
Accessibility Advisory Committee

Date

February 25, 2019

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

Dayna Obaseki, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5425
dayna.obaseki@mississauga.ca

Find it Online

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

Staff Accessibility Resource Team (StART)

Lorena Smith, Community Development Coordinator Older Adults, Recreation
Robyn Heibert, Emergency Management Specialist, Emergency Management
Abraham Binder, Emergency Management Specialist, Emergency Management
Zainab Abassi, Planner, Culture
Ingrid-Keuper-Dalton, Community Development Coordinator, Library Services
Jamie Ferguson, Manager Parks Services, Parks & Forestry
Stefan Szczepanski, Manager Parks Development, Parks & Forestry
Virginia Kalapaca, Project Leader Landscape Architect, Parks & Forestry
Olav Sibbille, Team Leader Long-Term Planning, Parks & Forestry
Kimberly Hicks, Senior Communications Advisor, Strategic Communications
Megan Palmateer, Digital Content Consultant (NC), Strategic Communications
Christine Gabany, Manager Talent Acquisition, Human Resources
Jennifer Cowan, Accessibility Specialist, Asset Management & Accessibility
Monika Kennedy, e-Commerce Specialist, Information Technology
Dayna Obaseki, Legislative Coordinator, Legislative Services
Shazia Kalia, Senior Buyer Materiel Management
Pam Shanks, Corporate Policies Analyst, Corporate Performance & Innovation
Anthony Frigo, Building Plans Examiner, Building
Amr Merda, Urban Designer, Development & Design
Alana Tyers, Manager Service Development, MiWay
Ihor Witowych, Manager Transit Operations – Employees, MiWay
Michael Foley, Manager Mobile Licensing, Enforcement
Marie-France Chartrand, Legal Counsel Labour & Employment, Legal Services
Matthew Sweet, Manager Active Transportation, Transportation & Works
Yousef Malic-Elhereich, Traffic Signals Technician, Transportation & Works
Darlene Utarid, Manager Asset Management and Accessibility, Asset Management & Accessibility
Sergio Hernaiz, Project Leader Senior Capital Projects, Capital Design & Construction

AAC INDEX

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 - June 18, 2018

5. DEPUTATIONS

- 5.1. Keith Sheardown, Video Production Contractor, Transit Academy requesting volunteers to be in the MiWay Training Video
- 5.2. Michelle Berquist, Project Leader Transportation, Transportation & Works presenting on the Mississauga Moves Update
- 5.3. Rob Cummins, Manager, Digital Strategy & Experience presenting on the Digital Modernization Project
- 5.4. Jennifer Cowan, Accessibility Specialist and Alana Tyers, Manager Service Development, MiWay presenting on Annual Accessibility Report and MiWay Annual Accessibility Report

Item 7.3

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**

Jennifer Cowan, Accessibility Specialist will provide a brief verbal update with respect to the Accessibility For Ontarians with Disabilities (AODA).

7.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain and Carol-Ann Chafe, Citizen Members and Members of the Region of Peel Accessibility Advisory Committee will provide a brief verbal update.

7.3. Update on the 2018 Annual Report of the Multi-Year Accessibility Plan for the City of Mississauga and MiWay**7.4. Council Resolution 0001-2019 pertaining to the guidelines related to City's festivals and events****7.5. AAC Terms of Reference****7.6. Accessibility Advisory Committee Work Plan****8. SUBCOMMITTEE REPORTS****9. INFORMATION ITEMS****10. COMMITTEE UPDATE/OTHER BUSINESS****11. DATE OF NEXT MEETING(S)****FADS – FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE**

Monday, March 18, 2019 at 1:30pm
Committee Room D, Civic Centre – 2nd Floor
300 City Centre Drive
Mississauga, ON L5B 3C1

AAC – ACCESSIBILITY ADVISORY COMMITTEE

Tuesday, April 22, 2019 at 2pm
Committee Room A, Civic Centre – 2nd Floor
300 City Centre Drive
Mississauga, ON L5B 3C1

PAWS – PROMOTIONAL AWARENESS SUBCOMMITTEE

To be determined.

12. ADJOURNMENT

City of Mississauga
Minutes

DRAFT



Accessibility Advisory Committee

Date

2018/06/18

Time

2:02 PM

Location

Civic Centre, Committee Room A- 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)
Clement Lowe, Citizen Member
Asim Zaidi, Citizen Member
Mashkoor Sherwani, Citizen Member
Sally Wall, Stakeholder Member
Rabia Khedr, Citizen Member

Members Absent

Alfie Smith, Stakeholder Member
Naz Husain, 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
Marie-France Chartrand, Legal Counsel
Michael Foley, Manager, Mobile Licensing Enforcement
Pamela Shanks, Corporate Policies Analyst
Trish Sarnicki, Legislative Coordinator, Office of the City Clerk

Find it online

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

1. **CALL TO ORDER** ☐ 2:02 PM

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

2. **APPROVAL OF AGENDA**

Approved (M .Taddeo)

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

4. **MINUTES OF PREVIOUS MEETING**

4.1 Minutes from the April 30, 2018 Accessibility Advisory Committee meeting

Approved (Councillor Mahoney)

5. **DEPUTATIONS**

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

Mr. Stoyan provided an overview of The Disability Channel (TDC), noting that the channel is for worldwide engagement, empowerment and awareness about the disability community and also employs people with disabilities. Mr. Stoyan added that TDC is the first disability company that is featured on a streaming television service with RokuTV and noted viewers, fans and subscribers can access information and watch pre-recorded and live videos from Facebook, RokuTV and YouTube. Mr. Sroka spoke to TDC partnering with Owlware Ltd., a company that is recognized by Ontario Disability Support Program (ODSP) that provides employment support with respect to job placement and services the needs of individuals facing barriers to employment. Mr. Sroka noted that TDC has been working with the Toronto Catholic District School Board for a mentoring program where the studio is brought into the classroom for students to learn about disability and produce their own five minute segment.

Councillor Saito spoke to attending a taping of the show, with Carol-Ann Chafe, Chair, and Asim Zaidi, Citizen Member, noting that she was on the show to speak about the Accessibility Advisory Committee and added that she had a positive impression of TDC.

Melanie Taddeo, Citizen Member noted that it would be a great addition to Peel Region if TDC was available for individuals, charities, etc.

In response to questions from Rabia Khedr, Citizen Member, Mr. Stoyan responded that if one has a smart TV, the channel (TDC) is free but that RokuTV itself is not free. Mr. Stoyan added that there are 12,000 viewers worldwide, with the USA, Canada and Mexico being the top three countries with the most viewers of TDC. Mr. Stoyan stated that funding for the for-profit organization comes from a variety of donors, noting the

government has been very supportive. Mr. Stoyan added that TDC is taped in Mississauga at MindShare Workspace, which is located in Erin Mills Town Centre, noting it is a co-working and podcast taping space
<http://mindshareworkspace.com/>

In response to a question from Ms. Taddeo, Mr. Stoyan noted all videos are available free on TDC's website, or on YouTube.

RECOMMENDATION

1. That the deputation and associated presentation by Jay Stoyan, Disability Channel and Frank Sroka, OWLware Ltd. with respect to the Disability Channel be received.
2. That the matter of the Disability Channel be referred to Accessibility Planning staff for further discussion.

Received (A. Zaidi)

Recommendation AAC-0023-2018

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

Ms. Berquist provided an overview of the Mississauga Moves: Consultation on Vision & Goals and spoke to how the Transportation Master Plan works alongside the City's Official Plan, and other city-wide plans. Ms. Berquist noted the Master Plan is currently launching phase two of public engagement requesting further feedback from residents and stakeholders. Ms. Berquist noted that transportation means freedom, and lack of mobility can feel like confinement, especially when accessible service is not available or as accessible as it should be. In addition, business growth can be constrained if people cannot come to work here. Ms. Berquist spoke to the draft vision statement, noting six goals to realize the vision: integration, connectivity, safety, inclusion, resilience and health, and explained that inclusion means that the vision is for an accessible network, where moving is easy regardless of a person's age, ability, income or familiarity with the city. Ms. Berquist added that the final Plan will come before Council for approval in early 2019.

Questions from Committee Members arose with regard to the following:

- Whether the BRT is faster than the Burnhamthorpe bus from Eastgate Parkway;
- Wayfinding dots from bus stops to intersections;
- Audible signals suggested as wayfinding technique;
- Maps in the waiting spaces for the bus, as well as wayfinding;

In response to these questions, Ms. Berquist noted that the BRT is a dedicated route and that the Burnhamthorpe bus would be susceptible to traffic jams, that wayfinding efforts have not been universal but that there have been efforts made to put the dots after intersections, that audible signals and maps in waiting spaces will be in the recommendations included in the plan.

Carol-Ann Chafe, Chair noted the importance of completing online surveys and

participating in community events to provide feedback.

RECOMMENDATION

That the deputation and associated presentation by Michelle Berquist, Project Leader, Transportation Planning with respect to Mississauga Moves: Consultation on Vision & Goals be received.

5.3

Received (M. Taddeo)

Recommendation AAC-0024-2018

Access 2 Card

Ms. Cowan, Accessibility Specialist spoke to the matter of the of the Access 2 Card noting Integrated Accessibility Standards Regulation requires organizations to allow a support person entry and to communicate if an admission fee will be charged for the support person. Ms. Cowan noted that the City's Accessibility Policy waives admission fees for the accompanying support person and that the policy applies to all programs or services that are operated by the City of Mississauga, where an admission fee is charged. Ms. Cowan noted that the City's policy does not to apply to the Living Arts Centre (LAC), as it is independently operated; the LAC does charge a fee for ticketed performances, but registered support persons are admitted to courses and camps, free of charge. Ms. Cowan spoke to the Access2 Card Program noting it is a free program for the City to participate, that the membership fee is \$20 for a 3 year membership and that the card is only accepted at two venues in the City of Mississauga: Family Jingle and Mingle (Christmas Show) and the Sky Zone Trampoline Park. Ms. Cowan discussed options for the Committee to consider with respect to the matter, such as sending out a communications email to city staff reminding them of the policy and to post it on Inside Mississauga, or to send a letter to the LAC requesting them to consider participating in the Access2 Card program.

Committee Members discussed whether to write a letter to the LAC requesting them to participate in the Access2 Card Program, but noted it is an independently operated organization and not a City run service or program.

Rabia Khedr, Citizen Member noted that touching base with Access 2 Card persons to do more outreach could be beneficial.

RECOMMENDATION

1. That the briefing note by Jennifer Cowan, Accessibility Specialist date June 4, 2018 with respect to the City of Mississauga Admission Fees for Support Persons & Access2 Card Program be received.
2. That the deputation and associated presentation by Jennifer Cowan, Accessibility Specialist with respect to City of Mississauga Admission Fees for Support Persons & Access2 Card Program be received.
3. That Accessibility Planning staff be directed to communicate the Accessibility Policy (Policy # 03-08-05) as it pertains to admission fees for support persons to all managers and supervisors via email, and to be posted on Inside Mississauga.
4. That staff from Accessibility Planning contact the Access2 Card program to discuss

promoting the program at other venues in Mississauga.

Received (R. Khedr)
Recommendation AAC-0025-2018

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)

No discussion took place on this item.

7.2. Region of Peel Accessibility Advisory Committee Update

No discussion took place on this item.

7.3. Terms of Reference

Jennifer Cowan, Accessibility Specialist, spoke to the Committee's Terms of Reference, noting the following changes: removal of any mention of the Ontarians with Disabilities Act (ODA) as this legislation was repealed in 2016; including the legislative requirements under the Accessibility for Ontarians with Disabilities Act (AODA); and updating information on the Staff Support Group (StART). Ms. Cowan also noted that Accessibility Planning will work with Legislative Services to update the AAC Resource Manual and have it ready for the AAC's first meeting in 2019.

RECOMMENDATION

1. That the memorandum by Jennifer Cowan, Accessibility Specialist dated June 11, 2018 with respect to Accessibility Advisory Committee Terms of Reference □ 2018 Update be received for information.
2. That the Accessibility Advisory Committee Terms of Reference updated for the June 18, 2018 meeting be approved.

Received/Approved (Councillor Mahoney)
Recommendation AAC-0026-2018

7.4. Accessibility Advisory Committee Work Plan

No discussion took place on this item.

RECOMMENDATION

That the Accessibility Advisory Committee Work Plan updated for the June 18, 2018 meeting of the Accessibility Advisory Committee be approved.

Received (Councillor Mahoney)
Recommendation AAC-0027-2018

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.

Received (A. Zaidi)
Recommendation AAC-0028-2018

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.

Received (M. Taddeo)
Recommendation AAC-0029-2018

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.

Received (Councillor Mahoney)
Recommendation AAC-0030-2018

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.

Received (M. Taddeo)
Recommendation AAC-0031-2018

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.

Received (A. Zaidi)
Recommendation AAC-0032-2018

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.

Received (M. Taddeo)
Recommendation AAC-0033-2018

9. **INFORMATION ITEMS**

9.1. Resignation of Stakeholder Member Mandi Buckner

RECOMMENDATION

That the memorandum by Trish Sarnicki, Legislative Coordinator dated May 3, 2018 with respect to the Resignation of Stakeholder Member Mandi Buckner be received for information.

Received (A. Zaidi)
Recommendation AAC-0034-2018

10. **OTHER BUSINESS**

The Legislative Coordinator noted that the Facility Accessibility Design Subcommittee meeting originally scheduled for Monday, June 25, 2018 at 1:30 p.m. had been cancelled due to the item not being ready for review, with an email to be sent to Members after the meeting to remind them of the cancellation.

Councillor Saito spoke to the Forward Movement, and noted that the official logo had been painted at the courthouse, an event that some members of the Committee had attended. Councillor Saito also spoke to the courtesy parking available at the seniors fair, noting that there were 10 to 12 available spaces along the wall of the Meadowvale Community Centre, with an installation on posts noting courtesy parking which some of the seniors at the event expressed appreciation for.

In response to a question from Councillor Saito, Anna Cascioli, Senior Manager, Facilities Development & Accessibility responded that the issue has been directed to Shari Lichterman, Director of Recreation, noting that there needs to be adequate seating inside near the doors.

In response to a question from Councillor Saito, Rasul Kassam Supervisor, Accessibility Planning referenced the discussion surrounding MiWay priority seating, noting the use of pinned buttons could be uncomfortable for those with disabilities. Carol-Ann Chafe, Chair, noted an option of a card that could be shown to avoid a dialogue when requiring a seat, or for the bus to kneel.

Ms. Chafe spoke to a Free Networking MeetUp that is held monthly for people with disabilities, who are currently, or planning to become, an entrepreneur or career professional. She noted that members share resources, support each other, network, and learn accessibility in Microsoft products and programs (with free training sessions for members), with the meetings currently held in Mississauga and extended to Toronto 2 months ago, with more locations coming soon. Ms. Chafe noted she would share more information as well a link to the Legislative Coordinator via email, for distribution to the Committee.

