Property Management review the colour contrasting in these areas. Councillor Pat Saito also suggested that staff from Facilities and Property Management consider colour contrast for the rebuild of Meadowvale Community Centre.

RECOMMENDATION

1. That the Memorandum dated October 3, 2014 from Diana Simpson, Accessibility Coordinator, regarding River Grove Community Centre, site visit with Members of the Accessibility Advisory Committee be received for information.
2. That staff from Facilities and Property Management review the colour contrast in the washrooms and upper hallway at River Grove Community Centre.
3. That staff from Facilities and Property Management review the colour contrasting at Meadowvale Community Centre

APPROVED – (Councillor P. Saito)

3. Honourable David C. Onley's Appointment as Special Advisor

Communication from the Ministry of Economic Development, Trade and Employment, Accessibility Directorate of Ontario regarding the Appointment of David C. Onley as Special Advisor be received for information.

RECOMMENDATION

That the Communication from the Ministry of Economic Development, Trade and Employment, Accessibility Directorate of Ontario regarding the Appointment of David C. Onley as Special Advisor be received for information.

APPROVED – (N. Husain)

4. Abilities Award Event

Diana Simpson, Accessibility Coordinator to provide a verbal update on the second annual Abilities Award event which will be held on Wednesday, December 3, 2014 at the Mississauga Convention Centre. Admission is free. There will be live music, exhibitors and raffles and refreshments (for purchase). The event will be hosted by Jahmeelah Gamble, from Rogers TV. Performances by Justin Hines, Michael Cuifo, Ron Baumber and the Ontario Heartland Chorus, which Diana Simpson is a member of, are scheduled throughout the evening. There will be several exhibitor tables, including the Accessibility Advisory Committee table, which Carol-Ann Chafe and Naz Husain, Citizen Members have volunteered to look after. There are seven categories of awards in which individuals and organizations are nominated for. This event has received support from several politicians including Prime Minister Stephen Harper, Justin Trudeau, and Mayors from across the GTA.

Ms. Simpson wanted to recognize the great feedback she received from Rabia Khedr and Naz Husain in regards to the criteria for nominations. Also, Ms. Simpson wanted to acknowledge the great effort of the 22 volunteers who have contributed their time to the coordination of this event.

RECOMMENDATION

That the verbal updated provided by Diana Simpson, Accessibility Coordinator, regarding the Abilities Award event on December 3, 2014 be received.

APPROVED (C. Chafe)

5. Facility Accessibility Design Subcommittee (FADS) Report – June 16, 2014

Malton Village Park

RECOMMENDATION

1. That the PowerPoint presentation by Baker, Turner Inc., regarding the concept plans and applications of the illustrated technical guide to the accessibility standards for the design of public spaces, for the development of Malton Village Park, to the Facility Accessibility Design Subcommittee June 16, 2014, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with applications of the illustrated technical guide to the accessibility standards for the design of public spaces for the development of Malton Village Park, as presented.

APPROVED (C. Chafe)

Park 302

RECOMMENDATION:

1. That the PowerPoint presentation by Baker, Turner Inc., regarding Park 302 – Master Plan, to the Facility Accessibility Design Subcommittee June 16, 2014, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with Park 302 Master Plan designs, as presented.

APPROVED (N. Husain)

6. Facility Accessibility Design Subcommittee (FADS) Report – September 8, 2014

Dr. Dobkin and Lisgar Fields Park Washrooms

RECOMMENDATION

1. That the PowerPoint presentation regarding Design of Two Park Washroom Building at the Dr. Martin L. Dobkin Park and Lisgar Fields Community Park, to the Facility Accessibility Design Subcommittee on September 8, 2014, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with the Design of Two Park Washroom Building at the Dr. Martin L. Dobkin Park and Lisgar Fields Community Park, as presented.

APPROVED – (C. Chafe)

Park 508 Park Development

RECOMMENDATION

1. That the PowerPoint presentation regarding new park development of Park 508 (the former Hancock Woodland Nurseries), to the Facility Accessibility Design Subcommittee on September 8, 2014, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with the Design of Park 508, as presented.

APPROVED – (C. Chafe)

Mississauga Accessibility Design Handbook (MADH)

RECOMMENDATION

That the PowerPoint presentation by Diana Simpson, Accessibility Coordinator, regarding the project to revise the Mississauga Accessibility Design Handbook (MADH) to meet 2012 *Ontario Building Code* (OBC) amendments and requirements in the Design of Public Spaces Standard under the Integrated Accessibility Standards Regulation, AODA to the Facility Accessibility Design Subcommittee on September 8, 2014, be received.

APPROVED – (C. Lowe)

7. Pending Work Plan

Pending Work Plan items dated November 26, 2014

APPROVED – (C. Chafe)

OTHER BUSINESS

Diana Simpson, Accessibility Coordinator, advised that the Welcome/Information located on the main floor of the Civic Centre is now opened. The opening date was November 24, 2014.

DATE OF NEXT MEETING(S)

Monday, January 26, 2015, 1:30 p.m.: Facility Accessibility Design Subcommittee meeting, Committee Room A, 2nd Fl., Mississauga Civic Centre, 300 City Centre Drive,

Monday, February 9, 2015, 2:00 p.m.: Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre, 1275 Mississauga Valley Blvd

ADJOURNMENT – 2:40 p.m.

DRAFT

FEB 09 2015

Memorandum

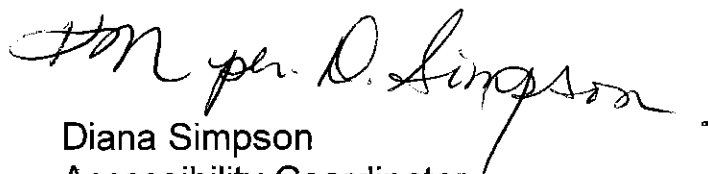
TO: Chair and Members of the Accessibility Advisory Committee
FROM: Diana Simpson, Accessibility Coordinator
DATE: January 29, 2015
SUBJECT: City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan

The Draft City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan was sent electronically to the Accessibility Advisory Committee (AAC) on January 26, 2015. Attached is the most up-to-date version (dated January 29, 2015).

The Appendices of the Annual Report include:
Appendix A: MiWay's 2014 Annual Accessibility Report; and,
Appendix B: City of Mississauga Election Accessibility Report. These documents are also attached for your review.

Please review all documents and come prepared to discuss and support the Annual Reports at the February 9, 2015 AAC Meeting.

Thank you



Diana Simpson
Accessibility Coordinator
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diana.simpson@mississauga.ca

3 Attachments

CITY OF MISSISSAUGA

2014 Annual Report of the Multi-Year Accessibility Plan

**Contact: Diana Simpson, Accessibility Coordinator at 905-615-3608,
TTY:905-615-3411, diana.simpson@mississauga.ca**

This Report is available in alternate accessible formats, upon request.

City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan

January 29, 2015

Executive Summary:

This Annual City of Mississauga Accessibility Plan Report has been prepared in accordance with the *Ontarians with Disabilities Act* (ODA, 2001) and the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and represents the City's 12th Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2014, in reference to the various projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in the City of Mississauga. Essentially, by removing barriers for persons with disabilities, we are removing barriers for everyone!

Additional accessibility successes that are not directly related to the projects listed in the Multi-Year Accessibility Plan (2012-2017 Initiatives) and the Integrated Accessibility Standards Regulation (IASR) Implementation Plan are listed towards the end of the report.

The Multi-Year Accessibility Plan (2012-2017 Initiatives, dated January 26, 2012), as approved by Council in March, 2012, launched the City's new approach to accessibility planning. The Plan follows a new format from previous City of Mississauga Accessibility Plans, by listing projects that are associated with each set of accessibility standards under the *Accessibility for Ontarians with Disabilities Act* (AODA). This includes the projects associated with the implementation of the Integrated Accessibility Standards Regulation (IASR).

MiWay's Annual Report outlines the improvements made to the transit system and service and can be found by accessing MiWay's website. The current report is also included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.

With the (IASR) being passed in 2011, and amendments being added in 2012 (Design of Public Spaces Standard), the City's main focus for accessibility planning for the next few years is on the implementation of the requirements in the legislation.

The legislation covers general, information and communication, employment, transportation, and built environment requirements. Within the general requirements of the IASR is reference to Accessibility Plans. Accessibility Plans are to be reviewed at least once every five years, and municipalities are to prepare an annual status report on the progress of measures taken to implement the strategy referenced in the Accessibility Plan.

In December 2012, the Ministry of Community and Social Services amended the IASR, under the *Accessibility for Ontarians with Disabilities Act* (AODA), to include new standards governing the design of public spaces in the built environment. The standards outline new requirements for municipalities to incorporate into the design of the following public spaces beginning in 2016. Note, however, that these requirements apply to contracts signed after January 1, 2013:

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)

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City of Mississauga 2014 Annual Report of the Multi-Year Accessibility Plan

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4. Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps, accessible/audible pedestrian signals)
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).

In 2013, a number of new projects were added under the category: "Accessible Built Environment Initiatives" to reflect the Design of Public Spaces Standard (Accessible Built Environment Standards under the IASR). On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated (mainly indoor elements). For further details go to the Ministry of Municipal Affairs and Housing website.

To review details of the Design of Public Spaces Standards go to the provincial government e-laws site.

The AODA and its standards apply to private, public and non-profit organizations, with various compliance timelines between 2011 and 2025.

The City of Mississauga consults with the Mississauga Accessibility Advisory Committee (AAC) which advises, recommends and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility) including persons with disabilities. Their role is to review municipal policies, programs and services and to assist with the identification, removal and prevention of barriers faced by persons with disabilities.

The City of Mississauga Accessibility Staff Working Group and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

This Annual Report and the Multi-Year Plan demonstrates the City's commitment to making accessibility a part of everyday business. Barriers have been removed in many areas including: City owned buildings, parks, transportation services, recreation services, and the development of policies that promote inclusion.

Appendix A: MiWay 2014 Annual Accessibility Report

Appendix B: City of Mississauga Election Accessibility Report

City of Mississauga

2014 Annual Report of the Multi-Year Accessibility Plan

January 29, 2015

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
General Initiatives				
Multi-year Accessibility Plan (IASR, 4)	<p>An outline of the City's strategy to prevent and remove barriers and meet requirements under the <i>Accessibility for Ontarians with Disabilities Act</i>, (AODA) and our obligations under the Accessibility Standards</p> <p>This will include an annual status report on the progress with the initiatives in the Plan.</p>	2012 Annual	Corporate Services, Facilities and Property Management, Accessibility Coordinator	<p>The Multi-year Accessibility Plan was approved by Council on March 7, 2012.</p> <p>This 2014 Annual Report of the Accessibility Plan is the third report under, under the 2012-2017 Multi-Year Accessibility Plan. The City of Mississauga has been providing annual reports since 2003.</p> <p>Past Annual Accessibility Plans and the Multi- Year Accessibility plan can be found on the City's "Accessibility - Removing Barriers" website.</p>
Inclusion of Accessibility Planning in the City's Strategic Plan, Departmental and Master Plans.	<p>Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:</p> <ul style="list-style-type: none"> • The City's Strategic Plan: Our Future Mississauga. • Older Adult Plan • Youth Plan • Mississauga Transitway Project • Hurontario/Main Street Master Plan (LRT) • Inspiration Lakeview Project • Inspiration Port Credit • Downtown 21 Master Plan • Credit River Parks Strategy • Cycling Master Plan • Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas • Information Technology Strategic Plan • Mississauga Official Plan • Economic Development Strategy 	Ongoing	Corporate Services, Facilities and Property Management, All Departments in collaboration with Accessibility Coordinator	<p>Many city-wide planning projects are reviewed annually in conjunction with the City's Strategic Plan, under these pillars: Move, Belong, Connect, Prosper and Green.</p> <p>These are some of the highlights that are related to accessibility under each Pillar:</p> <p>Move:</p> <ul style="list-style-type: none"> - MiWay is providing more service and additional routes. All buses and routes are accessible. - On November 17, 2014, select MiWay bus routes transitioned onto the <u>transitway</u> at 4 stations (Central Parkway, Cawthra, Tomken and Dixie). The transitway is a dedicated transit corridor that will stretch from Winston Churchill Blvd. in the west to Renforth Drive in the east. The stations were designed with accessibility in mind and have tactile panels and domes installed to assist people with vision disabilities. Planning for Transitway Phase II is underway.

