
Accessibility Advisory Committee

Date

2018/02/05

Time

2:00 PM

Location

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

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

Trish Sarnicki, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5426
trish.sarnicki@mississauga.ca

Find it Online

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

Staff Accessibility Resource Team (StART)

Lisa Boyce-Gonsalves, Community Development – Inclusion and Accessibility

Marie-France Chartrand, Legal Counsel

Jennifer Cowan, Accessibility Specialist

Ingrid Keuper-Dalton, Community Development Coordinator, Library

Christine Gabany, Manager, Talent Acquisition, Human Resources

Michael Foley, Manager, Mobile Licensing Enforcement

Shaesta Hussen, Planner, Planning & Building

Mojan Jianfar, Planner, Culture and Heritage Development

Virginia Kalapaca, Project Manager, Park Development

Rasul Kassam, Supervisor, Accessibility Planning

Monika Kennedy, eCommerce Specialist

Lydia Kowalyk, Manager, Internal Services, Revenue & Materiel

Management Amr Merdan, Urban Designer, Planning & Building

Trish Sarnicki, Legislative Coordinator, Office of the City Clerk

Pamela Shanks, Corporate Policies Analyst

Lorena Smith, Older Adult Coordinator

Stefan Szczepanski, Manager, Park Development

Christopher Tham, Marketing Coordinator

Alana Tyers, Team Leader, Transit Planning

Cynthia Ulba, Senior Communications Advisor

Stuart Young, Manager, Parks Operations – North

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 6, 2017

5. **DEPUTATIONS**

5.1. Johnathan Silver to speak regarding Forward Movement

5.2. Hamish Campbell, Project Leader, and Jamie Brown, Manager, Municipal Parking to speak regarding the Parking Master Plan

6. **PUBLIC QUESTION PERIOD** - 15 Minute Limit (5 Minutes per Speaker)

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended:

Accessibility Advisory Committee may grant permission to a member of the public to ask a question of Accessibility Advisory Committee, with the following provisions:

1. The question must pertain to a specific item on the current agenda and the speaker will state which item the question is related to.
2. A person asking a question shall limit any background explanation to two (2) statements, followed by the question.
3. The total speaking time shall be five (5) minutes maximum, per speaker.

7. **MATTERS TO BE CONSIDERED**

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

Jennifer Cowan, Accessibility Specialist 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 and Rabia Khedr, Citizen Members and Members of the Region of Peel Accessibility Advisory Committee will provide a brief verbal update.

7.3. **Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report**

7.4. Electronic Participation in Committee meetings

7.5. Accessibility Advisory Committee Pending Work Plan Items

8. **SUBCOMMITTEE REPORTS**

8.1. Facility Accessibility Design Subcommittee Report - November 27, 2017

RECOMMENDATION

1. That the presentation regarding Accessible Tactile Plates to the Facility Accessibility Design Subcommittee on November 27, 2017 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Accessible Tactile Plates.

RECOMMENDATION

1. That the presentation regarding Accessible Pedestrian Signals to the Facility Accessibility Design Subcommittee on November 27, 2017 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Accessible Pedestrian Signals.

9. **INFORMATION ITEMS**

9.1. Council Resolution No.: 0254-2017 - "Forward Movement" Accessible Sign

9.2. Paul Coffey Park Master Plan

9.3. Updated Corporate Policy & Procedure: Respectful Workplace and Workplace Violence

10. **OTHER BUSINESS**

11. **DATE OF NEXT MEETING** - Monday, April 16, 2018 - 2:00 PM, Civic Centre, Committee Room A, 2nd Floor

12. **ADJOURNMENT**

Accessibility Advisory Committee

Date

2017/11/06

Time

2:00 PM

Location

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

Members Present

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

Members Absent

Councillor Pat Saito, Ward 9
Melanie Taddeo, Citizen Member (Vice-Chair)
Mandi Buckner, Stakeholder Member

Find it online

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

Staff Present

Darren Cooper, Accessibility Specialist
Rasul Kassam, Supervisor, Accessibility Planning
Anna Cascioli, Senior Manager, Facilities Development & Accessibility
Mark Warrack, Manager, Culture and Heritage Planning
Amr Merdan, Urban Designer, Planning and Building
Shaesta Hussen, Planner, Planning and Building
Virginia Kalapaca, Project Manager, Park Development
Diana Krawczyk, Manager, Burnhamthorpe Library
Christopher Tham, Marketing Coordinator
Michelle Berquist, Project Leader, Transportation Planning
Alana Tyers, Team Leader, Transit Planning
Ihor Witowych, Manager, Transit Operations
Christy Moffat, Marketing Consultant
Mojan Jianfar, Assistant Planner, Culture Planning
Trish Sarnicki, Legislative Coordinator, Office of the City Clerk

1. **CALL TO ORDER – 2:00 PM**

Carol-Ann Chafe, Chair, requested everyone present at the meeting introduce themselves.

2. **APPROVAL OF AGENDA**

Naz Husain, Citizen Member, requested time to speak under “Other Business”.

Approved, as amended (M. Sherwani)

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

4. **MINUTES OF PREVIOUS MEETING**

4.1 Minutes from the September 18, 2017 Accessibility Advisory Committee meeting

Naz Husain, Citizen Member, requested her title under the Region of Peel Accessibility Advisory Committee Update be updated to remove Chair and add Member.

Approved, as amended (A. Zaidi)

5. **DEPUTATIONS**

5.1. Michelle Berquist, Project Leader, Transportation Planning spoke regarding the Transportation Master Plan.

Ms. Berquist provided a background and overview of the Transportation Master Plan, noting that the Plan envisions Mississauga as a city where people can get around without an automobile, and where transit will directly influence and shape the form of the city. Ms. Berquist notes that the Master Plan is an opportunity to think City-wide by addressing pain points and possibilities, putting current projects in context, expanding on what the City has learned on street level, and responding to the technology, culture and lifestyle changes that are imminent or are already established. Ms. Berquist added that the Plan responds to higher order policy and fits in among current provincial and regional plans, including the province’s new Growth Plan, the Metrolinx Regional Transportation Plan, and Peel Region’s Long Range Transportation Plan and Goods Movement Strategic Plan. Ms. Berquist explained the three different phases of the plan (evolution, vision and action), noting that the plan is currently near the end of phase 1: evolution, which is to understand where Mississauga is. Ms. Berquist shared the Plan’s website www.mississaugamoves.ca, which includes a survey for residents, and notes points of interest. Ms. Berquist invited Committee Members to attend the Mississauga Moves Open House at the Great Hall on November 16th at 6:30 p.m.

Councillor Mahoney inquired on the status of the Lakeshore line, given the current traffic congestion. Ms. Berquist responded that the Lakeshore Connecting Communities Study is currently holding a second round of public meetings and are looking at feedback to

narrow down 6 options and will examine any corridors that require special attention.

RECOMMENDATION

That the deputation and associated presentation by Michelle Berquist, Project Leader, Transportation Planning with respect to the Transportation Master Plan, be received.

Received (N. Husain)

Recommendation AAC-0035-2017

- 5.2. Alana Tyers, Team Leader, Strategic Planning, Ihor Witowych, Manager Operations, and Christy Moffat, Marketing Consultant spoke regarding MiWay's new Priority Seating Awareness Program.

Ms. Tyers provided an overview of MiWay's new Priority Seating Awareness Program. Ms. Tyers noted that previously the signage mentioned "courtesy seating", however, the new signage will note "priority seating" and remarked that the current dimensions of the signage to be installed above each priority seat will be 10 inches by 7 inches. Ms. Tyers added that a window banner will be placed directly above priority seating with the phrase "show you care". Ms. Tyers explained that this new signage would be consistent with the Ontario Public Transit Association signs that are already in use by other transit agencies. Ms. Tyers added that in the new year, a new batch of buses will be deployed with the new signage with the objective of seeking feedback from the public. Ms. Moffat noted that the communication piece for the public had been revised with feedback from Diana Simpson, former Supervisor, Accessibility Planning and Darren Cooper, Accessibility Specialist.

Questions from the Committee arose pertaining to how the success of the program has been measured in other municipalities, and whether there have been any incidents regarding invisible disabilities, with Ms. Tyers responding that success has been measured by positive feedback from operators and customers, and that there are no known incidents at this time.

Rabia Khedr, Citizen Member, remarked that she is less concerned about the emotional approach of the signage, and suggested that the signage should remark "respect accessibility" instead of "show you care."

Naz Husain, Citizen Member, inquired as to how seniors are being addressed, with Ms. Tyers replying that the intent is for these seats to be used by people who need them.

Mojan Jianfar, Assistant Planner, Culture Planning noted that a resident from the city of Toronto created buttons to be worn which communicates what needs people have on transit.

Mashkoor Sherwani, Citizen Member, remarked on the importance of bus drivers being educated with regard to those with intellectual disabilities.

RECOMMENDATION

That the deputation and associated presentation by Alana Tyers, Team Leader, Strategic Planning, Ihor Witowych, Manager Operations, and Christy Moffat, Marketing Consultant with respect to MiWay's new Priority Seating Awareness Program, be received.

Received (A. Smith)

Recommendation AAC-0036-2017

5.3 Mojan Jianfar, Assistant Planner, Culture Planning spoke regarding the Drafted Culture Master Plan.

Ms. Jianfar provided an overview and update regarding the Drafted Culture Master Plan timeline, noting that during the months of January to March, public meetings were held and an online survey provided, and that during the months of April to July, the information was being examined. Ms. Jianfar noted that currently the Culture Master Plan is being drafted and shared for feedback, noting additional feedback may be submitted online (whether by online survey or email), or at the next public meeting taking place on November 30, 2017.

Questions from Committee Members arose regarding including the deaf community, the transit experience, and how art and culture will be exhibited. Ms. Jianfar responded that hosting ASL concerts is a possibility, transit experience can be improved by having bus drivers call out arts and culture stops, and that the Drafted Culture Master Plan is a strategy document with a 10 year plan and high-level recommendations.

Councillor Mahoney noted that there is also a Downtown21 Master Plan, and with the vision that city hall and celebration square are a tourism hub, the challenge of making the city walkable and liveable is the land. Naz Husain, Citizen Member, added that the city must become more user friendly, with Rabia Khedr, Citizen Member, noting that there should be more creative ways of way-finding that are built into the design to be a natural form, and not necessarily an accommodation or accessibility facility.

Ms. Khedr also added that multiculturalism should be included in the Plan, with Ms. Jianfar responding that they have expanded the Plan to include equity seeking groups, weaved into priority areas, with a focus on diversity.

Donna Herrington, The Herrington Group, added that Hamilton's Urban Braille Guidelines are a possibly useful resource for the Accessibility Advisory Committee. Committee Members asked for the link to the website, to which the Legislative Coordinator responded that the link would be emailed.

RECOMMENDATION

That the deputation and associated presentation by Mojan Jianfar, Assistant Planner, Culture Planning with respect to the Drafted Culture Master Plan, be received.

Received (Councillor Mahoney)

Recommendation AAC-0037-2017

5.4 Darren Cooper, Accessibility Specialist spoke regarding the Facility Accessibility Audit.

Mr. Cooper provided an overview of the Facility Accessibility Audit, describing the project team, the purpose and background of the audit, accessibility audit criteria, and next steps. Mr. Cooper spoke to the City's commitment to removing accessibility barriers within its facilities, and noted that 97 facilities were audited, with a focus on public facing facilities. Mr. Cooper explained varying audit priority levels, ranging from technically infeasible to low, medium and high which composed the accessibility audit criteria. Mr. Cooper provided the next steps, noting that Accessibility Planning is to develop a strategic plan to prioritize the audit findings over the next five to ten years and pending budget approval, Facilities Development & Accessibility will implement the facility accessibility audit upgrades.

Questions from Committee members arose including how the audit will be implemented, when the report will be presented to the community services leadership team, whether the audit is applicable to school buildings, and who is responsible for the program. Mr. Cooper responded that staff identify which facilities and areas met the code and those which did not and prioritize them, with Anna Cascioli, Senior Manager, Facilities Development & Accessibility, adding that the entire building is made complaint when a renovation is undertaken, and new buildings are built compliant, but that existing buildings are difficult to renovate and make accessible, which is acceptable under the AODA. Mr. Cooper explained that he does not have a confirmed date for when the report will be presented to the community services leadership team but that if there is a specific building for which one requires information, it can be provided. Mr. Cooper added that only city managed facilities were audited, and school boards are required to deal with accessibility similarly, undertaking their own audits. Lastly, Mr. Cooper noted that the implementation and strategy of the audit is a staff responsibility, with Ms. Cascioli adding that Facilities and Property Management will manage the database, with 97 buildings included at this time, but 350 in total, and new developments to be added as well.

RECOMMENDATION

That the deputation and associated presentation by Darren Cooper, Accessibility Specialist with respect to the Facility Accessibility Audit, be received.

Received (A. Zaidi)

Recommendation AAC-0038-2017

6. **PUBLIC QUESTION PERIOD**

No members of the public requested to speak.

7. **MATTERS CONSIDERED**

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

Darren Cooper, Accessibility Specialist provided a brief verbal update with respect to the *Accessibility For Ontarians With Disabilities Act, 2005 (AODA)*, noting accessibility is still

under review at the Standards Development Committee. In terms of federal accessibility, Mr. Cooper noted that the initial draft of the legislation will be introduced in the spring of 2018.

RECOMMENDATION

That the brief verbal update by Darren Cooper, Accessibility Specialist with respect to the Accessibility For Ontarians With Disabilities Act, 2005 (AODA) be received.

Received (Councillor Mahoney)

Recommendation AAC-0039-2017

7.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain and Rabia Khedr, Citizen Members and Members of the Region of Peel Accessibility Advisory Committee provided a brief verbal update, noting that Ms. Khedr had presented at the Region of Peel, with a review of the multi-year plan. Ms. Khedr also added that December 5, 2017 is a day for celebrating international disabilities, with a focus on mental health.

RECOMMENDATION

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

Received (Councillor Mahoney)

Recommendation AAC-0040-2017

7.3. Accessibility Advisory Committee Pending Work Plan Items

Committee members inquired whether the Work Plan could be more specific in terms of how items are completed, and whether the format is in need of updating, with the Legislative Coordinator responding that the Work Plan would be reworked and updated for the next meeting.

RECOMMENDATION

That the Accessibility Advisory Committee Pending Work Plan Items be updated for the November 6, 2017 meeting of the Accessibility Advisory Committee be approved.

Received (R. Khedr)

Recommendation AAC-0041-2017

8. **SUBCOMMITTEE REPORTS**

8.1 Facility Accessibility Design Subcommittee Report - May 29, 2017

RECOMMENDATION

1. That the presentation regarding the Square One Older Adult Relocation Project 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 Square One Older Adult Relocation

Project.

Received (N. Husain)
Recommendation AAC-0042-2017

8.2 Facility Accessibility Design Subcommittee Report – September 25, 2017

RECOMMENDATION

1. That the presentation regarding Port Credit Harbour West Parks to the Facility Accessibility Design Subcommittee on September 25, 2017 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of Port Credit Harbour West Parks.

Received (A. Zaidi)
Recommendation AAC-0043-2017

9. **INFORMATION ITEMS**

9.1. Council Resolution No. 0194 - 2017 - Citizen Member

RECOMMENDATION

That Council Resolution No. 0194 – 2017 – Citizen Member be received for information.

Received (N. Husain)
Recommendation AAC-0044-2017

9.2. Committee feedback regarding the 2018 Draft Elections Accessibility Plan

Rabia Khedr, Citizen Member, noted her previous concerns that some residents are bedbound or are caregivers and cannot leave their house to vote at the polling stations.

RECOMMENDATION

That the memorandum dated October 30, 2017 from Trish Sarnicki, Legislative Coordinator with respect to Committee feedback regarding the 2018 Draft Elections Accessibility Plan be received for information.

Received (M. Sherwani)
Recommendation AAC-0045-2017

9.3 2018 Accessibility Advisory Committee Meeting Dates

RECOMMENDATION

That the memorandum dated October 26, 2017 from Trish Sarnicki, Legislative Coordinator with respect to the 2018 Accessibility Advisory Committee Meeting Dates be received for information.

Received (A. Zaidi)
Recommendation AAC-0046-2017

10. **OTHER BUSINESS**

Committee Members expressed concern over the rusting of truncated domes, with Councillor Mahoney responding that staff from the Transportation & Works department have confirmed that the domes will oxidize over time and turn to black, but that the current aesthetics are not appealing.

Darren Cooper, Accessibility Specialist noted he will follow up on this issue, and forward the matter to Transportation and Works department. Virginia Kalapaca, Project Manager, Park Development, added that unfortunately painting the domes is not feasible as it would rot the iron, so they must be left to oxidize.

11. **DATE OF NEXT MEETING** - Monday, February 5, 2018 – 2:00 PM, Civic Centre, Committee Room A, 2nd Floor12. **ADJOURNMENT** – 3:48 p.m.



*PARKING
MATTERS*

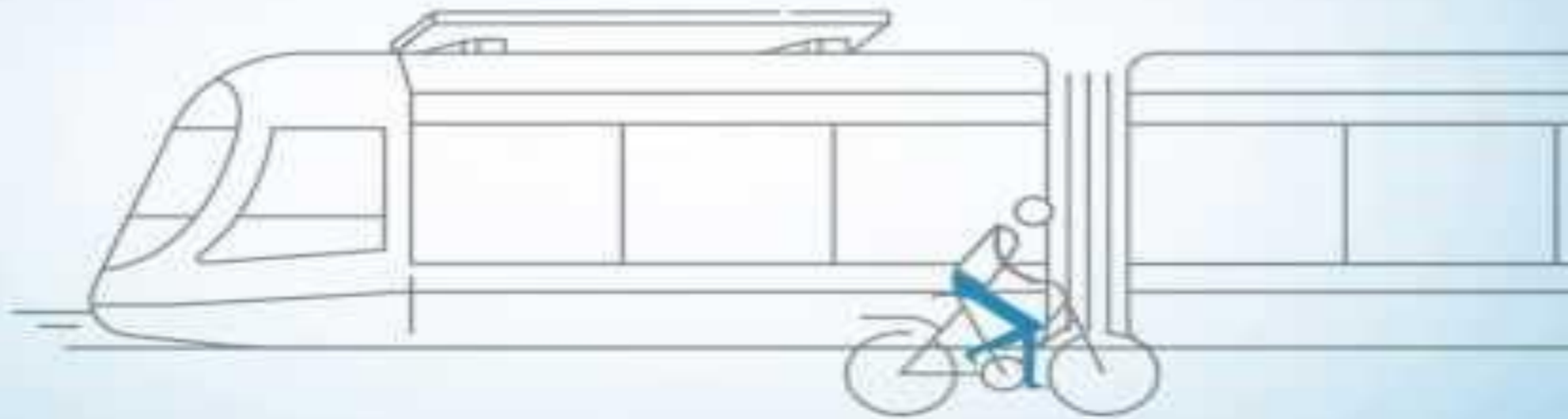


Parking Master Plan and Implementation Strategy

Accessibility Advisory Committee

February 5, 2018

Project Video



Why Parking Matters

- Parking is a valuable resource in Mississauga.
- Nearly 15% of the City's land mass is covered in surface parking, not including roads and driveways.
- The Parking Master Plan and Implementation Strategy is considering on-street, off-street, public and private parking.
- The study will seek Council endorsement on a comprehensive set of recommendations to improve how we provide and manage parking.

Themes

Policy Areas

1. Vision
2. City Policies and Bylaws for New Parking Provision
3. Parking Demand Management and Outreach
4. Municipal Parking Provision and Management
5. On-Street Parking
6. Parking Funding and Finance
7. Safety and Accessibility
8. Technology and Innovation
9. Green Initiatives and Municipal Parking
10. Governance

Theme 7: Safety and Accessibility

What are we considering?:

- Continuously improving safety and accessibility at all parking facilities by design

Possibilities:

- Design guidelines to improve:
 - Safety and Accessibility
 - Pedestrian and cyclist movement
 - Wayfinding
- Criteria and potential locations for on-street accessible parking spaces
- Liaison with relevant Committees, including the Accessibility Advisory Committee





City of Mississauga
Memorandum



Date: 2018/01/29

To: Chair and Members of the Accessibility Advisory Committee

From: Rasul Kassam, Supervisor, Accessibility Planning

Meeting Date: 2018/02/05

Subject: City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan including the MiWay 2017 Annual Accessibility Report

The Draft City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan was sent electronically to the Accessibility Advisory Committee on January 29, 2018, along with a summary power point presentation, as well as, the MiWay 2017 Annual Accessibility Report.

