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## **Accessibility Advisory Committee**

### **Date**

2018/04/30

### **Time**

1:30 PM

### **Location**

Civic Centre, Hearing Room - 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](mailto:trish.sarnicki@mississauga.ca)

### **Find it Online**

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

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**Staff Accessibility Resource Team (StART)**

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 Planning

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 - February 5, 2018

5. **DEPUTATIONS**

5.1. Louise Ann Riddell, Senior Manager, Healthy Workplace, and Judy Kerling, Manager, Employee Health Services to speak regarding Human Resources: Accommodation Practices

5.2. David Margiotta, Manager, Performance Measurement and Master Plan Implementation, TransHelp and Mike Bechard, Project Advisor, TransHelp to provide an update regarding Accessible Transportation - Region of Peel

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

7.5. Access 2 Card Program

7.6. Accessibility Advisory Committee Work Plan

8. **SUBCOMMITTEE REPORTS**

8.1. Facility Accessibility Design Subcommittee Report - February 12, 2018

**RECOMMENDATION**

1. That the presentation regarding Mount Charles Park Transit Washroom to the Facility Accessibility Design Subcommittee on February 12, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Mount Charles Park Transit Washroom.

**RECOMMENDATION**

1. That the presentation regarding Iceland Arena Renovations to the Facility Accessibility Design Subcommittee on February 12, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Iceland Arena Renovations.

8.2. Facility Accessibility Design Subcommittee Report - March 26, 2018

**RECOMMENDATION**

1. That the presentation regarding the Parking Master Plan to the Facility Accessibility Design Subcommittee on March 26, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Parking Master Plan.

9. **OTHER BUSINESS**

10. **DATE OF NEXT MEETING** - Monday, June 18, 2018 - 2:00 PM, Civic Centre, Committee Room A, 2nd Floor

11. **ADJOURNMENT**

City of Mississauga  
**Minutes**

**DRAFT**



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## **Accessibility Advisory Committee**

### **Date**

2018/02/05

### **Time**

2:08 PM

### **Location**

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

### **Members Present**

Councillor Matt Mahoney, Ward 8 (left at 2:30 p.m.)

Councillor Pat Saito, Ward 9

Carol-Ann Chafe, Citizen Member (Chair)

Melanie Taddeo, Citizen Member (Vice-Chair)

Naz Husain, Citizen Member

Clement Lowe, Citizen Member

Asim Zaidi, Citizen Member

Sally Wall, Stakeholder Member

Mashkoo Sherwani, Citizen Member

### **Members Absent**

Rabia Khedr, Citizen Member

Mandi Buckner, Stakeholder Member

Alfie Smith, Stakeholder Member

### **Find it online**

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

**Staff Present**

Rasul Kassam, Supervisor, Accessibility Planning

Anna Cascioli, Senior Manager, Facilities Development & Accessibility

Shaesta Hussen, Planner, Planning and Building

Virginia Kalapaca, Project Manager, Park Development

Christine Gabany, Manager, Talent Acquisition

Christopher Tham, Marketing Coordinator

Alana Tyers, Team Leader, Transit Planning

Trish Sarnicki, Legislative Coordinator, Office of the City Clerk

1. **CALL TO ORDER – 2:08 PM**

Carol-Ann Chafe, Chair, introduced and welcomed Jennifer Cowan, Accessibility Specialist.

Ms. Chafe expressed condolences for Councillor Tovey, and noted that he was a strong supporter for accessibility.

Ms. Chafe requested everyone present at the meeting introduce themselves.

2. **APPROVAL OF AGENDA**

Naz Husain, Citizen Member requested time to speak “Other Business” regarding the AODA survey that was sent to members earlier in the day.

Councillor Saito requested time to speak under “Other Business” regarding the Disability Channel.

Approved, as amended (M. Taddeo)

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

4. **MINUTES OF PREVIOUS MEETING**

4.1 Minutes from the November 6, 2017 Accessibility Advisory Committee meeting

Approved (A. Zaidi)

5. **DEPUTATIONS**

5.1. Jonathan Silver spoke regarding Forward Movement

Mr. Silver provided an overview of the Forward Movement and spoke regarding the purpose and design of the symbol, the various organizations that have provided their support and endorsement, an update on the provincial legislative process with regard to adopting the symbol, and where the symbol could be used at this time. Mr. Silver explained the design of the symbol and spoke to working with various municipalities in adopting the Forward Movement symbol. Mr. Silver requested the Accessibility Advisory Committee’s (AAC) support and endorsement of the symbol. Mr. Silver explained that the current symbol is mandated on sign and push buttons but that anywhere the current symbol is not mandated by provincial law, the Forward Movement symbol can be adopted.

Members of the Committee raised the following concerns:

- That the symbol does not represent everyone with disabilities;

- That it may promote some confusion with what is already legislated;
- That the symbol is being already being used on city property without endorsement by the AAC;
- Concerns raised regarding public awareness and education;
- Timing of the legislation currently at the provincial level.

Mr. Silver acknowledged that the Forward Movement symbol does not reflect everyone, as he is aware that not all those that have a disability use a wheelchair, or even that they propel themselves forward. Mr. Silver promoted the symbol change to a more dynamic symbol of those with disabilities, instead of the current symbol which is static. Mr. Silver noted that municipalities that have provided their endorsement did have a transition period in adopting the symbol and that currently the Forward Movement awaits the decision of the Minister of Accessibility, noting adoption would impact the Ontario Building Code and the Highway Traffic Act.

Councillor Saito specified that the Committee's direction is that, if approved by Council, the symbol to be adopted going forward, not retroactively, and that staff be advised to adopt the symbol, where feasible.

#### RECOMMENDATION

1. That the deputation and associated presentation by Jonathan Silver with respect to the Forward Movement, be received.
2. That the Accessibility Advisory Committee send a letter of endorsement to the Province noting their full support of the Forward Movement Accessible Signage.
3. That the Accessibility Advisory Committee request that Council endorse the utilization of the Forward Movement signage for implementation into City facilities, where feasible.
4. That the matter be referred to Facilities and Property Management staff to determine the feasibility of implementing the signage, and to include Communications support regarding education and awareness.

Received/Carried (M. Taddeo)  
Recommendation AAC-0001-2018

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

Mr. Campbell provided an overview of the Parking Master Plan and spoke to the themes covered, specifically safety and accessibility, noting they are grouped together due to their correlation in design. Mr. Campbell spoke to continuous improvement and described expanding the design toolbox by not only using the Facility Accessibility Design Standards, but consulting the Global Alliance on Accessible Technologies and Environments. Mr. Campbell added that AODA regulations require a consultation with FADS for on-street parking.

Councillor Saito noted that residents have contacted her regarding an insufficient number of accessible parking spaces at City facilities, such as the Meadowvale



Community Centre and the Meadowvale Theatre. Councillor Saito proposed the idea of taking employee spaces and making them temporarily accessible parking for senior residents on days when seniors' usage of facilities is high. Mr. Campbell responded that if the timing of the activities at these facilities is consistent, it might logistically be easier to adopt and noted that he will take this idea back to his department.

Councillor Saito requested that the Parking Master Plan be considered at the next Facility Accessibility Design Subcommittee meeting for discussion.

Members of the Committee discussed ways of facilitating accessible parking, with suggestions for free valid parking passes distributed by employees for private commercial property and for parking spots to be labelled as priority parking.

#### RECOMMENDATION

1. That the deputation and associated presentation by Hamish Campbell, Project Leader, and Jamie Brown, Manager, Municipal Parking with respect to the Parking Master Plan, be received.
2. That the Parking Master Plan be referred to the Facility Accessibility Design Subcommittee for consideration at the March 26, 2018 meeting.

Received (A. Zaidi)

Recommendation AAC-0002-2018

#### 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)

Jennifer Cowan, Accessibility Specialist provided a brief verbal update with respect to the *Accessibility For Ontarians With Disabilities Act, 2005 (AODA)*. Ms. Cowan spoke to the Standards Development Committees (SDC), noting Transportation SDC submitted final proposed recommendations to the Minister; if accepted, they will become law later in the year. Ms. Cowan also spoke to the Employment SDC, noting the initial proposed recommendations to the Minister; if accepted, they will go out for public review and will be available for a period of time where the public and organizations can provide comments on the recommendations. With respect to the Information and Communications SDC as well as the Health SDC, they are still in the process of finalizing recommendations to the Minister. Ms. Cowan also spoke to the Education SDC, noting it will be split into two SDCs, one for K-12 and one that looks exclusively at post-secondary education. The Chairs for these SDCs have been selected and they will have their first meeting in the next few months. As these are new regulations being proposed, it is anticipated that the SDC will have an 18 or 24 month mandate. Lastly, Ms. Cowan spoke to the Design of Public Spaces SDC, noting the Accessibility Directorate of Ontario is still consulting with stakeholder groups to get feedback on the

regulation before selecting an SDC.