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City of Mississauga
2014 Annual Report of the Multi-Year Accessibility Plan

January 29, 2015

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<ul style="list-style-type: none"> • Living Green Master Plan • Communications Master Plan 2012 • Waterfront Parks Strategy • Sport Plan • Etc... 			<p>- The <u>Hurontario-Main Light Rail Transit project</u> from the Port Credit GO Station in Mississauga to the GO Station in downtown Brampton is on hold at the time of this report.</p> <p>- The implementation of the <u>Mississauga Cycling Master Plan</u> has resulted in an increase of boulevard multi-use trails, off road trails and on-road bikeways</p> <p>- The City is working to develop a Downtown Movement Plan, a 10 Year Transit Strategy and a 5 Year Transit Service Plan</p> <p>- In December 2014, the City of Mississauga was awarded a Silver Walk Friendly Community designation from the Walk Friendly Ontario Program of Green Communities Canada. The City reported progress on sidewalk policies, connectivity, progressive design standards, campaigns and promotions, training and citizen engagement.</p> <p>Belong:</p> <p>- The <u>Driveway Windrow Snow Clearing Program</u> is a permanent program for older adults 65+ and people with disabilities. For some eligible residents, the service is free, for others there is a \$200 fee. The Program is in effect from November 24, 2014 to March 13, 2015. There are 186 residents registered for the 2014-15 season. This represents a 94% increase over last year.</p> <p>Connect:</p> <p>- With input from the community and landowners <u>Inspiration Port Credit</u> will weave together public and</p>

City of Mississauga
2014 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>private planning for the future of Port Credit's waterfront. Accessibility Advisory Committee members and other community members are encouraged to continue to provide input at community meetings.</p> <p>- Click on this link for an update on what is happening with the <u>Inspiration Lakeview Project</u> – a development project for the eastern waterfront.</p> <p>Prosper:</p> <p>- The City's <u>Downtown 21 Master Plan</u> describes an urban centre that is desirable for all Mississauga residents, as well as businesses and their employees. It will be a collection of walkable neighborhoods, each with its own character, and easily accessible by transit.</p> <p>Green:</p> <p>- The City's <u>Natural Heritage & Urban Forest Strategy</u> was completed in January 2014. Council endorsed the strategy in February 2014. The primary objectives of this project are to identify opportunities for building on existing initiatives for protecting, enhancing, restoring and expanding the City's Natural Heritage System and Urban Forest; and to provide the City guidance and tools to pursue recommended opportunities.</p> <p>- Council approved the <u>Credit River Parks Strategy</u> on September 18, 2013. As a 25 year master plan for the City's owned and managed parkland and natural areas along the Credit River, the strategy sought to recognize opportunities for universal accessibility throughout the document and concept plans including, but not limited to</p>

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2014 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>the following:</p> <p>The importance of "Universal Accessibility" was featured prominently within the Principles of the Plan. Although it was recognized that the extent of the proposed park system and the complexity of topography cannot provide for continuous accessibility throughout the system, the following design considerations have been recommended for incorporation as appropriate:</p> <ul style="list-style-type: none"> • Provide for the passing/tandem use of wheelchairs. • Provide clearances beside benches for wheelchairs and strollers. • Major commuter pathways should be maintained for winter use. • Way-finding at entrance points should clearly identify accessible opportunities for both trails and destinations. • Automated/audio signage would assist people with vision disabilities • Scent gardens for people with visual disabilities. <p>A number of trails have been identified in the recently approved 2015 and 2016-2018 budget (portions of which are accessible and include accessible parking spaces and signage).</p> <p>Here are some achievements stemming out of the City's Older Adult Plan:</p> <ul style="list-style-type: none"> • Recruited, selected and implemented the City's first Older Adult Advisory Panel (OAAP). The OAAP provides the opportunity for those aged 55 and older to share ideas on improving older adult services in Mississauga.

City of Mississauga
2014 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • The Accessibility Coordinator is a member of this panel and one of community members is a person with a disability. • Four Community Centre Older Adult Committees successful launch events were held at Huron Park, Clarkson, Meadowvale and South Common Community Centres. • \$89,313 received in Elderly Persons Centre Special Grants Funding for capital expenses, equipment and programs for community centre older adult programs • Computer Buddies Programs (Youth and Older Adults) were held in all 18 Libraries • Partnered with the Elder Technology Assistance Group (ETAG) and Peel Senior Link to hold two Senior IT and Technology Fairs (one at Burnhamthorpe Community Centre and the other at the Living Arts Centre). <p>One of the objectives under the Older Adult Plan for 2015 is to submit an application for the City to be designated as an Age Friendly City from the World Health Organization (WHO).</p> <p>The Youth Plan Vision states: "Mississauga is a youth and young adult friendly city that is respectful, inclusive and forward thinking; a city where youth are meaningfully engaged and thrive as equal members of the community. The <u>Youth web page</u> includes a list of social service organizations that assist youth when needing to talk to someone or just need more information.</p> <p>In June 2014, Council approved Future Directions 2014 - the Community Services Department's updated master</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>plans for Library Services, Parks & Forestry, Recreation and Fire & Emergency Services.</p> <p>There are a number of key recommendations in the <u>Mississauga Library System's (MLS) Future Directions 2014 Final Report</u> related to accessibility. These recommendations are prefaced with the forward looking statement regarding the future of the library: "Despite the uncertainty about the precise services and formats that the library of the future will provide, the key principles of accessibility, flexibility and universality will remain." The recommendations in the Library Services Final Report related to accessibility are:</p> <ul style="list-style-type: none"> • Recommendation # 4: Prioritize the provision of library spaces that are accessible, adaptable and strengthen the role of the MLS as a community hub. <ul style="list-style-type: none"> ○ More specifically the description of this recommendation emphasizes that barrier-free requirements such as washrooms, shorter stacks and wider aisles all need to be met. (p.48) ○ Additionally, the description acknowledges that all library facilities are accessible and most have excellent access to public transportation. (p. 36) • Recommendation # 8: Implement the Mississauga Central Library Feasibility Study. <ul style="list-style-type: none"> ○ Included in the description of this recommendation is the comment that the renovation should include improved accessibility. (p. 54)

City of Mississauga
2014 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • Recommendation #9: Continue the facility revitalization project to ensure that Mississauga's libraries remain accessible, modern, and responsive to changing needs. • Recommendation #12: Continue the steady expansion of electronic products and services, as supported by user interest, trends and funding availability. <ul style="list-style-type: none"> ○ Expanding e-products aligns well with the provision of accessible library services as physically visiting a library facility is not required. e-products currently include e-books, e-magazines and downloadable music. In the near future the size of these collections will increase, and the range of the e-products available will be expanded to include e-products such as downloadable video, and language learning (MANGO). • Recommendation # 13: Fast-track the development and implementation of a mobile strategy to enhance user access and service delivery. <ul style="list-style-type: none"> ○ A mobile strategy that enhances user access will increase accessibility and convenience for all users. • Recommendation #14: Overhaul the library's website. <ul style="list-style-type: none"> ○ The description indicates that: "Improvements to the Library's website"

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City of Mississauga
2014 Annual Report of the Multi-Year Accessibility Plan

January 29, 2015

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>should be a priority.” It describes the website as needing to be easily accessible / barrier free. (p. 61)</p> <p><u>2014 Future Directions for Recreation</u> recommendations identified tools, training, policy, programs, and quality assurance standards that are necessary to ensure services are responsive, high quality, relevant and well utilized by the broadest audience in the city.</p> <p>The recommendations identified a number of policies, programs, services that we should be considering particularly as it relates to the topics of inclusion, diversity, aging population, maximizing utilization, and facilitating greater access to sport and physical activity.</p> <p>Recommendations centered around the following key findings:</p> <ul style="list-style-type: none"> • Growth and intensification will continue to drive need for additional facilities (indoor & outdoor); • Changing demographics and leisure preferences are impacting the service area; <p>Capital and service delivery partners should be explored, where appropriate.</p> <p>Below are a few goals and recommendations related to accessibility:</p> <ul style="list-style-type: none"> • Goal: To offer high quality, flexible outdoor recreational experiences that continually responds to changing needs, preferences and expectations of Mississauga’s residents

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2014 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> Recommendation #28: Provide at least one fully accessible play site in each Service Area, suggesting that Service Areas 2, 3 and 5 should be the priority areas for new barrier-free play sites. Recommendation #29: Through the City's play site replacement program, rejuvenated play sites should integrate accessible/barrier-free features. Goal: To increase participation in recreation activities and maximize the benefits to all residents by including under-represented populations. Recommendation #42: Expand partnerships with groups that provide services to persons with disabilities to enable a seamless system and barrier free access to recreation and sport pursuits. Recommendation #43: Continue to develop partnerships in reaching more residents with disabilities, quantify participation numbers on an annual basis, and monitor the effectiveness of inclusion policies, practices and program offerings. <p><u>The 2014 Future Directions for Parks and Forestry Master Plan</u> is a guide for the City's decision making regarding the sustainable planning and management of parks and natural areas assets for the continued enjoyment by residents and visitors. The guiding principles of the plan are linked to the City's Strategic Plan. The principles</p>

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				<p>related to accessibility that support the Strategic Plan and the vision for Parks and Forestry include:</p> <ul style="list-style-type: none"> • Developing walkable, connected neighbourhoods • Building vibrant communities • Creating great public spaces • Providing mobility <p>The following recommendations identify policies, programs and services that the City should be considering such as a move towards a hierarchy of trails, design standards, information technology and a city wide pedestrian study. Recommendations that are related to accessibility include:</p> <ul style="list-style-type: none"> • Recommendation # 3: Alignment with Recreation Plan <ul style="list-style-type: none"> ○ The identification of new parkland and redevelopment of older parks should consider and be coordinated with the implementation of recommendations in the Future Directions Recreation Master Plan • Recommendation #6: Parkland to Support Growth <ul style="list-style-type: none"> ○ Continue to develop integrated open space and urban design plans for all new areas of redevelopment and intensification. ○ Included in the description is the comment that in connecting and extending the function of the open space system, it is important to provide safe and attractive connections for pedestrians and cyclists.

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				<ul style="list-style-type: none"> • Recommendation #17: Designing Parks for All Ages and Abilities <ul style="list-style-type: none"> ○ In the design of new parks and the rejuvenation of older parks, consider use by all ages and abilities, design for safety using Crime Prevention Through Environmental Design (CPTED) principles, and the provision of facilities and amenities that support social interaction and unstructured recreation and leisure activities. ○ Suggested improvements include more benches and areas for seating, shade structures, more accessible and looped walking trails. • Recommendation #19: Public Engagement <ul style="list-style-type: none"> ○ Continue to engage the public in all park development and redevelopment projects to ensure that community preferences and interests are integrated together with recommended facilities and to fulfill Placemaking objectives. ○ Noted is the need to be inclusive and use creative engagement activities to encourage community participation. • Recommendation #20: Park Redevelopment <ul style="list-style-type: none"> ○ Establish a prioritized list of older parks for redevelopment based on identified priorities and employing additional analytics and assessment. Evaluation criteria should be established and

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				<p>applied.</p> <ul style="list-style-type: none"> ○ Park redevelopment may include changes to facility types and reconfiguration of the park design and layout based on recommendations of various studies including the Older Adult Plan, The Youth Plan and the Cycling Master Plan. <ul style="list-style-type: none"> • Recommendation #21: Design Guidelines and Standards for Parks <ul style="list-style-type: none"> ○ Develop guidelines and standards for landscape, urban design elements, facilities and sustainability. • Recommendation #23: Information Technology <ul style="list-style-type: none"> ○ Develop criteria for and conduct an evaluation of suitable locations for the provision of Wi-Fi @hot spots in selected destination parks. ○ Other forms of information technology such as video screens (Mississauga Celebration Square) may be considered in future urban parks. • Recommendation #24: Trails and Pathways <ul style="list-style-type: none"> ○ To continue to build towards a continuous and interconnected trail system which builds off the existing network and new trail routes identified in other supporting studies. ○ Considerations will include improvements to enhance the use, enjoyment and safety of the trails.

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				<ul style="list-style-type: none"> • Recommendation #26: Access to Parks <ul style="list-style-type: none"> ○ Through inter-departmental dialogue, consider how best to provide regularly scheduled, affordable and well-promoted transit service to key parks and recreation facilities as a means of increasing public access. • Recommendation #32: Winter Use of Parks <ul style="list-style-type: none"> ○ Consider how to best optimize winter use of parks and trail/pathway system in selected locations • Recommendation #33: Extended Hours for Parks <ul style="list-style-type: none"> ○ Review the lighting policy to consider lighting beyond pathway lighting and lighting of areas within intensified urban areas where there may be a desire to use parks or public spaces in the evening hours. <p>“The City of Mississauga is a two-way communications organization” is the vision outlined for the City in the Communications Master Plan.</p> <p>Communications and engagement performed as part of the background research for the Plan adhered to this vision. The Accessibility Advisory Committee was one of the many stakeholder groups consulted.</p> <p>Legislated accessibility standards in the area of communications and information are identified as one of the key factors contributing to the need for a</p>

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				<p>communications master plan. The internet is identified in the plan as the most important channel for providing information to residents about City plans, programs and services. The AODA and its regulations outline specific standards the City must meet in the area of website and electronic information.</p> <p>Thinking from the customer's perspective – a key theme of the plan – includes a commitment to 'design and deliver communications that reach residents where, when and how they live'. A commitment to communicating effectively with all citizens, including people with disabilities, is evident throughout the plan. For example, 'accessible' is one of the ten standards and values identified by the plan. Respectful, clear and user-friendly are also important standards and values identified that can enhance accessibility.</p> <p>Plain or clear language training began in 2013 with Communications Division. The Division began coordinating training with other City staff in 2014 and will continue this in 2015.</p> <p>Accessible Communications resources and reference materials developed by the City are available on the City's Accessibility intranet site for all City staff, with the addition of materials provided by the province in ('Making Information Accessible').</p> <p>Mississauga City Council endorsed the City's first Sport Plan in July, 2013. The Mississauga Sport Plan is a 5 year strategic plan for the City to work more closely with community sport organizations and with the Mississauga Sport Council to make better use of capacity in existing</p>

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				<p>sport facilities and to encourage lifelong participation in sport and physical activity for residents of all ages, interests and abilities. The Sport Plan has 40 recommendations and focuses on seven areas, including: "Sport for All - Develop programs, services and funding that include everyone and reduce barriers for those who want to participate in sports."</p> <p>The recommendations housed in "Sport for All" were prioritized as medium (2017-2018) actions. That being said, Sport and Community Development Units worked diligently in 2014 to establish relationships and partnerships with key Para Sport organizations to identify sport participation collaboration opportunities to provide for people with disabilities in Mississauga. Six key actions have been recommended by the Para Pan legacy committee and in 2015 our goal is to put forward grant applications, in collaboration with community partners, to implement the key recommendations.</p>
"Accessibility Impact" Section in Corporate Reports	To prepare a proposal regarding the inclusion of a section called "Accessibility Impacts" in Corporate reports to the Leadership Team, Committees of Council, and Council that would describe actions taken to ensure that staff review proposed projects, for any positive or negative impact on People with Disabilities and seniors.	2015	Corporate Services, Facilities and Property Management, Accessibility Coordinator	The Corporate Policy regarding Corporate Reports is being reviewed in 2015. At this time, a recommendation to include a section titled: "Accessibility Impact" will be pursued.
Inclusion of Persons with Disabilities into existing Committees	To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees, including Committees of Council; and to participate in public meetings.	Ongoing	Corporate Services, Facilities and Property Management, Accessibility	<p>Since up to 20% of the population consists of persons with disabilities, it is inevitable that there will be persons with disabilities on various committees.</p> <p>Here are some examples where persons with disabilities or representatives are involved in Mississauga</p>

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			Coordinator	<p>committees:</p> <ul style="list-style-type: none"> • A member of the Public Vehicle Advisory Committee was a past member of the Accessibility Advisory Committee. • A Region of Peel AAC member is a member of the Mississauga Library Board. • The Meadowvale/River Grove Youth Advisory Committee has two members with disabilities. <p>Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.</p> <p>AAC members are invited to spread the word through their own networks and encourage persons with disabilities to apply for committee membership.</p>
Policy Review and development of a statement of commitment to accessibility. (IASR, 3)	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR) and Accessible Customer Service Regulation (ACSR).</p> <p>Review and revise as required, policies related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development and employee redeployment.</p>	<p>2012/2013</p> <p>2013/Ongoing</p>	City Manager's Office, City Strategy and Innovations, Corporate Policy Analyst	Mississauga City Council approved an update to the Accessibility policy on June 17, 2013, to include the Built Environment. The policy includes the City's statement of commitment and outlines the requirements developed under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> , specifically Ontario Regulation 429/07; the Accessibility Standards for Customer Service and Ontario Regulation 191/11, the Integrated Accessibility Standards (IASR). The policy also describes the framework for how the City will comply with the requirements. All City Corporate Policies and Procedures, by-laws, standards and guidelines must comply with the standards developed under the AODA.

