



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 16, 2016

Table of Contents

Executive Summary/Background 2

1. General Initiatives 4

2. Accessible Customer Service Initiatives 22

3. Accessible Information and Communication Initiatives 24

4. Accessible Employment Initiatives 25

5. Accessible Transportation Initiatives 27

6. Accessible Built Environment Initiatives 32

7. Additional Accessibility Successes 48

Conclusion 59

Appendix 2: MiWay 2015 Annual Accessibility Report
Appendix 3: City of Mississauga AODA Compliance Report

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

February 16, 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. Accessibility Plans are referenced in the general requirements of the IASR. 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 16, 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 3).

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.

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
1. 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 	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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<ul style="list-style-type: none"> • Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas • 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... 			<p>Belong:</p> <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>Urban design for the Hurontario/Main (LRT) incorporates universal design principles through the provision of:</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • Wide sidewalks (min. 1.8m to 2.0m) with curb ramps at all intersections and minimal slopes to match roadway design • Pedestrian signals • Step free access • The installation of elevators at the Cooksville Station to facilitate transfers for the LRT to GO system • Level boarding meeting accessibility standards • Wayfinding systems for people with visual disabilities • Easy access for strollers and mobility devices <p>“LRT stop design will be paramount to ensure a seamless, accessible, and attractive customer environment and experience.”</p> <p>Here are some achievements and plans stemming out of the City’s Older Adult Plan:</p> <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

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>community centres are involved in a CCOAC.</p> <ul style="list-style-type: none"> • 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, identifying priorities for each task group and applying for the designation in March 2017. • 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.

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • 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 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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 into its Official Plan an appropriate definition of Pedestrian Friendly • 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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 the City’s first 6 sport chairs and 10 ice sledges. • 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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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> <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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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, 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.</p>
<p>"Accessibility Impact" Section in Corporate Reports</p>	<p>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.</p>	<p>2015</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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>
<p>Inclusion of Persons with Disabilities into existing Committees</p>	<p>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.</p>	<p>Ongoing</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<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 Accessibility Advisory Committee. • A Region of Peel AAC member is a member of the Mississauga Library Board. • The Meadowvale/River Grove Youth Advisory Committee has two members with disabilities. • The Older Adult Advisory Panel has a member with a disability. • The AAC Chairperson represents accessibility

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>planning on the International Transportation Engineers Light Standard Sustainable Development Committee and on The Riverwood Conservancy Garden Committee (Enabling Garden, Sensory Garden Committee).</p> <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>
<p>Policy Review and development of a statement of commitment to accessibility. (IASR, 3)</p>	<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>This includes the regular three year review of existing Corporate policies with an accessibility lens.</p>	<p>2012/ 2013</p> <p>2013/ Ongoing</p>	<p>Corporate Services, Corporate Performance and Innovation, Corporate Policy Analyst</p>	<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> <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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 have been reviewed and comments have been documented along with the most recent amendment date. In some cases comments were mainly regarding proper terminology. 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 or facilities. (IASR, 5,6)	Develop a process to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. This will include accessibility features when designing, procuring or acquiring self-service kiosks.	2013	Corporate Services, Materiel Management, Senior Buyer	<p>The Contract Managers Guidebook was developed at a high level to provide Contract Managers advice on what accessibility means to procurement. The Guidebook includes a checklist to be followed when planning and conducting procurements. This Guidebook is posted on the Materiel Management and the Accessibility intranet sites.</p> <p>The Procurement Request Form (PRF) includes a statement: "Are there 'Accessibility' requirements that impact this procurement?"</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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>
<p>Training on the IASR and Human Rights Code. (IASR, 7)</p>	<p>Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.</p>	<p>2013 -2014 and beyond</p> <p>Note: Accessible Customer Service Training was initiated in 2008.</p>	<p>Corporate Services, Human Resources, Manager, Learning and Organizational Development</p>	<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> <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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 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

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> - 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 visited the display. - 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

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>employers on the benefits of hiring people with disabilities</p> <ul style="list-style-type: none"> - 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	<p>The integration of accessibility criteria into existing City of Mississauga internal awards programs.</p> <p>Investigate partnering with a community based organization for the implementation of an accessibility awards program.</p>	<p>2013/ Ongoing</p> <p>2015</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<p>The 2015 Exceptional Accessible Customer Service Awards (an internal award program) were given out at the 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,

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Osteoporosis, and Arthritis.</p> <ul style="list-style-type: none"> • 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 and past chairperson; • Diana Simpson, City of Mississauga's Accessibility Coordinator; • Aliyah Yusuf, DEEN Support Services & Muneeba Centre volunteer; and • Clement Lowe, City of Mississauga AAC member.

