
Accessibility Advisory Committee

Date

2017/02/06

Time

2:00 PM

Location

Civic Centre, Committee Room A - Second Floor,
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members

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

Contact

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

Find it Online

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

Accessibility Advisory Committee Staff Working Group

Daryl Bell, Manager, Mobile Licensing Enforcement

Lisa Boyce-Gonsalves, Community Development – Inclusion and Accessibility

Darren Cooper, Accessibility Specialist

Lawrence Franklin, Urban Designer, Development & Design Division

Ben Gomberg, Manager, Active Transportation

Vedad Hasanovic, Project Manager, Facilities & Property Management

Mojan Jianfar, Assistant Planner, Culture and Heritage Planning

Virginia Kalapaca, Project Manager, Park Development

Lydia Kowalyk, Manager, Internal Services, Revenue & Materiel Management

Diana Krawczyk, Manager, Readers' Den, Library

Karen Morden, Legislative Coordinator, Office of the City Clerk

Nigel Roberts, IT Manager, Digital Services & Mobility

Pamela Shanks, Corporate Policies Analyst

Diana Simpson, Supervisor, Accessibility Planning

Lorena Smith, Older Adult Coordinator

Christine Gabany, Manager, Talent Acquisition

Stefan Szczepanski, Manager, Park Development

Cynthia Ulba, Senior Communications Advisor

Alana Tyers, Team Leader, Transit Planning

Graham Walsh, Legal Counsel

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES OF PREVIOUS MEETING**

4.1. Accessibility Advisory Committee Minutes - November 21, 2016

5. **DEPUTATIONS**

5.1. Community Engagement Strategy Session

Members will participate in a Community Engagement Strategy session, facilitated by City staff and an external consultant.

6. **PUBLIC QUESTION PERIOD**

(Accessibility Advisory Committee may grant permission to a person who is present at Accessibility Advisory Committee and wishes to address a matter on the Agenda. Persons addressing the Committee will ask their questions within a time limit of 5 minutes, as public question period total limit is 15 minutes.)

7. **MATTERS TO BE CONSIDERED**

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

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

7.2. Region of Peel Accessibility Advisory Committee Update

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

7.3. Draft 2016 Annual Report of the Multi-Year Accessibility Plan and 2016 MiWay Annual Accessibility Report

7.4. National Access Awareness Week Event Update

7.5. Accessible Cities Award

7.6. Accessibility Advisory Committee - Pending Work Plan Items

8. **SUBCOMMITTEE REPORTS**

8.1. Facility Accessibility Design Subcommittee Report - November 28, 2016

8.2. Facility Accessibility Design Subcommittee Report - December 19, 2016

9. **INFORMATION ITEMS**

9.1. Toronto Star Article on Housing

9.2. Uber: Deaf Uber Drivers (Accessibility)

10. **COMMITTEE UPDATE/OTHER BUSINESS**

11. **DATE OF NEXT MEETING** - April 10, 2017, 2:00 PM; Civic Centre, Committee Room A

12. **ADJOURNMENT**

City of Mississauga
Minutes



Accessibility Advisory Committee

DRAFT

Date

2016/11/21

Time

2:11 PM

Location

Meadowvale Community Centre
6655 Glen Erin Drive, Mississauga, ON

Members Present

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

Members Absent

Robert Bain, Citizen Member
Mandi Buckner, Stakeholder Member
Alfie Smith, Stakeholder Member

Find it online

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

Accessibility Advisory Committee**2016/11/21****2****Staff Present**

Daryl Bell, Manager, Mobile Licensing Enforcement
 Lisa Boyce-Gonsalves, Community Development – Inclusion & Accessibility
 Frank Buckley, Manager, Parks South District
 Darren Cooper, Accessibility Specialist
 Lawrence Franklin, Urban Designer
 Ben Gomberg, Manager, Active Transportation
 Virginia Kalapaka, Project Manager, Park Development
 Diana Krawczyk, Manager, Burnhamthorpe Library
 Pamela Shanks, Corporate Policies Analyst
 Diana Simpson, Supervisor, Accessibility Planning
 Christine Gabany, Manager, Talent Acquisition
 Christopher Tham, Marketing Coordinator
 Jacqueline Hunter, Transportation Infrastructure Technologist
 Karen Morden, Legislative Coordinator, Office of the City Clerk

1. **CALL TO ORDER - 2:11 PM**2. **APPROVAL OF AGENDA**

Councillor Saito thanked the Members of the Accessibility Advisory Committee on behalf of Council for their work and thanked staff for their support of the Committee. Councillor Mahoney thanked Councillor Saito for her dedication and years of support to the Accessibility Advisory Committee.

Approved (A. Zaidi)

3. **DECLARATION OF CONFLICT OF INTEREST - Nil.**4. **MINUTES OF PREVIOUS MEETING**4.1. Minutes of the September 12, 2016 Accessibility Advisory Committee meeting

Approved (N. Husain)

5. **DEPUTATIONS**5.1. Anam Ansari, Community Outreach Coordinator, Diversity and Inclusion Charter of Peel regarding the Regional Diversity Roundtable

Anam Ansari was not present at the meeting.

5.2. Sally Wall, Stakeholder Member regarding Canada VRS (Video Relay Service)

Ms. Wall provided information about Canada VRS noting its features and functionality in enabling people to connect with interpreters over the Internet. Further, Ms. Wall noted that she would send an email to all present with a link to the Canada VRS website, at a later date.

RECOMMENDATION

That the deputation by Sally Wall, Stakeholder Member with respect to Canada VRS (Video Relay Service), be received for information.

Received (M. Taddeo)

Recommendation AAC-0037-2016

5.3. Jacqueline Hunter, Transportation Infrastructure Technologist regarding Tactile Warning Strips

Ms. Hunter spoke to the implementation of Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, providing a brief background on the Integrated Accessibility Standard Regulation (IASR) and the addition of Public Spaces. Further, Ms. Hunter spoke to the financial and monitoring/reporting implications, future tactile plate implementation plans, the 2017 AODA Capital Budget Request, and the Public Transit Infrastructure Fund.

Naz Husain, Citizen Member inquired whether the tactile warnings had been implemented successfully in other municipalities, to which Ms. Hunter spoke to the City of Toronto's case study, noting that the implementation of tactile warning strips is covered under Design of Public Spaces in the AODA. Ms. Husain spoke to the possible loss of balance with the truncated domes. Darren Cooper, Accessibility Specialist noted that the Toronto Accessibility Advisory Committee had provided comment on the Toronto implementation.

RECOMMENDATION

That the deputation and associated presentation by Jacqueline Hunter, Transportation Infrastructure Technologist with respect to Tactile Warning Strips Implementation, be received for information.

Received (Councillor Saito)

Recommendation AAC-0038-2016

6. **PUBLIC QUESTION PERIOD - Nil.**

7. **MATTERS TO BE CONSIDERED**

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

Diana Simpson, Supervisor, Accessibility Planning provided a brief update noting that Standards Development Committees had been formed and advised Members that they could apply to sit on those committees. Further, Ms. Simpson noted that the Accessibility Advisory Committee would be able to review outcomes and provide comments. Naz Husain, Citizen Member noted that she had applied to sit on the committees.

RECOMMENDATION

That the verbal update from Diana Simpson, Supervisor, Accessibility Planning with respect to the *Accessibility For Ontarians with Disabilities Act, 2005 (AODA)*, be

received for information.

Received (Councillor Mahoney)
Recommendation AAC-0039-2016

7.2. Region of Peel Accessibility Advisory Committee Update

Ms. Husain provided a brief verbal update noting a Citizen First website, provided a TransHelp update, and spoke to the annual status report. Further, Ms. Husain spoke to a policy on ableism from the Human Rights Commission and a Provincial festivals document and advised that she would forward links to both.

RECOMMENDATION

That the verbal update from Naz Husain, Citizen Member with respect to the Region of Peel Accessibility Advisory Committee, be received for information.

Received (A. Zaidi)
Recommendation AAC-0040-2016

7.3. Federal Legislation Update

Darren Cooper, Accessibility Specialist provided a brief update with respect to Federal legislation and spoke to the development of a Federal accessibility law, noting that people are able to provide feedback online and in person. Further, Mr. Cooper noted that the project should be wrapped up in February 2017.

RECOMMENDATION

That the verbal update from Darren Cooper, Accessibility Specialist with respect to Federal legislation, be received for information.

Received (M. Taddeo)
Recommendation AAC-0041-2016

7.4. National Access Awareness Week Event Update

Diana Simpson, Supervisor, Accessibility Planning spoke to the 2017 National Access Awareness event noting that a grant application had been submitted to the Rick Hansen Access4All Program, in the amount of \$20,000.

Virginia Kalapaca, Project Manager, Park Development noted that infrastructure development was a requirement of the funding and spoke to Accessible Beach Routes/Mats that were proposed for Jack Darling Park and Lakefront Promenade Park, as included in the grant application.

Ms. Simpson noted that support from the Committee would lend validity to the grant application, to which there was general consensus amongst Members.

Discussion amongst Members ensued with respect to possible displays/booths at the event. In response to a suggestion by Rabia Khedr, Citizen Member Diana Krawczyk, Manager, Burnhamthorpe Library spoke to the 3D printers at the library and noted they could be utilized.

RECOMMENDATION

That the Accessibility Advisory Committee is in support of the application for funding for Accessible Beach Routes from the Rick Hansen Access4All Program.

Carried (R. Khedr)

Recommendation AAC-0042-2016

7.5. Pending Work Plan Items - Accessibility Advisory Committee

Mashkoor Sherwani, Citizen Member inquired about employment for persons with intellectual disabilities and was advised that Human Resources is continuing to develop the employment strategy. Councillor Saito noted that the entire employment strategy is under development and noted budget implications.

Christine Gabany, Manager, Talent Acquisition advised that she would provide updates to the Committee.

RECOMMENDATION

That the Accessibility Advisory Committee Pending Work Plan Items be received, as amended.

Received (R. Khedr)

Recommendation AAC-0043-2016

8. **SUBCOMMITTEE REPORTS**

8.1. Facility Accessibility Design Subcommittee Report - August 29, 2016

RECOMMENDATION

1. That the presentation regarding Fire Station 120 – New Construction to the Facility Accessibility Design Subcommittee on August 29, 2016, be received:
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Fire Station 120 – New Construction.

Carried (N. Husain)

Recommendation AAC-0044-2016

9. INFORMATION ITEMS

9.1. Customer Service Strategy Update

Asim Zaidi, Citizen Member spoke regarding the focus group he had attended with respect to the City's Customer Service Strategy, noting that community stakeholders had gathered to provide input on how City services could be accessed.

RECOMMENDATION

That the verbal update from Asim Zaidi, Citizen Member with respect to the City of Mississauga Customer Service Strategy, be received for information.

Received (M. Taddeo)

Recommendation AAC-0045-2016

9.2. Update on Lakeshore Connecting Communities Technical Advisory Committee

Carol-Ann Chafe, Chair and Naz Husain, Citizen Member provided an update on the Lakeshore Connecting Communities Technical Advisory Committee meeting they had attended noting some of the input they had provided and noted that there is an online survey that closes on December 9, 2016.

RECOMMENDATION

That the verbal update from Carol-Ann Chafe, Citizen Member and Chair with respect to the Lakeshore Connecting Communities Technical Advisory Committee, be received for information.

Received (M. Sherwani)

Recommendation AAC-0046-2016

9.3. Uber - Accessibility Update

The Committee considered the document that had been provided by Chris Schafer, Public Policy Manager, Uber Canada regarding Uber's accessibility.

Daryl Bell, Manager, Mobile Licensing Enforcement advised that Uber had not been compliant with City By-laws and continued to operate in the City. Further, Mr. Bell spoke to the Public Vehicle Pilot Program Committee and noted that staff would be bringing a report to Council regarding regulating Transportation Network Companies.

Carol-Ann Chafe, Chair noted that she had attended a session at OCAD University where Uber had made a presentation about accessible services, to which Mr. Bell

advised that Toronto and Ottawa had worked with Uber to develop the service and further advised that the Mississauga taxi industry is meeting the transportation needs in the City.

Sally Wall, Stakeholder Member commented that Uber makes it accessible for persons with hearing disabilities to access their transportation and that deaf people love the Uber app.

Councillor Mahoney noted that the taxi industry is working to modernize, to which Mr. Bell commented that taxi brokerages have been developing their own apps.

RECOMMENDATION

That the correspondence from Chris Schafer, Public Policy Manager, Uber Canada with respect to an update regarding Uber accessibility, be received for information.

Received (Councillor Mahoney)

Recommendation AAC-0047-2016

9.4. Accessibility Advisory Committee 2017 Meeting Dates

RECOMMENDATION

That the memorandum dated August 30, 2016 from Karen Morden, Legislative Coordinator with respect to the 2017 meeting dates of the Accessibility Advisory Committee, be received for information.

Received (R. Khedr)

Recommendation AAC-0048-2016

10. **COMMITTEE UPDATE/OTHER BUSINESS**

Carol-Ann Chafe, Chair spoke regarding planning an event at the new Sheridan College building in February 2017 and advised that she would send a link to the other Members.

11. **DATE OF NEXT MEETING** - Monday, February 6, 2017 - 2:00 PM, Civic Centre, Committee Room A

12. **ADJOURNMENT** - 3:51 PM



COMMUNITY ENGAGEMENT

building our strategy

**we're
improving
the way we
engage**

Tell us what we do well,
how we can do better, and
what future consultation with
the City can look like.



The Planning and Building department is leading the development of a community engagement strategy to support staff in their efforts to better consult with our residents and stakeholders. This initiative is based on one of the actions under the Connect Pillar of the Strategic Plan. It will provide clear guidelines for how residents and stakeholders can be heard and get involved in important City matters.

The City consults and engages with the community on a regular basis and hosts many engagement events each year. The 2017 Budget Allocator, Dundas Connects, My Malton, Inspiration Port Credit, the Storm Water Charge, the Affordable Housing Partnership and Future Directions, are just some of the examples of how the City successfully engages with the community.

