
Accessibility Advisory Committee

Date

2018/06/18

Time

2:00 PM

Location

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

Members

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

Contact

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

Find it Online

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

Staff Accessibility Resource Team (StART)

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 - April 30, 2018

5. **DEPUTATIONS**

5.1. Jay Stoyan, Disability Channel and Frank Sroka, OWLware Ltd. to speak regarding the Disability Channel

5.2. Michelle Berquist, Project Leader, Transportation Planning to speak regarding Mississauga Moves: Consultation on Vision & Goals

5.3. Access 2 Card

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)**

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

7.2. Region of Peel Accessibility Advisory Committee Update

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

7.3. Terms of Reference

7.4. Accessibility Advisory Committee Work Plan

8. **SUBCOMMITTEE REPORTS**

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

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. Accessible Transportation Subcommittee Report - May 14, 2018

RECOMMENDATION

That the deputation and associated presentation by Michael Foley, Mobile Licensing Enforcement with respect to On Demand Accessible Taxi Service be received.

RECOMMENDATION

That the deputation and associated presentation by Brian Barber, Training Officer, Mississauga Transit with respect to Accessibility Training Video for Bus Operators be received.

8.3. Facility Accessibility Design Subcommittee Report - May 28, 2018

RECOMMENDATION

That the deputation and associated presentation by Tom Brzeziak, Parking Coordinator, Transportation and Works with respect to Traffic By-law be received.

RECOMMENDATION

1. That the presentation regarding Westwood Mall Washrooms to the Facility Accessibility Design Subcommittee on May 28, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the Westwood Mall Washrooms.

RECOMMENDATION

1. That the presentation regarding P-531 New Community Park Development to the Facility Accessibility Design Subcommittee on May 28, 2018 be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the design of the P-531 New Community Park Development.

9. **INFORMATION ITEMS**

9.1. Resignation of Stakeholder Member Mandi Buckner

10. **OTHER BUSINESS**

11. **DATE OF NEXT MEETING**

12. **ADJOURNMENT**

City of Mississauga
Minutes

DRAFT



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 Present

Councillor Matt Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member (Chair)
Melanie Taddeo, Citizen Member (Vice-Chair)
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Asim Zaidi, Citizen Member
Alfie Smith, Stakeholder Member

Members Absent

Mashkoor Sherwani, Citizen Member
Sally Wall, Stakeholder Member
Rabia Khedr, Citizen Member
Mandi Buckner, Stakeholder Member

Staff Present

Rasul Kassam, Supervisor, Accessibility Planning
Jennifer Cowan, Accessibility Specialist
Anna Cascioli, Senior Manager, Facilities Development & Accessibility
Virginia Kalapaca, Project Manager, Park Development
Christine Gabany, Manager, Talent Acquisition, Human Resources
Christopher Tham, Marketing Coordinator
Trish Sarnicki, Legislative Coordinator, Office of the City Clerk
Virginia Kalapaca, Project Manager, Park Development
Pamela Shanks, Corporate Policies Analyst

Find it online

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

1. **CALL TO ORDER – 1:35 PM**

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

2. **APPROVAL OF AGENDA**

Rasul Kassam, Supervisor, Accessibility Planning noted that on May 16, 2018 at 1:30 p.m. Mayor Crombie will attend a public event at the courthouse to paint the dynamic symbol on the parking pavement markers. Mr. Kassam noted that the Accessibility Advisory Committee (AAC) is invited to join in this event and requested that AAC Members notify Mr. Kassam or Jennifer Cowan, Accessibility Specialist by May 4, 2018 to confirm their attendance.

Approved (M. Taddeo)

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

4. **MINUTES OF PREVIOUS MEETING**

4.1 Minutes from the February 5, 2018 Accessibility Advisory Committee meeting

Approved (A. Smith)

5. **DEPUTATIONS**

5.1. Judy Kerling, Manager, Employee Health Services spoke regarding Human Resources: Accommodation Practices

Ms. Kerling provided an overview of Human Resources Accommodation Practices and noted that Employee Health Services (EHS) supports people with accommodations under the People Strategy: Healthy Workplace strategic priority. Ms. Kerling spoke to temporary and permanent accommodations, noting they may be required at the time of hire or require time away from work. Ms. Kerling spoke to the various wellness initiatives offered by the City with respect to prevention, intervention and recovery, and noted the focus on prevention and keeping people well. Ms. Kerling stated that the City helped support 210 accommodations in 2017.

Questions from Committee Members arose with regard to the following:

- Clarification with respect to how many employees work for the City to understand the percentage of accommodations;
- Whether a specific type of disability is being accommodated more frequently.

In response to these questions, Ms. Kerling explained that the percentage of people who were accommodated in 2017 is 5.3% and that the information for specific disabilities being accommodated is not available but that Human Resources is making progress

with respect to understanding the ways in which employees can be supported, especially with regard to mental health awareness.

RECOMMENDATION

That the deputation and associated presentation by Judy Kerling, Manager, Employee Health Services with respect to Human Resources: Accommodation Practices, be received.