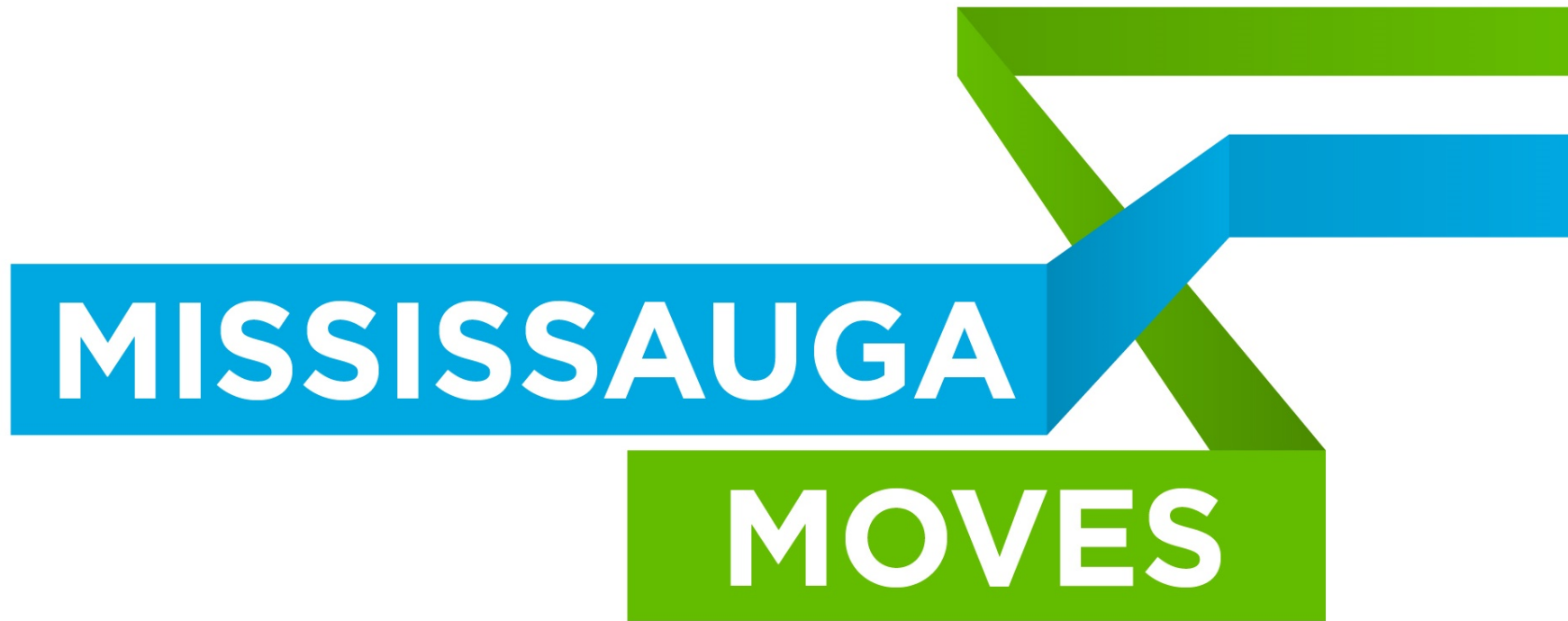
Councillor Saito provided an update with respect to the matter of electronic voting, noting that the Governance Committee was pleased with the AAC's recommendation. Councillor Saito noted that it would be up to legal counsel and the Clerk's department to figure out the actual criteria a member would have to meet in order to attend a meeting and vote remotely. Councillor Saito noted the matter had the approval of Governance Committee, as well as Council.

In response to a question from Ms. Chafe, Ms. Cascioli noted that outside organizations that request Facility Accessibility Design Subcommittee (FADS) input could be forwarded to Accessibility Planning for review and suggestions, but noted this is outside the protocol, as the FADS mandate is to review City-owned properties.

Ms. Chafe, Chair thanked Committee Members for their contributions to the Committee.

11. **DATE OF NEXT MEETING** - Nil

12. **ADJOURNMENT** ☐ 3:20 PM



Update: Draft Plan Overview

Accessibility Advisory Committee

February 25, 2019

Michelle Berquist | Project Leader, Transportation Planning

Susan Tanabe | Manager, Transportation Planning

Discussion Items

- What is the Transportation Master Plan (TMP)?
- How has the TMP been developed?
- What are the highlights of the TMP?
- What are the next steps for the TMP?

What is the Transportation Master Plan (TMP)?

**“Our Future Mississauga is a city
where people can get around
without an automobile...”**

Ladder of Transportation Planning



We have bold visions
 in the 'Our Future
 Mississauga' Strategic Plan

**We will have a bold
 city-wide TMP**
 coordinated with the
 Mississauga Official Plan

**We have bold targeted
 business plans**
 for transit, cycling, traffic,
 parking and more

We make bold budgets
 the City budget and annual
 plan keeps our progress going

Family of Related Plans



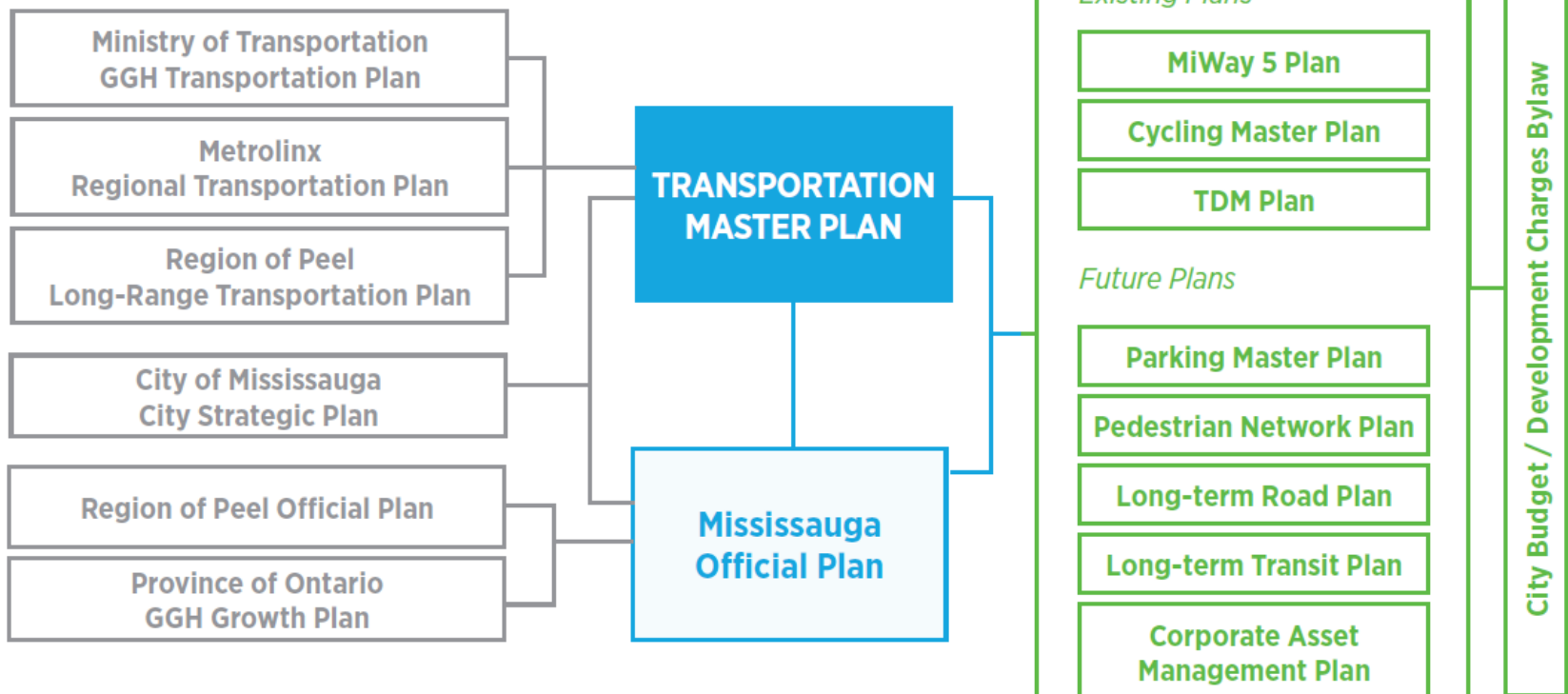
**Government
direction**



**Long range
strategy**

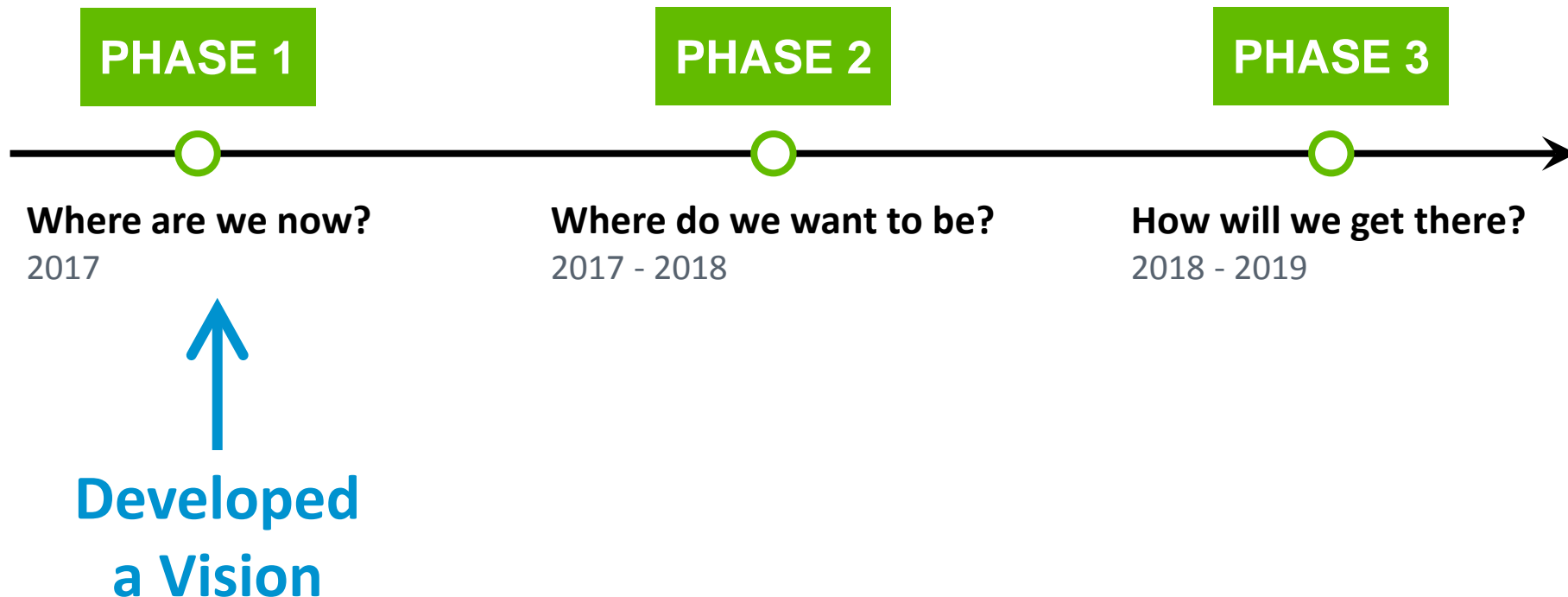


Implementation



How has the TMP been developed? (Mississauga Moves Project)

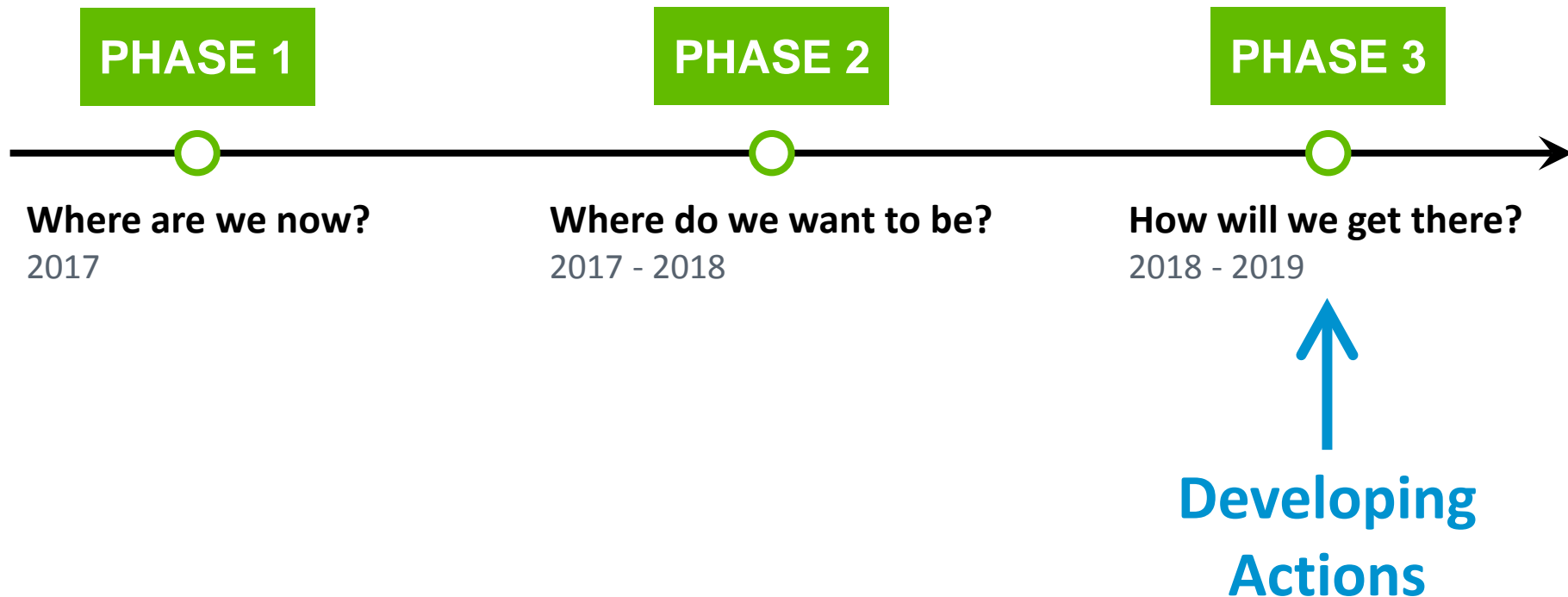
Mississauga Moves Timeline



Mississauga Moves Timeline



Mississauga Moves Timeline



Phase 3: How Do We Get There?

Public & Stakeholder Engagement

- Posted full **Draft Plan online** for review
- Accepted feedback by **online survey | email**
- Open House preview with **Community Panel**
- Interactive **Public Open House** on January 29th
- 5 day **Drop-in Centre** with Open House material
- GC Report on **Vision Zero in the TMP**
- Outreach to 15 **stakeholders/partner agencies**

What are the highlights of the TMP?

DRAFT VISION STATEMENT

**In Mississauga,
everyone and everything will have
the freedom to move
safely, easily and efficiently
to anywhere at any time**

DRAFT VISION STATEMENT



create an inclusive transportation system that serves **everyone**, regardless of a person's reason for travelling, time of travel, destination, journey length, or individual needs



everyone and **everyone** will have
the freedom to move
safely, easily and efficiently
to anywhere at any time

DRAFT VISION STATEMENT

In Mississauga,
everyone and **everything** will have



enable the movement of
everything, both people and the
essential goods and freight required
to support quality of life in the city
and a robust regional economy



the freedom to move
safely, easily and efficiently
to any where at any time

DRAFT VISION STATEMENT

ensure all travellers can move
safely by any mode

In Mississauga,
everyone and everything
the freedom to move
safely, easily and efficiently
to anywhere at any time





provide the ability to move **easily**, so that people enjoy convenient, comfortable, and barrier-free trips, regardless of their age or circumstances

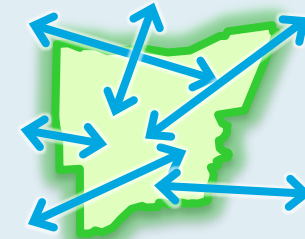
move people and goods **efficiently**, by making best use of a finite amount of roadspace, rights-of-way and trails to maximize travel options

ev



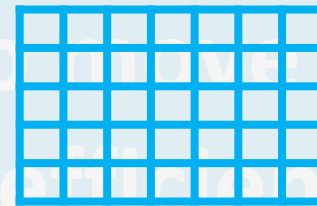
safely, **easily and efficiently**
to anywhere at any time

DRAFT VISION DOCUMENT



offer comprehensive options that can take people and goods **anywhere** within Mississauga or beyond, **any time** they need to be there.