A corporate community engagement strategy for City staff will enhance our engagement practices. It will focus on making it easier for residents to have their say on the issues that are important to them, and create a consistent approach across the corporation. It will respond to the ever-increasing reliance on social media and online conversation and guide us to better respond to the growing diversity of residents.

To help develop this strategy we will be consulting with the public and key stakeholder groups in January and February.

The Accessibility Advisory Committee is one of our key stakeholder groups.

We will be coming to your February meeting to facilitate a round table conversation on what has worked well, what can be improved and your ideas for community engagement for the future.

LeeAnn Lloyd, Strategic Leader in Planning and Building is lead on this project and will attend along with an external facilitator, Liz Nield from Lura Consulting.

Discussion Questions

1. What do you think is meaningful community consultation?
2. What do you think are the best ways for the City of Mississauga to consult with members of the community on City matters?
3. What advice do you have for the City of Mississauga to make community consultation more accessible and inclusive?

For more information, please visit:

www.mississauga.ca/community-engagement

City of Mississauga
Memorandum



Date: 2017/01/25

To: Chair and Members of the Accessibility Advisory Committee

From: Diana Simpson, Supervisor, Accessibility Planning

Meeting Date: 2017/02/06

Subject: City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan
including the MiWay 2016 Annual Accessibility Report

The Draft City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan was sent electronically to the Accessibility Advisory Committee on January 23, 2017, along with a summary of the 2016 accessibility successes, 2017 Initiatives and ongoing items that are included in the Accessibility Plan.

Attached is the most up-to-date version of the 2016 Annual Report of the Multi-Year Accessibility Plan dated January 26, 2017, the MiWay 2016 Annual Accessibility Report and the summary document.

Please review all documents and come prepared to discuss and support the Annual Reports at the February 6, 2017 AAC Meeting, and to recommend that these reports be sent to General Committee for adoption.

Attachments:

Appendix 1: 2016 Annual Report of the Multi-Year Accessibility Plan dated January 26, 2017

Appendix 2: MiWay 2016 Annual Accessibility Report

Appendix 3: Summary – 2016 Annual Report of the Multi-Year Accessibility Plan

Diana Simpson, Supervisor, Accessibility Planning



2016 Annual Report of the Multi-Year Accessibility Plan

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

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

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City of Mississauga
2016 Annual Report of the Multi-Year Accessibility Plan

January 26, 2017

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Appendix 2: MiWay 2016 Annual Accessibility Report

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City of Mississauga
2016 Annual Report of the Multi-Year Accessibility Plan

January 26, 2017

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 14th Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2016, 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. The Plan lists projects that are associated with accessibility standards under the AODA.

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

Legislation:

In 2012, amendments were made to the Integrated Accessibility Standards Regulation (IASR), under the AODA. The 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.

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).

To review details of the Design of Public Spaces Standards go to the provincial government [e-laws site](#).

In 2016, the Accessible Customer Service Regulation was amalgamated into the Integrated Accessibility Standards Regulation (IASR). Therefore, the IASR now covers the general, information and communication, employment, transportation, built environment, and customer service standards.

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City of Mississauga
2016 Annual Report of the Multi-Year Accessibility Plan

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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's Staff Accessibility Resource Team (StART), 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.

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.

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City of Mississauga
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General Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
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	<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>The Multi-year Accessibility Plan was approved by Council on March 7, 2012.</p> <p>This 2016 Annual Report of the Accessibility Plan is the 5th 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 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 Light Rapid Transit (LRT) • Inspiration Lakeview • Inspiration Port Credit • Downtown 21 Master Plan • Vision Cooksville • Dundas Connects - The Dundas Corridor Master Plan • Lakeshore Connecting Communities • Credit River Parks Strategy • Cycling Master Plan • Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas • Information Technology Strategic 	Ongoing	<p>Corporate Services, Facilities and Property Management</p> <p>All Departments in collaboration with Accessibility Planning</p>	<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>The Report on the Strategic Plan states that "in 2015, we progressed on 25 major City projects, each relating to an action of the Strategic Plan. These projects include Mississauga's first city-wide transportation summit, the introduction of an Age-friendly Action Plan, development of a long-term vision for the booming Cooksville neighbourhood and more. These projects are making Mississauga a place where people choose to be.</p> <p>Progress in 2015 reflects the work being done to create a vibrant, global city where people of all ages and abilities can thrive."</p> <p>One of the highlights under the Belong Strategic Pillar is the development of the Diversity and Inclusion Advisory Committee (a Committee of Council). The creation of the Diversity and Inclusion Advisory Committee (DIAC) speaks to the City's commitment to inclusion for all residents of our community and awareness of diversity matters.</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<ul style="list-style-type: none"> Plan • Mississauga Official Plan • Economic Development Strategy • Living Green Master Plan • Communications Master Plan 2012 • Waterfront Parks Strategy • Natural Heritage & Urban Forestry Strategy (NHUFS) • Sport Plan • Mississauga Celebration Square Strategic Plan • People Strategy (Human Resources) • Heritage and Museums Strategic Plan • Customer Service Strategy • Transportation Master Plan • Culture Master Plan • Etc... 			<p>Here are some achievements and plans stemming out of the City's Older Adult Plan:</p> <ul style="list-style-type: none"> • The inaugural Older Adult Advisory Panel (OAAP) completed their first term. The Panel welcomed two new members in August and provided consultation regarding; Region of Peel, Age Friendly Policy; Older Adult Recreation Space & Services Action Plan; and Age Friendly Communities priorities. This year the panel focused their work on guiding the Age Friendly Mississauga project. The Supervisor of Accessibility Planning is a member of the OAAP. • The Community Centre Older Adult Committees (CCOAC) have expanded to include aquatics, therapeutics and fitness participants and additional recreation staff members. • 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 2016, the city received \$69,348 in special grants for purchases of equipment and older adult activities. • The Age Friendly Designation, Mississauga Project plan includes; conducting a city wide self-assessment, Age Friendly Mississauga Forum (held October 3, 2016), establishing Action Task Groups for each of the eight AFC dimensions, creating a three year Age Friendly Action Plan and applying for designation in November 2017. • Seniors Month Events were held throughout the city at

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2016 Annual Report of the Multi-Year Accessibility Plan

January 26, 2017

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>community centres and libraries. The key event was the Older Adult Expo 2016, held at the Mississauga SportZone on June 1 and was attended by 2600 people. A new venue and a larger scope of events included, info trade fair, sports and fitness demos, informative lectures, lunch and older adult talent show. A Transportation Shuttle service from Community Centres was provided to older adults who required transportation. Plans are well under way for the Older Adult Expo 2017. The event is set for June 6, 2017 at the Hershey Community Rinks.</p> <p>The Youth Plan includes the Youth Friendly Application.</p> <ul style="list-style-type: none"> • In 2008, Mississauga met 8 out of the 16 criteria. • In 2012, Mississauga met 14 out of the 16 criteria. • In 2016, an application for the Jan 4, 2017 deadline was submitted with expectations that the City achieves Platinum (top) rating by meeting all 16 criteria. • “Play is Inclusive” is one of the criteria that is measured. <p>The submission included:</p> <ul style="list-style-type: none"> • Reference to the City of Mississauga’s Accessibility Policy, Accessibility Planning Staff and Accessibility Advisory Committee. • The Snoezelen Multi-Sensory Environment Program at Malton warm water therapeutic pool • The High School Try-it Event which provided an opportunity for 8 High Schools to participate in wheelchair rugby, sledge hockey, and sitting volleyball.

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City of Mississauga
2016 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> Accessibility partnerships include: Mississauga Cruisers (sports for youth with disabilities), Mississauga Crusaders (hockey for youth with developmental disabilities) and other sport organizations <p>Urban design for the Hurontario Light Rapid Transit (LRT) incorporates universal design principles through the provision of:</p> <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>Lakeshore Connecting Communities Project is looking at how to best connect Clarkson, Port Credit and Lakeview. One of the strategic objectives is to "Design for all ages and abilities". Two Accessibility Advisory Committee members sit on the Technical Advisory Committee for this project.</p> <p>The Cycling Master Plan will be undergoing a refresh. Accessible cycling will be included as a discussion item.</p> <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</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 enhances outreach and support to adults with intellectual disabilities in municipal recreation with funding from the Ministry of Community and Social Services. Recreation is asking the Ministry to extend funding for this program to March 2018.</p> <p>The program provides support to individuals (i.e. 1:1, 2:1 or 3:1 support). Support worker support and outreach has been provided to 120 individuals through this program.</p> <p>On-site staff training has taken place which includes developing strategies, support, and programming. Inclusion and accessibility training was also provided to all summer staff.</p> <p>In 2017, Recreation would like to expand the service into adult registered programs.</p> <p>Regarding therapeutic recreation programs, the Trillium Health Partners Agreement was signed in April 2016 that allows the City to design and implement programs for those with various health issues/chronic conditions. The City added programs to the 3 that were in place, now offering 6 partnership programs:</p> <ul style="list-style-type: none"> • 2 Falls prevention programs • 2 Chronic Respiratory Conditions programs • 1 Sweet Success Program for individuals living with Diabetes • 1 Kid Fit program designed for families whose children/youth have a BMI of over 95% <p>Mississauga City Council endorsed the City's first Sport Plan in July,</p>

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City of Mississauga
2016 Annual Report of the Multi-Year Accessibility Plan

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>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 City hosted a Para Sport Try-it Day:</p> <ul style="list-style-type: none"> • 8 High Schools and 100 students participated in a tournament style day • Sports included sledge hockey, wheelchair basketball, wheelchair rugby and sitting volleyball • Each sport had a para athlete representative <p>The City hosted the 2016 Ontario Summer Games at various venues in Mississauga from August 11 – 14, 2016. One of the sports was sledge hockey.</p> <p>The People Strategy 2010-2014 was developed to facilitate and support the City's Strategic Plan. It was designed to provide the HR division with a framework to guide Human Resources plans and programs. The People Strategy 2015 - 2017 updates the plan and builds on the successes of the existing strategy. The strategy has three strategic priorities: Talent Management, Healthy Workplace and HR Business Partnership. One of the 7 key drivers behind the People Strategy is "Fostering a diverse workforce".</p> <p>In 2016, Human Resources staff consulted with the Accessibility Advisory Committee as a focus group in the development of the</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>planned Workforce Diversity and Inclusion Strategy.</p> <p>The Workforce Diversity & Inclusion Strategy is targeted for approval in 2017 with implementation to begin in 2017.</p> <p>The City of Mississauga is undergoing the creation of a new and refreshed Culture Master Plan. The Culture Master Plan will be a leading strategy document that will highlight Mississauga's vision and goals for the arts, as well as recommendations for how we can collectively elevate arts and culture in Mississauga. There are a series of focus groups being held in January, February and March of 2017, along with an on line survey and a "Host Your Own Toolkit" being made available in 2017.</p>
Inclusion of Persons with Disabilities into existing Committees	To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees, including Committees of Council; and to participate in public meetings.	Ongoing	Corporate Services, Facilities and Property Management Accessibility Planning	<p>Since up to 20% of the population consists of persons with disabilities, it is to be expected 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 two members with disabilities. • Two AAC members participate in the Lakeshore Connecting

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				<p>Communities Technical Advisory Committee.</p> <ul style="list-style-type: none"> The AAC Chairperson represents accessibility planning on the International Transportation Engineers Light Standard Sustainable Development Committee and on The Riverwood Conservancy Garden Committee (Enabling Garden, Sensory Garden Committee). <p>Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.</p> <p>AAC members are invited to spread the word through their own networks and encourage persons with disabilities to apply for committee membership.</p>
Policy Review and development of a statement of commitment to accessibility. (IASR, 3)	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR).</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>	2013/ Ongoing	Corporate Services, Corporate Performance and Innovation, Corporate Policy Analyst	<p>June 17, 2013 - Council approval of the updated Accessibility policy to include the Built Environment. The policy describes the framework for how the City will comply with the AODA requirements.</p> <p>December 11, 2013 - The Short Term and Long Term Accommodation policy was approved by Council. The revised policy expanded on information on the return to work process and documented individual accommodation plans.</p> <p>July 2, 2014 - Council approved a new Employee Recruitment policy that ensures each individual's accessibility needs are considered in all aspects of the recruitment process.</p> <p>June 24, 2015 – Council approved the Open Data Program policy, which includes the Guiding Principles that Datasets are to be posted in a format that is accessible, whenever possible. The AODA is also referenced in the Legislative Requirements section.</p> <p>September 16, 2015 – Council approved a new Culture Policy that</p>

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				<p>includes the guiding principle “Ensure Accessibility”.</p> <p>2015 - Policies related to the built environment/design of public spaces were reviewed to ensure they meet the requirements of the IASR. (Community Garden Site Selection; Employee Paid Parking; Corporate Reports; Documentation Standards)</p> <p>February 2, 2016 – Council approved a new Corporate Policy – Traffic Calming, which ensures that accessibility needs are considered prior to proceeding with installation of Traffic Calming devices.</p> <p>March 2016 – the revised Allowable Business Expenses – Employees policy includes this statement “additional transportation expenses incurred as a result of reasonable accommodation for accessibility needs of employees with disabilities (e.g. accessible taxi service)” are allowed.</p> <p>November 9, 2016 – Council approved a revision to the Stormwater Charge Subsidy policy. The subsidy is now extended to eligible low-income seniors and low-income persons with disabilities.</p> <p>December 2016: Revisions to the Accessibility policy to include changes to the Accessible Customer Service Standard have been completed.</p> <p>Construction of Walkways and Sidewalks Requirements: These policies will be revised to ensure they meet the Built Environment standard.</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</p>	Ongoing	All Departments in conjunction	<p>In 2015 and 2016, by-laws were reviewed to ensure compliance with the AODA.</p> <p>Comments were documented along with the most recent amendment</p>