Received (Councillor Saito)

Recommendation AAC-0013-2018

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

Mr. Margiotta and Mr. Bechard provided an update with respect to the Accessible Transportation Master Plan (ATMP), noting the Region began the ATMP in 2012 and it continues to be updated regularly, with consistent extensive stakeholder engagement. Mr. Margiotta spoke to the redesign of the TransHelp website and the addition of an online application process. Mr. Margiotta noted that due to new AODA eligibility requirements which now include cognitive and mental health, the client profile has significantly expanded in 2017. Mr. Margiotta noted the effectiveness of the application, noting only 4% of applicants are ineligible, but that eligibility decisions are rarely appealed. Mr. Margiotta spoke to the client re-certification process currently underway, with most clients continuing to receive some level of service. Mr. Margiotta spoke to focus areas with respect to passenger travel training, the passenger assist program, new technology, and investing in quality and noted client satisfaction is at 88% based on surveys, with plans continuously developed to improve service.

Questions and comments from Committee Members arose with regard to the following:

- How clients are re-certified so quickly;
- Whether there has been any progress with respect to LHIN funding;
- The ratio of applicants who qualify compared to those that do not;
- The amount of people who qualify on temporary basis, such as seniors;
- How extensions are provided for those who require them;
- With expansion of clients, whether there is an adequate amount of equipment and staffing;
- Concerns that an annual client satisfaction survey is not often enough;
- How the Region will cope financially with increase of users;
- Whether those with mental health disabilities can apply for TransHelp;
- Whether the appeals process is automatic, and how long after being denied can someone appeal;
- Whether consideration is given to those with sporadic disabilities.

In response to these questions, Mr. Margiotta noted that the majority of re-certifications were relatively easy, as there was enough information on the client to make a decision.

With respect to LHIN funding, Mr. Margiotta noted that currently the proposal period has closed and they are yet to announce a successful agency to provide the service, however, LHIN will likely be funding some level of service. Mr. Margiotta responded that in a month there are approximately 300 applicants with roughly 12 that are ineligible, with 20% of applicants qualifying for temporarily eligibility (noting a difference between conditional eligibility, which would give you certain access on a more permanent basis) and added that supervisors are authorized to grant an extension to someone who requires a longer temporary permit. Mr. Margiotta noted that with respect to equipment and staffing, there is a 0% decline rate, which means that persons will not be declined a ride, and that currently needs are being met, with staff and fleet levels actively being evaluated to ensure they provide adequate service. Mr. Margiotta acknowledged concerns that the annual survey is not enough, and noted that there is also a TransHelp Advisory Committee, as well as various partnerships in place. With respect to the funding of TransHelp, Councillor Saito responded that it is fully funded by property taxes on the regional tax bill and can only be expanded by increasing taxes. Mr. Margiotta noted that eligibility is based on barriers to conventional transportation and noted the appeals process is not automatic, but that an appeal is available immediately, and that a person can re-apply in 6 months, or if the condition changes. Lastly, Mr. Margiotta noted that sporadic disabilities are considered, and added that in the spirit of the AODA, the service is provided to those who need it.

RECOMMENDATION

That the update by David Margiotta, Manager, Performance Measurement and Master Plan Implementation, TransHelp and Mike Bechard, Project Advisor, TransHelp with respect to Accessible Transportation - Region of Peel, be received.

Received (M. Taddeo)
Recommendation AAC-0014-2018

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 noted the Employment Standards Development Committee (SDC) has released a set of 8 recommendations that they will be presenting to the Minister regarding changes to the Accessible Employment Standard. Based on Accessibility Planning's review, the changes being proposed will not likely have a significant impact on the City of Mississauga. Ms. Cowan again encouraged members to submit comments to the Employment SDC if they do not agree with the recommendations at:

<https://www.ontario.ca/page/improving-accessibility-standards-employment>

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 (A. Smith)

Recommendation AAC-0015-2018

7.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain, Citizen Member provided an update with respect to the Region of Peel Accessibility Advisory Committee, noting a food certification program for anyone working in the food industry will have accommodations being put in place. Ms. Husain added that Caledon is having a Seniors' Day on June 6, 2018 from 10AM to 2PM, with a theme of food and nutrition. Ms. Husain noted that the Region is going to be involved in a lot of updates to regional roads and that the Committee is working on a checklist, which includes a lot of criteria.

RECOMMENDATION

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

Received (M. Taddeo)

Recommendation AAC-0016-2018

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, Accessibility Supervisor spoke to the Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan and noted that following AAC consultation the Report and Plan had been revised to include a message from the Mayor, a message from Members of Mississauga City Council, a message from Mississauga AAC, and that the AAC has a dedicated section (section 6) in the report with 2017 Achievements by Mississauga AAC. Mr. Kassam spoke to the next steps and noted that the intention was for the Draft 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report be adopted in the General Committee Meeting on May 16, 2018.

Members of the Committee thanked Mr. Kassam for taking the time to meet with them, and for making changes based on their input. Committee Members of the Accessibility Advisory Committee endorse and are in full support of the 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report.