#### RECOMMENDATION

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

Received (N. Husain)

Recommendation AAC-0003-2018

7.2. Region of Peel Accessibility Advisory Committee Update – Nil.

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

Rasul Kassam, Supervisor, Accessibility Planning provided an overview of the Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan. Mr. Kassam spoke to the methodology and scope of the report, discussed the AODA, IASR and new accessibility standards as the legislation that informs how the City of Mississauga approaches accessibility, and spoke to the Integrated Accessibility Standards Regulation 2017 Achievements and future initiatives for 2018 to 2022. Mr. Kassam also spoke to going beyond compliance.

Alana Tyers, Team Leader, Transit Planning speaking to the 2017 MiWay Annual Accessibility Report. Ms. Tyers noted that in terms of MiWay, the Accessibility Plan will be in the appendix of the City's Accessibility Plan. Ms. Tyers spoke to tactile plates being installed at over 100 various intersections across the city, specifically at major transit corridors, based on usage.

Members of the Committee made the following comments:

- Appreciated the level of detail in the report, as well as the narrative format being easier to read;
- Would have liked one-on-one time with the Supervisor, Accessibility Planning to discuss the plan;
- How future initiatives will be tracked;
- Would like to see the AAC highlighted closer to the front of the report;
- Suggestion of more reference to the AAC and FADS throughout report, as Committee Members are crucial to implementation of changes in the City, whereas it currently reads as if changes are staff-driven.

Mr. Kassam responded that one-on-one time will be scheduled with the Committee Members and that future initiatives will be recorded in the annual plan. Mr. Kassam noted the concerns of the Committee and explained that he would revise the report to reflect these suggestions.

Mashkoor Sherwani, Citizen Member inquired regarding intellectual accessibility and recruitment with Christine Gabany, Manager, Talent Acquisition responding that the City

is branching out as much as possible to secure diverse talent, and has a process where the essential duties are determined at the beginning of every job, not the preferred duties. Ms. Gabany also added that the City provides mentorships and internships.

#### RECOMMENDATION

1. That the memorandum dated January 29, 2018 from Rasul Kassam, Supervisor, Accessibility Planning with respect to the City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan including the MiWay 2017 Annual Accessibility Report, be received for information;
2. That the City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan including the MiWay 2017 Annual Accessibility Report be considered at the next meeting of the Accessibility Advisory Committee for review and endorsement.

Received (M. Taddeo)  
Recommendation AAC-0005-2018

#### 7.4. Electronic Participation in Committee meetings

Councillor Saito noted concerns with the current legislation with respect to the Committee's authority to consider electronic participation and requested that the matter of electronic participation be deferred to the next meeting.

#### RECOMMENDATION

1. That the memorandum dated January 26, 2018 from Trish Sarnicki, Legislative Coordinator with respect to Electronic Participation in Committee meetings, be received for information;
2. That the matter of electronic participation be referred to the next meeting of the Accessibility Advisory Committee.

Received (A. Zaidi)  
Recommendation AAC-0006-2018

#### 7.5. Accessibility Advisory Committee Pending Work Plan Items

#### RECOMMENDATION

That the Accessibility Advisory Committee Pending Work Plan Items be updated for the February 5, 2018 meeting of the Accessibility Advisory Committee be approved, as amended.

Received (A. Zaidi)  
Recommendation AAC-0007-2018

### 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.

Received (M. Taddeo)  
Recommendation AAC-0008-2018

Facility Accessibility Design Subcommittee Report – November 27, 2017  
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.

Received (M. Taddeo)  
Recommendation AAC-0009-2018

9. **INFORMATION ITEMS**

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

RECOMMENDATION

That Council Resolution No. 0254 – 2017 – “Forward Movement” Accessible Sign be received for information.

Received (M. Taddeo)  
Recommendation AAC-0010-2018

9.2. Paul Coffey Park Master Plan

RECOMMENDATION

1. That the presentation for Paul Coffey Park Master Plan be received for information.
2. That the Legislative Coordinator make arrangements for the Paul Coffey Park Master Plan to be presented at a future Facility Accessibility Design Subcommittee meeting.

Received (M. Taddeo)  
Recommendation AAC-0011-2018

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

RECOMMENDATION

That the Updated Corporate Policy & Procedure: Respectful Workplace and Workplace Violence be received for information.

Received (M. Taddeo)  
Recommendation AAC-0012-2018

10. **OTHER BUSINESS**

Naz Husain, Citizen Member, reminded Members to complete the survey she had sent out via email in the morning, prior to the Committee meeting.

Councillor Saito spoke to the lack of seating at the Hershey Centre, noting that as the seating was considered a hazard it was removed, but not replaced with any proper seating.

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

12. **ADJOURNMENT** – 4:08 p.m.

# Wellness at the City of Mississauga

April 2017

AAC Committee



# The People Strategy

The People Strategy has 3 strategic priorities:

1. ★ Talent Management
2. ♥ Healthy Workplace
3. ↻ HR Business Partnership

# What is our Wellness Vision?

The City of Mississauga is an organization where leaders and employees model healthy choices and behaviours and actively contribute to a healthy workplace environment and culture.





## Accommodations may be:

- Temporary or permanent
- Required on hire, or related to an illness/injury
- Require time away from work (or not)  
e.g. stay @ work plan or return to work plan

## Focus on:

<b>Primary Prevention</b>	<b>Wellness and safety: prevention of injury/illness</b>
<b>Intervention</b>	Early identification of illness or injury and optimal treatment
<b>Recovery</b>	Accommodation work plans to support staying @ work or early and safe return to work

# Wellness Initiatives

## PREVENTION

- Heart & Stroke- Activate & KMH heart health programs
- Health, Wellness and Safety Fair- 2018 Focus on Mental Health & Musculoskeletal injury prevention  
June 6<sup>th</sup> (Transit) Sept (Works)
- Onsite gyms
- Fitness memberships discount
- Office Ergonomics Assessments

# Wellness Initiatives

## PREVENTION

- Mental Health Training
  - Mental Health First Aid
  - Road to Mental Readiness
  - The Working Mind
  - Employee & Family Assistance Program wellness seminars and awareness sessions
- Mississauga Fire and Emergency Services PTSD prevention plan

# Wellness Initiatives

## PREVENTION

- Health & Safety, Wellness Committees
- Health & Safety workplace hazard assessments
- Health Promotion Initiatives
- Wellness intranet sites
- Supportive policies: Respectful Workplace, Health & Safety, Accessibility and Standard of Behaviour
- Participation in the creation of the Psychological Health and Safety Standard

# Wellness Initiatives

## Intervention

- Employee and Family Assistance Program (EFAP)
- Physical and Cognitive Demands Analysis of Jobs
- Health coaching
- Peer Support groups- MFES ( Fire ) and Transit
- Supportive Benefit plan
- Culture which promotes a respectful workplace
- Attendance Support and Management Program

# Attendance Support & Management Program (AS&MP)

- Managed at the business unit level, supervisor responsibility
- Provides consistent corporate wide approach with clearly documented follow-up
- Lost Time Dashboard provides an automatic EMAIL ALERT directly to the manager with a list of employees above divisional average
- Manager can link employee to EHS for assistance and support



# Wellness Initiatives

## RECOVERY- STAY@ WORK/RETURN TO WORK

- Onsite health care practitioners : occupational health nurses/consultants, occupational physician, psychiatrist
- Supportive policies and programs:
  - Income Replacement Policy
  - Short and Long Term Accommodation
  - Lost Time Dashboard
  - Onsite health coaching
- Supportive disability and return to work programs

# Modified Work- Accommodation

Modified Work Placement	City of Mississauga						
	2011	2012	2013	2014	2015	2016	2017
Modified Work (Accommodation) Rate	6.6%	5.9%	4.8%	5.3%	5.9%	5.1%	5.3%
Benchmark	4.6%	3.1%	3.1%	3.2%	3.9%	5.0%	N/A
Number of employees accommodated	256	232	191	213	245	211	210

# Accommodation

## (Short Term , Long Term, Permanent)

- Systemic documented accommodation process
- Tailored to meet individual needs
- Assesses ability for Employee to perform essential duties
- Includes defined time parameters
- Requires support from medical practitioners including Employee Health Services and external experts
- Includes permanent placement of disabled workers in new alternate job

# Setting up for success; integrating three key questions:

1. What is it that you need to be able to come to work, do a good job, and leave at the end of the day with some energy left over?
2. What will you do differently to contribute to your own success while you're at work?
3. How can we deal with any future issues so that you feel supported to do your job successfully?

# Corporate Wellness at the City

Corporate wellness refers to a **healthy workplace culture** – a place where people not only feel safe and secure, but happy, respected and engaged.

Focusing on employees' physical, mental and social wellness will ensure that we have a healthy work environment which creates a **high performance organization**.