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	incorporate compliance with the accessibility standards under the Integrated Accessibility Standards Regulation, AODA. For example, Traffic By-Law, Parks by-law, Signage By-law, Golf By-law etc...		with Accessibility Planning	<p>date. When a by-law is updated, compliance with accessibility standards needs to be incorporated. For some by-laws, amendments regarding proper terminology and compliance with transgender issues need to be incorporated.</p> <p>The Accessible Parking By Law #10-2016 was amended and approved by Council in January 2016. It was effective March 1, 2016</p> <p>In 2016, the Transit By-law was amended to include the change to the customer service standards under the IASR, AODA, regarding service animals and documentation from a regulated health professional.</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 with 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>When initiating a procurement process with a value more than \$10,000, a Procurement Request Form (PRF) must be completed. This form includes a statement: "Are there 'Accessibility' requirements that impact this procurement?"</p> <p>Work with Legal Services is ongoing to ensure procurement agreements incorporate language related to accessibility requirements.</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</p>

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				<p>vendors who do work on behalf of the City.</p> <p>IASR Staff Training further reinforces this requirement.</p>
Training on the IASR and Human Rights Code. (IASR, 7)	<p>Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.</p> <p>Note: Accessible Customer Service Training was initiated in 2008, and is tracked below under the Accessible Customer Service initiatives.</p>	2013 - 2014 and beyond	Corporate Services, Human Resources, Manager, Learning and Organizational Development	<p>Continue to deliver City customized mandatory accessibility training applicable to all employees (i.e. face-to-face, e-learning, job-aids) and communication tactics to support the implementation of training.</p> <p>Continue to design and develop 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>Trained 55 Planning & Building Staff (Development and Design Section) on Universal Design, how to guide someone who is blind and did experiential learning (using wheelchairs and white canes with blind folds) to experience having a disability in the built environment.</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	<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>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 2016 include:</p> <ul style="list-style-type: none"> Hosted the 2016 Ontario Summer Games with sport of sledge hockey

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				<ul style="list-style-type: none"> ○ Highlighted Mississauga sledge hockey athlete on social media and assisted with getting her featured on InSauga TV segment ○ Kick-off event provided try it activities for students such as sitting volleyball • Promotion of World Mental Health Day with #BellLetsTalk • Meadowvale Community Centre and Library officially opens with improved accessibility features <ul style="list-style-type: none"> ○ Supporting communications with official opening, news release and social media messaging • Meadowvale Community Centre and Library wins March of Dimes Canada Award of Merit for Barrier-Free Design <ul style="list-style-type: none"> ○ Supporting communications with news release and social media messaging • Various media features on Meadowvale Community Centre and Library and its accessibility features, including media tours • CBC's Our Toronto filmed a segment featuring Meadowvale Community Centre and Library's accessibility features with interviews of Councillor Saito and Director of Recreation, Shari Lichterman • Social media messaging for International Day of Persons with Disabilities • Continuous 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 • Continue to promote City accessibility initiatives (e.g. Windrow Snow Clearing) • Promotion of Older Adult initiatives in the City, including Older Adult Expo, community member positions for the Older Adult Advisory Panel, Older Adult open house at Fire Station 112, Mississauga Senior's Centre Technology & Healthy Living Fair and Senior's Month

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • Supporting communications for the 2016 Exceptional Accessible Customer Service Awards • Supporting communications for the 2016 Mississauga Urban Design Awards. Awards incorporates accessibility into the judging criteria <ul style="list-style-type: none"> ◦ Supporting communications with news release and social media messaging (including People's Choice Awards voting on Facebook) • Partnered with Crohn's and Colitis Canada to supply all facility washroom locations for its GoHere Washroom Finder App • Supported Mississauga Fire and Emergency Services' Road to Mental Health (R2MH) training through traditional and social media efforts • The topic for the City Manager's emessage to staff was "An Accessible City for All". This highlighted the City's accessibility milestones. • The Civic Centre Clock Tower was lit at various times throughout the year to highlight various causes. Some of these causes are related to accessibility. For example: <ul style="list-style-type: none"> ◦ March 26, 2016 - Purple Day - Epilepsy ◦ April 4, 2016 - "Raise the Flag for Autism" day ◦ May 12, 2016 - Fibromyalgia Day ◦ June 2, 2016 - World Eating Disorder Day ◦ May 19, 2016 - World IBD Day ◦ September 18, 2016 - Mitochondrial Awareness Week ◦ October 10, 2016 - Mental Health Day ◦ October 7, 2016 - Trigeminal Neuralgia Day • Accessibility Planning Displays: <ul style="list-style-type: none"> ◦ City Leadership Conference for Managers/Supervisors ◦ Resources Fair for Persons with Disabilities ◦ Councillor Pat Saito's Seniors Fair

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> ○ Bring Your Kid to Work Day ○ Ontario Summer Games <p>Next Steps for 2017:</p> <ul style="list-style-type: none"> • Continue to 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, including accessibility of City venues and programs • Continue to support and promote National Access Awareness Week, International Day of Persons with Disabilities and World Mental Health Day • Continue to support Older Adult initiatives and events in the City • Continue to promote opportunities for engagement on accessibility • Continue to communicate opportunities for job-specific training as required • Work towards implementing Wi-Fi signage at City facilities • Work towards placing signage/wayfinding for C Banquets • Work towards enhancing communications with disability groups during an emergency (e.g. fire)
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>	2013/ Ongoing 2015	Corporate Services, Facilities and Property Management Accessibility Planning	<p>The 2016 Exceptional Accessible Customer Service Awards (an internal award program) were given out at the July 6, 2016 Council meeting. These three award winners went above and beyond to provide accessible customer service:</p> <ul style="list-style-type: none"> • Emily Pattenick, Recreation Program Leader who runs a gym and swim program for students with disabilities, provided individual assistance to participants of the program. • Linda Northcott, Aquatics Supervisor, made accommodations for participants in an aquatics program by booking the

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>therapeutic pool for them and ensuring a specific instructor would be available to provide consistency.</p> <ul style="list-style-type: none"> Nelly Youkakin, Fitness Instructor, provides visual and verbal prompts and other individual accommodations while teaching fitness classes. <p>The Mississauga Urban Design Awards are held every 2 years. These awards incorporate accessibility into the judging criteria. In 2016, the following City facilities received an Urban Design Award:</p> <ul style="list-style-type: none"> Streetsville Village Square – Award of Excellence Fire Station 119 and Peel Regional Paramedic Satellite Station – Award of Merit for Quality and Green Initiatives <p>Check out the website for photos and nominations from the 2016 Urban Design Awards.</p>
National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Every 2 years. Next event will be in 2017	Corporate Services, Facilities and Property Management Accessibility Planning	<p>A City of Mississauga National Access Awareness Week Event has been held every year from 2009 to 2013. In 2013, it was decided to host the event every two years.</p> <p>On June 5, 2017 from 11 am – 3 pm, in the Great Hall, City Hall, the Mississauga Accessibility Advisory Committee and City Staff will be hosting the National Access Awareness Event: Promoting Inclusion for All. Canada's 150th Anniversary theme will be woven into the event by showing staff and the public the City's past and future plans regarding improving accessibility for everyone.</p>

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Accessible Customer Service Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Accessible Customer Service Training (IASR, 80.49)	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 Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation, Customer Service Standards.	Ongoing	Corporate Services, Facilities and Property Management Accessibility Planning and Human Resources, Talent Management	<p>On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.</p> <p>The eLearning module was updated to reflect the new Accessible Customer Service Standard changes.</p> <p>Next Steps for 2017 include a full refresh of the eLearning module which will include improved accessibility of the module for staff and volunteers with vision disabilities.</p> <p>Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.</p> <p>500 Ontario Summer Games Volunteers were trained face to face on accessible customer service.</p> <p>Inclusion and accessibility training was provided to all summer recreation staff.</p> <p>Two separate training sessions were delivered to MiWay Customer Service staff regarding accessible customer Service. This training included experiential learning.</p> <p>Accessibility Planning, Transit Enforcement, Transit Planning and MiWay Customer Service delivered outreach training to MiWay Operators at the Central Parkway and Malton Garages to reinforce accessible customer service requirements.</p>
Accessible Elections	Review of elections manuals, training, technology and software in preparation for Municipal Elections.	Ongoing Next General	Corporate Services, Office of the City Clerk,	<p>A Report titled "Accessible Municipal Elections" 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</p>

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	Implementation of the work plan for next Municipal Election.	Municipal Election will be in 2018.	Director, Legislative Services and Clerk	<p>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). 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.
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Accessible Information and Communications Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Accessible Formats and Communication Supports (IASR, 12)	Review relevant policies. Reinforce Accessible Customer Service and Integrated Accessibility Standards Regulation Training Develop Vendor list. Develop guidelines for accessible public information materials.	2014/ Ongoing	Corporate Services, Communications and Information Technology	<p>Ensure 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>The City of Mississauga's Emergency Plan was updated in 2016. In reference to "Public Accessibility of the Plan", it references the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards Regulation, 191/11 by stating that: "individuals may request a copy of the plan in alternate formats or languages. This will be completed on an as-needed basis and may require a minimum of 10 working days."</p> <p>A new accessible document training program is in the process of being developed by a vendor which has been hired by IT. Accessibility Planning will be reviewing this training. It will be available to new and existing staff in the spring of 2017.</p> <p>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 the Registered Graphic Designers of Ontario (RGD).</p>
Accessible Feedback Processes (IASR, 11)	Develop accessible on line feedback processes in addition to other methods.	2013/ Ongoing	Corporate Services, Communications,	<p>Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).</p> <p>The City provides accessible online feedback mechanisms as well as alternate communication supports.</p> <p>Awareness activities on accessible forms will continue in 2017.</p>

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<p>Accessible Website and Web Content (IASR, 14)</p>	<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>	<p>Corporate Services, Information Technology, Manager Digital Services & Mobility</p>	<p>New web content management system has been acquired; implementation goal is for WCAG 2.0 Level AA starting in 2017 as new content/features are implemented (currently at WCAG 2.0 Level A).</p> <p>We have created a Digital Citizen Advisory group to help improve the usability of the city's web site. Accessibility Planning staff are members of the Digital Citizen Advisory Group and have been providing feedback regarding the organization of items on the web site.</p> <p>The City has renewed with SiteImprove for 2017 to run accessibility checks on our websites.</p> <p>Website accessibility improvements will coincide with the new web content management system.</p> <p>A re-design of the Library website will be taking place in 2017, which will improve accessibility for people with disabilities.</p> <p>Accessible Document Training implementation will continue to be provided to staff in 2017, 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.</p> <p>Accessibility Tip Sheets are available on the internal accessibility website.</p>
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Accessible Employment Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Employee Accommodations Recruitment planning, screening and selection process provides accommodations. Accommodations are provided to employees. Return to work process with related applicable accommodations is in place. Performance management, career development and redeployment	<p>Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment.</p> <p>Develop targeted training for all Human Resources staff, Managers/Supervisors, and all employees on the changes to policy and process as a result of the employment standards.</p> <p>Communicate employment policies and processes to all staff.</p>	2013/ Ongoing	Corporate Services, Human Resources, Manager, Learning and Organization al Development Manager, Employee Health Services	<p>Recruitment, assessment or selection process:</p> <ul style="list-style-type: none"> Continue to build an inventory of the Essential Duties Worksheet Employee Recruitment policy approved by Council City IASR mandatory e-learning and face-to-face training continues and includes information regarding recruitment, emergency response process, accommodation, and return to work <p>Accommodation Plans and Return to Work Process (RTW):</p> <ol style="list-style-type: none"> The City reviews and updates each position's Physical and Cognitive Assessments as required as part of the recruitment process. Ergonomic assessments are performed as required to support both employee wellness and short term & long term accommodations. With each accommodation coaching is provided, as required, to ensure a successful placement. Education is provided on the importance of employee accommodation as required. Incorporating the elements of successful short and long term accommodation continues to be part of labour/management discussions including at bargaining tables. <p>Performance management Process (PMP):</p> <ul style="list-style-type: none"> Performance Management Information included in the IASR Manager training

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take into consideration the accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)				<p>Career development and advancement:</p> <ul style="list-style-type: none"> Language regarding requesting accessibility accommodations is to be added to all training registration forms (HR, IT, Project Management) <p>A workplace emergency response process is in place to include accommodations upon request. (IASR, 27)</p>
Workplace Diversity and Inclusion Strategy	<p>Council adopted 2 Accessibility Advisory Committee Recommendations in 2015:</p> <ol style="list-style-type: none"> That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process. That in 2016 Human Resources Staff consults with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy which is to include discussing the feasibility of employment related programs for persons with disabilities. 	2016	Human Resources	<p>In 2016, Human Resources staff consulted with the Accessibility Advisory Committee as a focus group in the development of the planned Workforce Diversity and Inclusion Strategy. The consultants on the project also interviewed Accessibility Planning staff.</p> <p>The Workforce Diversity & Inclusion Strategy is targeted for approval in 2017 with implementation to begin in 2017.</p>

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Accessible Transportation Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
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 Planning	<p>MiWay became accessible in 2012. The City's fleet of buses includes only accessible buses, and transit stops are accessible.</p> <p>MiWay's Accessible Services Guide contains information on MiWay's accessible services, policies and procedures. This brochure is available in print as well as online at miway.ca</p> <p>Information on accessible services is available in an alternate accessible format, upon request.</p>
Multi -year Transit Accessibility Plan (IASR, 41, 43, 78)	<p>The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.</p> <p>Members of the public will be invited to attend the AAC meeting when the plan is presented.</p> <p>The Plan will include information about the process for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design criteria in the construction, renovation or replacement of bus stops and shelters; as well as the plan for accessible bus stops and shelters.</p> <p>The procedure for dealing with accessibility equipment failures on buses will be described in the Plan.</p>	2012, Annual	Transportation and Works, MiWay, Transit Planning	<p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>MiWay's Annual Accessibility Plans documents the planning and implementation activities undertaken by MiWay to make all its services and facilities 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>
Announcements on the bus.	Pre-boarding and on-board announcements (visual and auditory) have been implemented on	2011-2014	Transportation and	Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route