RECOMMENDATION

1. That the City of Mississauga 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report, be received for information;
2. That the Accessibility Advisory Committee is in full support of the City of

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

Received (N. Husain)
Recommendation AAC-0017-2018

7.4. Electronic Participation in Committee meetings

Trish Sarnicki, Legislative Coordinator requested feedback from Committee Members with respect to whether they would like to pursue electronic participation for the AAC, and if so, whether there shall be voting capabilities for the person who is to be participating electronically.

Discussion amongst Committee Members pertained to whether electronic participation should be applicable to all committees, the technology to be used, if it should be applicable to all persons or only those with disabilities, issues surrounding disclosure of a disability, concerns regarding whether the effort made to provide for electronic participation will provide an overall benefit to the Committee, whether a policy would need to be in place for abuse of the system with respect to attending meetings and how quorum would be decided.

Councillor Saito noted there is already a policy in place for attendance, noting that missing three meetings in a row may result in removal from the Committee.

Committee Members agreed that electronic participation should be applicable to all advisory committees, including the capability to vote, for individuals with disabilities, where an accommodation has been requested.

Councillor Saito requested that the Committee's recommendation be referred to Governance Committee for discussion and review, to which the Committee agreed.

RECOMMENDATION

1. That the Accessibility Advisory Committee supports electronic participation for all advisory committee meetings, including the capability to vote, for individuals with disabilities, where an accommodation has been requested.
2. That the Accessibility Advisory Committee's request for electronic participation be forwarded to Governance Committee for discussion and review.

Received (Councillor Mahoney)
Recommendation AAC-0018-2018

7.5. Access 2 Card

Jennifer Cowan, Accessibility Specialist spoke to the matter of Access 2 Card Program for City of Mississauga Facilities.

Councillor Saito noted the Access 2 Card may be used at Meadowvale Theatre, the City's Recreational Programming, and MiWay and noted that when using public transit a

caregiver does not have to pay for a ticket.

Discussion amongst Committee Members pertained to whether the card is accepted everywhere in the City, that most venues now offer the card for free, the issue of having residents pay for a card where their needs are already accommodated, and what is being asked of the AAC.

Direction was given to Accessibility staff to refer this matter back to Councillor Fonseca for clarification as to where the Access 2 Card is unable to be used.

RECOMMENDATION

1. That the memorandum dated April 3, 2018 from Jennifer Cowan, Accessibility Specialist with respect to the Access 2 Card Program for City of Mississauga Facilities be received for information.
2. That the matter of the Access 2 Card Program for City of Mississauga Facilities be deferred to the next Accessibility Advisory Committee meeting on June 18, 2018.

Received (M. Taddeo)
Recommendation AAC-0019-2018

7.6. Accessibility Advisory Committee Work Plan

No discussion took place on this item.

RECOMMENDATION

That the Accessibility Advisory Committee Work Plan updated for the April 16, 2018 meeting of the Accessibility Advisory Committee be approved.

Received (A. Smith)
Recommendation AAC-0020-2018

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.

Received (A. Zaidi)
Recommendation AAC-0021-2018

(AAC-0022-2017 was inadvertently missed)

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

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.

Received (A. Zaidi)

Recommendation AAC-0023-2018

9. **OTHER BUSINESS**

Rasul Kassam, Accessibility Supervisor noted that the Connections Resource Fair for Persons with Disabilities will take place at the Living Arts Centre on May 2, 2018 from 12 PM to 7 PM.

10. **DATE OF NEXT MEETING** – Monday, June 18, 2018 – 2:00 PM, Civic Centre, Committee Room A, 2nd Floor11. **ADJOURNMENT** – 3:15 PM



The Disability Channel (TDC) is the world's leading company for engagement, empowerment and awareness about the disability community. TDC has been showcasing and celebrating abilities since 2013.

TDC has partnered with Owlware Ltd. a company that is recognized by Ontario Disability Support Program and provides employment supports as a job placement servicing the needs of individuals facing barriers to employment.

Since its conception, TDC has evolved and expanded from a local Toronto based audience to an international one. TDC now has field reporters in the United States of America providing coverage of extraordinary accomplishments of people who identify as disabled as well as those who support these individuals through TDC's initiatives.

TDC is the first disability company that is featured on a streaming television service with RokuTV. Now viewers, fans and subscribers can access information and watch pre-recorded and live videos from Facebook, RokuTV and Youtube. Show and event highlights are also available through TDC's social media sites: Twitter (@TDChannel1), Facebook (The Disability Channel) and Instagram thedisabilitychannel.ca.

With over two thousand viewers and counting per live Facebook stream, TDC will provide supporting companies with global exposure and public endorsements that garner the attention of a wide audience for a nominal fee. The support of each donation goes into the improvement and expansion of TDC's employment program that gives people an opportunity to learn on site and implement their knowledge in an environment that caters to the needs of all.

The TDC's content, platform and marketing components make the network stand out as a leader in advocating for the abilities of those with challenges.

If interested in empowering and supporting the disability community, please go to www.thedisabilitychannel.ca, on Facebook, Twitter, Instagram and LinkedIn for more information.

Join TDC in creating opportunities, building bridges and unifying all people to celebrate their abilities.

Contact information is as follows:

Jay Stoyan
Tel: 647-339-6847
Artscape Wychwood Barns
601 Christie Street, Suite 170, Toronto, Ontario
M6G 4C7

Thank you for your interest. We look forward to working with you.