# Accessible Transportation Update

## Accessibility Advisory Committee

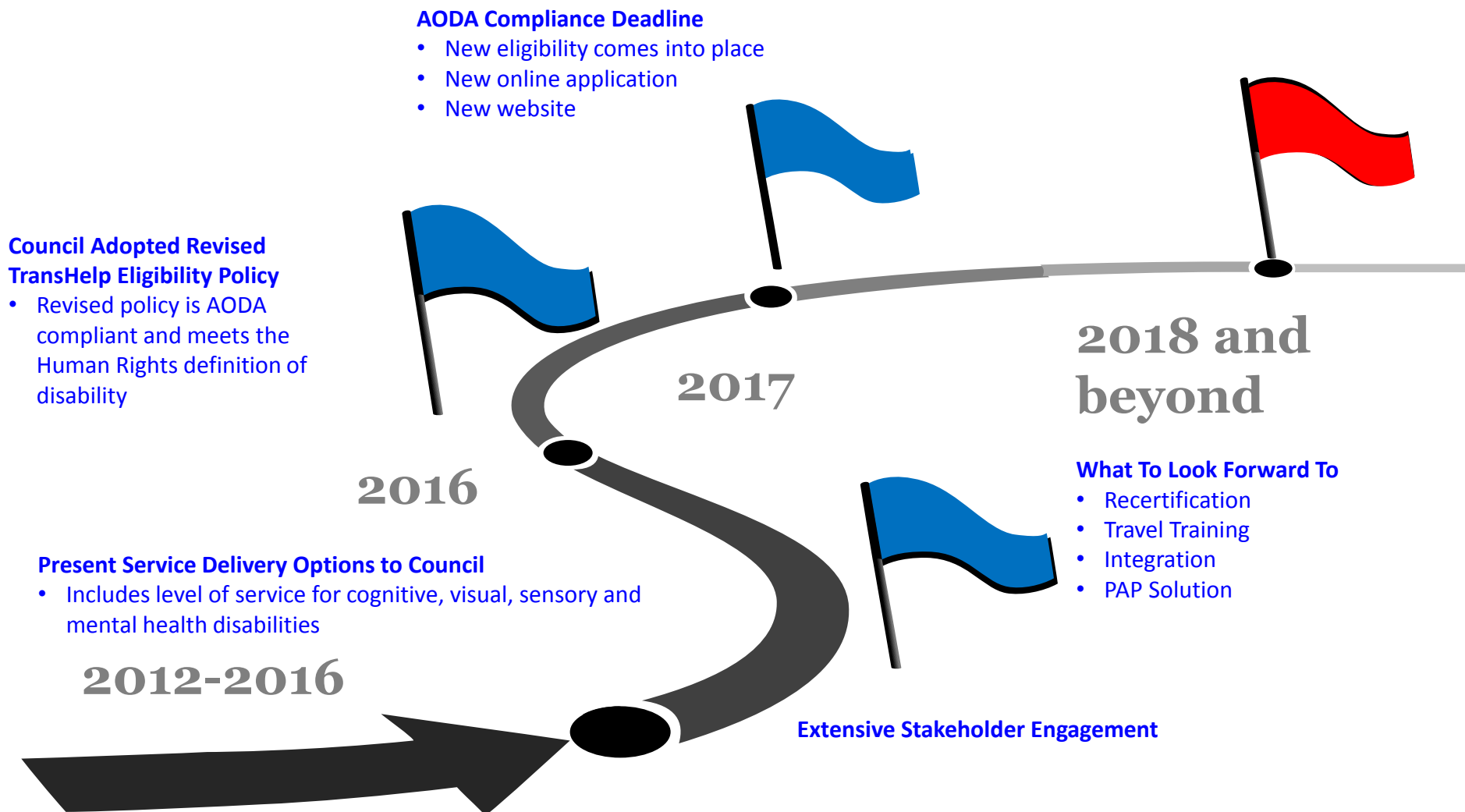
### **Presented by:**

**David Margiotta and Rhiannon Oliveira**  
**Region of Peel**

# Agenda

- New Application
- Eligibility Criteria
- Application Decisions
- Recertification Progress
- Next Steps

# The Path We Are On...





## TransHelp

NEW

### Application Process How to Apply for TransHelp

- Watch a video overview
- Check if you're eligible
- Apply online

[Learn More](#)



### TransHelp Account Login

Client ID

Password

[Login](#)

### How do I...?

- [Apply for TransHelp](#)
- [Book or change a trip](#)
- [Cancel a trip](#)

### Apply for TransHelp

[Check if You're Eligible](#)  
[Apply Online](#)  
[Other Ways to Apply](#)

### My Account

[Check Account Balance](#)  
[Make a Payment](#)  
[Use Interactive Voice Response \(IVR\)](#)

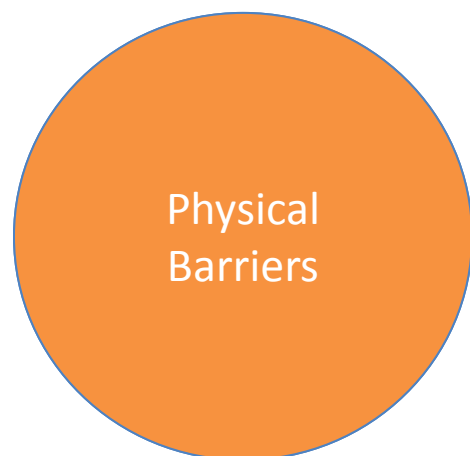
### My Trips

[Types of Trips](#)  
[Book or Change a Trip](#)  
[Cancel a Trip](#)  
[Fares & Passes](#)  
[Hours of Operation](#)  
[Rules & Safety Tips](#)

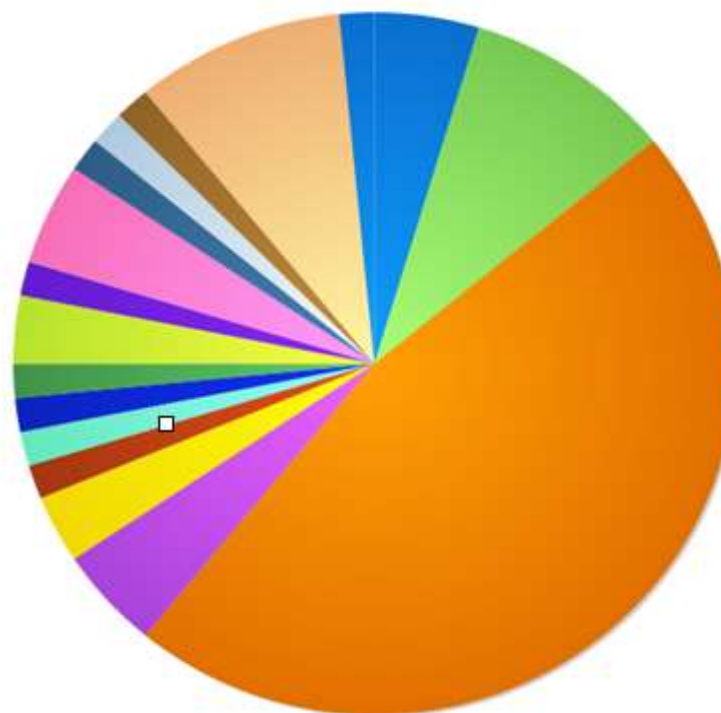
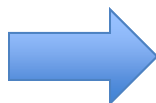
### About TransHelp

[Send Feedback or Complaint](#)  
[Advisory Committee](#)  
[TransHelp Policy](#)  
[Taxi Scrip Policy](#)