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(IASR, 52)	all MiWay buses. The Standard Practice Instruction (SPI) will be revised.		Works, MiWay, Transit Planning	<p>name, number and direction. This is the same service information that is displayed on the destination sign.</p> <p>MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
Service Disruptions (IASR, 35, 47, 50)	<p>Non-functioning accessibility equipment on buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done.</p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planning	<p>MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p> <p>MiWay 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.</p> <p>MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes.</p> <p>MiWay staff has launched a 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	<p>Two Reports were 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)

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			Enforcement	<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: Percent Accessible Taxis. Hara Associates recommends that Mississauga set a target of 21% of taxis being mobility device accessible. The percentage of less than 100% allows for a diversity of other types of vehicles to meet other disability needs. This percentage is in addition to accessible taxi licences issued to fulfil TransHelp contracts.</p> <p>Recommendation 5.2: Accessible Plate Issuance. All new issues of plates should be accessible taxi plates until the 21% is met.</p> <p>Recommendation 5.3: Accessible Plate Plan.</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</p>
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				<p>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 are referring to these 2 Reports in making decisions regarding future Mississauga taxicab service.</p>
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Accessible Built Environment Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Continued implementation of the City of Mississauga Facility Accessibility Design Standards	<p>To implement accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.</p> <p>City office space and accommodation renovations will continue to follow the Mississauga Facility Accessibility Design Standards.</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 Facility</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>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 Facility Accessibility Design Subcommittee (FADS) of the AAC provided feedback and advice regarding the following projects in 2016:</p> <ul style="list-style-type: none"> • April 25, 2016 – Ogden Bridge Project • May 30, 2016 – Ridgeway Community Courts • June 27, 2016 – Hurontario Light Rail Transit (HLRT) - Boulevard Details, Matheson Pond Landscape – Park 317 • November 28, 2016 – Mississauga Legends Row Project, Scholar's Green Park Phase II • December 19, 2016 – Mavis Road Environmental Assessment Study, Square One Drive Extension Environmental Study, Credit River Active Transportation Crossings Project, Sheridan Park Drive Extension

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	Accessibility Design Standards.		<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>Environmental Assessment, Upcoming Environmental Assessment Studies</p> <p>These facility and park projects were completed in 2016:</p> <p>Union Park– New Park Development</p> <ul style="list-style-type: none"> • Neighbourhood park playground with accessible features • Accessible fitness equipment including engineered wood fibre surfacing • Park bench fitness station • Water cooling station • Paved access route • Shelter • Benches with shade options • Accessible Picnic/Game Table • Temporary leash-free area • Temporary outdoor ice rink <p>Ridgeway Community Courts– Sports Court And Outdoor Community Space (in partnership with Region of Peel, Peel Living and Erin Mills Youth Centre and funding from Maple Leaf Sports and Entertainment, the Rotary Club of Mississauga West, and Canadian Tire Jump Start)</p> <ul style="list-style-type: none"> • Benches and seating • Paved access routes, including flush curbs and access to courts • Engineered wood fibre natural play area <p>Lisgar Fields Park Washroom</p> <ul style="list-style-type: none"> • Includes two accessible washrooms and one universal washroom <p>Dr. Martin Dobkin Martin Park Washroom</p> <ul style="list-style-type: none"> • Includes two accessible washrooms and one universal
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				<p>washroom</p> <p>Huron Park – Picnic Shelter Installation</p> <ul style="list-style-type: none"> • Accessible picnic tables • Paved access route • Accessible water station <p>Lake Aquitaine Spraypad Redevelopment</p> <ul style="list-style-type: none"> • Ground features and accessible activators • Benches • Multiple entry points • Level paved surfaces <p>Paul Coffey Arena</p> <ul style="list-style-type: none"> • Renovated washrooms for accessibility <p>Paul Coffey Park</p> <ul style="list-style-type: none"> • Two additional accessible parking spaces were installed, including a painted access route, pedestrian crossing sign and traffic calming measures • A new sidewalk connection was installed as part of the park pathway system <p>Living Arts Centre - Elevator modernization</p> <ul style="list-style-type: none"> • colour contrast for buttons • tactile numbers and symbols • Braille <p>Hershey Community Rinks</p> <ul style="list-style-type: none"> • The stairs were painted in a contrasting yellow colour. <p>Meadowvale Community Centre and Library</p> <ul style="list-style-type: none"> • Accessible Therapy Pool • Accessible ramp into the main pool
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				<ul style="list-style-type: none"> • Universal Change Room • Barrier-free washrooms in all public spaces • Walking track in fitness area • Accessible parking spaces • Barrier-free access to the facility • Accessible game tables (exterior) • Etc.... <p>The new Meadowvale Community and Library opened in September, 2016. The facility received a 2016 March of Dimes Award of Merit for Barrier Free Design and was noted in the Novae Res Urbis GTA December 14, 2016 Edition. This is a newsletter that is published weekly to interested subscribers. The article included a section about AODA deadlines.</p> <p>These projects will be completed in 2017 and subsequent years:</p> <p>City Wide Accessibility Audit</p> <ul style="list-style-type: none"> • The audit was initiated in 2016 and will continue into 2017. 97 City owned public buildings are being assessed following the City's Facility Accessibility Design Standards. <p>Riverwood Park and Chappell Estate</p> <ul style="list-style-type: none"> • Exterior and interior accessibility improvements <p>Small Arms Building Renovation</p> <p>Our Future Corporation (OFC)</p> <ul style="list-style-type: none"> • The development of a dynamic, modern workplace that gives employees choice and control of where and how they work <p>Erindale Park Washroom Building</p> <ul style="list-style-type: none"> • Includes 2 accessible washrooms and one universal washroom
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				<ul style="list-style-type: none"> • Water bottle filling station <p>Civic Centre</p> <ul style="list-style-type: none"> • Accessibility entrance upgrades including doors <p>Rivergrove Community Centre</p> <ul style="list-style-type: none"> • New automatic doors <p>City Centre Transit Terminal</p> <ul style="list-style-type: none"> • New sliding doors at the terminal platform • Elevator upgrades • Escalator replacement <p>Burnhamthorpe Community Centre</p> <ul style="list-style-type: none"> • Elevator/Lift Replacement <p>Huron Park Recreation Centre</p> <ul style="list-style-type: none"> • Elevator/Lift Replacement <p>Hershey Centre – Main Arena</p> <ul style="list-style-type: none"> • Dashboard replacement to accommodate sledge hockey <p>Churchill Meadows Community Centre and Park at Ninth Line (North of Erin Centre Dr.)</p> <ul style="list-style-type: none"> • An all season sports park, community centre and pool will start construction in Fall 2017 with completion in 2020. <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 44.</p>
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2018	Transportation and Infrastructure Planning	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

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			Division, Active Transporta- tion Transporta- tion and Works	<p>subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and the City of Mississauga Council approval.</p> <p>In 2016, approximately 2 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2017, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Funding through the Public Transit Infrastructure Fund will allow for additional sidewalk installations. 4.25 kilometres of new sidewalk construction is being programmed for 2017. Since 2010, approximately 40 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.</p>
Affordable Housing Program	<p>Work on the Affordable Housing Program (AHP) was completed in 2016 and includes:</p> <ul style="list-style-type: none"> • Strategic Framework and Work Plan: set the parameters, identified the studies to be undertaken and established the timelines for the AHP • Housing Affordability Advisory Panel: panel of experts to provide advice on the research and directions for the AHP • Housing Gap Assessment: The goal of this study was to present a high level analysis to better understand the current gap between housing demand and housing supply. This analysis shows that there are about 30,000 households in Mississauga who are facing a housing supply or affordability gap. 	2011-2017	Planning & Building, Policy Planning Division, Planner	<p>The Affordable Housing Strategy will be completed by Spring 2017.</p> <p>Once approved staff will continue to implement the actions for the Affordable Housing Strategy.</p> <p>Click on the link for more information on the affordable housing program.</p> <p>Click on the link for more information on registration of second units.</p>

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	<ul style="list-style-type: none">• Municipal Best Practices: The Municipal Best Practices Report is an environmental scan of a range of regulatory, land-based and financial tools available to municipalities to encourage the development of affordable housing. It presented a list of 30 tools that are widely used and the most applicable in a municipal context in Ontario.• Public Land for Housing First: Examines best practices with respect to the use of public land for affordable housing and concludes with recommendation to amend the City's Corporate policies for the City's surplus lands• Preservation of Rental Housing: Examines the market context and challenges in relation to rental housing in Mississauga and concludes with a recommendation to establish strong policies to protect rental housing and a by-law for the conversion and demolition of rental units in the City.• Understanding the Cost of Incentives: An analysis of residential development for varying levels of affordability, tenure, building types and market locations was used to illustrate the financial gap between an affordable and market development. The study			
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	<p>found the market is unlikely to create new affordable ownership or rental housing without external financial assistance</p> <p>Second units are required to be registered as of June 2016. Mississauga repealed the Second Unit Licensing By-law and replaced it with the Second Units Registration By-law.</p>			
<p>Recreational Trails (IASR, 80.8-80.13)</p>	<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>New trails must include trail head signage with the following information:</p> <ul style="list-style-type: none"> • Length of the trail • Type of surface • Average and minimum trail width • Average and maximum running slope and cross slope • Location of amenities 	<p>2016</p>	<p>Park Development Parks and Forestry, Community Services</p> <p>Parks Operations, Parks and Forestry, Community Services</p>	<p>In 2016, the following trails received paving and reconstruction (approx. total length – 4,430m):</p> <ul style="list-style-type: none"> ○ Derry Greenway – 240m ○ Huron Park – 100m ○ Avonlea Park – 90m ○ Willowvale Fields – 760m ○ Deer Run Park – 150m ○ Deer Wood Park – 650m ○ Allison's Park – 440m ○ Churchill Meadows – 1,510m ○ Osprey Marsh – 490m <p>New Trail Construction for 2016 (approx. length 1,140m):</p> <ul style="list-style-type: none"> ○ Danville Park – 750m ○ Union Park – 300m ○ Huron Park – 90m <p>Credit Valley Conservation Authority has been conducting Trail Assessments covering:</p> <ul style="list-style-type: none"> • Length of the trail • Type of surface • Average and minimum trail width • Average and maximum running slope and cross slope <p>Signage requirements for CVC Trails will be implemented in 2017.</p>

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				<p>The City of Mississauga's Parks Signage Standards Manual includes reference to accessibility standards.</p> <p>In 2016 Parks Development and Parks Operations commenced development of a sign implementation plan to install new signs and replace all existing signs within our parks.</p> <p>Several locations were used as pilot sites including:</p> <ul style="list-style-type: none"> • Union Park (newly developed park) • Paul Coffey Park (formally Wildwood Park) • Malton Village Park <p>Additional work will continue with the plan being finalized in 2017.</p>
<p>Accessible Tables at outdoor public use eating areas. (IASR, 80.17)</p>	<p>Establish an inventory of existing tables at 20 permitted picnic parks with 41 picnic areas.</p> <p>Review options regarding types of accessible tables.</p> <p>Establish a plan to increase the number of accessible picnic tables at parks.</p>	2016	<p>Parks Operations, Parks and Forestry, Community Services</p>	<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 2017. Extended picnic table tops were the first phase of the program. Parks Operations will be converting more tables with a higher level of accessibility, as Phase 2 of the program.</p> <p>The City's Picnic Parks City's Picnic Parks webpage states: Accessible seating is available at our permitted picnic sites. Arrangements can be made for additional accessible seating if required with ample notice, by contacting the Recreation Customer Service Centre at 905-615-4100.</p>
<p>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>	2016 Ongoing	<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 2017) • O'Connor Park <p>There are 3 more "fully" accessible/inclusive play sites proposed:</p> <ul style="list-style-type: none"> • Elmcreek Park - 2021 • Jaycee Park (in development, Canada 150 Funding) - 2017 • River Grove (in design) – 2017

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	Consult with AAC on inclusive playgrounds.			<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 • 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 18 playgrounds received improvements to accessibility in 2016:</p> <ul style="list-style-type: none"> • Castlegreen Meadows • Frank Dowling Park • Fallingbrook Community Park • Woodeden Park • Garnetwood Park • Cordingley Park • Johnny Bower Park • Birchwood Park
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				<ul style="list-style-type: none"> • Birch Glen Park • Iroquois Flats • Stillmeadow Park • Laughton Heights • Westwood Park • Westacres Park • Aquinas Park • Lake Wabukayne Park • Churchill Meadows Community Common (north playground) • Mississauga-Meadowvale Rotary Park – in collaboration with Mississauga-Meadowvale Rotary Club. <p>The City was successful in receiving funding for some of the above playground projects through the Enabling Accessibility Fund and Canada 150 Community Infrastructure Program.</p> <p>Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Planning. For example, by request, an accessible swing was installed at Hawthorne Valley Park in May 2016.</p>
Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements (IASR, 80.21-80.31)	<p>The IASR defines exterior path of travel as: “outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience”.</p> <p>Future exterior paths of travel including sidewalks, engineered walkway connections and multi-use trails within the road right of way are to follow specific legislative requirements.</p> <p>Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.</p>	2016	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>A presentation/update was provided at the November 2016 AAC Meeting regarding the installation of tactile warning plates at intersections.</p> <p>Progress Report:</p> <ul style="list-style-type: none"> • A group of staff has been assigned to lead the program from Active Transportation, Transportation & Works • A Communication Plan for T&W staff has been completed. All staff responsible for construction and maintenance have received the orientation • The Sidewalk and Walkway Policy is being updated • In 2016, the AODA Compliance Program was initiated. All 2016 public realm tenders include requirements for tactile plates.