Briefing Note



Prepared For:	Accessibility Advisory Committee
Date:	June 4, 2018
Subject:	City of Mississauga Admission Fees for Support Persons & Access2 Card Program
Prepared By:	Jennifer Cowan, Accessibility Specialist

1. Purpose

The purpose of this briefing note is to provide the Accessibility Advisory Committee (AAC) with information pertaining to admission fees for support persons and City of Mississauga policies.

2. Background

The Access2 Card program is an Easter Seals initiative which allows an individual with a disability be accompanied by their person without having to pay the second admission fee. Currently, in Mississauga, only two private venues participate in the program – Family Jingle and Mingle, which is an annual Christmas show held at the International Centre, and the Mississauga Sky Zone Trampoline Park location. Private venues are contacted in different cities, and join the program voluntarily. Across the Province, the Access2 card is accepted at all Cineplex, Imagine, Landmark and Rainbow cinemas.

3. Legislative Requirements

The Integrated Accessibility Standards Regulation (O.Reg 191/11) states the following:

If a person with a disability is accompanied by a support person, the provider shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.

If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

4. Existing Policies

The City of Mississauga's Corporate Accessibility Policy states the following:

6.3 Use of Support Persons

6.3.1 If assisted by a Support Person, the person with a disability must not be prevented from having access to the Support Person.

6.3.2 If a participant fee is charged (e.g. admission or registration fee) the fee must be waived for the accompanying Support Person.

This policy is in place for all programs or services that are operated by the City of Mississauga, where an admission fee is charged.

Briefing Note

The Living Arts Centre's Accessibility Policy states the following:

USE OF SUPPORT PERSON

If a patron with a disability is assisted by a support person, they will be granted the same access to all public areas of the LAC. For ticketed performances support persons are expected to have a ticket to enter the theatre. Applicable fees will be applied. Patrons should contact the Box Office for more information or to order tickets. For courses/camps, all details of a disability must be disclosed at the time of registration. Registered support workers are admitted to Community Courses/Camps free of charge but must have a Police clearance check (for children's classes only).

Accessibility Planning has contacted LAC and confirmed this policy is enforced.

5. Access2 Card Program

The Access 2 card is for people of all ages and types of permanent disabilities who require the assistance of a support person.

The Access2 Card program is a free program for the City of Mississauga to participate in; however there is a membership fee for individuals. To participate in the program for 3 years, an individual with a disability is charged \$20.

Approved venues, geographically located within the City of Mississauga, that are operated privately, include: Family Jingle and Mingle, and Sky Zone Trampoline Park

6. Options

- a) Highlight the City of Mississauga's policy pertaining to admission fees for support persons and communicate this information to staff through a Team 300 email, as well as by posting the information on Inside Mississauga
- b) Support the Access2 Card program for use in City of Mississauga facilities, services and programs.

7. Recommendations

Accessibility Planning recommends communicating the City of Mississauga's Accessibility policy, as it pertains to admission fees for support persons. This can be achieved through an email to supervisors (Team 300) and this information can be posted on Inside Mississauga.

cc. Anna Cascioli, Manager, Facilities Development and Accessibility
 Rasul Kassam, Supervisor, Accessibility Planning, Facilities Development and Accessibility
 Councillor Chris Fonseca

City of Mississauga Admission Fees for Support Persons

Jennifer Cowan

Accessibility Specialist

Facilities & Property Management



Background

- Request from Councillor Chris Fonseca to adopt the Access2 Card program for City operated services
 - AAC requested additional information

Legislative Requirements

- Integrated Accessibility Standards Regulation requires (80.47):
 - Organizations to allow a support person entry
 - To communicate if an admission fee will be charged for the support person

City of Mississauga Policy

- The City's Accessibility Policy (03-08-05) waives admission fees for the accompanying Support Person.
- Policy applies to all programs or services that are operated by the City of Mississauga, where an admission fee is charged.

Living Arts Centre Policy

- City policy does not apply to LAC
 - Independently operated
- Living Arts Centre does charge a fee for a ticketed performances.
- For courses/camps, all details of disability must be disclosed at the time of registration.
 - Registered support persons are admitted to courses/camps, free of charge

Access2 Card Program

- Free program for the City to participate
- Membership fee for an individual is \$20 (3 year membership)
- Only accepted at two venues in the City of Mississauga:
 - Family Jingle and Mingle (Christmas Show)
 - Sky Zone Trampoline Park

Recommendation #1

Communicate the City of Mississauga accessibility policy pertaining to admission fees for support persons to staff.

- Team 300 (Managers and Supervisors) email
- Inside Mississauga (intranet)

Recommendation #2

AAC to write letter to Living Arts Centre Board asking to consider participating in the Access2 Card program.