# Client Profile Expanded due to new AODA Eligibility as of 2017



**Before**

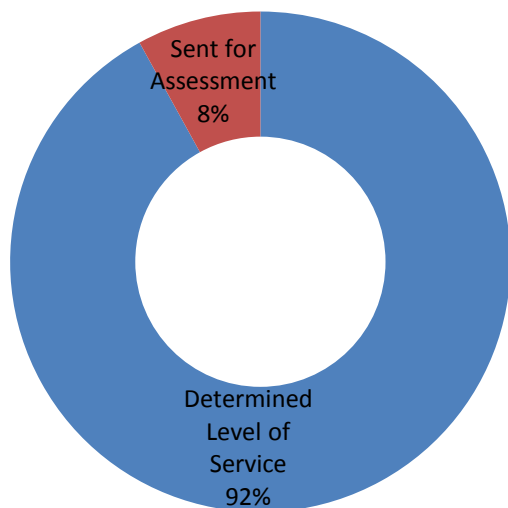


**After**



# Application Effectiveness

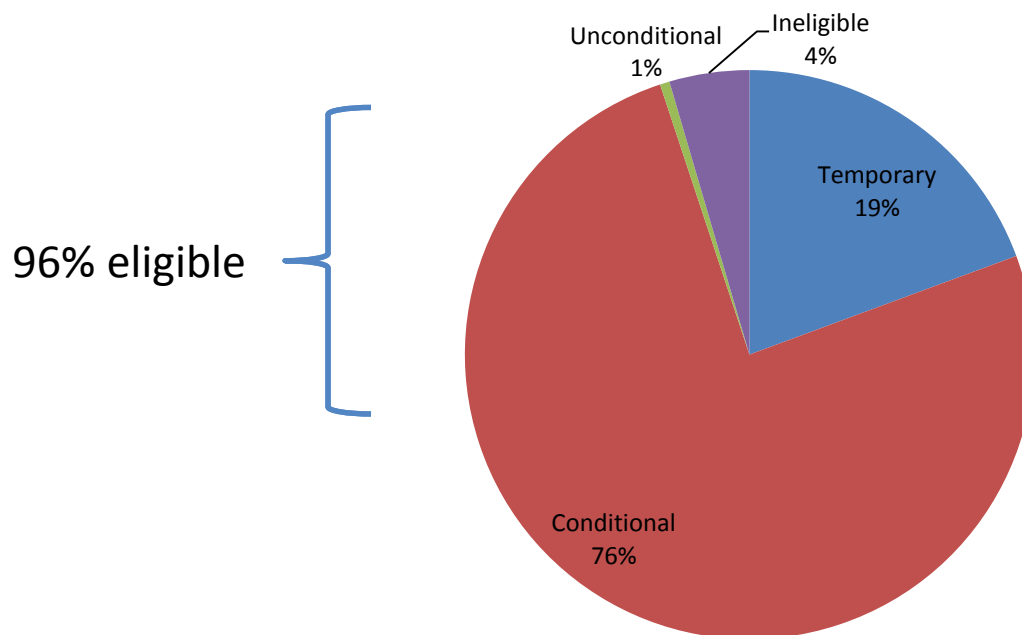
In 2017, 92% of the time our trained staff could make a decision from the application alone



- The application design works
- Minimal inconvenience to the applicant
- Saves Peel the cost of assessments

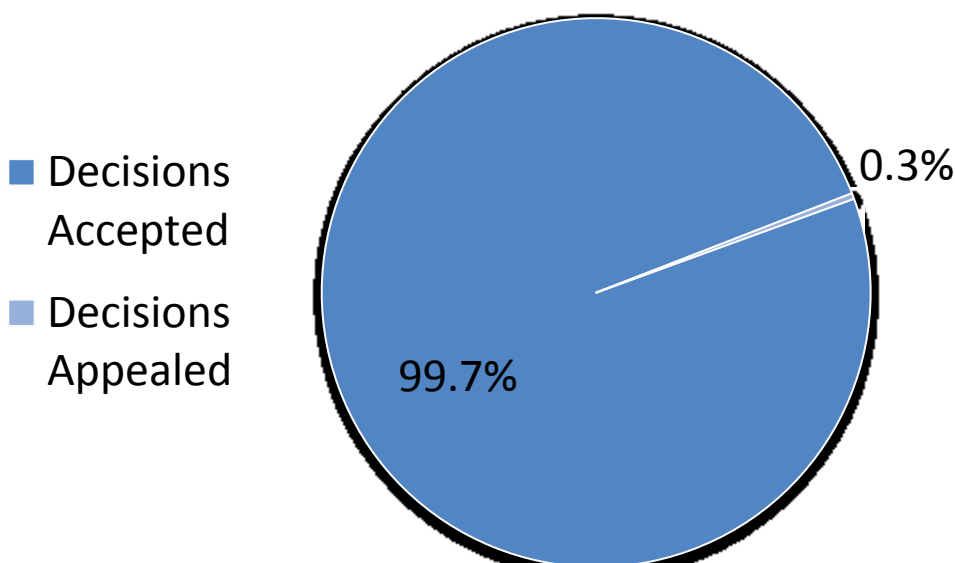
# Eligibility Decision Outcomes

- The majority of clients receive conditional service, consistent with AODA expectations
- 96% of applicants receive some level of service



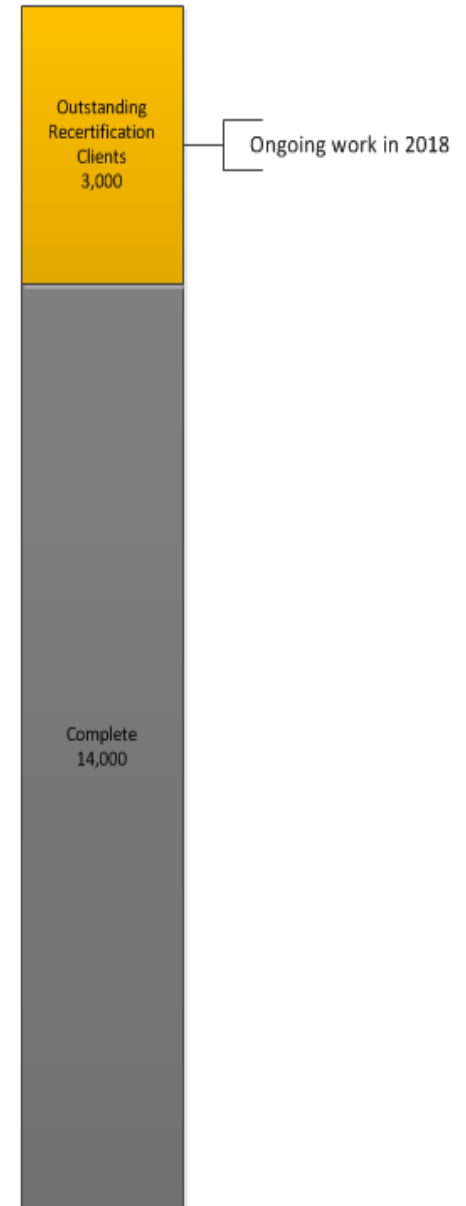
# Eligibility Decisions Are Rarely Appealed

- 99.7% of the time applicants agree with the decisions that are made by TransHelp
- When required, an independent 3<sup>rd</sup> party appeal panel is available to applicants



# Client Recertification Continues

- AODA requirement
- Approximately 3,000 remain
- Most continue receiving some level of service

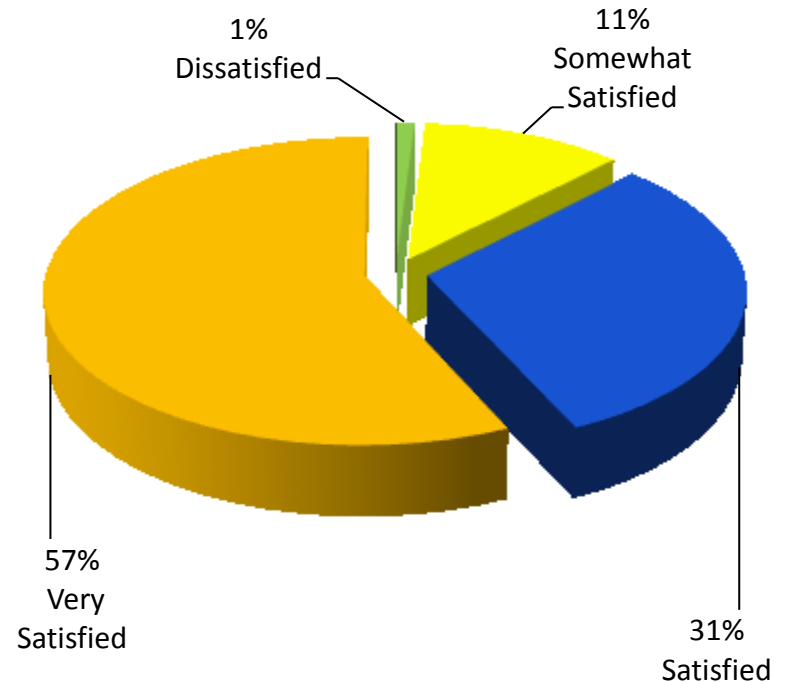


# Focus Areas

Project	Status
Passenger Travel Training	Strategy underway to co-ordinate with conventional supports
Passenger Assist Program	Working in collaboration with the Local Health Integration Network (LHINs)
New Technology	Moving towards a system integrated with conventional transit requires technology investments
Investing In Quality	Quality Supervisor and a second Transit Inspector to ensure Region's quality standards are met

# Client Satisfaction Survey

- 88% of our clients are Satisfied or Very Satisfied with TransHelp service
- Plans are continuously developed to improve service





# Questions



David Margiotta  
Manager, Accessible Transportation  
[david.margiotta@peelregion.ca](mailto:david.margiotta@peelregion.ca)



# 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan Table of Contents

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- 10.1 Accessibility Planning – Future Initiatives
- 10.2 Accessible Customer Service Standard – Future Initiatives
- 10.3 Information And Communications Standard - Future Initiatives
- 10.4 Employment Standards – Future Initiatives
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## **11. Going Beyond Compliance**

- 11.1 Leadership
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## **12. Conclusion**

## **13. Glossary**

## **14. Appendix**

- A. MiWay's Multi-Year Accessibility Plan
- B. City of Mississauga 2017 Accessibility Compliance Report
- C. Staff Accessibility Resource Team (StART)
- D. Accessibility Policy

## Section 1: A Message from Mayor Bonnie Crombie

“On behalf of Council, it gives me great pleasure to share with you the City of Mississauga’s Annual Accessibility Plan and the Multi-Year Accessibility Plan (2018-2022).