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	This includes the regular three year review of existing Corporate policies with an accessibility lens.			<p>The Rehabilitation and Return to Work Policy has been revised to include expanded information on the return to work process and documented individual accommodation plans. The policy has been renamed Short Term and Long Term Accommodation. The policy revision was adopted by Council on December 11, 2013.</p> <p>Council approved a new Health and Safety Management System policy to replace the Occupational Health & Safety policy. The new policy specifically cites the AODA under the Legislative Requirements section, which the previous policy did not.</p> <p>Council approved a new Employee Recruitment policy on July 2, 2014. The City's existing recruitment policies Position Authorization; Temporary Transfers; Job Postings and Advertisements; Candidate Selection Process; and Handling Applications had been reviewed to ensure that each individual's accessibility needs are considered in all aspects of the recruitment process. The decision was made to create one overarching policy and a separate, detailed Guideline.</p> <p>Policies related to the built environment/design of public spaces are being reviewed to ensure they meet the requirements of the IASR. The following policies have been revised to date: Community Garden Site Selection and Employee Paid Parking.</p> <p>Construction of Walkways and Sidewalks: Transportation & Works (T&W) are creating new standards. The related policies will be revised once they are complete.</p>

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By-Law Review	<p>Review and revise City by-laws with an accessibility lens.</p> <p>Existing and new City by-laws need to incorporate the Regulations under the AODA. For example, Traffic By-Law, Parks by-law, Signage By-law, Golf By-law etc...</p>	Ongoing	All Departments in conjunction with the Accessibility Coordinator	<p>A plan to monitor by law reviews will be developed.</p> <p>As an example, the Parks By-Law was amended in 2014. A subsection was added to exempt service animals from various restrictions in the By-law on where animals may go. This brings the by-law in compliance with the AODA, Accessible Customer Service Regulation.</p>
Procurement Process ensures the acquisition of accessible goods, services or facilities. (IASR, 5,6)	Develop a process to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. This will include accessibility features when designing, procuring or acquiring self-service kiosks.	2013	Corporate Services, Materiel Management, Senior Buyer	<p>The Contract Managers Guidebook was developed at a high level to provide Contract Managers advice on what accessibility means to procurement. The Guidebook includes a checklist to be followed when planning and conducting procurements. This Guidebook is posted on the Materiel Management and the Accessibility intranet sites.</p> <p>The Procurement Request Form (PRF) includes a statement: "Are there 'Accessibility' requirements that impact this procurement?"</p> <p>An additional resource titled: Accessibility, Moving the Obligations in Procurement is available on the Materiel Management intranet site for staff to understand how to incorporate accessibility design, criteria and features into procurement.</p> <p>Work with Legal Services is ongoing to ensure procurement agreements incorporate accessibility requirements language.</p> <p>The City's Tenders and Bids webpage and Biddingo.com site has links to the Accessible Customer Service and Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR) booklets under</p>

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				<p>the related policies section: http://www.mississauga.ca/portal/business/tendersandbids This provides valuable information about the AODA requirements to vendors who do work on behalf of the City.</p> <p>IASR Staff Training further reinforces this requirement.</p>
Training on the IASR and Human Rights Code. (IASR, 7)	<p>Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.</p> <p>Team 300 and functional areas responsible for delivering on the standards will need to receive more in-depth training appropriate to the duties of the employee group.</p>	2013 -2014 and beyond	Corporate Services, Human Resources, Manager, People Planning/ Organizational Development Consultant	<p>Continue to deliver City customized mandatory accessibility training applicable to all employees (i.e. face-to-face, e-learning, job-aids) and communication tactics to support the implementation of training.</p> <p>Developed additional Manager/Supervisor training to support the successful implementation of IASR standards, in particular elements of the Employment standard including accommodation and return to work requirements.</p> <p>Functional areas such as procurement, information and technology, library services, communications, transit and enforcement continue to provide training appropriate to the duties of the specific employee group participating in these service areas.</p>
Communication Strategy	<p>Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities.</p> <p>Ongoing tactics to be implemented such as: news releases, articles in Councillors' newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Persons with Disabilities, website information.</p>	Ongoing	Corporate Services, Communications, Public Affairs Specialist	<p>The City's Accessibility Communications Strategy supports the City's Accessibility Plan.</p> <p>The communications plan outlines a strategy and tactics designed to ensure that residents understand accessibility improvements the City has made (including those required by legislation) and that staff are aware of their responsibilities, associated training opportunities and resources available to ensure the City complies with requirements.</p>

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				<p>The Communications strategy for City accessibility initiatives will ensure related communications reflect the principles of the Communications Master Plan, specifically the need for communications to be timely and relevant to citizens. Where possible, general accessibility information will be rolled out twice per year for staff and the public: in late May/early June during National Access Awareness Week, and in early December on International Day of Persons with Disabilities.</p> <p>Achievements in 2014 include:</p> <ul style="list-style-type: none"> - Awareness and promotion of engagement opportunities for the annual Accessibility Plan, and MiWay's Accessibility Plan. - Promotion of a financial assistance program that included persons with disabilities needing assistance dealing with ice storm debris. - Encouraging public input into accessible taxi services in the City. - Highlighting the development of a new accessible Information Desk in the Civic Centre. - Promotion of World Mental Health Day. - Supporting communications for the Exceptional Accessible Customer Service Awards - Development of information materials and promotion of accessible voting in the 2014 Municipal Election. - Awareness and promotion of citizen committee appointment opportunities for the 2014-2018 term, which includes the Accessibility Advisory Committee. - Coordinating communications and promotion for the 2014 Abilities Awards. - Updates to both the external website and internal

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				<p>intranet site to ensure staff and the public have easy access to the information they need about accessibility in the City.</p> <p>Next Steps for 2015:</p> <ul style="list-style-type: none"> -Promote new accessibility design handbook -Continue and expand plain language training. -Continue to promote development of accessible online and hard copy documents and other informational materials. -Continue to promote City accessibility initiatives, and the accessibility of City venues and programs. -Continue to promote and support National Access Awareness Week and International Day of Persons with Disabilities events and programs. -Continue to promote opportunities for engagement on accessibility. -Communicate opportunities for job-specific training as required. -Develop an accessible video that highlights City of Mississauga accessibility successes
Accessibility Awards	<p>The integration of accessibility criteria into existing City of Mississauga internal awards programs.</p> <p>Investigate partnering with a community based organization for the implementation of an accessibility awards program.</p>	<p>2013/ Ongoing</p> <p>2015</p>	Corporate Services, Facilities and Property Management, Accessibility Coordinator	<p>The 2014 Exceptional Accessible Customer Service Award (an internal award program) was given out at a Council Meeting on September 10, 2014. Linda Norris, a librarian with 40 years' service with Mississauga Library Services received the 2014 award. Linda coordinates the library's Homebound Services, which delivers books and other materials to people with visual and physical disabilities who have difficulty getting to the library.</p> <p>The theme of the 2014 Mississauga Urban Design Awards was "Healthy by Design". Among the winners were</p>

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				<p>Holcim Waterfront Estate and Cooksville Four Corners. For more information go to the website: Mississauga Urban Design Awards. These awards incorporate accessibility into the judging criteria.</p> <p>The City of Mississauga hosted the 2nd Annual Abilities Awards Event at the Mississauga Convention Centre on December 3 (the International Day of Persons with Disabilities) along with the Abilities Ministries, the Accessibility Advisory Committee and other partner organizations such as Able Living, Peel Regional Police, Victorian Order of Nurses, Coalition for Persons with Disabilities, Region of Peel and the Next Step to Active Living Program. Eight awards were given out in the categories of: Citizenship, Advocacy, Arts, Lifestyle, Media, Caregiver and Service Provider. 30 organizations provided exhibits and entertainment was provided by Ontario Heartland Chorus, Ron Baumber and Friends, Justin Hines and Michael Ciufu. Several dignitaries from across the GTA attended the event and presented awards.</p>
National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Every 2 years.	Corporate Services, Facilities and Property Management, Accessibility Coordinator	<p>A City of Mississauga National Access Awareness Event has been held every year from 2009 to 2013. The City of Mississauga will now be hosting this event every two years. Therefore, the next National Access Awareness Event will be held in 2015.</p> <p>It is proposed that a Para Sport, "Changing Minds, Changing Lives" presentation be done as a lead in to the Pan/Para Pan Am Games for the 2015 National Access Awareness Event.</p>

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Accessible Customer Service Initiatives				
Accessible Customer Service Training (Regulation: Accessibility Standards for Customer Service, 6)	Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 rd party agencies, in order to continue to comply with the Accessible Customer Service Regulation, under the Accessibility for Ontarians with Disabilities Act (AODA).	Ongoing	Corporate Services, Facilities and Property Management, Accessibility Coordinator and Human Resources, Talent Management	On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training. Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.
Accessible Elections	Review of elections manuals, training, technology and software in preparation of the October 2014 Municipal Election. Implementation of the work plan for the 2014 Municipal Election.	2012-2014	Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk	These are some of the key actions that took place to ensure that the 2014 municipal election process was accessible: - met with the Accessibility Advisory Committee, Accessibility Staff Working Group and Accessibility Coordinator for feedback - updated voting location site inspection checklist to reflect current standards, and conducted site audits of all voting locations - assessed accessible voting equipment options and provided the Automark (accessible voting equipment) at each advanced polling station (at the Civic Centre for 13 days and at 22 advance poll locations for 5 days). The Automark includes an audio ballot, sip n' puff device and rocker paddles. - provided accessible website material - provided accessible customer service training: (which included an Accessibility Handbook, test, and two

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				<p>booklets (1. "May I Help You? Understanding Accessible Customer Service" Booklet and 2. "Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR)" Booklet.)</p> <p>- provided bedside voting at institutions and retirement homes</p> <p>- promoted advance voting opportunities for electors with disabilities</p> <p>To view the City of Mississauga Election Accessibility Report go to Appendix B.</p>
Accessible Information and Communication Initiatives				
Accessible Formats and Communication Supports (IASR, 12)	<p>Review relevant policies.</p> <p>Reinforce Accessible Customer Service Training</p> <p>Develop Vendor list.</p> <p>Develop guidelines for accessible public information materials.</p>	2014/ Ongoing	Corporate Services, Communications, Senior Communications Advisor	<p>Public information materials include the standard message: If you require this information in an alternate format, please call 3-1-1 (905-615-4311 if outside city limits).</p> <p>Accessible Document Training is available for new staff and existing staff as refresher training. An Accessible Documents Reference Guide including a list of available vendors is also available on the staff intranet site.</p> <p>Production of City information materials follows accessible design standards outlined in the handbook developed by Registered Graphic Designers of Ontario (RGD).</p>
Accessible Feedback Processes (IASR, 11)	Develop accessible on line feedback processes in addition to other methods.	2013/ Ongoing	Corporate Services, Communications, Senior Communications Advisor	<p>Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).</p> <p>The City provides accessible online feedback mechanisms as well as alternate communication supports. Awareness activities on accessible forms will continue in</p>