City of Mississauga
Memorandum



Date: June 11, 2018
To: Chair and Members of the Accessibility Advisory Committee
From: Jennifer Cowan, Accessibility Specialist
Meeting Date: June 18, 2018
Subject: Accessibility Advisory Committee Terms of Reference – 2018 Update

With the current term for the Accessibility Advisory Committee (AAC) coming to a close in 2018, Accessibility Planning felt that it was prudent to ensure all AAC documentation was up to date. As such, Accessibility Planning, along with Legislative Services have reviewed the AAC Terms of Reference and made the following changes:

- Removed any mention of the Ontarians with Disabilities Act (ODA) as this legislation was repealed in 2016
- Included legislative requirements under the Accessibility for Ontarians with Disabilities Act (AODA); and,
- Updated information on the Staff Support Group (StART)

In addition to this update, Accessibility Planning will work with Legislative Services to update the AAC Resource Manual, and will have that ready for the first meeting in 2019.

Kind regards,

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

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

TERMS OF REFERENCE

1.0 Background:

These terms of Reference have been developed under the provision of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The purpose of the Act is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers.

Under the Act, each municipality is to establish an Accessibility Advisory Committee (AAC). A majority of the AAC must be persons with disabilities.

The Integrated Accessibility Standards Regulation (IASR) imposes certain requirements that municipalities must follow to ensure that existing barriers for people with disabilities are removed over time and that no new barriers are created.

Under the AODA, all municipalities must establish, implement, maintain and document a multi-year accessibility plan, which outlines the organizations strategy to prevent and remove barriers and meet their requirements under the IASR. Municipalities must post the plan on their website, and review and update it at least once every five years. Additionally, municipalities must create and update the plan in consultation with people with disabilities, and an Accessibility Advisory Committee where one has been established. The Accessibility Plan is to address the "identification, removal and prevention of barriers to persons with disabilities" in Mississauga's by-laws, policies, programs, practices and services". (s.11(2))

2.0 Definitions:

Within this Terms of Reference, the term:

"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 coordination, blindness or visual impediment, deafness or hearing impediment, speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

Mississauga Accessibility Advisory Committee - Terms of Reference

- b) a condition of mental impairment;
- c) condition of a developmental disability;
- d) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- e) a mental disorder; or,
- f) 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").

"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:
- physical barriers, for example a step at the entrance to a store;
- architectural barriers, for example no elevators in a building of more than one floor;
- information or communication barriers, for example a publication that is not available in large print;
- attitudinal barriers, for example assuming people with a disability can't perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

3.0 Mandate:

The AAC shall act in an advisory capacity to Council through reports to General Committee.

The AAC shall advise, recommend and assist the City of Mississauga in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities. This aim shall be achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

Further duties, as outlined in the AODA include:

- 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);
- review in a timely manner the site plans and drawings described in section 41 of the *Planning Act* that the committee selects; and
- perform all other functions that are specified in the regulations.

4.0 Membership:

- 1) The AAC shall be comprised of 9 - 12 voting members consisting of:
 - a) Citizen members: a majority of the members shall be persons with disabilities. A variety of types of disabilities may be represented such as persons with a physical disability (visual, speech, hearing, use of wheelchair or assistive device), cognitive disability (intellectual impairments), perceptual (learning disability) and mental health issues.
 - b) 2 representatives who are professionals from the stakeholder community (eg. Agencies representing persons with disabilities)
 - c) 2 members of Council
- 2) The length of term for AAC members shall run concurrent with the term of Council.
- 3) For the purpose of 1) a) above, Citizen Members must reside in Mississauga. Employees of the City of Mississauga or the Regional Municipality of Peel are not eligible to be members of the AAC.
- 4) The AAC may form sub-committees to address specific issues and report to the AAC. At least one member of the AAC must be represented in a subcommittee. Other members of the subcommittee may include other persons from the disabled community.

Mississauga Accessibility Advisory Committee - Terms of Reference

- 5) A Chairperson shall be elected by a majority of the members of the AAC at its first meeting of the term. He or she shall chair all AAC meetings.
- 6) A Vice-Chairperson shall be elected by a majority of the members of the AAC at its first meeting of the term. In the absence of the Chairperson, the Vice-Chairperson shall chair AAC meetings.
- 7) In the event of a tie in voting, the Chair will break the tie.

5.0 Staff Support Group: (non-voting)

Staff representatives from the following Departments/Divisions shall provide input at AAC meetings where applicable:

Community Services:

- Library
-
- Parks and Forestry
- Culture
- Recreation

Corporate Services:

- Legislative Services/ Office of the City Clerk
- Communications
- Human Resources
- Legal Services
- Materiel Management
- Facilities and Property Management

Planning and Building:

- Building
- Development and Design

Transportation and Works:

- MiWay – Transit
- Transportation and Engineering Planning
- Enforcement

City Manager's Office:

- Management Consulting

6.0 Membership Responsibilities:

- 1) Members of the AAC are expected to be familiar with the AODA, its Regulations and the Terms of Reference for the committee. Members are expected to contribute their expertise actively during meetings of the AAC.
- 2) Perform all functions as mandated by the AODA and its Regulations including:
 - a) Members of the AAC will advise Council on the preparation, implementation, and effectiveness of the City's 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 and services;
 - b) 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.
 - c) Members of the AAC will review selected site plans and advise on accessibility issues relating to identified buildings within the municipality.

7.0 Recruitment Process:

Follow Corporate Policy and Procedure for recruitment of citizen members for Committees of Council. Awareness and implementation of alternate formats for recruitment can also be considered.

