

City of Mississauga
Agenda



Accessibility Advisory Committee

Date

2016/02/08

Time

2:00 PM

Location

Mississauga Valley Community Centre, Program Room 1,
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8 Ontario

Members

Councillor Matt Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member (Chair)
Melanie Taddeo, Citizen Member (Vice-Chair)
Robert Bain, Citizen Member
Naz Husain, Citizen Member
Rabia Khedr, Citizen Member
Clement Lowe, Citizen Member
Mashkoo Sherwani, Citizen Member
Asim Zaidi, Citizen Member
Sally Wall, Stakeholder Member

Contact

Karen Morden, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5471
karen.morden@mississauga.ca

Find it Online

<http://www.mississauga.ca/portal/cityhall/accessibilityadvisory>

Accessibility Advisory Committee Staff Working Group

Daryl Bell, Manager, Mobile Licensing Enforcement
 Lisa Boyce-Gonsalves, Community Development – Inclusion and Accessibility
 Frank Buckley, Manager, Parks South District
 Lawrence Franklin, Urban Designer, Development & Design Division
 Ben Gomberg, Manager, Active Transportation
 Vedad Hasanovic, Project Manager, Facilities & Property Management
 Mojan Jianfar, Assistant Planner, Culture and Heritage Development
 Virginia Kalapaca, Project Manager, Park Development
 Lydia Kowalyk, Manager, Internal Services, Revenue & Materiel Management
 Diana Krawczyk, Manager, Readers' Den, Library
 Karen Morden, Legislative Coordinator, Office of the City Clerk
 Nigel Roberts, IT Manager, Digital Services & Mobility
 Pamela Shanks, Corporate Policies Analyst
 Diana Simpson, Accessibility Coordinator
 Lorena Smith, Older Adult Coordinator
 Jo-Ann Sutherland, Human Resources Consultant
 Stefan Szczepanski, Manager, Park Development
 Ashley Travassos, Communications Advisor
 Alana Tyers, Team Leader, Transit Planning
 Graham Walsh, Legal Counsel
 Willy Wong, Supervisor, Building Plan Examination

1. **CALL TO ORDER**2. **APPROVAL OF AGENDA**3. **DECLARATION OF CONFLICT OF INTEREST**4. **MINUTES OF PREVIOUS MEETING**4.1. Accessibility Advisory Committee Minutes - November 23, 2015RECOMMEND APPROVAL5. **DEPUTATIONS** – Nil.6. **MATTERS TO BE CONSIDERED**6.1. 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)*.

6.1.1. Repeal of Section of *Ontarians with Disabilities Act (ODA)*

Email dated December 15, 2015 from the Association of Municipalities Ontario (AMO) with respect to recent changes to accessibility laws in Ontario.

RECOMMEND RECEIPT6.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain, Citizen Member, Accessibility Advisory Committee and Chair, Region of Peel Accessibility Advisory Committee will provide a brief verbal update.

6.3. 2015 City of Mississauga Annual Report on the Multi-Year Accessibility Plan Including the MiWay 2015 Accessibility Report

Memorandum dated February 1, 2016 from Diana Simpson, Accessibility Coordinator with respect to the 2015 City of Mississauga Annual Report on the Multi-Year Accessibility Plan, including the MiWay 2015 Accessibility Report.

DIRECTION REQUIRED

7. **SUBCOMMITTEE REPORTS**

7.1. Facility Accessibility Design Subcommittee Report - November 30, 2015

RECOMMEND APPROVAL

8. **INFORMATION ITEMS**

8.1. City of Mississauga Advisory Committees

Document dated November 2015 from the Office of the City Clerk with respect to the role and ground rules for City of Mississauga Advisory Committees and their Members.

RECOMMEND RECEIPT

8.2. Pending Work Plan Items

Pending Work Plan Items chart, updated for the February 8, 2016 meeting of the Accessibility Advisory Committee.

RECOMMEND RECEIPT

9. **COMMITTEE UPDATE/OTHER BUSINESS**

10. **DATE OF NEXT MEETING(S)**

Friday, February 12, 2016, 1:30 – 4:30 PM – AAC Work Plan Meeting – Civic Centre, Committee Room B

Monday, February 22, 2016, 1:30 PM – Facility Accessibility Design Subcommittee – Civic Centre, Committee Room A

Monday, March 28, 2016, 1:30 PM – Facility Accessibility Design Subcommittee – Civic Centre, Committee Room D

Monday, April 4, 2016, 2:00 PM - Accessibility Advisory Committee – Mississauga Valley Community Centre, Program Room 1

11. **ADJOURNMENT**

City of Mississauga
Minutes (Draft)



Accessibility Advisory Committee

Date

November 23, 2015

Time

2:01 PM

Location

Mississauga Valley Community Centre, Program Room 1
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

Members Present

Councillor Matt Mahoney, Ward 8
Carol-Ann Chafe, Citizen Member (Chair)
Melanie Taddeo, Citizen Member (Vice-Chair)
Robert Bain, Citizen Member
Naz Husain, Citizen Member
Rabia Khedr, Citizen Member
Clement Lowe, Citizen Member
Mashkoor Sherwani, Citizen Member
Asim Zaidi, Citizen Member
Sally Wall, Stakeholder Member

Members Absent

Councillor Pat Saito, Ward 9

Contact

Karen Morden, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5471
karen.morden@mississauga.ca

Find it online

<http://www.mississauga.ca/portal/cityhall/accessibilityadvisory>

Accessibility Advisory Committee		11/23/2015	2
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Accessibility Advisory Committee Staff Working Group Present

Daryl Bell, Manager, Mobile Licensing Enforcement
 Lisa Boyce-Gonsalves, Community Development Coordinator □ Inclusion and Accessibility
 Frank Buckley, Manager, Parks South District
 Lawrence Franklin, Urban Designer, Development & Design Division
 Vedad Hasanovic, Project Manager, Facilities & Property Management
 Mojan Jianfar, Assistant Planner, Culture and Heritage Development
 Virginia Kalapaca, Project Manager, Park Development
 Diana Krawczyk, Manager, Readers' Den, Library
 Karen Morden, Legislative Coordinator, Office of the City Clerk
 Pamela Shanks, Corporate Policies Analyst
 Diana Simpson, Accessibility Coordinator
 Jo-Ann Sutherland, Human Resources Consultant
 Ashley Travassos, Communications Advisor
 Alana Tyers, Team Leader, Transit Planning
 Graham Walsh, Legal Counsel
 Willy Wong, Supervisor, Building Plan Examination

1. **CALL TO ORDER** □ 2:02 PM

2. **APPROVAL OF AGENDA**

Approved (N. Husain)

3. **DECLARATION OF CONFLICT OF INTEREST** - Nil

4. **MINUTES OF PREVIOUS MEETING**

Minutes of the September 14, 2015 Accessibility Advisory Committee meeting.

Approved (M. Taddeo)

5. **DEPUTATIONS**

5.1 Item 7.1 **City of Mississauga Inclusion Resource Team**

Lisa Boyce-Gonsalves, Community Development □ Inclusion and Accessibility and Kevin Malally, Coordinator, Inclusion Resource Team spoke with respect to the City of Mississauga's partnership pilot project with Community Living Mississauga.

Ms. Boyce-Gonsalves provided a brief background on the pilot program, noting that in partnership with Community Living Mississauga (CLM), they had received a grant to develop the program and that the focus of the program is to support adults with an intellectual disability in recreation programs.

Ms. Boyce-Gonsalves provided an outline of the program with respect to staffing, intake of clients, goals of the program, and staff training which CLM is providing to Inclusion Resource Team staff. Ms. Boyce-Gonsalves further noted that all City recreation staff would also receive training.

Mashkoor Sherwani, Citizen Member inquired as to whether this program was independent of CLM and was advised that it was indeed separate.

Asim Zaidi, Citizen Member spoke in support of the pilot program, noting that he had volunteered with CLM at University of Toronto Mississauga in the □Community On Campus□program and that he was pleased to see their

programs extending to reach more people.

The Committee dealt with Item 7.1 at this time.

RECOMMENDATION

That the deputation and associated memorandum dated November 23, 2015 from the Community and Neighbourhood Development Unit, Recreation Division with respect to the Inclusion Resource Team, be received for information.

Received (N. Husain)

Recommendation AAC-0036-2015

6.

MATTERS CONSIDERED

6.1 Crohns and Colitis Canada 'GoHere' Initiative □ Update

Memorandum dated October 8, 2015 from Darlene Utarid, Business Analyst, Facilities and Property Management with respect to a Crohns and Colitis Canada 'GoHere' Initiative update.

Ms. Utarid provided a brief background on the 'GoHere' Initiative, noting that the Accessibility Advisory Committee (AAC) had inquired as to whether their recommendation to install decals was feasible in City facilities. Ms. Utarid reported that the use of decals was not the best solution for the majority of City facilities and that it would be best to move toward digital materials, noting that Crohns and Colitis Canada is currently revamping their written materials and is also developing an application (app) for washroom locations.

Naz Husain, Citizen Member noted that digital media on TV screens in City facilities is not accessible to the blind and inquired as to how the materials could be made accessible to those with visual disabilities, to which Ms. Utarid advised that she would contact Crohns and Colitis Canada with Ms. Husain's concern.

RECOMMENDATION

That the memorandum dated October 8, 2015 from Darlene Utarid, Business Analyst, Facilities and Property Management with respect to a Crohns and Colitis Canada 'GoHere' Initiative update, be received for information.

Received (M. Taddeo)

Recommendation AAC-0037-2015

Accessibility Advisory Committee		11/23/2015	5
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6.2 ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

Diana Simpson, Accessibility Coordinator provided a brief verbal update with respect to the *Accessibility For Ontarians With Disabilities Act, 2005 (AODA)*, specifically regarding the proposed changes to the Accessible Customer Service and Integrated Accessibility Standards Regulations.

Ms. Simpson commented on the changes, noting that services in facilities would be added to the current regulations, that there would be a change in the class structure with respect to large and small private sectors and the public sector, and changes to the number of employees, the addition of third-party certification for service animals, and evidence-based need of a support person in consultation with a person who has a disability.

6.3 Region of Peel Accessibility Advisory Committee Update

Naz Husain, Citizen Member, Accessibility Advisory Committee and Chair, Region of Peel Accessibility Advisory Committee provided a brief verbal update, commenting on an upcoming IDPD event focused on employment and business and encouraging AAC Members to attend, the upcoming International Day of Persons with Disabilities, and noted that there are changes coming with a strategic plan in the works.

7. INFORMATION ITEMS

7.2 Recommendation AAC-0027-2015

Memorandum dated October 23, 2015 from Karen Morden, Legislative Coordinator with respect to Recommendation AAC-0027-2015, pertaining to employment opportunities for persons with developmental and intellectual disabilities.

RECOMMENDATION

That the memorandum dated October 23, 2015 from Karen Morden, Legislative Coordinator with respect to Recommendation AAC-0027-2015, pertaining to employment opportunities for persons with developmental and intellectual disabilities, be received for information.

Received (R. Khedr)
Recommendation AAC-0038-2015

7.3 Regarding Telephone or Video Conference Participation by Appointed Members of Municipal Accessibility Advisory Committees

Letter dated October 23, 2015 from Frank Dale, Regional Chair and Chief Executive Officer, Region of Peel with respect to telephone or video conference participation by appointed Members of Municipal Accessibility Advisory Committees.

Ms. Husain advised that the Region of Peel had changed their recommendation to include only those appointed to Accessibility Advisory Committees, to which Councillor Mahoney agreed and commented that it would require a change to the *Municipal Act*.

RECOMMENDATION

That the letter dated October 23, 2015 from Frank Dale, Regional Chair and Chief Executive Officer, Region of Peel with respect to telephone or video conference participation by appointed Members of Municipal Accessibility Advisory Committees, be received for information.

Received (A. Zaidi)

Recommendation AAC-0039-2015

7.4 Barrier-Free Canada □ Canadians With Disabilities Act

Ms. Chafe spoke briefly to the document regarding the Principles for the Canadians With Disabilities Act, noting that not all provinces have an act for persons with disabilities and that a Canadian Act would be nationally inclusive.

Graham Walsh, Legal Counsel commented that it would have the effect of creating a national, overall program that wouldn't necessarily apply to Ontario regulations, but would set a national standard.

Rabia Khedr, Citizen Member noted that a national act would fill gaps and inquired as to whether it is already regulated by the AODA in Ontario, to which Mr. Walsh advised that the two acts could run parallel to each other.

RECOMMENDATION

That the document regarding the Principles for the Canadians With Disabilities Act, as referenced by the Barrier-Free Canada website, be received for information.