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	<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>			<ul style="list-style-type: none"> In 2017, the City will receive \$4 million in Public Transit Infrastructure Fund (PTIF) monies from the Federal Government to install tactile plates in high pedestrian locations throughout the City. 150-200 intersections are targeted for 2017 implementation. The priorities were established along major transit routes and at major transit terminals. <p>The City of Mississauga's Transportation and Public Works Department has developed new Standard Drawings to provide direction on the installation of tactile plates throughout the City.</p> <p>The Facility Accessibility Design Subcommittee of the AAC reviews City trail/multi-use trail projects.</p>
<p>Install Accessible/Audible Traffic Signals according to Design of Public Spaces Standard. (IASR, 80.28)</p>	<p>Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.</p> <p>Specific requests for accessible pedestrian signals from the Canadian National Institute for the Blind (CNIB) are also considered for installation.</p>	2016	<p>Works Operations and Maintenance Division, Transportation and Works</p>	<p>In 2016, 8 intersections were outfitted with Accessible Pedestrian Signals. This brings the total to 38 intersections under the City of Mississauga's jurisdiction.</p> <p>Note: the Region of Peel has been installing audible pedestrian signals as well. The Region is responsible for crossings on regional roads.</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,</p>	<p>Review accessible parking requirements provided by the Province (including requirement for van accessible signage).</p>	2016	<p>Development and Design Division, Planning &</p>	<p>Developed an Action Plan to meet the requirements under the IASR, AODA and to make further improvements with regards to accessible parking.</p>

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80.32-80.39)	<p>Revise Zoning By-Law and Accessible Parking By-law to match new legislation.</p> <p>Amend the Traffic By Law.</p> <p>Consult with the Accessibility Advisory Committee regarding the need, location and design of accessible-on-street parking spaces, when constructing or re-developing existing on-street parking spaces</p>		<p>Building</p> <p>Enforcement Division;</p> <p>Transportation and Infrastructure Planning Division;</p> <p>Works, Operations and Maintenance Division, Transportation and Works</p> <p>Legal Services</p> <p>Working together with Accessibility Planning, FPM</p>	<p>The Zoning By-law was amended to include the new accessible parking space sizes and required number of accessible parking spaces required for non-residential sites (By-law 0190-2014).</p> <p>The Accessible Parking By Law #10-2016 was amended and was approved by Council in January 2016. It was effective March 1, 2016.</p> <p>The City's Facility Accessibility Design Standards has incorporated the new accessible parking requirements (p. 68).</p> <p>Planning & Building created an Accessible Parking Sign Detail to guide site plan applicant clients in response to the new Accessible Parking By-law.</p>
Implement requirements for accessible service counters , fixed queuing lines and waiting areas for indoor and outdoor	Ensure compliance in new construction and renovations	2016	<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>For example, Meadowvale Community Centre and Library installed lowered counters.</p>

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environments. (IASR, 80.40)				
Ensure accessibility related equipment and features are maintained. (IASR, 80.44)	Procedures for preventative and emergency maintenance of accessible elements in public spaces to be noted in the multi-year Accessibility Plan.	2016		Procedures for dealing with temporary disruptions are in place as per the Accessible Customer Service Standards. These procedures are outlined in the Accessibility Policy. Traffic signal maintenance is described on p. 56 of the Mississauga Road Safety Handbook . Transportation and Works repaints accessible parking markings as part of scheduled maintenance.

Additional Accessibility Successes

Additional accessibility successes, which have not been captured under the projects listed above, are listed below and sorted by the related accessibility standard. While this is certainly not a complete list (as accessibility planning is integrated broadly across the community and addresses many different disability types), it gives a sense of the many and varied successes that occurred in 2016 to assist not only persons with disabilities but everyone!

Customer Service

1. With money donated by the Community Foundation of Mississauga, The Riverwood Conservancy has purchased two all-terrain wheelchairs (one small, one large) to be used in their Education and Special Needs programs to allow people of all abilities to access the Riverwood trails and the Enabling Garden.
2. The [Driveway Windrow Snow Clearing Program](#) is 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 150 residents registered for the 2016-17 season.
3. Summer Recreation Inclusion Support Program:
 - The Summer Inclusion Team employed 12 facilitators/support workers who supported 29 participants over the course of the summer.
 - 513 camp registrations included a child who identified as having a disability.
 - 157 families were involved and supported by the Inclusion Team.
 - Over 100 recreation plans were created to support children with disabilities in camps to ensure they had a successful experience.

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Employment

1. City of Mississauga staff, Karen Stock-MacDonald, Business Innovation Coach and Shawn Matheson, Assistant Chief, Mississauga Fire and Emergency Services received the International Association of Facilitator's 2016 Facilitation Impact Award's Silver Award for the Mental Health Strategy for Mississauga Fire and Emergency Services (MFES). The Shared Vision for a mentally healthy workplace for MFES will help eliminate the stigma of mental health and provide access to resources and support services for workers. The project team consisted of a cross-section of City staff from MFES, Human Resources, health providers and experts. Other project outcomes include
 - making the discussion of mental health a normal part of the work environment
 - achieving compliance with Provincial Psychological Health and Safety Standards, and
 - contributing to the City's goal of fostering a healthy, safe, inclusive and respectful Workplace.
2. Mississauga hosted Ontario's first Road to Mental Readiness Training. Targeted at firefighters, the Road to Mental Readiness (R2MR) training program addresses stigmas and identifies the signs and symptoms of occupational stress injuries. The course gives firefighters the tools they need to recognize a potential issue in themselves and others, with the goal being to improve short-term performance and long-term mental health outcomes. A primary course and Train the Trainer courses were initially offered to firefighters across the province early in the year. Mississauga Fire Fighters have been taking this training throughout 2016. It will take until the end of March 2017 for all Mississauga Fire Fighters to be trained.
3. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. For example sessions titled: "Creating Balance in Your Life", "Living Well With Stress", "Welcoming Change in Your Life" and "Road To Mental Readiness" were some of the sessions held
4. In addition to group ergonomic presentations, over 124 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
5. Through the **SWEP** (Summer Work Experience Program), for adults with developmental disabilities, the City hired 6 volunteers who completed a total of 180 hours during the two, 4 week sessions in July and August. This partnership program with Community Living Mississauga (CLM) and parks had the volunteers providing park maintenance such as plant care, splash pad maintenance), litter collection and other duties.
6. Accessibility Planning assisted a High School Co-op student who uses an electric wheelchair to conduct facility accessibility audits. The student assessed buildings and areas around his home including: Gordon Graydon Memorial Secondary School, Dixie Outlet Mall, Ogden Bridge, and Applewood Plaza Shopper's Drug Mart.

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7. The **Volunteer Inclusion Project** had 9 Gordon Graydon Secondary School volunteers with developmental disabilities attend the City Wide Volunteer Training Session on December 5th, 2016. 10 volunteers completed a total of 259 volunteer hours during Winter and March Break 2016. Volunteers assisted with cleaning and tidying up areas and other related duties.

Four students with developmental disabilities from St Martins Secondary School volunteered at Huron Park Recreation Centre to assist with cleaning tasks with teacher support. They completed 108.5 hours in 2016.

One group of 5-6 Community Living Mississauga volunteers come in with support staff to perform cleaning tasks every one or two weeks for about an hour at Meadowvale Four Rinks. One volunteer comes with a support staff person to assist at the Civic Fitness Centre.

8. 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 2016 event was "Connect to Health", encouraging staff to use technology to help them achieve their wellness goals. Some of the booths included: Canadian National Institute for the Blind, Alzheimer Society Peel, Canadian Mental Health Association/Peel Branch, the City's Employee Assistance Provider - Morneau Shepell, Asthma Society of Canada, and Big Brothers, Big Sisters of Peel.

Transportation

1. A TransHelp pick-up location was added to the west entrance of the Central Library for the Library and Celebration Square.
2. MiWay continues to install new rear concrete bus pads throughout the City to make access to transit more convenient and accessible.
3. In 2016, MiWay installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pads extensions.
4. MiWay's policy is that no new stop is to be installed without a concrete bus pad. Should a bus stop be required and a concrete pad is not feasible (due to timing, weather, etc.), MiWay installs a rubber mat bus pad which acts as a hard surface for customers to board/exit onto. These rubber mats are suitable for a long period of time and is also suitable for the winter months (snow removal). (Note: rubber mats are only installed in an emergency situation where a bus stop is required and the wait time for a concrete pad is unreasonable).
5. MiWay has made improvements to its alert system by issuing real time alerts to customers on service disruptions. Customers are advised of cancellations, detours, and/or delays that are specific to routes. Such details on service disruptions are posted on MiWay's website and mobile app.

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Built Environment

1. GoHere Washroom Finder App:
People with Cohn's and Colitis as well as those with other health concerns may need to locate washrooms in a hurry.

Mississauga is the first city in Ontario to partner on the GoHere washroom finder app. Every public washroom in the city has been added, and can be easily located on the app. Thanks to the City's Accessibility Advisory Committee for recommending that Council find a way to make the washrooms more accessible to find. Download the [GoHere Washroom Finder App](#) today.

2. Stop Gap portable ramps were provided at businesses in Streetsville and Port Credit.



Stop Gap Portable Ramp

3. The Riverwood Conservancy Enabling Garden won the North America-wide National Garden Bureau Healing Gardens competition and with this grant money is developing a new Sensory Trail adjacent to the Enabling Garden for children with vision loss and sensory processing challenges. It is scheduled to open in the spring of 2017.
4. Lake Aquitaine Outdoor Fitness Equipment And Surfacing Replacement Project resulted in the:
 - Replacement of 2 fitness stations
 - Installation of rubber tile surfacing

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5. These parks received accessible outdoor fitness equipment with accessible instructions including access using QR Codes.
 - Cordingley P-364 (Ward 10)
 - Johnny Bower P-365 (Ward 10)
 - Birchwood P-137 (Ward 2)
 - Birch Glen P-099 (Ward 2)
 - Iroquois Flats P-133 (Ward 7)
 - Stillmeadow P-082 (Ward 7)
 - Laughton Heights P-047 (Ward 1)
 - Westwood P-052 (Ward 5)
6. Park Development and Park Operations continue to add arm rests to standard park benches. A program is in place to add benches along trails every 90m.

Other Successes:

1. Rabia Khedr, Citizen Member, and past Chairperson of the Mississauga Accessibility Advisory Committee has been appointed as one of the five new Ontario Human Rights Commissioners.
2. Carol-Ann Chafe, Chairperson of the Mississauga Accessibility Advisory Committee received the “Robert Pearson Guiding Star Award” at the 2016 Connect 4 Life Gala Event. This award is given to a company that has mentored Connect 4 Life to develop and enhance their educational programs and services for persons with disabilities.
3. Hired an Accessibility Specialist in 2016, a new position to the City of Mississauga’s Accessibility Planning program.
4. City of Mississauga Council passed a resolution to “stress to the Government of Ontario and the Ministry of Child and Youth Services the immediate need to reinstate adequate funding for children in need of IBI (Intensive behavior Intervention) Therapy regardless of age”, for children who have Autism Spectrum Disorder. This was done following a presentation at Council on May 25, 2016.
5. Mississauga’s Mayor, Bonnie Crombie has signed a declaration for the Rick Hansen Foundation’s vision of a Canada with no barriers.
6. The City’s website provides a [Guide and Requirements for Hosting Festivals and Events](#). This guide includes information about how to make your event accessible.

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7. In February 2016, Mississauga Council approved more than \$3 million in funding for community culture, festivals, recreation, sport 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, Nexus Youth Services and The Riverwood Conservancy. Among the groups receiving annual contributions were: Applewood Centre for Adult Learning and Cruisers Sports for people with physical disabilities.
8. The Community Safety Model (Recreation) resulted in successfully connecting residents to mental health services. In addition, Recreation Services offers a barrier free shower pass program to persons who may be experiencing homelessness and Library Services provides a barrier free library card to individuals who may not have a fixed address and identification.
9. 12 additional sport wheelchairs were purchased in 2016 for use in Recreation sport programs
10. Summer Coordinators & Senior Staff received training on Wheelchair Basketball, Sledge Hockey and Sitting Volleyball
11. Sledges are available for use in the TML (Toronto Maple Leafs Fundamentals program to ensure every child is able to participate. Additional Sledge Hockey protective equipment was purchased.
12. Summer Recreation Camp programs made use of the ParaSport equipment, including:
 - 12 gym sledges, sitting volleyball net and equipment, goal ball equipment, bocce ball and apparatus and 12 sport wheelchairs were circulated to different community centres this summer. This allowed children to be exposed to the sports of wheelchair basketball and sledge hockey and other adapted programming.
 - Over the summer, various sites had access to equipment 81 times.
 - Approximately, 568 children were exposed to the equipment this summer.
 - Children were able to try out the equipment and see the benefits of ensuring that everyone can be included in all activities

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:

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- 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