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				2015.
Accessible Website and Web Content (IASR, 14)	<p>Include accessibility in upgrades. Review online applications such as Connect2Rec/Click n' Ride/Library Catalogue, intranet. Review the provision of a user friendly selectable font size icon on the City's website.</p> <p>Provide training on how to create accessible documents.</p> <p>Develop quick tips for web authors.</p> <p>Ensure website conforms to WCAG 2.0 Level AA, excluding live captioning and audio description</p>	<p>2013 WCAG 2.0 Level A,</p> <p>2021 WCAG 2.0 Level AA</p>	Corporate Services, Information Technology, Manager Digital Services & Mobility	<p>Budget has been approved for an accessibility analysis and review of the City's website. We have renewed with SiteImprove for 2015 to run our accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the City re-branding project.</p> <p>Accessible Document Training will continue to be provided to staff in 2015, this includes how to create accessible PDFs. Initial training sessions began in February 2013.</p> <p>Office 2010 Corporate wide training incorporated brief information about accessible document creation. MS Word 2010 and other Office applications have a built in Accessibility Checker feature. Accessibility Tip Sheets are available on the internal accessibility website.</p>
Accessible Employment Initiatives				
<p>Employee Accommodations</p> <p>Recruitment planning, screening and selection process provides accommodations.</p> <p>Accommodation</p>	<p>Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment.</p> <p>Develop targeted training for all Human Resources staff, Managers/Supervisors, and all employees on the changes to policy and process as a result of the employment standards.</p> <p>Communicate employment policies and processes to all staff.</p>	2013	Corporate Services, Human Resources, Manager, People Planning, and Manager, Employee Health Services	<p>Recruitment, assessment or selection process:</p> <ul style="list-style-type: none"> Continue to build an inventory of the Essential Duties Worksheet Employee Recruitment policy approved by Council City IASR mandatory e-learning and face-to-face training continues and includes information regarding recruitment, emergency response process, accommodation, and return to work <p>Accommodation Plans and Return to Work Process (RTW):</p>

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<p>s are provided to employees.</p> <p>Return to work process with related applicable accommodation s is in place.</p> <p>Performance management, career development and redeployment take into consideration the accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)</p> <p>A workplace emergency response process is in place to include accommodation s upon request. (IASR, 27)</p>				<ol style="list-style-type: none"> 1. Revising current Employee Health and Recovery Program (EH&RP) for non-union employees including: <ol style="list-style-type: none"> a. Short Term Disability Business processes, b. Disability forms, c. Return to Work (RTW) Plans d. FAQ- supervisor and employee e. Functional Abilities forms and website. 2. Physical and Cognitive Demands completed for all multi-incumbent positions 3. Notifying union groups on changes to process and provide training where appropriate. <p>Performance management Process (PMP):</p> <ul style="list-style-type: none"> • Performance Management Information included in the IASR Manager training <p>Career development and advancement:</p> <ul style="list-style-type: none"> • Language regarding requesting accessibility accommodations is to be added to all training registration forms (HR, IT, Project Management)

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Accessible Transportation Initiatives				
Information about accessible transit. (IASR, 34)	<p>Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.</p> <p>Ensure this information is made available in an accessible format.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planner	<p>With all MiWay routes becoming accessible in October 2012, MiWay updated the Accessible Services Guide.</p> <p>In December 2012, MiWay also re-designed its <u>Accessible Services webpage</u> to be consistent with the new Accessible Services Guide. The new webpage ensures information is well organized and easily retrievable.</p>
Multi-year Transit Accessibility Plan (IASR, 41, 43, 78)	<p>The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.</p> <p>Members of the public will be invited to attend the AAC meeting when the plan is presented.</p> <p>The Plan will include information about the process for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design criteria in the construction, renovation or replacement of bus stops and shelters; as well as the plan for accessible bus stops and shelters.</p> <p>The procedure for dealing with accessibility equipment failures on buses will be described in the Plan.</p>	2012, Annual	Transportation and Works, MiWay, Transit Planner	<p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>MiWay's Multi-Year Accessibility Plan was adopted by Council on March 7, 2012.</p> <p>MiWay's Annual Report outlines the improvements made to the transit system and service and can be found by accessing <u>MiWay's website</u>. The current report is also included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.</p> <p>The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.</p>
Service Disruptions (IASR, 35, 47, 50)	Non-functioning accessibility equipment on buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done.	2012/ Ongoing	Transportation and Works, MiWay, Transit Planner	<p>SPI's on service disruptions and boarding at a safe location have been revised.</p> <p>Currently MiWay issues alerts on route detours when they</p>

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	The SPI regarding "Passenger drop off/pick up after snowfall" will be revised.			are known in advance. Information is posted online at miway.ca, as well at affected terminals and stops. MiWay staff are working towards improving communication of alerts with customers via social media, i.e. Twitter.
Taxicabs (IASR, 79)	Include information in the City's Accessibility Plan about consulting with the Accessibility Advisory Committee regarding the proportion of accessible taxicabs in Mississauga.	2013/2014	Transportation and Works, Enforcement Division, Manager Mobile Licensing Enforcement	Currently, there are 40 licensed accessible taxicabs for Mississauga. The City of Mississauga is reviewing the likely future number of taxicabs and accessible taxicabs required to meet demand within the city. Future meter rates, methods of rate setting, and their economic impact on stakeholders, are also being reviewed. The review is being conducted by Hara Associates, in association with BMA Management Consulting. The Consultants have met with AAC members to receive feedback.
Accessible Built Environment Initiatives				
Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook.	<p>To implement accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.</p> <p>City office space and accommodation renovations will continue to follow the guidelines in the Mississauga Accessibility Design Handbook.</p> <p>The Accessibility Program from Capital Budget will continue to address building accessibility in older buildings.</p>	On-going	<p>Corporate Services, Facilities and Property Management, Project Manager</p> <p>Planning & Building, Development and Design, Urban Designer</p>	<p>The Facility Accessibility Design Subcommittee (FADS) of the AAC and the AAC provided feedback and advice regarding the following projects in 2013:</p> <ul style="list-style-type: none"> • Fire Station 119 and Peel Regional Paramedic Services Satellite Station • Civic Centre New Information and Cashiers Desk • River Grove Community Centre Accessible Play Space • Lake Wabukayne Adult Fitness Area • Dr. Dobkin and Lisgar Fields Park Washrooms • New Park Development of Park 508 • New Park Development of Park 302

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<p>Review of development applications to address external access to the building on the basis of universal design principles.</p> <p>The Provincial Accessible Built Environment Standard will be monitored regarding implications for future city building projects and revisions to the Mississauga Accessibility Design Handbook.</p>		<p>Community Services, Project Manager, Park Development</p> <p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<ul style="list-style-type: none"> Malton Village Park Redevelopment Lakeshore – Royal Windsor Hydro Corridor Multi Use Trail Orchard Heights Park planning review Revision of the Mississauga Accessibility Design Handbook <p>These projects were completed in 2014:</p> <p><u>Woodlands Library</u> Building is designed to meet the current Ontario Building Code and MADH requirements. Some of the accessibility features include contrasting colour finishes, visual and audible alarms, automated door operators, wide aisles and lower counters to accommodate staff and patrons in wheelchairs and scooters.</p> <p><u>Civic Centre</u> New Information Desk at Civic Centre offers in-person assistance and incorporates contrasting colour finishes and lower counters to accommodate staff and patrons in wheelchairs and scooters.</p> <p>Civic Centre office space renovations included upgrades of door knobs to lever-type handles, automated door operators, visual and audible alarms, wide aisles and lower counters to accommodate staff and patrons in wheelchairs and scooters, including colour contrasting of all new finishes. In 2014 the Cashiers space was renovated.</p> <p>The 3rd floor Façade and Council doors were widened and automatic door operators installed.</p> <p>157 fire alarm pull stations were lowered.</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p><u>Don McLean Westacres Outdoor Pool</u> Building is dimensioned and laid out in accordance with recommendations from the 2007 Mississauga Accessibility Design Handbook (MADH). Spaces consist of fully accessible staff and public areas which include the Aquatics staff area and Change Rooms. Barrier-free washrooms and shower areas included in change rooms. Millwork at the Reception areas are dimensioned to suit OBC requirements and guidelines included in MADH. Other accessible features include: provision of barrier-free parking spaces, fully accessible pool area with the addition of a ramp.</p> <p><u>River Grove Community Centre</u> Major building renovation with upgrades implementing full accessibility in public spaces. Upgrades include provision of universal washrooms at second level and barrier-free designed washroom at ground floor complete with benches, lockers, lowered down mirrors. Lever-type handles were specified throughout, as well as colour contrast on finishes.</p> <p><u>Traffic Management Centre</u> Renovations include an area of approximately 750 square meters. Upgrades that were implemented consisted of installing lever-type handles on all new and replaced doors, provision of interior ramp complete with railing for access to the Traffic Management Centre Room, including colour contrasting of all new finishes.</p> <p><u>Streetsville Branch Library</u> Installation of a passenger elevator capable of accommodating a person seated in wheelchair or scooter,</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>including a fully accessible elevator vestibule.</p> <p><u>Streetsville Village Square</u></p> <ul style="list-style-type: none"> • Main Street was redeveloped and is now a barrier free environment • The improved village square has the following accessible elements: <ul style="list-style-type: none"> ○ Rolled curb and warning strip ○ Dramatically improved lighting within the square ○ Lowered the elevation of the cenotaph ○ Multiple forms of seating including tables <p>These projects will be completed in 2015 and subsequent years:</p> <p><u>City Centre Transit Terminal Washrooms (to be completed in 2015)</u> Accessibility upgrades to include use of contrasting floor and wall tiles, automatic flush valves, grab bars, new signage and improved lighting.</p> <p><u>South Common Parks Depot (to be completed in 2015)</u> Addition of approximately 100 square meters to be constructed on the rear west side of the South Common Community Centre. The space will be used as a Parks Depot for City of Mississauga Parks staff. The design incorporates accessible kitchen cabinetry, a barrier-free washroom, accessible signage, automatic door opener at the facility entrance, height adjustable computer walk up station, lever-type and/or D-pull handles specified throughout, as well as colour contrast on finishes.</p> <p><u>Various Parks Washrooms (6) (to be completed in 2015)</u></p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>and 2016)</p> <p>Exterior design includes for accessible parking, pedestrian linkages, accessible routes and surface treatment e.g. detectable warning surfaces, and barrier-free entrance. Interior design includes for accessible door and corridors, while the interior areas have incorporated restrooms equipped with accessible stalls, urinals, sinks and baby changing stations. Design of Dr. Martin L. Dobkin and Lisgar Fields park washroom buildings is completed and these projects will be tendered in February 2015. These washrooms will be in operation year round, and will include 2 barrier free washrooms and a universal washroom including an adult change table.</p> <p>Design of Fallingbrook and Garnetwood park washroom buildings is to start in February 2015. All four washroom buildings are planned to be constructed in 2015. Design and construction of Erindale and Iceland park washroom buildings is to be done in subsequent years.</p> <p><u>Malton Village Park Redevelopment (construction scheduled for 2015)</u></p> <p>The park has the following accessible elements:</p> <ul style="list-style-type: none"> ○ Accessible 3.0 m wide Pathways and Walking Loop with distance markers ○ Rest stops have concrete pad with single bench with one arm ○ Picnic pad with accessible picnic table ○ Accessible Parking has: <ul style="list-style-type: none"> ▪ One (1) van accessible stall ▪ One (1) accessible stall ▪ Shared aisle with tactile surface indicator

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Playground</p> <ul style="list-style-type: none"> ○ Two areas for independent play ○ Accessible playground access ○ One (1) accessible swing ○ Tactile features and ground level panel ○ Engineered Wood Fiber Play Surface <p><u>Upgrades of Automatic Door Operators at Various Locations (to be completed in 2015)</u> Installation of automatic door operators at various community centres, including Burnhamthorpe Community Centre, Clarkson Community Centre, Huron Park Community Centre, Mississauga Valley Community Centre, as well as Civic Centre Executive Parking Garage and Central Library P2 Level.</p> <p><u>Meadowvale Community Centre & Library (on-going construction with target completion date in 2016)</u> Demolition of existing and re-construction of new Community Centre & Library, with the exception of the existing 25 meter pool. Existing pool is upgraded by addition of an accessible ramp into the pool. Building will be designed to be fully accessible and in accordance with the 2007 Mississauga Accessibility Design Handbook (MADH). Improvements include an accessible Therapy Pool, a Universal Change Room, barrier-free washrooms in all public spaces, walking track in fitness area, barrier-free parking spaces and barrier-free access to the facility.</p> <p><u>City Wide Accessibility Audit (to be completed in 2015 and 2016)</u> City wide accessibility audit is planned to review the condition of our facilities in accordance with the new</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Accessibility for Ontarians with Disabilities Act (AODA) legislation.</p> <p>Accessibility design is integrated into Facilities & Property Management's capital projects, using the <u>Mississauga Accessibility Design Handbook (MADH)</u>.</p> <p>On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. For further details go to the <u>Ministry of Municipal Affairs and Housing website</u></p> <p>The Mississauga Accessibility Design Handbook is in the process of being revised to reflect these changes. A staff team has been developed to work on this project which includes the services of a consultant.</p> <p>A Notice to Development Applicants has been prepared by the Planning and Building Department to inform applicants of the new Building Code and Design of Public Spaces Standard.</p> <p>For further achievements associated with creating a more accessible built environment in the City of Mississauga go to the "Additional Accessibility Successes" section (Built Environment) of this Report, page 45.</p>
Streetscape Coordinating Committee	To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles.	2015	Planning & Building, Development and	Accessibility planning has been included in the Committee Scope. No further update about this committee is available at this time.

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
			Design, Manager Urban Design	
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2018	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>The programming of sidewalks is led by the Active Transportation office in the Transportation & Infrastructure Planning Division, with input from MiWay Service Development in support of transit accessibility. In 2014, approximately 5.0 kilometers of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services.</p> <p>In 2015, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 5.1 kilometers of new sidewalk construction is being programmed.</p>
Mississauga's Affordable Housing Strategy and Action Plan	<p>Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan completed work to-date includes:</p> <ul style="list-style-type: none"> • Summary of Housing Needs (2011) • Vision and Framework (2011) • Second Unit Implementation Strategy (2013) – which included an Official Plan Amendment, Zoning By-law Amendment, Licensing By-law and Education Campaign and Partnerships <p>Licensing of second units began in January 2014 along with an education campaign and work that builds upon Partnerships</p>	2011-2013	Planning & Building, Policy Planning Division, Planner	<p>The Education Campaign for Second Units will continue in 2015 as will Partnerships with Key Stakeholders and Licensing of Second units.</p> <p>The result will be an increase in safe, affordable housing in Mississauga. Second units can offer accommodation to youth, older adults, and new immigrants while providing additional income for homeowners, or older adults wanting to stay in their neighbourhood.</p> <p>In addition, work will begin on the final components of the affordable housing strategy including protecting rental housing.</p> <p>For more information and updates visit the City's website: http://www.mississauga.ca/portal/residents/housingchoices</p>
Recreational Trails (IASR, 80.8-	Recreational trails are pedestrian trails that are intended for recreational and leisure purposes (wilderness trails are not included in this definition).	2016	Park Development, Parks and	Two Burnhamthorpe Trail pedestrian bridges were renovated which resulted in accessibility improvements and a continuous trail link across the valley lands.