Received (N. Husain)

Recommendation AAC-0040-2015

Accessibility Advisory Committee		11/23/2015	7
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7.5 2016 Accessibility Advisory Committee Meeting Dates

Memorandum dated October 16, 2015 from Karen Morden, Legislative Coordinator with respect to the 2016 Accessibility Advisory Committee meeting dates.

RECOMMENDATION

That the memorandum dated October 16, 2015 from Karen Morden, Legislative Coordinator with respect to the 2016 Accessibility Advisory Committee meeting dates, be received for information.

Received (M. Taddeo)
Recommendation AAC-0041-2015

7.6 Pending Work Plan Items

Pending Work Plan Items chart, updated for the November 23, 2015 Accessibility Advisory Committee meeting.

A brief discussion regarding the Pending Work Plan Items chart ensued and Ms. Simpson advised that the Facility Accessibility Design Standards document would be presented at General Committee on December 2, 2015.

RECOMMENDATION

That the Pending Work Plan Items chart, updated for the November 23, 2015 Accessibility Advisory Committee meeting, be received.

Received (N. Husain)
Recommendation AAC-0043-2015

7.7 Dec 3rd Tribute

Invitation to the third annual Dec 3rd Tribute (formerly the Abilities Awards) to be held on December 3, 2015.

RECOMMENDATION

That the invitation to the third annual Dec 3rd Tribute (formerly the Abilities Awards) to be held on December 3, 2015, be received for information.

Received (R. Khedr)
Recommendation AAC-0042-2015

8. **SUBCOMMITTEE REPORTS**

8.1 Corporate Policies and Procedures Subcommittee □ October 19, 2015

RECOMMENDATION

That the Corporate Policies and Procedures Subcommittee report dated October 19, 2015, be received for information.

Received (R. Bain)

Recommendation AAC-0044-2015

8.2 Promotional Awareness Subcommittee □ October 19, 2015

RECOMMENDATION

That the Promotional Awareness Subcommittee report dated October 19, 2015, be received for information.

Received (A. Zaidi)

Recommendation AAC-0045-2015

8.3 Facility Accessibility Design Subcommittee □ October 26, 2015

RECOMMENDATION

1. That the PowerPoint presentation regarding Trail Development Within Sawmill Valley Trail, P-161 to the Facility Accessibility Design Subcommittee on October 26, 2015, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Trail Development Within Sawmill Valley Trail, P-161, as presented.

Received/Approved (A.Zaidi)

Recommendation AAC-0046-2015

RECOMMENDATION

1. That the PowerPoint presentation regarding Off Road Trail (ORT) #11 to the Facility Accessibility Design Subcommittee on October 26, 2015, be received;

2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Off Road Trail (ORT) #11, as presented.

Received/Approved (A. Zaidi)
Recommendation AAC-0047-2015

RECOMMENDATION

1. That the memorandum dated October 26, 2015 from Lawrence Franklin, Urban Designer, Development and Design Division, Planning and Building with respect to referral of Region of Peel projects to the Facility Accessibility Design Subcommittee, be received;
2. That the matter be referred to staff to investigate the appropriate processes in referring Regional projects to the Mississauga Facility Accessibility Design Subcommittee and report back at a future meeting.

Received/Approved (A. Zaidi)
Recommendation AAC-0048-2015

9. COMMITTEE UPDATE / OTHER BUSINESS

Members spoke to the upcoming General Committee meeting on December 2, 2015 where Diana Simpson, Rabia Khedr and Clement Lowe would be receiving awards and congratulated the award winners.

Ms. Chafe advised that Naz Husain and Melanie Taddeo would also be receiving awards in the near future.

Members spoke to the Mississauga Moves conference and expressed kudos to staff for ensuring that there were accessible features at the meeting.

Ms. Chafe spoke to the Riverwood Enabling Garden, noting that they had won the North American contest and would be receiving \$5,000 toward the creation of a new sensory garden.

10. DATE OF NEXT MEETING(S)

Monday, February 8, 2016, 2:00 PM: Accessibility Advisory Committee, Mississauga Valley Community Centre, Program Room 1

Monday, February 22, 2016, 1:30 PM: Facility Accessibility Design Subcommittee, Civic Centre, Committee Room A

11. ADJOURNMENT □ 3:20 PM

From: AMO Communications [<mailto:communicate@amo.on.ca>]
Sent: 2015/12/15 4:15 PM
To: Crystal Greer
Subject: AMO Policy Update - Repeal of Sections of the Ontarians with Disabilities Act (ODA)

December 15, 2015

Repeal of Sections of the *Ontarians with Disabilities Act* (ODA)

The Province has made recent changes to the accessibility laws in Ontario.

The *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA) was preceded by the *Ontarians with Disabilities Act*, 2001 (ODA), which set the foundation for accessibility in the public sector.

The Ontario government has removed sections of the ODA which are comparable to those addressed by the AODA or its regulations.

Effective December 1, 2015, twelve sections of the ODA have been repealed. These sections are largely duplicated or addressed in a comparable manner by the AODA or its regulations. This change will positively reduce the administrative burden on municipalities.

In particular, three sections of the ODA that directly impact municipalities were repealed as follows:

1. Section 11 - Municipal Accessibility Plans

- the ODA Requirement to Develop Annual Accessibility Plans
- the AODA requires municipalities to develop multi-year accessibility plans.

2. Section 12 - Accessibility Advisory Committees

- the ODA Requirement for Municipalities to Develop Accessibility Advisory Committees (AACs)
- the AODA requires that the majority of AAC members be persons with disabilities and provides for an expanded scope of the committee when compared with ODA-related requirements.

3. Section 13 - Municipal Goods and Services

- the ODA Requirement for Municipalities to Ensure Accessible Procurement of Goods and Services
- the AODA requires all broader public sector organizations to incorporate accessibility into procurements of goods, services and facilities, including kiosks.

All other ODA requirements continue to be in effect. The AODA remains Ontario's primary accessibility law and municipalities will continue to be required to comply with applicable requirements in that statute and its regulations.

To view the amended legislation, visit the Ministry [website](#).

AMO Contact: Michael Jacek, Senior Advisor, E-mail: mjacek@amo.on.ca, 416.971.9856 ext. 329.

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City of Mississauga Memorandum



Date: 2016/02/01

To: Chair and Members of Accessibility Advisory Committee

From: Diana Simpson, Accessibility Coordinator

Meeting Date: 2016/02/08

Subject: **2015 City of Mississauga Annual Report on the Multi-Year Accessibility Plan Including the MiWay 2015 Accessibility Report**

The Draft City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan was sent electronically to the Accessibility Advisory Committee (AAC) on January 22, 2016. Attached is the most up-to-date version (dated February 1, 2016).

The Appendices of the Annual Report include:

Appendix A: MiWay's 2015 Annual Accessibility Report; and,
Appendix B: City of Mississauga AODA Compliance 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 8, 2016 AAC Meeting, and to recommend that the Annual Report be sent to General Committee for adoption.

Thank you,

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

Attachments

Appendix 1: 2015 City of Mississauga Annual Report on the Multi-Year Accessibility Plan
Appendix 2: MiWay 2015 Annual Accessibility Report
Appendix 3: City of Mississauga AODA Compliance Report



DRAFT 2015 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

2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Executive Summary/Background:

This Annual City of Mississauga Accessibility Plan Report has been prepared in accordance with the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and represents the City's 13th Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2015, in reference to the projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone!

The [Multi-Year Accessibility Plan \(2012-2017 Initiatives, dated January 26, 2012\)](#), was approved by Council in March, 2012. This launched the City's new approach to accessibility planning. The Plan follows a new format from previous City of Mississauga Accessibility Plans. It lists projects that are associated with accessibility standards under the AODA.

[MiWay's Annual Report](#) outlines improvements made to transit. The report is also included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.

With the Integrated Accessibility Standards Regulation (IASR) being passed in 2011, and amendments being added in 2012 regarding the accessible built environment, the City's main focus for accessibility planning is on the implementation of the IASR requirements.

The IASR covers general, information and communication, employment, transportation, and built environment standards. The general requirements of the IASR are in 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 in the Accessibility Plan.

The 2012, IASR amendments included new standards governing the design of public spaces in the built environment. The standards outline requirements for both the public and private sector 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)
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).

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

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 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, other related staff groups and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

The City of Mississauga has complied with the AODA requirements (Accessible Customer Service Regulation, IASR) that were due by January 1, 2015, and submitted the AODA Self-Certified Accessibility Report on December 7, 2015 (Appendix B).

This Annual Report 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, and recreation services.

Appendix A: MiWay 2015 Annual Accessibility Report

Appendix B: City of Mississauga AODA Compliance Report

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

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 2015 Annual Report of the Accessibility Plan is the 4th report under, under the 2012-2017 Multi-Year Accessibility Plan. The City of Mississauga has been preparing annual reports since 2003.</p> <p>Past Annual Accessibility Plans and the Multi- Year Accessibility plan (2011 Annual Report, 2012-2017 Initiatives) 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 • Dundas Connects - The Dundas Corridor Master Plan • Lakeshore Road Transportation Master Plan and Implementation Strategy • Credit River Parks Strategy • Cycling Master Plan • Future Directions: Master Plan for 	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>As stated in the 2014 Report on the Strategic Plan: "When the Strategic Plan is achieved we will be known as a location of destinations; a city with a variety of events and festivals supported by a vibrant downtown and a spectacular waterfront. It will be a location of choice for people who want to live, learn, work, play and visit."</p> <p>In 2015, The City of Mississauga completed the five-year mark of its Strategic Plan. The Plan was originally approved in 2009.</p> <p>The Five-Year Strategic Plan Update includes these Pillar Highlights:</p> <p>Belong:</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<p>Recreation, Library, and Parks and Natural Areas</p> <ul style="list-style-type: none"> • Information Technology Strategic Plan • Mississauga Official Plan • Economic Development Strategy • Living Green Master Plan • Communications Master Plan 2012 • Waterfront Parks Strategy • Downtown Growth Area Park Provision Strategy • Sport Plan • Mississauga Celebration Square Strategic Plan • People Strategy (Human Resources) • Heritage and Museums Strategic Plan • Customer Service Strategy • Transportation Master Plan • Etc... 			<ul style="list-style-type: none"> • Since 2009, the City has rehabilitated seven outdoor pools (with accessibility improvements) • The Driveway Windrow Snow Clearing Program 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. There are 153 residents registered for the 2015-16 season. • Sheridan College Phase 2 is set to be completed by Sept. 2016. <p>Connect:</p> <ul style="list-style-type: none"> • Over the past five years, the City has added three therapeutic pools to its facilities, with an average increase in use of 16 per cent per year. Meadowvale Community Centre will be the next facility to install a therapeutic pool in 2016. <p>Prosper:</p> <p>- The City's Downtown 21 Master Plan 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>Here are some achievements and plans stemming out of the City's Older Adult Plan:</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • Older Adult Advisory Panel (OAAP) completed their first year as a panel. Panel has provided consultation regarding; public transportation; Public Vehicle Licensing bylaw; Park 459; Region of Peel, Age Friendly Policy; Older Adult Space & Services Plan; and Age Friendly Communities priorities. The Accessibility Coordinator is a member of this panel and one of community members is a person with a disability. • The Community Centre Older Adult Committees (CCOAC) implementation is complete. All community centres are involved in a CCOAC. • The City received 8 Elderly Persons Centre base funding grants from the Ontario Senior Secretariat in the amount of \$219,300. The grants are allocated to support the delivery of quality, age friendly activities. The grants are distributed to six community centres, the Mississauga Seniors' Centre and Square One Older Adult Centre. In addition, in 2015 the city received \$86,278 in special grants for purchases of equipment and older adult programming. • Pursue and achieve the designation of an Age Friendly Community (World Health Organization). The City received a \$50,000 Age Friendly Community Grant to move this initiative forward. The grant period is June 2015 to March 31, 2017. The plan includes; conducting a city wide self-assessment, establishing an Action Plan and Action Task groups for each AFC dimension,