Please review all documents and come prepared to discuss and support the Annual Reports at the February 5, 2018 AAC Meeting, and to recommend that these reports be sent to General Committee for adoption.

Attachments:

Appendix 1: City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan

Appendix 2: MiWay 2017 Annual Accessibility Report

Appendix 3: Presentation – City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan

Rasul Kassam, Supervisor, Accessibility Planning

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Section 1: Executive Summary

The City of Mississauga's, 2017 Annual Accessibility Report and Multi-Year Accessibility Plan for 2018-2022 outlines how the City of Mississauga continues to improve and prevent accessibility barriers.

The City of Mississauga has prepared Annual Accessibility Plans since 2003. The 2017 Annual Accessibility Report represents the City's 15th Annual Accessibility Report. This report represents the second Annual Accessibility Report and will span from 2018-2022. This Annual Accessibility Report summarizes the achievements the City of Mississauga has made in 2017 to identify, prevent, and remove barriers facing persons with disabilities that live, work, and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone.

The new Multi-Year Accessibility Plan for 2018-2022 builds on the previous multi-year accessibility plan highlighting what the City of Mississauga has accomplished thus far since the introduction of the first Multi-Year Plan in 2012 and keeping in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR) under the Act to make the City of Mississauga an accessible and inclusive community.

In addition, this Multi-Year Accessibility Plan for 2018-2022 will provide information on the projects staff will undertake over the next five years to go beyond the City of Mississauga's legislated compliance obligations.

The Beyond Compliance Self-Assessment Tool developed by York Region was utilized by the City of Mississauga to provide an opportunity to identify future goals and projects that will move the City of Mississauga beyond compliance, towards a more accessible and inclusive environment.

Results of the "Beyond Compliance Tool" indicated that the City of Mississauga received an overall assessment of 54% for an organization going beyond compliance in achieving accessibility best practices.

The City of Mississauga will continue to remove barriers by creating and maintaining an inclusive community by incorporating accessibility of best practices into the areas of leadership, communications, employment, goods and services, physical spaces, and training and professional development,

MiWay's Multi-Year Accessibility Plan outlines how Mississauga Transit will work towards meeting its compliance obligations under the Accessible Transportation Standards by maintaining and advancing accessibility throughout its fleet and services. MiWay's Multi-Year Accessibility Plan can be found in Appendix A.

It is important that the information found in this 2017 Annual Accessibility Report and Multi-Year Accessibility Plan for 2018-2022 is effectively communicated to our stakeholders. By utilizing the City's internal and external websites as well as various social media platforms, staff and residents will be able to learn how the City of Mississauga will continue to meet our AODA obligations through the identification, prevention, and removal of barriers to persons with disabilities.

Once finalized and approved, the 2017 Annual Accessibility Report and Multi-Year Accessibility Plan for 2018-2022 will be made available on the [Accessibility Planning](#) page of the City's website. In addition, this Plan will be made available to staff and residents in an accessible format or through a communications support upon request.

1.1 Methodology

The 2017 Annual Accessibility Report and 2018-2022 Multi-Year Plan was developed by the Accessibility Planning Team through consultation with the Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART), and various AAC subcommittees to summarize the achievements that the City of Mississauga made in 2017 as well to identify how the City of Mississauga will continue to be compliant and go beyond compliance in the next 5 years.

In addition, "The Beyond Compliance Self-Assessment Tool" developed by York Region was utilized by the City of Mississauga to determine the measures the City of Mississauga can implement to go beyond compliance to create a more accessible organization. The tools focus on six key areas of the organization, including: Leadership; Communications; Training and Professional Development; Employment Practices; Goods and Services; Physical Spaces.

1.2 Scope

The City of Mississauga's, The 2017 Annual Accessibility Report and 2018-2022 Multi-Year Plan outlines how the City of Mississauga continues to remain compliant and go beyond compliance to meet the legislative requirement under the following accessibility standards for the AODA and IASR:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

Included in the Integrated Accessibility Standards Regulation are some general requirements, including:

- a. establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- b. post the accessibility plan on their website, and provide the plan in an accessible format upon request;
- c. review and update the accessibility plan at least once every five years;
- d. prepare an annual status report on the progress of measures taken to implement the strategy referenced in the multi-year accessibility plan; and
- e. post the annual status report on their website
- f. ensure staff receive training on the Regulation and the Human Rights Code that is appropriate to the duties of their job.
- g. Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in the Regulation.

As well, municipalities must establish, review and update their accessibility plans in consultation with their accessibility advisory committee.

In an effort to make 2018-2022 Multi-Year Plan an accessible document for persons with disabilities, the chart format that was utilized in the initial multi-year plan listing projects according to the above noted accessibility standard has been substituted to a narrative format to highlight the achievements that the City of Mississauga has made in 2017 and will continue to undertake over the next five years.

Section 2: Introduction

2.1 Key Contacts

The key contacts for inquiries regarding the City of Mississauga Accessibility Plan are the Supervisor, Accessibility Planning as well as the Accessibility Specialist who acts as the staff liaison between the Accessibility Advisory Committee (AAC) and the Staff Accessibility Resource Team Leads (StART).

Rasul Kassam
 Supervisor, Accessibility Planning
 Corporate Services Department
 Facilities and Property Management
 300 City Centre Dr.,
 Mississauga, ON L5B 3C1
 905-615-3608, TTY: 905-615-3411
rasulkassam@mississauga.ca or accessibility.info@mississauga.ca

Jennifer Cowan
 Accessibility Specialist
 Corporate Services Department
 Facilities and Property Management
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 905-615-3608, TTY: 905-615-3411
jennifer.cowan@mississauga.ca or accessibility.info@mississauga.ca

Section 3: Background

The workplace and the marketplace are changing. With an aging population, an estimated 20 percent of our population are people with disabilities. In the City of Mississauga, with a population of 750,000 that represents 150,000 people! By 2035, 40% of Ontarians will be people with disabilities¹. Both visible and non-visible disabilities are referred to in the Ontario Human Rights Code and in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). These disabilities include physical, visual, hearing, cognitive, learning, mental health, intellectual, and temporary disabilities. Meeting the unique needs of all people in our community has great implications for City planning; especially from a Universal Accessible Design perspective. Also, people with disabilities represent a spending power of \$55 billion per year in Canada². Improving accessibility can create up to \$9.6 billion in new retail spending and \$1.6 billion in new tourism spending in Ontario over five years.

3.1 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In June 2005, the [Accessibility for Ontarians with Disabilities Act 2005](#) (AODA) was enacted into law. As the first of its kind in Canada, the AODA is more comprehensive and prescriptive than the previous Ontarians with Disabilities Act and its requirements apply to the public, private, and not-for-profit sectors. The AODA requires the development of accessibility standards as referenced below, compliance deadlines, and administrative penalties for non-compliance.

¹ <https://www.ontario.ca/page/path-2025-ontarios-accessibility-action-plan>

² <http://www.occ.ca/policy/inclusivity-and-accessibility-a-smart-business-decision>

The purpose of the AODA is to:

- a) Develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025.
- b) Provide for the involvement of persons with disabilities, the government of Ontario and representatives of industries and of various sectors of the economy in the development of accessibility standards.

Under the AODA, the Minister of Community and Social Services was responsible for establishing accessibility standards development committees in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

Based on the number of employees an obligated organization has, and whether they fall within the public, broader public, private, or non-profit sectors, each set of standards include specific requirements and compliance deadlines.

In 2007, the Accessibility Standards for Customer Service (O. Reg. 429/07) were the first standards to be enacted into law. These standards required organizations to develop and implement policies, procedures, and training that would ensure persons with disabilities were receiving fair and equitable customer service in a manner that upheld the person's dignity and independence.

3.2 Integrated Accessibility Standards Regulation (IASR)

In May 2010, the first independent review of the AODA was released. This report recommended that, in order to meet the 2025 deadline for a fully accessible Ontario, the accessibility standards for information and communications, employment, and transportation be harmonized into one Regulation.

As a result, on July 1, 2011, the [Integrated Accessibility Standards Regulation](#) (O. Reg. 191/11) was enacted into law enacting standards in the areas of Employment, Information and Communication, and Transportation.

In December 2012, the Ontario government enacted the Design of Public Spaces Standards (DOPSS). These standards provide technical requirements for the design of newly constructed or significantly renovated exterior elements, including:

- Recreational Trails and Beach Access Routes
- Public Use Eating Areas
- Outdoor Play Spaces
- Exterior Paths of Travel
- On and Off Street Parking
- Obtaining Services (service counters, fixed queuing lines, and waiting areas)
- Maintenance.

Technical specifications for the design of newly constructed or significantly renovated interior building elements have been incorporated into the barrier-free section of the [Ontario Building Code](#). All changes to section 3.8 of the Code came into effect January 1, 2015.

On July 1, 2016, a revised set of Accessible Customer Service Standards were enacted into law. These new standards amended the requirements for service animals and support persons. Subsequent to their enactment, the Accessible Customer Service Standards were incorporated into the Integrated Accessibility Standards Regulation.

3.3 New Accessibility Standards

The development of a new [accessible health care standard](#) is currently underway. These standards are intended to address barriers within the hospital and health care sector, including appropriate communications with patients with disabilities, the administration of health care facilities, and training for health care professionals on how to provide accessibility accommodations. It is anticipated that these standards will be released in early 2020 or later.

The development of an accessible education standard is on the horizon. In December 2016, the Ontario government agreed to establish these standards under the AODA. The intent behind these standards will be to identify, remove, and eliminate barriers within the education sector and promote inclusion and accessibility throughout the province's public and private elementary, secondary school boards as well as post-secondary institutions. The Accessibility Directorate of Ontario is currently in the process of establishing a Standards Development Committee for these standards. It is anticipated that there will be an initial draft available in 2020 or later.

Section 4: City of Mississauga

4.1 Vision

The [City's Vision](#) for the Future is:

“Mississauga will inspire the world as a dynamic and beautiful global city for creativity and innovation, with vibrant, safe and connected communities; where we celebrate the rich diversity of our cultures, our historic villages, Lake Ontario and the Credit River valley. A place where people choose to be”.

4.2 [Corporate Values and Pillars](#)

The projects and initiatives being undertaken by the City strive to uphold our corporate values of **Trust, Quality, and Excellence**.

Trust: “Upholding the public's trust in the City and promoting a climate of trust within our teams, across the organization and with Council. With trust we can achieve anything.”

Quality: “Continuing to provide valuable services and programs that enhance the quality of life for residents and businesses; and building a balanced work life quality for employees.”

Excellence: “Ensuring the citizens of Mississauga receive value for money; and delivering excellence internally through innovation and the services we provide.”

As well, these five Strategic Pillars for change form the basis of the City's Strategic Plan:

1. **Move:** Developing a transit-oriented City.
2. **Belong:** Ensuring youth, older adults, persons with disabilities, and new immigrants thrive.
3. **Connect:** Completing our neighbourhoods.
4. **Prosper:** Cultivating creative and innovative business.
5. **Green:** Living green.

As stated in the Strategic Plan, “The Strategic Plan is a roadmap, guiding our vision for the future - a plan to get us from where we are today to where we want to be as a city”.

The vision statement and the five Strategic Pillars all have links to accessibility.

Specifically, the pillars: Move, Belong and Connect have a more direct link to accessibility planning.

4.3 Accessibility Planning

Accessibility Planning is located in the Facilities & Property Management Division within the Corporate Services Department. Comprised of the Supervisor, Accessibility Planning and the Accessibility Specialist, the Accessibility Planning team works diligently to uphold the City's Accessibility Vision Statement.

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

Staff in Accessibility Planning work to uphold this vision by:

- Being a leader in accessibility by meeting or exceeding timelines of provincial legislation.
- Universal mobility for everyone, including snow removal, transit, and accessible sidewalks.
- Retrofitting for full accessibility by addressing accessibility in older buildings, including parks and trails.
- Being pro-active about making accessibility a design priority.
- Providing state-of-the-art accessible information and technology such as websites, equipment, and way finding.
- Ensuring a fully aware and educated staff that are courteous, have better attitudes, and greater understanding of persons with disabilities.

4.4 Accessibility Advisory Committee (AAC)

As noted in the *Ontarians with Disabilities Act, 2001* (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), municipalities with 10,000 or more residents must establish an Accessibility Advisory Committee (AAC). With the majority of the members self-identifying as a people with disability, the committee is responsible for advising Council on accessibility matters.

For the 2014-2018 terms, City Council appointed the following individuals to the AAC:

- Carol-Ann Chafe: Chair
- Melanie Taddeo: Vice-Chair
- Clement Low: Citizen Member
- Naz Husain: Citizen Member
- Rabia Khebr: Citizen Member
- Asim Zaidi: Citizen Member
- Mashkoor Sherwani: Citizen Member
- Alfie Smith: Stakeholder Member
- Sally Wall: Stakeholder Member

- Mandi Buckner: Stakeholder Member
- Pat Saito: Councilor Ward 9
- Matt Mahoney: Councilor Ward 8

The AAC is supported by Trish Sarnicki, Legislative Coordinator from Legislative Services.

Subcommittees of the AAC:

Subcommittees are formed to address specific issues and report to the AAC when necessary.

The following Subcommittees have been formed to assist with the implementation of the Accessibility Plan and Accessibility Standards:

- **Corporate Policies and Procedures:** This subcommittee meets as required to review City of Mississauga corporate policies and procedures to remove accessibility barriers.
- **Facility Accessibility Design Subcommittee (FADS):** This subcommittee reviews City facility projects (new builds and major renovation projects) with an accessibility/universal design lens.
- **Promotional Awareness Subcommittee:** This subcommittee has been formed to promote the AAC and accessibility awareness.
- **Accessible Transportation Subcommittee:** This Subcommittee reviews accessible transportation issues.

4.5 Staff Accessibility Resource Team (StART)

The Staff Accessibility Resource Team currently consists of 21 members from every corporate department. This team is responsible for assisting with the implementation of the City's AODA compliance obligations and for advancing accessibility and inclusion throughout their department, division, and business units.

For a list of StART Members refer to Appendix C

4.6 Partnerships

The Supervisor, Accessibility Planning and Accessibility Specialist are members of the Ontario Network of Accessibility Professionals (ONAP). This group consists mainly of staff responsible for accessibility planning within the broader public sector, including municipalities, hospitals, and colleges and universities. This group provides the opportunity to share accessibility planning initiatives with other organizations.

Accessibility Planning maintains a database of Disability Organizations in the Mississauga area. We often consult with and work in partnership with these organizations for learning opportunities, resources and sharing of information. For example, organizations such as the CNIB, Canadian Hearing Society, and the Coalition for Persons with Disabilities are some valuable agencies we link with.

Section 5: Integrated Accessibility Standards Regulation – 2017 Achievements

Throughout 2017, many divisional achievements have been made to identify and remove barriers with the goal of advancing inclusion and accessibility.

In accordance with the accessibility standards under the Integrated Accessibility Standards Regulation, this section highlights how various divisions met or exceeded their specific IASR compliance requirements in the following areas:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Built Environment

Furthermore, under the Accessibility for Ontarians with Disabilities Act (AODA), broader public sector organizations are obligated to file an accessibility compliance report with the Accessibility Directorate of Ontario every two years. Given that 2017 was a compliance year, the City's 2017 Accessibility Compliance Report is available for review in Appendix B.

5.1 Accessibility Strategic Achievements

Many city-wide planning projects are lead, supported or reviewed annually by the Accessibility Planning Team to provide an over-arching accessibility lens in conjunction with the City's Strategic Plan, under these pillars: Move, Belong, Connect, Prosper and Green. 2017 was no different.

Various projects lead by Accessibility Planning included:

- Facility Accessibility Audit
- 2017 Accessibility Compliance Report
- 2017 Multi-Year Plan

The Accessibility Planning Team also supported the following projects:

- [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 Plan
- [Mississauga Official Plan](#)
- [Economic Development Strategy](#)
- [Living Green Master Plan](#)
- [Communications Master Plan](#)
- [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](#)
- Creation of Digital Citizen Advisory
- Workplace Inclusion Strategies
- Working Minds

5.2 Accessible Customer Service Standard

In conjunction with Corporate Services, Facilities and Property Management, Office of the City Clerk, Legislative Services, Human Resources, Talent Management, and Accessibility Planning the City of Mississauga continues to uphold the section 80.49 of the IASR of having an Accessible Customer Service Training.

The City of Mississauga continues to adhere to these sections the IASR by:

- 311 (Citizen Contact Centre) received 29 inquiries related to accessibility to date in 2017
- 311 continues to provide Knowledge Base documents on accessibility by providing information on the Accessibility Advisory Committee; Service Animals and Guide Dogs; Sign Language Interpretation; Accessible Customer Service Standards and Accessible Customer Service Feedback.
- 311 continues to provide responsive, seamless and easily accessible Customer Service.
- 311 operates in an Omni-channel environment which allows citizens to contact the City of Mississauga through the channel that works with their needs and preferences.
- Staff at 311 are trained to receive TTY calls, partnering with the Bell Relay system to provide callers with customer service.
- A refresh of the E-Learning modules which included improved accessibility of the modules for staff and volunteers with vision disabilities.
- On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.
- Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.

In addition, as per legislation set by the Ministry of Municipal Affairs the Elections Office is required to create an Accessibility Plan for the Municipal Election in 2018. A draft of the Accessibility Plan for the 2018 Municipal Election was presented to the Accessibility Advisory Committee in September of 2017.

5.3 Information & Communications Standard

In conjunction with Corporate Services, Communication and Information Technology as well as the Accessibility Planning Department, the City of Mississauga continues to uphold the section 11, 12 and 13 of the IASR of having an Accessible Feedback Processes, Accessible Formats and Communication Supports and Emergency Procedures, Plans or Public Safety Information.

The City of Mississauga continues to adhere to these sections of the IASR by:

- Ensuring 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)”.
- Having an Accessible Documents Reference Guide including a list of available vendors available to the staff via the intranet site.
- Ensuring production of City information materials follows accessible design standards as outlined in the handbook developed by the Registered Graphic Designers of Ontario (RGD).
- Ensuring the Feedback process is accessible and allows residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).
- Ensuring the City provides accessible online feedback mechanisms as well as alternate communication supports when applicable.

Working with various stakeholders, the City of Mississauga is working towards making all websites accessible to people with disabilities by conforming to international standards for website accessibility (IASR Section -14).

In 2017, the City of Mississauga:

- Acquired a new web content management system with the goal for WCAG 2.0 Level AA compliance starting in 2017 as current features are updated and new content/features are implemented.
- Created and established the Digital Citizen Advisory group to help improve the usability of the city’s web site.
- Renewed their commitment with “Site Improve” for 2017 to run accessibility checks on all websites. Website accessibility improvements will coincide with the new web content management system.
- The availability of the Accessibility Tip Sheets on the internal accessibility website.

The City of Mississauga Libraries continues to adhere to section 19 of the IASR in 2017 and beyond by providing access to accessible collection through their partnership with

the Centre for Equitable Library Access (CELA). In addition, City of Mississauga Libraries now offers customers access to Daisy disc players. Additionally a re-design of the Library website took place in 2017, to improve accessibility for people with disabilities.

5.4 Employment Standard

The Employment Standard, under the IASR, requires the City of Mississauga to provide accessibility to their employees across all stages of their employment life cycle.