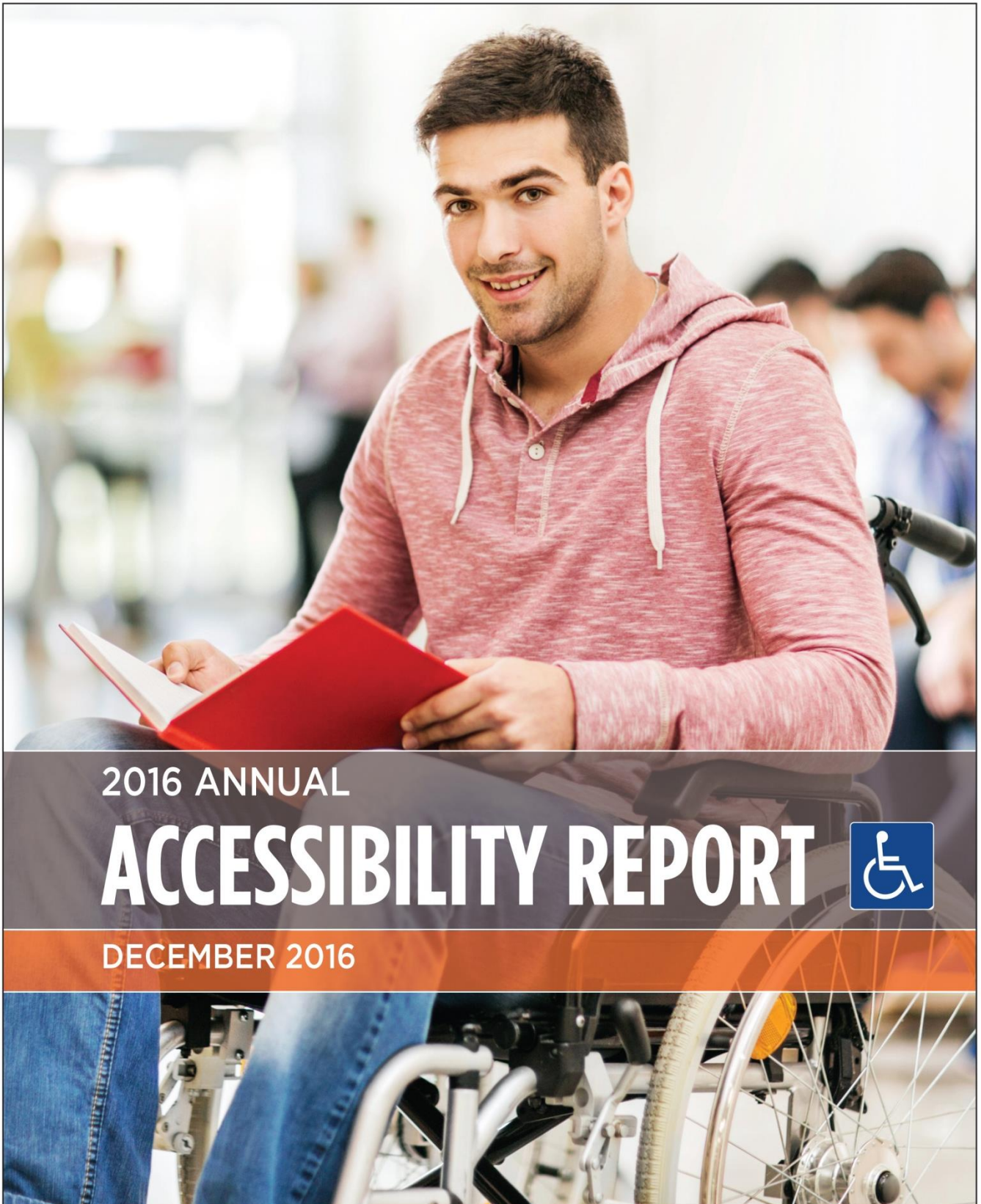
The strategies listed below were developed to realize our vision:

- 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.

We will continue to systematically remove physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

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2016 ANNUAL

ACCESSIBILITY REPORT



DECEMBER 2016

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Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2016 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2016 to make all its services and facilities accessible.

The 2016 Annual Report, in conjunction with the 2012-2017 Accessibility Plan, fulfills MiWay's obligations for 2016 under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

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

MiWay is committed to:

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

Consistent with the requirements under the Integrated Accessibility Standards Regulation (IASR), MiWay's 2016 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 6, 2017.

A final copy of the 2016 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

1.0 MiWay's Accessibility Policy

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

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

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2.0 MiWay's Service Profile

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

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

Conventional Services – 2016 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
Hours of Operations	Monday to Friday: 3:55 AM to 3:27 AM Saturday: 4:41 AM to 2:53 AM Sunday: 6:19 AM to 2:01 AM
Annual Revenue Ridership	39 Million
Annual Revenue Service Hours	1.39 Million (Annual Vehicle hrs: 1.48 Million)
Annual Revenue Kilometres	30.8 Million
Number of Routes	81 Routes (as of Dec. 2016): 7 Express Routes; 57 Regular Routes; 17 School Routes;
Fleet Composition	468 accessible buses

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3.0 Integrated Accessibility Standards Regulation (IASR):

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

3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2017)

There are no new transportation compliance initiatives in 2016. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

4.0 2016 Initiatives and Achievements

4.1 Real Time Schedule Information:

As of November 1st, 2016, MiWay customers now receive up-to-the-minute information about their next bus with the launch of real time on the Plan a Trip tool. Real-time uses data gathered from GPS technology to provide up-to-the-minute information about the next bus. Scheduled times are the planned trip times. When real-time information is not available, scheduled times are shown. The responsive Plan a Trip website allows riders to know the exact time a bus will arrive at their stop. The information is refreshed every 60 seconds for scheduled routes and buses. Customers will also receive up-to-the-minute information about their next bus through: Digital signs at the City Centre Transit Terminal and at Mississauga Transitway Stations.

4.2 Service Disruptions:

MiWay continues to issue alerts on route detours when they are known in advance. Information on planned detours is made available at miway.ca, as well as at affected terminals and stops.

In 2016, MiWay's website was updated to display the latest transit service advisories in real time with automatic feeds from MiWay's internal applications. These improvements ensure real time alerts are made available to customers advising them on cancellations, detours, and/or delays that are specific to routes. The real time feed provides notifications to MiWay customers of the latest service changes through both "Plan A Trip" and the MiWay website. Customers can either access the notifications directly at miway.ca/alerts, when they pull up their individual trip plans, or when they check their stop or route schedules.

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Route 107 (North)

Stop #2018 on Renforth Drive north of Eglinton Ave will be relocated to the northeast corner of Eglinton Avenue at Renforth Drive due to sidewalk closure/construction.

Route 20 (West)

Stops on Rathburn/Elora w/b out of service due to construction, please use temp. stop east of Elora.

Route 22 (East)

Stop # 9127 located at Humbercollege and Westmore is out of service. Please use alternate stop east of the driveway.

Route 24 (North)

Stop #2018 on Renforth Drive north of Eglinton Ave will be relocated to the northeast corner of Eglinton Avenue at Renforth Drive due to sidewalk closure/construction.

Route 4

Detour routing in effect on Monday October 24, 2016, until January 1, 2017, for bridge repairs on Paisley Blvd. Click [here](#) for details.

Route 44 (North)

Stop # 1711 located at Thorny-Brae Place is out of service. Please use alternate stop at #1701 at Eglinton Ave.

Route 51 (South)

bus stop #2185 on Tomken southbound, at Brevik Place, out of service due to construction. No Temporary bus stop available. Passengers to board at Tomken southbound at Mathson.



Alerts

The latest service advisories

Further notifications are provided to notify customers when a facility is out of service on MiWay's property, meeting compliance requirements with the Accessibility for Ontarians with Disabilities Act (AODA). These facility-related alerts help customers to better plan their trips throughout the day, based on their needs, using timely information.

Additionally, the newest technology allows for integration of hyperlinks within the messages ensuring that useful information, such as detour maps, can be provided to our customers with minimum effort.

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

4.3 Transit Infrastructure:

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stops, shelters, bus pads and sidewalk connections.

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In 2016 alone, MiWay installed approximately 365 new bus pads throughout the City to make access to transit more convenient and accessible. In order for a route to be considered accessible, in addition to buses, all transit infrastructure along the route must also be accessible, which means for bus stop pads to be installed at every stop (if feasible) and connect with the existing sidewalk network where possible. Currently only about 4.9% (approximately 171 of 3,458) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

Rear Concrete Pad Installation Program:

To further improve access to MiWay's accessible conventional services, additions to existing concrete bus stop pads will be the main focus going forward. The extension or addition of a "tail" to the existing pads will allow for passengers to safely exit from the back door of the buses without stepping down into mud or grass. Of the 365 pads installed in 2016, approximately 215 were dedicated to rear door concrete pad extensions.

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

Sidewalk Program:

The programming of sidewalks is led by the City of Mississauga's Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development Team in support of transit accessibility. The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and City of Mississauga Council approval.

In 2016, approximately 2 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2017, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Funding through the Public Transit Infrastructure Fund will allow for additional sidewalk installations. 4.25 kilometres of new sidewalk construction is being programmed for 2017. Since 2010, approximately 40 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

Installation of Tactile Plates:

To make transit more accessible, the City of Mississauga will be installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates will

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be installed at 150 -200 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road. In addition, tactile plates will also be installed at major terminals such as South Common Mall Bus Terminal, Westwood Mall Terminal and Meadowvale Town Centre. The tactile plates will be installed in 2017.

This \$4 million project will be funded by the city and the federal government, through the Public Transit Infrastructure Fund.

4.4 Information & Communication:

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

Web Content:

 Trip Plans & Schedules	 Service Plan 2016-2020
 Maps	 Fares
 Moving Students	 Mississauga Transitway
 Accessible Services	 Are you Ready To Ride
 About MiWay	 Community Engagement
 Alerts	 Contact Us

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

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

Print Content:

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

MiWay's [Accessible Bus Services](#) brochure, which contains the same information on policies and procedures as those available online, is frequently updated and is available at all City terminals and facilities. The Accessible Bus Services brochure is also made available on MiWay's website as well as in alternate accessible formats upon request.

4.5 Customer Feedback:

MiWay welcomes customer feedback. Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the [online feedback form](#), reach out to us through Twitter or see one of our Customer Service Ambassadors roaming our MiWay transit network.

Launched in August 2016, MiWay Customer Service Ambassadors are available where customers are. They are roaming the MiWay transit network, riding busses and visiting

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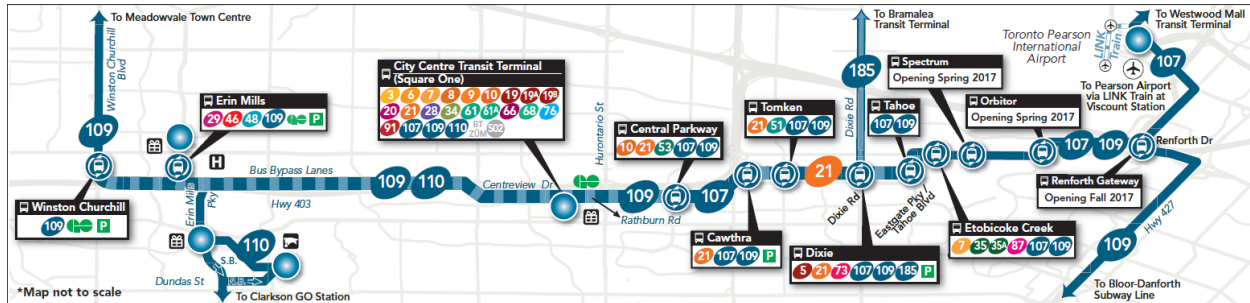
terminals and various bus stops to assist customers. Customers can ask a question, provide feedback or just say hello to one of our friendly staff.

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

MiWay has extended its customer services on Twitter available through @MiWayHelps. Customers can participate in more conversations with MiWay about transit services. Like other conventional methods, customers can ask questions or provide feedback @MiWayHelps. Customer Service Representatives aim to answer questions and address customer feedback on a first contact resolution basis. Assistance is available 7 days a week, weekdays, 7 am to 5 pm, weekend/holiday, 8 am to 6 pm.

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5.0 Mississauga's Transitway



The Mississauga Transitway is a dedicated bus only transit corridor that will provide east-west travel across Mississauga. When completed, the 18-kilometre transitway will have twelve stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east.

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



Design and construction of the Mississauga Transitway stations and facilities have incorporated the Universal Design Principles and the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook and 2015 Facility Accessibility Design Standards.

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Accessible Transitway Stations:



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

Where required, stations feature safe crossing between platforms via ramps, designed with accessible features. Tactile way-finding strips have been incorporated at all transitway stations for easier navigation inside the stations, between all entrances and elevators.

5.1 Project Status:

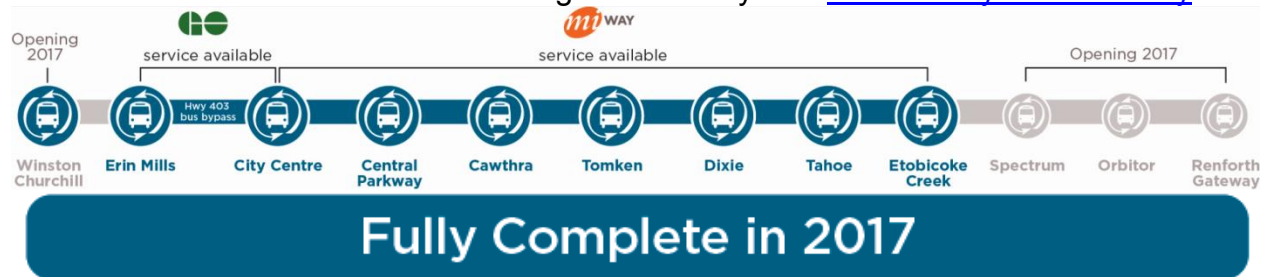
The final transitway stations at Spectrum, Orbitor and Renforth Gateway will open in 2017. Once fully operational both MiWay and GO Transit will utilize the bus-only corridor and will support extensive express bus service for thousands of riders per day, making it faster and easier to travel to, from and through Mississauga and the GTA.

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Since Central Parkway, Cawthra, Tomken and Dixie stations opened in November 2014, there has been steady growth on MiExpress routes 107, 109, 185 and MiLocal route 21. In September 2015, GO Transit opened the Erin Mills Station and five GO bus routes serve the station. MiWay provided service to Erin Mills Transitway Station mid-2016. Winston Churchill Station opened in January 2017 with MiWay extending its express services to service the new station. Tahoe and Etobicoke Creek stations, just east of Dixie Station, opened in early 2016. The final stations: Spectrum, Orbitor and Renforth Gateway are scheduled to be completed by 2017.