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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>
2. ACCESSIBLE CUSTOMER SERVICE INITIATIVES				
Accessible Customer Service Training (Regulation: Accessibility)	Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 rd party agencies, in order to continue to comply with the Accessible Customer Service Regulation, under the Accessibility for Ontarians with Disabilities Act (AODA).	Ongoing	Corporate Services, Facilities and Property Management, Accessibility	<p>On an ongoing basis, new full and part time staff, and 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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Standards for Customer Service, 6)			Coordinator and Human Resources, Talent Management	Visual Arts Mississauga through the ARTREACH for Older Adults program provided an experiential training program called " Through Other Eyes " for their volunteers.
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>	<p>Ongoing</p> <p>Next General Municipal Election will be in 2018.</p>	<p>Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk</p>	<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 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).</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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.
3. ACCESSIBLE INFORMATION AND COMMUNICATION INITIATIVES				
<p>Accessible Formats and Communication Supports (IASR, 12)</p>	<p>Review relevant policies. Reinforce Accessible Customer Service Training Develop Vendor list. Develop guidelines for accessible public information materials.</p>	<p>2014/ Ongoing</p>	<p>Corporate Services, Communications, Senior Communications Advisor</p>	<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>
<p>Accessible Feedback Processes (IASR, 11)</p>	<p>Develop accessible on line feedback processes in addition to other methods.</p>	<p>2013/ Ongoing</p>	<p>Corporate Services, Communications, Senior Communications</p>	<p>Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).</p> <p>The City provides accessible online feedback</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
			Advisor	mechanisms as well as alternate communication supports. Awareness activities on accessible forms will continue in 2016.
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>
4. ACCESSIBLE EMPLOYMENT INITIATIVES				
Employee Accommodations	Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career	2013/ Ongoing	Corporate Services, Human Resources, Manager,	Recruitment, assessment or selection process: <ul style="list-style-type: none"> Continue to build an inventory of the Essential Duties Worksheet

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<p>Recruitment planning, screening and selection process provides accommodations.</p> <p>Accommodations are provided to employees.</p> <p>Return to work process with related applicable accommodations is in place.</p> <p>Performance management, career development and redeployment take into consideration the accommodation needs of employees with</p>	<p>development and employee redeployment.</p> <p>Develop targeted training for all Human Resources staff, Managers/Supervisors, and all employees on the changes to policy and process as a result of the employment standards.</p> <p>Communicate employment policies and processes to all staff.</p>		<p>Learning and Organizational Development; Manager, Employee Health Services</p>	<ul style="list-style-type: none"> • 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"> 1. The City reviews and updates each position's Physical and Cognitive Assessments as required as part of the recruitment process. 2. Ergonomic assessments are performed as required to support both employee wellness and short term & long accommodations. 3. With each accommodation coaching is provided, as required, to ensure a successful placement. 4. Education is provided on the importance of employee accommodation as required. 5. 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 <p>Career development and advancement:</p> <ul style="list-style-type: none"> • Language regarding requesting accessibility

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
disabilities. (IASR, 22, 23, 24, 30, 31, 32)				<p style="text-align: center;">accommodations is to be added to all training registration forms (HR, IT, Project Management)</p> <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"> 1. 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. 2. 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.
5. ACCESSIBLE TRANSPORTATION INITIATIVES				
Information about accessible transit. (IASR, 34)	<p>Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.</p> <p>Ensure this information is made available in an accessible format.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planner	<p>With all MiWay routes becoming accessible in October 2012, MiWay updated the Accessible Services Guide.</p> <p>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. Information on accessibility services is</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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>
<p>Multi -year Transit Accessibility Plan (IASR, 41, 43, 78)</p>	<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>	<p>2012, Annual</p>	<p>Transportation and Works, MiWay, Transit Planner</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> <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>
<p>Announcements</p>	<p>Pre-boarding and on-board announcements (visual</p>	<p>2011-2014</p>	<p>Transportation</p>	<p>All MiWay buses have Automated Next Stop</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
on the bus. (IASR, 52)	and auditory) have been implemented on all MiWay buses. The Standard Practice Instruction (SPI) will be revised.		and Works, MiWay, Transit Planner	Announcements (since 2010). 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.
Service Disruptions (IASR, 35, 47, 50)	Non-functioning accessibility equipment on buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done. The SPI regarding "Passenger drop off/pick up after snowfall" will be revised.	2012/ Ongoing	Transportation and Works, MiWay, Transit Planner	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. 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. 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 inaccessible. 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

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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>. Hara Associates recommends that Mississauga set a target of 21% of taxis being mobility device accessible.</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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> <p>PVAC and Council will be considering these 2 Reports in making decisions regarding future Mississauga taxicab</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				service.
6. ACCESSIBLE BUILT ENVIRONMENT INITIATIVES				
<p>Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook.</p> <p>Note: This document is now titled: City of Mississauga-2015 Facility Accessibility Design Standards</p>	<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 • June 22, 2015 – Accessibility Design Standards

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Draft</p> <ul style="list-style-type: none"> • 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 16, 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> 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> 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> <p><u>South Common Parks Depot</u></p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 • Accessible book return drop off slots

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • 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><u>Park Washrooms:</u></p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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 Summer 2016.</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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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 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></p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Lifecycle Elevator Program</p> <p><u>Central Bus Terminal</u> Lifecycle Elevator Program</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 to the “Additional Accessibility Successes” section (Built Environment) of this Report, page 46.</p>
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	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.