In conjunction with staff from Corporate Services, Human Resources, Learning and Organizational Development, Employee Health Services and Accessibility Planning the following policy and standards were created, updated or utilized to adhere to sections 22 to 31 by pro-actively removing barriers across the employment life cycle, creating a workplace that is accessible to allow all employees to reach their full potential by:

- Providing IASR mandatory E-learning sessions
- Face-to-face training for HR consultants and hiring managers to include information regarding recruitment, emergency response process, accommodation, and return to work process.
- Review, update, refine City of Mississauga's policy and work processes.
- Continued support of the Employee Health Services Department to assist in the accommodation and return to work process for persons with disabilities.
- Continuation of updating and creating an inventory of the Essential Duties Worksheet for each multi-incumbent position within the City of Mississauga.
- Review and updating an employee Physical and Cognitive Job Demands as required as part of the recruitment process.
- Conducting Ergonomic assessments on an as needed basis to support both employee wellness and short term & long term accommodations.
- Provision of job coaching on an as requested basis to ensure successful employment placement.
- Incorporation of elements of successful short and long term accommodation to be included at bargaining tables during labour/management discussions.
- Continued inclusion of specific language regarding the incorporation of individual accommodation plans into the redeployment process in the current Salary Administration Policy.
- Continued consideration of individual accommodation plan to be incorporated into the medical redeployment process.
- Continued participation in The Region of Peel's Summer Jobs Challenge and Equitek Employment Equity Solutions.

2017 also saw the development of the City of Mississauga's new Protective Measures Policy to include direction that security and emergency procedures must be available in accessible electronic format or, upon request, in an alternate format. Additionally, The City's [Accessibility policy](#) found in Appendix D was revised to reflect legislated changes to the IASR.

Lastly, the Workforce Diversity and Inclusion Strategy (WDI) developed in partnership with the [Canadian Centre for Diversity and Inclusion](#) was finalized and targeted for implementation in 2017.

5.5 Transportation Standard

One of the major Strategic Pillar for Change is Move: Developing a Transit Oriented City.

The City of Mississauga continued adherence to IASR's Transportation standards is reflected by the MiWay's new Multi-Year Accessibility Plan which outlines how Mississauga Transit will work towards meeting its compliance obligations by maintaining and advancing accessibility throughout its fleet and services. MiWay's Multi-Year Accessibility Plan can be found in Appendix A.

Additionally, in conjunction with Transportation and Works, Mississauga Transit and Transit Planning, 2017 saw the continued development of:

- Hurontario Light Rail Transit (LRT)
- Winston Churchill, Spectrum, Orbitor and Renforth Gateway Transitway Stations
- MiWay Five Transit Service Plan
- Integration of bus tracker information with the "Plan A Trip" street maps.
- Continued use of intelligent transportation systems such as traffic cameras and vehicle detection.
- Phase 1 of the Mississauga Moves Transportation Plan.
- Continued review of Mississauga Road App.
- Development of Parking Matters Strategy.
- Real Time Bus Information: As of March 1, 2017 a new real-time feature is now available under the "Next Trip" section of Plan a Trip that allows customers to see where their bus is on a map. Like the real-time bus arrival estimates, the position of the bus on the map is updated every 60 seconds. Real time bus updates is available on the any device including desktop, tablet, or mobile (responsive website).
- Transit Infrastructure: In 2017 alone, MiWay installed approximately 367 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 367 pads installed in 2017, approximately 215 were dedicated to rear door

concrete pad extensions. Currently only about 4.9% (approximately 168 of 3,433) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

- **Sidewalk Program:** In 2017, approximately 4 kilometers of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services.
- **Tactile Plates:** To make transit more accessible, the City of Mississauga is installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road.
- **MiWay's Accessible Customer Service Training Program:** In 2017, the MiWay Training Department set out a project mandate to review their course curriculum. A comprehensive needs analysis was completed to help determine the benefits and any shortcomings that the New Transit Operator Training Program.

5.6 Built Environment Standard

The Built Environment Standard, under the IASR, requires the City of Mississauga for continued implementation of the City of Mississauga Facility Accessibility Design Standards.

In conjunction with staff from Corporate Services, Facilities and Property Management, Planning & Building, Development and Design, Urban Design, Community Services, Project Manager, Park Development and Accessibility Planning the following projects were initiated, continued or completed with a focus on Accessibility:

- All City office space and accommodation renovations will continue to follow the Mississauga Facility Accessibility Design Standards.
- The Accessibility Program from Capital Budget will continue to address building accessibility in older buildings.
- Review of development applications to address external access to the building on the basis of universal design principles.
- City Wide Accessibility Audit that was initiated in 2016 and completed in 2017. 97 City owned public buildings were assessed following the City's Facility Accessibility Design Standards. Recommendations have been put forward and the Facilities Development & Accessibility along with Capital Planning & Assist Management will take the next steps towards implementation.
- The accessibility upgrades project consisted of installation automatic door operators throughout six facilities. Huron Park, Clarkson, Burnhamthorpe, Mississauga Valley,

Frank McKechnie Community Centres along with the Civic Centre received \$75,000 of upgrades.

- Facilities Development and Accessibility installed 27 automatic door operators to high use locations. Meeting rooms and change rooms were chosen to improve patron accessibility to our Cities programs.
- Our Future Corporation (OFC) project was initiated by the development of a dynamic, modern workplace that gives employees choice and control of where and how they work.
- Installation of 2 accessible washrooms and 1 universal washroom as well as water bottle filling station at Erindale Park.
- Accessibility entrance upgrades including doors at Civic Centre.
- New automatic doors at Rivergrove Community Centre
- New sliding doors at the terminal platform, elevator upgrades and escalator replacement at City Centre Transit Terminal.
- Elevator/Lift Replacement at Burnhamthorpe Community Centre and Huron Park Recreation Centre
- Dashboard replacement to accommodate sledge hockey at Hershey Centre – Main Arena
- Construction of all season sports park, community centre and pool at Churchill Meadows Community Centre and Park.

2017 also saw the Park Development, Parks and Forestry, Community Services department implement the following:

- Signage requirements for Credit Valley Conservation Authority.
- Continued work at Union Park, Paul Coffey Park and Malton Village Park.
- Additional installment of Accessible picnic tables.
- Continued messaging at the City of Mississauga's Picnic Parks webpage stating: "Accessible seating is available at our permitted picnic sites".
- Consultation with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces. Zonta Meadows Park was redeveloped in 2017 to accessible play.
- 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.

Section 6: Integrated Accessibility Standard Regulations - Future Initiatives 2018 - 2022

Looking to the future, each category within this section provides a narrative outlining various division's goals and/or commitment to continue meeting and exceeding their compliance requirements over the next five years.

6.1 Accessibility Planning - Future Initiatives 2018-2022

The future for the Accessibility Planning Department is vibrant with a mandate of keeping with the City's Accessibility Vision Statement. "Mississauga: A Great Place to live, work, travel and play for everyone!"

Staff in Accessibility Planning will continue to uphold this vision by:

- Being leaders in accessibility by meeting or exceeding timelines of provincial legislation.
- Increasing the number of City Wide facilities to be audited from an accessibility standpoint.
- Work with various stakeholders to implement the recommendations from the facility accessibility audit.
- Work with various stakeholders by providing state-of-the-art accessible information and technology compliant to WCAG 2.0 Level AA standards by January 1, 2021.
- Continue to work with various stakeholders by making accessibility a design priority.
- Continue to work with various stakeholders to ensuring staff continued to be trained are fully aware and educated and have a greater understanding of persons with disabilities.

6.2 Accessible Customer Service Standard – Future Initiatives 2018-2022

Over the next 5 years the City of Mississauga will continue to adhere and comply with the Accessible Customer Service standards of the IASR by:

- Continued development and implementation of an accessibility plan for every future election through the Legislative Services department within the City of Mississauga.
- The generation of Accessibility Report, after every election to highlight successes and identify challenges to be resolve for the next election to comply with legislative standards.
- Continued communication with Accessibility Planning and the Accessibility Advisory Committee in the development of the Accessibility Plan to safeguard against omitting certain barriers affecting persons with disabilities.

- Continued work by 311 towards exploring more options to expand current service offerings of phone, email, online services and the Pingstreet mobile app.

6.3 Information and Communications Standard - Future Initiatives 2018-2022

Over the next 5 years the City of Mississauga will continue to adhere and comply with the Information and Communications standards of the IASR by:

- Maintaining awareness activities on accessible forms via training.
- Develop a new accessible document training program via a vendor selected by the Information Technology Department.
- In Conjunction with Information Technology, a business plan will be developed to make websites and documents more accessible.
- City of Mississauga Libraries will continue to grow their own collection of audiobooks and digital audiobooks to meet the needs of print disabled customers.
- City of Mississauga Libraries will adhere to all required provincial Accessibility legislation in the renovation of the Mississauga's Central Library. Where possible, furniture and fixtures will provide universal access to all customers through the use of FADS principals.

6.4 Employment Standard – Future Initiatives 2018-2022

Over the next 5 years, the City of Mississauga is committed to provide accessibility to their employees across all stages of their employment life cycle through:

- Review of all Corporate Policies & Procedures at least every 3 years to ensure that the City of Mississauga remains current with legislative standards and presents no barriers to persons with disabilities.
- The introduction of The Working Mind. A new mental health awareness program created by the [Mental Health Commission of Canada](#), which aims to remove the stigma associated with mental health issues, the promotion of good mental health.
- Working Mind Training to all leaders with direct reports and eventually all employees.
- Ongoing face-to-face training and E-Learning into April 2018 to assist in providing employees more insight and understanding about the City of Mississauga's new WDI strategy and important updates to various policies and work process.

6.5 Transportation Standard – Future Initiatives 2018-2022

Over the next 5 years, the City of Mississauga is committed to provide accessibility transportation services to persons with disabilities in being able to live, work and participate in their communities through:

- Accessible Taxi Cab “On Demand Solutions” Study as recommended by Public Vehicle Advisory Committee.
- Hurontario Light Rail Transit (LRT)
- Parking Matters Master 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
- Cycling Master Plan
- Dundas Connects
- Continued installation of Accessible Pedestrian Signals on an as needed basis
- Continued Tactile Plate installations to approximately 400 intersections.

6.6 Built Environment Standard – Future Initiatives 2018-2022

Over the next 5 years, the City of Mississauga’s is committed to ensure that the Built Environment continues to be viewed through an accessibility lens with the commencement or continuation of the following projects:

- Sidewalks for Transit Routes
- Implementation of the Affordable Housing Strategy.
- Establish a plan to increase the number of accessible picnic tables at parks
- Increase the number of fully accessible / inclusive play site: Elmcreek Park, Jaycee Park, River Grove.
- Installation of Accessible Pedestrian Signals on an as needed basis.
- Installation of 400 tactile plates in high pedestrian locations throughout the City.

Section 7: Going Beyond Compliance

The Beyond Compliance Self-Assessment Tool developed by York Region was utilized by the City of Mississauga not to measure compliance with AODA, but rather to determine the measures that the City of Mississauga can do to go beyond compliance to create a more accessible organization.

This tool provided an opportunity to identify future goals and projects that will move the City of Mississauga beyond compliance, towards a more accessible and inclusive environment.

The tool focuses on six key areas of an organization, including:

- Leadership
- Communications
- Training and Professional Development
- Employment Practices
- Goods and Services
- Physical Spaces

Results of the Beyond Compliance Tool indicated that the City of Mississauga scored the following with regards to accessibility best practices:

- Leadership – 71%
- Communications – 41%
- Training and Professional Development – 58%
- Employment Practices – 46%
- Goods and Services – 42%
- Physical Spaces – 70%
- Overall Assessment – 54%

Note: a score above 0 is indicative of beyond compliance.

7.1 Leadership

Leadership: “In an accessible organization, organizational leaders take ownership for accessibility activities that go beyond compliance with legislation”.

The City of Mississauga scored 71% regarding accessibility best practices when assessed about leadership of its organization.

As noted in the “Belong”, Strategic Pillar, Mississauga is a city that thrives on its social and cultural diversity. The Strategic goal of “Ensuring Affordability and Accessibility” is supported by the Accessibility Policy.

Furthermore the “Connect” and “Move” pillars, further strengthens accessibility through their strategic goals to “Build a Reliable and Convenient System”, “Develop Walkable, Connected Neighbourhoods”, “Provide Mobility Choices” as well as to “Develop Environmental Responsibility”.

In addition, the Accessibility Planning team (sees Section 4.3) works diligently to uphold the City’s Accessibility Vision Statement. “Mississauga: A Great Place to live, work, travel and play for everyone!”

In 2017, the Facility Accessibility Audit was completed to support the City’s continued commitment to removing accessibility barriers within its facilities as well to foster capital budget renovation plans for accessibility upgrades. A strategic plan to prioritize the audit findings, determine how the priorities will align with other departments within the city and implementation of these recommendations will be discussed throughout the next 5 years.

Lastly, Human Resources department continues to utilize the Accessibility Policy, and develop new strategies for with the implementation the Protective Measures Policy & Workplace Diversity and Inclusion Strategy.

7.2 Communication

Communication – “In an accessible organization the organization uses information and communication processes that are accessible to people with a wide range of abilities”.

Scoring 41% on the Beyond Compliance Tool, the City of Mississauga continues to be a two-way communication organization committed to engaging its citizens. Through the standard 3-1-1 messaging, provision of accessible document reference guides and accessibility tip sheets, as well as having an online accessible feedback process too acquiring a new web content management system with the goal for WCAG 2.0 Level AA compliance by 2021, the above communication vision statement depicts not only how the City of Mississauga meets AODA compliance but goes beyond to have communication processes in place to ensure information is accessible to internal and external users with a wide range of abilities.

7.3 Training & Professional Development

Training and Professional Development – “Accessibility training and professional development for all personnel helps to achieve and maintain an accessible organization”.

From providing an annual accessible customer service award, having IASR mandatory E-learning sessions, too Face-to-face training for HR consultants and hiring managers, the City of Mississauga scored 58% on the Beyond Compliance Tool. Training and Professional development to all staff included information regarding recruitment, emergency response process. In addition, with the implementation Workforce Diversity and Inclusion Strategy, the City of Mississauga ensures that all staff, including decision makers, are provided professional development opportunities to understand the value of an accessible organization and their role in creating a culture of accessibility to not only meet compliance but go beyond.

7.4 Employment Practices

Employment Practices – “An accessible organization encourages employment practices across the life cycle of employment to include people with a wide range of abilities”.

As noted in the “2015-2017 People Strategy”, through the strategic pillar’s, of “Talent Management” and “Healthy Workplace”, the Human Resources Department recognize and incorporates accessibility objectives into their business planning practices.

Through the development of Workplace Diversity and Inclusion Strategy, Respectful Workplace Training, and from the implementation of the Working Minds Training for all people leaders and staff, to the City of Mississauga’s continued work with Career Edge and Community Living Mississauga on specialized recruitment training for persons with disabilities are some of the continued accessibility best practices that resulted in the City of Mississauga obtaining 46% on the beyond compliance tool.

Lastly, from having face-to-face training for HR consultants and hiring managers to include information regarding recruitment, emergency response process, accommodation, and return to work process with an objective of reviewing all policies with an accessibility lens on a 3 year basis as well as through the mandatory E-Learning modules for ACS and IASR the City of Mississauga goes beyond compliance to foster a culture of inclusivity and accessibility.

7.5 Goods & Services

Goods and Services – “An accessible organization provides goods and services that are accessible and welcoming to a wide range of users and delivered in a manner that reflects inclusionary practices”.

From the use of the Contract Manager's Guidebook, Facility Accessibility Design Standards, Procurement Request Form and Customer Service Strategy and in consultation with the Accessibility Advisory Committee, Facility Accessibility Design Committee, Older Adult Committee, Youth Plan Team, and Accessibility Planning, The City of Mississauga ensures that all goods and services are kept within the accessibility lens to bridges the City's Strategic Plan with day-to-day work plans and projects resulting in 42% on the Beyond Compliance Tool.

7.6 Physical Spaces

Physical Spaces – “An accessible organization provides an accessible indoor and outdoor built environment for people with a wide range of abilities”

As noted above, Accessibility Planning's vision is “to provide a great place to live, work, travel and play for everyone!” The City of Mississauga is committed to the application and compliance of accessibility legislation and requirements across all city programs, services, policies, practices, by-laws, and facilities (including parks, trails and other outdoor public spaces) resulting in a score of 70% on the Beyond Compliance Tool.

Some examples of accessibility best practices include the initiation of a City Wide Accessibility Audit in 2016, completed in 2017 resulting in 97 City owned public buildings being assessed following the City's Facility Accessibility Design Standards. Recommendations have been put forward and the Facilities Development & Accessibility along with Capital Planning & Assist Management will take the next steps towards implementation.

In addition, accessibility upgrades included the installation of automatic door operators, 2 accessible washrooms and 1 universal washroom as well as water bottle filling station throughout six facilities receiving \$75,000 worth of upgrades. Accessibility entrance upgrades at Civic Centre were also made. New sliding doors, elevator upgrades and escalator replacement at City Centre Transit Terminal were also implemented. Lastly Burnhamthorpe Community Centre and Huron Park Recreation Centre received Elevator/Lift Replacements.

The City of Mississauga also initiated “Our Future Corporation” (OFC) project to develop a dynamic, modern workplace that gives its employees the choice and control of where and how they work.

As seen above, the City of Mississauga continues to go beyond compliance in increasing awareness of accessibility into the community through their design of public

spaces. This process will continue to be supported by the use of an overarching accessibility lens with the use of 2015 Facility Accessibility Design Standards, IASR and AODA and in consultation with the AAC, FADS, EMT PMAC groups.

Section 8: Conclusion

The City of Mississauga continues to work towards creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

Since the purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, information and communication, facilities, accommodation, employment, buildings, structures and premises we are obligated to continue our pursuit in the prevention and removal of barriers to persons with disabilities. Not to mention that it is simply, the right thing to do and makes good economic sense.

We have been proactive and have accomplished much in relation to accessibility improvements within our by-laws, facilities, policies, programs, practices and services.

Over the next five years, we will continue to move forward in the identification, prevention, and removal of barriers to persons with disabilities.

As the sixth largest city in Canada, the City of Mississauga must continue to create and maintain an accessible community by delivering inclusive and high quality municipal programs, goods, and services to all of our citizens at the same time, location, and method of delivery.

Section 9: Appendix



2017 Annual Accessibility Report

December 2017

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Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2017 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2017 to make all its services and facilities accessible.

The 2017 Annual Report fulfills MiWay's obligations under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report.

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 2017 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 5, 2018.

A final copy of the 2017 Annual Accessibility Report 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 – 2017 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: 3:56 AM to 3:21 AM Saturday: 4:17 AM to 2:53 AM Sunday: 6:19 AM to 2:09 AM
Annual Revenue Ridership	39.5 Million
Annual Revenue Service Hours	1.44 Million (Annual Vehicle hrs: 1.54 Million)
Annual Revenue Kilometres	31.6 Million
Number of Routes	79 Routes (as of Dec. 2017): 7 Express Routes; 55 Regular Routes; 17 School Routes
Fleet Composition	472 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 2017. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

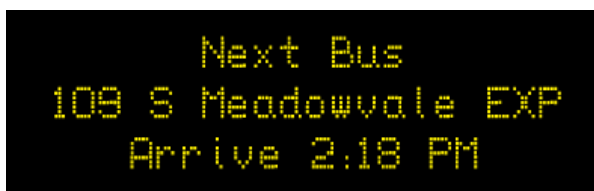
4.0 2017 Initiatives and Achievements

4.1 Real Time Bus Updates:

Since 2016, MiWay customers have been receiving up-to-the-minute information about their next bus with real time schedule information 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.

As of March 1, 2017 a new real-time feature is now available under the "Next Trip" section of Plan a Trip that allows customers to see where their bus is on a map. Like the real-time bus arrival estimates, the position of the bus on the map is updated every 60 seconds. Real time bus updates is available on the any device including desktop, tablet, or mobile (responsive website).

This information is also available on digital signs at the City Centre Transit Terminal and at Mississauga Transitway stations. The digital signs at the Mississauga Transitway stations display up-to-the-minute next trip information.



Customers will see:



The time the bus is scheduled to arrive

Within 10 minutes of the bus arrival a real-time countdown will appear



Lastly, when the bus is arriving in real-time



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4.2 Transit Infrastructure:

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

On September 29, 2017 MiWay, with funding through the Public Transit Infrastructure Fund (PTIF), has started work on three infrastructure projects to enhance public transit safety in Mississauga.