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

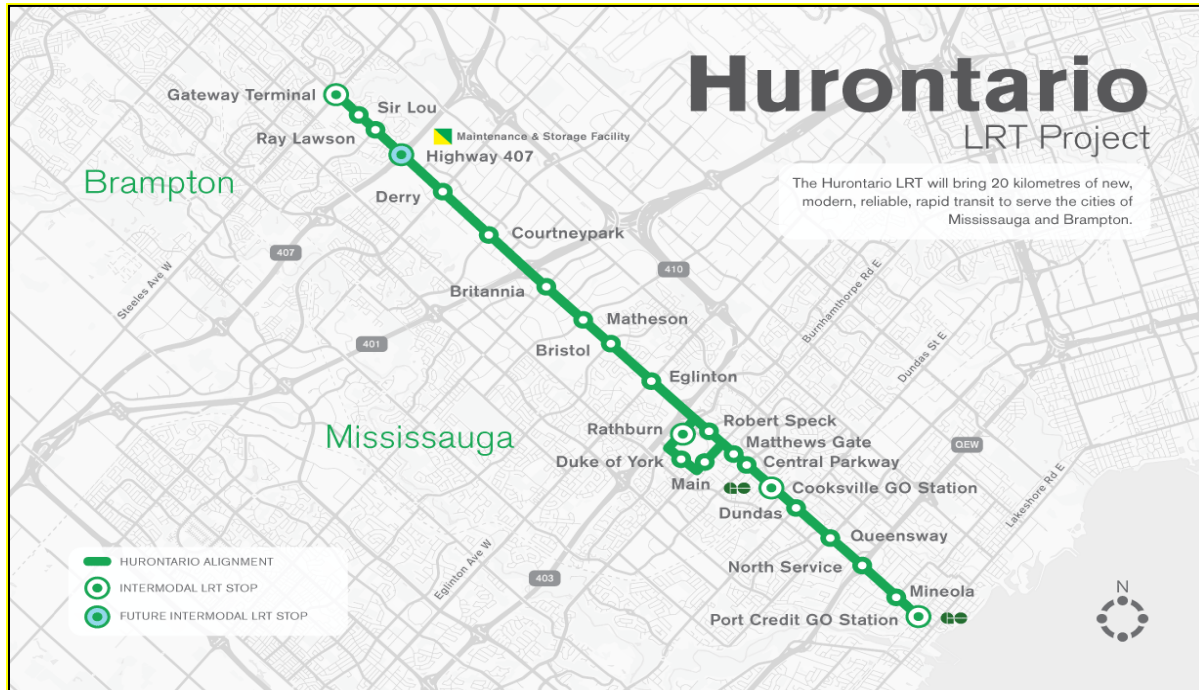
For more information on the Mississauga Transitway visit www.miway.ca/transitway.



6.0 Hurontario Light Rail Transit (LRT)

The Hurontario LRT (HuLRT) project is located on Hurontario Street from Port Credit GO Station in the City of Mississauga to the Gateway Terminal in the City of Brampton. This Light Rail Transit (LRT) project will bring 20 kilometres of fast, reliable, rapid transit to the cities of Mississauga and Brampton along the Hurontario corridor.

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New, modern light rail vehicles will travel in a dedicated right-of-way and serve 22 stops with connections to GO Transit's Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway.

Funded through a \$1.4 billion commitment from the Province of Ontario, the Hurontario LRT is a signature project of the Moving Ontario Forward plan.

The Hurontario LRT will be a significant benefit to the communities of Mississauga and Brampton, and be an integral component of the GTHA's broader transportation network. Construction is scheduled to begin in 2018, with an anticipated completion in 2022.

Urban design for the Hurontario Light Rapid Transit (LRT) will incorporate universal design principles through the provision of:

- Pedestrian signals
- Step free access
- Wayfinding systems for people with visual disabilities
- Easy access for strollers and mobility devices
- Level boarding meeting accessibility standards
- Wide sidewalks with curb ramps at all intersections

7.0 Consultation of the Report

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

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- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 6, 2017); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

8.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2016 Accessibility Report at its January 2017 meeting. The required communication of the plan will include the following:

- Release of the approved report to the City of Mississauga's Accessibility Advisory Committee;
- Inclusion of the approved report in the City of Mississauga's 2016 Annual Report of the Multi-Year Accessibility Plan;
- Inclusion of the approved report on [MiWay's website](#); and
- Notification of the availability of the approved report in the Accessible Bus Services brochure.

9.0 Conclusion & Next Steps

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

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

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

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10.0 For more Information

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

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

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

To provide customer feedback, customer service representatives are available:

Weekdays:	7:00 am to 7:00 pm
Weekends/Holidays:	8:00 am to 6:00 pm
Online Form:	Online Feedback Form

TTY Phone: 905-615-3886
(Tele-typewriter phone for persons who are Deaf, deafened, or hard-of-hearing)

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

MiWay – Website: [MiWay Website](#)

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

Follow us on Twitter: @MiWayHelps

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

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Appendix 1.0

Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit)

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

2016 annual accessibility report

37	<p>Emergency preparedness & response policies Conventional transportation service providers,</p> <p>(a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and</p> <p>(b) shall make those policies available to the public.</p> <p>Conventional transportation service providers shall, upon request, provide the policies in an accessible format.</p>	January 1, 2012	<p>Completed</p> <p>The emergency preparedness and response policy document has been prepared and posted on miway.ca.</p> <p>Information is also available in an accessible format, upon request.</p>
38	<p>Fares, support persons No conventional transportation service provider shall charge a fare to a support person who is accompanying a person with a disability.</p> <p>It is the responsibility of a person with a disability to demonstrate their need for a support person to accompany them on the conventional service and to ensure that the appropriate designation for a support person is in place.</p>	January 1, 2014	<p>Completed</p> <p>MiWay's Support Person Policy allows customers who need assistance to board, pay their fare, access the seating area or exit, to be accompanied by a Support Person.</p> <p>MiWay defines a Support Person as a person whose presence is essential to provide care and assistance to a passenger with a disability, regardless of the nature of their disability.</p> <p>Only a single fare is required when a passenger with a disability travels with a Support Person (this includes CNIB card holders).</p>
41, 43	<p>Accessibility plans, conventional transportation services Conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback.</p> <p>Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and are given the opportunity to provide feedback.</p>	January 1, 2013	<p>Completed</p> <p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.</p>

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44	<p>General responsibilities Conventional transportation service providers shall,</p> <ul style="list-style-type: none"> (a) deploy lifting devices, ramps or portable bridge plates upon request; (b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities; (c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and (d) allow a person with a disability to travel with a medical aid. <p>Conventional transportation service providers shall, upon request, make information on the matters available in an accessible format.</p>	January 1, 2012	<p>Completed</p> <p>MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 191/11. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with disabilities; how to correctly operate the equipment when boarding or de-boarding customers with disabilities, particularly those who use assistive devices such as wheelchairs or scooters; and, sensitivity training on the provision of service to persons with disabilities.</p> <p>MiWay continually reviews the content, format, and delivery methods of its sensitivity, disability, and diversity training programs with a view towards improving their impact and effectiveness, and integrating improvements into its new and existing employee training programs.</p>
45	<p>Alternative accessible method of transportation Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation.</p>	January 1, 2013	<p>Completed</p> <p>Region of Peel's TransHelp services are available for customers who are unable to use conventional transit and acts as an alternative accessible method of transportation for passengers with disabilities.</p>
46	<p>Fares No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability.</p> <p>Conventional transportation service providers that do not provide specialized transportation services shall make available alternative fare payment options to persons with disabilities.</p>	<p>July 1, 2011</p> <p>January 1, 2013</p>	<p>Completed</p> <p>MiWay does not charge a higher fare for passengers with disabilities. The various fare media options available can be used by all customers.</p> <p>Presto System is available on all MiWay buses and acts as an easy alternative fare payment option for all passengers (when cash, passes, or tickets is not an option).</p>

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47	Transit stops Conventional transportation service providers shall ensure that persons with disabilities are able to board or deboard at the closest available safe location, as determined by the operator that is not an official stop, if the stop is not accessible.	January 1, 2012	Completed MiWay's existing policy allows customers to board or deboard a MiWay bus at the closest safe location if the official stop is inaccessible. Operators are also trained to notify Transit Control of any stop that is inaccessible.
48	Storage of mobility aids, etc. Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles.	January 1, 2012	Completed MiWay's existing policy allows customers to board with mobility aids and mobility assistive devices, as long as the aisles are kept clear at all times for emergency situations.
49	Courtesy seating Every conventional transportation service provider shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles. The courtesy seating shall be located as close as practicable to the entrance door. The courtesy seating shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability. Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of courtesy seating.	January 1, 2012	Completed MiWay revised its existing Courtesy Seating Policy to state that the front seats on all MiWay buses were reserved for passengers with disabilities. This ensures that priority seating on buses is there for people who need it. People of all ages with mobility and other disabilities can be assured of easily accessible places to sit. New 'Priority Seating' decals were produced and installed on all MiWay buses. A Communication Plan was prepared and delivered through website, event, media releases and print.
50	Service disruptions Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.	July 1, 2013	Completed / Ongoing MiWay issues alerts on route detours when they are known in advance. Information is made available at miway.ca, as well at affected terminals and stops. MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes. MiWay staff have launched a new Twitter account @MiWayHelps through which some communication updates are posted.

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51	<p>Pre-boarding announcements Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>Completed Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route name, number and direction. This is the same service information that is displayed on the destination sign.</p>
52	<p>On-board announcements Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles.</p> <p>Every conventional transportation service provider shall ensure that all destination points or available route stops, are announced through electronic means; and are legibly and visually displayed through electronic means.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>Completed MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
78	<p>Duties of municipalities, general Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.</p> <p>Every municipality shall identify planning for accessible bus stops and shelters in its accessibility plan.</p>	<p>January 1, 2013</p>	<p>Completed 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>

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Information and Communication Standards

11	<p>Feedback</p> <p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2014	<p>Completed / Ongoing</p> <p>Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on miway.ca/contactus, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p>Accessible formats and communication supports</p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2016	<p>Completed / Ongoing</p> <p>Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible PDF documents being added to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well-structured PDF documents which can be read by screen readers.</p> <p>Accessible Document Training will continue to be provided to staff in 2017, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>
14	<p>Accessible websites and web content</p> <p>Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p>Completed / Ongoing</p> <p>New web content management system acquired, implementation goal is for WCAG 2.0, Level AA starting in 2016 as new content/features are implemented.</p> <p>The City has renewed with Site Improve for 2017 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>

Summary – 2016 Annual Report of the Multi-Year Accessibility Plan

2016 Accessibility Plan Successes

Some of the major highlights over the past year include:

General Initiatives:

- An Age Friendly Mississauga Forum was held on October 3, 2016. Over 80 people attended the event, which included older adult group representatives and stakeholders from the private, public and local non-profit sectors. Opportunities to partner and make further improvements to serving older adults were discussed.
- A High School Parasport Try-It Event was held in November 2016. This event provided an opportunity for 8 High Schools and 100 students to participate in wheelchair rugby, wheelchair basketball, sledge hockey, and sitting volleyball along with para athletes. The goal is to have the high schools develop their own Try-it events in the future.
- The Inclusion Resource Team (Recreation) in partnership with Community Living Mississauga provided support worker support and outreach to 120 adults with intellectual disabilities.
- The City hosted the 2016 Ontario Summer Games at various venues in Mississauga from August 11 – 14, 2016. One of the sports was sledge hockey.
- Accessibility Planning provided exhibits at 5 events
- Trained 55 Planning & Building Staff (Development and Design Section) on Universal Design, how to guide someone who is blind and did experiential learning (using wheelchairs and white canes with blind folds) to experience having a disability in the built environment.

Accessible Customer Service Initiatives:

- Revisions to the Accessibility policy were completed to include changes to the Accessible Customer Service Standard, along with an update to the eLearning module: “May I Help You: Understanding Accessible Customer Service”.
- Trained 537 volunteers and staff in face to face Accessible Customer Service
- 157 families that have a family member with a disability were supported by the Summer Recreation Inclusion Support Program. 100 individual recreation plans were developed

Built Environment Initiatives:

- The new Meadowvale Community and Library opened in September, 2016. The facility received a 2016 March of Dimes Award of Merit for Barrier Free Design
- 2 new park washroom buildings were completed (Lisgar Fields and Dr. Dobkin Martin Park). Each of these buildings has 3 individual unisex accessible washrooms, with one of these being a universal (larger sized) washroom.
- 3 other building renovation projects resulted in accessibility improvements (Paul Coffey Arena - washrooms, Living Arts Centre – Elevators, Hershey Community Rinks – stairs)
- Union Park was developed with accessible fitness equipment, paved access routes, a shelter, accessible picnic/games table, benches, and leash-free area.
- 4 other park projects resulted in accessibility improvements (Ridgeway Community Courts, Huron Park Picnic Shelter, Lake Aquitaine Spraypad, Paul Coffey Park)
- 8 parks received accessible outdoor fitness equipment with accessible instructions including access using QR codes
- 9 existing trails received paving and reconstruction; and 3 new trails were constructed
- 18 playgrounds received improvements to accessibility
- 8 intersections were outfitted with Accessible Pedestrian Signals
- Stop Gap portable ramps were made available at businesses in Streetsville and Port Credit

Transportation Initiatives:

- MiWay installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pads extensions.

Employment Initiatives:

- 26 adult volunteers with developmental disabilities participated in the Summer Work Experience Program (SWEP) and Secondary School Volunteer Project.
- The Road to Mental Readiness (R2M2) training program was initiated with Mississauga Fire Fighters. This program supports a mentally healthy workplace.

Other Initiatives:

- Hired an Accessibility Specialist in 2016, as a new position to the City of Mississauga Accessibility Planning program
- Carol-Ann Chafe, Chairperson of the Mississauga Accessibility Advisory Committee received the “Robert Pearson Guiding Star Award”. This award is given to a company that has mentored Connect 4 Life (an educational program for persons with disabilities).