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>identifying priorities for each task group and applying for the designation in March 2017.</p> <ul style="list-style-type: none"> Seniors Month Events were held throughout the city at community centres. The event will take on a new venue and a larger scope of events including, info trade fair, demonstrations, sports and fitness demos, informative lectures, lunch and talent show. Hershey Centre, June 1, 2016 - Kickoff event for Seniors Month Activities – 3000 plus expected. Includes Transportation Shuttle service from Community Centres. Redesign and launch of the Older Adult Website on September 1, The first Active + Guide for Adult and Older Adults (hardcopy) will be available February 29, 2016. <p>Recommendation #42 in the Future Directions Master Plan for Recreation (2014) states “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.</p> <p>In 2015, the Recreation Division launched a new pilot project in collaboration with Community Living Mississauga that will enhance outreach and support participation of adults with intellectual disabilities in municipal recreation with funding from the Ministry of Community and Social Services. This funding is available until March 2017. The plan is to sustain this work beyond</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>the scope of the project.</p> <p>The program will provide the appropriate level of support to individuals (i.e. 1:1, 2:1 or 3:1 support). To date, 86 individual recreation plans have been developed. Support is also being provided to assist with the registration process and making decisions about interests and locations.</p> <p>Training is also being provided to Recreation staff on how to modify programs. As of Jan. 7, 2015, 350 part time recreation staff have been trained. Summer recreation staff and volunteers will be trained in 2016.</p> <p>New in 2015, Recreation Services provides and cost-shares Inclusion Facilitators for children attending summer camp programs.</p> <p>These Programs cater specifically to persons with disabilities.</p> <p>The Downtown Growth Area Park Provision Strategy was presented to General Committee on November 4, 2015. The 25 year plan includes 41 Recommendations and 12 Actions to increase open space/parks in the downtown area. There are some Recommendations that relate to accessibility planning:</p> <ul style="list-style-type: none"> • Recommendation 9: that every resident be located within a 5-10 minute walk (400-800 metres) from a public park outside of the Growth Area, or an Urban Park within the Growth Area. • Recommendation 14: that the City incorporate

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>into its Official Plan an appropriate definition of Pedestrian Friendly</p> <ul style="list-style-type: none"> Recommendation 39: that the City ensure that there is a full understanding and ultimately a clear commitment to establishing the required enhanced maintenance protocols for all park spaces within the Growth Area. Any special equipment or maintenance expertise should be identified before the park space design is built. <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 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 inclusive and targeted programs, services and funding that address barriers to participation in sport.</p> <p>The Mississauga Sport Plan Status Corporate Report was received by Council for information and adopted in November 2015. With respect to the "Sport for All" Strategic Goal #2, the following successful outcomes were identified:</p> <ul style="list-style-type: none"> Recipient of a \$25,750 Ontario Legacy Equipment grant from the Ministry of Tourism, Culture and Sport to purchase Para sport equipment, including

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>the City's first 6 sport chairs and 10 ice sledges.</p> <ul style="list-style-type: none"> Established a partnership with Peel Children's Aid Society and City of Brampton to facilitate access to recreation programs, leadership training and volunteer opportunities to children in care through the Active Assist program. Collaboration with University of Toronto to conduct an evaluation of the Active Assist program in 2016 with \$20,400 in funding from the Ontario Poverty Reduction Fund. <p>The City of Mississauga will be hosting the 2016 Ontario Summer Games at various venues in Mississauga such as the Hershey Centre, Hershey SportZone and Iceland Fields from August 11 – 14, 2016.</p> <p>The Mississauga Celebration Square Strategic Plan, is a ten year plan with a clear vision and mission, including strategic goals and directions, and an operational framework and implementation plan. The Square was designed with accessibility in mind and provides accessible programming for residents.</p> <p>One of the outcomes of the Square's Mission is to "Create superb visitor experiences for people of all ages and abilities." One of the Guiding principles is that MSC will be open and accessible to all members of the community."</p> <p>Future actions with respect to the plan include a review of accessible parking, the establishment of a designated TransHelp stop, a design strategy to improve site navigation and wayfinding, and a volunteer ambassador program to assist visitors.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>AAC Members provided feedback regarding appropriate locations for a TransHelp stop noting the importance of appropriate lighting and safety, additional wayfinding suggestions, and encouragement to promote accessible features, such as closed captioning on movie evenings, to increase awareness and participation.</p> <p>Here is a News Release highlighting the. MSC Strategic Plan.</p> <p>The People Strategy 2010-2014 was developed to facilitate and support the City's Strategic Plan. It was designed to provide the HR division with a framework to guide Human Resources plans and programs. The People Strategy 2015 - 2017 updates the plan and builds on the successes of the existing strategy. The strategy has three strategic priorities: Talent Management, Healthy Workplace and HR Business Partnership. One of the 7 key drivers behind the People Strategy is "Fostering a diverse workforce". In 2016, Human Resources staff will be consulting with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy, which is to include discussing the feasibility of employment related programs for person with disabilities.</p> <p>The Mississauga Transportation Summit (November 9, 2015) served as the Kick-off event in the development of the Transportation Master Plan which will commence in 2016. The Summit was also a way to educate stakeholders about current and future needs and trends in transportation, about City transportation projects currently underway, generate ideas, identify issues and priorities,</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				as well as explore best practices for Mississauga. Four Accessibility Advisory Committee Members attended the Summit. The organizers of the Summit ensured that the event was an accessible event.
"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	<p>Accessibility is already captured under the report section "Strategic Plan", under the "Belong" pillar. This would apply to both persons with disabilities and seniors.</p> <p>If an accessibility section was added it would likely be "optional", as not every report would have a bearing on accessibility, whereas the Strategic Plan section is not optional.</p> <p>The City has also made changes to the language in procurement documents to ensure that proposed projects have been reviewed for any impact on accessibility. From a practical standpoint, if an accessibility section was to be added there would be no reason to deny requests from other areas of interest for a delegated section within the Corporate Report template (e.g. the environment; transit – all of which are captured under the Strategic Plan pillars).</p>
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 Coordinator	<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 committees:</p> <ul style="list-style-type: none"> • A member of the Public Vehicle Advisory Committee was a past member of the

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Accessibility Advisory Committee.</p> <ul style="list-style-type: none"> • 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. • The Older Adult Advisory Panel has a member with a disability. <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	<p>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.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	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 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> <p>The Corporate Policy regarding Corporate Reports was reviewed in 2015. The policy has been revised to introduce a new standard, more accessible font for all Corporate Reports.</p> <p>The City Documentation Standards policy was revised in</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>2015 to include an Accessibility section that provides standards that should be applied to all City documents.</p> <p>The City's new Open Data Program policy, as one of its Guiding Principles, states that Datasets, which are posted externally, are to be posted in a format that is accessible, whenever possible. The AODA is also referenced in the Legislative Requirements section.</p> <p>The City has adopted a new Culture Policy that includes the following as a guiding principle - Ensure Accessibility: Culture should be for everyone. Access to cultural resources, activities, events and festivals should be made available to everyone to ensure that the wide ranging benefits of culture can be experienced by the greatest number of people.</p>
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>By-laws were reviewed to ensure compliance with AODA.</p> <p>All City of Mississauga By-laws were organized into a chart along with the most recent amendment date and comments. In some cases comments were mainly regarding proper terminology. All By-laws have been reviewed and comments have been documented. The next step will be to designate the appropriate staff to take ownership of needed revisions.</p>
Procurement Process ensures the acquisition of accessible goods, services	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	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

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
or facilities. (IASR, 5,6)				<p>sites.</p> <p>The Procurement Request Form (PRF) includes a statement: "Are there 'Accessibility' requirements that impact this 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 the related policies section. 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)	Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3 rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.	2013 -2014 and beyond Note: Accessible Customer Service Training was initiated in 2008.	Corporate Services, Human Resources, Manager, Learning and Organizational Development	<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>Continue to deliver 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>A half day classroom training program titled: "Accommodation – The Employment Life Cycle" is offered on a regular basis.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>The Development and Design Division (Planning & Building) organized 2 group webinar events to learn about the AODA Accessibility Standard for the Design of Public Spaces, which is offered through the Ont. Association of Landscape Architects (OALA) and Global Alliance on Accessible Technologies and Environments (GAATES).</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, 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> <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</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Persons with Disabilities.</p> <p>Achievements in 2015 include:</p> <ul style="list-style-type: none"> - Developed an accessible video that highlights City of Mississauga accessibility successes - Promoted new 2015 Accessibility Design Standards - Hosted Parapan Am Games with sports of goalball, powerlifting and wheelchair rugby from August 7 to 15. - Awareness and promotion of engagement opportunities for the annual Accessibility Plan, and MiWay's Accessibility Plan. - Encouraging public input into accessible taxi services in the City. - Supporting communications for four members of the Mississauga community who received the AODA 10th Anniversary Champion award - 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 2015 Municipal Ward 4 By-Election. - Updates to both the external website and internal intranet site to ensure staff and the public have easy access to the information they need about accessibility in the City. - Participated in the Meadowvale Seniors Fair (June 2015), with an Accessibility Planning/AAC display - Coordinated an accessibility planning display with the Accessibility Directorate of Ontario, AAC Chairperson and Accessibility Coordinator at the Transitway Open House (Dixie Station) in June 2015. 325 residents

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>visited the display.</p> <ul style="list-style-type: none"> - As part of Peel Partners in Accessibility (includes accessibility coordinators of Region of Peel, City of Mississauga, Town of Caledon and the City of Brampton) provided communications support for an information session for public/private sector employers on the benefits of hiring people with disabilities - Accessibility Coordinator was interviewed on the radio program called "Spotlight" on "Voices 4 Ability" to talk about the City's accessibility accomplishments - 109 staff underwent plain language training. This training program was initiated in 2013. <p>Next Steps for 2016:</p> <ul style="list-style-type: none"> - 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. - Include communications regarding accessibility into the Workplace Diversity Strategy
Accessibility Awards	The integration of accessibility criteria into existing City of Mississauga internal awards programs.	2013/ Ongoing	Corporate Services,	The 2015 Exceptional Accessible Customer Service Awards (an internal award program) were given out at the

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	Investigate partnering with a community based organization for the implementation of an accessibility awards program.	2015	Facilities and Property Management, Accessibility Coordinator	<p>National Access Awareness Event/ Para sport workshop in May 2015. These three award winners went above and beyond to provide accessible customer service:</p> <ul style="list-style-type: none"> Ingrid Humphreys, Fitness Instructor, who designs programs for people with COPD, Osteoarthritis, Osteoporosis, and Arthritis. Bill Montague, Project Manager, Park Development, who transforms playgrounds into accessible playgrounds Amanda Watters, Transit Enforcement Officer, who on 2 separate occasions assisted residents with disabilities who were using MiWay and encountered personal challenges <p>The Mississauga Urban Design Awards will be held every 2 years. Deadline for submissions will be mid May 2016. Check out the website: Mississauga Urban Design Awards. These awards incorporate accessibility into the judging criteria.</p> <p>Melanie Taddeo, Vice Chairperson of the Accessibility Advisory Committee, and Director of Connect 4 Life & Voices 4 Ability won a 2015 Exceptional Accessibility Champion in Peel Award at the December 3rd Tribute Event.</p> <p>Four members of the Mississauga community were presented with the AODA 10th Anniversary Champion Award on Dec. 2, 2015:</p> <ul style="list-style-type: none"> Rabia Khedr, City of Mississauga AAC member

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>and past chairperson;</p> <ul style="list-style-type: none"> • Diana Simpson, City of Mississauga's Accessibility Coordinator; • Aliyah Yusuf, DEEN Support Services & Muneeba Centre volunteer; and • Clement Lowe, City of Mississauga AAC member. <p>The award, coordinated by the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) and the Government of Ontario, recognizes accessibility champions across the province who demonstrate leadership, passion and commitment in the promotion of awareness of accessibility and inclusiveness in their community.</p>
National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	<p>Every 2 years.</p> <p>Next event will be in 2017</p>	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. In 2013, it was decided to host the event every two years.</p> <p>In 2015 we hosted an event with the City Recreation Division and Para Sport titled, "Changing Minds. Changing Lives". The session focused on how to influence persons with a disability through sport. Staff had the opportunity to try sitting volleyball, sledge hockey and wheelchair basketball.</p> <p>For photos and a summary of the event check out the News Release.</p> <p>The next City of Mississauga National Access Awareness Event will be held in 2017.</p>
Accessible Customer Service Initiatives				
Accessible	Monitor the sustainment plan for Accessible	Ongoing	Corporate	On an ongoing basis, new full and part time staff, and