Dedicated bus lanes (left and right turn improvements) – MiWay is improving intersections across the city to enhance visibility to bus-only turn lanes and address the safety concern of motorists using these bus only lanes as a way of making both right and left turns. Adding high visibility red paint will eliminate car traffic in these lanes and ensure the safety of both pedestrians and other vehicle traffic using the intersection.

Bus stop/queue jump lanes – As the City upgrades transit signals in preparation for the introduction of signal prioritization, bus queue jump lanes (identified with red paint) have been added at key bus stop locations to assist with bus travel flow along Burnhamthorpe Road, between Dixie and Hurontario. MiWay will continue to work and identify other key intersections across the city where adding bus queue jump lanes will improve both bus and vehicle traffic flow.

Bus landing pads – Excavation and concrete installation of the outer lanes near high activity bus stops is underway to strengthen the bus stopping zone. The work will replace damaged road surfaces to improve safety, comfort and reduce/eliminate operational issues such as excessive wear and tear on buses. 120 locations have been identified for improvement.

In 2017 alone, MiWay installed approximately 367 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 168 of 3,433) 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 367 pads

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installed in 2017, 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 2017, approximately 4 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. Funding through the Public Transit Infrastructure Fund allowed for additional sidewalk installations and will continue in 2018. In 2018, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Approximately 5 kilometres of new sidewalk construction is being programmed for 2018. Since 2010, approximately 44 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 is installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 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. Additional tactile plates will be installed through 2018, up to as many as 400 intersections.

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

4.3 Information & Communication:

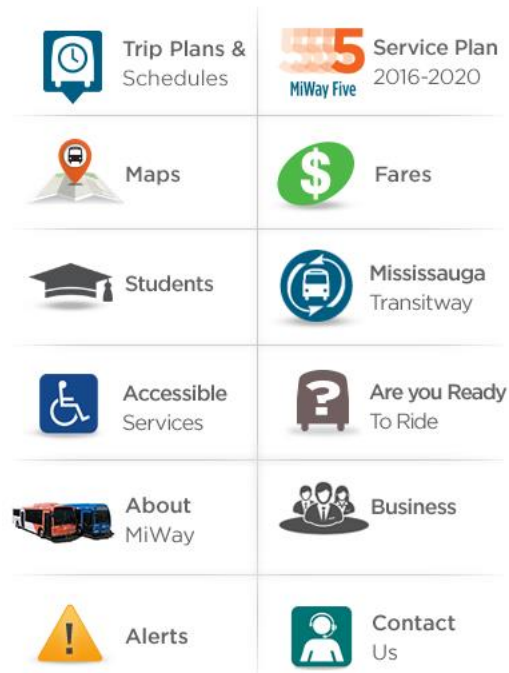
With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

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Web Content:

In an effort to enhance usability, improvements are continuously made to MiWay's new Accessible Services webpage, which can now be easily accessed through miway.ca. Information pertaining to accessible services, policies and procedures is categorized and distributed in multiple formats to ensure information is easily accessible for all customers. Providing education content, MiWay ensures easy step-by-step instructions on how to board/exit a MiWay bus for new riders.

Web accessibility has been improved with the addition of accessible downloadable PDF documents available online, such as the Accessible Bus Services Guide and the Service Changes web page. Web content is now more accessible for visual aids and computer screen readers by creating consistent styles among headers/titles, links and lists to ensure they are distinct from paragraph copy. In addition to this, MiWay continues to provide web descriptions for screen readers such as image ALT tags and web link title attributions.



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. MiWay continues to ensure new website content is made accessible by testing webpages for accessibility, including MiWay's two new microsites, student.s.miway.ca and transitway.miway.ca.

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.



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4.4 Accessibility Customer Service Training Improvement

The Accessible Customer Service Training course has been delivered to new transit operators training program since 2009. This course consists of in-class lesson and a role play on-the-bus simulation. In 2017, the MiWay Training Department set out a project mandate to review their course curriculum to determine if any continuous improvement was required.

Needs Assessment: A comprehensive needs analysis was completed to help determine the benefits and shortcomings of the Transit Operator Training Program.

Learning Objectives and Outcomes: The needs analysis provided an opportunity to redesign the learning approach to new Transit Operators and improve their learning and retention of the content and create an appreciation toward those with accessibility needs.

A new course called Accessibility Customer Services Part 2 was designed. The goal of the training course was to reinforce the eLearning “May I Help You” and enhance the in-class learning experience by connecting their learners to MiWay specific conversations, as well as, enhance the hands on-the-bus simulation role play with more time and activities.

The new course outline consists of:

- Mandatory Homework by the New Operators who shall complete the eLearning “May I Help You” Accessible Customer Service Module independently and complete 10 exercise questions that connect the eLearning module to the role of a Transit Operator
- In-Class session has the following topics: What is Accessible Customer Service at MiWay, What can I do as a Transit Operator, 5 Transit Specific Case studies Frequently Asked Questions, and What If stories.
- The in-class structure first opens with facts and data. The group explains to the Instructor in their own words their answers to the exercise questions
- In-class emphasizes more on what a transit operator can do to help be more accessible customer service focused. The in-class is 2 hours long with 1 hour focused on the learner engagement.
- The hands on-the-bus simulation consists of 1 hour role play where operators demonstrate and preform being a passenger in a wheel chair, a passenger with a Service Animal, a passenger with arthritis, a passenger who is blind and uses a cane.

The new course has been delivered to participants, and feedback received states that the Accessible Customer Service is one of the most helpful modules. Instructors noticed an increase in participation and retention during the new training course.

MiWay’s Training Department will continue to make improvements to this course as we strive to teach and encourage our new Transit Operators to show compassion and responsiveness towards all our passengers.

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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 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. MiWay Customer Service Ambassadors can be easily identified from their bright orange t-shirts in the summer months, but as the temperature drops riders just need to spot the blue jackets for assistance.

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 concerns 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 our social media channel @MiWayHelp on Twitter. Here customers can participate in more conversations with MiWay about transit services, ask questions and provide feedback, with the aim of ensuring customers receive first contact resolution. Assistance is available 7 days a week, weekdays, 7 am to 7 pm, weekend/holiday, 8 am to 6 pm.



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4.6 MiVoice

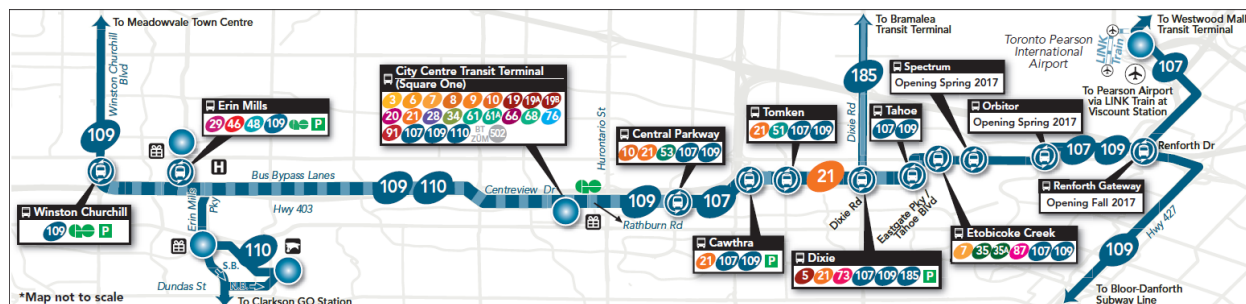
On October 25th, 2017 MiWay introduced a new online feedback forum called MiVoice. The purpose of this online forum is to provide an opportunity and a means for MiWay to hear our customers' thoughts on taking transit in Mississauga. Whether customers are daily or occasional riders, or have never taken MiWay before, their feedback will help inform how we shape and improve service for all our customers.



By joining MiWay's new online panel, customers will have their voices heard as we continue to evolve and shape MiWay service offerings. Through MiVoice, MiWay will be hosting surveys on various topics and will invite registered users to participate. Based on customers' registration profiles they will be selected to participate in surveys that matter to them. As with all MiWay surveys, all responses are confidential – we will not share any information without your consent.

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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 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 Facility Accessibility Design Standards.

Accessible Transitway Stations:

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



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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:

MiWay's two newest stations, Spectrum and Orbitor in the Airport Corporate Centre opened on May 9th, 2017. In December 2017, the final station on the Mississauga Transitway opened for service. The final station at Renforth brings together three bus services – MiWay, GO Transit and the Toronto Transit Commission (TTC) – in one transit facility and is the first of its kind in Mississauga. Renforth Station provides transit riders with more travel options to connect to and from Toronto, Pearson Airport and across the region.

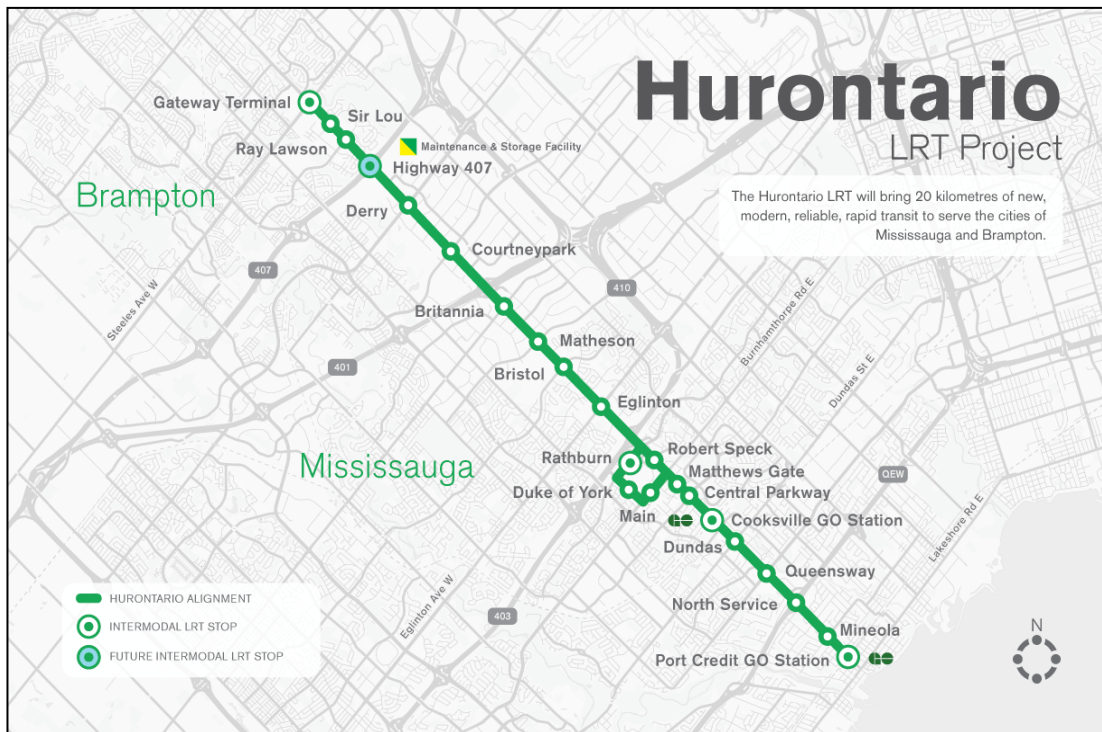
With the entire Transitway now complete, it provides extensive bus service for thousands of riders per day, making it faster and easier to travel to, from and through Mississauga and the GTA.

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.



New, modern light rail vehicles will travel in a dedicated right-of-way and serve 22 stops serving 2 urban growth centres, 4 mobility hubs, and connections to GO Transit's Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway. The LRT will provide up to 5 minute service frequencies both ways during peak periods. Light Rail Vehicles will operate in a segregated guideway ensuring reliable and convenient service to passengers.

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

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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. 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.



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7.0 Consultation of the Report

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

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 5th, 2018); 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 2017 Accessibility Report at its January 9th, 2018 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 2017 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).

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.</p> <p>All conventional transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.</p> <p>Conventional transportation service providers shall, upon request, provide the information in an accessible format.</p>	January 1, 2012	<p>Completed</p> <p>MiWay's Accessible Services Guide contains information on 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</p> <p>If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers shall take reasonable steps to accommodate persons with disabilities and the transportation service provider shall repair the equipment as soon as is practicable.</p>	July 1, 2011	<p>Completed</p> <p>MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p>
36	<p>Accessibility training</p> <p>Conventional transportation service providers shall conduct employee and volunteer accessibility training.</p> <p>The accessibility training shall include training on: (a) the safe use of accessibility equipment and features; (b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and (c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p>	January 1, 2014	<p>Completed / Ongoing</p> <p>The City of Mississauga's 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. The IASR training was launched for all employees in June 2013.</p> <p>In 2017, MiWay's Training Department completed a needs analysis which led to the redesign to the learning approach for new Transit Operators and improve their learning and retention of the content and create an appreciation toward those with accessibility needs.</p>

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

44	<p>General responsibilities</p> <p>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</p> <p>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</p> <p>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 are not an option).</p>

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

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>

Information and Communication Standards

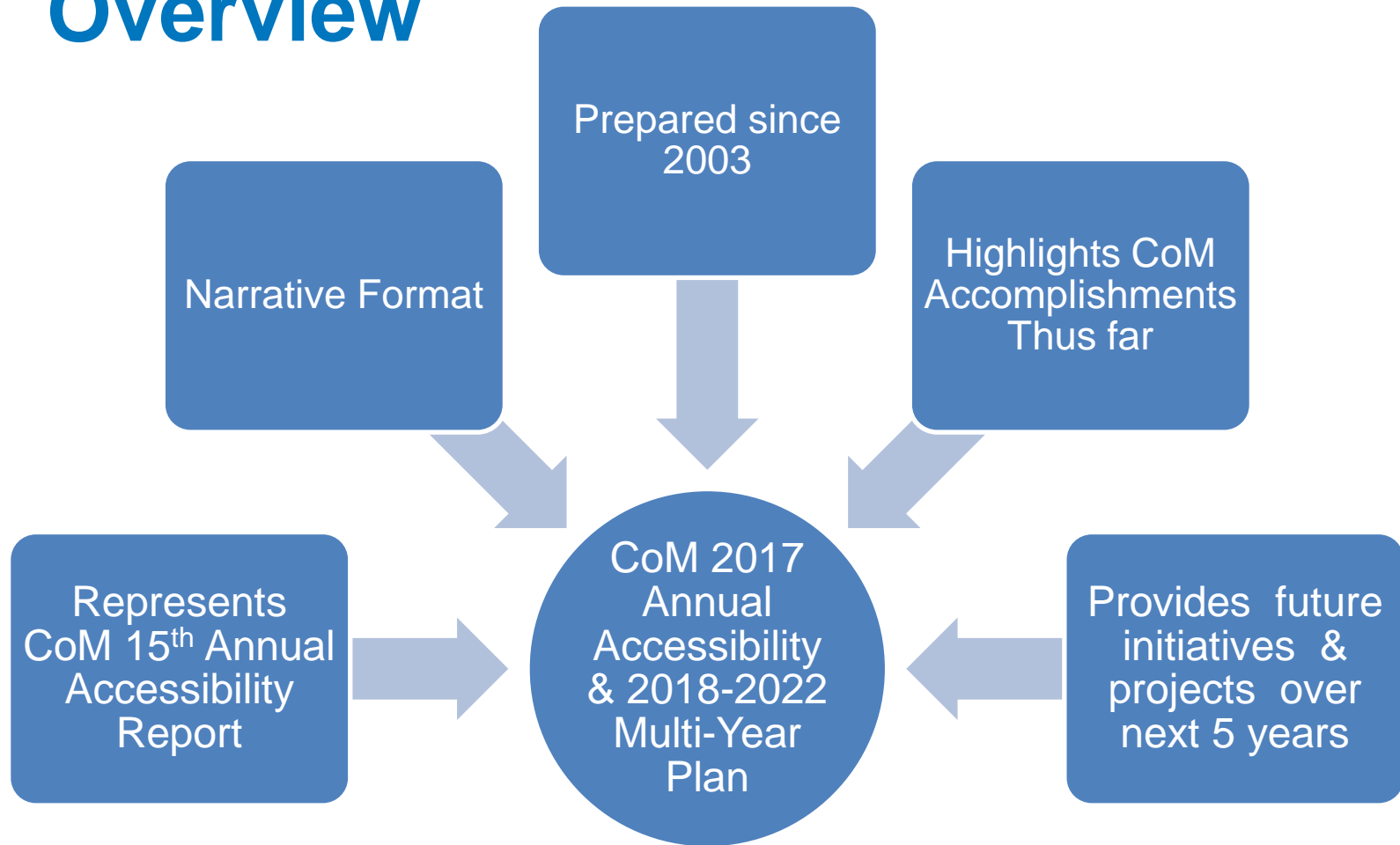
11	<p>Feedback</p> <p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <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>

2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan

Mississauga is becoming a more accessible city



Overview

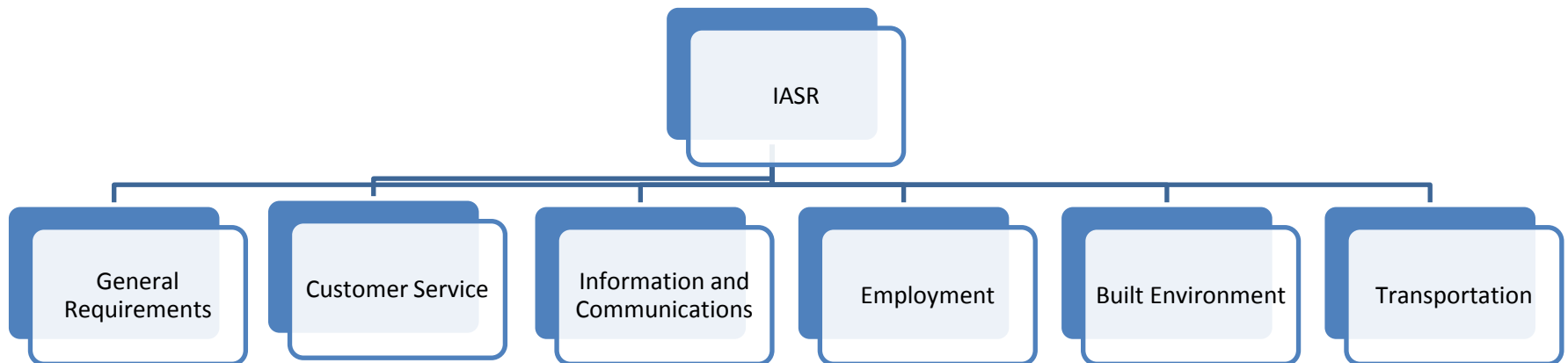


The Accessibility Vision

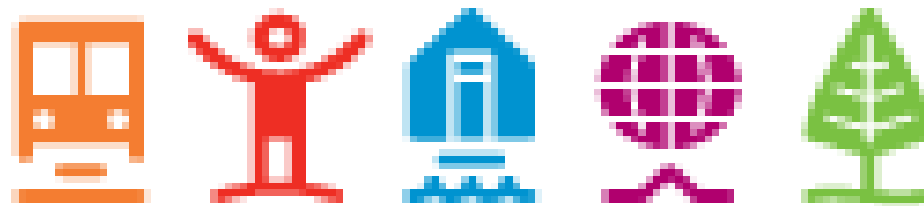
Is realized by:

- Meeting or exceeding legislative timelines
- Providing mobility for everyone
- Retrofitting older buildings, parks and trails
- Making accessibility a design priority
- Providing accessible information
- Creating awareness
- Securing dedicated funding
- Representing persons with disabilities

Integrated Accessibility Standards Regulation



Accessibility Strategic Achievements



our future
mississauga

Projects Lead by Accessibility Planning



Projects Supported by Accessibility Planning



Projects Supported by Accessibility Planning



Accessible Customer Service Standard: 2017 Achievements



➤ A draft of the Accessibility Plan for the 2018 Municipal Election was presented to the Accessibility Advisory Committee in September of 2017

➤ Citizen Contact Centre (311) received 29 inquiries related to accessibility to date in 2017

Information & Communications Standard: 2017 Achievements

A background image showing a close-up of hands, with fingers slightly curled, against a dark background. The image is partially obscured by text boxes.