In Mississauga,
everyone and everything will have
the freedom to move
safely, easily and efficiently
to **anywhere at any time**



Six Goals Work Toward the Vision



- **Safety:** freedom from harm
- **Inclusion:** freedom from barriers
- **Integration:** freedom of choice
- **Connectivity:** freedom of access
- **Resilience:** freedom to evolve
- **Health:** freedom to flourish

Action Plan to Achieve the Goals

Five Pathways to Implementation

- Policies, Guidelines and Standards
- Plans and Studies
- Programs
- Procedures
- Partnerships

Three Timescales

- Short
(1- 5 years | 2020 – 2024)
- Medium
(6 - 15 years | 2024 – 2034)
- Long
(15+ years | 2035 and after)

Action Plan to Achieve the Goals

88 Actions | 1 in every 4 address Inclusion

Action

Division

Timeline

Goals

1 Complete Streets design guidelines

Create and apply Complete Streets Design Guidelines and implementation plan that specify the types of infrastructure and streetscape elements that may be suitable for different classes of road.

Transportation
& Infrastructure
Planning



Next Steps

Mississauga Moves Key Dates

February

- Public and stakeholder comment period closed
- Draft Plan under review and revision as appropriate

Spring 2019

- Transportation Master Plan presented to General Committee for Approval
- Implementation phase begins

Thank You

Making our website accessible

Digital Modernization Project



Strategy:

Better Connected

Mississauga's plan for People-centred
Digital Services

Digital services today

- Inconsistent design
- Complex and difficult to use
- Not always accessible

Digital services tomorrow

- Consistent experience
- People-centred design
- Easy to use
- Accessible and standard compliant

Vision:

The City of Mississauga will create people-centred digital services that are fast, clear and easy to use for people of all abilities.

As part of the Digital Modernization project, the existing Mississauga.ca will be decommissioned by September 2020.

**Our website must meet WCAG 2.0
Level A and Level AA requirements by
January 1, 2021.**

We need to make sure that our website works well for everyone.

That means that everyone is responsible for making the site accessible.

We use the POUR model to guide our work:

Perceivable

Operable

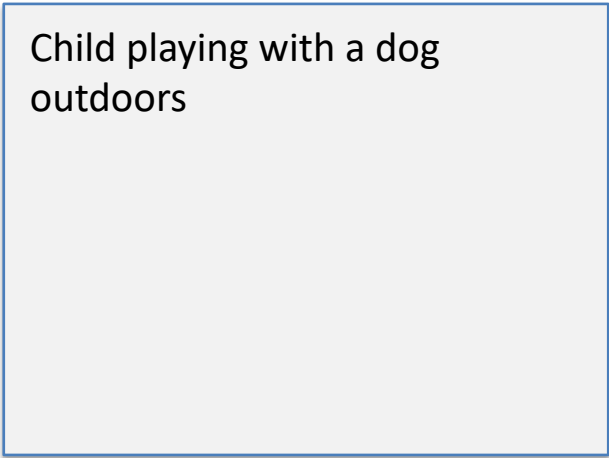
Understandable

Robust

Perceivable

Provide meaningful text alternatives for images

Child playing with a dog outdoors



Volunteer at the Animal Services Shelter

Calling all animal lovers! Help a furry friend at your local shelter.

Make content easy to see and to hear

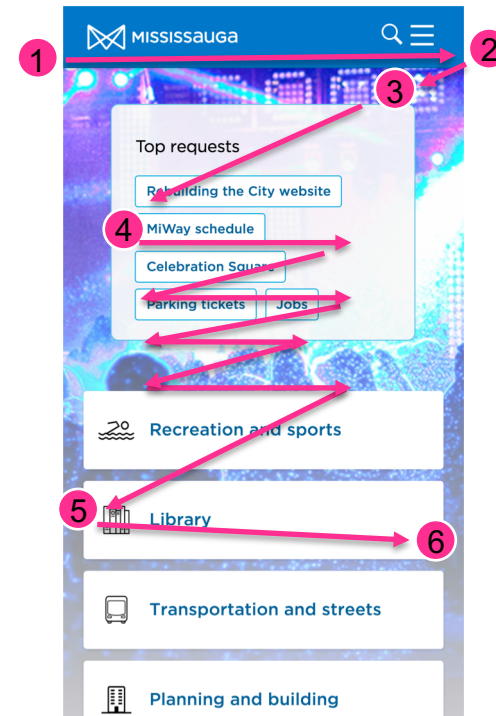
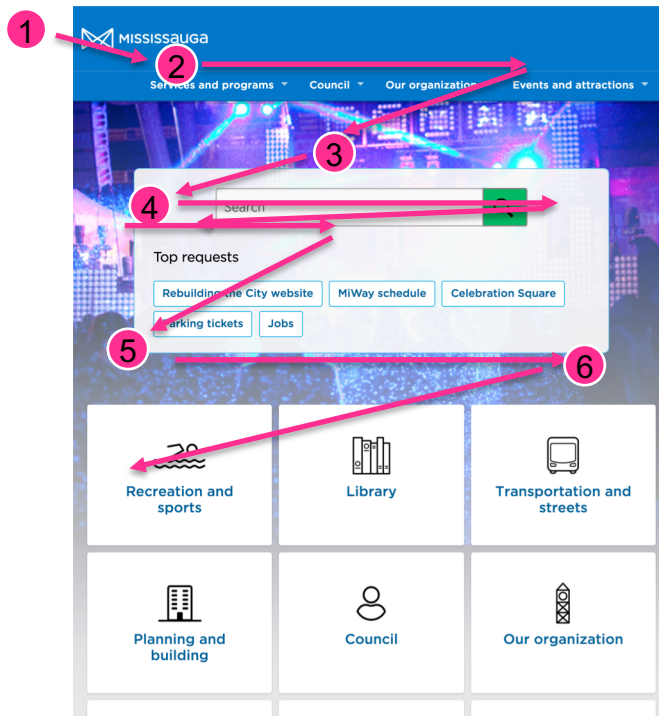


Some people can't read text if it's too small, or if there's insufficient contrast between the text colour and background.



Make sure there is a minimum contrast ratio of 4:5:1 between different colours and use 16 point font size.

Organize content so it makes sense if it's presented in different ways



Logically structure content and design

Heading 1

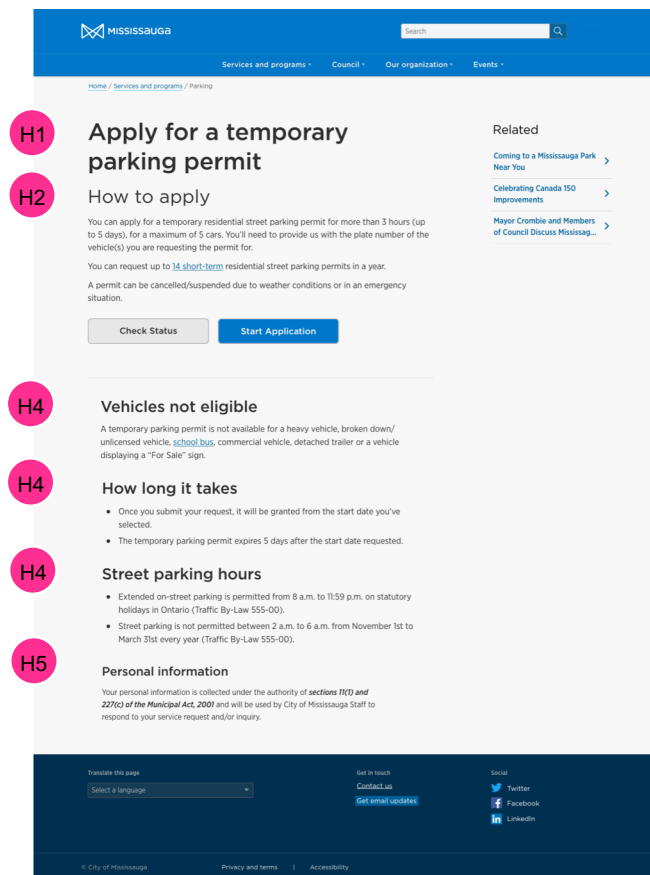
Heading 2

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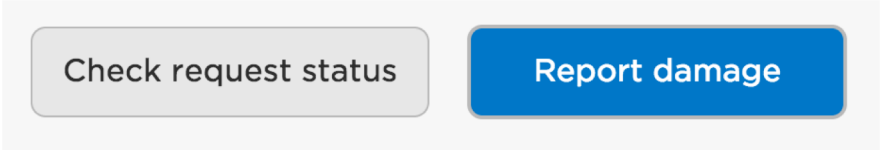


Operable

Clearly identify page regions and structure



Make interactive elements easy to identify

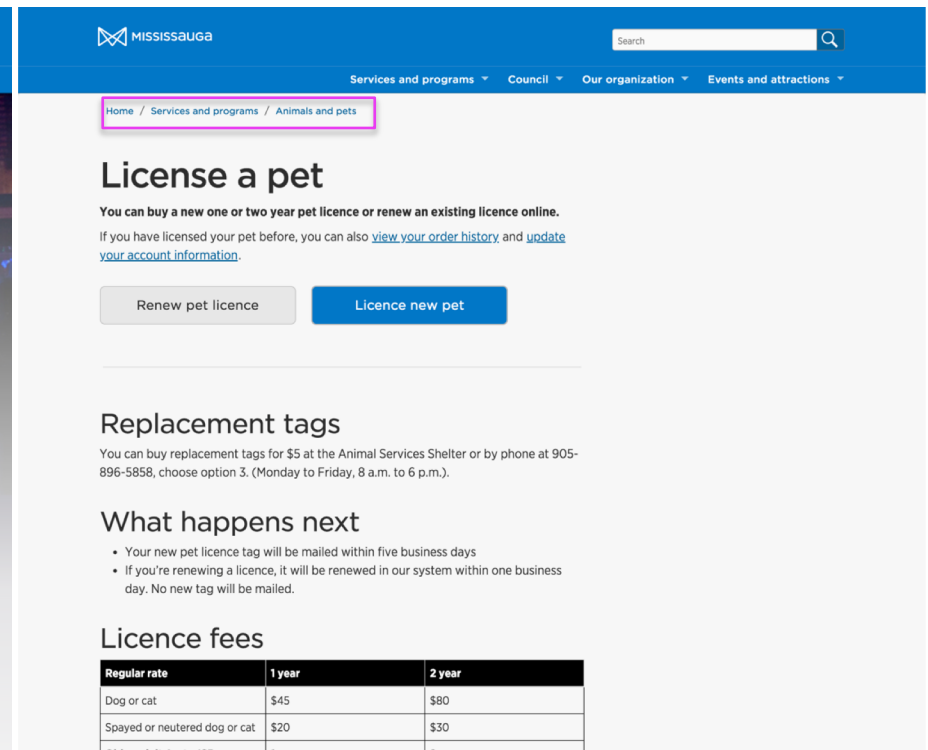
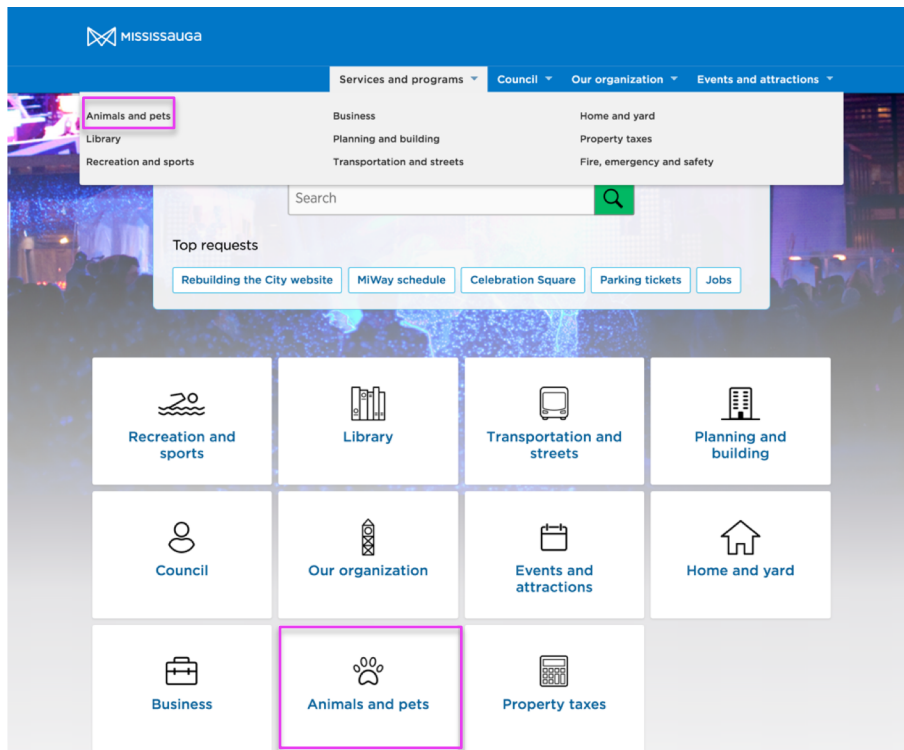


Check request status

Report damage

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href="https://www8.mississauga.ca/DP/Views/CRM/ServiceRequestInformation
.aspx?catkey=10650">Check request status</a>
<a class="btn btn-primary"
href="https://www8.mississauga.ca/DP/Views/CRM/ServiceRequestInformation
.aspx?catkey=10723">Report damage</a>
```

Use clear and consistent labels and navigation



Understandable

Ensure that link text makes sense on its own



[click here.](#)



[applying for
a building permit.](#)

Use plain language

Grade 14



Specific information on the City's by-laws and procedures may be obtained by contacting one of the Buyers listed below by dialing (905) 615-3200 followed by the extension or dial **905-615-3200, Ext 5233.**

Grade 7



If you need more information, call 905-615-3200 ext. 5233.

Convey information through more than just colour



Red text indicates a required field.

First Name

Last Name



* indicates a required field.

First Name

Last Name*

Help users understand inputs and avoid and correct mistakes

Search results for 'testtesttest'

No results found

Suggestions:

- Make sure all words are spelled correctly
- Try different keywords
- Try more general keywords

Robust

Ensure markup can be reliably interpreted

Page Report

Quality Assurance


Accessibility

SEO

Policy

Last checked: 2/18/2019 1:38 AM


<



Do WAI-ARIA roles match the functionality of the element?

Decision for this issue

No decision taken



A

4.1.2 Name, Role, Value

Description of this issue:

This warning will always appear for your WAI-ARIA roles since a manual review is needed.

How to fix it:

WAI-ARIA roles should correspond to the intended function of the element. Review the roles to make sure each role matches the functionality of the element.

Animals and pets – Mississauga

https://web.mississauga.ca/services-and-programs/animals-ar

Megan Palmateer

Show page content

Show HTML

Enable CSS

Disable CSS

Enable JavaScript

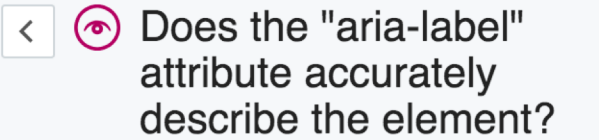
Disable JavaScript