Mississauga is the sixth largest city in Canada with over 800,000 residents and 88,000 businesses. We are growing and transforming into a world-class city that is being recognized for its leadership in improving accessibility.

We are proud of the accomplishments we have made since we introduced our City’s first accessibility plan in 2012. Celebration Square is now universally accessible which means that all residents can enjoy the diverse events and festivals our City has to offer. All our MiWay buses and transit stations are now accessible and include features such as priority seating, external bus stop announcements and accessible ramps which means residents can more easily, quickly and comfortably move across our City.

This is just the beginning – we know that more needs to be done to break down barriers and improve accessibility in our City.

That’s why keeping our accessibility plans up to date and responsive to the needs of our residents is a priority for our City. These plans set our priorities, guide our actions and ensure that we’re investing in the right projects, programs and services to create an accessible Mississauga for all. With assistance from our staff and the City’s Accessibility Advisory Committee, Mississauga will continue to strive to go beyond compliance to remove barriers and improve access for those who live, work and visit our great city.

Enhancing inclusivity and improving accessibility in our City allows everyone to participate fully in all we have to offer while also having a positive impact on our economy.

I look forward to the implementation of the new accessibility plans and continuing our City’s great work to build an even more inclusive and accessible city – for all.”

**Mayor Bonnie Crombie**

## Section 2: A Message from Members of Mississauga City Council

“Mississauga is committed to ensuring that all residents, business and visitors have full and equal access to its facilities, programs, services and information. The 2017 Annual Accessibility Plan continues to highlighting how the City of Mississauga is keeping in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulations (IASR), as well the Multi-Year Accessibility Plan for 2018-2022 provides information on the projects staff will undertake over the next five years to go beyond the legislated compliance obligations to make Mississauga a truly, accessible and inclusive City”.

**Councillor Matt Mahoney, Ward 8**

“A great city is one where all citizens have access to all services and where they can easily live work and play. By working closely with the Accessibility Advisory Committee, Mississauga has opened doors that were previously closed to many and removed barriers that prevented some citizens from actively participating”.

**Councillor Patricia Saito, Ward 9**

## Section 3: A Message from Mississauga AAC

“The City of Mississauga Accessibility Advisory Committee (AAC) is cognizant of the challenges that our residents, employees and visitors, with disabilities, face. We continue to advise Mississauga City Council in their efforts to create a more accessible community utilizing universal design principles resulting in improved inclusion of people with disabilities. As the Mississauga AAC, we are very fortunate to have exceptional support from our Mayor and City Council along with various other groups. They include stakeholder members representing organizations in the city, our staff working group (START) representing different city departments, ensuring accessibility is implemented in departmental plans, and two City Councilors passionate about bringing accessibility to the forefront. As a committee, we identify accessibility needs and advise Council on behalf of the community about accessible initiatives to create a barrier-free city, where people can live, work, play and visit.

Our committee embodies diverse abilities, ages, and backgrounds with our personal and professional experiences offering many perspectives to improve accessibility for all Mississauga residents, employees and visitors.

2018 is the 15<sup>th</sup> year anniversary of the Mississauga Accessibility Advisory Committee and this updated Mississauga Multi-Year Accessibility Plan builds on the accomplishments of Mississauga’s previous accessibility plans and AODA implementation activities. The plan outlines how we are:

- Not only meeting required accessibility laws (AODA and OBC), but in many instances going above and beyond requirements, and usually in advance of required due dates
- Making municipal programs, services, facilities and outdoor spaces more accessible
- Helping to create a more accessible Ontario by 2025

It is our goal to continue to advise City Council on removing barriers, changing attitudes and creating more awareness around the importance of accessibility in Mississauga for people of all abilities and ages. It is through a dedicated, passionate, experienced and knowledgeable Accessibility Advisory Committee that we are able to continue advising Mississauga City Council on not creating any new accessibility barriers, removing existing ones, changing attitudes and creating more awareness around the importance of accessibility throughout the city”.

**Carol-Ann Chafe, Chair Mississauga Accessibility Advisory Committee**  
**Melanie Taddeo, Vice Chair of Mississauga Accessibility Advisory Committee**

## **Section 4: 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 15<sup>th</sup> 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.

#### **4.1 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.

#### **4.2 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

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 replaced with 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 5: Introduction**

### **5.1 Key Contacts**

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

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Supervisor, Accessibility Planning



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## Section 6: Accessibility Advisory Committee

### 6.1 Mississauga 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).

At the City of Mississauga, the AAC is comprised of 10 dedicated citizen volunteers and 2 Councillor Representatives. Members are either person(s) with disabilities, represent a family member with a disability or a part of a community agency or sector within the accessibility field.

AAC Members sit on the committee for up to four years. At the end of each term, a new committee is formed from the community through an application process.

The Mississauga Accessibility Advisory Committee (AAC) is an advisory committee to Council through reports to General Committee.

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

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
- Mashkoo 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.

## **6.2 2017 Achievements by Mississauga AAC**

The AAC meets on a quarterly basis and meetings are open to the public. During meetings, updates are provided to the AAC which may include presentations or discussions led by staff or an external organization regarding accessibility related matters. Additionally, a variety of educational and awareness presentations are coordinated by the AAC as a means for the Committee to be well informed of accessible services and resources within the City of Mississauga.

In 2017, the Mississauga AAC has provided their input and advice on the following:

- City of Mississauga 2017 Annual Accessibility Report
- 2018-2022 Multi-Year Accessibility Plan
- MiWay 2017 Annual Accessibility
- Facility Audits Project
- Features of Canada Video Relay Service(VRS)
- Implementation of Tactile Warning Strips throughout the City of Mississauga
- Construction of Fire Station 120
- Uber accessibility at the City of Mississauga
- Mississauga Legends Row Project
- Scholar's Green Phase 2
- Erindale Park Washroom Project
- Lakeview Waterfront Connection
- Churchill Meadows Community Centre and Park Project
- Square One Older Adult Centre relocation project.
- Cycling Master Plan
- Dundas Connects
- Port Credit Harbour West Parks
- Accessible Tactile Plates
- Accessible Pedestrian Signals

- Transportation Master Plan
- MiWay's new Priority Seating Awareness Program
- Drafted Culture Master Plan

In addition, the Mississauga AAC accomplished the following:

- Participate in a Community Engagement Strategy Session
- Supported the application for funding for Accessible Beach Routes from the Rick Hansen Access4All Program.
- Planned, educated and created awareness for the 2017 National Access Awareness Event.
- Sent feedback and comments regarding the 2018 Draft Elections Accessibility Plan to the Acting Elections Officer Workforce Diversity and Inclusion Strategy
- Support investigating accessible recreational cycling options for persons with disabilities.
- Provided feedback on the employment for persons with disabilities and the social and economic impacts of high unemployment around housing and transportation.
- Suggested to adding ASL and LSQ as official languages to the long form census.
- Represent the AAC at various committees such as (International Transportation Engineer's, Sustainable Traffic Signal Development; Riverwood Conservancy's Gardening Committee; Lakeshore Connecting Communities.

### 6.3 AAC Sub-Committees:

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.

## Section 7: Legislative 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 disabilities<sup>1</sup>. Both visible and invisible 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 Canada<sup>2</sup>. 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.

### 7.1 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.

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

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

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

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.

## **7.2 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.

### 7.3 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 2019.

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 2019.

## Section 8: City of Mississauga

### 8.1 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".

### 8.2 [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.

### 8.3 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.

### 8.4 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

## **8.5 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 9: 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.

## **9.1 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

## **9.2 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 in 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.

### **9.3 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.

## **9.4 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.

## **9.5 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.

## **9.6 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, 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 will be put forward by Facilities Development & Accessibility and Capital Planning & Assist Management.
- 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
- Construction of all season sports park, community centre and pool at Park Location 459 (Churchill Meadows Community Centre and Park).

2017 also saw the Parks and Forestry Division at 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"*.
- Complete 2 new barrier free accessible playgrounds: Jaycee Park and Paul Coffey
- 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.
- Zonta Meadows was the City's first barrier free playground and is currently under construction for surfacing replacements and repairs –anticipated completion 2018

## **Section 10: 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.

### **10.1 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.

### **10.2 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.

### **10.3 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 all documents 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.

#### **10.4 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.

#### **10.5 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.

### **10.6 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: Elm Creek Park, Jaycee Park, River Grove.
- Installation of Accessible Pedestrian Signals on an as needed basis.
- 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
- Installation of 400 tactile plates in high pedestrian locations throughout the City.
- Consultation for playground replacement program is presented every 4-6 years
- Continued program for the installation of accessible picnic tables in parks.
- Continue to implement Park Bench Arm Rest Addition Program

## **Section 11: 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.***

## **11.1 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.

## **11.2 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.

### **11.3 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.

### **11.4 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.

## 11.5 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.

## 11.6 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, 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 where chosen to improve patron accessibility to our Cities programs..

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 12: 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 13: Glossary

### **Accessibility:**

Accessibility is the concept where products, services or environments are designed to provide access to people with disabilities.