8.0 Frequency of Meetings:

One meeting per month, or as determined by the Committee at the call of the Chair.

9.0 Expenses:

Members of the AAC shall be eligible for reimbursement of expenses incurred which are deemed necessary for full participation in the Committee (i.e. sign language interpretation services, etc).

10.0 Quorum:

A Quorum shall be a majority of members. At least one Councillor must be present to establish quorum.

GC –251-2003-05-20

Adopted by Council on May 14, 2003

Work Plan– Mississauga Accessibility Advisory Committee

Updated for the June 18, 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;	AAC-0016-2018	Ongoing <ol style="list-style-type: none"> 1. That the Draft City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report, be received for information; 2. That the Accessibility Advisory Committee is in full support of the Draft City of Mississauga 2017 Annual Accessibility Report & 2018-2022 Multi-Year Accessibility Plan, and 2017 MiWay Annual Accessibility Report as presented.
2. Members of the AAC will advise Council on issues of accessibility in Council's decision to purchase goods and services through the procurement process for the use of itself, its employees or the public, when requested by Council.		Ongoing <p>Sustainable Procurement Policy enacted January 2018, which encompasses social aspects, including purchasing Goods and Services from:</p> <ul style="list-style-type: none"> – Suppliers, including social enterprises, which provide employment and training for youth and people with employment barriers (e.g. people with disabilities, new immigrants, chronically unemployed, ex-offenders, etc.) – Suppliers that demonstrate best practices in workplace diversity, inclusion and accessibility (e.g., women, indigenous, minority-owned businesses or businesses owned by persons with disabilities)
3. Members of the AAC will review selected site plans and advise on accessibility issues relating to identified buildings within the municipality.		Ongoing

Work Plan– Mississauga Accessibility Advisory Committee

Updated for the June 18, 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 June 18, 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
	AAC-0021-2018	FADS report re: Mount Charles Park Transit Washroom dated February 12, 2018
	AAC-0023-2018	FADS report re: Parking Master Plan dated February 12, 2018
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;

Work Plan– Mississauga Accessibility Advisory Committee

Updated for the June 18, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
		<p>(Completed; Reference AAC-0027-2015)</p> <p>2. That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process; (Completed)</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.</p> <p>(Completed; Reference: AAC-0026-2017 and AAC-0027-2017)</p> <p>COMPLETED</p>
	Reference	<p><u>September 14, 2015 AAC meeting:</u></p> <p>AAC-0027-2015 That the email dated July 11, 2015 from Mashkoor Sherwani, Citizen Member with respect to hiring practices for persons with developmental and intellectual disabilities, be received.</p> <p><u>September 18, 2017 AAC meeting:</u></p> <p>AAC-0026-2017 That the deputation and associated presentation by Renee Bazile-Jones, Senior Director of Learning, Canadian Centre for Diversity and Inclusion with respect to the Workforce Diversity and Inclusion Strategy, be received.</p>

Work Plan– Mississauga Accessibility Advisory Committee

Updated for the June 18, 2018 Accessibility Advisory Committee meeting.

Work Plan Item	AAC Recommendation	Status
		AAC-0027-2017 That report entitled “Workforce Diversity and Inclusion Strategy” dated September 8, 2017 from the Commissioner of Corporate Services & Chief Financial Officer be received.



REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, FEBRUARY 12, 2018 – 1:23 PM

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

MEMBERS PRESENT

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

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 Talebiani, 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

ACCESSIBLE TRANSPORTATION SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, MAY 14, 2018 – 1:00 PM

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

MEMBERS PRESENT

Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member

MEMBERS ABSENT

Mashkoor Sherwani, Citizen Member
Rabia Khedr, Citizen Member

OTHERS PRESENT

Jennifer Cowan, Accessibility Specialist
Marie-France Chartrand, Legal Counsel
Trish Sarnicki, Legislative Coordinator

Contact:

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

Find it Online

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

CALL TO ORDER

Trish Sarnicki, Legislative Coordinator called the meeting to order at 1:03 p.m.

Ms. Sarnicki called for nominations for appointment of the Chair of the Accessible Transportation Subcommittee. Clement Lowe, Citizen Member was nominated and appointed as Chair.

Clement Lowe, Chair, requested that all present at the meeting introduce themselves.

ITEMS FOR CONSIDERATION**1. On Demand Accessible Taxi Service**

Michael Foley, Manager, Mobile Licensing Enforcement spoke regarding On Demand Accessible Taxi Service. Mr. Foley provided an overview of On Demand Accessible Taxi Service and noted that the purpose of the project is to develop and provide recommendations for a revised regulatory framework, noting brokerages which request an accessible taxi plate would receive it for free. Mr. Foley stated that the City wishes to provide accessible taxi service at the same level as non-accessible taxi cabs.

Naz Husain, Citizen Member, inquired what the purpose of the regulatory framework is, with Mr. Foley noting that there are regulations around licensing and use of accessible taxi cabs, but that there is no regulation to provide accessible taxi cabs.