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80.13)	<p>Future recreational trails and beach access routes are to follow specific legislated requirements.</p> <p>Trails need to be designed with various accessibility requirements along with consultation with the AAC.</p> <p>The City's Parks Signage Study will incorporate these new requirements.</p>		<p>Forestry, Community Services</p> <p>Parks Operations, Parks and Forestry, Community Services</p>	<p>Construction of a Garnetwood Bridge was completed in 2014, and is part of the Etobicoke Creek Trail spine along the western border of Mississauga. It was designed with walkability and accessibility in mind.</p> <p>A portion of the Lisgar Meadowbrook Trail was regraded and repaved.</p> <p>The next draft of the Parks Signage Study (which focuses on design standards) will be completed in the Spring of 2015. There will be an opportunity to review with an accessibility lens at that time.</p>
<p>Accessible Tables at outdoor public use eating areas. (IASR, 80.17)</p>	<p>Establish an inventory of existing tables at 20 permitted picnic parks with 41 picnic areas.</p> <p>Review options regarding types of accessible tables.</p> <p>Establish a plan to increase the number of accessible picnic tables at parks.</p>	2016	Parks Operations, Parks and Forestry, Community Services	<p>Accessible picnic tables are available at most picnic park locations especially at permitted parks; as well as at other park locations.</p> <p>Additional accessible picnic tables will be installed in 2015 at program locations.</p> <p>The City's Picnic Parks webpage states: Accessible seating is available at our permitted picnic sites. Arrangements can be made for additional accessible seating if required with ample notice, by contacting the Recreation Customer Service Centre at 905-615-4100.</p> <p>An accessible games table was installed at Harold E. Kennedy Park.</p>
<p>Integrated play experiences/ playgrounds</p>	<p>Consult with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces.</p>	2016	Park Development, Parks and	<p>Accessible play sites have been developed and planned for. Currently, there are 3 "fully" accessible/inclusive play sites:</p>

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for children and caregivers. (IASR, 80.18-80.20)	<p>Review Playground Replacement Program's (PRP) outline of equipment selected (5 year program). Park improvements to adopt PRP as a minimum standard (therefore, minimum public consultation required). A percentage of accessibility will be incorporated into PRP.</p> <p>Consult with AAC on inclusive playgrounds</p>		Forestry, Community Services	<ul style="list-style-type: none"> • Port Credit Memorial Park • Zonta Meadows (redevelopment in 2015) • O'Connor Park <p>There are 3 more "fully" accessible/inclusive play sites proposed:</p> <ul style="list-style-type: none"> • Elmcreek Park • Jaycee Park • River Grove (in design) <p><u>Playground Redevelopment Program:</u></p> <p>Currently, many play sites have accessible features i.e.: an accessible swing, accessible surfaces, an accessible path of travel.</p> <p>On November 18, 2013, a presentation by Parks Development was made to the Accessibility Advisory Committee regarding the Playground Replacement Program. The City of Mississauga has 263 neighbourhood playgrounds. Examples of accessible play equipment that are incorporated into existing playgrounds include: transfer platforms to assist with transferring to a variety of ground-level play experiences, spring toys with backrests, crawl tubes with handholds, slides with tactile features and sand pits. A paved access route will be included in neighbourhood parks in conjunction with the existing park pathway.</p> <ul style="list-style-type: none"> • 26 community park playgrounds were replaced under the Playground Replacement Program and features highlighted the increased level of accessibility • The following parks received replacement

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				<p>playgrounds in 2014:</p> <ul style="list-style-type: none"> ○ Lake Aquitaine P-102 ○ Middlebury Green P-325 ○ Glen Erin Trail (N) P-079 ○ Glen Erin Woodlands P-095 ○ Duncairn Downs P-370 ○ Northwood P-065 ○ Clarkson Park P-073 ○ Gatineau Green P-116 ○ F.B. McFarren ○ Memorial P-367 ○ Rosebush Common P-341 ○ Thornlodge P-051 ○ Victory Park P-001 ○ Quenippenon Meadows P-324 ○ Hiawatha P-108 ○ Kogaydiwin P-134 ○ Ron Searle P-214 ○ Glen Erin Trail (S) P-079 ○ Orchard Hill P-145 ○ Sherwood Green P-147 ○ Manor Hill P-319 ○ Castlebridge Common P-344 ○ Century City P-336 ○ Huron Heights P-273 ○ Forestview P-039 ○ Streetsville Rotary Park P-375 <p>Other playgrounds that received accessible equipment in 2014:</p> <ul style="list-style-type: none"> • Trapper's Green P-175 – swing addition to existing playground with 2 accessible swing seats • Jon Clipperton P-512 – swing addition • Garthwood Park – swing addition

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				<ul style="list-style-type: none"> Crawford Green – P-299 swing addition <p>Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Coordinator.</p>
Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements (IASR, 80.21-80.31)	<p>The IASR defines exterior path of travel as: "outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience".</p> <p>Future exterior paths of travel including sidewalks, engineered walkway connections and multi-use trails within the road right of way are to follow specific legislative requirements.</p> <p>The Mississauga Accessibility Design Handbook will need to be revised to reflect these new requirements.</p> <p>Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.</p> <p>Research and determine best practice for tactile walking surface indicators.</p> <p>Corporate policies will need to be revised to reflect these new exterior paths of travel, IASR requirements.</p> <p>Consult with the AAC re: design and placement of rest areas along exterior paths of travel for new and redeveloped locations.</p>	2016	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>A review of updates required to standard drawings for sidewalks, multi-use trails and curb ramps is currently underway.</p> <p>In 2015, the annual sidewalk program will include curb ramp locations where tactile walking surface indicators will be installed as a demonstration pilot, prior to incorporating these as a construction standard for new locations. This work is underway and tactile walking surface indicators are scheduled to be installed in 2015.</p>

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Install Accessible/Audible Traffic Signals according to Design of Public Spaces Standard. (IASR, 80.28)	<p>Review plan for the installation of Accessible/Audible Traffic Signals.</p> <p>Will continue to use TAC (Transportation Association Canada) Standards: Guidelines for understanding use and implementation of accessible pedestrian signals.</p> <p>Review existing and future traffic signal equipment.</p>	2016	Engineering and Works Division, Traffic Engineering and Operations, Transportation and Works	<p>Traffic Signal staff installed APS at 4 new locations in 2014. The intersections are as follow: 1) Dundas St @ The Credit Woodlands 2) Hurontario St @ Fairview Rd 3) Hurontario St @ Pinetree Way 4) Burnhamthorpe @ Kariya Dr. This brings the total to 26 locations.</p> <p>Note: the Region of Peel has been installing audible pedestrian signals as well.</p>
Implement requirements for Accessible parking . (IASR, 80.32-80.39)	<p>Review accessible parking requirements provided by the Province (including requirement for van accessible signage).</p> <p>Revise Zoning By-Law and Accessible Parking By-law to match new legislation and enforce accessible parking for residential areas i.e. apartments/condos.</p> <p>Consult with the Accessibility Advisory Committee regarding the need, location and design of accessible-on-street parking spaces, when constructing or re-developing existing on-street parking spaces</p>	2016	<p>Development and Design, Planning Services, Planning & Building</p> <p>Enforcement Division, Transportation & Works</p> <p>Transportation and Infrastructure Planning Division, Transportation Asset Management, Transportation and Works</p>	<p>The Zoning By-law was amended to include the new accessible parking space sizes and required number of accessible parking spaces required for non-residential sites (By-law 0190-2014).</p> <p>Review, confirm, amend (if necessary) the requirement for accessible parking for residential uses.</p> <p>Develop a system to ensure new or redeveloped on street parking adheres to the new accessible parking requirements under the IASR.</p>
Implement requirements for	Ensure compliance in new construction and renovations	2016	Space Planning, Facilities and	The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when

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accessible service counters , fixed queuing lines and waiting areas for indoor and outdoor environments. (IASR, 80.40)			Property Management, Corporate Services	renovations occur. This practice will continue. For example, a lowered information desk was installed at the Civic Centre in 2014.
Ensure accessibility related equipment and features are maintained . (IASR, 80.44)	Procedures for preventative and emergency maintenance of accessible elements in public spaces to be noted in the multi-year Accessibility Plan.	2016		Procedures for dealing with temporary disruptions are in place as per the Accessibility Standard for Customer Service, and have been outlined in the Accessibility Policy. Traffic signal maintenance is described on p. 56 of the <u>Mississauga Road Safety Handbook</u> .

Additional Accessibility Successes:

Additional accessibility successes which have not been captured under the projects listed above are listed below (and sorted by the related accessibility standard). While this is certainly not a complete list (as accessibility planning is integrated broadly across the community and addresses many different disability types), it gives a sense of the many and varied successes that occurred in 2014 to assist not only persons with disabilities but everyone!

Built Environment

1. Staff from the Active Transportation office worked with Metrolinx to create sidewalk and curb depressions to provide accessible access to the Dixie GO Station.

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2. A Supervisor in Building Inspections, Planning and Building Department was a member of the Building Code Technical Advisory Committee on Barrier-Free Design on behalf of the Association of Municipalities of Ontario.
3. Improved pedestrian crossings at 3 pre-existing accessible pedestrian signal (APS) intersections by re-aligning crosswalks, adding tactile markings and adjusting curb depressions.
4. Arena accessibility information has been added to the City's website: <http://www.mississauga.ca/portal/residents/Arenas>
5. Accessible port-a-potties were provided at the 2014 Play in the Park locations.
6. These parks and facilities have increased accessibility:
 - Streetsville Rotary Park Beautification and Playground Replacement
 - Lake Wabukayne Dock Replacement
 - Clarkson Village Streetscape Improvements
 - Clarkson Village Gateway Feature
 - McCracken Park
 - Burnhamthorpe Road Pedestrian Improvements
 - McEwan Terrace Garden
 - R.K. McMillan Park, Watersedge Park and Jack Darling Park Shoreline Improvements
7. Park Development and Parks Operations designed arm rest additions to standard park benches. Arm rests will be installed city wide in 2015 to our existing bench inventory.
8. The Development and Design Division has implemented a new standard comment reminding applicants of changes to the Accessibility for Ontarians with Disabilities Act, 2005 (AODA):

"Please note: On January 1, 2015 Ontario Regulation (O. Reg.) 368/13 amending the 2012 Ontario Building Code (OBC) to substantially enhance access in newly constructed and substantially renovated buildings comes into effect. Major changes include:

- *the number of accessible units in apartment buildings*
- *the design, size and number of accessible washrooms and bathrooms*
- *the design and placement of interior and exterior barrier free paths of travel*
- *access to barrier free parking areas*
- *the design and number of barrier free entrances*

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These amendments to the OBC, together with the Design of Public Spaces Standard (O. Reg. 191/11, Section 80) introduced in 2012 to address exterior paths of travel, outdoor play spaces, and accessible parking, among other standards, may have a significant impact upon site planning and landscape design. Applicants are urged to have a complete understanding of the amendments to the OBC (O. Reg. 368/13) and the Design of Public Spaces Standard (O. Reg. 191/11, Section 80) prior to the resubmission of any development application.

For information on changes to the OBC please see "Overview of Updated Accessibility Requirements" (<http://www.mah.gov.on.ca/Page10547.aspx>). For information on accessibility standards please visit www.AccessON.ca. The City of Mississauga Zoning By-law 0225-2007, which incorporates the Province's new accessible parking requirements, is available on line at www.mississauga.ca/portal/residents/zoningbylaw.

The City of Mississauga is committed to improving accessibility by ensuring compliance with standards and legislation which expand programs and services for people with disabilities. An accessible Mississauga serves everyone better."

9. Through the Site Plan Development Application Review Process the Development and Design Division continues to encourage builders of low rise multiple unit residential developments to include accessible townhouse units in their proposals, with the provision of a suitable barrier free path of travel for these dwellings. To this end, among other initiatives, applicants are asked to consider offering an accessibility package as a unit upgrade and to align framing and closet locations to facilitate the future installation of residential elevators. Proposals for buildings requiring barrier free access are to conform to the standards for accessibility outlined in the city of Mississauga Accessibility Design Handbook (available on line at www.mississauga.ca/accessibility).
10. The Development and Design Division is actively implementing the new Design of Public Spaces Standards included in the revised Accessibility for Ontarians with Disabilities Act, 2005 (AODA), with particular emphasis on barrier free parking and accessible walkways and paths of travel, through the Site Plan Development Application Review Process.
11. The consultation contract for the "Malton Community Review – Visioning and Community Consultation Phase" has been awarded to Urban Strategies Inc. Under "Preliminary Issues and Opportunities" the consultants are asked to consider "ways to support the newly created BIA (Business Improvement Area) by fostering a healthy, accessible, and attractive business environment ..."
12. "Dundas Connects" is the City's project to deliver a transportation and land-use master plan for the Dundas Corridor. The project is currently moving to procure a consultant to undertake the necessary research and modelling work. The City intends to ensure that accessibility and universal design concerns are incorporated into its vision of Dundas Street as a key higher-order transit corridor in Mississauga and the regional transit network, supported by appropriate transit-supportive land use and built forms.