2017 Initiatives

- Facility Accessibility Audit continues
- Construction of 2 fully inclusive playgrounds (Jaycee Park, River Grove Park)
- Tactile plates at intersections (150 – 200 intersections through the Public Transit Infrastructure Fund)
- Audible Traffic Signals
- Sensory Trail adjacent to the Enabling Garden (Riverwood Conservancy)
- Trail Development and Redevelopment
- Additional installation of benches along trails and adding arm rests to standard park benches.
- National Access Awareness Week Event
- Continued work on the Age Friendly Initiatives
- New Revised Accessible Document Training Program
- Further improvements to the accessibility of the City’s website (moving from WCAG 2.0 Level A to WCAG 2.0 Level AA)
- Workforce Diversity & Inclusion Strategy approval and implementation
- Develop the Multi-Year Accessibility Plan
- Submission of the Accessibility Compliance Report to the Province

Ongoing Items

- Multi-Year Accessibility Plans and Annual Status Reports for the Corporation and for MiWay
- Ensuring accessibility planning is incorporated into the City’s Strategic Plan, Departmental and Master Plans
- Encouraging Persons with Disabilities to participate in City committees
- Policy Review
- By Law Review
- Ensuring procurement of accessible goods, services and facilities
- Training (Accessible Customer Service, IASR, Accessible Documents, Plain Language)
- Communication Strategy (including internal and external websites)
- Exceptional Accessible Customer Service Awards
- Accessible Elections
- Website Accessibility
- Employee Accommodation Plans

- Build inventory of Essential Duties Worksheets for Employee Positions
- Posting Notice of Service Disruption
- Accessible Taxicabs
- Implementation of Facility Accessibility Design Standards
- Accessible Sidewalks, Paths of Travel
- Accessible Audible Signals
- Affordable Accessible Housing Program
- Accessible Trails, Playgrounds, Parks
- Accessible Parking (on and off street)
- Maintenance of Accessible Features

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 6, 2017 Accessibility Advisory Committee meeting.

AAC Recommendation	Work Plan Item	Status
AAC-0009-2014	Accessible Cycling	<p>**Update Required (On the January 10, 2017 MCAC agenda for consideration.)</p> <p>Updated September 12, 2016: AAC-0030-2016</p> <ol style="list-style-type: none"> 1. That the Pending Work Plan Items Summary Chart updated for the September 12, 2016 meeting of the Accessibility Advisory Committee be approved, as amended; 2. That the Chair of the Accessibility Advisory Committee write a letter to the Active Transportation Office, copied to the Mississauga Cycling Advisory Committee and the Commissioner of Community Services, expressing support investigating accessible recreational cycling options for persons with disabilities.
AAC-0027-2015 / GC-0550-2015	Employment/Hiring Practices	<p>In progress</p> <p>GC-0550-2015</p> <ol style="list-style-type: none"> 1. That the email dated July 11, 2015 from Mashkoor Sherwani, Citizen Member with respect to hiring practices for persons with developmental and intellectual disabilities, be received; (Completed) 2. That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process; (In progress) 3. That in 2016 Human Resources staff consult with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy, which is to include discussing the feasibility of employment related programs for persons with disabilities. (Completed)



REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, NOVEMBER 28, 2016 – 1:36 PM

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

MEMBERS PRESENT

Clement Lowe, Citizen Member (CHAIR)
Asim Zaidi, Citizen Member
Carol-Ann Chafe, *ex-officio*

MEMBERS ABSENT

Mashkoor Sherwani, Citizen Member
Melanie Taddeo, Citizen Member

OTHERS PRESENT

Darren Cooper, Accessibility Specialist
Lawrence Franklin, Urban Designer, Development & Design Division
Virginia Kalapaka, Project Manager, Park Development
Paul Marsala, Terraplan Landscape Architects Ltd.
Fernando Moraes, Project Manager, Facilities and Property Management
Kathi Ross, Senior Project Manager, Park Development
Diana Simpson, Supervisor, Accessibility Planning
Karen Morden, Legislative Coordinator, Office of the City Clerk

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

CALL TO ORDER – 1:36 PM

Clement Lowe, Chair called the meeting to order at 1:30 PM and requested that all present at the meeting introduce themselves.

ITEMS CONSIDERED

1. Mississauga Legends Row Project

Ron Duquette, President and Founder of Mississauga Legends Row and Fernando Moraes, Project Manager, Facilities and Property Management presented details of the Mississauga Legends Row project, noting the achievement areas that a person could be nominated for and that the project was totally funded through fundraising efforts.

Mr. Moraes spoke regarding the totems noting that they will have three components – the totem itself, a historical plaque, and a banner – and advised of the location the totems would be placed at, in an accessible area of Celebration Square along the west and east colonnades. In response to questions from the Committee, Mr. Moraes advised that each totem would be a standalone metal structure with a stainless steel base that would contrast against the brick in the colonnades, would be almost eight feet tall, and would have a six foot inductee plaque that would also be in Braille. Mr. Duquette noted that people could also access the plaque information on the Legends Row website for narration.

Virginia Kalapaka, Project Manager, Park Development inquired about the width of the path and lighting, to which Mr. Moraes advised that the path through the colonnades is very wide and that the area is shaded and has lighting spotted to the floor.

Clement Lowe, Chair noted the good use of the Facility Accessibility Design Standards and thanked Mr. Duquette and Mr. Moraes for their presentation.

RECOMMENDATION

1. That the presentation regarding Mississauga Legends Row Project to the Facility Accessibility Design Subcommittee on November 28, 2016, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Mississauga Legends Row Project.

2. Scholar's Green Phase 2

Paul Marsala, Terraplan Landscape Architects Ltd. and Kathi Ross, Senior Project Manager, Park Development presented details of the Scholar's Green Phase 2 project. Mr. Marsala advised that Phase 2 is the north site located by the new Sheridan College building, west of City Centre Drive and would be a "forest in the city". Further, Mr. Marsala spoke to the textured pavement walkways that would not exceed a 2% grade and noted that there would also be a usable forest floor. Ms. Ross advised that an additional Sheridan College building would start construction in January 2018 and that park construction would commence in the spring of 2019.

Mr. Marsala spoke to a patterned floor consisting of permeable paving (filter-pave of recycled glass) with TPV rubber paving of contrasting colours and noted the flat, direct access to the park and student gathering areas. Further, Mr. Marsala noted that there would be an artificial lawn surface, a seat wall, metal benches with backs, and an urban playground. Ms. Ross noted that the play structure is intended for adults for outdoor fitness, wheelchair exercise, a lounge and concrete seating with backrests.

In response to questions from the Committee, Mr. Marsala noted the movable bistro-style tables and chairs, the use of fabric "sunbrellas", and a "U Play Frame" that is adaptable to be used as an art display, large hammocks, and ping pong tables. Further, it was noted that there will be signage indicating the length of the accessible route with rest stations and that there would be full light dispersion and would be lit with foot candles as well. Diana Simpson, Supervisor, Accessibility Planning noted the need for colour contrast between the floor and seating.

RECOMMENDATION

1. That the presentation regarding Scholar's Green Phase 2 to the Facility Accessibility Design Subcommittee on November 28, 2016, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Scholar's Green Phase 2.

DATE OF NEXT MEETING

Monday, December 19, 2016 - Committee Room D, Civic Centre

ADJOURNMENT – 3:15 PM



REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, DECEMBER 19, 2016 – 1:36 PM

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

MEMBERS PRESENT

Clement Lowe, Citizen Member (CHAIR)
Asim Zaidi, Citizen Member

MEMBERS ABSENT

Carol-Ann Chafe, *ex-officio*
Mashkoor Sherwani, Citizen Member
Melanie Taddeo, Citizen Member

OTHERS PRESENT

Darren Cooper, Accessibility Specialist
Dana Glofcheskie, Transportation Project Engineer
Leslie Green, Manager, Transportation Projects
Erinma Chibututu, Urban Designer, Development & Design Division
Virginia Kalapaka, Project Manager, Park Development
Matthew Sweet, Active Transportation Coordinator
Karen Morden, Legislative Coordinator, Office of the City Clerk

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

CALL TO ORDER – 1:39 PM

Clement Lowe, Chair called the meeting to order at 1:36 PM and requested that all present at the meeting introduce themselves.

ITEMS CONSIDERED

1. Environmental Assessment Studies

Leslie Green, Manager, Transportation Projects and Dana Glofcheskie, Transportation Project Engineer presented the following projects:

- a) Mavis Road Environmental Assessment Study
- b) Square One Drive Extension Environmental Assessment Study
- c) Credit River Active Transportation Crossings Project
- d) Sheridan Park Drive Extension Environmental Assessment Study

Additionally, the following information was also provided:

- e) Upcoming Environmental Assessment Studies

Mavis Road Environmental Assessment Study

The following was noted regarding the Mavis Road Environmental Assessment Study:

- Currently four lanes, just north of the 401, improvements to the corridor would remove the median and be widened to six lanes;
- Walking, cycling, and transit taken into perspective;
- Reduction of travel speeds from 70 km/hour to 60 km/hour in that corridor;
- Sidewalk to be maintained on east side with a 3 metre multi-use trail;
- Intersection improvements at Mavis Road and Derry Road to remove “pork chop” islands to eliminate staged crossing;
- Addition of an urban space on regional property with a “parkette” with benches, resting space, and trees to enhance pedestrian views;
- A number of intersections to be improved with benches for rest spaces and streetscape enhancement wherever possible.

In response to questions from the Committee, it was noted that the speed limit reduction would be only in the designated corridor and that it was necessary due to the residential character of the corridor. Further, it was noted that the

intersections would have tactile warnings and benches with backs and armrests.

Square One Drive Extension Assessment Study

The following was noted regarding the Square One Drive Extension Assessment Study:

- The study area is the downtown from Confederation Parkway West to Rathburn Road;
- Square One Drive to be a 2 lane residential street with 2 new intersections;
- 2 lane roundabout at Rathburn Road and Square One Drive will replace existing intersection;
- 3.5 metre multi-use trail with on-street parking to create a more urban walkable streetscape;
- Safety features of roundabouts through the reduction of conflict points, striped walkways, and splitter islands for crossings;
- Plan is consistent with the Downtown 21 master plan, a gateway to the City;
- Possible public art displays, urban plaza next to Zonta Meadows Park, tactile warnings at crossings, yellow curbs for contrast/warning.

In response to questions from the Committee, it was noted that the streetscapes would look like Scholar's Green to provide continuity in design. Further, it was noted that the tennis courts and parking lot at Zonta Meadows Park would be removed and that the park would be redesigned in 2 or 3 years.

Credit River Active Transportation Crossings Project

The following was noted regarding the Credit River Active Transportation Crossings Project:

- Two new bridges being constructed - to connect Stavebank Road North and South and to cross the Credit River;
- Bridges will connect Oakville and Toronto through Mississauga;
- MTO will be widening the QEW over the river and will be attaching an active transportation bridge below grade, tucked underneath the QEW;
- Active transportation below grade bridge will provide beautiful views of the credit river, with a potential for public art instalments;
- Bridge crossing the Credit River will be 250 metres long;
- Bridge connecting Stavebank Road North and South will be 100 metres long and will require ramping with a maximum 6.7% slope, similar to the

Ogden Road bridge previously reviewed by the Committee;

In response to questions from the Committee, it was noted that the bridge under the QEW will be lit, will be 3.5 metres wide, and can be accessed via ramping with landings.

Sheridan Park Drive Extension Environmental Assessment Study

It was noted that the Sheridan Park Drive extension would be from Winston Churchill Boulevard to Speakman Drive with an existing multi-use trail and that construction would begin in 2017.

Upcoming Environmental Assessment Studies

Ms. Green and Ms. Glofcheskie spoke regarding upcoming environmental assessments and noted an extension to Webb Drive that would include an exchange from City Centre Drive to Webb Drive and would extend from Redmond Road to Webb Drive to Burnhamthorpe Road. Additionally, it was noted that Burnhamthorpe Road would be widened between Loyalist Drive and Ninth Line.

RECOMMENDATION

1. That the presentations regarding the Mavis Road Environmental Assessment Study, the Square One Drive Extension Environmental Assessment Study, the Credit River Active Transportation Crossings Project, and the Sheridan Park Drive Extension Environmental Assessment Study to the Facility Accessibility Design Subcommittee on December 19, 2016, be received;
2. That subject to the comments on the presentations, the Facility Accessibility Design Subcommittee is satisfied with the designs and plans of the Mavis Road Environmental Assessment Study, the Square One Drive Extension Environmental Assessment Study, the Credit River Active Transportation Crossings Project, and the Sheridan Park Drive Extension Environmental Assessment Study.

DATE OF NEXT MEETING

Monday, February 27, 2017 - Committee Room D, Civic Centre

ADJOURNMENT – 2:45 PM

Thank you for being a friend . . . I can buy a house with: Meet a new generation of golden girls

Shared home ownership of a renovated heritage house in Port Perry gives aging owners a comfortable — and affordable — place to grow old.

Link to article in the Toronto Star:

<https://www.thestar.com/life/2017/01/23/thank-you-for-being-a-friend--i-can-buy-a-house-with-meet-a-new-generation-of-golden-girls.html>

From: [Chris Schafer](#)
To: [Chris Schafer](#)
Subject: Uber: Deaf Uber Drivers (Accessibility)
Date: 2017/01/17 2:37:25 PM

Dear Committee,

I wanted to share with you an [inspiring video of Shafiul Hoque](#), a Canadian Uber driver-partner, who is also deaf.

Shafiul says thanks to Uber's technology-driven approach, he has his first job in more than a decade. "I heard that they were willing to hire deaf drivers," Hoque said in an interview aided by an American Sign Language interpreter. "I found that they were actually very accessible."

To see the video

<https://www.youtube.com/watch?v=My35c-thbcA&feature=youtu.be>

To read more:

<http://www.cbc.ca/news/canada/toronto/uber-for-deaf-and-hard-of-hearing-drivers-1.3546018>

Uber and Accessibility in App

Blind and Low-Vision

With VoiceOver iOS and wireless braille display compatibility, the Uber app provides a safe and reliable transportation option for the blind and visually impaired community.

Deaf & Hard-of-hearing

Uber designed product innovations to further economic opportunity for our deaf and hard of hearing driver partners. Visible and vibrating alerts aid deaf and hard of hearing riders, and in-app features such as the ability to enter destination ensure effective communication from the rider to the driver-partner.

Chris Schafer
Uber Public Policy Manager - Canada
chris.schafer@uber.com | +1 (647) 389-8052
www.uber.com