```
ry="0.47" style></rect>
<rect class="cls-1" x="11.12" y="5.69" width="2.38" height="2.42" rx="0.53"
ry="0.53" style></rect>
</symbol>
<symbol id="warning_icon" viewBox="0 0 26.69 24.72" style>
<rect class="cls-1" x="12.09" y="7.52" width="2.38" height="9.64" rx="0.47"
ry="0.47" style></rect>
<rect class="cls-1" x="12.09" y="18.25" width="2.38" height="2.42" rx="0.53"
ry="0.53" style></rect>
<path class="cls-1" d="M26.4,21.2l-11-20a2.38,2.38,0,0,0-4.17,0l-
11,20a2.38,2.38,0,0,0,2.08,3.52h22A2.38,2.38,0,0,0,26.4,21.2Zm-24,1.15,11-20,11,20Z"
style></path>
</symbol>
<symbol id="document_icon" viewBox="0 0 80 108" style>
<path class="cls-1"
d="M53.34,0H3.16A3.17,3.17,0,0,0,0,0,0,3.16V104.84A3.17,3.17,0,0,0,3.16,108H76.84A3.17,3.17,
style></path>
</symbol>
</svg>
```

Page Report

Publications – Mississauga    Megan Palmateer 

[Show page content](#)
[Show HTML](#)
[Enable CSS](#)
[Disable CSS](#)
[Enable JavaScript](#)
[Disable JavaScript](#)



Description of this issue:

The WAI-ARIA 'aria-label' attributes should be descriptive of the elements they are labelling, even when shown out of context.

How to fix it:

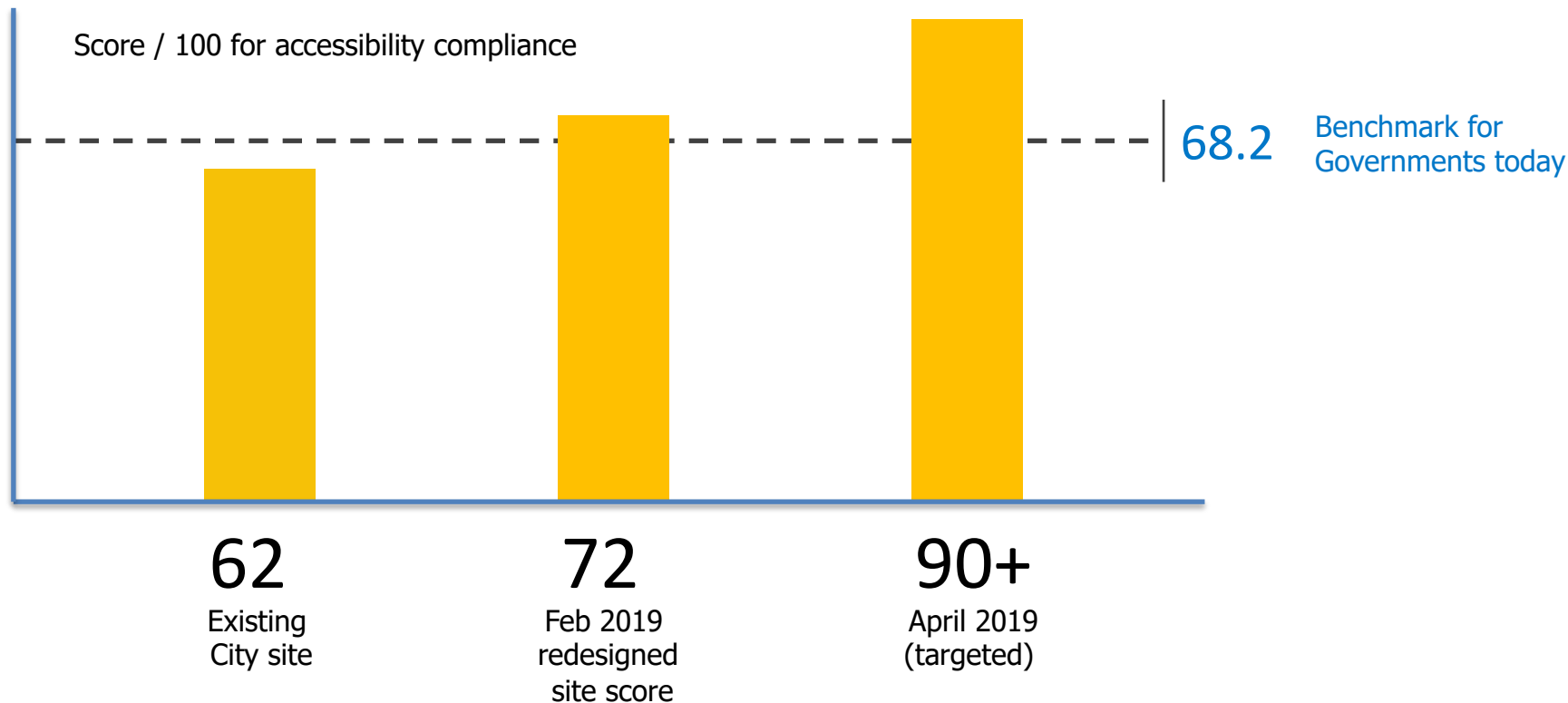
Review the WALADIA label attributes to make sure