➤ Ensuring production of City information materials follows accessible design standards

➤ The City of Mississauga Libraries provided access to accessible collection through their partnership with the Centre for Equitable Library Access (CELA).

➤ Created and established the Digital Citizen Advisory group to help improve the usability of the city's web site

Employment Standard: 2017 Achievements

➤ **Conducting Ergonomic assessments on an as needed basis to support both employee wellness and short term & long term accommodations.**



➤ **Continued support of the Employee Health Services Department to assist in the accommodation and return to work process for persons with disabilities.**



➤ **Review, update, refine City of Mississauga's policy and work processes.**

Transportation Standard: 2017 Achievements



➤ **Hurontario Light Rail Transit (LRT)**

➤ **Phase 1 of the Mississauga Moves Transportation Plan**

➤ **Real Time Bus Information**

➤ **Tactile plates have been installed at over 100 intersections**

Built Environment Standard: 2017 Achievements

- **City Wide Accessibility Audit was completed in 2017**

- **Installation automatic door operators throughout six facilities**



- **Zonta Meadows Park was redeveloped in 2017 to accessible play.**

- **Installation of 2 accessible washrooms and 1 universal washroom**

Future Initiatives 2018-2022: Accessibility Planning

- Increasing the number of City Wide facilities to be audited from an accessibility standpoint
- Work with various stakeholders by providing state-of-the-art accessible information and technology compliant to WCAG 2.0 Level AA standards by January 1, 2021.
- Continue to work with various stakeholders by making accessibility a design priority.



Accessible Customer Service: Future Initiatives 2018-2022

- Continued development and implementation of an accessibility plan for every future election through the Legislative Services department within the City of Mississauga
- Continued work by 311 towards exploring more options to expand current service offerings



Information and Communications Standard: Future Initiatives 2018-2022

- Develop a new accessible document training program via a vendor selected by the Information Technology Department
- City of Mississauga Libraries will continue to grow their own collection of audiobooks and digital audiobooks to meet the needs of print disabled customers



Employment Standard: Future Initiatives 2018-2022

- Review of all Corporate Policies & Procedures at least every 3 years to ensure that the City of Mississauga remains current with legislative standards and presents no barriers to persons with disabilities.
- Working Mind Training to all leaders with direct reports and eventually all employees.



Transportation Standard: Future Initiatives 2018-2022

➤ Accessible Taxi Cab “On Demand Solutions”

➤ Parking Matters Master Plan

➤ Continued installation of Accessible Pedestrian Signals

➤ Continued Tactile Plate installations to approximately 400 intersections



Built Environment Standard: Future Initiatives 2018-2022

- **Implementation of the Affordable Housing Strategy**



- **Increase the number of accessible picnic tables at parks**



- **Increase the number of fully accessible / inclusive play site**

Beyond Compliance Self-Assessment Tool

Beyond Compliance:

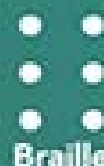
Building a more accessible
Ontario together.



Ontario



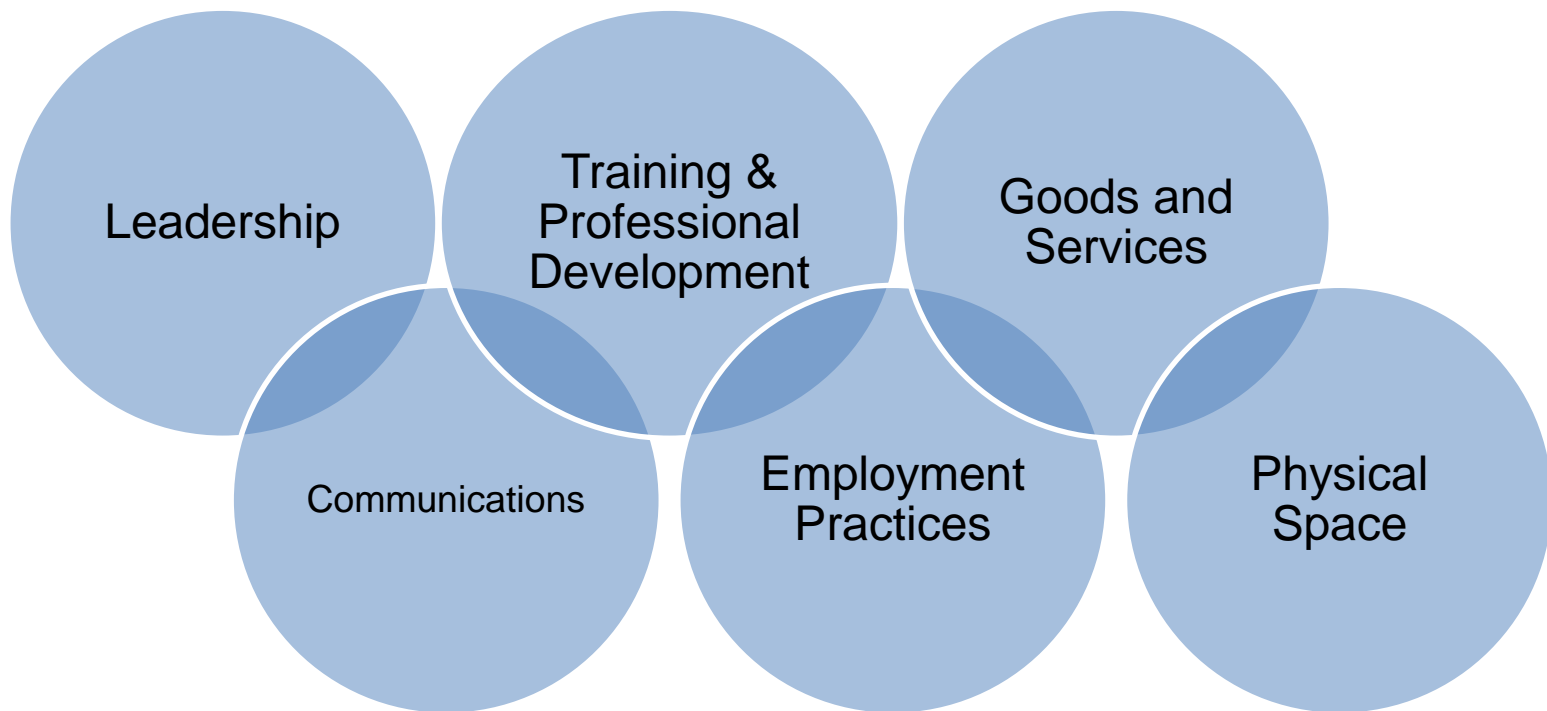
York Region



Large
Print

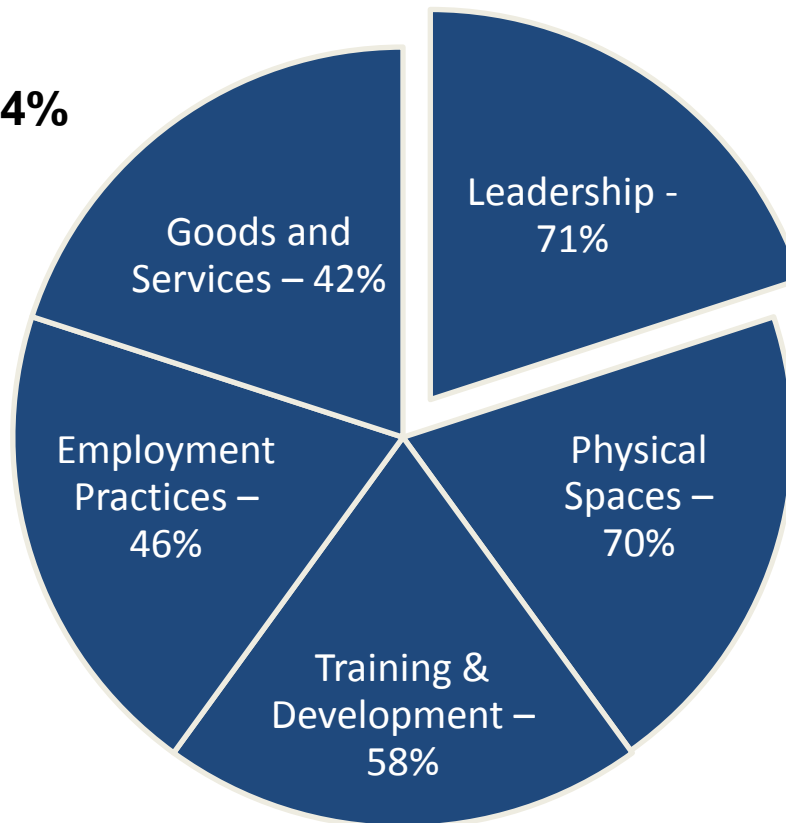


Beyond Compliance Self-Assessment Tool



Beyond Compliance Self-Assessment Tool

**OVERALL
ASSESSMENT – 54%**



Recommendations

The AAC supports the following:

- 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan,
- MiWay's 2018-2022 Multi-Year Accessibility Report.

Next Steps

2017 Annual Accessibility Report &
2018-2022 Multi-Year Accessibility Plan;

MiWay's 2018-2022 Multi-Year Accessibility Plan

Be adopted in the General Committee Meeting on
April 18, 2018.

City of Mississauga
Memorandum



Date: January 26, 2018
To: Chair and Members of the Accessibility Advisory Committee
From: Trish Sarnicki, Legislative Coordinator
Meeting Date: February 5, 2018
Subject: Committee feedback requested for electronic participation at meetings

Legislative changes to the Municipal Act, 2001 were recently implemented through the passing of Bill 68, Modernizing Ontario's Municipal Legislation Act, 2017. Among these changes are new rules allowing a member of council, of a local board, or of a committee to participate electronically in a meeting which is open to the public, and where the member is not counted in determining whether quorum is present.

At the General Committee meeting on December 6, 2017, Council provided staff direction to investigate this matter and requested that Accessibility Advisory Committee (AAC) Members provide feedback regarding electronic participation at meetings.

At the February 5, 2018 AAC meeting, please be prepared for discussion regarding electronic participation with respect to the Accessibility Advisory Committee.

Kind regards,

Trish Sarnicki, Legislative Coordinator
905-615-3200 ext. 5426
trish.sarnicki@mississauga.ca

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 5, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
1. Members of the AAC will advise Council on the preparation, implementation, and effectiveness of the City's Multi-year and annual Accessibility Plan to ensure that it addresses the identification, removal and prevention of barriers to persons with disabilities in the City's by-laws, policies, programs, practices, facilities, and services;		Ongoing Rasul Kassam, Accessibility Supervisor to update Committee at February 5, 2018 AAC meeting
2. Members of the AAC will advise Council on issues of accessibility in Council's decision to purchase goods and services through the procurement process for the use of itself, its employees or the public, when requested by Council.		Ongoing Sustainable Procurement Policy enacted January 2018, which encompasses social aspects, including purchasing Goods and Services from: <ul style="list-style-type: none"> – Suppliers, including social enterprises, which provide employment and training for youth and people with employment barriers (e.g. people with disabilities, new immigrants, chronically unemployed, ex-offenders, etc.) – Suppliers that demonstrate best practices in workplace diversity, inclusion and accessibility (e.g., women, indigenous, minority-owned businesses or businesses owned by persons with disabilities)
3. Members of the AAC will review selected site plans and advise on accessibility issues relating to identified buildings within the municipality.		Ongoing

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 5, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
2015 FADS Reports	AAC-0034-2015	FADS Report re: Fallingbrook Park and Garnetwood Park washrooms dated May 25, 2015
	AAC-0046-2015	FADS Report re: Trail Development Within Sawmill Valley Trail, P-161 dated October 26, 2015
	AAC-0047-2015	FADS Report re: Off Road Trail (ORT) #11 dated October 26, 2015
2016 FADS Reports	AAC-0004-2016	FADS Report re: P519 Union Park development located at 6627 Tenth Line West, Mississauga dated November 30, 2015
	AAC-0005-2016	FADS Report re: Off Road Trail (ORT) #7 dated November 30, 2015
	AAC-0021-2016	FADS Report re: Ogden Pedestrian Bridge Project dated April 25, 2016
	AAC-0031-2016	FADS Report re: Ridgeway Community Courts dated May 30, 2016
	AAC-0032-2016	FADS Report re: Hurontario Light Rail Transit (HLRT) Boulevard Details dated June 27, 2016
	AAC-0033-2016	FADS Report re: Matheson Pond Landscape – Park 317 dated June 27, 2016
2017 FADS Reports	AAC-0006-2017	FADS report re: Mississauga Legends Row Project dated November 28, 2016
	AAC-0007-2017	FADS report re: 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

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 5, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
		Assessment Study dated December 19, 2016
	AAC-0021-2017	FADS report re: Scholar's Green Phase 2 dated November 28, 2016
	AAC-0022-2017	FADS report re: Erindale Park Washroom Project dated February 27, 2017
	AAC-0023-2017	FADS report re: regarding Lakeview Waterfront Connection Project dated February 27, 2017
	AAC-0024-2017	FADS report re: Churchill Meadows Community Centre and Park Project dated February 27, 2017
	AAC-0042-2017	FADS report re: Square One Older Adult Relocation Project dated August 29, 2016
	AAC-0043-2017	FADS report re: Port Credit Harbour West Parks dated September 25, 2017
4. Employment/Hiring Practices	AAC-0027-2015 / GC-0550-2015	<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; Reference AAC-0027-2015) 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; (Completed) 3. That in 2016 Human Resources staff consult with the Accessibility Advisory Committee in the development of the

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 5, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
		<p>planned Workplace Diversity Strategy, which is to include discussing the feasibility of employment related programs for persons with disabilities. (Completed; Reference: AAC-0026-2017 and AAC-0027-2017)</p> <p>COMPLETED</p>
	Reference	<p><u>September 14, 2015 AAC meeting:</u></p> <p>AAC-0027-2015 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.</p> <p><u>September 18, 2017 AAC meeting:</u></p> <p>AAC-0026-2017 That the deputation and associated presentation by Renee Bazile-Jones, Senior Director of Learning, Canadian Centre for Diversity and Inclusion with respect to the Workforce Diversity and Inclusion Strategy, be received.</p> <p>AAC-0027-2017 That report entitled “Workforce Diversity and Inclusion Strategy” dated September 8, 2017 from the Commissioner of Corporate Services & Chief Financial Officer be received.</p>



REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, NOVEMBER 27, 2017 – 1:30 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

Virginia Kalapaca, Project Manager, Park Development
Rasul Kassam, Supervisor, Accessibility Planning
Trish Sarnicki, Legislative Coordinator

Contact: Trish Sarnicki, Legislative Coordinator, Legislative Services
Tel: 905-615-3200 ext. 5426 Fax: 905-615-4181
trish.sarnicki@mississauga.ca

CALL TO ORDER – 1:30 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. Accessible Tactile Plates

Matthew Sweet, Active Transportation Coordinator provided an overview of accessible tactile plates, and provided information regarding the financial implications of implementation, the funding present at this time, and the aesthetic issues surrounding the plates. Mr. Sweet noted that the cost is \$6000 to \$7000 per corner intersection, with approximately 15,000 affected corners in the City of Mississauga. Mr. Sweet advised that in 2017 the Public Transit Infrastructure Fund (PTIF) Tactile Plate Program was initiated, resulting in tactile plate installations being implemented in more than 100 locations. Mr. Sweet remarked that the budget request increase for 2018 is unfunded at this time, however, unit prices have been significantly lower than anticipated for standalone tactile plate installation and thus, the 2017 contract is being expanded, with the 2018 contract to be issued, which will result in 400 intersections being upgraded. Mr. Sweet noted multiple public inquiries and concerns have been reported regarding rusting of the plates, and explained that rusting is typical and expected for these plates, and that different treatment options have been evaluated to attempt to reduce this, but found no significant difference in rusting between untreated and pre-treated plates. Mr. Sweet noted that the City is taking steps to identify manufacturer options which may reduce rusting and will continue to monitor the staining effects.

In response to questions from the Committee, Mr. Sweet noted that even with a coating and paint rusting would still occur, and that currently there is no data regarding durability, but that as inventory is increased, regular inspections will be required. Mr. Sweet also noted the City of Toronto was consulted when the decision was made to proceed with this style of plate.

Carol-Ann Chafe, Citizen Member noted that she had observed the plastic polymer version of the tactile plate damaged by snow plows, and that the concrete had broken off easily, however that Metrolinx seemed to be continuing with its usage and it has been working well. Ms. Kalapaca added that perhaps it was due to regularly scheduled maintenance.

Asim Zaidi, Citizen Member inquired regarding the deciding factor of whether the plates are horizontal or angled, with Mr. Sweet responding that the approach they have undertaken is consistent with the AODA, but that it is not mentioned

specifically in the legislation. Committee members expressed safety concerns, noting that people end up walking diagonally into the intersection, and that those who are blind will take it as a direction of travel.

In response to questions from the Committee, Mr. Sweet responded that tracking is not in geospatial format at this time, and that locations are prioritized by transit ridership and key transit corridors, with community and senior centres being targeted, as well as areas in the city that have higher walking rates.

Ms. Kalapaca inquired regarding whether there is a standard in place for uncontrolled crossings, with Mr. Sweet responding that there is no standard developed at this time. Mr. Sweet noted that all signalized intersections are currently being worked on; intersections that have audible pedestrian signals installed are being made a priority.

In response to further questions from the Committee, Mr. Sweet advised that 400 intersections will be upgraded by 2018, with the plates being installed close to the curb following the City's standard. Ms. Kalapaca noted that the standard is mandated by the IASR.

RECOMMENDATION

1. That the presentation regarding Accessible Tactile Plates to the Facility Accessibility Design Subcommittee on November 27, 2017 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Accessible Tactile Plates.

2. Accessible Pedestrian Signals

Javed Khan, Manager, Traffic Signals & Street Lighting, and Steve Gee, Traffic Signals Technician provided an overview of Accessible Pedestrian Signals (APS), including how they operate, installation protocol, and the current status of the APS system. Mr. Gee noted that APS have distinct tactile features and audible tones and voices, which are consistent throughout the province of Ontario. Further, Mr. Gee added that the push button must be held for 5 seconds before receiving an acknowledgement tone, which is followed by a different distinct tone during the pedestrian "walk" interval that increases in tone volume once the sign changes to "don't walk". Mr. Gee described the installation protocol and features, noting that a locator tone is played at all times to aid the pedestrian to the location of the pushbuttons, with the sound increasing or decreasing based on ambient noise in the area. Mr. Gee explained that as per the AODA, any new traffic signal installation after January 1, 2016 must include APS pushbuttons, and that they are also installed during traffic signal modernization, Capital Works

road reconstruction projects, and as per requests of the CNIB. Mr. Gee stated that 46 locations are currently outfitted with the APS system, with a cost of \$9000 for equipment plus installation, and that they are installed in an “as requested order”, which can take up to 2 years depending on the budget available.

Mr. Khan added that all APS systems have been updated to current tones and standards, with the pictures on head posts updated approximately 5 years ago. Mr. Khan described the challenges of locator tones given that high rise buildings, an abundance of concrete and ambient noise can all affect whether the tone will echo and where that echo will be heard.

Carol-Ann Chafe, Citizen Member, inquired whether banding is present around the pole, expressing concern that not everyone is able to reach the pushbuttons, with Mr. Gee responding that concrete is put around the pole and that the location of the pushbuttons is 90 cm high, so that they are approachable. Ms. Chafe added that those with shoulder injuries have limited arm mobility.

Virginia Kalapaca, Project Manager, Park Development, inquired whether costs have decreased with integrated pieces, with Mr. Khan responding that costs are not necessarily decreasing, but beginning to level out as manufacturers are moving towards the integrated module, which allows for flexibility when configuring the unit.