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Customer Service:

1. An Accessibility Plan was created for the Canada Day celebration which included: a designated accessible viewing area, accessible parking at 201 City Centre Drive, and paper based surveys with volunteers available to assist in their completion.
2. The Active Assist (Recreation Fee Assistance Program increased the maximum number of clients from 8,000 in 2013 to 10,000 in 2014.
3. During Speech and Hearing Awareness Month in May, the Canadian Hearing Society set up booths at Clarkson Community Centre and Huron Park Recreation Centre to provide a hearing test demonstration, American Sign Language learning session, information about communication devices, and how to create accessible recreation facilities for people who are deaf and hard of hearing.
4. The Friends of the Library donated the following accessible equipment to be used throughout Mississauga's Library system:
 - 10 Daisy disc players
 - 18 magnifier glasses
 - 18 large print keyboards
 - 18 licences for ZoomText
5. A 3D printer was launched at Central Library last June. In 2015, libraries throughout the city be able to book the 3D Printer for a period of time so customers in communities across Mississauga can gain access to this technology
6. In April 2014, elite hockey players who are deaf competed in the 10th annual Roy Hysen Cup at Iceland Arena. Hockey teams representing all regions of Canada participated in the competition organized for players who are deaf or hard of hearing. The tournament is named after Mississauga resident Roy Hysen, founder of the Canadian Deaf Ice Hockey Federation and executive director of the Canadian Deaflympic hockey team. All athletes at the Roy Hysen Cup must have a hearing loss of 55 decibels or worse in both ears and cannot wear hearing aids during the games. A flashing strobe light was installed at Iceland to signal the end of each play instead of a whistle.
7. A water wheelchair was purchased for River Grove Pool.
8. A 2015 Budget Request was submitted by the Recreation Division to implement an Inclusion Program that will provide support staff for persons with disabilities in recreation programs. Support staff will work with program staff to support and facilitate recreational experiences for participants. Individuals with disabilities will be able to register for support services that will allow them to participate in the program of their choice. This program will increase the accessibility and participation of persons with disabilities by providing them with competent, trained and qualified support staff.
9. The City of Mississauga Recreation and Culture Program are now following the National High Five ® Quality Assurance Program. This includes training all part time staff who lead programs for children between the ages of 6-12 in the Principles of Healthy Child

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Development that includes these quality factors: being led by a caring adult, making friends, stimulated by play, being challenged through mastery, and part of the group through active participation. These three Program Design Guidelines are also followed: Developmentally Appropriate, Safe, Welcoming of Diversity and Uniqueness. Program Supervisors are trained in QUEST 2 (Quality Experience Scanning Tool) in the assessment of programs and the child's experience within recreation and culture. Program Managers and Supervisors are also trained in the QUEST 1 (Quality Experience Scanning Tool) on the development of Program Standards to ensure that the programs and procedures are inclusive, accessible and allow for positive interactions amongst children. For more information go to: www.highfive.org

10. The City has adopted the Region of Peel's collection containers for waste collection (recycling and garbage) in City parks with accessibility features.
11. On Oct. 23, 2014, the Older Adult Representatives from the Mississauga Library branches attended a presentation on brain health and dementia awareness by Danielle Farrell, Public Education Co-ordinator of the Alzheimer Society of Peel. The target audience was library staff.
12. In January 2014, both Lakeview Library and the Sciences and Business Dept. of Central Library organized presentations from the Alzheimer Society of Peel at their respective branches about brain health and dementia awareness. For these events, the target audience was older adults or their caregivers.

Information & Communication

1. More City services are available online. For example, residents can now go online at their convenience to get a temporary parking permit. Many City services such as tree pruning, recreation, library searches and pet licenses are available online along with plans to implement additional mobile applications for City services in 2015. To date, the City provides 19 online services.
2. The new design of the City e-mail alerts is more accessible for people who use screen reading software. To sign up for e-mail alerts to be alerted whenever there is a change on [Mississauga.ca](http://www.mississauga.ca) regarding News Releases, Events, Agendas & Minutes, go to: <http://www.mississauga.ca/portal/profile/alerts>

Employment

1. Parks Operations purchased a Rugged Terrain Vehicle to to accommodate Summer Work Experience Program (SWEP) Students and their life coach; thereby improving the functionality of the program. The Summer Work Experience Program is a partnership program with

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Community Living Mississauga to hire teens with an intellectual disability to do gardening and maintenance activities in various park settings. This program gives these teens an opportunity to be included and a chance to develop work related skills.

2. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. As well, presentations were made to various staff groups highlighting services available through the Employee Assistance Program.
3. In addition to several group ergonomic presentations, over 100 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
4. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 475 participants with approximately 45 booths. The focus of the April 1, 2014 event was on resiliency. Some of the booths included: Alzheimer Society Peel, Canadian Anaphylaxis Initiative, Canadian Mental Health Association/Peel Branch, Ontario Optician Association & Partner Essilor, the City's Employee Assistance Provider -Morneau Shepell, Asthma Society of Canada, and MS Society Mississauga Chapter.
5. The Canadian Hearing Society provided an exhibit at the City's Leadership Conference to educate staff on the services that they provide.
6. The Human Resources Division coordinated an exhibit titled: "What's Changing for Leaders because of the AODA" at the City's Leadership Conference.

Transportation

1. In 2014 alone, MiWay installed approximately 50 new bus pads throughout the City to make access to transit more convenient and accessible. Currently only 3.4% (approximately 125 of 3,700) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

Other Successes:

1. City of Mississauga staff raised \$202,276 for the United Way (\$19, 276 over the amount raised in 2013!). This will assist those in our community who need it most, from reducing poverty, to providing programs for children and adults. Some of the agencies that benefit from the United Way include: Canadian Hearing Society, Canadian Mental Health Association/ Peel Region, CNIB Halton-Peel, Community Living Mississauga, Distress Centre Peel, Ontario March of Dimes.
2. On November 4, 2014, Mississauga Accessibility Advisory Committee members were recognized at the Mississauga Civic Award of Recognition Event. By getting involved in local government affairs, these citizen leaders forge a link between the community, municipal

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policy making and the delivery of City services. The honoured guests demonstrate a commitment to Mississauga and serve as excellent examples to others in the community.

3. The Riverwood Conservancy held a Community Open House on October 15, 2014 to promote the Enabling Garden (an accessible hands-on garden).
4. The Enabling Garden received a 36 month Ontario Trillium Foundation grant. This included funding for shade elements for the garden's raised planters.
5. The Recreation position Community Child and Youth Consultant has been re-focused into a new position titled: Community Development Coordinator – Inclusion and Accessibility. This new position supports the City's Accessibility Plan, Strategic Plan and the 2014 Future Directions Master Plan for Recreation.
6. The Accessibility Coordinator presented at a Peel Youth Roundtable community consultation session about accessibility planning at the City of Mississauga and the Mississauga Accessibility Advisory Committee.
7. In February 2014, Mississauga Council approved more than \$2.8 million in funding for the Arts and Culture, Cultural Festivals and Celebrations (CFC), Recreation and Sport and Environment Grant Programs. Under the Recreation and Sport Grant Program some of the organizations receiving funding include: Square One Older Adult Centre; Volunteer Mississauga, Brampton; Caledon, Community Living Mississauga; Nexus Youth Services; and Erin Mills Youth Centre.
8. At a special council presentation in February 2014, Glenn Barnes, Mississauga Accessibility Advisory Committee member, received a 2013 Abilities Award for his volunteer advocacy work.
9. In 2014, The City of Mississauga celebrated its 40th Anniversary with an interactive exhibit: The City of Mississauga, 1974 to 2014: 40 years, 40 sagas, presented by Museums Mississauga. The exhibit was on display in 2014 at the Mississauga Civic Centre, Great Hall (January and February); Benares Visitor's Centre (May and June); and Meadowvale Theatre (November and December). The Mississauga Accessibility Advisory Committee (AAC) was highlighted for the year 2003. Go to the [40 years, 40 sagas](#) site to find out about the AAC and accessibility planning at the City of Mississauga.
10. Promoted the City's Accessibility Plan, Accessibility Advisory Committee and the Abilities Awards Event on the Rogers Cable 10 show: "A Voice for All".

Conclusion:

The Accessibility Vision for the City of Mississauga is:

City of Mississauga

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"Mississauga: "A Great Place to live, work, travel and play for everyone!"

This Accessibility Vision statement complements the City's Strategic Plan Vision, which is summarized with the statement: "Mississauga: A place where people choose to be".

The new Accessibility Vision is an inclusive vision that will be realized by:

- Mississauga being a leader in accessibility (by meeting or exceeding timelines of legislation)
- Universal mobility for everyone (snow removal, transit, accessible sidewalks)
- Retrofitting for full accessibility (address accessibility in older buildings, including parks and trails)
- Being pro-active about making accessibility a design priority
- State-of-the-art accessible information and tools (websites, equipment, way finding, voting)
- A fully aware and educated community (courtesy, better attitudes and understanding)
- Well supported by all levels of government (funding)
- Persons with disabilities well represented in all aspects of society (for example, represented on various committees)

These strategies were developed to overcome the obstacles and realize our vision:

- Give accessibility a voice everywhere
- Do what we know is right through our practices and policies
- Partner with other jurisdictions (i.e. Government) for synergies & efficiency
- Outreach and partner to improve education and awareness
- Encourage private sector contributions to accessibility

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do. Next year, our work will continue to focus on the implementation of the Integrated Accessibility Standards Regulation (IASR), more specifically in relation to the Accessible Built Environment requirements.

We will continue to systematically remove physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices. "As the sixth largest city in Canada, we must continue to deliver quality municipal programs and services to all of our citizens." (City of Mississauga Accessibility Plan: 2012-2017, January 26, 2012).

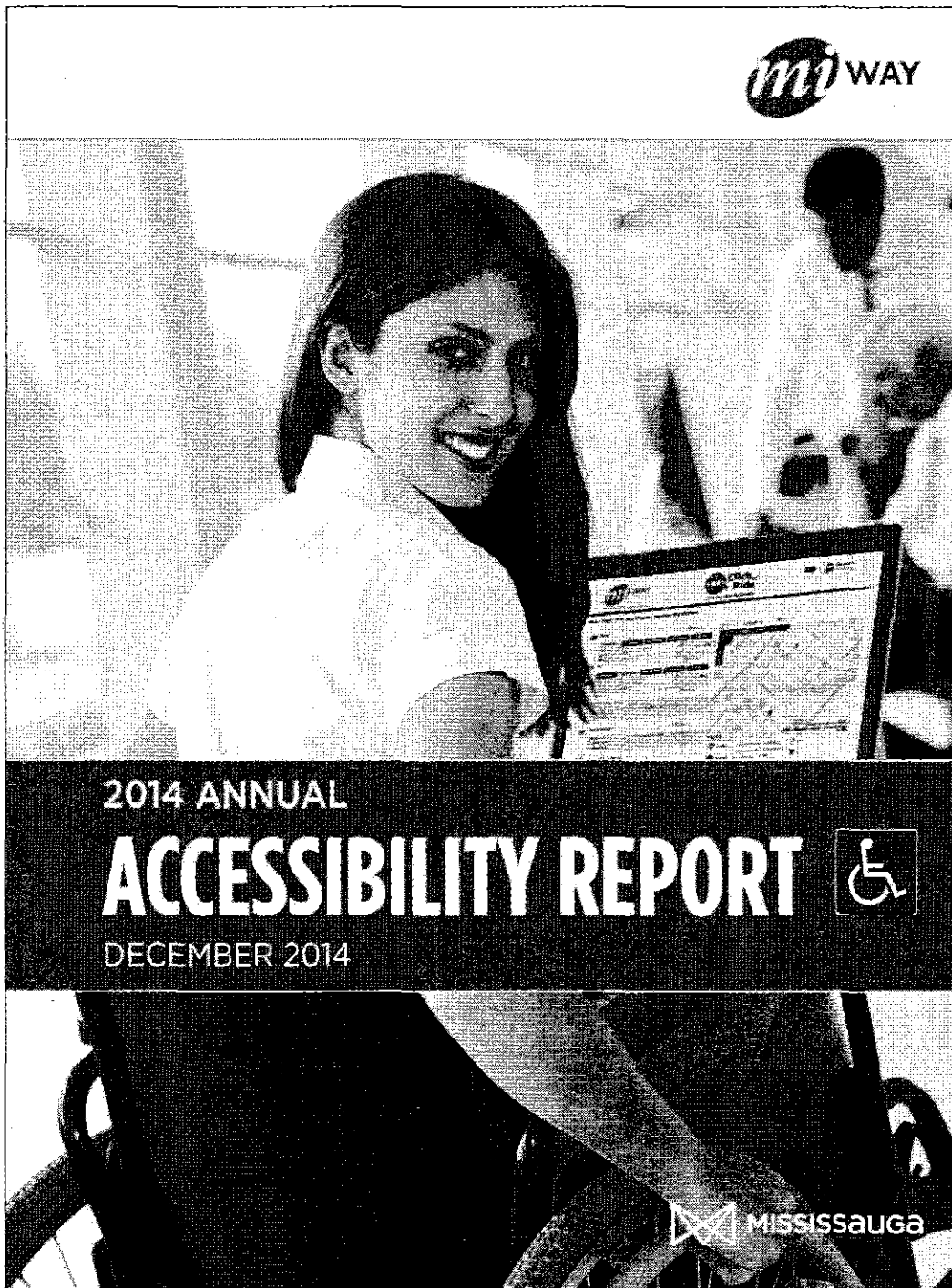


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Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2014 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2014 to make all its services and facilities accessible.