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Customer Service Training (Regulation: Accessibility Standards for Customer Service, 6)	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).		Services, Facilities and Property Management, Accessibility Coordinator and Human Resources, Talent Management	<p>volunteers receive Accessible Customer Service training.</p> <p>Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.</p> <p>Visual Arts Mississauga through the ARTREACH for Older Adults program provided an experiential training program called "Through Other Eyes" for their volunteers.</p>
Accessible Elections	<p>Review of elections manuals, training, technology and software in preparation for Municipal Elections.</p> <p>Implementation of the work plan for next Municipal Election.</p>	Ongoing Next General Municipal Election will be in 2018.	Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk	<p>A Report titled "Accessible Municipal Elections" was and was attached to the 2014 Annual Report of the Multi - Year Accessibility Plan.</p> <p>In a Corporate Report dated August 25, 2015, provided to the Governance Committee (Item 6), titled: "2014 City of Mississauga Municipal Election, 2015 City of Mississauga Municipal By-Election review and technology options for future Municipal Elections", these comments were included in relation to accessibility:</p> <p>The Elections Office is committed to the accessibility of Elections in the City of Mississauga. During the 2014 General Election and 2015 By-election 3 key areas were focused on to ensure accessibility including customer service, communication of information and physical barriers. A variety of tools were used to mitigate these barriers including accessible customer service training for election workers, accessible voting machines, and the examination of all polling locations to ensure that each location met with accessibility standards.</p> <p>At its meeting on January 14, 2015, General Committee</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>considered a Corporate Report dated December 8, 2014 from the Commissioner of Corporate Services and Chief Financial Officer entitled <i>Accessible Municipal Elections</i> regarding the accessibility of the 2014 General Election (Appendix 2 of the August 25, 2015 Corporate Report). Measures used to mitigate barriers to accessibility during the 2014 General Election were also utilized during the 2015 By-election.</p> <p>Accessibility improvements for future elections include:</p> <ul style="list-style-type: none"> - An online application process for election workers - Internet based training modules - Internet voting - Investigate the possibility of "Vote Anywhere" and/or "Vote Anywhere in your Ward" for the 2018 General Election.
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	Develop accessible on line feedback processes in	2013/	Corporate	Current feedback processes are accessible and allow

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Feedback Processes (IASR, 11)	addition to other methods.	Ongoing	Services, Communications, Senior Communications Advisor	<p>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.</p> <p>Awareness activities on accessible forms will continue in 2016.</p>
Accessible Website and Web Content (IASR, 14)	<p>Include website accessibility in upgrades.</p> <p>Provide training on how to create accessible documents.</p> <p>Develop quick tips for web authors.</p> <p>Ensure new 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>New web content management system acquired, implementation goal is for WCAG 2.0 Level AA starting in 2016 as new content/features implemented (currently at WCAG 2.0 Level A).</p> <p>The City has renewed with SiteImprove for 2016 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p> <p>Accessible Document Training implementation will continue to be provided to staff in 2016, 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				
Employee	Revise policy and work processes for recruitment;	2013/	Corporate	Recruitment, assessment or selection process:

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Accommodations Recruitment planning, screening and selection process provides accommodations. Accommodations are provided to employees. Return to work process with related applicable accommodations is in place. Performance management, career development and redeployment take into consideration the	workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment. 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. Communicate employment policies and processes to all staff.	Ongoing	Services, Human Resources, Manager, Learning and Organizational Development; Manager, Employee Health Services	<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> <ol style="list-style-type: none"> The City reviews and updates each position's Physical and Cognitive Assessments as required as part of the recruitment process. Ergonomic assessments are performed as required to support both employee wellness and short term & long accommodations. With each accommodation coaching is provided, as required, to ensure a successful placement. Education is provided on the importance of employee accommodation as required. Incorporating the elements of successful short and long term accommodation continues to be part of labour/management discussions including at bargaining tables. <p>Performance management Process (PMP):</p> <ul style="list-style-type: none"> Performance Management Information included in the IASR Manager training

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)				<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) <p>A workplace emergency response process is in place to include accommodations upon request. (IASR, 27)</p>
Workplace Diversity Strategy	<p>Council adopted 2 Accessibility Advisory Committee Recommendations in 2015:</p> <ol style="list-style-type: none"> That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process. That in 2016 Human Resources Staff consults with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy which is to include discussing the feasibility of employment related programs for persons with disabilities. 	2016	Human Resources	Will report on the implementation of these Recommendations in 2016.
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</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>MiWay's Accessible Services Guide contains information on MiWay's accessible services, policies and procedures.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	accessible format.			<p>This brochure is available in print as well as online at miway.ca. Information on accessibility services is available in an accessible format, upon request.</p> <p>In December 2012, MiWay also re-designed its Accessible Services webpage 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>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> <p>The City of Mississauga's Accessibility Design Handbook was revised in 2015 to match the new Ontario Building Code and IASR, Design of Public Spaces requirements. The document is now referred to as the City of Mississauga 2015 Facility Accessibility Design Standards. This document has been prepared with the support of the Accessibility Advisory Committee. Details from this document are used in the design of MiWay Shelters.</p> <p>MiWay's Annual Report outlines the improvements made to the transit system and service. The current report is included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Announcements on the bus. (IASR, 52)	Pre-boarding and on-board announcements (visual and auditory) have been implemented on all MiWay buses. The Standard Practice Instruction (SPI) will be revised.	2011-2014	Transportation and Works, MiWay, Transit Planner	<p>All MiWay buses have Automated Next Stop Announcements (since 2010).</p> <p>Information is also provided visually displaying next stop information. 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. This 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 and cost-effective manner.</p>
Service Disruptions (IASR, 35, 47, 50)	<p>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.</p> <p>The SPI regarding "Passenger drop off/pick up after snowfall" will be revised.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planner	<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> <p>MiWay's existing policy allows customers to board or disembark 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 inaccessible.</p> <p>MiWay issues alerts on route detours when they are known in advance. Information is made available at</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>miway.ca, as well at affected terminals and stops. MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes.</p> <p>MiWay staff has launched a new Twitter account @MiWayHelps through which some communication updates are posted.</p>
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	<p>Two Reports have been received by the Public Vehicle Advisory Committee (a Committee of Council);</p> <ul style="list-style-type: none"> • Taxi Issuance Model Review , by Hara Associates Inc. (received by PVAC on Nov. 19, 2015) • Study of Regulations for Transportation Network Companies (TNC's) by Windels Marx Lane and Mittendorf LLP (received by PVAC on Dec. 7, 2015) <p>The Taxi Issuance Model Review addressed 3 requirements:</p> <ul style="list-style-type: none"> • To recommend an approach to predict demand for taxicab and accessible taxicab service in Mississauga • To recommend a licence supply approach for taxicab and accessible taxicab services • To recommend a fare model/strategy for taxicabs and accessible taxicabs <p>There were 3 Recommendations from the Hara Report in relation to accessible taxis:</p> <p>Recommendation 5.1: <u>Percent Accessible Taxis</u>.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Hara Associates recommends that Mississauga set a target of 21% of taxis being mobility device accessible. The percentage of less than 100% allows for a diversity of other types of vehicles to meet other disability needs. This percentage is in addition to accessible taxi licences issued to fulfil TransHelp contracts.</p> <p>Recommendation 5.2: <u>Accessible Plate Issuance</u>. All new issues of plates should be accessible taxi plates until the 21% is met.</p> <p>Recommendation 5.3: <u>Accessible Plate Plan</u>.</p> <ul style="list-style-type: none"> • 30 accessible plates should be released in each of the next 2 years. • These plates should be put into service at least 40 hours per week. <p>The Study of Regulations for TNC's stated through the City's Public Vehicle Licensing By-Law, that the City currently allots 2 accessible taxi licences for every brokerage that has a minimum of 25 licensed Mississauga Taxicab Owner's affiliate with the brokerage. Currently, there are 40 licensed accessible taxicabs for Mississauga.</p> <p>The Hara Report through consultations with stakeholders and the Accessibility Advisory Committee found that the current accessible taxi service in Mississauga is failing to meet the needs of the public.</p> <p>As stated in the TNC Report, wheelchair accessible vehicles are currently not available on the Uber app in Mississauga.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				PVAC and Council will be considering these 2 Reports in making decisions regarding future Mississauga taxicab service.
Accessible Built Environment Initiatives				
Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook. Note: This document is now titled: City of Mississauga-2015 Facility Accessibility Design Standards	<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> <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>	Ongoing	<p>Corporate Services, Facilities and Property Management, Project Manager</p> <p>Planning & Building, Development and Design, Urban Designer</p> <p>Community Services, Project Manager, Park Development</p> <p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</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 Ministry of Municipal Affairs and Housing website</p> <p>The Mississauga Accessibility Design Handbook was revised to reflect Ontario Building Code accessibility updates and the Design of Public Spaces Standard under the IASR, AODA. The Handbook is now called City of Mississauga 2015 Facility Accessibility Design Standards.</p> <p>The Facility Accessibility Design Standards/Universal Design Training Program has been updated to reflect the new standards and can be accessed on the internal staff accessibility website.</p> <p>The Facility Accessibility Design Subcommittee (FADS) of the AAC provided feedback and advice regarding the following projects in 2015:</p> <ul style="list-style-type: none"> January 26, 2015 – Multi Use Trail (east): North Service Road to Westfield Drive within the Lakeshore Royal Windsor Hydro Corridor and crosses over Cooksville Creek May 25, 2015 – Fallingbrook and Garnetwood Park Washrooms

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • June 22, 2015 – Accessibility Design Standards Draft • October 26, 2015 – Trail Development within Sawmill Valley, Off Road Trail #11 (Ward 3, from the southern point of Dundas Street to the northern point of Audubon Boulevard) • November 30, 2015 – P519 Union Park Development (6627 Tenth Line W at Aquitaine), Off Road Trail #7 (Ward 3 and 4). Discussed process for review of Region of Peel building projects <p>These projects were completed in 2015:</p> <p><u>Malton Village Park – New Park Development</u></p> <ul style="list-style-type: none"> • Accessible picnic table • Accessible Seating and Benches with shade options • 3.0m wide paved pathways • Tactile warning plates at curb cuts • Accessible Parking • Shade Structure • Standard neighbourhood playground • Walking loop distance markers (every 100m) • Allowance for future accessible temporary washrooms <p><u>Mississauga Fire Station 119 and Peel Regional Paramedic Services Satellite Station 11</u></p> <ul style="list-style-type: none"> • Push button door operators at entrances (front & rear) • Accessible parking • One accessible washroom (near front entrance)

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p><u>City Centre Transit Terminal Washrooms</u></p> <ul style="list-style-type: none"> • Colour contrasting floor and wall tiles • Improved lighting • Hands free activated faucets and hand dryers installed at a universal height • Improved signage and wayfinding throughout <p><u>Civic Centre (Active@Work 2015)</u></p> <p>Improvements to three stairwells in the Civic Centre (east and west Tower and Parking Façade) were completed to improve the accessibility and encourage use. These improvements included:</p> <ul style="list-style-type: none"> • LED light fixtures that have a warmer colour and offer a lighting level above the 100lux as identified in the Facility Accessibility Design Standards. • Signage that incorporates contrast and large font. • Identified one colour per stairwell • Installed a black handrail for colour contrast • Images of persons with disabilities were included along with other active images in the stairwells <p><u>'GoHere' Initiative</u></p> <p>To show support for the Crohn's and Colitis Canada initiative, signage has been installed at the Civic Centre, indicating clearly where the washrooms are located. The signage was strategically hung so that you can see it clearly from the elevator lobby which direction to go. This was also our opportunity to indicate where the accessible washrooms are located.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p><u>South Common Parks Depot</u> Construction of a minor addition to the rear west side of the South Common Community Centre. The space is being used as a Parks Depot for City of Mississauga Parks staff. The design incorporates:</p> <ul style="list-style-type: none"> • Accessible kitchen cabinetry • Barrier-free washroom • Accessible signage • Automatic door opener at entrance and washroom • Height adjustable computer station • Lever-type and/or D-pull handles throughout • Colour contrast on finishes <p><u>Upgrades of Automatic Door Operators at Various Locations</u></p> <ul style="list-style-type: none"> • 6 automatic door operators at Huron Park Community Centre which includes the female & male fitness/pool change room, lobby to arena and arena change room. • Burnhamthorpe Community Centre was equipped with 4 automatic door operators which includes the 3 auditoriums. • Executive Parking at the Civic Centre (4 automatic doors, 2 on each level) • Civic Centre (Office of the City Clerk) • Frank McKechnie Community Centre will receive automatic door operators in the female, male and family change rooms in 2016 <p><u>Central Library: Self-Checkout Stations (2015)</u></p> <ul style="list-style-type: none"> • Six accessible self-checkout stations, • Improved lighting • Accessible welcome desk