Ms. Chafe remarked that consideration must be given from a tourism perspective, as the City cannot be thought of as only residential, with Mr. Khan responding that public spaces are being targeted, such as Celebration Square and City Hall. Mr. Khan added that they have engaged CNIB and received valuable assistance and insight, with CNIB providing direction and client training, as well as a report on mobility testing of APS. Further, Mr. Khan explained that incoming requests from CNIB are tracked, with Accessibility staff being given updates, and that information relayed back to CNIB.

In response to questions from Ms. Kalapaca, Mr. Khan explained that installation is handled through capital installation, with a substantial list of locations to be updated, and cost-sharing with the region and province has been implemented for the LRT corridor. Mr. Gee added that of the regional locations, the City is responsible for maintenance of both the Region of Peel and the Ministry of Transportation, with Mr. Khan noting that funding is still provided by the Region of Peel.

In response to further questions from Kalapaca, Mr. Gee responded that one pushes and holds the button for 5 seconds, with Mr. Khan noting that it is a “slight push”.

Ms. Chafe inquired whether installations of APS have been considered for Dundas Connects and Lakeshore Connects, with Mr. Khan responding that they are aware of them, and that if they went through an entire rebuild, APS would be included. Mr. Khan noted that they will be rebuilding two intersections this year that will have a complete APS system.

In response to a question from Ms. Kalapaca, Mr. Khan responded that calling 311 will address any traffic signal issue, with after-hours issues being addressed by the dispatch office at 3185 Mavis, which can call out contractors 24/7, 365 days a year.

Rasul Kassam, Supervisor, Accessibility Planning, inquired whether tactile mapping will be implemented on the signal itself or the pole, with Mr. Gee responding that he had only seen it once, but not in the city of Mississauga. Mr. Khan remarked that there is a capability for adding customized voice, but that at this time, effort is being made to provide consistency by adhering to the minimum requirements.

Ms. Chafe expressed concerns regarding snow or trash cans blocking access to the pole, with Mr. Khan responding that meetings take place with the Transportation & Works department regarding piling snow and crossing guard issues, noting that there are concerns in particularly tight intersections where piling snow has nowhere else to be placed. Mr. Gee added that if an issue is observed, to please call 311.

RECOMMENDATION

1. That the presentation regarding Accessible Pedestrian Signals to the Facility Accessibility Design Subcommittee on November 27, 2017 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Accessible Pedestrian Signals.

OTHER BUSINESS

Members agreed to an additional meeting on Monday, January 8, 2018 at 1:30 p.m. to consider the Paul Coffey Park Master Plan.

DATE OF NEXT MEETING

Monday, January 8, 2018: 1:30 p.m. - Committee Room D, Civic Centre

ADJOURNMENT – 2:34 PM



RESOLUTION 0254-2017
adopted by the Council of
The Corporation of the City of Mississauga
at its meeting on December 13, 2017

0254-2017 Moved by: Pat Saito

Seconded by: Matt Mahoney

That the information related to the “forward movement” accessible sign be referred to the Accessibility Advisory Committee.

Recorded Vote	YES	NO	ABSENT	ABSTAIN
Mayor B. Crombie	X			
Councillor J. Tovey			X	
Councillor K. Ras	X			
Councillor C. Fonseca	X			
Councillor J. Kovac	X			
Councillor C. Parrish	X			
Councillor R. Starr	X			
Councillor N. Iannicca	X			
Councillor M. Mahoney	X			
Councillor P. Saito	X			
Councillor S. McFadden	X			
Councillor G. Carlson	X			

Carried (11, 0, 1 – Absent)

Paul Coffey Park Master Plan

Facility Accessibility Design Standards
January 8, 2017

AGENDA OVERVIEW

- PROJECT OVERVIEW
- PUBLIC INPUT ON PARK PROGRAM
- GUIDING PRINCIPLES
- EXISTING CONDITIONS AND DESIGN SOLUTIONS
- POLICY AND FRAMEWORK REVIEW
- QUESTIONS

PROJECT OVERVIEW

AREA CONTEXT

9.2 - 3



**City of
Brampton**

**City of
Toronto**

Malton

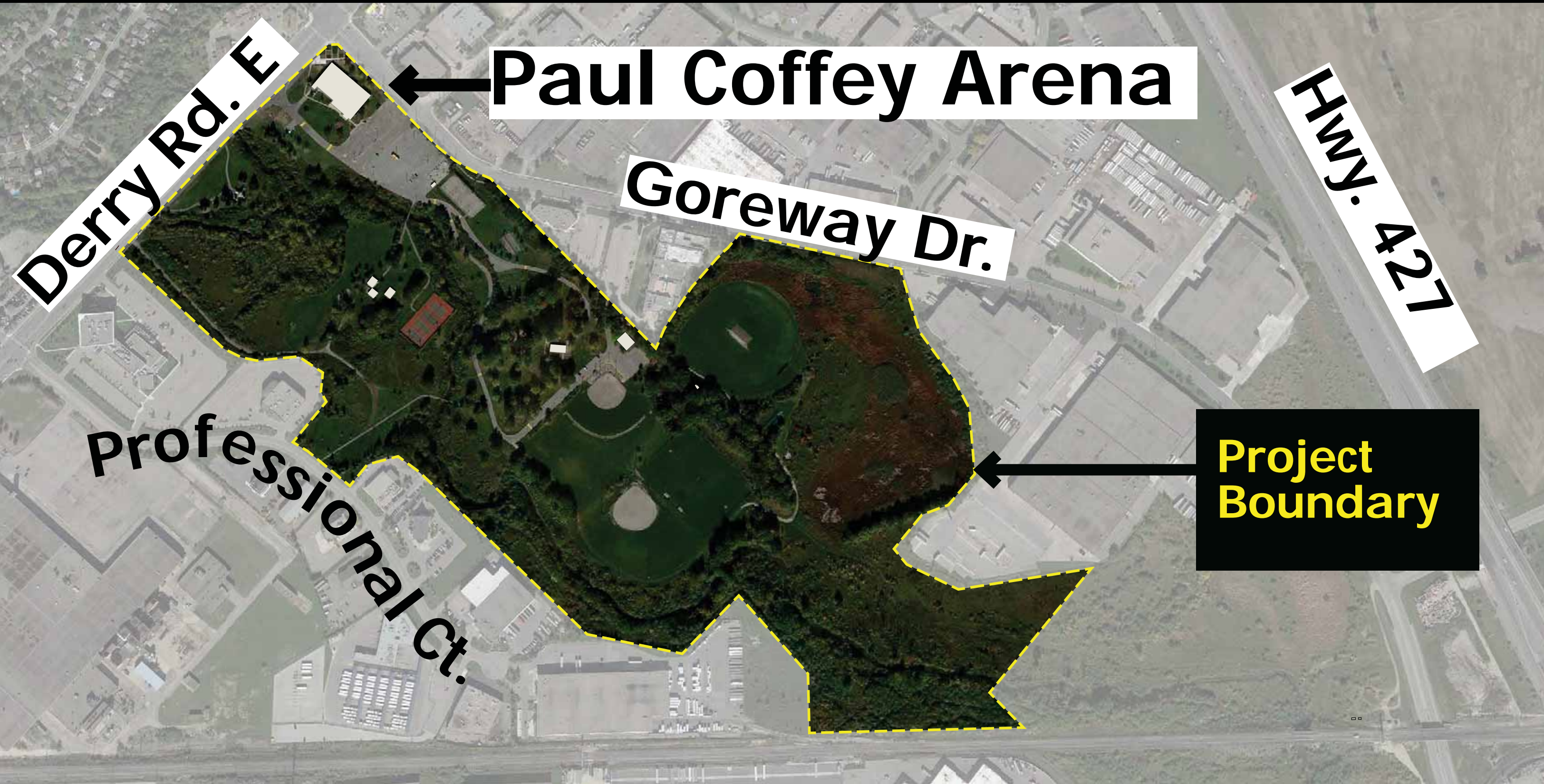
Paul Coffey Park

Hwy. 427



PROJECT OVERVIEW

SITE CONTEXT



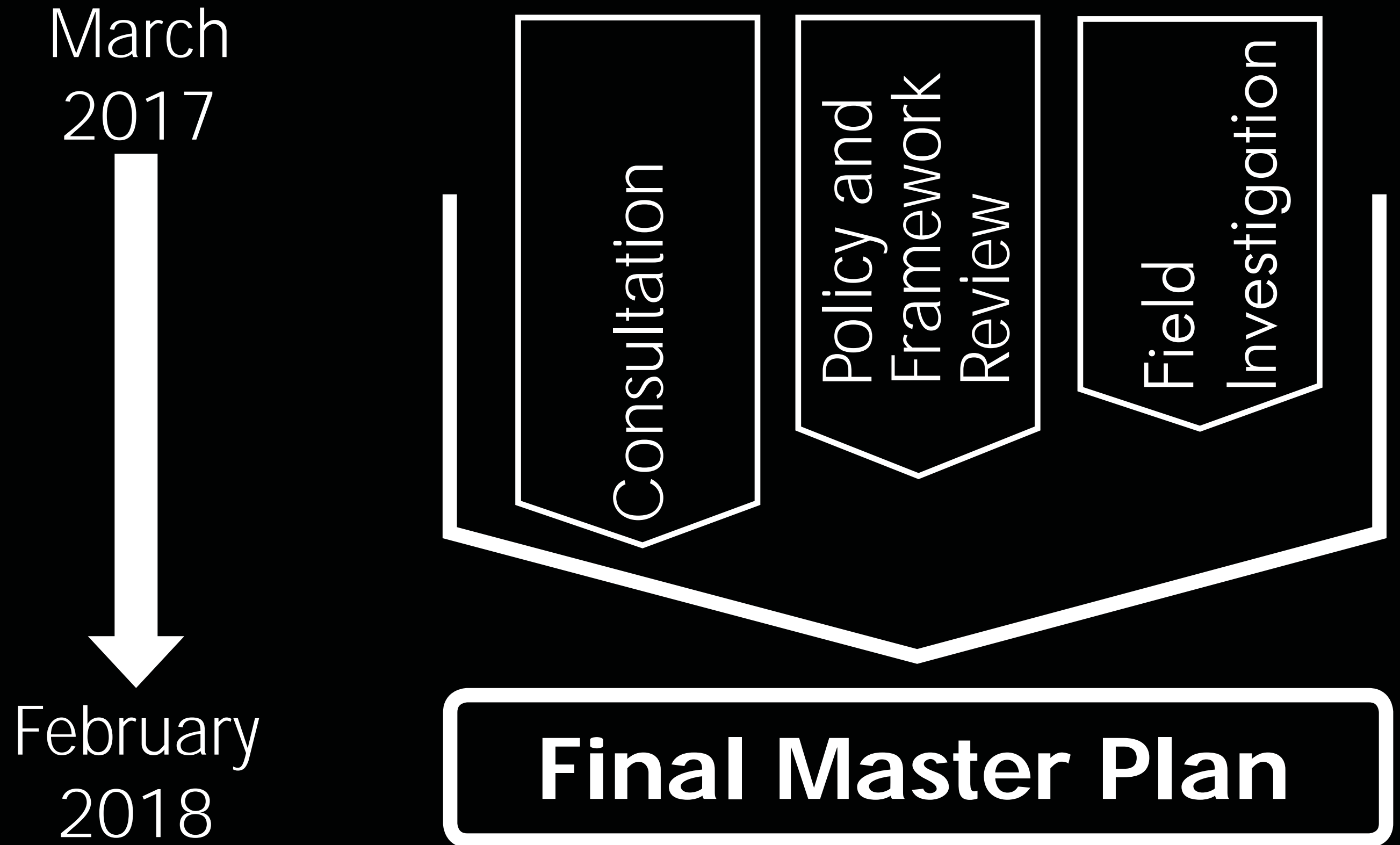
PROJECT OVERVIEW

PROJECT GOAL

Develop a **master plan** that will guide the future development and land management of Paul Coffey Park....

PROJECT OVERVIEW

DESIGN PROCESS



PUBLIC INPUT ON PARK PROGRAM

38% RECREATIONAL OPPORTUNITIES

- INDOOR RECREATION
- ORGANIZED SPORTS
- DROP-IN SPORTS
- TRAILS

PUBLIC INPUT ON PARK PROGRAM

15% GREEN FEATURES

- NATURAL ENVIRONMENT
- GARDENS

PUBLIC INPUT ON PARK PROGRAM

47% COMMUNITY GATHERING

- DOGS PARK
- PICNIC FACILITY
- EVENT SPACE
- VENDING
- PLAY
- WASHROOMS
- COMMUNITY FACILITY

GUIDING PRINCIPLES

PROJECT GOALS

- COMMUNITY CENTERED
- VERSATILE
- WELCOMING
- HEALTHY
- RESILIENT

GUIDING PRINCIPLES

PROJECT GOALS

- WELCOMING:

Paul Coffey Park will be a safe, inclusive and inviting place that is accessible to people of all ages, ethnicities, abilities, incomes and connect older adults, youth and newcomers to the broader community.

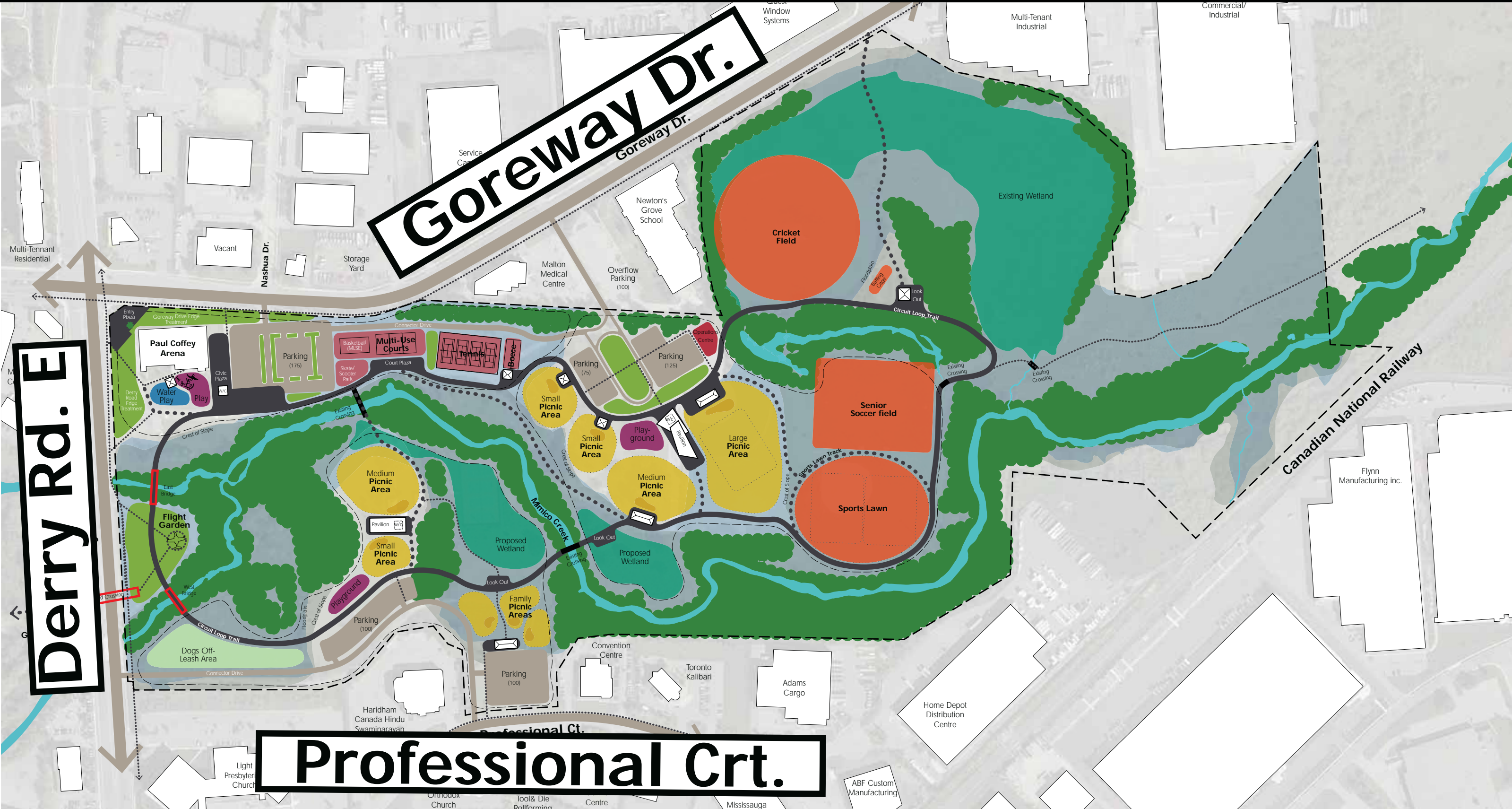
GUIDING PRINCIPLES

PROJECT OBJECTIVES

ACCESSIBLE:

- Barrier-free access throughout the park
- Pedestrian focus within park interior
- Increase variety of structured and unstructured outdoor activities
- Provision of low- and no-cost activities
- Place for people of all ages and all abilities