```

</symbol>
<symbol id="warning_icon" viewBox="0 0 26.69 24.72" style>
  <rect class="cls-1" x="12.09" y="7.52" width="2.38" height="9.64" rx="0.47"
ry="0.47" style></rect>
  <rect class="cls-1" x="12.09" y="18.25" width="2.38" height="2.42" rx="0.53"
ry="0.53" style></rect>
  <path class="cls-1" d="M26.4,21.2l-11-20a2.38,2.38,0,0,0-4.17,0l-
11,20a2.38,2.38,0,0,0,2.08,3.52h22a2.38,2.38,0,0,0,26.4,21.2Zm-24,1.15,11-20,11,20Z"
style></path>
</symbol>
<symbol id="document_icon" viewBox="0 0 80 108" style>
  <path class="cls-1"
d="M53.34,0H3.16A3.17,3.17,0,0,0,0,3.16V104.84A3.17,3.17,0,0,0,3.16,108H76.84A3.17,3.17,0,0,
style></path>
</symbol>
</svg>
</section>
<div style>
  <a id="skippy" class="sr-only sr-only-focusable" href="#com-main" style>
    <span style="transition: none 0s ease 0s;">Skip to content</span>

```

Measuring and improving our compliance level for WCAG 2.0



Next steps: Manual testing

We'd like to invite members of the Committee to join us for an in-person accessibility testing session

When: Monday, April 22 from 1 to 2 p.m.

Where: Civic Centre (TBC)

**Addressing accessibility from the
start will help us to become
Better Connected.**

Thank you!

Questions?

2018 Annual Accessibility Report

Accessibility Advisory Committee
February 25, 2019



Annual Accessibility Report

- City of Mississauga reports included:
 - 2018 Annual Report of the Multi-Year Accessibility Plan
 - MiWay 2018 Annual Accessibility Report
 - 2018 Elections Accessibility Report

New Format

- Easier to read
- Successes identified to align with Integrated Accessibility Standards Regulation
- Section dedicated to the work of the AAC

Accessibility Advisory Committee

- Subcommittees
 - Facility Accessibility Design Subcommittee
 - Accessible Transportation Subcommittee
 - Staff Accessibility Resource Team (StART)
- AAC achievements
- 2018 Community Engagements

General Successes

- Policies, and procedures
 - Outdoor Maintenance Subsidy Corporate Policy and Procedure
- Elections
- Purchasing contracts

Accessible Customer Service Successes

- Accessible Library Workstations
- Availability of DAISY Disc Players (34)
- Accessible Seating at Meadowvale Theatre
- City's Customer Service Strategy
- Summer Inclusion Support for Children with Disabilities

Information & Communication Successes

- Mississauga.ca Redesign
- Online Volunteer Management System
- Public Address System in Outreach Kits
- ASL Interpreters – Providing Residents Information During an Emergency

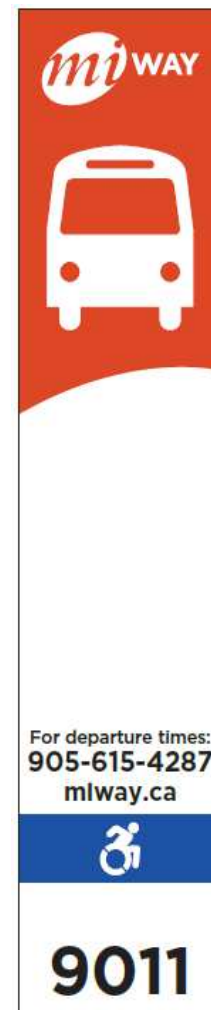
Employment Successes

- Development of the People Strategy
- eLearning Module Diversity and Inclusion Fundamentals

MiWay 2018 Annual Accessibility Report

New Bus Stop Markers

- MiWay redesigned its bus stop markers and included the new Dynamic Symbol of Access
- In 2018, 230 stops were upgraded to these new bus stop markers



MiWay 2018 Annual Accessibility Report

Infrastructure Improvements:

- Hard surface passenger landing pads were constructed at 126 stops that connect to existing sidewalk network;
- Approx. 800 metres of new sidewalks were constructed along Tomken Road, which provides connections to the Mississauga Transitway.
- Tactile plates have been installed at over 100 intersections
- 100 new shelters were installed across the City

MiWay 2018 Annual Accessibility Report

- In early 2018, MiWay implemented a new Priority Seating Pilot Program



Built Environment Successes

- Additional Benches with Arm Rests at Various Parks City-Wide
- River Grove Community Centre – Inclusive Playground
- Accessible Customer service Desk at South Common Community Centre
- Emergency Call Buttons – Living Arts Centre

Additional Accessibility Successes

- Culture Master Plan
- Older Adult Expo – June 2018
- Partnership with Humber College to Assist Adults with Intellectual Disabilities
- See Something New/Try Something New

Feedback

- Questions
- Provide Feedback to Accessibility Planning by March 4, 2019

City of Mississauga

Memorandum



Date: February 1, 2019

To: Chair and Members of the Accessibility Advisory Committee

From: Jennifer Cowan, Accessibility Specialist

Meeting Date: February 25, 2019

Subject: Update on the 2018 Annual Report of the Multi-Year Accessibility Plan for the City of Mississauga and MiWay

On November 5, 2018 the Accessibility Advisory Committee received a draft of the 2018 Annual Report of the Multi-Year Accessibility Plan for review and feedback. All comments received have been addressed and a revised version is attached (Attachment 1).

In addition, the 2018 Annual Accessibility Report prepared by MiWay is attached (Attachment 2), as well as the 2018 Municipal Elections Accessibility Report for review. The final version of this report will be appended to the final 2017-2022 Multi-Year Accessibility Plan.

Please take a moment to review these documents for discussion at our February 25, 2018 AAC meeting.

In summary, highlights of the report include:

- The AAC made a recommendation for the City of Mississauga to adopt the symbol, after receiving a presentation by The Forward Movement. The Dynamic Symbol is an improvement to the International Symbol in that it shows movement, which emphasizes different abilities, and the goal is to reframe the way that society views and interacts with people with disabilities.
- The AAC reviewed MiWay's plan for providing additional Customer Service training to staff. This training will be delivered as a video and will highlight challenges that people with disabilities face when accessing transportation.
- The City of Mississauga's Customer Service Strategy aims to create better interactions between the City of Mississauga and all of its customers in the most effective way possible. The plan was approved by Council in 2017, and the implementation phase of the Strategy began in 2018 and will continue into 2022.
- The redevelopment of River Grove Community Centre All-Inclusive Playground is the sixth all-inclusive site completed from the City-wide program of seven sites.
 - The improvements include updated new accessible play surface such as rubberized play surface and Engineered Wood Fibre surface, installation of new Inclusive play structures, sandbox and swings; installation of fabric shade structures, and new accessible seating.

Accessibility Advisory Committee		2019/02/25	2
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Looking forward to discussing your feedback and support at our February 25, 2018 AAC meeting.

Attachments

Attachment 1: 2018 Annual Report of the Multi-Year Accessibility Plan (prepared by the City of Mississauga, Accessibility Planning)

Attachment 2: 2018 Annual Accessibility Report (prepared by MiWay and included as an appendix to the 2018 Annual Report of the Multi-Year Accessibility Plan)

Attachment 3: 2018 Municipal Elections Accessibility Report

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

City of Mississauga

2018 Annual Report of the Multi-Year Accessibility Plan

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



Prepared by:

Jennifer Cowan, Accessibility Specialist
Asset Management & Accessibility
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Jennifer.Cowan@mississauga.ca

Division: Facilities & Property Management
Department: Corporate Services



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Executive Summary/Background

This 2018 Annual Report of the Multi-Year Accessibility Plan has been prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and represents the City of Mississauga's 16th Annual Report. The Report summarizes the achievements the City of Mississauga has made in 2018 by removing barriers to persons with disabilities that live, work, play and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone!

The Multi-Year Accessibility Plan (2018-2022 Initiatives), was approved by Council in May, 2018. The Plan lists projects that are associated with accessibility standards under the AODA.

The 2018 Annual Accessibility Report prepared by MiWay is included as an Appendix to the 2018 Annual Report of the Multi-Year Accessibility Plan. This report outlines improvements made to City of Mississauga transportation system to ensure its services and operations are accessible to everyone. .

Legislation

Under the AODA, the Province has developed five regulations:

1. Accessible Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces

The accessibility achievements provided in this report highlight all achievements, including legislative requirements and any additional work completed by the City of Mississauga to ensure equal access to facilities and services.

City of Mississauga

The City of Mississauga (the City) works closely with the Mississauga Accessibility Advisory Committee (AAC) which advises, recommends and assists the City in promoting and facilitating a barrier-free Mississauga for citizens with disabilities. Their role is to review municipal policies, programs and services and to assist with the identification, removal and prevention of barriers faced by persons with disabilities.

The City's Staff Accessibility Resource Team (StART) and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.



This Annual Report demonstrates the City's commitment to making accessibility a part of everyday business and integrating it into the City's long term plans. Barriers have been removed in many areas including: City owned buildings, parks, transit and recreation services.



Accessibility Advisory Committee

As outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), municipalities with a population of 10,000 or more must establish an Accessibility Advisory Committee. At the City, the AAC is comprised of ten dedicated citizen volunteers and two Councillor Representatives. Members are persons 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 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.



2014-2018 Mississauga Accessibility Advisory Committee Members

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

The Accessibility Advisory Committee (AAC) has developed subcommittees in order to address specific issues, and then report to the Accessibility Advisory Committee. The following subcommittees met in 2018:

Facility Accessibility Design Subcommittee

The Facility Accessibility Design Subcommittee met 4 times to review various capital projects where the emphasis is on the built environment. Staff make presentations, highlighting the technical requirements as outlined in the Facility Accessibility Design Standard, and seek feedback to ensure facilities and public spaces are accessible for people with disabilities.

Accessible Transportation Subcommittee

The Accessible Transportation Subcommittee met once in 2018 to review work that the City is doing to ensure accessible taxicab service is provided. The meeting included a presentation from MiWay outlining the development of an accessibility training video to help Transit operators provide exceptional customer service to people with disabilities.



Staff Accessibility Resource Team (StART)

In addition to subcommittees, the AAC receives support from the Staff Accessibility Resource Team (StART). This is achieved by:

- Ensuring that the accessibility lens is applied within each Department or Division.
- Promoting accessibility awareness throughout the City of Mississauga; and,
- Assisting in the development of the Annual Accessibility Report of the Multi-Year Accessibility Plan, which highlights achievements from across City Departments

StART meets approximately four times a year and has representation from each City Department.



2018 Achievements

Each year, the City of Mississauga, in conjunction with the AAC and StART, report on initiatives undertaken by City Departments which outline all the great work that is being done to make Mississauga an even more accessible City. This work includes both work that is legislatively required by the Province of Ontario, and additional work to go above and beyond in making the City accessible to people with disabilities. The following sections outline those achievements:

Accessibility Advisory Committee

The Accessibility Advisory Committee meets throughout the year, and provides advice to the City of Mississauga on matters related to accessibility. In 2018, the AAC received presentations on the following items:

- **Dynamic Symbol of Access:** The AAC made a recommendation for the City to adopt the symbol, after receiving a presentation by The Forward Movement. The Dynamic Symbol is an improvement to the International Symbol in that it shows movement, which emphasizes different abilities, and the goal is to reframe the way that society views and interacts with people with disabilities. The Dynamic Symbol is being used for parking pavement markers throughout the City as well as:
 - Wayfinding within facilities – unless otherwise legislated by the Ontario Building Code
 - Change rooms or dressing rooms that don't include a washroom
 - Information, reception and service counters
 - Accessible seating
 - To identify the location of accessible picnic tables
 - Accessible players boxes within an arena
 - Bus stop signage
 - On City correspondence
- **Multi-Year Accessibility Plan:** The AAC reviewed the 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, as well as the 2017 MiWay Annual Accessibility Report and provided recommendations. These reports were adopted by General Committee in May 2018
- **Specialized Transportation:** The AAC received a presentation from TransHelp (Peel Region) in regards to accessible transportation, and provided feedback which will help improve TransHelp service delivery
- **Accommodation Practices:** The AAC received a presentation from Employee Health Services outlining the City of Mississauga Accommodation Practices. The





presentation highlighted the program itself and how employees with disabilities are accommodated during the course of their employment

- **Transportation Master Plan:** The AAC received a presentation on the Transportation Master Plan. The presentation provided the AAC with an update on the status of this project and outlined next steps
- **National Access Awareness Week:** To celebrate National Access Awareness Week, the Clock Tower at the City's Civic Centre was lit up blue. The week is marked by organizations throughout Canada to promote and foster a community of inclusion
- **Facility Accessibility Design Standards (FADS) Subcommittee:** The FADS subcommittee reviewed the following building projects in 2018:
 - Mount Charles Park Transit Washrooms
 - Iceland Arena Renovations
 - Male and Female washrooms
 - Office / Information Desk
 - Concession / Snack Bar
 - Traffic By-Law
 - Westwood Mall Washrooms

2018 Community Engagements

In 2018, the City of Mississauga and the Accessibility Advisory Committee participated in the following community events:

- **Coalition for Persons with Disabilities – Connections Resource Fair:** Every year, the Connections Resource Fair brings together 50 organizations that provide products or services for persons with disabilities within the community. This year, Accessibility Planning hosted a booth on behalf of the City and the AAC
- **Councillor Saito's Annual Senior's Fair:** In June 2018, Councillor Saito held the 6th Annual Senior's Fair at the Meadowvale Community Centre, in order to commemorate senior's month. The fair included 40 exhibitors, which brought hundreds of senior's together to learn about the various programs, services and organizations that support seniors throughout the City



General Accessibility Successes

The following is a list of accessibility successes and achievements based on the requirements found under the General Standards Section of the IASR.

- **Policies and Procedure Review:** The Civic Recognition Program Corporate Policy and Procedure, which recognizes volunteers, was revised to include recognition for improvements to accessibility. The program added the following criteria for the Civic Award of Recognition:
 - Businesses, community groups or individuals, who have contributed to removing physical, social or systemic barriers for individuals with disabilities.
- **Policies and Procedure Review:** Council adopted the Outdoor Maintenance Subsidy Corporate Policy and Procedure, which provides a subsidy of up to \$350 per year to eligible low-income seniors or low-income person with a disability. The intent is to offset the cost of hiring a service provider to perform outdoor maintenance services. The program itself isn't new, but was previously capped at \$200. Initially the program only allowed the individual to use the funding towards grass cutting and snow removal. With the expanded program, individuals can use the funding for other lawn and gardening maintenance. By amending the program, this initiative will allow people with disabilities a greater amount of freedom.
- **Election Accessibility:** In 2018, the City of Mississauga held a Municipal Election. In accordance with the Municipal Elections Act, the City implemented the following to ensure the elections were accessible to people with disabilities:
 - The Elections Accessibility Plan was created by the Elections Office in collaboration with Accessibility Planning & Compliance and was updated to ensure best practices were identified.
 - Inspections were conducted for various voting locations in order to identify any barriers for participation.
 - Various methods of voting were used to ensure that people with disabilities had the opportunity to participate fully in the 2018 Municipal Election.
 - Elections workers received accessible customer service training.
 - To ensure that people with disabilities could independently vote in the 2018 Municipal Election, all advanced poll locations used the AutoMARK Voter Assist Terminal.
 - To further assist electors with limited mobility, magnifying cards were provided at each voting location.



- **Elections Accessibility Plan:** A draft of the Accessibility Plan for the 2018 Municipal Election was presented to the AAC. Over the next five years, in coordination with Accessibility Planning and the AAC, Elections will continue to develop and implement an accessibility plan for every future election.
- **Materiel Management:** Accessibility requirements were included in the following procurements:
 - PRC000467 - RFP for Transportation Study
 - PRC000731 -- RFP for Britannia Road East - Remediation and Risk Assessment
 - PRC000750 - RFP for Class EA Study on Remond Road, Webb Dr. and the Exchange
 - PRC000792 - RFP for SWMF Sediment Removal Design
 - PRC000574 - RFT for Surplus Vehicle and Equipment Auction Services
 - PRC000941 – RFP for City of Mississauga Office Space Strategy
 - PRC000896 – RFP for MiWay Infrastructure Growth Plan;
 - PRC000833 - RFP for Etobicoke Creek Erosion Control - behind Pony Trail Drive to Bloor Street;
 - PRC000971 – RFP for Sheridan Park lands feasibility study;
 - PRC000887 – RFP for Detailed Designs for Rehabilitation of Corrugated Metal Storm Sewers;
 - PRC001179 - RFP for Consulting Services for McKechnie Woods Spray Pad Redevelopment.
 - PRC000467 - RFP for Transportation Study
 - PRC000731 - RFP for Britannia Rd E. Remediation and Risk Assessment
 - PRC000750 - RFP for Class EA Study on Remond Rd, Webb Dr. and the Exchange, Mississauga
 - PRC000792 - RFP for SWMF Sediment Removal Design
 - PRC000574 - RFT for Surplus Vehicle and Equipment Auction Services
 - PRC000896 - MiWay Infrastructure Growth Plan
 - PRC000833 - Etobicoke Creek Erosion Control - behind Pony Trail Drive to Bloor Street
 - PRC000971 - Sheridan Park lands feasibility study
 - PRC000887 - Detailed Designs for Rehabilitation of Corrugated Metal Storm Sewers
 - PRC000945 - 2018 (4) bridge detailed condition survey/design
 - PRC001111 - Engineering Services for Stormwater Management Facility Maintenance Plan
 - PRC001231 - Public Consultation for TNC
 - PRC001263 - Applewood Creek Erosion Control Project at lakeview Golf course



-
- PRC00269 - Licence & Operation for Harding Waterfront Estate
 - PRC001019 - Study on Community and Educational needs within Downtown Cooksville
 - PRC000950 - Consulting for Pheasant Run Park
 - PRC0001054 - Consulting for Pedestrian Bridge Redevelopment
 - PRC000803 - Consulting for Record of Site Condition for Scholar's Green
 - PRC000934 - Customer Service Training (Consulting)
 - PRC000389 - Hand & Body Soaps (Online Ordering)
 - PRC001165 - Office Supplies & Stationary (Online Ordering)
 - PRC001213 - Temp. Staffing Services
 - PRC000459 - Property Management Services
 - PRC000788 - Contract Guard Services
 - PRC000863 - Design Services for Hershey Wayfinding Signs
 - PRC000875 - Replacement of Three Ground Floor Automatic Slider Doors at Central Library
 - PRC000885 - Municipal Green Building Standard Development for New Construction and Major Renovations
 - PRC000939 - Pre-fabricated Washroom Building
 - PRC000941 - Consulting Services - Office Space Strategy
 - PRC001100 - Threat, Risk and Vulnerability Assessment: Civic Precinct
 - PRC000053 - Roster for Real Estate Acquisition & Negotiation Services
 - PRC000241 - Consulting Services for Interior Design for construction work in the Mayor's and City Manager's office
 - PRC000254 - Council Chambers Audio Visual System
 - PRC000385 - Facility Condition Assessments
 - PRC001339 - Parking Lot Lighting Condition Assessments
 - PRC001343 - Sportsfield Lighting Condition Assessments
 - PRC001262 - Outdoor Pool Building Condition Assessment



Accessible Customer Service Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Accessible Customer Service Standard Section of the IASR. Successes related to Accessible Customer Service standard might include: a review of the “May I Help You?” training module, or the development of a new policy that helps staff better understand how to work with customers with service animals.

- **MiWay Training:** The AAC reviewed MiWay’s plan to provide additional Customer Service training to staff. This training will be delivered as a video and will highlight challenges that people with disabilities face when accessing transportation.
- **Library:** The Library has added two accessible work stations at Central Library. New software includes: JAWS, Kurzweil 3000, ZoomText and Dragon Naturally Speaking. The work station also includes a height adjustable desk.
- **Library:** Library has made 34 DAISY Disc Players available to patrons. DAISY is a digital talking book standard for people who are blind or have print-related disabilities.



-
- **Library:** In 2018, the Library added 371 large print books, 656 audio book titles, 2006 eBooks and eAudio books and 108 new Talking Book (Daisy Disc) titles to its collection.
 - **Library:** The Library provides people with disabilities access to the Centre for Equitable Library Access (CELA). The goal is to ensure that people with print disabilities are able to access library materials.
 - In 2018, 25 new customers registered for CELA access.
 - In 2018, 15 Daisy players will be available for customer use.
 - The Library maintains Homebound Services for customers who are unable to attend the Library. In 2018, 85 customers received shipments prepared by staff and delivered by friends, family or volunteers.
 - Staff work with valuable partners such as AMICA, Trillium Health Partners, and CNIB to inform and educate users about library services for people with disabilities.