The 2014 Annual Report, in conjunction with the 2012-2017 Accessibility Plan, fulfills MiWay's obligations for 2014 under the Ontarians with Disabilities Act (ODA), to publish an annual accessibility plan; and also under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

MiWay continues to provide a transportation system that ensures its services and operations are accessible to everyone. MiWay's plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

MiWay is committed to:

- The continuous improvement of accessible transit services;
- Working toward ensuring its facilities and premises are barrier free;
- Ensuring employment opportunities are barrier free; and
- Implementing communication services that respect the abilities of all customers, employees and the public at large.

Consistent with the requirements under the Integrated Accessibility Standards Regulation (IASR), MiWay's 2014 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 9, 2015.

A final copy of the 2014 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

1.0 MiWay's Accessibility Policy

MiWay is committed to achieving an accessible transit system within the City of Mississauga. To meet the principles and goals outlined in the Accessibility for Ontarians with Disabilities Act (AODA), MiWay will ensure that:

- Its services are provided in a way that maintains and respects the dignity and independence of all customers;
- All infrastructure and services related to transit are developed with accessibility in mind;
- Policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

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2.0 MiWay's Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. As part of the Greater Toronto Area, MiWay connects to commuter rail and regional bus service provided by GO Transit, and integrates service with neighbouring municipalities. The system connects with Brampton Transit to the north, Oakville Transit to the west, and the Toronto Transit Commission (TTC) to the east, with direct connections to the Islington and Kipling Subway Stations.

MiWay has made substantial progress in achieving its goal of providing accessible service. Currently all MiWay terminals/transit hubs within the City of Mississauga are accessible, along with all of its routes. MiWay's entire fleet now consists of accessible buses – that is, all MiWay buses are low floor, kneeling buses equipped with ramps that allow passengers to board/exit with ease. MiWay buses are equipped with automated stop announcements and visual display.

Conventional Services – 2014 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
Hours of Operations	Monday to Friday: 3:53 AM to 3:23 AM Saturday: 4:41 AM to 3:03 AM Sunday: 6:52 AM to 2:05 AM Statutory Holidays: 6:52 AM to 2:05 AM
Annual Revenue Ridership	36.6 Million
Annual Revenue Service Hours	1.3 Million (Annual Vehicle hours: 1.4 Million)
Annual Revenue Kilometres	28.6 Million
Number of Routes	84 Routes (as of Dec. 2014): 6 Express Routes; 63 Regular Routes; 14 School Routes; & 1 Seasonal Route
Fleet Composition	468 accessible buses

3.0 2014 Initiatives and Achievements



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3.1 Integrated Accessibility Standards Regulation (IASR):

As part of Integrated Accessibility Standards Regulation (IASR) 2011, MiWay's main focus for accessibility planning will be on the implementation of the requirements under this legislation. MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

3.2 IASR Transportation Compliance Initiatives (effective January 1, 2017)

Section 51 – Pre-Boarding Announcements: *requires every conventional transportation service provider to ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.*

Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles.

Conventional transportation service providers shall meet the requirements of subsection (1) by July 1, 2011 and the requirements of subsection (2) by January 1, 2017.

MiWay Compliance Status: A detailed review of Section 51 indicated that current MiWay practices are consistent and compliant with the requirements therein.

The Integrated Accessible Standards Regulation (IASR) requires that MiWay provide pre-boarding external announcements with information on the route, direction, and destination.

MiWay Operators are trained to announce pre-board announcements with route information, upon request. However, beginning in January 2014, MiWay introduced electronic pre-boarding announcements that include the route name, number and direction. The information announced through the external stop announcements is consistent with the service information that is displayed on the vehicle destination sign.

The announcements ensure that customers of all abilities have access to the information they require. In addition, the pre-boarding external announcements are also beneficial at busy or noisy transit locations that are serviced by multiple routes.

MiWay has already implemented voice and visual stop announcement system to announce and display pre-recorded 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.

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The internal and external announcements is one of many technology improvements that MiWay has launched as part of its commitment to providing accessible, customer-driven, quality transit services in a safe, reliable, clean and cost effective manner.

Other Related Accessibility Improvements:

3.3 Transit Infrastructure:

Transit Infrastructure:

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stops, shelters, bus pads and sidewalk connections. In 2014 alone, MiWay installed approximately 50 new bus pads throughout the City to make access to transit more convenient and accessible. In order for a route to be considered accessible, in addition to buses, all transit infrastructure along the route must also be accessible, which means for bus stop pads to be installed at every stop (if feasible) and connect with the existing sidewalk network where possible. Currently only $\pm 3.4\%$ (approximately 125 of 3700) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

MiWay has set a goal of creating an accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal. All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services. As progress is made, and sidewalks are constructed to improve pedestrian linkages, MiWay will continue to install the necessary infrastructure to improve accessibility throughout our system.

Rear Concrete Pad Installation Program:

Additions to existing concrete pads will be our main focus going forward. The addition of a "tail" to the existing pads will allow for passengers to safely exit from the back door of the buses without stepping down into mud or grass.

Sidewalk Program:

The programming of sidewalks is led by the City of Mississauga's Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development Team in support of transit accessibility. The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and the City of Mississauga Council approval. In 2014, approximately 5 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2015, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 5.1 kilometres of new sidewalk construction is being programmed. Since 2010, approximately 34 kilometres of sidewalk have been added.

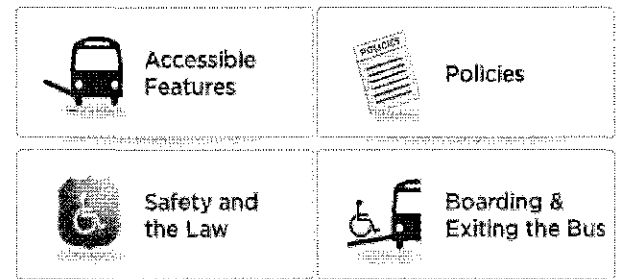
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3.4 Information & Communication:

With the recent improvements to MiWay's Accessible Services, MiWay undertook a complete review of the web content and print material pertaining to accessibility.

In an effort to enhance usability, improvements were made to MiWay's new Accessible Services webpage (www.miway.ca/accessibility), which can now be easily accessed through miway.ca. Web accessibility was improved with an accessible pdf. document added as an alternative to the service changes web page. Web content was made more accessible by creating consistent styles among headers/titles, links and lists to ensure they are visually distinct from paragraph copy. The number of PDF documents were reduced on MiWay.ca and many PDF documents were made into accessible web pages. The font size and styles were enhanced on various MiWay.ca pages, for example: Service Changes, MiWay Student Ambassador Program and Mississauga Transitway.



ACCESSIBLE LINKS/RESOURCES

- [Accessible Bus Services Guide](#)
- [MiWay 2013 Annual Accessibility Report](#)
- [MiWay 2012-2017 Accessibility Plan - 2011 Annual Accessibility Report](#)
- [Active Living Alliance](#)
- [CNIB](#)
- [Resources for Disabled Persons](#)
- [Transhelp](#)

To improve accessibility in MiWay's print material, all print material produced has been reviewed and revisions made to font type, colour sizes, spacing, line height and contrast.

Information pertaining to accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus.

MiWay's "Accessible Bus Services" brochure, which contains the same information on policies and procedures was also updated and is now available at all City Terminals and Facilities. MiWay's 'Accessible Bus Services' brochure is made available on MiWay's website as well as in alternate accessible formats, upon request

3.5 Customer Feedback - Customer Contact System (CCS):

MiWay utilizes a Customer Contact System (CCS) database that allows customers to provide feedback with regards to our service. Customers can contact the MiWay call

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centre, visit the information booth at the City Centre Transit Terminal, or complete the online feedback form available on miway.ca/contactus

Our Customer Service Representatives are adept at assisting customers in the development of individual travel plans that meet their individual needs. In addition, the staff working in the Customer Service group will answer any general inquiries about all MiWay services. Inquiries about specific requests or complaints are logged and forwarded to the appropriate department for comment and follow up. Issues related to accessibility or accessible services are forwarded to the Transit Service Development team for action.

@MiWayHelps Twitter Account: MiWay has extended its customer services in the digital space. Customers can participate in more conversations with MiWay about transit service. Like other conventional methods, customers can ask questions or provide feedback on @MiWayHelps. Customer Service Representatives aim to answer questions and address customer feedback on a first contact resolution basis.

4.0 Mississauga's Transitway

The Mississauga Transitway is a dedicated transit corridor that will provide east-west travel across Mississauga. When fully operational, the Transitway will service riders daily from Winston Churchill Boulevard to Renforth Drive and will allow transit commuters to travel within and through Mississauga more efficiently.

When completed, the 18-kilometre Transitway will have twelve stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east. The City of Mississauga is responsible for the construction of the Transitway east segment and includes eight stations: Central Parkway, Cawthra, Tomken, Dixie, Tahoe, Etobicoke Creek, Spectrum, and Orbitor. GO Transit (a division of Metrolinx) is responsible for the construction of one station in the east at Renforth Gateway and two stations in the west at Winston Churchill and Erin Mills.

Design and construction of the Transitway stations and facilities have incorporated the Universal Design Principles and the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook. Commuters will be able to access the platform level using the accessible entrances and elevators at various stations.

When the Mississauga Transitway is fully operational it will support extensive bus service for thousands of riders per day, making it faster and easier for commuters to travel to, from, and through Mississauga and the GTA.

4.1 Project Status:

On November 17, 2014, Phase One of the Transitway opened with four fully accessible stations at Central Parkway, Cawthra, Tomken and Dixie stations servicing MiWay's MiExpress routes 107 and 109 and MiLocal route 21. Construction is well underway

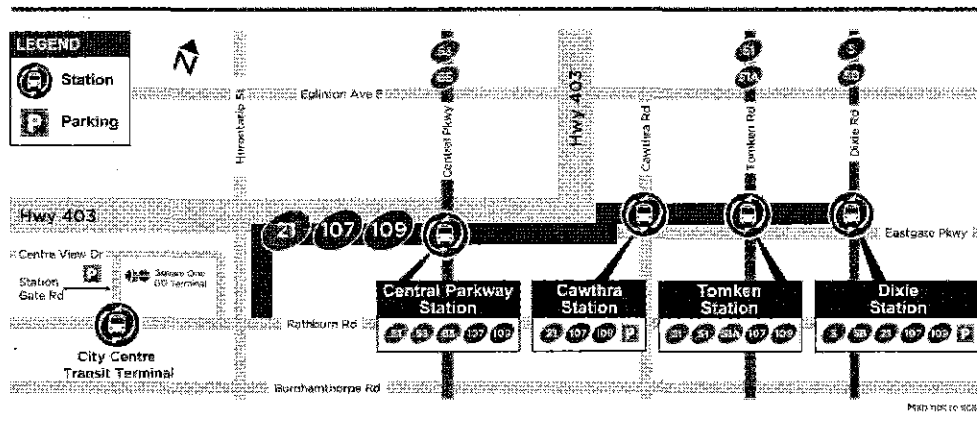
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with the construction of two new stations at Winston Churchill and Erin Mills Parkway to be completed in 2016. The remaining stations are scheduled for completion by 2017.

Accessible elevators at Central Pkwy., Tomken and Dixie.

Mississauga Transitway - Phase 1



5.0 Consultation of the Report

In the preparation of this plan, MiWay has conducted the following consultation activities:

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 9, 2015); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

6.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Report at its January 28, 2015 meeting. The required communication of the plan will include the following:

- Release of the approved report to the City of Mississauga's Accessibility Advisory Committee;
- Inclusion of the approved report in the City of Mississauga's Accessibility Plan;
- Inclusion of the approved report on MiWay's website (www.miway.ca/accessibleservice); and
- Notification of the availability of the approved report in the 'Accessible Bus Services' brochure.

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7.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all City of Mississauga residents.

MiWay's Accessibility Report provides an update on activities MiWay has undertaken to improve accessibility to all of its services and facilities. This Plan summarises the results, to date, of the extensive planning and implementation activities MiWay has undertaken over the years to make the system more accessible.

Where feasible, MiWay is incorporating Universal Design Principles into the design of the system and the supporting infrastructure. By adopting these Principles MiWay is confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population.

8.0 For more Information

Questions or comments about MiWay's Accessibility Plan or general inquiries on our Accessible Services are always welcome.

For Travel Times & Route Planning Assistance, Information Representatives are available:

Weekdays:	7:00 am to 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm
E-mail:	miway.info@mississauga.ca

To Provide Customer Feedback, Customer Service Representatives are available:

Weekdays:	8:30 am to 4:25 pm
Weekends/Holidays:	Closed
E-mail:	miway.customerservice@mississauga.ca

TTY Phone: 905-615-3886

Teletypewriter phone for persons who are deaf, deafened or hard of hearing.