PREFERRED CONCEPTUAL PLAN



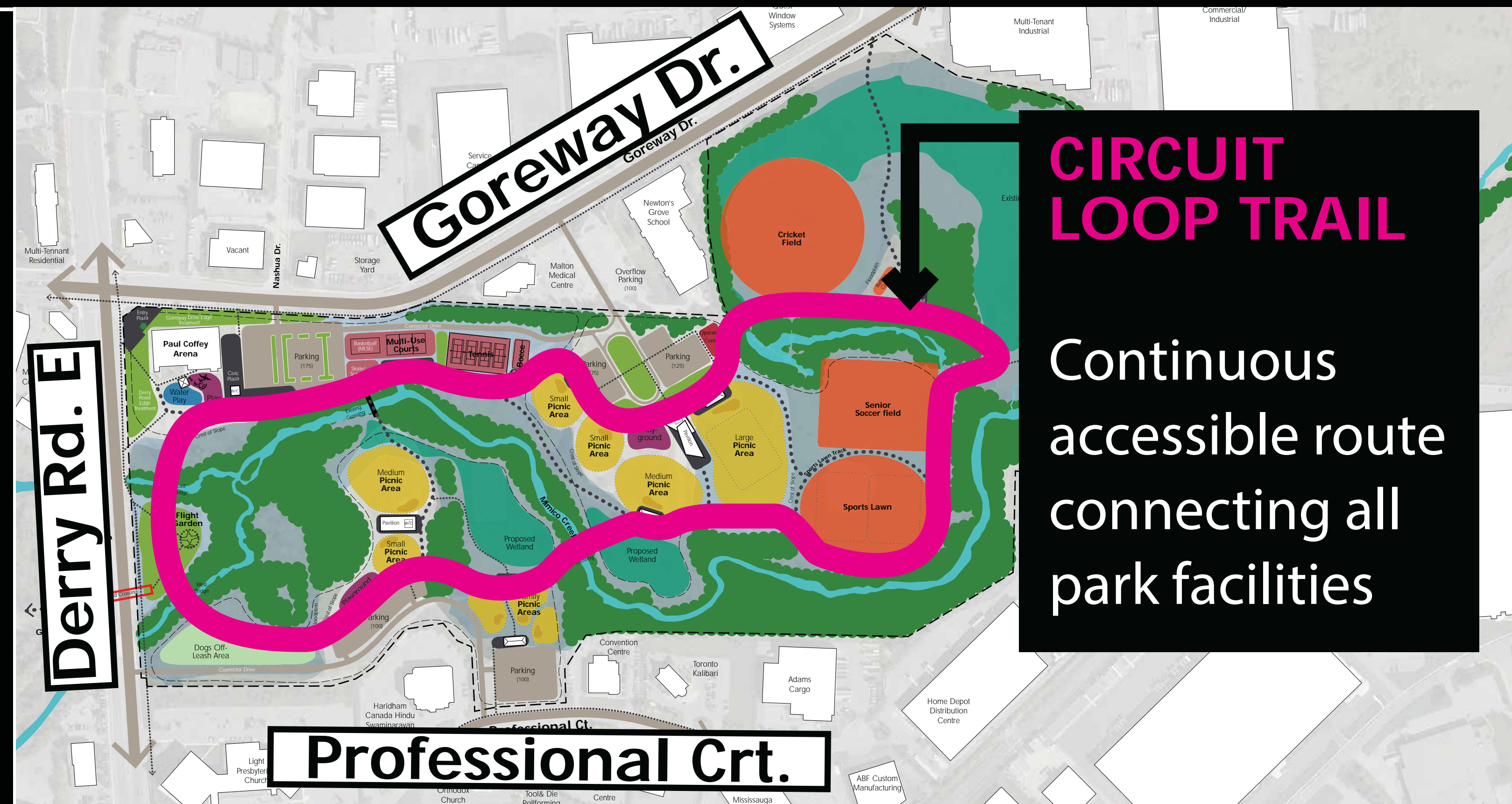
EXISTING CONDITIONS

PEDESTRIAN ROUTES



DESIGN SOLUTION

PEDESTRIAN ROUTES

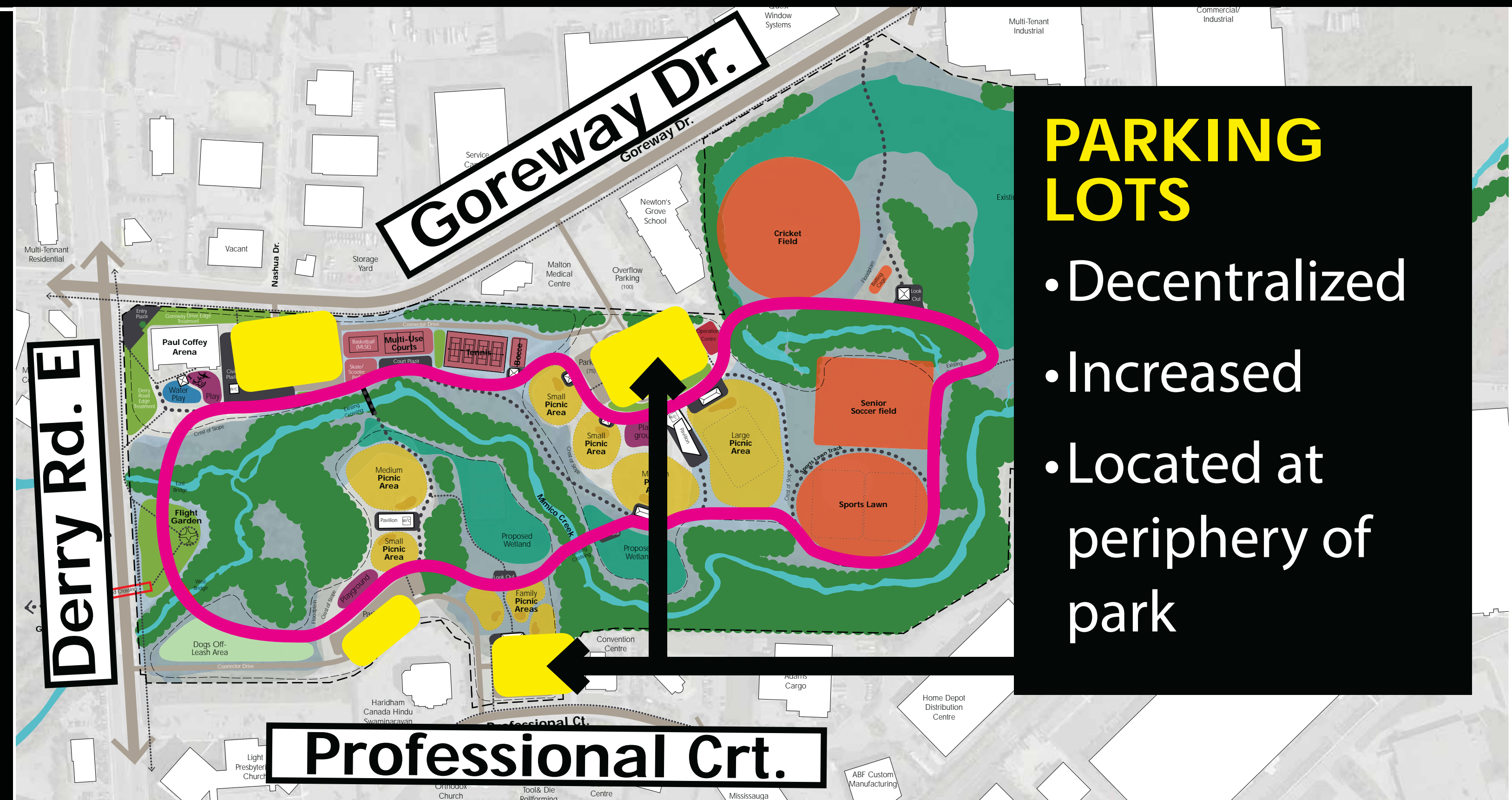


EXISTING CONDITION PARKING



DESIGN SOLUTION

PARKING



EXISTING CONDITION WASHROOM FACILITIES



DESIGN SOLUTION WASHROOM FACILITIES

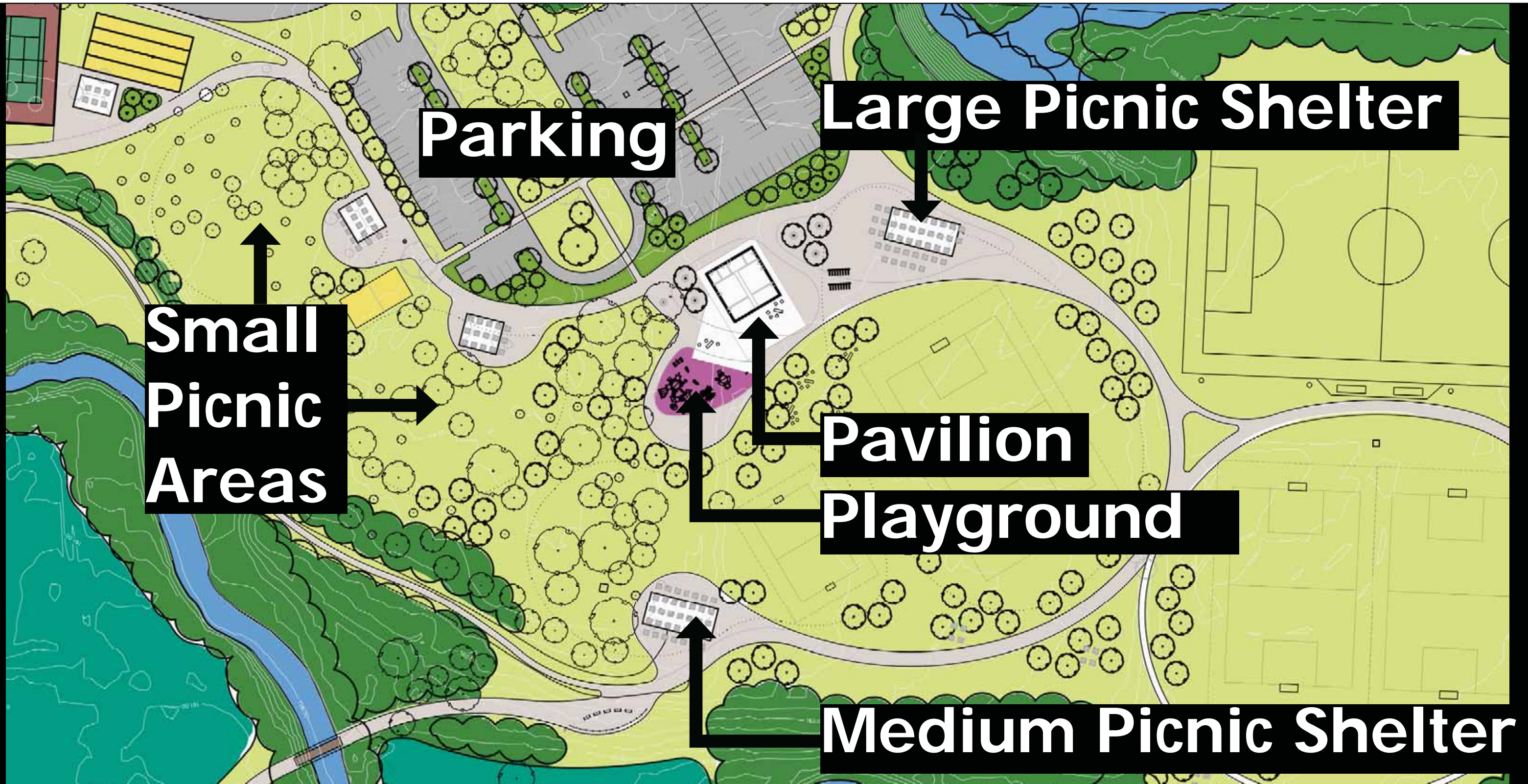


EXISTING CONDITION GROUND SURFACES



DESIGN SOLUTION

GROUND SURFACES

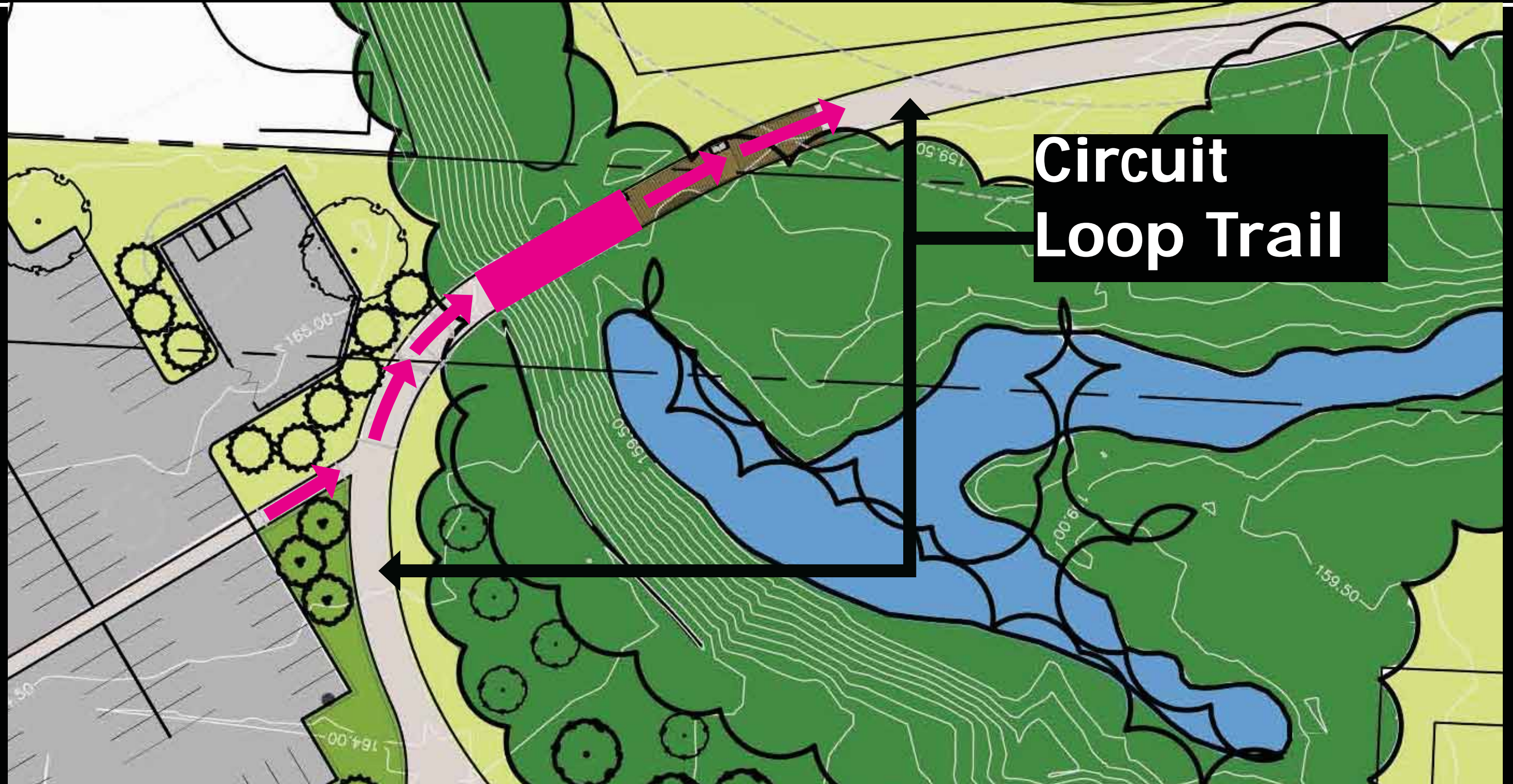


EXISTING CONDITION CREEK CROSSING



DESIGN SOLUTION

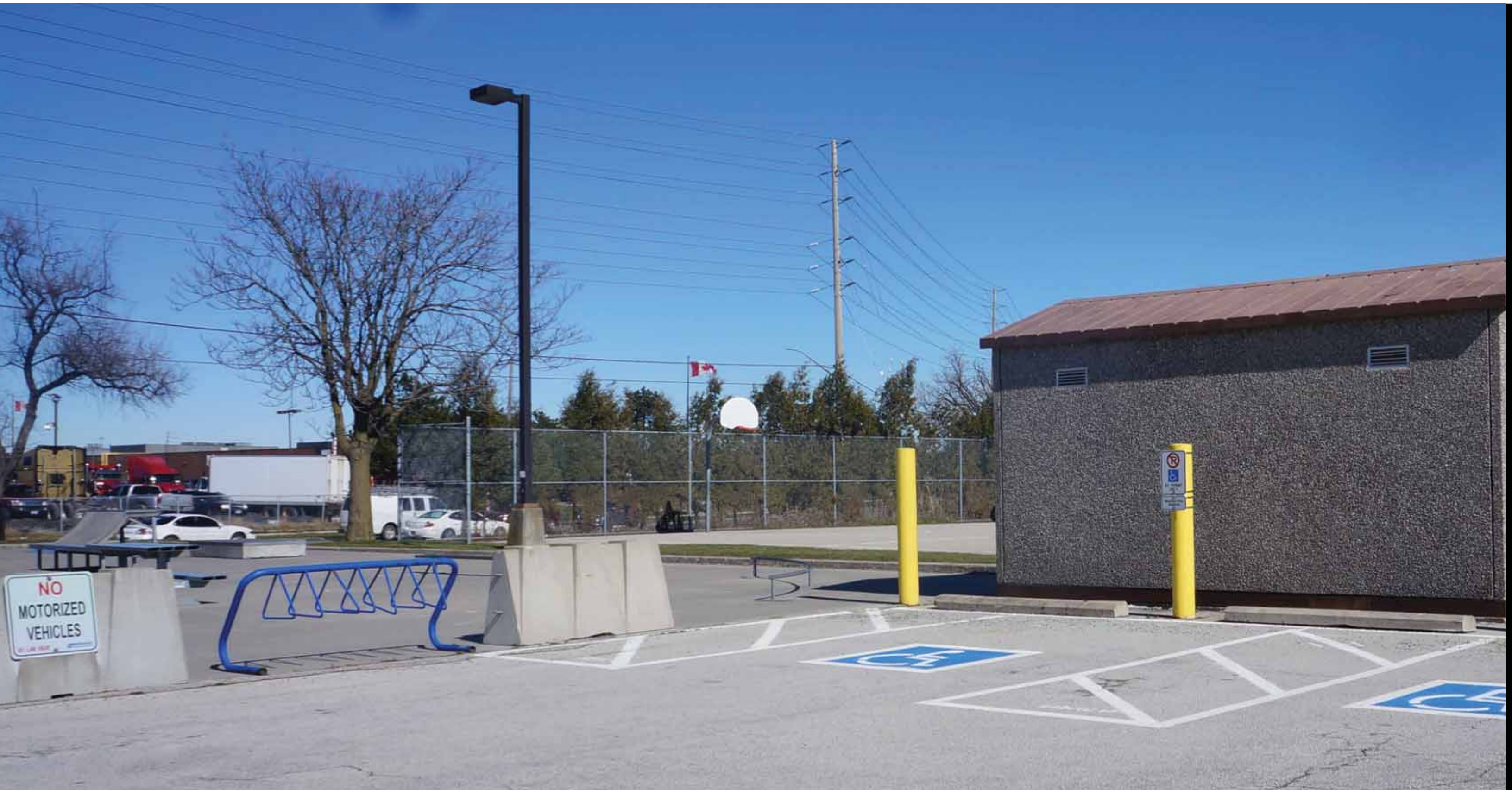
CREEK CROSSING



EXISTING CONDITION TENNIS COURTS

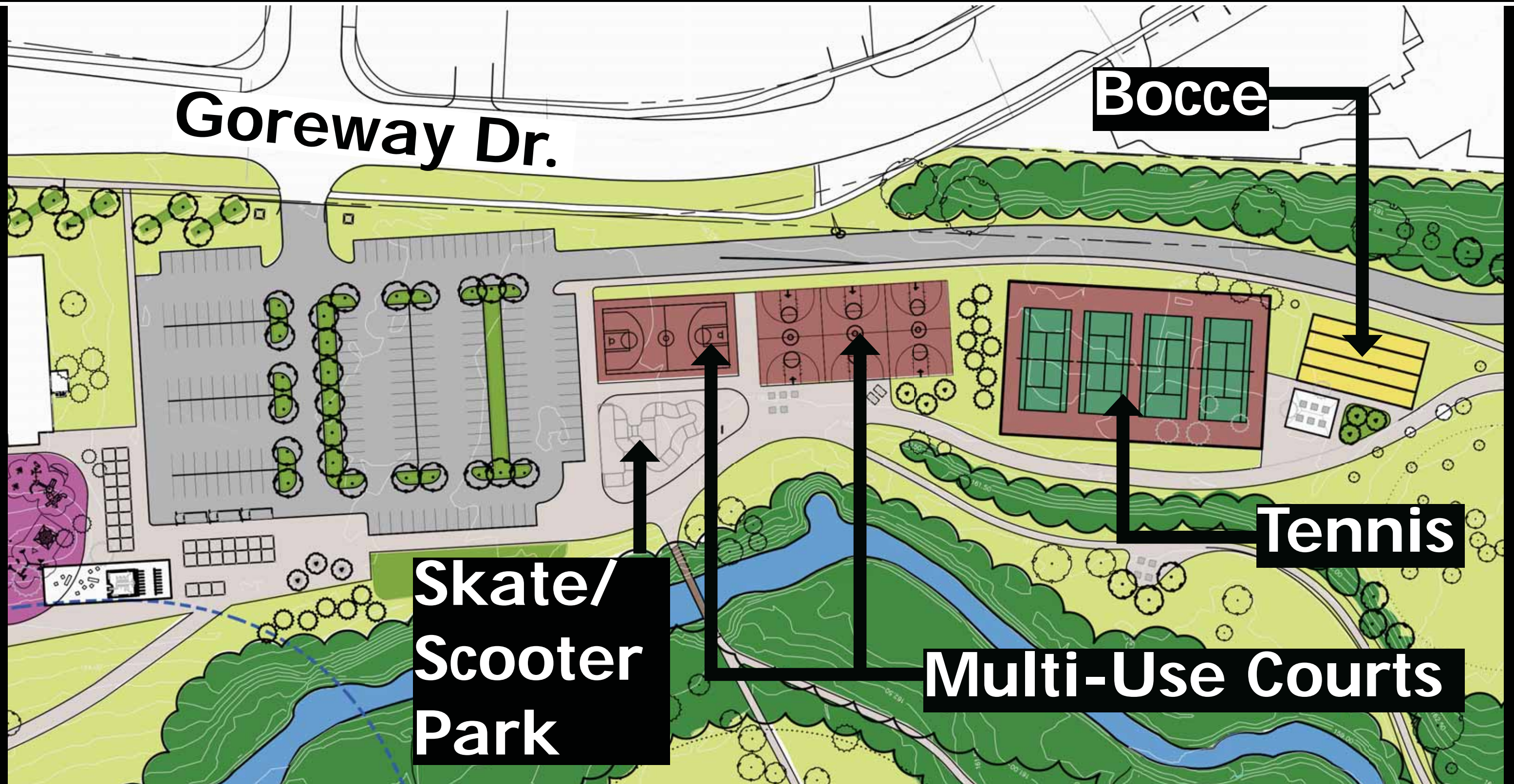


EXISTING CONDITION BASKETBALL COURTS



DESIGN SOLUTION

COURTS AREA



POLICY AND FRAMEWORK REVIEW

KEY DOCUMENTS

- Facility Accessibility Design Standards (2015)
- Official Plan (2010)
- Older Adult Plan (2009)
- Accessibility Plan (2008)
- Arts and Culture Master Plan (2009)

QUESTIONS?