 - **Culture:** The new Manic Monday program at Small Arms Inspection Building (SAIB) provides free access to meeting space for artists. This program attracts people from diverse communities. SAIB has transparent Equity of Access guidelines that are highly visible on their website.
 - **Culture:** All City programs at SAIB are now free to the public until June 2019. This will provide for greater access to the programs.
 - **Culture:** Meadowvale Theatre recently installed accessible chairs for the theatre auditorium. There is an increased number of accessible parking spots available during show times. When visitors purchase tickets they are now able to get a 360 digital view of the auditorium online. This can help visitors with disabilities gain a better understanding of how to navigate the space prior to their visit.
 - **Culture:** Both Bradley Museum and Benares Historic House now offer 360 digital tours. Visitors are able to view the space online prior to planning a visit. This can help visitors with disabilities gain a better understanding of how to navigate the space prior to their visit.
 - **Culture:** In 2018, 658 people registered for Culture programs using Active Assist. The Active Assist program helps to remove financial barriers for individuals who want to access Culture programs.
 - **Culture:** Five Culture Program staff participated in training provided by the Recreation Inclusion team. This training helps staff to be better equipped to provide one-to-one support for people with disabilities. Staff who received



training have been able to apply their skills in classes with participants with disabilities.

- **Recreation:** As part of the Inclusion Resource Team Pilot Project, which was a partnership with Community Living Mississauga, and funded by Ministry of Community & Social Services, the City was able to provide training for Recreation staff in order to support City efforts to provide inclusive recreation programming and services.- Three training sessions were provided with the goal of increasing the knowledge and understanding of inclusion for municipal staff and to increase their confidence in working with and supporting individuals with disabilities, and specifically adults who have an intellectual disability.
- **Recreation:** The Summer Inclusion Team has a goal of increasing accessibility for children with disabilities in camp and to ensure that all participants have a safe and fun camp experience. A program to help achieve this has been in place since 2015. The program provides access to an Inclusion Facilitator to provide 1:1 support to participants for 8 hours a day to support individual needs during camp programming. The Inclusion Support program is a cost-share program where the City provides 50% of the support staff's wages and the family provides the other 50%.
- **Recreation:** The City partners with school boards and community agencies to provide recreation volunteer opportunities to individuals with disabilities. Some of these opportunities include: volunteering at City Fitness Centres and with Operations and Parks Development. One goal is to help individuals with disabilities gain valuable job interview skills.
- **Recreation:** Recreation has started to implement the Safe and Inclusive Recreation project recommendations. The project is an exploration into how to make recreation more accessible to members of the 2SLGBTQ communities.
- **Strategic Communications:** The City's Customer Service Strategy aims to create better interactions between the City and all of its customers in the most effective way possible. The plan was approved by Council in 2017, and the implementation phase of the Strategy began in 2018 and will continue into 2022. As the fifteen initiatives outlined in the Strategy are rolled out, accessibility is a key consideration for both internal and external clients.
- **311 Citizen Contact Centre (Strategic Communications):** Until recently, the City of Mississauga had three physical TTY devices being used. A TTY is a teletypewriter device that is used by people who are Deaf in order to make telephone calls. The City has been able to replace these three physical devices



with the TextNet TTY solution, which is an internet based system that brings TTY functionality to the PC. Phase 1 includes the implementation of the TextNet TTY solution for the 311 Citizen Call Centre. Phase 2 of this project includes the implementation of the TextNet TTY solution for the MiWay Customer Service Centre.



Information and Communications Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Information and Communications Standard Section of the IASR. Successes related to the Information and Communications standard might include: an audit of the city's websites, along with recommendations and an action plan for making it accessible, or reviewing City procedures on emergency procedures for people with disabilities.

- **Strategic Communications:** The newly redesigned Mississauga.ca will meet WCAG 2.0 Level AA compliance by ensuring the following:
 - Sufficient colour contrast between foreground and background objects.
 - Using minimum 16 point font and relative text sizes so that fonts can be resized up to 200%
 - Using ARIA attributed as needed to make sure interactive components on a page can be recognized by assistive technologies
 - Writing content that's inclusive and plain language
 - Keeping our content as consistent and clear as possible
 - Using the correct HTML elements for content
 - Testing the site across different browsers, with assistive technology and using automated tools like SiteImprove to identify any potential accessibility issues
- **Recreation:** Implementation of a new online Volunteer Management System that allows participants to obtain information and apply for volunteer opportunities available throughout the City.
- **Culture:** The Culture Division provided 1200 copies of the Celebration Square summer calendar translated into Arabic, Urdu and Traditional Chinese. The calendar was designed in accordance with the CNIB Clear Print Guideline in an attempt to increase accessibility to various communities in Mississauga. In addition, 2000 copies of the Museums of Mississauga Flyer followed the same guidelines.
- **Library:** Staff provided demonstrations on DAISY players and provided information on the Centre for Equitable Library Access (CELA) program during several outreach events. This will help give more people information about the programs and services offered by the Library for people with disabilities.
- **Library:** Added a public address system in the outreach kits in order to ensure that all patrons can hear during the events that are organized by the Library.



-
- **Library:** included accessible book formats for Book Club materials.
 - **Office of Emergency Management:** The Office of Emergency Management is committed to providing information to residents with disabilities in the event of an emergency. As such, in 2018, the Office of Emergency Management, in conjunction with Accessibility Planning, simplified the process for obtaining ASL interpreters.



Employment Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Employment Standard Section of the IASR. Successes related to the Employment Standard might include: a review of recruitment processes and how they relate to people with disabilities along with recommended improvements.

- **Human Resources:** Development of the People Strategy. The goal of the People Strategy is to support the City's vision by attracting, retaining and engaging the right talent in a supportive work environment. The People Strategy will continue to address some trends, including:
 - Skills shortages in the labour market
 - Increased competition for talent
 - Eligibility for retirement
 - A diverse and inclusive workforce
- **Human Resources:** Progress on the new People Strategy with final strategy and communication aimed at early 2019.
- **Human Resources:** Human Resources has launched the eLearning module for all employees called "Diversity and Inclusion Fundamentals". The purpose is to build awareness around diversity and inclusion.



Transportation Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Transportation Standard Section of the IASR. For the full report on accessible transportation in the City of Mississauga, please refer to Appendix A – MiWay 2018 Annual Accessibility Report.



- MiWay:** In January 2018, MiWay implemented a new Priority Seating Awareness Program on MiWay's new 2017 and 2018 Nova buses to remind customers that the Priority Seating area at the front of each bus is reserved for persons with disabilities. The awareness program includes new interior window decals



installed on the driver's side and curbside of MiWay buses, above the Priority Seating area:

- A "Show You Care" decal on the top window (that opens)
 - New "Priority Seating" window decals above each seat
- **MiWay:** The improved decals have greater visibility on-board buses and are consistent with the Priority Seating decals created in partnership with Ontario Public Transportation Association (OPTA). The new signage is compliant with the Integrated Accessibility Standards Regulation (IASR) and are currently used on Brampton Transit and TTC buses. MiWay will be installing these decals on 67 new buses as they are delivered in 2018 and prepared for service.
 - **Accessibility Advisory Committee:** The AAC reviewed the City's Transportation Master Plan.
 - **Accessibility Advisory Committee** The Transportation subcommittee met to discuss On-Demand Accessible Vehicles for Hire.
 - **Culture:** The Culture Division provided free accessible bus service from Toronto to the Small Arms Inspection Building for the Forward Motion exhibit, and free accessible bus service to Bradley Museum for Shellie Zhang's exhibit.
 - **Library:** Through a partnership with the Friends of the Library, free accessible transportation is provided as part of the Grade 4 Read to Succeed Class Program. Free transportation has been available, however, this is the first year that accessible transportation has been provided.



Built Environment Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Design of Public Spaces Section of the IASR. Additional successes may be found in here that relate to how the City of Mississauga is improving physical access by implementing City of Mississauga Facility Accessibility Design Standards.

- **Parks & Forestry:** Parks Operations/ Maintenance staff have added 48 new standard park benches with arm rests and 6 new concrete pads to allow accessible seating at various parks City wide.
- **Parks & Forestry:** JJ Plaus Park - areas of inlaid stone pavement which had begun to dislodge were replaced with poured in place concrete.
- **Parks & Forestry:** As part of the Playground Replacement Program the following items were completed over the second quarter of 2018:
 - Benchfit signs
 - Cherry Hill Park fitness loop (2)
 - New park benches with armrests (installed on concrete pad)
 - Syed Jalaluddin Memorial Park (2)
 - New park benches with armrests (installed on grass) installed at:
 - Allison's Park (2)



- Sheridan Park (1)
 - Trooper Marc Diab Memorial Park (3)
 - Westacres Park (2)
 - Brentwood Park (1)
 - Glen Eden Park (2)
 - Godwick Green (1)
- **Parks & Forestry:** The improvements for Zonta Meadows Park playground were focused on refining accessibility. All repairs and improvements were necessary to renew the playground and to continue to distinguish reputation of Zonta Meadows accessible playground as the first all-inclusive barrier free playground in the City of Mississauga. Improvements made to the Zonta Meadows Park playground include:
 - Repair existing play equipment and features
 - New water table
 - New sand table
 - Rubber surfacing
 - Widening asphalt park trail to 3.0m
 - Benches and picnic table
 - Repairs to concrete ramps
 - Improvements to surfacing at swings
- **Parks & Forestry:** In addition, the Zonta Meadows Park trail was developed, which includes accessible footbridges, benches and rest areas for people with disabilities.
- **Parks & Forestry:** Presentation of P-531 New Community Park Development to the Facility Accessibility Design Subcommittee.
- **Parks & Forestry:** Sawmill Valley Trail link from Mississauga Road to existing Sawmill Valley Trail was substantially completed in August 2018. Accessibility improvements include: formalized trail entrance to Mississauga Road, detectable warning strips at sidewalk connection to Erindale campus, 2 to 3 % slope from Mississauga Road to interpretive sign node, slope to existing Sawmill Valley Trail ranges from 4.5 to 8%, firm and stable trail surface of limestone screenings, post and rail warning fence adjacent to bank edge.
- **Parks & Forestry:** Shoreline repairs project for various waterfront parks was substantially completed in August, 2018. Accessibility improvements include pathway surface improvements at St. Lawrence Park and JJ Plaus Park.



-
- **Parks & Forestry:** The redevelopment of River Grove Community Centre All-Inclusive Playground is the sixth all-inclusive site completed from the City-Wide program of seven sites.
 - The improvements include updated new accessible play surface such as rubberized play surface and Engineered Wood Fibre surface, installation of new Inclusive play structures, sandbox and swings; installation of fabric shade structures, and new accessible seating.
 - **Parks & Forestry:** Partially constructed ORT 2 West Multi-Use Trail within Hydro 1 Corridor. The West portion of the ORT 2 West Multi-Use Trail from Winston Churchill Blvd to Westfield Drive, near the QEW. All trails, paths, bridges, benches, seating opportunities, railings, and street crossings that are part of this project were designed to be accessible.



- **Facilities & Property Management:** In 2018, the Customer Service Desk at South Common Community Centre was renovated in order to address accessibility, space constraints and security concerns. The innovative design of the service counter makes it a welcoming focal point for the public using the Community Centre.
- **Facilities & Property Management:** New exterior doors were installed at Civic Centre. The doors are now sliding, making it easier for a person with a disability to use the doors independently.
- **Facilities & Property Management:** Renovation of two Screening Rooms at the Ontario Court of Justice (950 Burnhamthorpe Rd W):
 - The goal of this project is to repurpose existing hearing and interview rooms into two screening rooms, one of which will become a dedicated accessible room. Accessibility features for the new accessible screening room include: wider doors for staff and public, automatic door operators, vision panel on doors, lower counter height for screening counters, and sufficient space to allow for wheelchair turning radius for both counters on public and staff side.



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- **Facilities & Property Management:** Washrooms at Fallingbrook, Garnetwood and Erindale Parks have been designed and built in accordance with the City's Facility Accessibility Design Standards. These projects also included revisions to the pathway that serves the washroom buildings, as well as the addition of accessible parking in order to ensure that people with disabilities have greater access to these amenities.
 - **Facilities & Property Management:** New automatic door operators have been installed in the upper washrooms at Braeben Golf Course. A set of doors at the MiWay Administration Building (Semenyk Court) have been replaced in order to make them wider.
 - **Facilities & Property Management:** In 2018, Facilities Development & Accessibility renovated space for the Active Adult Centre of Mississauga on the second floor of the Central Parkway Mall. The goal of this project was to provide accessible space for this group, formerly known as the Square One Older Adult Centre (SOOAC).
 - **Facilities & Property Management:** In 2018, emergency call buttons were installed in the universal washrooms at the Living Arts Centre.
 - **Facilities & Property Management:** Small Arms Inspection Building was renovated in 2018. The Small Arms Inspection Building is a heritage facility which has been transformed into a community hub. The renovation includes new accessible washrooms, as well as open-plan space for events and shows.
 - **Recreation:** Updated signage at Mississauga Valley Community Centre to make it more accessible. This includes tactile and Braille markings for people with low vision, and consistent placement of signage to designate permanent rooms or spaces.
 - **Transportation & Works:** In 2018, audible pedestrian signals were added to 22 intersections throughout the City. This includes projects initiated through the Capital Road Projects, as well as requests received from the CNIB.
 - **Transportation & Works:** In 2018, 152 intersections in the City of Mississauga were retrofitted to include tactile warning surface indicators (TWSI). The installation of the TWSI's were funded in part by the Public Transit Infrastructure Fund from the Government of Canada. The contract for replacement started in 2017, and has added TWSI's to 327 intersections throughout the City of Mississauga.



Additional Accessibility Successes

Additional accessibility successes, which have not been captured under the projects listed above, are provided in this section. This is not a complete list as accessibility planning is integrated broadly across the City. These achievements assist people with many different types of disabilities. In whole, this list provides a sense of the varied successes that occurred throughout 2018, which help in making the City of Mississauga more accessible and inclusive.

- Culture:** The Culture Master Plan was presented to the Accessibility Advisory Committee for feedback. Some members of the Accessibility Advisory Committee attended the public meetings, hosted by Culture. The feedback gathered was included in the development of the Plan in order to ensure the Plan supports an authentic cultural identity that is welcoming, inspiring and enriching.
- Recreation:** Third Annual Older Adult Expo was held in June 2018. As the City of Mississauga hosted the OSG55+ Summer Games this past summer it was decided to use the expo to bring awareness to the games. The Expo added a countdown event, and a “try it” sports event. This provided the opportunity for older adults to try some sports in a comfortable environment. In total, there were 78 exhibitors that promoted and introduced visitors to their products, services



and programs. This was in addition to technology assistance and safety seminar that were available. A total of 1500 people attended.

- **Recreation:** Partnership with Humber College to integrate young adults with intellectual disabilities and provide the opportunity to experience college life and for the individual to practice skills related to their employment field of interest. The individual had the opportunity to work alongside the Exercise Councilor in the weight room and the Youth Engagement coordinator in the gym.
- **Parks & Forestry:** Parks & Forestry participated in a division wide event, where the theme was “See Something New/Try Something New”, which provided an opportunity to showcase the City’s accessible sports equipment and newly renovated facilities. This included wheelchair basketball, sledge hockey and pickleball in the triple gymnasium at Paramount Fine Foods Centre.

Conclusion and Next Steps

The accessibility vision for the City of Mississauga is:

“Mississauga – A Great Place to live, work, travel and play for everyone!”

The 2018 Annual Report of the Multi-Year Accessibility Plan realizes this vision by ensuring:

- Compliance with the Integrated Accessibility Standards Regulation (O.Reg 191/11).
- Access to accessible transportation.
- Older facilities, parks and trails are redeveloped and retrofitted in a way that eliminates barriers.
- Information is created in a way that is accessible to people with disabilities.
- Staff understand legislative requirements and are encouraged to proactively remove barriers once they have been identified.

In 2018, the City of Mississauga has accomplished so much in terms of becoming a more inclusive City, and we will continue that work by removing physical, informational, attitudinal and technological barriers in 2019 and beyond.



Appendix 1.0 – MiWay 2018 Annual Accessibility Report

Appendix 2.0 – 2018 Elections Accessibility Report



2018 Annual Accessibility Report

December 2018



2018 annual accessibility report

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2018 annual accessibility report

Executive Summary

The City of Mississauga is committed to improving accessibility for people with disabilities. As part of this commitment, MiWay's 2018 Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay in 2018 to make all its services and facilities accessible.

The 2018 Annual Report fulfills MiWay's obligations under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the purpose of:

"...developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."

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 2018 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 25, 2019.

A final copy of the 2018 Annual Accessibility Report will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

2018 annual accessibility report

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.

2.0 MiWay's Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. Accessible service is provided along all regularly scheduled routes.

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.

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Conventional Services – 2018 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
Hours of Operations	Monday to Friday: 3:56 AM to 3:21 AM Saturday: 4:17 AM to 2:53 AM Sunday: 6:19 AM to 2:09 AM
Annual Passenger Boardings	56.9 Million
Annual Revenue Ridership	40.4 Million
Annual Revenue Service Hours	1.50 Million
Annual Vehicle Hours	1.60 Million
Annual Revenue Kilometres	33.8 Million
Number of Routes	81 Routes (as of Dec. 2018): 9 Express Routes; 55 Regular Routes; 17 School Routes
Fleet Composition	500 accessible buses



Servicing express routes



Servicing local and school routes

2018 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). 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, 2019)

There are no new transportation compliance initiatives in 2018. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

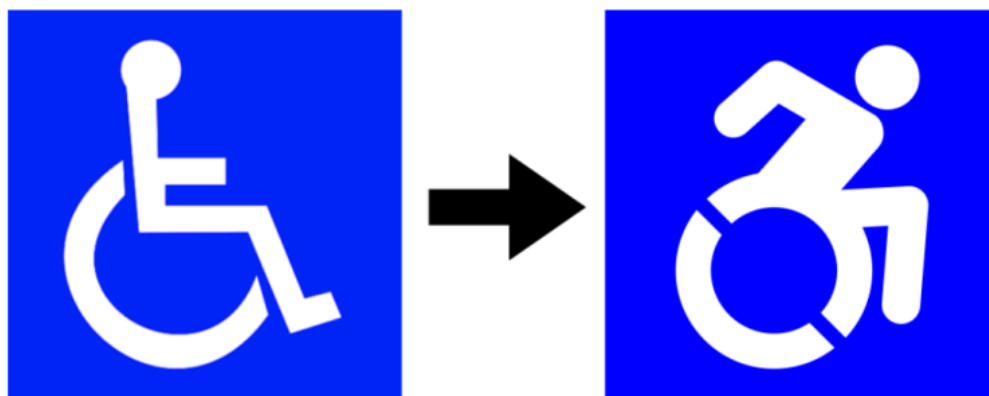
4.0 2018 Initiatives and Ongoing Improvements

4.1 Dynamic Symbol of Access:

On February 21, 2018, City Council adopted the use of the Dynamic Symbol of Access at City facilities. To help further disability rights in Ontario, the symbol is being advocated by The Forward Movement group which improves on the International Symbol of Access by showing a person in a wheelchair in a forward motion. It emphasizes movement and aims at changing how society views and interacts with people with disabilities.

The City of Mississauga is committed to creating accessible and inclusive communities for everyone. This initiative is one of many ways the City continues to remove barriers and create awareness around accessibility.