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • Accessible book return drop off slots • Removal of floor mounted physical barriers such as electrical boxes and data connections • Colour contrasting millwork finishes. <p><u>Frank McKechnie Community Centre</u></p> <ul style="list-style-type: none"> • Improved the accessible parking by moving some parking spots closer to the entrance and putting in hatched access aisles • Added an accessible parking space closer to park <p><u>Huron Park Recreation Centre</u></p> <ul style="list-style-type: none"> • Installed a ramp for access to dressing rooms in the arena section • Put grates at gutters in the in pool shower area • Added a ramp to the arena dressing room area <p><u>Mississauga Valley Community Centre</u></p> <ul style="list-style-type: none"> • Rear emergency exterior stair was upgraded with a bright yellow band on the riser and treads, and a non-slip surface was applied • Installed an additional grab bar in the pool change room accessible washroom <p><u>Lifts</u> Various lifts in City facilities (Huron Park, Erin Mills Twin, Burnhamthorpe, Clarkson, Clarke Hall) had upgrades i.e. call buttons, signage, courtesy phones installed.</p> <p>These projects will be completed in 2016 and subsequent years:</p> <p>Various Parks Washrooms (6) (to be completed in 2016,</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p><u>2017 and beyond)</u></p> <ul style="list-style-type: none"> • Dr. Martin L. Dobkin • Lisgar Fields • Fallingbrook • Garnetwood • Erindale • Iceland <p>Exterior design includes:</p> <ul style="list-style-type: none"> • Accessible parking • Pedestrian linkages • Accessible routes and surface treatment e.g. detectable warning surfaces • Barrier-free entrance <p>Interior design includes:</p> <ul style="list-style-type: none"> • Accessible door • Restrooms equipped with accessible stalls, urinals, sinks and baby changing stations • 2 barrier free washrooms • A universal washroom including an adult change table <p>Washrooms will be capable of being operated year round.</p> <p>Construction of Dr. Dobkin and Lisgar Fields park washroom buildings started in August 2015 and will be completed in Spring 2016.</p> <p>Design of Fallingbrook and Garnetwood park washroom buildings started in 2015 and construction is to be completed in Winter 2016.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Design of Erindale park washroom building is to be completed in 2016 and construction in 2017.</p> <p>Dates for design and construction of Iceland park washroom building are to be confirmed.</p> <p><u>Meadowvale Community Centre & Library (on-going construction with target completion date in 2016)</u></p> <ul style="list-style-type: none"> • 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 <p>Building will be designed to be fully accessible and in accordance with the 2007 Mississauga Accessibility Design Handbook (MADH). Improvements include:</p> <ul style="list-style-type: none"> • Accessible Therapy Pool • Universal Change Room • Barrier-free washrooms in all public spaces • Walking track in fitness area • Accessible parking spaces • Barrier-free access to the facility. <p><u>City Wide Accessibility Audit (to be completed in 2016)</u> City wide accessibility audit is planned to review the condition of our facilities in accordance with the new Accessibility for Ontarians with Disabilities Act (AODA) legislation.</p> <p><u>Central Library: Revitalization Project (2016):</u> The Design phase to improve accessibility in the Central</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Library includes improving accessibility features in the renovated spaces (public and staff areas), for example:</p> <ul style="list-style-type: none"> • Existing washrooms • Lighting • Colour contrasting features, • Universal design signage and wayfinding <p><u>Living Arts Centre (RBC Theatre) - Interior Improvements</u> The Living Arts Centre seat replacement renovation will also include</p> <ul style="list-style-type: none"> • improvement of public access to seating areas • improved guide lighting in aisles and stairs • new safer and user friendly railing system • ergonomic seating • colour contrast/warning in stairs and aisles <p><u>Living Arts Centre</u> Elevator upgrade</p> <p><u>Central Bus Terminal</u> Elevator upgrade</p> <p><u>Chappell Estate</u> Exterior and interior accessibility improvements are planned for 2016 and 2017</p> <p><u>Park 459 at Ninth Line (North of Erin Centre Dr.)</u> An all season sports park, community centre and pool will be designed in 2016, start construction in Fall 2017 with completion in 2019.</p> <p>For further achievements associated with creating a more accessible built environment in the City of Mississauga go</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				to the “Additional Accessibility Successes” section (Built Environment) of this Report, page 46.
Streetscape Coordinating Committee	To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles.	2016	Planning & Building, Development and Design, Manager Urban Design	Accessibility planning has been included in the Committee Scope. This Committee has been on hold. It is anticipated that it be re-opened at the end of 2016.
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 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.</p> <p>In 2015, approximately 3 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2016, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 5 kilometres of new sidewalk construction is being programmed. Since 2010, approximately 38 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.</p>
Affordable Housing Program	<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) – 	2011-2016	Planning & Building, Policy Planning Division, Planner	<p>An update report on Second Units was completed. Staff is reviewing Licensing requirement for second units.</p> <p>A Roundtable on affordable rental and ownership housing was held to continue the work on affordable housing.</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<p>which included an Official Plan Amendment, Zoning By-law Amendment, Licensing By-law and Education Campaign and Partnerships</p> <p>Licensing of second units began in January 2014 along with an education campaign and work that builds upon Partnerships.</p> <p>An Affordable Housing Program has been developed which will include the following:</p> <ul style="list-style-type: none"> • Second Units Licensing Review • Affordable Housing Supply/Gap Analysis • Best Practices – Municipal Scan • Housing First for Public Land • Rental Housing Protection Policies • Cost Analysis of Incentives • Housing Program Action Plan 			For more information and updates visit the City's housing choices website .
Recreational Trails (IASR, 80.8-80.13)	<p>Recreational trails are pedestrian trails that are intended for recreational and leisure purposes (wilderness trails are not included in this definition).</p> <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>	2016	<p>Park Development, Parks and Forestry, Community Services</p> <p>Parks Operations, Parks and Forestry, Community</p>	<p>In 2015, the following trails received paving construction and reconstruction (approx. total length – 3,369m):</p> <ul style="list-style-type: none"> • Forestview Park- 188m • Rosebush Common-290m • Forest Park- 542m • Lakefront Promenade-205m • Meadowvale Trail- 1,689m • Lake Waubukayne Trail- 455m <p>The City of Mississauga's Parks Signage Standards Manual includes reference to accessibility standards. Parks Development and Parks Operations are working on developing an implementation plan to install the new signs</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
			Services	within our parks.
Accessible Tables at outdoor public use eating areas. (IASR, 80.17)	<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 2016. Parks Operations is working with a vendor to continue to build accessible picnic tables for Mississauga parks.</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>
Integrated play experiences/ playgrounds for children and caregivers. (IASR, 80.18-80.20)	<p>Consult with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces.</p> <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>	2016 Ongoing	Park Development, Parks and Forestry, Community Services	<p>Accessible play sites have been developed and planned for. Currently, there are 3 "fully" accessible/inclusive play sites:</p> <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>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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:</p> <ul style="list-style-type: none"> • 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 (where feasible) • accessible swing • ground level play elements • accessible play surfaces • accessible seating and benches • a paved access route will be included in neighbourhood parks in conjunction with the existing park pathway. <p>The following parks received new or replacement playgrounds in 2015:</p> <ul style="list-style-type: none"> ○ Forest Park ○ Jack Darling Memorial Park ○ Malton Village Park <p>Playgrounds that received accessible equipment in 2015:</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Jack Darling Memorial Park – along with the standard neighbourhood park playground features also included:</p> <ul style="list-style-type: none"> • artificial turf surfacing - Pilot Project • 2 accessible swings • Jr and Sr. transfer platforms <p>Lake Aquitaine – swing addition</p> <ul style="list-style-type: none"> • Expression Swing (double face to face swing) – Pilot Project <p>A number of federal funding opportunities have been made available for playground accessibility and will be implemented in 2016 or 2017 through the Enabling Accessibility Fund and Canada 150 Community Infrastructure Program.</p> <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	<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>	2016	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>Below is an update regarding the installation of tactile plates at intersections:</p> <ul style="list-style-type: none"> -Tactile plates have been installed as pilot projects since 2014. -A budget request is being prepared to install tactile plates at high pedestrian traffic areas -The City currently recommends cast iron plates, and are piloting other products

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
(IASR, 80.21-80.31)	<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>			<p>-As per the IASR, AODA, all controlled (signal or signed corners will have tactile plates installed</p> <p>-Any new construction or reconstruction/rehabilitation/maintenance project will install tactile plates as well as the City's budget request for a proactive installation program</p> <p>An Implementation Plan for the installation of Tactile Warning Strips in Mississauga has been developed by the Transportation and Infrastructure Planning Division of The Transportation and Works Department. This Plan covers these City Programs:</p> <ul style="list-style-type: none"> • Projects Already Funded (new construction) • 2016 Road Construction Works (major road and road rehab projects) • 2016 Active Transportation Projects (sidewalks and multi-use trail construction program) • 2016 Intersection Improvements (including Round-A-Bouts) • High Pedestrian Traffic Areas • Works Operations and Maintenance (sidewalk repairs, traffic signals projects, utility repair, and emergency repair contracts) • New Subdivision and Site Plan Applications • Community Services locations • Transitway and LRT locations <p>Next Steps for implementation include:</p> <ul style="list-style-type: none"> • Assign a PMR from Transportation Infrastructure

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Management to manage programming and tracking of tactile plates</p> <ul style="list-style-type: none"> • Develop a Communication Plan for T&W staff • Update Sidewalk Policy • Prepare Budget Request for 2017 • Monitor and report accomplishments and conflicts <p>The Mississauga Accessibility Design Handbook has been revised, and includes the Design of Public Spaces Standard/IASR requirements. The new standards are now titled: 2015 Facility Accessibility Design Standards.</p> <p>The Facility Accessibility Design Subcommittee of the AAC reviews City trail/multi-use trail projects.</p>
<p>Install Accessible/Audible Traffic Signals according to Design of Public Spaces Standard. (IASR, 80.28)</p>	<p>Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.</p> <p>Specific requests for accessible pedestrian signals from the Canadian National Institute for the Blind (CNIB) are also considered for installation.</p>	2016	Works Operations and Maintenance Division, Transportation and Works	<p>In 2015, 4 intersections were outfitted with Accessible Pedestrian Signals. This brings the total to 30 intersections under the City of Mississauga's jurisdiction.</p> <p>The new locations are as follows:</p> <ol style="list-style-type: none"> 1. Central Parkway north of Rathburn Rd at BRT Terminal 2. Eastgate Parkway at BRT Entrance (east of Cawthra Rd) 3. Tomken Rd @ Eastgate Pkwy 4. Confederation Pkwy @ Hillcrest Ave <p>Note: the Region of Peel has been installing audible pedestrian signals as well.</p> <p>The process for making a request for an APS is to contact</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				the CNIB through Harpal kaur, Orientation and Mobility Specialist harpal.kaur@cnib.ca . The CNIB will assess whether or not these locations are suitable for an APS and will educate the resident on how to use the crossings, once the signals are installed. The CNIB will recommend to the City which intersection(s) should be done. Then the City (Traffic Signals section) will add it to their list and determine if there is funding available to do this or make a request for funding.
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.</p> <p>Amend the Traffic By Law.</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 Division, Planning & Building</p> <p>Enforcement Division; Transportation and Infrastructure Planning Division; Works, Operations and Maintenance Division, Transportation and Works</p> <p>Legal Services</p> <p>Working together with the Accessibility</p>	<p>An Action Plan has been developed to implement the requirements under the IASR, AODA.</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>The Accessible Parking By Law has been amended and was approved by Council in January 2016. It is effective March 1, 2016.</p> <p>It is being proposed that the penalty for accessible parking contraventions be increased from \$350 to \$400.</p> <p>The City's Facility Accessibility Design Standards has incorporated the new accessible parking requirements (p. 68).</p>

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
			Coordinator, FPM	
Implement requirements for accessible service counters , fixed queuing lines and waiting areas for indoor and outdoor environments. (IASR, 80.40)	Ensure compliance in new construction and renovations	2016	Space Planning. Facilities and Property Management, Corporate Services	The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue. Central Library had new improved lowered counters installed in 2015.
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 Mississauga Road Safety Handbook . Transportation and Works repaints accessible parking markings as part of scheduled maintenance.

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!