Corporate Policy & Procedure



Policy Title: Respectful Workplace

Policy Number: 01-03-04

Section:	Human Resources	Subsection:	Employee Conduct
Effective Date:	September 28, 2017	Last Review Date:	September, 2017
Approved by: Council	Owner Division/Contact: Human Resources		

Policy Statement

Employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga are entitled to, and are expected to contribute to, a Respectful Workplace. No form of discrimination, workplace harassment, workplace sexual harassment or bullying will be tolerated.

Purpose

The City of Mississauga's objective is to ensure a climate of understanding and mutual respect for the dignity and worth of each individual. This policy:

- Defines Respectful Workplace, Discrimination, Workplace Harassment, Workplace Sexual Harassment and Bullying
- Clarifies legislative requirements
- Identifies the rights and responsibilities of Employees, and
- Outlines the Employee's course of action should a violation of this policy occur

Scope

All employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga are covered by this policy. This policy applies to all areas of the City's Workplace.

The City's Corporate Policy and Procedure – Human Resources – [Workplace Violence](#) should be consulted regarding procedures for dealing with actual, attempted or threatened Workplace Violence.

The City's Corporate Policy and Procedure – Accountability and Transparency – [Whistleblower Program](#) should be consulted regarding reporting of any issues of waste or wrongdoing if there is a fear of reprisal when using established channels.

Non-union Employees

For all non-union employees, any other work-related complaints will be handled in accordance with the [Employee Complaints Review Protocol](#).

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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Union Employees

For all union employees, any other work-related complaints will be handled in accordance with the applicable collective agreement.

Respectful Workplace Program

The resolution of complaints under this policy will be handled in accordance with the City's [Respectful Workplace Program](#) (reporting; investigating; disclosure; and resolution). Employees who are not satisfied with the resolution of their Respectful Workplace complaint should refer to the Employee Complaint Review Protocol.

Legislative Authority

This policy complies with the *Accessibility for Ontarians with Disabilities Act*, the Ontario *Human Rights Code*, and the Ontario *Occupational Health and Safety Act*, as amended. In accordance with the Ontario *Occupational Health and Safety Act* this policy will be reviewed annually. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee. This includes, but is not limited to, discrimination or workplace harassment/sexual harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Respectful Workplace Statement of Commitment

This policy is supplemented by a Respectful Workplace Statement of Commitment, which is included in the Respectful Workplace Program and posted at City facilities. A copy is also available from Human Resources, Corporate Services Department.

Members of the general public, visitors to City facilities and individuals conducting business with, or performing work on behalf of, the City of Mississauga are required to adhere to the Respectful Workplace Statement of Commitment. Groups which are affiliated with the City or which appear on the City's volunteer group register, through Corporate Policy and Procedure - Community Group Support Program, while independent of the City in their operations, are required to adhere to the Respectful Workplace Statement of Commitment. If a violation occurs, the City will take any steps available, in accordance with City policies and/or by-laws and existing legislation, to ensure that a Respectful Workplace is restored and maintained.

Definitions

"Bullying" is behaviour by a person or group which intimidates or demeans another person and includes, but is not limited to:

- Abuse of power
- Humiliation or embarrassment
- Persistent and unjustified criticism
- Exclusion and/or isolation

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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- Threats, or
- Rumours/gossip

“Discrimination” results from treating a person unequally, rather than treating the person fairly on the basis of individual merit. Discrimination can be either intentional or unintentional and is usually based upon personal prejudices and stereotypical assumptions related to at least one of the protected grounds set out in the Ontario *Human Rights Code*.

“Employee” - To simplify the language in this policy, the term “Employee” encompasses all union and non-union employees, as well as elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga.

“Investigator” means the person(s), who may be an external party, appointed by the City to investigate a complaint and/or incident.

“Management Staff” means any individual responsible for directing the work of others, including elected officials, the City Manager, commissioners, directors, managers/people leaders/supervisors, team leaders or any other person taking a leadership role, such as trainers, project leaders, facilitators, etc.

A “Respectful Workplace” means a positive, safe and healthy Workplace that results in the preservation of equal dignity and creates a culture that supports an individual’s physical, emotional and social well-being.

The “Workplace” includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. Incidents that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, messages on e-mail or other social media and the display of offensive materials on computers, smartphones or other computing devices) are considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

“Workplace Harassment” - Under the Ontario *Human Rights Code* and the Ontario *Occupational Health and Safety Act*, “Workplace Harassment” means engaging in a course of vexatious comments or conduct against an Employee that is known or ought reasonably to be known to be unwelcome. “Vexatious” means annoying. A “course” of conduct means that a pattern of behaviour or more than one incident is usually required to establish Workplace Harassment or Workplace Sexual Harassment. However, a single significant incident may be sufficiently offensive to be considered Workplace Harassment or Workplace Sexual Harassment.

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“Workplace Sexual Harassment” means engaging in a course of vexatious comment or conduct against an Employee in the Workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the Employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace Harassment and Workplace Sexual Harassment are also forms of Discrimination when they relate to any of the protected grounds identified in the protected grounds of the Ontario *Human Rights Code*.

Workplace Harassment and Workplace Sexual Harassment are not defined by intent, but rather by how the behaviour would be perceived or would impact a reasonable person’s perception of the behaviour. Behaviours which constitute Workplace Harassment and Workplace Sexual Harassment include, but are not limited to:

- Physical actions, such as touching, leering, violence (for violence refer to Corporate Policy and Procedure – Workplace Violence)
- Patronizing or condescending behaviour or language which reinforces stereotypes and undermines self-respect
- Comments, such as inappropriate jokes, psychological abuse, name-calling
- Displays of offensive materials or offensive e-mail or other electronic communications, including social media
- Behaviours which create an environment which is hostile or offensive or which contribute to a poisoned work environment, and
- Bullying

Workplace Harassment/Workplace Sexual Harassment under this policy does not include:

- Differences of opinion, interpersonal conflicts or unpleasant interactions, unless they involve any of the behaviours described above
- The exercise of normal managerial functions, such as the assignment of work, scheduling, approval of overtime or vacation, management of performance and attendance, requests for medical documentation in support of absences, and the imposition of discipline, unless they involve any of the behaviours described above, or
- Reasonable action taken by the Employee or Management Staff relating to the management and direction of Employees or the Workplace

Responsibilities

Employee Responsibility

Employees are expected to:

- Promote and contribute to a Respectful Workplace

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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- Refrain from any violation of this policy
- Report incidents to Management Staff or a Human Resources representative where violations of this policy have occurred
- Attend an interview and provide information to the Investigator when requested
- Maintain confidentiality, and
- Cooperate fully in any attempts to resolve or investigate an incident

Manager Staff Responsibilities

Management Staff are responsible not only for their own actions but also for dealing with the actions of staff under their supervision. Management Staff must intervene if a violation of this policy has been brought to their attention and/or has been witnessed. Appropriate steps must be taken to address and resolve the situation.

Management Staff are expected to:

- Actively promote a Respectful Workplace
- Set a good example by neither engaging in, tolerating or condoning Workplace Harassment, Workplace Sexual Harassment, Discrimination or Bullying
- Keep a detailed written record of any violations
- Address and resolve informal employee complaints by conducting inquiries and/or attempting to assist Employees and, as required, consult with a Human Resources Consultant or Manager
- Maintain confidentiality
- Ensure that Employees involved in the complaint/situation are aware of their responsibility to keep the issue confidential
- Cooperate in attempts to reach an informal resolution and in the investigation of the complaint, and
- Take corrective action as required

Human Resources Responsibilities

- Providing advice to Management Staff, as requested
- Providing guidance on this policy and the Program to Employees, including complainants/respondents
- Providing guidance on this policy and the Program to persons who are the subject of a complaint, when requested
- Acting as Investigators, where necessary, and
- Selecting an external Investigator as may be required

Individual Human Resources Managers and Human Resources Consultants may perform only one role with respect to any given complaint. If approached to perform more than one role, the Human Resources Manager/Consultant must disclose the role he/she has already taken and provide the names of others who can advise or investigate.

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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Investigator Responsibilities

Investigators are responsible for:

- Investigating complaints filed under this policy
- Examining the circumstances of a complaint
- Exercising objectivity and impartiality
- Ensuring confidentiality
- Recording/maintaining appropriate documentation
- Making all necessary findings of fact with respect to allegations in the complaint
- Informing the complainant and respondent of the results of the findings
- Informing the complainant of any corrective action that has been/will be taken as a result of the investigation, and
- Discussing findings, conclusions and recommendations with the departmental commissioner, director and/or manager, as appropriate

Confidentiality

All persons involved with a complaint must endeavour to ensure that the matter remains confidential. To this end, complaints shall be investigated both confidentially and objectively, with respect for the rights of all parties involved. Personal information will be disclosed only on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Investigators must advise all persons interviewed that they will be expected to treat the matter as confidential and that breaching confidentiality may lead to corrective action being taken. Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Corrective Action

Any Employee who violates this policy, breaches confidentiality in relation to a complaint under the policy, fails to attend an interview or otherwise cooperate with the Investigator, retaliates or threatens retaliation against an individual due to their making a complaint or acting as a witness, and/or Management Staff who fail to take action when advised of a violation, will be subject to appropriate corrective action, up to and including termination of employment. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

Revision History

Reference	Description
AC-0010-2007 – 2007 05 23	
October 23, 2008	Housekeeping to reflect minor process changes by Human Rights Commission re:

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

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	filing complaints
GC-0403-2010 2010 06 09	
October 12, 2011	Housekeeping - Volunteer policy renamed to Community Group Support Program
July 03, 2013	Council Recommendation to forward all investigations of members of Council to the Integrity Commissioner.
September 28, 2017	Major review. Policy now supported by a Respectful Workplace Program

Corporate Policy & Procedure



Policy Title: Workplace Violence

Policy Number: 01-07-01

Section:	Human Resources	Subsection:	Health and Safety
Effective Date:	September 28, 2017	Last Review Date:	September 2017
Approved by: Council		Owner Division/Contact: HR Business Partner Manager or Health and Safety Specialist	

Policy Statement

The City of Mississauga is committed to providing a safe workplace, free from actual, attempted or threatened violence. The City will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence in the workplace.

Purpose

The purpose of this policy is to:

- Create and foster a work environment that is free from Workplace Violence
- Define “Workplace Violence” and “Workplace”
- Clarify legislative requirements
- Identify the responsibilities of the City and all Employees to maintain a Workplace free from actual, attempted or threatened Workplace Violence
- Outline the roles and responsibilities of all City employees for reporting Workplace Violence, and
- Ensure that complaints and/or incidents of Workplace Violence are handled/investigated in accordance with this policy and the City’s Workplace Violence Program

Scope

This policy applies to all employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga. This policy applies to all areas of the City’s Workplace.

In addition, all persons who attend a City Workplace including, but not limited to, visitors, members of the public, contractors, vendors, delivery persons, customers, etc., are expected to adhere to the principles of this policy and contribute to a workplace free of violence.

The City’s Corporate Policy and Procedure – Human Resources – [Respectful Workplace](#) should be consulted regarding procedures for dealing with bullying, workplace harassment, workplace sexual harassment and/or harassment related to the Ontario *Human Rights Code*.

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

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The City's Corporate Policy and Procedure – Accountability and Transparency – [Whistleblower Program](#) should be consulted regarding reporting of any issues of wrongdoing if there is a fear of reprisal when using established reporting channels.

Non-union Employees

For all non-union employees, any other work- related complaints will be handled in accordance with the [Employee Complaints Review Protocol](#).

Union Employees

For all union employees, any other work-related complaints will be handled in accordance with the applicable collective agreement.

Workplace Violence Program

The City's [Workplace Violence Program](#) consists of this policy and protocols. The resolution of complaints under this policy will be handled in accordance with the Workplace Violence Program (reporting; investigating; disclosure; resolution; and domestic violence). Employees who are not satisfied with the resolution of their Workplace Violence complaint should refer to the [Employee Complaints Review Protocol](#).

Legislative Requirements

This policy complies with the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, and the *Ontario Occupational Health and Safety Act*, as amended. In accordance with the *Ontario Occupational Health and Safety Act* this policy will be reviewed annually. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee. This includes, but is not limited to, discrimination or workplace harassment/sexual harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Definitions

For the purposes of this policy:

“Employee” encompasses all union and non-union staff, as well as elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga.

“Investigator” means the person(s), who may be an external party, appointed by the City to investigate a complaint and/or incident.

“Management Staff” means any individual responsible for directing the work of others, including elected officials, the City Manager, commissioners, directors, managers/people leaders/

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

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supervisors, team leaders and any other person having a leadership role, such as trainers, project leaders, facilitators, etc.

“Workplace Violence” means any of the following:

- (a) The use of physical force against or by an Employee in the Workplace that causes or could cause physical injury
- (b) The attempted use of physical force against or by an Employee in a Workplace that could cause physical injury
- (c.) A statement(s) or behaviour(s) that is reasonably believed to be a threat of physical harm or threat to safety or security in the Workplace that could cause physical injury

The “Workplace” includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. Threats of violence that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, messages on e-mail or social media and the display of offensive materials on computers, smartphones or other computing devices) will be considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

Responsibilities

City Responsibilities

The City is responsible to:

- Take reasonable preventative measures to protect Employees and others from Workplace Violence
- Ensure that workplace violence assessments are conducted as often as is necessary to protect workers from Workplace Violence
- Advise the Joint Health and Safety Committee of the results of the workplace violence assessments, and provide a copy of the assessments in writing
- Address Workplace Violence risks identified through workplace violence assessments
- Ensure that all Employees are trained on this policy and maintain a record of all completed training
- Post this policy in a conspicuous place in the Workplace
- Establish a process for reporting and responding to complaints and/or incidents of Workplace Violence
- Ensure the process for reporting and responding to complaints and/or incidents of Workplace Violence, including corrective action, is communicated, maintained and followed by all Employees, and

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

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- Provide Employees with information, including personal information that is reasonably necessary for the protection of Employees, related to a risk of Workplace Violence from a person with a history of violent behaviour if:
 - The Employee can be expected to encounter that person in the course of his or her work, or
 - The risk of Workplace Violence is likely to expose the Employee to physical injury.

Management Staff Responsibilities

Management Staff are responsible not only for their own actions, but also for dealing with the actions of staff under their supervision. Management Staff must intervene if a violation of this policy has been brought to their attention and/or has been witnessed. Appropriate steps, as outlined in this policy and the Workplace Violence Program, must be taken to address and resolve the situation.

Management Staff are expected to:

- Actively promote a Workplace free of violence
- Understand and abide by the requirements of this policy, including the responsibilities listed in the “Employee Responsibilities” section below
- Immediately respond to all complaints and/or incidents of Workplace Violence they receive or witness
- Report all complaints and/or incidents of Workplace Violence
- Summon immediate assistance when Workplace Violence occurs
- Communicate and review this policy with the Employees they supervise or manage
- Ensure that all Employees are trained in this policy
- Take corrective action to address the conduct of Employees who violate the policy, including but not limited to disciplinary action, coaching/counselling, training, education or such other measures as are deemed appropriate in the circumstances
- Encourage Employees to report complaints and/or incidents of Workplace Violence
- Ensure that all Employees are aware of who to contact in the event of an incident of Workplace Violence
- Consult with the Director of HR or designate prior to releasing any personal information
- Provide a response, in writing, to all written recommendations from the Joint Health and Safety Committees related to Workplace Violence within 21 days, and
- Become familiar with all aspects of the Workplace Violence Program

Employee Responsibilities

Employees are expected to:

- Promote a work environment free from Workplace Violence and refrain from contributing to or engaging in any acts of Workplace Violence
- Comply with this policy at all times

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

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- Immediately notify Management Staff or their departmental Human Resources (HR) representative of any Workplace Violence, whether the notifying Employee is the victim or not. In the case of an extreme or imminent threat of Workplace Violence, to themselves or any person, the Employee should contact Security Services, Corporate Services Department, and/or the police
- Where appropriate, go to a safe location at the Workplace and immediately report the incident to any Management Staff
- Participate in training regarding this policy and City procedures related to risks of Workplace Violence, and
- Fully cooperate in any investigation of complaints and/or incidents of Workplace Violence or breaches of this policy, including attending interviews and/or providing information

Health and Safety Specialists Responsibilities

Health and Safety Specialists are responsible for:

- Conducting violence assessments, and reassessments as necessary, in conjunction with the appropriate Management Staff and providing the applicable Joint Health and Safety Committee(s) with the results
- Responding as required to any complaints and/or incidents of Workplace Violence and communicating complaints and/or incidents of Workplace Violence to the departmental HR representative, and
- Investigating complaints, in consultation with the applicable departmental HR representative and Legal Services, where appropriate

Joint Health and Safety Committees Responsibilities

Joint Health and Safety Committees are responsible for:

- Receiving and reviewing the City's Workplace Violence assessments
- Submitting written recommendations, where appropriate, to management regarding Workplace Violence risks identified through the assessment process, and
- Participating in investigations involving complaints and/or incidents of Workplace Violence when required

Investigator Responsibilities

Investigators are responsible for:

- Investigating complaints and/or incidents filed under this policy
- Involving joint health and safety committees where required
- Exercising objectivity and impartiality
- Ensuring confidentiality, where possible
- Recording/maintaining appropriate documentation
- Making all necessary findings of fact with respect to allegations in the complaint

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- Discussing findings, conclusions or recommendations with the departmental commissioner, director and/or manager, and
- Submitting recommendations as appropriate to control or prevent Workplace Violence

Domestic Violence

Any Employee experiencing domestic violence that may create a risk of danger to themselves or others in the Workplace is encouraged to report such violence to Management Staff so that the City can take reasonable preventive steps to ensure safety in the Workplace and provide the Employee with internal and external resources to assist, as required and in accordance with the Workplace Violence Program.

Confidential advice and referral for counselling/assistance is available through Employee Health Services and/or the Employee Family Assistance Program (EFAP) for anyone experiencing domestic violence or for those who become aware of someone who is.

Right to Refuse Work

An Employee has the right to refuse unsafe work in accordance with section 43 of the *Occupational Health and Safety Act*, as amended. For more information refer to the [Work Refusal Process](#).

Reprisals

Employees who engage in reprisals or threats of reprisals may be disciplined according to the Corrective Action section of this policy. Reprisal includes:

- Any act of retaliation that occurs because a person has complained of or provided information about an incident of Workplace Violence
- Intentionally pressuring a person to ignore or not report an incident of Workplace Violence, and
- Intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint or incidence of Workplace Violence

Complaint Resolution

Complaints under this policy will be resolved in accordance with the City's Workplace Violence Program.

Police Complaints

Employees have the right to contact police regarding complaints and/or incidents of Workplace Violence.

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Confidentiality

All persons involved with a complaint must endeavour to ensure that the matter remains confidential. To this end, complaints shall be investigated both confidentially and objectively, with respect for the rights of all parties involved. Personal information will be disclosed only on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Individuals acting as Investigators should advise all persons interviewed that they are expected to treat the matter as confidential and that they may be subject to discipline if they breach confidentiality. Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Corrective Action

Any Employee who violates this policy, breaches confidentiality in relation to a complaint under the policy, fails to attend an interview or otherwise cooperate with the Investigator, retaliates or threatens retaliation against an individual due to their making a complaint or acting as a witness, and/or Management Staff who fail to take action when advised of a violation will be subject to appropriate corrective action, up to and including termination of employment. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

Revision History

Reference	Description
GC-0403-2010 2010 06 09	
June 05, 2012	Housekeeping - included Manager, Health and Safety in Investigator definition; updated position names
September 28, 2017	Major review. Policy now supported by a Workplace Violence Program.