### **Accessible Documents:**

An accessible document is one that is usable by all people, regardless of their ability. Accessible web content is legislated under section 14 of the Integrated Accessibility Standards Regulation (IASR) which states that all web content must meet Web Content Accessibility Guidelines (WCAG) 2.0. When referring to an accessible document, the intent is to make that document comply with WCAG 2.0.

### **Accessibility Advisory Committee (AAC):**

The council of every municipality that has a population of 10,000 or more, shall establish an accessibility advisory committee. A majority of the members of the committee shall be people with disabilities. The committee shall:

- (a) advise the council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the council may seek its advice under subsection (5);
- (b) review in a timely manner the site plans and drawings described in section 41 of the *Planning Act* that the committee selects; and
- (c) perform all other functions that are specified in the regulations.

#### **Accessible Policy:**

Under the Integrated Accessibility Standards Regulation (IASR) municipalities are required to develop, implement, and maintain policies governing how the organization will achieve accessibility through meeting the requirements of the Regulation. Examples of accessibility policies might include – accessible training, accommodations, return to work or accessible feedback.

#### **Accessibility Plan:**

An accessibility plan is a requirement under the Integrated Accessibility Standards Regulation (IASR). Municipalities are required to establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers in order to meet requirements under the IASR.

#### **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.

#### **The Accessibility Directorate of Ontario:**

The Accessibility Directorate of Ontario (ADO) is the Provincial Ministry responsible for creating, reviewing and enforcing accessibility legislation in Ontario.

#### **Accessible Formats:**

Accessible formats are formats created to be used by people with disabilities. Accessible formats may include, but are not limited to, large print, recorded audio and electronic formats, and braille.

#### **Barrier:**

Barrier means anything that prevents a person with a disability from fully participating in

all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice.

### **Beyond Compliance Self-Assessment Tool**

Beyond Compliance: Accessibility Self-Assessment Tool for Organizations is a free online tool designed to be used by private, public and not-for-profit organizations of all sizes across Ontario who want to create a more accessible organization. Beyond Compliance is not meant to measure an organization's compliance with the Accessibility for Ontarians with Disabilities Act (or AODA) but rather measure how far beyond compliance and organization is going.

### **Disability:**

Disability means,

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; ("handicap")

### **Design of Public Spaces Standards (DOPSS)**

The Design of Public Spaces Standard (DOPSS) is a section of the Integrated Accessibility Standards Regulation (IASR) that highlights regulatory requirements for outdoor spaces, such as playgrounds, trails, beach access routes and accessible parking.

### **Inclusive:**

Inclusive Design is the design of an environment so that it can be accessed and used by as many people as possible, regardless of age, gender and disability. An environment that is designed inclusively is not just relevant to buildings; it also applies to surrounding open spaces, wherever people go about everyday activities. These principles can be applied to policies and procedures as well.

### **Mississauga Facility Accessibility Design Standards:**

The Mississauga Facility Accessibility Design Standards (FADS) address accessibility

requirements for the design and construction of new facilities, as well as the retrofit, alteration or addition to existing facilities, owned, leased or operated by the City of Mississauga.

### **Ontario Building Code**

The Ontario Building Code is the legislative framework governing the construction, renovation and change-of-use of a building. The Ontario Building Code establishes detailed technical and administrative requirements as well as minimum standards for building construction. The Ministry of Municipal Affairs and Housing is responsible for the development of, and the amendments to the Building Code Act and the Code.

### **Ontario Human Rights Code:**

The Ontario Human Rights Code is a [law](#) that gives all people [equal rights](#) and opportunities without [discrimination](#) in specific areas such as housing and services.

The Code's goal is to prevent discrimination and harassment because of race, colour, gender identity or expression, sex, sexual orientation, disability, creed, age and other grounds.

### **Ontario Network of Accessibility Professionals (ONAP):**

ONAP is a network of broader public sector accessibility professionals in Ontario. The broader public sector includes municipalities, hospitals, school boards, colleges and universities.

### **Ontario Regulation 191/11 (Integrated Accessibility Standards Regulation):**

The Integrated Accessibility Standards Regulation (IASR) is the one regulation under the Accessibility for Ontarians with Disabilities Act (AODA). The IASR provides legislative requirements for organizations in Ontario in the following areas:

- General Standard
- Information and Communications Standard
- Employment Standard
- Design of Public Spaces Standard
- Transportation Standard
- Accessible Customer Service Standard

### **Staff Accessibility Resource Team (StART)**

The City of Mississauga established a Staff Accessibility Resource Accessibility Resource Team in order to support the work of the Accessibility Advisory Committee and Accessibility Planning. The team consists of staff from key Divisions that are impacted by accessibility.

**TTY**



TTY stands for Text Telephone. A TTY is a special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

**Web Content Accessibility Guidelines (WCAG):**

The Web Content Accessibility Guidelines are a series of guidelines for improving web accessibility. Produced by the World Wide Web Consortium (W3C), the WCAG are the best means of making your website useful to all of your users. WCAG is not an inclusive list of issues facing web users with disabilities. The guidelines are internationally recognized and adopted standards. The guidelines explain how to solve many of the problems that users with disabilities face.

**Section 14:      Appendix**



# 2017 Annual Accessibility Report

December 2017

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## 2017 annual accessibility report

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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.

## 2017 annual accessibility report

### 2.0 MiWay's Service Profile

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

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

#### Conventional Services – 2017 Service Profile

<b>Types of Services</b>	Conventional fixed route transit service.  School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
<b>Service Area</b>	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
<b>Hours of Operations</b>	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
<b>Annual Revenue Ridership</b>	39.5 Million
<b>Annual Revenue Service Hours</b>	1.44 Million (Annual Vehicle hrs: 1.54 Million)
<b>Annual Revenue Kilometres</b>	31.6 Million
<b>Number of Routes</b>	<b>79 Routes (as of Dec. 2017):</b> 7 Express Routes; 55 Regular Routes; 17 School Routes
<b>Fleet Composition</b>	472 accessible buses

## 2017 annual accessibility report

### 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.

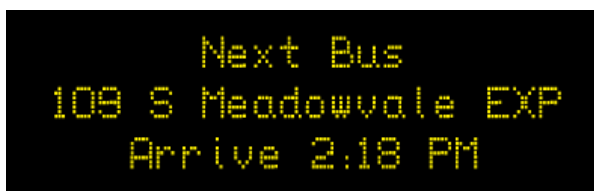
### 4.0 2017 Initiatives and Achievements

#### 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.

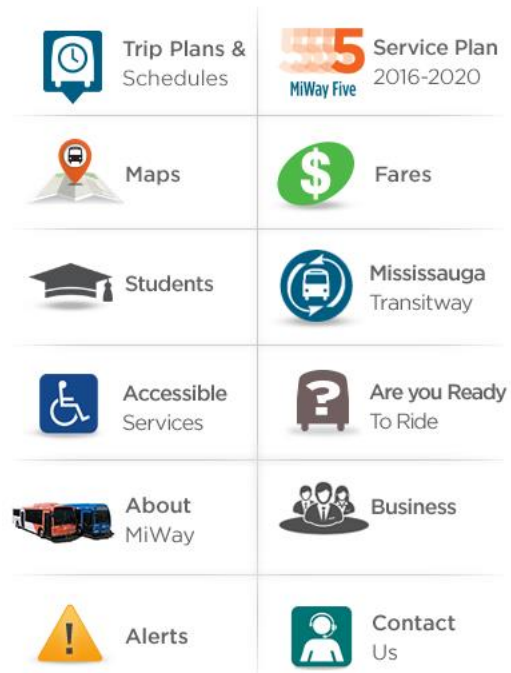


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### Web Content:

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](http://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](http://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](http://student.s.miway.ca) and [transitway.miway.ca](http://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.

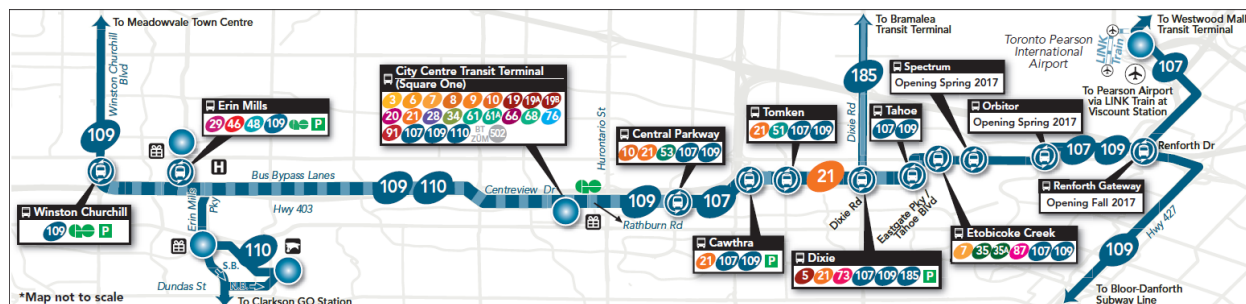


By joining MiWay's new online panel, customers will have their voices heard as we continue to evolve and shape MiWay service offerings. Through MiVoice, MiWay will be hosting surveys on various topics and will invite registered users to participate. Based on customers' registration profiles they will 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](http://www.miway.ca/transitway).