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Built Environment

1. The Riverwood Conservancy's Enabling Garden won a \$5,000 grant from the National Garden Bureau (a North American-wide competition) to create a sensory trail and develop an innovative birding by ear program.
2. The City of Mississauga Space Planning section (FPM) provided the Enabling Garden program portable chairs with and without arms to support their client's participation.
3. Braille will be added to waste containers as they are replaced. Braille was added to the waste containers for the Pan Am/Para Pan Am Games to assist with identifying which section of the container is for garbage or recycling.
4. City of Mississauga staff were consulted and acknowledged in the development of the Peel District School Board Design Guide for Accessible and Inclusive Play Structures.
5. Lake Wabukayne Adult Outdoor Fitness Area had these accessibility features incorporated into the project:
 - Flexible fitness equipment
 - Instructional signs for use by seniors and persons using mobility devices
 - accessible safety surface
 - Accessible seating and Bench
 - Paved access route
6. Spray Pad Renovations at Floradale Park and South Common Park included these features:
 - Accessible walkways
 - Accessible Seating and Benches
 - Colour contrasting materials
 - Proximity sensors on spray pad activators (wave hand over the bollard)
7. Novo Star Park Shade Table Installation included these features:
 - 2 Tables with Umbrellas – Shade
 - Seats with backs
 - Accessible seating bay
 - Paved surface and connection to existing park trail
8. Clarkson Streetscape Improvements included these accessible features:

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

- Unit paved boulevard treatment
 - Rubber tree pit – flush with surfacing paving surfaces
 - Accessible Seating and Benches
9. West Branch Cooksville Creek Bridge part of the Burnhamthorpe Road Pedestrian Improvements
 - An accessible and pedestrian friendly bridge
 - Removed a challenging route of travel along Burnhamthorpe Road
 - Safe and accessible pedestrian route
 - Bridge creates a continuous trail link across Cooksville Creek
 10. Park Development and Parks Operations designed arm rest additions to standard park benches to be installed Citywide. This project resulted in the following successes in 2015:
 - Over 79 parks received accessible seating and benches
 - Paved access route
 - Accessible bay adjacent to bench
 11. Accessible port-a-potties were provided at the 2015 Play in the Park locations.
 12. Braille labels were put on the washroom, First Aid and Guest Services signs at Rink 4 Hershey Centre.
 13. The Assistive Listening Upgrade Project was initiated in 2015. This project will replace old Phonic Ear Systems with the standard Listen Technology systems. Hershey Centre was done in 2015 as were a few locations in City Hall. Mississauga Valley CC is planned for 2016. Other locations moving forward will be based on equipment failures of the old the Phonic Ear systems and done as the older equipment breaks down.
 14. The City's Accessibility Coordinator is consulted as part of the final approvals stage for permanent public art installations. For instance, the art piece entitled *Migration* installed at the foot of Burnhamthorpe Rd W and Duke of York Blvd., resulted in siting the artwork in accordance with a barrier-free path of travel as well as accessible site features. These site features include the use of contrasting colours, tones and materials as well as tactile sidewalk treatment surrounding the sculptures. Accessibility is also defined as one of the Public Art Program's criteria for site selection of public art.

City of Mississauga
2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016



Figure 1 - Tactile warning surface around Public Art

Customer Service

1. Square One Older Adult Centre received funding from Community Foundation of Mississauga for a “Seniors with Vision Disabilities Exploration Project”. Research regarding available community programs for seniors with vision disabilities was undertaken and community and Centre members were surveyed about their needs. This project may open the doors for future partnership programs.
2. The Active Assist (Recreation Fee Assistance Program) increased the maximum number of clients from 8,000 in 2013 to 10,000 in 2014, and to 12,500 in 2015..

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

3. Visual Arts Mississauga extended the ArtReach program to isolated, lower income seniors and adults with disabilities. The program consists of art workshops that directly impacted the lives of over 200 individuals. All of the artist instructors, programmers and ArtReach Team members have been through specialized senior sensitivity training (*Through Others Eyes*).



Figure 2 - Man sitting in wheelchair smiles for a photop while working on visual art project.

4. The accessible golf cart was used 4 times at Lakeview Golf Course.
5. A procedure has been set up to ensure proper signage is posted at Recreation facilities when maintenance is undertaken, to minimize or eliminate the risk of reactions to indoor chemical emissions This will assist people with multiple chemical sensitivities. A Facility Maintenance Notification sign has been created for this purpose.

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.

You can now report a problem in Mississauga directly from your smartphone using [Pingstreet](#) – a free mobile app for the City. For example, sidewalk problems can be reported using this app. The service requests submitted through the app go directly from the citizen to the appropriate business unit for resolution.

The app allows the City to offer some of its popular online services in a convenient, mobile friendly way. The City plans to add new online services and features on the Pingstreet app in 2016.

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

2. Wi-Fi has been added to key parks to support large festivals. For example, Celebration Square.
3. A Described video has been posted on the [City's YouTube channel](#) titled: 'Celebrate Mississauga'. The focus of this new video is 'Mississauga's Cultural Richness: Inviting a Global Celebration' and aims to promote Mississauga as a warm and welcoming community that celebrates its cultural diversity. It highlights the many ways that you can experience culture in Mississauga.

Employment

1. Peel Partners in Accessibility (Region of Peel, City of Mississauga, City of Brampton, and Town of Caledon) hosted an Employer Event on Nov. 30 to educate about the AODA and how to hire persons with disabilities. The City of Mississauga provided a display and shared resources with the business community. Accessibility Advisory Committee members assisted with the event.
2. Through SWEP (Summer Work Experience Program), for adults with developmental disabilities, the City hired 8 volunteers to work at 4 park locations. One of these volunteers requested other volunteer opportunities and is currently volunteering in a Recreation Basketball Program at Mississauga Valley Community Centre.
3. Secondary School Volunteer Project: Seven student volunteers with developmental disabilities (from Gordon Graydon SS) received training and volunteered at 4 City of Mississauga Community Centres and 2 Mississauga libraries for the 2015 March Break program. One of these volunteers went on to become a paid part-time building operations staff at Frank McKechnie CC.

An additional 9 Gordon Graydon SS volunteers with developmental disabilities were trained with other volunteers at our Dec 5th City Wide Volunteer Training for their Winter/March Break 2016 placements.

Two students with developmental disabilities from St Martins SS started volunteering at Huron Park CC (building operations) with teacher support in November and December 2015.

4. Square One Older Adult Centre, through the support of a federal government New Horizons for Seniors grant, is creating a Resource Toolkit complete with practical suggestions and tips for organizations which wish to expand their volunteer engagement practices. This resource will assist community organizations to expand their volunteer and leadership capacities to effectively welcome differently-abled seniors, encouraging them to share their experience and skills. The Toolkit will be available in late March 2016 by contacting the Older Adult Centre directly.
5. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. For example sessions titled: "Resiliency in the Workplace", "Lighten Up Your Day", "Boosting Your Positive Outlook" and "Mental Health Support at the City of Mississauga" were some of the sessions held.

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

6. In addition to group ergonomic presentations, over 109 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
7. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 430 participants with approximately 45 booths. The focus of the 2015 event was active@work. 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.
8. In the past 5 years, 600 jobs have been created because the [Mississauga Business Enterprise](#) Centre supported the development of 100 new small and youth businesses.



Figure 3- Jobs for Youth - 16 youth including a man in a wheelchair

9. The Human Resources Division offers a half day classroom staff training program titled: "Accommodation – The Employment Life Cycle". In this session, leaders raise their knowledge and comprehension of accommodation issues, tools and practices that relate to the employment life cycle.

Transportation

1. MiWay installed approximately 200 new bus pads throughout the City to make access to transit more convenient and accessible. 188 of these bus pads were dedicated to rear door concrete pad extensions.

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

Other Successes:


1. **Parapan Am Games:**

Mississauga hosted Parapan Am Games – goalball (attendance 2,023) powerlifting (attendance 334) and wheelchair rugby (attendance 7,033) from August 7 to 15.

Committed to accessibility, the City initiated and developed a three year plan to incorporate para sport into community programs. The plan includes the acquisition of wheelchairs and other para sport equipment at summer camps (including sledges for sledge hockey), a para multi-sport and wheelchair tennis program among others, and a venue rental fee that provides para sport groups access to City facilities.

The wheelchairs have been used with much success for wheelchair basketball at Malton Community Centre.

The City of Mississauga worked with the TORONTO 2015 Pan Am / Parapan Am Games Organizing Committee (TO2015) to deliver venues and services that were accessible to all spectators and met the requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

- Accessible seating tickets were available at the Mississauga Sports Centre (MIS); also known as Hershey Centre with the option to purchase an adjacent companion or support person ticket at a discounted price.
- The MIS had assistive listening devices available upon request. 
- Accessible transportation options were available to and from MIS.
 - [Mississauga Transit \(MiWay\) shuttles](#)
 - [TransHelp – Region of Peel](#)
 - Accessible taxis (available by request)
- [Pan Am events](#) across the city were held at City accessible facilities.

Many facility accessibility improvements were made to Hershey Centre in preparation for the Games; for example:

- The City of Mississauga box now has a lowered counter
- A Temporary accessible viewing platform was installed to accommodate wheelchair rugby
- A portable ramp was installed at the athlete entrance

Parapan Am Torch Relay (1,200 attended)

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

August 5, 2015 at Lakeside Park - 6 p.m.

The Parapan Am Flame came to Mississauga on August 5. This event consisted of:

- Community BBQ and family fun
- Torch Relay with 22 athletes and Community Cauldron Lighting Ceremony
- Community Celebration ended the day with a Celtic performance by Steel City Rovers.
- Accessibility Advisory Committee Members were invited as VIP guests to attend the Torch Relay.

Nydia Langill - Mississauga Community Torchbearer



Nydia Langill is a Paralympic swimmer and Mississauga resident who competed in the Parapan Am Games.

Parapan Am Athlete Videos:

Two Mississauga para athletes' videos were posted on YouTube as part of an effort to feature our local para athletes and para sports programs. The videos resulted in 395 unique video views, 20 shares and had average view duration of 0:76 minutes.

All videos were housed on YouTube and embedded into the mississaugapanam.ca About page. They were promoted via Facebook, Twitter and homepage banners on the City website. They were also played on Celebration Square and at all TO2015 community events in Mississauga.

Figure 4 - Nadia Langill, Parapan Am Games Swimmer

Other Parapan Am Athletes:

Renee Foessel – Shot Put, Discus Throw, Javelin Throw
Karen Van Nest - Archery

Accessibility Feedback to TO2015:

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

The Accessibility Advisory Committee asked to provide feedback on the accessibility of various aspects of TO2015 (website, tickets, venues, events etc.). Recreation staff were invited to a Corporate Policies and Procedures Subcommittee meeting to discuss the feedback.

Media Coverage

Two media advisories were issued on behalf of the City for the Parapan Am Games. The following chart outlines the advisories issues and resulting media coverage resulting in over 1,415,891 print impressions, and 8,318,916 digital impressions.

Mississauga Library Services put together a Parapan Am Display for the month of August at the Central Library.



Figure 5 - Parapan Am Display at Central Library

Here is an example of media coverage that was placed in SNAP'd - [https://southmississauga.snapd.com/event/862213#/arapan Am Torch Relay](https://southmississauga.snapd.com/event/862213#/arapan%20Am%20Torch%20Relay)

2. City of Mississauga staff raised \$203,324 for the 2014 United Way Employee Campaign (an increase of \$1,049 from the previous year). 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.
3. A revised Terms of Reference for the Accessibility Advisory Committee was approved by Council in 2015.

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

4. Accessibility Advisory Committee Members continue to participate actively by attending several community meetings i.e. Region of Peel Supportive Housing Review and public information sessions.
5. The City Manager's Management Plan is an inclusive Plan that connects many service areas that are needed to move the City forward in an efficient, effective and innovative manner. The City's Accessibility Plan is included as one of the Plans that the City must follow in order to ensure that we are following the City's Strategic Plan.
6. Two Accessibility Advisory Committee members (Rabia Khedr, Naz Husain) presented at the Region of Peel's National Access Awareness Event in June, 2015.
7. The Accessibility Coordinator participated in a stakeholder consultation session to provide input on the proposed Accessibility Certification Program that the Accessibility Directorate of Ontario is investigating with Deloitte.
8. In February 2015, Mississauga Council approved more than \$3 million in funding for community culture, festivals, recreation and environment programs. Under the Recreation and Sport Grant Program some of the organizations receiving funding include: Square One Older Adult Centre; Volunteer Mississauga, Brampton; Caledon; and Nexus Youth Services. Among the groups receiving annual contributions were: Community Living Mississauga, Applewood Centre for Adult Learning and Cruisers Sports for people with physical disabilities.
9. In June, 2015, the Recreation Division brought a Corporate Report to General Committee recommending that the City adopt "A Framework for Recreation in Canada 2015 – Pathways to Wellbeing" as a guide for the planning and delivery of Recreation and Parks services in Mississauga. The Framework has 5 Goals – Goal #2 being: Inclusion and Access – Increase inclusion and access to recreation for populations that face constraints to participation. Priority 2.7 under this goal is to "Provide leadership, support, encouragement, information, policies and programs that facilitate full participation in recreation by people of all abilities across all settings. Work with persons with disabilities to create inclusive opportunities and build leadership capacity. Ensure that recreation environments are accessible, and remove physical and emotional barriers to participation. Recreation Services will consider this framework in alignment with the Future Directions Master Plans, strategies and annual work plans.

Here is a link to the entire [Framework](#).

2. Received budget approval to hire an Accessibility Specialist in 2016.
10. Since 2012, Carol Ann Chafe, AAC Member, continues to represent the AAC/accessibility on the International Transportation Engineers Light Standard Sustainable Development Committee and on The Riverwood Conservancy Garden Committee (Enabling Garden, Sensory Garden) Committee).

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

11. Submitted the AODA Compliance Report to the Province indicating that the City of Mississauga has complied with all AODA requirements up to, and including those requirements that were due by January 1, 2015. The AODA Self-Certified Report has been included as an Appendix to this 2015 Annual Report of the Multi-Year Accessibility Plan.