With the City of Mississauga implementing the use of the Dynamic Symbol of Access on a go-forward basis at all new City facilities (where signage is not legislated), MiWay has also taken steps to introduce the new symbol on our website (miway.ca), print material, as well as on MiWay's newly redesigned bus stop markers.



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4.2 MiWay's New Bus Stop Marker Design

In 2018, MiWay redesigned its bus stop markers and included the new Dynamic Symbol of Access. The new bus stop markers include the MiWay logo, contact information (website and phone number), as well as stop identification number.

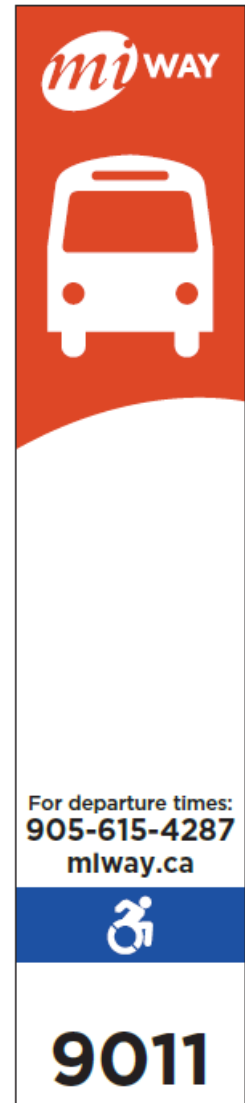
Detailed description of new MiWay bus stop marker:

- Dimensions of the MiWay bus stop sign are 5.81 inches wide by 28 inches high.
- At the top of the sign the MiWay logo and the icon of a bus are in white on an orange background. This portion takes up approximately one third of the entire sign.
- Below this there is a white background without any text or images that takes up another third of the sign.
- For the final portion of the sign, there is black text on white background that states "For departure times:" (this text is 37 points) "905-615-4287" (this text is 55 points) "miway.ca" (this text is 50 points). Underneath the text, there is a blue coloured horizontal bar with the Dynamic Access Symbol in the center in white.
- At the very bottom is the four digit stop number in black text at sized at 135 points on a white background.

MiWay's new stop marker designs were reviewed and supported by the City of Mississauga's Accessibility Advisory Committee (AAC).

The new signs complement MiWay's bus stop signage at terminals/transitway stations, and the express bus stop locations throughout the City. Installation of the new signage will occur along major roads first, as well as at new/damaged locations. Overall installation of these signs will take approximately 2-3 years (dependent on resources). Once completed, all 3,500 bus stops within the City of Mississauga will be updated with the new design.

In 2018, 115 pairs of stops were upgraded to these new bus stop markers (i.e., a total of 230 stops) with the installations continuing into 2019.



4.3 Transit Infrastructure Improvements

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.

2018 annual accessibility report

Dedicated bus lanes – ‘Red Carpet Treatment’ – As part of an initiative to enhance the visibility of bus-only lanes and address safety concerns raised by motorists incorrectly utilizing these bus-only lanes, MiWay has introduced the application of a red material to these bus only lanes. Since 2017, this red material was applied at 10 different key locations across the City to increase safety and awareness for these transit only lanes.



Passenger Landing Pads – A bus stop is considered to be accessible only if there is a hard surface bus pad at the stop which connects, via a hard surface, to the existing sidewalk network.

To further improve access to MiWay's accessible conventional services, additions to existing concrete bus stop pads have been installed as well. Extending the concrete pad or the addition of a "tail" to the existing pad ensures passengers can safely exit from the back door of the buses without stepping down into mud or grass.

In 2018, 126 of these stop locations were completed with such passenger landing pads installed.

Currently only about 4% (approximately 142 of 3,428) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks. The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2019, where feasible. It is also noted that some of these 142 stops are located outside of the City and cannot be addressed by the City of Mississauga.

Installation of New Transit Shelters - As part of the Public Transit Infrastructure Fund (PTIF), MiWay identified a list of 100 transit stops as candidates for potential new shelter installation, in addition to MiWay's existing annual shelter program (15 new shelters per year). These stops were identified based on factors such as ridership demand, customer request for shelters, and specific target areas for transit amenity improvement to add convenience to our existing customer and to promote transit usage.

In 2018, all 100 new shelters were installed across the City to provide improved amenities for our customers.

4.4 Sidewalk Program

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.

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All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services.

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. 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. 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.

In 2018, approximately 800 metres of new sidewalks were constructed along Tomken Road, which provides connections to the Mississauga Transitway. In 2019, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Approximately 2.5 kilometres of new sidewalk construction is being programmed for 2019. Since 2010, approximately 45 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

4.5 Installation of Tactile Plates

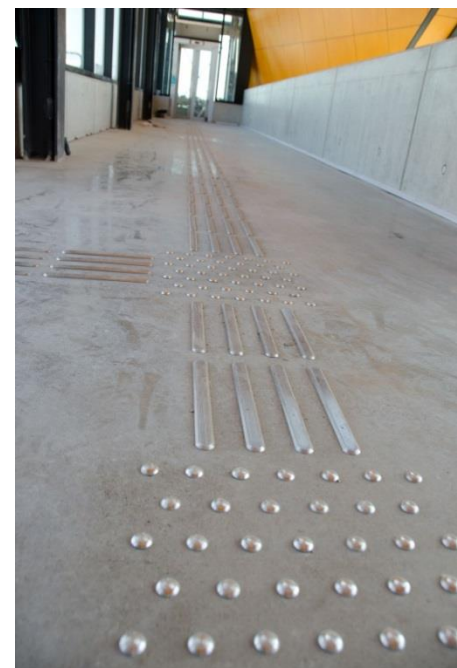
To make transit more accessible, the City of Mississauga has installed tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road. Additional tactile plates have been installed through 2018, at a total of 327 intersections.

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

4.6 Accessible Transit Facilities/Stations

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

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















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4.7 Information & Communication

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

Web Content - In an effort to enhance usability, improvements are continuously made to MiWay's Accessible Services webpage, which can be easily accessed through miway.ca. Information pertaining to accessible services, policies and procedures is categorized and distributed in multiple formats to ensure information is easily accessible for all customers.

In addition, the accessible services icon has been updated to reflect the new Dynamic Symbol of Access. Providing education content, MiWay ensures easy step-by-step instructions on how to board/exit a MiWay bus for new riders.

 Schedules & Trip Planner	 Service Changes
 Maps	 Students
 Fares	 Mississauga Transitway
 Accessible Services	 Are you Ready To Ride
 About MiWay	 Business
 Alerts	 Contact Us

Web accessibility has been improved in 2018 with:

- Greater focus on accessible colour contrasts on graphics.
- Greater focus on limiting text on images on the website and email newsletter
- On the website, we avoid image headers to support accessible technologies
 - Examples of these improvements include refreshes of miway.ca/presto, miway.ca/transitway, miway.ca/airport, miway.ca/servicechanges, miway.ca/miwayfive

Web content is 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.

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

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Print Content - To improve accessibility in MiWay's print material, all print material produced continues to be reviewed to ensure font type, colour sizes, spacing, line height and contrast are accessible.

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. The Accessible Bus Services brochure is also made available on MiWay's website as well as in alternate accessible formats upon request.

4.8 Priority Seating Pilot Program

In early 2018, MiWay implemented a new Priority Seating Pilot Program on its newest Nova buses to remind customers that the Priority Seating area at the front of each bus is reserved for persons with disabilities.



The pilot program includes new interior window decals seen in the picture above, which will be installed and located above the Priority Seating area:

- A "Show You Care" decal on the top window (that opens)
- Bright new "Priority Seating" window decals above each seat

The new signage is compliant with the Integrated Accessibility Standards Regulation (IASR) and the decals were created in partnership with Ontario Public Transportation Association (OPTA).

At the end of 2018, as the Priority Seating Pilot Program comes to an end, MiWay launched a survey to gather feedback from customers regarding the success of this campaign and whether this program should be extended to the rest of the fleet or discontinued completely. The MiVoice survey was launched on December 3rd and will run for a month. The feedback received will be compiled and used to determine MiWay's final recommendation.



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4.9 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.

The new real-time feature available under the “Next Trip” section of Plan a Trip 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.

Next Bus
109 S Meadowvale EXP
Arrive 2:18 PM

Customers see:

The time the bus is scheduled to arrive

Arrive 2:18 PM

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

Arrives 2 min

Lastly, when the bus is arriving in real-time

Arriving

4.10 Operator Training Improvements

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. Since 2017, the MiWay Training Department has set out a project mandate to review course curriculums to determine if and where improvements are required.

Based on a comprehensive needs analysis, a redesign of the learning approach to new operators was implemented aimed at improving their learning and retention of content, as well as to create an appreciation towards those with accessibility needs.

This led to a new course called Accessibility Customer Services Part 2. The goal of the training course was to reinforce the eLearning “May I Help You” and enhance the in-

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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.
- In-class emphasizes more on what a transit operator can do to help be more accessible customer service focused.
- 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.

Since the introduction of the Accessibility Customer Services Part 2 Operator Training Program, MiWay’s Training Department has continued to make improvements to this course. Further enhancements have been introduced such as:

- Dedicating an additional hour in the schedule to this course. The time allotted has increased from 3 hours to 4 hours.
- Including more detailed information concerning the role of Support Persons/Personal Care Attendants.
- Incorporating additional documentation on Service Animals showcasing their purposes, key tasks and types of disabilities they support while continuing to emphasize the MiWay related policies.
- Including information on Assistive Devices, highlighting varying types of devices used by people with different types of disabilities.

In addition to enhancements to the Accessible Customer Service lesson, MiWay’s Training Department have also introduced 3 new related courses:

- HEAT showcasing the customer service model Hear them, Empathize, Apologize, Take responsibility for action
- Dealing with Difficult Situations
- Resiliency

With a focus on continuously improving MiWay’s Training Curriculum, training staff also provided an overview of the existing training course to the City’s Accessibility Advisory Committee. Feedback from the AAC was requested so that further enhancements may be introduced to encourage our Transit Operators to show compassion and responsiveness towards all our passengers.

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4.11 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.



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. 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.

4.12 MiVoice

MiVoice is MiWay's online feedback forum. 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 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 Kipling Bus Terminal

The Kipling Bus Terminal is a new inter-regional bus terminal that is currently being constructed by Metrolinx adjacent to the existing Kipling Subway station. The terminal will combine GO Transit and MiWay bus services into one location with direct connections to both GO rail service on the Milton GO corridor and the TTC.

At the proposed time of completion in Fall 2019, it is expected that MiWay routes that currently service Islington Subway station will be relocated to the Kipling Bus Terminal.



The terminal was designed in accordance with Metrolinx' Design Requirements Manual (DRM) which dictates the infrastructure that needs to be provided by GO bus and rail accessible services.

Accessible infrastructure included barrier-free parking, raised platform area for passengers to board the train (i.e., mini platform), accessible parking spaces, mountable curbs, accessible routes between all facilities at the terminal, accessible wayfinding, redundant elevators, etc. Sign faces, surfaces and finishes conformed to AODA and the City of Toronto's accessible materials standards.

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6.0 Hurontario Light Rail Transit (LRT)

The Hurontario Light Rail Transit Project is a provincially-planned light rail system, developed by the cities of Mississauga and Brampton with Metrolinx. The Hurontario LRT (HuLRT) 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. LRV's will be fully accessible, with easy entry and room for wheelchairs, strollers and/or bikes.

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

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 2019, with an anticipated completion in 2022. The project is funded through a \$1.4 billion commitment from the Province of Ontario.



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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 25th, 2019); and

8.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2018 Accessibility Report at its January 22nd, 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 2018 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2018 Annual Accessibility Report provides an update on activities undertaken to improve accessibility on all services and facilities.

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

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10.0 For more Information

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

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

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

To provide customer feedback, customer service representatives are available:

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

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

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

MiWay – Website: [MiWay Website](#)

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

Follow us on Twitter: @MiWayHelps

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

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Appendix 1.0

Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit) Transportation Standard

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

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

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

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

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51	<p>Pre-boarding announcements Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>Completed Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route name, number and direction. This is the same service information that is displayed on the destination sign.</p>
52	<p>On-board announcements Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles.</p> <p>Every conventional transportation service provider shall ensure that all destination points or available route stops, are announced through electronic means; and are legibly and visually displayed through electronic means.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>Completed MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
78	<p>Duties of municipalities, general Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.</p> <p>Every municipality shall identify planning for accessible bus stops and shelters in its accessibility plan.</p>	<p>January 1, 2013</p>	<p>Completed The City of Mississauga's Accessibility Design Handbook was revised in 2015 to match the new Ontario Building Code and IASR, Design of Public Spaces requirements. The document is now referred to as the City of Mississauga 2015 Facility Accessibility Design Standards. This document has been prepared with the support of the Accessibility Advisory Committee. Details from this document are used in the design of MiWay Shelters.</p>

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Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit) Information & Communication Standard

11	<p>Feedback</p> <p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2014	<p>Completed / Ongoing</p> <p>Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on miway.ca/contactus, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p>Accessible formats and communication supports</p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2016	<p>Completed / Ongoing</p> <p>Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible PDF documents being added to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well-structured PDF documents which can be read by screen readers.</p> <p>Accessible Document Training will continue to be provided to staff in 2019, 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>

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14	<p>Accessible websites and web content</p> <p>Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p>Completed / Ongoing</p> <p>New web content management system acquired, implementation goal is for WCAG 2.0, Level AA starting in 2016 as new content/features are implemented.</p> <p>The City has renewed with Site Improve for 2017 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>
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City of Mississauga
 Elections Office
 300 City Centre Drive
 MISSISSAUGA ON L5B 3C1
mississaugavotes.ca

Accessibility Report for 2018

Prepared by: Elections Office

Background

In accordance with section 12.1(3) of the *Municipal Elections Act, 1996*, following the 2018 municipal election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

Disability is defined by the Ontario Human Rights Code and AODA as:

- 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 impairment, 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,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Report Highlights

- An Accessibility Plan was created in 2017 outlining the steps to be taken by the City of Mississauga's Elections Office to mitigate concerns related

to the accessibility of municipal elections and voting.

- The Accessibility Plan was created by the City of Mississauga Elections Office in collaboration with the City of Mississauga Facilities Development and Accessibility Section and was updated as best practices were identified and new opportunities for improvement arose.
- In developing the Accessibility Plan, inspections were conducted for voting locations to identify any accessibility concerns.
- Various methods of voting were used to ensure that persons with disabilities or limited mobility had the opportunity to participate fully in the 2018 Municipal Election.
- To assist with carrying out the Accessibility Plan, election workers received training that included information on providing accessible customer service.

Comments

In addition to the action items outlined in the Accessibility Plan (Attached as Appendix 1), the following measures were taken to ensure that persons with disabilities or limited mobility had the opportunity to participate fully in the 2018 Municipal Election.

Voting Methods

To provide accessible and independent voting for electors, the AutoMARK Voter Assist Terminal was used at all advance poll locations. The AutoMARK Terminal allows the elector to indicate their preferences on the ballot independently. Throughout the 2018 Municipal Election advance polls 14 electors required the use of the AutoMARK Voter Assist Terminal.

To further assist electors with limited visibility, magnifying cards were provided at each voting location. The magnifying cards enlarged the names on the ballot to assist those with visual impairments. An alternative for future elections is to provide magnifying sheets which are larger in size and cover more space when viewing a ballot.

Voting Locations

All voting locations used on voting days met the accessibility standards set by the IASR. In addition, a voting location was provided on the premises of Long Term Care Facilities, Retirement Homes and both Mississauga hospitals in accordance with the criteria outlined in the *Municipal Elections Act, 1996*. In some of these locations, bedside voting was provided for persons with limited mobility to ensure those persons had an opportunity to vote.

Training

To aid persons with disabilities or limited mobility, election workers received training and reference materials that included information on providing accessible customer service and the Integrated Accessibility Standards Regulation (IASR).

Review

Prior to and during every election, the Elections Office researches and looks at ways of preventing and removing barriers to improve the voting experience for all users, this includes a review of technology and best practices.

Attachments

Appendix 1: 2018 Municipal Election Accessibility Plan

Appendix 1:



2018 Municipal Election Accessibility Plan



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Definitions

Term	Definition
Accessibility Advisory Committee (AAC)	The Mississauga Accessibility Advisory Committee 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.
Accessible Formats	These may include but are not limited to, large print, recorded audio and electronic formats, Braille and other formats used by persons with disabilities.
Assistive Devices	Means technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive devices for grasping. Assistive devices may accompany the customer or already be on the premises, and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga's Elections Office.
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	This act requires organizations to establish policies, practices and procedures governing how the organization will achieve accessibility through meeting its requirements under the Regulations.
Disability	Disability is defined by the Ontario Human Rights Code and AODA as: <ul style="list-style-type: none">• 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 impairment, 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,

- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Municipal Elections Act, 1996 (MEA)

This act sets rules, regulations, procedures and guidelines for how municipalities must conduct municipal elections.

Regulation 191/11

The **Integrated Accessibility Standards Regulation (IASR)** establishes the accessibility standards pertaining to information and communications, employment, transportation, built environment, and customer service.

AutoMARK Voter Assist Terminal (VAT)

Is a device used to assist electors who have low vision, have a physical or learning disability.