Mr. Foley noted that between 7600 and 11,400 individuals require the use of a wheelchair or similar assistive device for mobility in Mississauga, adding that 5500 residents require accessible taxi service. Mr. Foley noted that the accessibility community uses taxi cabs at the same rate as standard taxi cabs, however, the issue is not with the number of taxis available, but the on-demand aspect of service.

Questions from Committee Members arose with regard to the following:

- Concerns regarding service levels;
- Whether a guarantee can be made to provide accessible on-demand taxi service;
- How this proposal impacts the livelihood of accessible taxi drivers;
- Concerns regarding the reality of the situation;
- Where the funding is to come from;
- How to ensure Uber contributes;
- Whether the Taxi Scrip (Peel Region) would still work with Mississauga Council.

Mr. Foley responded that service levels would be addressed by providing 15 dedicated accessible taxi cabs for accessible taxi service only, that the use of the cab would be subsidized as opposed to simply licensing, that any proposed subsidy has to address the cost disparity and spoke to how dispatch must be coordinated between brokerages to maximize the impact of on-demand service. Mr. Foley spoke to the importance of a dispatch system that allows for drivers to take other calls if there are no calls for accessible service, and added that dispatch is crucial to ensuring calls are not duplicated. Mr. Foley acknowledged that accessible vehicles are expensive but that with the right incentive, the proposal can be made attractive enough and that the funding is coming from a per ride fee, that is approximately 6 to 8 cents per ride. Mr. Foley noted that they are observing other municipalities such as Boston and Chicago, and confirmed that the Taxi Scrip program would still work with Council.

2. Accessibility Training Video for Bus Operators

Brian Barber, Training Officer, Mississauga Transit spoke regarding the Accessibility Training Video for Bus Operators, noting it is an opportunity to enhance the training of operating staff through the use of a professional video service. Mr. Barber explained that currently MiWay hires approximately 100 new operators per year, with 200 operators receiving refresher training per year, noting that training changes and evolves over time. Mr. Barber proposed the idea of interviewing Accessibility Advisory Committee Members for the video.

Questions from Committee Members arose with regard to the following:

- Whether TransHelp had been contacted, as it is believed they are also developing a training video;
- Whether consideration would be given to those with non-visible disabilities;
- How long the video would be;
- How interactive the video would be;
- What the timeline of production, creation and implementation of the video is;
- Consideration of an honorarium to volunteers who participate in the video;
- If the video would include those who travel with a support person or a service animal;
- Operators should be aware of accessibility and disability, noting that some users may not be capable of verbally expressing what they need.
- How much training operators receive.

Mr. Barber responded that all of the Subcommittee's concerns will be addressed for the video, that the length of the video will be 10 minutes long, that the video is an eLearning opportunity, and that the proposed timeline for the video is to start in June and finish by the fall. Mr. Barber noted that an honorarium for volunteer participants would be considered, and that bus operators receive a combination of eLearning, classroom training, and roleplaying on the bus, noting they are recertified every 5 years.

DATE OF NEXT MEETING – To be determined

ADJOURNMENT – 2:12 PM



REPORT

FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE OF THE MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

Monday, May 28, 2018 – 1:28 PM

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

MEMBERS PRESENT

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

MEMBERS ABSENT

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

OTHERS PRESENT

Jennifer Cowan, Accessibility Specialist
Trish Sarnicki, Legislative Coordinator
Virginia Kalapaca, Project Manager, Park Development
Marie France Chartrand, Legal Counsel
Tom Brzeziak, Parking Coordinator
Jamie Brown, Manager, Municipal Parking
Vedad Hasanovic, Project Leader, Senior Capital Projects

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

CALL TO ORDER – 1:28 PM

Clement Lowe, Chair, called the meeting to order at 1:28 PM and requested that all present at the meeting introduce themselves.

ITEMS CONSIDERED

1. Traffic By-law

Tom Brzeziak, Parking Coordinator, and Jamie Brown, Manager, Municipal Parking, provided an overview of the Traffic By-Law and spoke to downtown off-street paid parking which was introduced in 2011. Mr. Brzeziak noted that under Section 21 A(2) no person can park a vehicle beyond the time limit, and that under Section 21 A(7), any person with a valid accessible parking permit does not have to pay to park in that area, which allows for this individual to park beyond the time limit. Mr. Brzeziak explained that the intention of Section 21 A(7) was to allow a person with a valid accessible parking permit to park all day if required in any of the downtown garages without the need to pay when paid parking is in effect. Mr. Brzeziak added that the purpose of paid parking is to help manage parking demand, encourage space turnover and manage congestion. Mr. Brzeziak noted that parking officers continue to report accessible permit abuse at on-street pay and display areas, vehicles parking well beyond the 2, 3 or 4 hour limit, and routinely seeing the same vehicles. To address this issue, Mr. Brzeziak noted the Transportation and Works Department recommends amending the Traffic By-Law so that a person with a valid accessible parking permit will be allowed to park for free, but will no longer be allowed to exceed the applicable time limit.

Members of the Subcommittee raised the following concerns:

- What happens if you park on the street and exceed the limit;
- How other municipalities deal with this issue;
- If there is an opportunity to add more accessible parking to the street;
- Whether more barriers are created by amending the by-law;
- Current time limits within the City.