Conclusion:

The Accessibility Vision for the City of Mississauga is:

“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 will be realized by:

- Meeting or exceeding timelines of legislation
- Providing mobility for everyone
- Retrofitting older buildings, parks and trails
- Making accessibility a design priority
- Providing accessible information
- Creating awareness
- Dedicated funding
- Persons with disabilities being well represented

The strategies listed below were developed to 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

City of Mississauga 2015 Annual Report of the Multi-Year Accessibility Plan

February 1, 2016

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do. In the Mississauga Citizen Satisfaction Survey done by Environics (2015), residents were asked to rank the six goals under the Belong Strategic Planning Pillar. Citizens ranked “ensure affordability & accessibility” at their #1 priority. Here is a link to the [survey results](#). This points to the importance of ensuring that we devote dedicated attention and resources to improving accessibility in Mississauga.

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).

2015 annual accessibility report



August 28, 2015

2015 ANNUAL

ACCESSIBILITY REPORT



DECEMBER 2015



Table of Contents

Executive Summary	3
1.0 MiWay's Accessibility Policy	3
2.0 MiWay's Service Profile	4
3.0 Integrated Accessibility Standards Regulation (IASR)	5
3.1 IASR Transportation Compliance Initiatives (effective January 1, 2017) ...	5
4.0 2015 Initiatives and Achievements	5
4.1 Service Disruptions	5
4.2 Transit Infrastructure.....	5
4.3 Information and Communication	6
4.4 Customer Feedback □ Customer Contact System (CCS)	7
5.0 Mississauga's Transitway (Rapid Transit)	8
5.1 Project Status	9
6.0 Consultation of Plan.....	10
7.0 Plan Approval and Communication Strategy	10
8.0 Conclusion and Next Steps	10
9.0 For more Information	11
10.0 Appendix 1.0 □ □ □ □ □ □ □ □ □	12
Integrated Accessibility Standards Regulation Requirements for MiWay	13-18

2015 annual accessibility report

Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2015 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2015 to make all its services and facilities accessible.

The 2015 Annual Report, in conjunction with the 2012-2017 Accessibility Plan, fulfills MiWay's obligations for 2015 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 2015 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 8, 2016.

A final copy of the 2015 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.

2015 annual accessibility report

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 – 2015 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	37.4 Million
Annual Revenue Service Hours	1.35 Million (Annual Vehicle hrs: 1.45 Million)
Annual Revenue Kilometres	28.9 Million
Number of Routes	84 Routes (as of Dec. 2015): 7 Express Routes; 63 Regular Routes; 14 School Routes;
Fleet Composition	468 accessible buses

3.0 Integrated Accessibility Standards Regulation (IASR):

As part of Integrated Accessibility Standards Regulation (IASR) 2011, MiWay's main focus for accessibility planning has been 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.

3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2015)

There are no transportation compliance initiatives in 2015. For further details related to IASR 191/11 compliance initiatives and subsequent workplan, please refer to the Appendix 1.0.

4.0 2015 Initiatives and Achievements

4.1 Service Disruptions:

MiWay continues to issue alerts on route detours when they are known in advance. Information on planned detours is made available at miway.ca, as well at affected terminals and stops. In 2015, MiWay made improvements to its alert system by issuing real time alerts to customers on service disruptions. These improvements ensure real time alerts are made available to customers advising them on cancellations, detours, and/or delays that are specific to routes. Such details on service disruptions are posted on MiWay's website and mobile app. Customers are notified about these alerts when they pull up their individual trip plans.

MiWay has also been working towards improving the communication of alerts to customers via social media. MiWay staff have launched a new Twitter account @MiWayHelps through which some communication updates are posted. For example, during inclement weather, customers are advised to be prepared for potential delays and to plan their trips accordingly. In February 2016, @MiWayHelps will begin retweeting other important alert information issued by Mississauga Snow, Peel Regional Police and Hanlan Water Project to inform customers about potential delays.

4.2 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 2015 alone, MiWay installed approximately 200 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

2015 annual accessibility report

about 3% (approximately 113 of 3700) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

Rear Concrete Pad Installation Program:

To further improve access to MiWay's accessible conventional services, additions to existing concrete bus stop pads will be the main focus going forward. The extension or 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. Of the 200 pads installed in 2015, 188 were dedicated to rear door concrete pad extensions.

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.

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 2015, approximately 3 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2016, the focus of the annual sidewalk program will continue to be transit accessibility improvements and an additional 5 kilometres of new sidewalk construction is being programmed. Since 2010, approximately 38 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

4.3 Information & Communication:

With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

Web Content:

In an effort to enhance usability, improvements are continuously made to MiWay's new Accessible Services webpage, which can now be easily accessed through miway.ca. Information pertaining to



2015 annual accessibility report

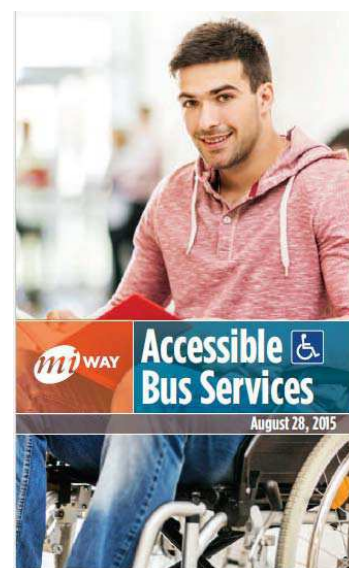
accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus. Web accessibility has been improved with the addition of accessible PDF documents available online, as an alternative to such information as the Accessible Bus Services Guide and the Service Changes web page. Web content is now more accessible by creating consistent styles among headers/titles, links and lists to ensure they are visually distinct from paragraph copy.

The number of inaccessible PDF documents was reduced on miway.ca and many were made into accessible web pages. The font size and styles have been enhanced on MiWay.ca web pages such as those related to Service Changes, MiWay Student Ambassador Program and Mississauga Transitway.

Print Content:

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.

MiWay's 'Accessible Bus Services' brochure, which contains the same information on policies and procedures as those available online, is frequently updated and is 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.



4.4 Customer Feedback:

MiWay welcomes customer feedback. Customers can contact the MiWay call centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on miway.ca/contactus or reach out to us through Twitter.

Our Customer Service Representatives are adept at assisting customers in the development of individual travel plans that meet their individual needs. In addition, the Customer Service Team 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 MiWay Service Development team for action.

MiWay has extended its customer services in the digital space by introducing a Twitter Account available through @MiWayHelps. 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.

2015 annual accessibility report

5.0 Mississauga's Transitway

The Mississauga Transitway is a dedicated transit corridor that will provide east-west travel across Mississauga. 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 Mississauga 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/2015 Facility Accessibility Design Standards.

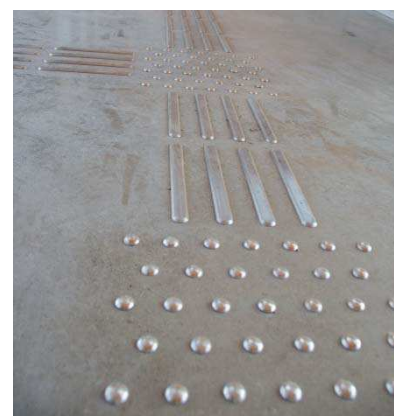
Accessible Transitway Stations:

Aligned with the City's commitment to meet the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements, all transitway stations are equipped with elevators featuring accessible elements, enabling navigation within the stations for a more convenient and comfortable experience.



Where required, stations feature safe crossing between platforms via ramps, designed with accessible features.

Tactile way-finding strips have been incorporated at all transitway stations for easier navigation inside the stations, between all entrances and the elevators.



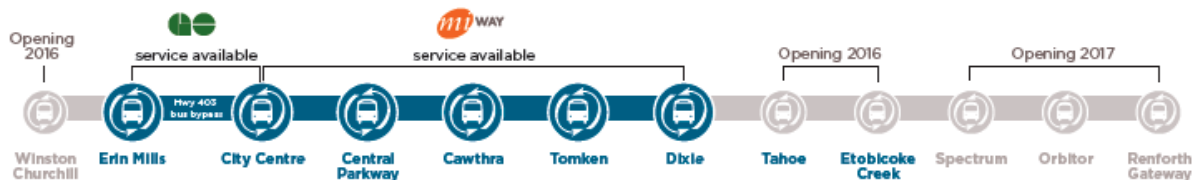
2015 annual accessibility report

5.1 Project Status:

Since Central Parkway, Cawthra, Tomken and Dixie stations opened in November 2014, there has been steady growth on MiExpress routes 107, 109, 185 and MiLocal route 21.

In September 2015, GO Transit opened the Erin Mills Station and five GO bus routes serve the station. MiWay will provide service to Erin Mills Transitway Station in mid-2016.

Tahoe and Etobicoke Creek stations, just east of Dixie Station, are expected to open in early 2016. The final stations: Winston Churchill, Spectrum, Orbitor and Renforth Gateway are scheduled to be completed by 2017.



Fully Complete in 2017

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.

2015 annual accessibility report

6.0 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 8, 2016); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

7.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Report at its January 12th, 2016 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 2015 Annual Report of the Multi-Year 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.

8.0 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.

2015 annual accessibility report

9.0 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
Online Form:	www.miway.ca/contactus

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

Follow us on Twitter: @MiWayHelps

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

Appendix 1.0

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 available 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 / ONGOING</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</p> <p>Conventional transportation service providers,</p> <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>	January 1, 2012	<p>COMPLETED</p> <p>Emergency preparedness and response policy document has been prepared and posted on miway.ca.</p> <p>Information is also available in an accessible format, upon request.</p>
38	<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>

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	Transit stops Conventional transportation service 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.	January 1, 2012	COMPLETED MiWay's existing policy allows customers to board or deboard a MiWay bus at the closest safe location if the official stop is inaccessible. Operators are also trained to notify Transit Control of any stop that is inaccessibility.
48	Storage of mobility aids, etc. 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.	January 1, 2012	COMPLETED 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.
49	Courtesy seating Every conventional transportation service provider shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles. The courtesy seating shall be located as close as practicable to the entrance door. 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. Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of courtesy seating.	January 1, 2012	COMPLETED 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. New 'Priority Seating' decals were produced and installed on all MiWay buses. A Communication Plan was prepared and delivered through website, event, media releases and print.
50	Service disruptions 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.	July 1, 2013	COMPLETED / ONGOING MiWay issues alerts on route detours when they are known in advance. Information is made available at miway.ca, as well at affected terminals and stops. MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes. MiWay staff have launched a new Twitter account @MiWayHelps through which some communication updates are posted.

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 revised in 2015 to match the new Ontario Building Code and IASR, Design of Public Spaces requirements. The document is now referred to as the City of Mississauga 2015 Facility Accessibility Design Standards. This document has been 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>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2014	<p>COMPLETED / ONGOING</p> <p>Customers can contact the MiWay call centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on miway.ca/contactus or reach out to us through Twitter.</p>
12	<p>Accessible formats and communication supports 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, in a timely manner that takes into account the person's accessibility needs due to disability; and 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. 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>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. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>
14	<p>Accessible websites and web content 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> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<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>New web content management system acquired, implementation goal is for Level AA starting in 2016 as new content/features implemented.</p> <p>The City has renewed with SiteImprove for 2016 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>

City of Mississauga

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AODA Self-Certified Accessibility Report

	Question	Answer
1	Does your organization provide and keep a record of accessibility training for employees and volunteers on the use of: 1) accessibility features and equipment, 2) acceptable modifications to deal with temporary barriers or equipment failures, and 3) emergency response procedures for persons with disabilities? (IASR s. 36)	YES
2	Does your organization ensure that a support person accompanying a person with a disability is not charged a fare where a person with a disability has demonstrated a need for a support person? (IASR s. 38)	YES
3	Do your conventional transportation services' new or modified vehicles meet the technical requirements as described in IASR s. 53-62?	YES
4	Is your organization providing ongoing training as required under the Customer Service Standard and are you continuing to meet the Customer Service Standard and Integrated Accessibility Standards Regulations that have come into effect prior to the report?	YES
5	Does your organization provide the required training on the IASR and the Human Rights Code as it pertains to persons with a disability? (IASR s. 7)	YES
6	Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports upon request? (IASR s. 11)	YES
7	Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information? (IASR s. 12)	YES
8	Does your organization provide its emergency procedures, plans or public safety information that it makes available to the public, in an accessible format upon request? (IASR s. 13)	YES
9	Does your organization provide individualized emergency response information for employees that require it and does it review the information in accordance with the Employment Standards? (IASR s. 27)	YES
10	Does your organization incorporate accessibility features into its procurement or acquisition of goods, services or facilities or provide an explanation if doing so is not practicable? (IASR s. 5)	YES
11	Does your organization notify its employees and the public about the availability of accommodations in its recruitment processes? (IASR s. 22-24)	YES
12	Does your organization provide its employees with updated information about its policies to support its employees with disabilities? (IASR s. 25)	YES
13	When requested, does your organization provide employees with disabilities information in an accessible format or with communication supports? (IASR s. 26)	YES
14	Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? (IASR s.28)	YES
15	Does your organization have a documented return to work process for employees who were absent due to a disability or require disability-related accommodations in order to return to work? (IASR s. 29)	YES