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### 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 5<sup>th</sup>, 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 9<sup>th</sup>, 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:	<a href="mailto:miway.info@mississauga.ca">miway.info@mississauga.ca</a>

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:	<a href="#">Online Feedback Form</a>

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](mailto: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><b>Availability of information on accessibility equipment, etc.</b></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><b>Completed</b></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><b>Non-functioning accessibility equipment</b></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><b>Completed</b></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><b>Accessibility training</b></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><b>Completed / Ongoing</b></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><b>Emergency preparedness &amp; response policies</b></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><b>Completed</b></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><b>Fares, support persons</b></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><b>Completed</b></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><b>Accessibility plans, conventional transportation services</b></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><b>Completed</b></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><b>General responsibilities</b></p> <p>Conventional transportation service providers shall,</p> <ul style="list-style-type: none"> <li>(a) deploy lifting devices, ramps or portable bridge plates upon request;</li> <li>(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;</li> <li>(c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and</li> <li>(d) allow a person with a disability to travel with a medical aid.</li> </ul> <p>Conventional transportation service providers shall, upon request, make information on the matters available in an accessible format.</p>	January 1, 2012	<p><b>Completed</b></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><b>Alternative accessible method of transportation</b></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><b>Completed</b></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><b>Fares</b></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><b>Completed</b></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><b>Transit stops</b></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><b>Completed</b></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><b>Storage of mobility aids, etc.</b></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><b>Completed</b></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><b>Courtesy seating</b></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><b>Completed</b></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><b>Service disruptions</b></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><b>Completed / Ongoing</b></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>



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51	<p><b>Pre-boarding announcements</b></p> <p>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><b>Completed</b></p> <p>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><b>On-board announcements</b></p> <p>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><b>Completed</b></p> <p>MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
78	<p><b>Duties of municipalities, general</b></p> <p>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><b>Completed</b></p> <p>The City of Mississauga's Accessibility Design Handbook was revised in 2015 to match the new Ontario Building Code and IASR, Design of Public Spaces requirements. The document is now referred to as the City of Mississauga 2015 Facility Accessibility Design Standards. This document has been prepared with the support of the Accessibility Advisory Committee. Details from this document are used in the design of MiWay Shelters.</p>

### Information and Communication Standards

11	<p><b>Feedback</b></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 <sup>st</sup> , 2014	<p><b>Completed / Ongoing</b></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 <a href="http://miway.ca/contactus">miway.ca/contactus</a>, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p><b>Accessible formats and communication supports</b></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 <sup>st</sup> , 2016	<p><b>Completed / Ongoing</b></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><b>Accessible websites and web content</b></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><b>Completed / Ongoing</b></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>



City of Mississauga  
**Memorandum**



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Date: April 3, 2018  
To: Chair and Members of the Accessibility Advisory Committee  
From: Jennifer Cowan, Accessibility Specialist  
Meeting Date: April 16, 2018  
Subject: Access 2 Card Program for City of Mississauga Facilities

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Councillor Chris Fonseca has requested that the Accessibility Advisory Committee consider the City of Mississauga's participation in the Access 2 Card program. To date, only private venues in the City of Mississauga participate in the program. The Access 2 Card program waives admission fees for support persons who are accompanying an individual with a disability.

Councillor Fonseca has received more than one request from Mississauga residents, asking that the City of Mississauga formally participate in this program.

There is no administration or service fee to join the Access 2 Card program and the program will allow people with disabilities to bring their support person to City of Mississauga venues without having to pay an admission fee.

At the April 16, 2018 AAC meeting, please be prepared for discussion regarding City of Mississauga participation with respect to the Access 2 Card Program.

Kind regards,

Jennifer Cowan, Accessibility Specialist  
905-615-3200 ext. 4902  
Jennifer.Cowan@mississauga.ca

## Work Plan– Mississauga Accessibility Advisory Committee

Updated for the April 16, 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;		<b>Ongoing</b>  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.		<b>Ongoing</b>  Sustainable Procurement Policy enacted January 2018, which encompasses social aspects, including purchasing Goods and Services from: <ul style="list-style-type: none"> <li>– 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.)</li> <li>– 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)</li> </ul>
3. Members of the AAC will review selected site plans and advise on accessibility issues relating to identified buildings within the municipality.		<b>Ongoing</b>

## Work Plan– Mississauga Accessibility Advisory Committee

Updated for the April 16, 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

## Work Plan– Mississauga Accessibility Advisory Committee

Updated for the April 16, 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
2018 FADS Reports	AAC-0007-2018	FADS report re: Accessible Tactile Plates dated November 27, 2017
	AAC-0008-2018	FADS report re: Accessible Pedestrian Signals dated November 27, 2017
4. Employment/Hiring Practices	AAC-0027-2015 / GC-0550-2015	GC-0550-2015 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; <b>(Completed; Reference AAC-0027-2015)</b> 2. That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to

# Work Plan– Mississauga Accessibility Advisory Committee

Updated for the April 16, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
		<p>open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process; <b>(Completed)</b></p> <p>3. That in 2016 Human Resources staff consult with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy, which is to include discussing the feasibility of employment related programs for persons with disabilities. <b>(Completed; Reference: AAC-0026-2017 and AAC-0027-2017)</b></p> <p><b>COMPLETED</b></p>
	<p><b>Reference</b></p>	<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 &amp; Chief Financial Officer be received.</p>



## **REPORT**

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### **FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE**

THE CORPORATION OF THE CITY OF MISSISSAUGA  
[www.mississauga.ca](http://www.mississauga.ca)

**MONDAY, FEBRUARY 12, 2018 – 1:23 PM**

**Committee Room D – 2<sup>nd</sup> 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*  
Mashkoor Sherwani, Citizen Member

#### **MEMBERS ABSENT**

Melanie Taddeo, Citizen Member

#### **OTHERS PRESENT**

Rasul Kassam, Supervisor, Accessibility Planning  
Jennifer Cowan, Accessibility Specialist  
Fernando Moraes, Project Leader, Senior Capital Projects  
Virginia Kalapaca, Project Manager, Park Development  
Shaesta Hussen, Planner, Planning and Building  
Trish Sarnicki, Legislative Coordinator

Contact: Trish Sarnicki, Legislative Coordinator  
Legislative Services, 905-615-3200 ext. 5426 Fax: 905-615-4181  
[trish.sarnicki@mississauga.ca](mailto:trish.sarnicki@mississauga.ca)

## **CALL TO ORDER** – 1:23 PM

Clement Lowe, Chair, called the meeting to order at 1:23 PM and requested that all present at the meeting introduce themselves.

## **ITEMS CONSIDERED**

### **1. Mount Charles Park Transit Washroom**

Nooshin Talebani, Project Manager, Facilities Development and Accessibility and Priscilla Ladouceur, Hossack & Associates spoke to the Mount Charles Park Transit Washroom. Ms. Ladouceur provided an overview of the proposed transit washroom building at Mount Charles Park noting that it will be fully accessible, with three single use washrooms. Ms. Ladouceur noted that Parks & Forestry staff advised that this location would normally not have a washroom, however, as transit workers require a washroom, they have made it available for park use as well. Ms. Ladouceur advised that two of the bathrooms will be barrier free (one male and one female, for transit staff), while the universal washroom in the middle is intended for public park patron use, and will meet FADS accessibility requirements. Additionally, Ms. Ladouceur spoke to the proposed water filling station that will be located at the side of the washroom, and the two accessible parking spaces that are available.

Members of the Subcommittee raised the following concerns:

- Whether there will be a service animal water station;
- To confirm that the coat rack not be placed above the garbage can;
- Whether the washrooms typically do not have separate entrances;
- Whether there is an exterior entrance to the back of the building;
- How exterior lighting is configured;
- Lack of lighting at the water bottle filling station;
- That the color of the doors require higher contrast and be painted in a matte color to deter reflection in the summer time;
- That the doors be painted specifically in white and blue;
- That the interior colour of the washroom not be gray, as it blends with the chrome facets of the washroom and not be too bright, as it makes it difficult to see for those with low vision;
- Whether there can be a contrasting color for the water filling station;
- That the water filling station be fully recessed to protect the unit from weather;
- To have color variation around items such as soap dispensers, hand dryers, etc.;
- Whether the hand dryers are standard or Dyson;
- Whether the FADs radius turning standard is being used;
- The composition of the floor material;
- Whether there is an occupancy sensor to let you know whether the washroom is occupied or vacant;
- Whether there is an assistance alarm;

- How the locking system works;
- That the push button have lighting around it so that it is easier to see at night;
- If transit staff do not identify as either male or female, which washroom is to be used;
- Whether there is appropriate signage for accessible parking, and parking in general;
- When the project will be completed.