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<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>
<p>Affordable Housing Program</p>	<p>Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan completed work to-date includes:</p> <ul style="list-style-type: none"> • Summary of Housing Needs (2011) • Vision and Framework (2011) • Second Unit Implementation Strategy (2013) – which included an Official Plan Amendment, Zoning By-law Amendment, Licensing By-law and Education Campaign and Partnerships <p>Licensing of second units began in January 2014 along with an education campaign and work that builds upon Partnerships.</p> <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 	<p>2011-2016</p>	<p>Planning & Building, Policy Planning Division, Planner</p>	<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> <p>For more information and updates visit the City's housing choices website.</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<ul style="list-style-type: none"> Housing Program Action Plan 			
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	Park Development, Parks and Forestry, Community Services Parks Operations, Parks and Forestry, Community Services	<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 within our parks.</p>
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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<p>Integrated play experiences/ playgrounds for children and caregivers. (IASR, 80.18-80.20)</p>	<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>	<p>2016 Ongoing</p>	<p>Park Development, Parks and Forestry, Community Services</p>	<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> <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

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • 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> <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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Coordinator.
<p>Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements (IASR, 80.21-80.31)</p>	<p>The IASR defines exterior path of travel as: “outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience”.</p> <p>Future exterior paths of travel including sidewalks, engineered walkway connections and multi-use trails within the road right of way are to follow specific legislative requirements.</p> <p>The Mississauga Accessibility Design Handbook will need to be revised to reflect these new requirements.</p> <p>Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.</p> <p>Research and determine best practice for tactile walking surface indicators.</p> <p>Corporate policies will need to be revised to reflect these new exterior paths of travel, IASR requirements.</p> <p>Consult with the AAC re: design and placement of rest areas along exterior paths of travel for new and redeveloped locations.</p>	2016	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>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 -As per the IASR, AODA, all controlled (signal or signed corners will have tactile plates installed -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>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

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>and multi-use trail construction program)</p> <ul style="list-style-type: none"> • 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 Management to manage programming and tracking of tactile plates • Develop a Communication Plan for T&W staff • Update Sidewalk Policy • Prepare Budget Request for 2017 • Monitor and report accomplishments and conflicts <p>The Square One South Mall Expansion (Holt Renfrew etc.) installed metal tactile strips to intersection crossings on the new streets.</p> <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>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
<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>	<p>2016</p>	<p>Works Operations and Maintenance Division, Transportation and Works</p>	<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 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.</p>
<p>Implement requirements for Accessible parking. (IASR, 80.32-80.39)</p>	<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>2016</p>	<p>Development and Design Division, Planning & Building</p> <p>Enforcement</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</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<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>		<p>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 Coordinator, FPM</p>	<p>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>
<p>Implement requirements for accessible service counters, fixed queuing lines and waiting areas for indoor and outdoor environments. (IASR, 80.40)</p>	<p>Ensure compliance in new construction and renovations</p>	<p>2016</p>	<p>Space Planning, Facilities and Property Management, Corporate Services</p>	<p>The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue.</p> <p>Central Library had new improved lowered counters installed in 2015.</p>
<p>Ensure accessibility related equipment and features are</p>	<p>Procedures for preventative and emergency maintenance of accessible elements in public spaces to be noted in the multi-year Accessibility Plan.</p>	<p>2016</p>		<p>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.</p>

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

February 16, 2016

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
maintained. (IASR, 80.44)				<p>Traffic signal maintenance is described on p. 56 of the Mississauga Road Safety Handbook.</p> <p>Transportation and Works repaints accessible parking markings as part of scheduled maintenance.</p>

7. ADDITIONAL ACCESSIBILITY SUCCESSES

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

Built Environment

1. 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:

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

February 16, 2016

- 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:
- 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

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

February 16, 2016

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.



Figure 1 - Tactile warning surface around Public Art

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

February 16, 2016

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..
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.

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

February 16, 2016

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.

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.

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

February 16, 2016

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.
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.

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

February 16, 2016



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.

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.

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

February 16, 2016

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)

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.

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

February 16, 2016

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.

Other Parapan Am Athletes:

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

Accessibility Feedback to TO2015:

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.

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-Am-Torch-Relay)

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

February 16, 2016

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



Figure 4 - Parapan Am Display at Central Library

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.
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.

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

February 16, 2016

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](#) .

10. An Accessibility Compliance Tip Sheet was created to assist Library Managers in following the AODA requirements.
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.
12. Received budget approval to hire an Accessibility Specialist in 2016.

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

February 16, 2016

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 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

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do.

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

February 16, 2016

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).