Rapport sur l'accessibilité autocertifié pour la LAPHO

	Question	Réponse
1	Votre organisation tient-elle un registre des formations en matière d'accessibilité prodiguées aux employés et aux bénévoles portant sur 1) les options d'accessibilité et l'équipement, 2) les modifications acceptables aux marches à suivre en cas d'obstacles temporaires ou de défaillance de l'équipement, et 3) les procédures d'intervention en cas d'urgence pour les personnes handicapées? (Normes d'accessibilité intégrées, art. 36)	OUI
2	Votre organisation veille-t-elle à ne pas faire payer de tarif à la personne de soutien accompagnant une personne handicapée qui a besoin d'elle? (Normes d'accessibilité intégrées, art. 38)	OUI
3	Vos véhicules de transport classique, nouveaux ou modifiés, sont-ils conformes aux exigences techniques décrites aux articles 53 à 62 du règlement sur les normes d'accessibilité intégrées?	OUI
4	Votre organisation offre-t-elle de la formation continue conformément à la Norme d'accessibilité pour les services à la clientèle, et respecte-t-elle la Norme d'accessibilité pour les services à la clientèle et le règlement sur les normes d'accessibilité intégrées qui sont entrés en vigueur avant la présentation du rapport?	OUI
5	Votre organisation fournit-elle la formation requise sur les Normes d'accessibilité intégrées et les dispositions du Code des droits de la personne qui s'appliquent aux personnes handicapées? (Normes d'accessibilité intégrées, art. 7)	OUI
6	Votre organisation veille-t-elle à ce que ses processus de rétroaction soient accessibles aux personnes handicapées en fournissant ou en faisant fournir sur demande des formats accessibles ou des aides à la communication? (Normes d'accessibilité intégrées, art. 11)	OUI
7	Votre organisation dispose-t-elle d'un processus permettant d'offrir des formats accessibles et des aides à la communication aux personnes handicapées en temps opportun et à un coût qui n'est pas supérieur au coût ordinaire demandé aux autres personnes? (Normes d'accessibilité intégrées, art. 12)	OUI
8	Sur demande, votre organisation fournit-elle dans un format accessible les renseignements sur les mesures et les plans d'urgence ainsi que sur la sécurité publique qui sont destinés au public? (Normes d'accessibilité intégrées, art. 13)	OUI
9	Votre organisation offre-t-elle des renseignements individualisés relatifs aux interventions d'urgence pour les employés qui en ont besoin? Examine-t-elle cette information conformément aux normes d'emploi? (Normes d'accessibilité intégrées, art. 27)	OUI
10	Votre organisation tient-elle compte des options d'accessibilité lors de l'obtention ou de l'acquisition de biens, de services ou d'installations? Fournit-elle une explication lorsque cela n'est pas matériellement possible? (Normes d'accessibilité intégrées, art. 5)	OUI
11	Votre organisation avise-t-elle ses employés et le public de la disponibilité de mesures d'adaptation durant son processus de recrutement? (Normes d'accessibilité intégrées, art. 22 à 24)	OUI
12	Votre organisation fournit-elle à son personnel des renseignements à jour sur ses politiques visant à aider les employés handicapés? (Normes d'accessibilité intégrées, art. 25)	OUI
13	Sur demande, votre organisation fournit-elle aux employés handicapés de l'information dans un format accessible ou avec des aides à la communication? (Normes d'accessibilité intégrées, art. 26)	OUI
14	Votre organisation élabore-t-elle et dispose-t-elle d'un processus écrit régissant l'élaboration de plans d'adaptation individualisés et documentés pour les employés handicapés? (Normes d'accessibilité intégrées, art. 28)	OUI
15	Votre organisation a-t-elle un processus écrit de retour au travail pour les employés qui se sont absentés en raison d'un handicap et qui ont besoin de mesures d'adaptation liées à leur handicap pour reprendre le travail? (Normes d'accessibilité intégrées, art. 29)	OUI

City of Mississauga

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AODA Self-Certified Accessibility Report

General Comment/Commentaires généraux:

No comment was entered. Aucun commentaire n'a été saisi.



MISSISSAUGA

REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

www.mississauga.ca

MONDAY, NOVEMBER 30, 2015 – 1:31 PM

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

MEMBERS PRESENT

Clement Lowe, Citizen Member (CHAIR) (Arrived at 1:55 PM)

Melanie Taddeo, Citizen Member

Asim Zaidi, Citizen Member

Carol-Ann Chafe, *ex-officio*

MEMBERS ABSENT

Mashkoor Sherwani, Citizen Member

OTHERS PRESENT

Diana Simpson, Accessibility Coordinator

Paul Marsala, Terraplan Landscape Architects

Courtney Likins, Terraplan Landscape Architects

Mike Dartizio, Stantec Design Inc.

Lori-anne Bonham, Project Manager - Landscape Architecture

Alana Evers, Project Manager - Landscape Architecture

Lawrence Franklin, Urban Designer, Development & Design Division

Ben Gomberg, Manager, Active Transportation

Vedad Hasanovic, Project Manager – Facilities & Property Management

Virginia Kalapaca, Project Manager – Park Development

Marta Awad, Accessibility Specialist Intern

CALL TO ORDER – 1:31 PM

In the absence of the Chair, Carol-Ann Chafe, Citizen Member and Chair of the Accessibility Advisory Committee called the meeting to order.

ITEMS CONSIDERED

1. P519 Union Park Development

Lori-anne Bonham, Project Manager – Landscape Architecture, Paul Marsala and Courtney Likins, Terraplan Landscape Architects provided a PowerPoint presentation with respect to P519 Union Park Development.

Mr. Marsala provided an overview of the park development, noting its location in Ward 9 and the anticipated features of the property which will include a connection to Millgrove Trail, three outdoor exercise stations, a water spray area, playgrounds, a skate park, multi-use court, and a central plaza. Mr. Marsala provided further comments on the concrete walkways, ramp grades, mulch safety surfaces, skate park features, shade structures, and the accessible features of the Trek Fit exercise station and the junior playground.

Ms. Chafe inquired about parking and was advised that there is no planned parking lot as the development is considered to be a “neighbourhood park”. Ms. Chafe further commented that the walking distance to the proposed leash-free area was prohibitive to those who could not walk long distances.

Clement Lowe, Citizen Member and Chair of FADS joined the meeting at 1:55 PM. Ms. Chafe continued as Chair at Mr. Lowe’s request.

Further discussion amongst Members and staff pertained to overhead clearance in treed areas, entrance access, and cooling station activators.

RECOMMENDATION

1. That the PowerPoint presentation regarding P519 Union Park development located at 6627 Tenth Line West, Mississauga presented to the Facility Accessibility Design Subcommittee on November 30, 2015 be received for information;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of P519 Union Park development located at 6627 Tenth Line West, Mississauga.

Received/Approved (M. Taddeo)

2. Off Road Trail (ORT) #7

Alana Evers, Project Manager - Landscape Architecture and Mike Dartizo, Stantec Design Inc. provided a PowerPoint presentation with respect to Off Road Trail (ORT) #7.

Ms. Evers provided a brief overview of the location of ORT #7, noting that it is in Wards 3 and 4 and that it consists of two to three distinct sections with the Region of Peel developing the middle section and further commented that the trail runs along four stations of the Bus Rapid Transit (BRT) line.

Ms. Evers provided details with respect to the trail features including signage on slopes and at trail heads, reflective markers to mark hydro towers, and noted that rest areas and a wayfinding program were yet to be determined. Ms. Evers further commented that the asphalt trail would be three metres wide and would be routed around stormwater ponds and the hydro towers.

Ms. Chafe inquired about signage on the trail and was advised that the City does not own this land. Ms. Chafe further noted that the trail would provide a safe route to access the BRT.

RECOMMENDATION

1. That the PowerPoint presentation regarding Off Road Trail (ORT) #7 to the Facility Accessibility Design Subcommittee on November 30, 2015, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Off Road Trail (ORT) #7, as presented.

Received/Approved (M. Taddeo)

3. Off Road Trail (ORT) #11 – FADS Follow-Up

Email dated November 19, 2015 from Alana Evers, Project Manager – landscape Architecture with respect to follow-up information pertaining to Off Road Trail (ORT) #11, as discussed at the October 26, 2015 FADS meeting.

Ms. Evers spoke briefly to her correspondence and provided an update on off Road trail (ORT) #11 to the FADS Members. Members thanked Ms. Evers for following up on their inquiries.

RECOMMENDATION

That the memorandum dated November 19, 2015 from Alana Evers, Project Manager – Landscape Architecture with respect to follow-up information regarding Off Road Trail (ORT) # 11 be received for information.

Received (M. Taddeo)

4. Referral of Region of Peel Projects to the Facility Accessibility Design Subcommittee – Update

Memorandum dated November 25, 2015 from Karen Morden, Legislative Coordinator with respect to the referral of Region of Peel projects to the Facility Accessibility Design Subcommittee.

Ms. Morden spoke briefly to correspondence and advised of the process to have minutes from the Peel Region Accessibility Advisory Committee forwarded to the City of Mississauga with respect to Regional projects in Mississauga.

RECOMMENDATION

1. That the memorandum dated November 25, 2015 from Karen Morden, Legislative Coordinator with respect to the referral of Region of Peel projects to the Facility Accessibility Design Subcommittee be received for information;
2. That the Region of Peel be requested to forward minutes pertaining to Regional projects in Mississauga to the Accessibility Advisory Committee (AAC) or the Facility Accessibility Design Subcommittee (FADS) for consideration, whichever meeting occurs first, and that the AAC and FADS may request further review and/or a presentation on a project;
3. That the minutes pertaining to Regional projects in Mississauga be forwarded by the Legislative Coordinator to Planning and Building staff for their records.

Received/Approved (M. Taddeo)

DATE OF NEXT MEETING(S)

Accessibility Advisory Committee – Monday, February 8, 2015; 2:00 PM –
Mississauga Valley Community Centre, Program Room 1, 1275 Mississauga Valley
Boulevard, Mississauga

Facility Accessibility Design Subcommittee – Monday, February 22, 2016; 1:30 PM
– Committee Room A, Civic Centre - 300 City Centre Drive, Mississauga

ADJOURNMENT – 3:02 PM

Advisory Committee Role:

- provide non-binding insight and feedback to Council and staff on agenda items;
- share expertise and perspective to Council and staff on agenda items;
- respond to agenda items as presented to Committee by Council or staff;
- uphold the mandate and vision of the Committee;
- focus on the collective interest of the City rather than self-interest;
- ensure all matters are dealt with in an open and transparent manner.

Recommendations of Advisory Committees are forwarded to General Committee for consideration. The final decision regarding all recommendations is made by Council.

Ground Rules for Committees and their members:

1. Meetings start and end on time.
2. Discussions stay on subject and follow the agenda.
3. One person speaks at a time. Others do not interrupt when someone is speaking.
4. All conversations related to the Committee's business shall occur at the Committee meeting with no sidebar conversations outside of the publicly held meeting.
5. Members will come prepared and ready to speak.
6. Members listen and are open to hearing other people's perspectives.
7. Cell phones are off.
8. Consensus, majority rule or unanimous agreement is how decisions are made.
9. Members will accurately communicate recommendations of the Committee even if they disagree with the final decision. This will maintain the integrity of the decision making process.
10. The Chair of the Committee is the spokesperson for the Committee. Any comments made must align with and be in agreement with the direction given by the Committee. When outside of the meeting, members speak for themselves as individuals and not for the Committee.

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 8, 2016 Accessibility Advisory Committee meeting.

AAC Recommendation	Work Plan Item	Status
AAC-0009-2014	Accessible Cycling	<p>In progress – update required.</p> <p>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.</p>
AAC-0018-2015	Updated FADS Document	<p>Complete. (General Committee – December 2, 2015)</p>
AAC-0027-2015 / GC-0550-2015	Employment	<p>In progress.</p> <p>GC-0550-2015</p> <ol style="list-style-type: none"> 1. That the email dated July 11, 2015 from Mashkoor Sherwani, Citizen Member with respect to hiring practices for persons with developmental and intellectual disabilities, be received; 2. That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process; 3. That in 2016 Human Resources staff consult with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy, which is to include discussing the feasibility of employment related programs for persons with disabilities.