Weekdays:	7:00 am to 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm

MiWay – Website: www.miway.ca

MiWay – Mailing Address: 3484 Semenyk Court
Mississauga, Ontario L5C 4R1

If you require this document in an alternate format, please contact
MiWay at miway.info@mississauga.ca or call (905) 615-4636 (INFO)

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Appendix

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INTEGRATED ACCESSIBILITY STANDARDS REGULATION (O.Reg. 191/11) IASR Requirements for MiWay (Mississauga Transit)

TRANSPORTATION STANDARD			
Sec.	IASR Requirements	Compliance Deadline	Status
34	<p>Availability of information on accessibility equipment, etc. All conventional transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.</p> <p>Conventional transportation service providers shall, upon request, provide the information in an accessible format.</p>	January 1, 2012	<p>COMPLETED</p> <p>MiWay's Accessible Services Guide contains information on MiWay's accessible services, policies and procedures. This brochure is available in print as well as online at miway.ca</p> <p>Information on accessibility services is also available online at miway.ca. and in an accessible format, upon request.</p>
35	<p>Non-functioning accessibility equipment If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers shall take reasonable steps to accommodate persons with disabilities and the transportation service provider shall repair the equipment as soon as is practicable.</p>	July 1, 2011	<p>COMPLETED</p> <p>MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p>
36	<p>Accessibility training Conventional transportation service providers shall conduct employee and volunteer accessibility training.</p> <p>The accessibility training shall include training on: (a) the safe use of accessibility equipment and features; (b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and (c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p>	January 1, 2014	<p>COMPLETED</p> <p>The City of Mississauga conducted a training needs assessment which identified employee target audiences and the applicable training delivery methods.</p> <p>The Human Resources division have developed a training design that outlines the learning objectives, and training content for the staff e-learning and in-class workshops.</p> <p>The training was delivered to staff through an online training module or a face-to-face workshop. The IASR training was launched for all employees in June 2013.</p>
37	<p>Emergency preparedness & response policies Conventional transportation service providers,</p>	January 1, 2012	<p>COMPLETED</p> <p>Emergency preparedness and response policy document has been prepared and posted on miway.ca.</p>



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	<p>(a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and</p> <p>(b) shall make those policies available to the public.</p> <p>Conventional transportation service providers shall, upon request, provide the policies in an accessible format.</p>		Information is also available in an accessible format, upon request.
	<p>Fares, support persons</p> <p>No conventional transportation service provider shall charge a fare to a support person who is accompanying a person with a disability.</p> <p>It is the responsibility of a person with a disability to demonstrate their need for a support person to accompany them on the conventional service and to ensure that the appropriate designation for a support person is in place.</p>	January 1, 2014	<p>COMPLETED</p> <p>MiWay's Support Person Policy allows customers who need assistance to board, pay their fare, access the seating area or exit, to be accompanied by a Support Person.</p> <p>MiWay defines a Support Person as a person whose presence is essential to provide care and assistance to a passenger with a disability, regardless of the nature of their disability.</p> <p>Only a single fare is required when a passenger with a disability travels with a Support Person (this includes CNIB card holders).</p>
41, 43	<p>Accessibility plans, conventional transportation services</p> <p>Conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback.</p> <p>Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and are given the opportunity to provide feedback.</p>	January 1, 2013	<p>COMPLETED</p> <p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.</p>

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44	<p>General responsibilities Conventional transportation service providers shall,</p> <ul style="list-style-type: none"> (a) deploy lifting devices, ramps or portable bridge plates upon request; (b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities; (c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and (d) allow a person with a disability to travel with a medical aid. <p>Conventional transportation service providers shall, upon request, make information on the matters available in an accessible format.</p>	January 1, 2012	<p>COMPLETED</p> <p>MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 429-07. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with disabilities; how to correctly operate the equipment when boarding or de-boarding customers with disabilities, particularly those who use assistive devices such as wheelchairs or scooters; and, sensitivity training on the provision of service to persons with disabilities.</p> <p>MiWay continually reviews the content, format, and delivery methods of its sensitivity, disability, and diversity training programs with a view towards improving their impact and effectiveness, and integrating improvements into its new and existing employee training programs.</p>
45	<p>Alternative accessible method of transportation Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation.</p>	January 1, 2013	<p>COMPLETED</p> <p>Region of Peel's TransHelp services are available for customers who are unable to use conventional transit and acts as an alternative accessible method of transportation for passengers with disabilities.</p>
46	<p>Fares No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability.</p> <p>Conventional transportation service providers that do not provide specialized transportation services shall make available alternative fare payment options to persons with disabilities.</p>	<p>July 1, 2011</p> <p>January 1, 2013</p>	<p>COMPLETED</p> <p>MiWay does not charge a higher fare for passengers with disabilities. The various fare media options available can be used by all customers.</p> <p>Presto System is available on all MiWay buses and acts as an easy alternative fare payment option for all passengers (when cash, passes, or tickets is not an option).</p>
47	<p>Transit stops Conventional transportation service</p>	January 1, 2012	COMPLETED



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	providers shall ensure that persons with disabilities are able to board or deboard at the closest available safe location, as determined by the operator, that is not an official stop, if the stop is not accessible.		<p>MiWay's existing policy allows customers to board or deboard a MiWay bus at the closest safe location if the official stop is inaccessible.</p> <p>Operators are also trained to notify Transit Control of any stop that is inaccessibility.</p>
48	<p>Storage of mobility aids, etc.</p> <p>Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles.</p>	January 1, 2012	<p>COMPLETED</p> <p>MiWay's existing policy allows customers to board with mobility aids and mobility assistive devices, as long as the aisles are kept clear at all times for emergency situations.</p>
49	<p>Courtesy seating</p> <p>Every conventional transportation service provider shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles.</p> <p>The courtesy seating shall be located as close as practicable to the entrance door.</p> <p>The courtesy seating shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.</p> <p>Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of courtesy seating.</p>	January 1, 2012	<p>COMPLETED</p> <p>MiWay revised its existing Courtesy Seating Policy to state that the front seats on all MiWay buses were reserved for passengers with disabilities. This ensures that priority seating on buses is there for people who need it. People of all ages with mobility and other disabilities can be assured of easily accessible places to sit.</p> <p>New 'Priority Seating' decals were produced and installed on all MiWay buses.</p> <p>A Communication Plan was prepared and delivered through website, event, media releases and print.</p>
50	<p>Service disruptions</p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.</p> <p>The official MiWay Customer Service Twitter feed. (Pilot) Monitored Monday - Friday from 8:30am - 4:30pm. This account will not handle service alerts.</p>	July 1, 2013	<p>COMPLETED / ONGOING</p> <p>Currently MiWay issues alerts on route detours when they are known in advance. Information is posted online at miway.ca, as well at affected terminals and stops.</p> <p>MiWay staff are working towards improving communication of alerts with customers via social media.</p> <p>MiWay staff have launched a new Twitter account @MiWayHelps through which some communication updates are posted.</p> <p>For example: In case of inclement weather, be prepared for potential delays and plan your trip accordingly. Thank you. https://twitter.com/MiWayHelps</p>

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51	<p>Pre-boarding announcements Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>COMPLETED</p> <p>MiWay Operators currently announce pre-boarding announcements, upon request.</p> <p>In January 2014, MiWay introduced electronic pre-boarding announcements that include the route name, number and direction. The information announced is consistent with the information displayed on the vehicle destination sign.</p>
52	<p>On-board announcements Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles.</p> <p>Every conventional transportation service provider shall ensure that all destination points or available route stops, are announced through electronic means; and are legibly and visually displayed through electronic means.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>COMPLETED</p> <p>All MiWay buses have Automated Next Stop Announcements. Information is also provided visually displaying next stop information.</p>
78	<p>Duties of municipalities, general Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.</p> <p>Every municipality shall identify planning for accessible bus stops and shelters in its accessibility plan.</p>	<p>January 1, 2013</p>	<p>COMPLETED</p> <p>The City of Mississauga's Accessibility Design Handbook was prepared with the support of the Accessibility Advisory Committee. Details from this document are used in the design of MiWay Shelters.</p>
INFORMATION AND COMMUNICATIONS STANDARDS			
11	<p>Feedback Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	<p>January 1st, 2014</p>	<p>COMPLETED / ONGOING</p> <p>MiWay utilizes a Customer Contact System (CCS) database that allows customers to provide feedback by calling the MiWay call centre, visit the information booth at the City Centre Transit Terminal, or via e-mail to forward their comments and/or questions.</p>



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	Every obligated organization shall notify the public about the availability of accessible formats and communication supports.		Customers can also ask questions or provide feedback on @MiWayHelps Twitter Account.
12	<p>Accessible formats and communication supports</p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person's accessibility needs due to disability; and</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2015	<p>COMPLETED / ONGOING</p> <p>Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible pdf. documents added as an alternative to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well structured PDF documents which can be read by screen readers.</p> <p>A vendor list has been developed and included in "Accessibility Tip Sheet: Providing Information in Alternate Formats".</p> <p>Accessible Document Training will continue to be provided to staff in 2014, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>
14	<p>Accessible websites and web content</p> <p>Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <ol style="list-style-type: none"> 1. By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A. 2. By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA 	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p>COMPLETED / ONGOING</p> <p>An accessibility analysis and review of the City of Mississauga's website is planned. Ongoing accessibility evaluation of the City's website is currently being conducted.</p> <p>Accessible Document Training will continue to be provided to staff in 2014. Initial training sessions began in February 2013.</p> <p>Within MiWay, web accessibility was improved with the number of PDF documents being reduced and new accessible web pages being created.</p>

FEB 09 2015



REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA
www.mississauga.ca

MONDAY, January 26, 2015 – 1:30 P.M.

Committee Room D, 2nd Floor, Civic Centre
300 City Centre Drive, Mississauga, Ontario, L5B 3C1

FADS MEMBERS PRESENT: Carol-Ann Chafe, Citizen Member
Clement R. Lowe, Citizen Member

FADS MEMBERS ABSENT: Glenn Barnes, Citizen Member
Naz Husain, Citizen Member
Carol MacEachern, Citizen Member, Chair

STAFF PRESENT: Diana Simpson, Accessibility Coordinator, Facilities &
Property Management
Angie Melo, Legislative Coordinator
Virginia Kalapaca, Project Manager, Park Development
Irina Polo, Project Manager, Park Development
Jacqueline Hunter, Active Transportation Technologist, Transportation
and Works
Lawrence Franklin, Urban Designer, Development and Design
Karen Morden, Legislative Coordinator

OTHERS PRESENT: April Szeto, Landscape Architect, Harrington McAvan Ltd.
Rich McAvan, Owner, Harrington McAvan Ltd.
Margie Chung, Public Works, Region of Peel

CONTACT PERSON: Angie Melo, Legislative Coordinator
Office of the City Clerk, Telephone: 905-615-3200, ext. 5423, Fax: 905-615-4181
angie.melo@mississauga.ca

CALL TO ORDER 1:43 PM

In the absence of Carol MacEachern, Citizen Member, Chair, Carol-Ann Chafe was appointed Chair.

ITEM FOR DISCUSSION1. Multi-Use Trail (East)

April Szeto, Landscape Architect, Harrington McCavan Ltd., made a presentation regarding Multi-Use Trail (East), with shared input from Margie Chung, Public Works, Region of Peel, as follows:

- The Multi-Use Trail (East) is located from North Service Road to Westfield Drive within the Lakeshore Royal Windsor Hydro Corridor and crosses over Cooksville Creek and was approved by Regional Council and endorsed by area Municipalities.
- The Multi-Use Trail is approximately 2.5 km in length and predominantly flat, encouraging walking and cycling and thus promoting health benefits, traffic easement, and a positive environmental impact.
- The multi-use trail design will ensure that paths, spaces and facilities are accessible to individuals of varying levels of ability, promote safety, comfort and ease of use, and will respond to the manoeuvring requirements for people who use mobility equipment.
- The trail will be asphalt and include concrete rest areas/seating along the trail.
- The majority of the trail is graded at 3% or less and signage will be posted with respect to any trail narrowing areas or increase. Sections of the trail with slopes greater than 3% but less than 5% slopes will be no longer than 30 metres and will include a rest area.
- Rest areas/seating are proposed 30m from each roadway and at 75m intervals along the full length of the trail and will, be recessed. Street entrances to each section of trail will be designed to include curbs, concrete pavement with tactile walking surface indicators/detectable warning plates to define the boundary between the accessible and the vehicular routes, and offset gates will be included at all street approaches for safety.
- Signage will be placed at the street entrance to each section of trail and will provide the following information: length of the trail, average and minimum trail width, surface material, slopes, rest areas.

Facilities Accessibility Design Subcommittee Members made the following comments and suggestions:

- Carol-Ann Chafe, Citizen Member and Acting Chair, inquired as to whether lighting would be provided. April Szeto, Landscape Architect, Harrington and McCavan Ltd. advised that lighting is not part of the plan.

- Carol-Ann Chafe suggested that the location of garbage cans in the seating areas be taken into consideration as to prevent blocking access to the seating area to those utilizing a wheelchair.
- Carol-Ann Chafe suggested that guidelines from the Facility Accessibility Design Handbook be taken into reference with respect to signage accessibility and the location of the signs be taken into consideration to ensure accessibility to those who utilize a wheelchair.
- Clement Lowe, Citizen Member, Facility Accessibility Design Subcommittee, suggested that signage include the length of the trail Carol-Ann Chafe suggested that trail information should be available online.
- Clement Lowe commented on the possible lack of comfort with respect to concrete block seating, to which Lawrence Franklin, Urban Designer, concurred. Carol-Ann Chafe suggested possible installation of a bar structure to assist with sitting/standing on the concrete blocks. Rich McAven, Owner, Harrington McAven Ltd. mentioned they may be able to investigate benches but that there is a cost factor involved to which Virginia Kalapaca, Park Development, added that due to the trail being on leased land, it may not be possible to implement footings, etc., for bench placement. Diana Simpson, Accessibility Coordinator, noted that providing seating at planned rest areas are above the minimum requirement mandated by the Province.

RECOMMENDATION

1. That the PowerPoint presentation regarding Multi-Use Trail (East) to the Facility Accessibility Design Subcommittee on January 26, 2015, be received;
2. That the Facility Accessibility Design Subcommittee is satisfied with the design of Multi-Use Trail (East), as presented.

ADJOURNED: 2:15 PM

DATE OF NEXT MEETING

Accessibility Advisory Committee – Monday, February 9, 2015, at 2:00 PM, at the Mississauga Valley Community Centre, Program Room 1

Facility Accessibility Design Subcommittee - Monday, February 23, 2015, at 1:30 PM, Committee Room D, 2nd Floor, Civic Centre

ADJOURNMENT

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Karen Morden, Legislative Coordinator, for the February 9, 2015, Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0009-2014		That Naz Husain, Melanie Taddeo, Amy Wilkinson, and Rabia Khedr form a working group to meet with member(s) of the Cycling Committee to have further discussion on the concept of accessible cycling.