Mr. Brzeziak responded that exceeding the time limit results in no penalties at this time, that no two municipalities deal with the issue in the same way, and that more accessible parking spaces can be added to the street if requested. Jennifer Cowan, Accessibility Specialist, requested clarification for current time limits, with Mr. Brzeziak responding that current time limits are 3 hours for on-street, and 4 hours for parking around City Centre, with Ms. Cowan noting that she does not believe this will create more barriers as this should be enough time for people to complete their tasks within the time limits.

2. Westwood Mall Washrooms

Priscilla Ladouceur, Hossack & Associates and Vedad Hasanovic, Project Leader, Senior Capital Projects provided an overview of the Westwood Mall Washrooms. Mr. Hasanovic

noted that there is no public washroom available at the Westwood Mall Transit Terminal, with the proposal being for a single unit washroom for the public, improving the access to the islands with curbs cuts, implementing a safe crosswalk, and changing the current unheated bus shelter to one that is heated. Ms. Ladouceur noted that the preference is for a modular pre-fabricated unit that meets FADS standards, with a fully automated sink, including automated soap, tap, dryer, paper dispenser and toilet and that the entrance is fully automatic, with a color-coded door button (green being unoccupied, yellow being occupied, and red denoting that the washroom is out of commission). Ms. Ladouceur added that the features in the washroom are equipped with audio to assist users, and added that the doors are automated, with a timer in place once the bathroom is occupied.

Members of the Subcommittee raised the following concerns:

- Whether there is a countdown with respect to the timer;
- Preference for the timer to be set longer than 10 minutes from an accessibility perspective;
- Whether the washroom is self-cleaning;
- Preference for audio notification from the outside if the washroom is in use;
- When the washroom will be implemented.

Ms. Ladouceur responded that the manufacturer notes that there is the option of a countdown, as well as changing the length of time and the possibility of ensuring the unit is out of commission overnight. Ms. Ladouceur noted the accessibility concerns regarding time limits. Ms. Ladouceur added the manufacturer indicates that there is a self-cleaning option, and Mr. Hasanovic added that the preference for audio notification from the outside of the washroom will be looked into as an option to be provided. Mr. Hasanovic noted that in August 2019 the washroom will be fully functional.

The Subcommittee recessed from 2:00 p.m. until 2:22 p.m.

3. P-531

Alana Evers, Project Manager Landscape Architect, Park Development to speak regarding P-531 - New Community Park Development. Ms. Evers spoke to the yet unnamed park, noting that the park is not named until after the development process. Ms. Evers spoke to two concepts, both including a soccer pitch, open space, playground, accessible pathways and a parking lot. Ms. Evers noted that the main difference between the concepts is whether a community run ice rink should be included, or whether community gardens would be preferred. Ms. Evers noted a public open house had taken place, and explained that she will be meeting with the councillor to go over what can be provided in relation to this space.

Members of the Subcommittee raised the following concerns:

- Whether there is an ice rink at Clarkson community centre;
- Whether there is shade around the playground;
- The importance of washrooms on site;

- The process surrounding the ice rink/community garden decision;
- Whether there is planned lighting on the pathway;
- Whether the pathway hooks into a trail system;
- How wide the pathways are, and whether there are trail distance markers;
- That proposed rest areas should be every 90 metres;
- Consideration should be given to placement of garbage cans, as well as the colour (avoid green, so it does not blend with grass).

Ms. Evers responded that the Clarkson Community Centre does have an ice rink, and that shade will be provided for the playground and is an important concept for the park. Ms. Evers noted that there are no washrooms on site, noting the Subcommittee's preference for washrooms, with Virginia Kalapaca, Project Manager, Park Development adding that Parks Planning conducted a washroom study which laid out criteria to determine which parks could receive washrooms. Ms. Evers added that she will inquire at what stage of development the document is in and contact Accessibility staff to determine if and when it should come to review. Ms. Evers spoke to the issues, concerns, and budgeting surround the ice rink/community garden decision and how the decision is made by the councillor and community feedback. Ms. Evers stated that lighting is not proposed for the pathway at this time, but added that this was an area of concern for the community, noting the lighting policy has specific criteria to be met. Ms. Evers noted that the pathway is not a direct link to a trail system, that the pathway is 3 metres wide, and that trail distance markers are being considered. Ms. Evers added that there will be proposed rest areas interspersed around the park, and that all seating will have backs.

DATE OF NEXT MEETING – Monday, June 25, 2018 - 1:30 PM, Civic Centre, Committee Room D – 300 City Centre Drive, Mississauga

ADJOURNMENT – 3:02 PM

City of Mississauga



Memorandum

To: Chair and Members of the Diversity and Accessibility Advisory Committee

From: Trish Sarnicki, Legislative Coordinator

Date: May 3, 2018

Subject: Resignation of Stakeholder Member Mandi Buckner

On May 3, 2018, Mandi Buckner, Stakeholder Member of the Accessibility Advisory Committee (AAC), resigned from her seat on the committee.

We would like to thank Ms. Buckner for her contributions to the committee during her time as a Citizen Member of AAC.

Ms. Buckner's position will be declared vacant for the remainder of the 2014-2018 Council term.

Trish Sarnicki
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