In response to these questions, Ms. Talebiani and Ms. Ladoucer noted the suggestions for a service animal water filling station and the placement of the coat rack, and that there will be a convenience shelf placed near the sink. Ms. Talebiani responded that security is the reason for the washrooms not having their own separate entrances, with Ms. Ladoucer adding that there has been no need identified to have a separate entrance to the back of the building, which does cut down on costs and wall space. Ms. Ladoucer spoke to the lighting in the park, and noted that there are recessed light fixtures over each door, and that that lighting over the water filling station would be considered.

With regard to a question pertaining to the color and contrast of the doors, Ms. Talebiani noted that matte paint will be used, and that they will take into consideration color schemes of both the interior and exterior of the washroom, as well as choose colors which show contrast. Jennifer Cowan, Accessibility Specialist commented that FADS does have a 70% contrast minimum standard.

In response to a suggestion regarding the water filling station, Ms. Ladoucer noted the suggestion of recessing the unit, and stated that FADS did not have much information regarding specifics for this. Ms. Talebiani noted the suggestion regarding color variation around the items to be used and added that the hand dryers are standard, not Dyson. In response to a question regarding FADS turning radius, Ms. Talebiani confirmed that it is being used.

## **2. Iceland Arena Renovations**

Nooshin Talebiani, Project Manager, Facilities Development and Accessibility and Claudio Cellucci, Cellucci + Pace spoke to the Iceland Arena Renovations. Mr. Cellucci provided an overview of the proposed Iceland Arena Renovations, speaking to the composition of the area, with male and female washrooms, a vending kiosk and an office area. Ms. Talebiani spoke to the renovations, noting that the project is an interior renovation, which focuses on renovating three specific areas to be fully accessible: the washrooms, the concession snack area, and the information desk. Mr. Cellucci spoke to the accessibility features of the washroom, noting dropped platforms, FADS compliant urinals and stalls, as well as properly positioned grab bars, with wheelchair accessibility to sinks. Mr. Cellucci noted that the design is based on and complies with accessibility requirements, and that outside of the washroom facilities will be an indication that they are accessible.

Members of the Subcommittee raised the following concerns:

- Whether the washroom will have braille;
- Whether the washroom will be gender neutral;



- If there will be doors to enter the washroom;
- Whether the garbage can is stand alone or recessed;
- Discussion with regard to the accessible service counter and ergonomic issues for staff;
- Whether the accessible door for staff has a glass window;
- How the security of the door is enforced;
- Concerns regarding the lack of contrast of a chrome and white colour scheme;
- The material of the flooring;
- Suggestions for identifying changing planes of direction in the washroom by way of painting walls or baseboards;
- Concerns regarding LED lighting being too bright for users with low vision;
- Whether there will be signage for the washrooms;
- Suggestions for a pictogram to identify food at vending kiosk;
- Concerns regarding translucence of window blinds in office area, with the floor directing users into the window;
- Suggestions for film on flooring to direct users;
- Discussion regarding profile of counter.

In response to these questions, Ms. Talebiani and Mr. Cellucci advised that the washroom will have braille, that they are waiting upon approval of gender neutral signage, that there will be no doors to the washroom entrance, and that the garbage can will be mounted on the wall. Mr. Cellucci noted that with respect to the customer service counter, the area of travel was redesigned to be more accessible. Ms. Talebiani added that the ergonomics of the counter are being considered and that there is a cut out for both staff and customers, with appropriate leg clearance. Ms. Talebiani noted that staff are asking for no glass window for security purposes, and noted the suggestion to have a frosted finish with the window lowered. Ms. Talebiani added that the door will have a card reader. Ms. Talebiani noted the concerns of the colour scheme and explained that composition of the flooring will not be changed in the entire facility due to cost considerations but will be updated in the washroom area. Mr. Cellucci and Ms. Talebiani spoke to signage being placed outside of the washroom to indicate accessibility.

Asim Zaidi, Citizen Member left at 2:53 p.m.

Mr. Cellucci responded to concerns of the existing flooring and window blinds, noting it is translucent to ensure privacy, with Ms. Talebiani noting suggestions for adding film might be the simplest way of directing users.

**DATE OF NEXT MEETING** – Monday, March 26, 2018 - 1:30 PM, Civic Centre, Committee Room D – 300 City Centre Drive, Mississauga

**ADJOURNMENT** – 3:05 PM



## **REPORT**

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### **FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE**

THE CORPORATION OF THE CITY OF MISSISSAUGA

[www.mississauga.ca](http://www.mississauga.ca)

**Monday, March 26, 2018 – 1:32 PM**

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

#### **MEMBERS PRESENT**

Melanie Taddeo, Citizen Member  
Asim Zaidi, Citizen Member  
Carol-Ann Chafe, *ex-officio*

#### **MEMBERS ABSENT**

Clement Lowe, Citizen Member (CHAIR)  
Mashkoor Sherwani, Citizen Member

#### **OTHERS PRESENT**

Rasul Kassam, Supervisor, Accessibility Planning  
Jennifer Cowan, Accessibility Specialist  
Virginia Kalapaca, Project Manager, Park Development  
Fernando Moraes, Project Leader, Senior Capital Projects  
Trish Sarnicki, Legislative Coordinator

Contact: Trish Sarnicki, Legislative Coordinator  
Legislative Services, 905-615-3200 ext. 5426 Fax: 905-615-4181  
[trish.sarnicki@mississauga.ca](mailto:trish.sarnicki@mississauga.ca)

## **CALL TO ORDER** – 1:32 PM

Asim Zaidi, Acting Chair, called the meeting to order at 1:32 PM and requested that all present at the meeting introduce themselves.

## **ITEMS CONSIDERED**

### **1. Parking Master Plan**

Hamish Campbell, Project Leader spoke to the Parking Master Plan. Mr. Campbell provided an overview of the Parking Master Plan and spoke to the themes covered, specifically safety and accessibility, noting they are grouped together due to their correlation in design. Mr. Campbell spoke to continuous improvement and described expanding the design toolbox by not only using the Facility Accessibility Design Standards, but consulting the Global Alliance on Accessible Technologies and Environments. Mr. Campbell added that AODA regulations require a consultation with FADS for on-street parking.

Carol-Ann Chafe, Citizen Member, inquired whether Mr. Campbell is in contact with staff from Dundas Connects and Lakeshore Connects, with Mr. Campbell responding that staff sit on each other's working teams and attempt to collaborate as much as possible.

Rasul Kassam, Supervisor, Accessibility Planning inquired whether Mr. Campbell is seeking a specific process to save time or whether the objective is to bring a project to FADS or the AAC anytime a particular design is used. Mr. Campbell responded that flexibility is a priority at this time.

Members of the Subcommittee raised the following concerns:

- With regard to multiple parallel street parking, that the curb be flush along the whole sector;
- That an access aisle at the rear is needed so that the parking spots do not impede into each other and to remain consistent with current standards;
- Discussion surrounding access aisles and space between parking spots;
- That there is no indication of how many parking spots are available and where they begin and end;
- Suggestions that the parking be indicated similar to a "no parking" zone for a visual cue;
- Discussion surrounding painting the curb for a visual cue;
- Whether Transportation & Works has a policy for road painting;
- Discussion surrounding the benefits and drawbacks of adding bollards;
- Incorporating two access points;
- Discussion surrounding the colors used for paint;

Mr. Campbell took under consideration the concerns of the Committee and noted that while Transportation & Works has a standard regarding the type of paint used, he is not aware of

any policy on painting curbs. Mr. Campbell noted that identifying locations for on-street parking is on a demand basis, noting that efforts will be made to contact Peel TransHelp to confirm high priority locations for pickup and drop off.

Mr. Kassam noted that while the posts in front of the parking bays themselves must have the International Symbol of Access, as legislated by the Highway Traffic Act, there is no legislation with respect to pavement markings or curbs.

Members of the Subcommittee raised the following additional concerns:

- The accessible parking permit process and whether the permits are issued based on the street or the individual;
- Whether parallel spots are wider than perpendicular spots;
- Discussion regarding overflow parking when all accessible parking is being utilized.

Mr. Campbell responded that he will look into the process regarding accessible parking permits. Mr. Hamish noted that spot width is most likely dictated by how much roadway is available, with Jennifer Cowan, Accessibility Specialist and Virginia Kalapaca, Project Manager, Park Development discussing the minimum width as proposed by FADS and noting that any resulting changes will have to be updated in the FADS guidelines.

Mr. Campbell acknowledged the concerns of the Subcommittee members regarding overflow parking issues and noted that it will be included in the report, as it is an emerging issue with an aging population. Subcommittee members discussed family parking, seniors parking and priority parking, with Mr. Kassam adding he will contact Lorena Smith, Community Development Coordinator, Older Adults to discuss the issue of seniors parking. Jennifer Cowan, Accessibility Specialist noted that priority parking is unenforceable and that there is no provincial standard with respect to accessible parking in front of hospitals, for example.

**DATE OF NEXT MEETING** – Monday, April 30, 2018 - 1:30 PM, Civic Centre, Committee Room D – 300 City Centre Drive, Mississauga

**ADJOURNMENT** – 2:36 PM