Institution

As per MEA, voting opportunities will be provided on the premises of an “Institution”, in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirm.

Retirement Home

As per MEA, voting opportunities will be provided on the premises of a “Retirement Home” in which 50 or more beds are occupied.

1. Introduction

This Accessibility Plan outlines the steps to be taken by the City of Mississauga's Elections Office to mitigate concerns related to the accessibility of municipal elections and voting. It is a living document which was created by the City of Mississauga Elections Office in collaboration with the City of Mississauga Facilities Development and Accessibility Section and will be updated as best practices are identified and new opportunities for improvement arise.

The Municipal Elections Act, 1996, as amended states the following:

Section 12.1 (1)

A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities. 2009, c. 33, Sched. 21, s. 8 (8).

Section 12.1 (2)

The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election. 2016, c. 15, s. 11.

Section 12.1 (3)

Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public. 2016, c. 15, s. 11.

Section 45 (2)

In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities. 2009, c. 33, Sched. 21, s. 8 (23).

In addition, the City of Mississauga's corporate policy regarding accessibility states:

"The City of Mississauga is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of all City goods, services, programs and facilities in a timely manner for all persons with disabilities in a manner that:

- Respects dignity
- Ensures reasonable efforts are made to provide an opportunity equal to that given to others; and
- Allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to others, to the greatest extent possible."

The measures outlined in this document are intended to ensure that the 2018 City of Mississauga Municipal Election is in compliance with the applicable legislation and the City of Mississauga's corporate policies and procedures.

2. Mandate

It is the goal of the City of Mississauga's Elections Office to ensure that persons with disabilities or limited mobility have the opportunity to participate fully in the 2018 Municipal Election.

For the 2018 Municipal Election the following actions are proposed to address barriers that affect electors and candidates with disabilities.

Actions
Assess past election administration practices, identify possible barriers to accessibility for candidates and electors and consider measures to mitigate or minimize barriers.
Gather comments and recommendations from the municipality's Accessibility Planning staff on methods to address accessibility needs.
Meet with the Accessibility Advisory Committee (AAC) to review initiatives and consider options based on the committee's feedback.
Review voting location site inspection checklist and include feedback from Accessibility Planning staff.
Continue to ensure that information is universally accessible through the use of appropriate fonts, text sizing, colours, spacing, and lighting.
Provide Election Workers with information relating to accessible customer service.

3. Locations

The City of Mississauga anticipates having over 120 voting locations although this has not yet been confirmed. Inspections are conducted for many older locations built before modern accessibility standards were in place. If an accessibility concern is identified, all reasonable measures will be considered to remove the barrier or an alternative location will also be considered within the ward.

Actions
<p>Conduct site visits of many older locations with potential accessibility issues to ensure accessibility. In the event that accessibility standards are not met, the following actions will be considered:</p> <ul style="list-style-type: none"> -Hire hall monitors that can open doors and direct electors through the voting place. -Consider installing temporary ramps. -Consider temporarily identifying additional accessible parking spots if possible.
<p>Develop templates for voting location set-up to support accessibility which includes:</p> <ul style="list-style-type: none"> -Set-ups to allow electors to maneuver as easily as possible through the polling location. -Have regard for the specific needs of election workers with disabilities.
<p>Provide voting locations on advance voting days with an AutoMARK Voter Assist Terminal (VAT).</p> <p>Ensure Operators are trained to provide assistance for individuals using the AutoMARK.</p>
<p>Address accessibility concerns with School Boards and consider steps that can be taken to address barriers such as erecting temporary ramps and providing staff to open doors with inaccessible door handles etc.</p>
<p>Provide appropriate signage at voting locations so that information is clearly visible to those with low vision.</p>
<p>Set up a process to facilitate notifications of any last minute disruptions in service or voting location changes, should an emergency occur including posting signage and having Hall Monitors relay information to electors upon entry to the voting location.</p>
<p>Identify designated or reserved parking for persons with disabilities at each voting location.</p>
<p>On voting day, a voting place shall be provided on the premises of Institutions and Retirement Homes according the criteria outlined in the MEA.</p>

4. Voting Methods

The City of Mississauga has undertaken various methods of voting to ensure that persons with disabilities or limited mobility have the opportunity to participate fully in the 2018 Municipal Election.

Actions
Traditional paper ballots and easy to grip and open markers to be provided. Consider the use of magnifiers.
Demonstrate the AutoMARK to the Accessibility Advisory Committee (AAC).
Audio ballots available using the AutoMARK.
Other assistive devices (sip and puff, rocker paddles, etc.) can be used in conjunction with the AutoMARK.
Staff able to assist all electors who desire assistance.

5. Training

To aid persons with disabilities or limited mobility, Election Officials will receive training that will include information on providing accessible customer service and the **Integrated Accessibility Standards Regulation (IASR)**.

Actions
Provide reference materials such as the City of Mississauga's "May I Help You? - Understanding Accessible Customer Service" and "Breaking Down Barriers - Understanding the Integrated Accessibility Standards Regulation (IASR) booklets.
Encourage election workers to approach an elector if it appears that the elector requires assistance maneuvering through the voting location etc. and offer to assist.
Check the access doors frequently to offer assistance and watch for electors unable to easily enter the building.



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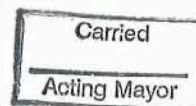
Date: January 23, 2019

Moved by: *Patricia Kelly*Seconded by: *Paul Saito*

That the ARAC review the opportunity to establish guidelines related to festivals and events that are sponsored by the City of Mississauga.

RECORDED VOTE	YES	NO	ABSENT	ABSTAIN
MAYOR			✓	
WARD 1	✓			
WARD 2	✓			
WARD 3	✓			
WARD 4	✓			
WARD 5	✓			
WARD 6			✓	
WARD 7	✓			
WARD 8	✓			
WARD 9	✓			
WARD 10	✓			
WARD 11	✓			

Carried (10,0,2-Absent)



Guide to Accessible Festivals & Outdoor Events



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Accessibility in Ontario

The Accessibility for Ontarians with Disabilities Act (AODA) makes it possible for people of all abilities to be a part of their communities every day. Its vision is to make Ontario accessible by 2025.

One in seven people currently has a disability. By 2036, as the population ages, 1 in 5 Ontarians will have a disability and people with disabilities will represent 40 per cent of the total income in Ontario.¹

It makes good business sense to plan your festival or outdoor event with people with disabilities in mind.

This guide will help you increase attendance and make your festival more enjoyable for everyone by improving the event's accessibility. It can help you with planning your festival, running the event, and gathering feedback and improving the festival after it ends.

Did you know?

A person with a disability can be someone who:

- has low or no hearing
- has low or no vision
- lives with a mental health issue
- uses a cane, wheelchair or other mobility device to get around

1. Martin Prosperity Institute, Releasing Constraints: Projecting the Economic Impacts of Improved Accessibility in Ontario, 2010. <http://www.martinprosperity.org/media/ReleasingConstraintsAccessible.html>

What are my requirements?

Does your festival organization have one or more employees? Remember to count seasonal or part-time employees.

If you have one or more employees your festival has legal requirements to meet on accessibility. **If your festival has 20 or more employees**, you must report to the government on how you are meeting these requirements.

To find out if your organization is required to comply with the AODA, visit the ontario.ca/Accessibility. It will help you find out what you have to do to comply with Ontario's accessibility law.

If your festival is organized and run entirely by volunteers, you are not required to comply with the AODA. Regardless of your organization's size, this guide is designed to help you improve the accessibility of your festival so that the people who come back year after year can do so regardless of their ability and you can attract new festival-goers with disabilities to your festival.



Accessible Parking Spaces

Many people will use a car or van to get to your event. **Picking a venue** with accessible parking or creating a sufficient number of accessible parking spaces will make it easier for people with disabilities attend your festival.

Tip:

Your festival location may have to comply with accessibility requirements of the Design of Public Spaces Standard (DOPS) under the AODA. Please visit [ontario.ca/Accessibility](https://www.ontario.ca/Accessibility) for more information.

Even if your venue doesn't need to comply with DOPS, you can use **the requirements** (<https://www.ontario.ca/laws/regulation/110191%23s80p36s1>) as a guideline to decide on the number or size of accessible parking spaces you should have.

When planning event parking, create accessible spaces as close as possible to:

- paths to the nearest accessible venue entries and exits
- any lifts and ramps for people using mobility devices
- pay stations (for example, a ticket booth or a parking-lot operator station)

Consider providing a designated passenger drop-off area that is clearly marked with signs and located close to the event entrance.

Tip:

It's helpful to use arrival, exit and directional signs that are clear and can be read in all light conditions. The signs should start outside the parking area, so festival goers can easily find accessible parking.

Public Transportation

Some of your festival participants may be arriving and leaving by public transportation. Consider **providing accessible public transportation information** for festival participants with disabilities wherever you post general transportation information. This information could include:

- schedules of accessible buses, trains and shuttles
- information on whether the buses on the route are accessible
- whether shelter is provided at the bus stop
- whether the train or subway station has an accessible elevator.

Consider using accessible vehicles for festival-specific transportation. For example, provide a shuttle service from a remote parking lot to the event area.



Paths of Travel

As you **plan your festival**, think about the routes people will take throughout the venue. Plan for accessible paths across the site that link all attractions and essential services.

You could buy or rent temporary outdoor flooring to help stabilize paths on uneven surfaces, like sand and grass.

Tip:

Electrical wires are a tripping hazard for everyone. Keep electrical wires out of paths of travel, or use cable protectors that are wheelchair accessible and are in bright/contrasting colours to alert people with low vision.

Stages and Seating

If your event uses a stage, consider buying or renting a ramp to provide stage-access for people who use mobility devices. Keep in mind that there are other requirements for stages, for example in the Ontario Building Code or other municipal regulations.

When planning your event, consider creating or reserving areas with enough room for mobility devices. These areas will need to have a view of the stage from a seated position. They will also need to have seats and extra space for friends, family, support persons and service animals.

Some seats should be positioned to allow service animals to accompany their owner and rest in front of or under the seat.

Food Services and Public Eating Areas

Event participants should be able to easily reach food services using an accessible path, and food service booths should allow a person in a wheelchair to reach them. Consider having large print copies of menus for people who have low-vision.

When buying or renting tables **before your festival**, it's a good idea to ensure at least 20 per cent of tables are accessible for someone with a mobility aid (or to provide at least one accessible table in each eating area). Manufacturers of accessible tables provide tables with a range of dimensions to accommodate differently sized mobility devices. By providing a mixture of different types of accessible tables that accommodate a variety of mobility devices, you can ensure that guests of all abilities will be able to use your seating areas. Ensuring flat, firm, and stable space around the table, under it, and on the path to reach it will help guests who use mobility devices get around your festival's eating areas.

Tip:

Although you may not need to comply with the **Design of Public Spaces Standard** (<http://www.ontario.ca/page/how-make-public-spaces-accessible>), you can use this information as a guideline for accessible eating areas.

Washrooms and Temporary Toilets

It's a good practice to **plan for accessible washrooms**. Accessible toilets can make or break festival enjoyment for a person with a disability. Accessible washrooms and temporary toilets should be at ground level and away from crowds and sound systems, but not so far that they're inconvenient to reach. Keep in mind that there are other requirements for washrooms, for example in the Ontario Building Code and your municipality's laws.

Rest Areas/Quiet Spaces

Before your festival, consider designating a quiet space for rest, especially if your event attracts large crowds and is longer than a couple of hours. This can be helpful for individuals with different types of disabilities or needs such as people with mental health issues, sensory issues, fatigue issues and nursing mothers.

Rain/Wind/Sun Shelters

Prolonged exposure to rain, wind and sometimes sun can be an unpleasant experience. Some people with disabilities are at particular risk from the elements.

When planning your festival, consider providing open- or closed-sided tents to provide weather protection. If your festival-goers run the risk of being overheated, consider renting cool mist canopies or fans to cool people (and service animals) in extreme temperatures.

Signs

Signs should be in a large, easy to read font with good colour contrast – for example, a sans serif black font on a white background.

Clear signs at drop-off zones and parking areas will help direct people to specific areas across the event site. Signs should indicate the accessibility features located along the path of travel and event areas. Signs at different heights can also help assist people moving through crowds, and help them see when they are at specific locations.

Did you know?

Sans-serif fonts include:

Arial Century Gothic Verdana Univers

Support Persons

Support persons may be helping some people with disabilities at your festival. A support person must be allowed to go wherever the person they support goes.

Post the admission price for support persons wherever you have information about entry fees (such as on your website and at entrance gates). Consider reducing or waiving the entry fee for support persons.

Did you know?

A support person can help with:

- mobility
- personal care
- medical needs — and more

Service Animals

Guide dogs are one type of **service animals** (<https://www.ontario.ca/laws/regulation/r07429%23BK3>), but other kinds of animals are trained to help people with disabilities.

At your festival, a person with a disability and their service animal can go to all areas that the public would normally be allowed to go.

When planning your festival, consider designating a suitable area as a relief area for service animals. Make sure to let volunteers know how to direct people to this area and post signs so people know where to go.

Tip:

Provide water for service animals. The care of service animals belongs to their owner, but by making care of service animals easier, you'll create a welcoming festival for people who are assisted by service animals.



Training Staff and Volunteers

If your festival organization has at least one staff person, you must train your staff and volunteers on **Ontario's accessibility laws** (<https://www.ontario.ca/laws/regulation/110191>), which can be incorporated into your regular volunteer training. Visit our website for information about the **training requirements** (<https://www.ontario.ca/page/how-train-your-staff-accessibility>).

Free training modules and resources to train your staff and volunteers are offered at **AccessForward.ca**. and at <http://www.findmyspark.ca/resources-non-profits>

If you are entirely organized by volunteers, it's still a great idea to train your volunteers on:

- how to communicate with people with different types of disabilities
- your accessibility features
- your evacuation procedures for people with disabilities
- how to give feedback to festival organizers about the event's accessibility

Tip:

Use considerate language when talking about disabilities. For example, use person first language such as:

- "people with disabilities" instead of "disabled people" or "the disabled."
- Use the right words: 'Disability' versus 'handicap'
- Reference specific disabilities when appropriate, such as a person with epilepsy or a person who uses a wheelchair
- Avoid sympathetic statements: victim of, suffers with, or stricken with a particular illness or disability
- If you're not familiar with the disability, don't make assumptions.

One in seven Ontarians has a disability, so there's a good chance that at least one of your festival's staff or volunteers has a disability. By taking into account staff and volunteers with disabilities, you can show staff, volunteers, and festival-goers that accessibility for all participants is important for your event. If you are required to comply with the accessibility laws, you have requirements under the **Employment Standard** (<https://www.ontario.ca/page/accessible-workplaces>).

Communication Supports

There are many ways to make sure the music, performances, speakers or exhibits at your festival are accessible. **When planning your event**, consider:

- booking a person to provide captions for live events
- **booking an interpreter who is qualified in American Sign Language or in Langues des signes quebécois** (http://www.oasli.on.ca/index.php?option=com_content&view=article&id=3&Itemid=3)
- providing volunteers to describe performances to persons with low or no vision

Before your festival, be sure to post information about communications supports you provide on your website and in other places you provide general information about your festival. This can help people with disabilities make an informed decision about attending your festival.

Both before and at your festival, remind speakers, performers, masters of ceremonies and other presenters to:

- speak at a normal pace
- stay within the allotted time
- make sure there is a clear view of their face and mouth
- use the microphone at all times
- use language that is considerate of persons with disabilities

Maps and Information

You can help people make informed decisions about whether your event is accessible to them by providing detailed information about your festival's accessibility features **before your event**.

Brochures, websites, ads and maps can include a variety of topics such as whether there are accessible toilets, viewing areas, accessible performances such as American Sign Language and the location of accessible parking spaces.

Consider how you can make your festival information accessible to ensure everyone can find your information in a way that meets their needs. To learn more about how to make information accessible visit <https://www.ontario.ca/page/how-make-information-accessible>

Tip:

Give people with disabilities access to the emergency and safety information for the event, like maps, evacuation plans, brochures or signs. Before your festival, check whether there is anything that would make these items hard to read, see, hear or understand for someone with a disability.



Other Accessibility Considerations

When **planning your festival, you should think about including:**

- **Dedicated accessibility volunteers** — one of the best ways to make sure that accessibility is being considered is to make accessibility the responsibility of some of your event volunteers or to create an accessibility committee.
- **Accessible Equipment** — there are accessibility options for buying or renting accessible festival equipment, from picnic tables to admission gates. For information on how to buy or rent accessible equipment visit <https://www.ontario.ca/page/accessibility-rules-procurement>
- **Mobility device charging stations** — consider providing outlets for people with power wheelchairs, scooters and other electronic mobility devices and medical equipment.
- **Accessibility information areas** — consider providing dedicated spots where people with disabilities can get information on the festival's accessibility features. A dedicated information booth that offers accessibility information should be put near the entrance. In addition, relevant information about accessibility features should be placed on signs or available in pamphlets throughout the venue. Information booth areas should have level pathways, booths should be at a height that someone using a wheelchair could access, and brochures should be in large print and high-contrast formats for people with low vision.
- **Accessibility Advisory Committees** — your municipality may have an **Accessibility Advisory Committee** (<https://www.ontario.ca/page/how-serve-municipal-accessibility-advisory-committee-guide>). Consider consulting with them in the planning phase of your festival. Contact your municipality for more information.

Promote your Festival

Before the festival, tell people about your accessibility features. This will introduce returning festival goers to new features and will help new festival goers with disabilities make informed choices.

Websites are the most popular source for information about an event's accessibility features. Consider adding an accessibility information section to your website.

Tip:

Make accessibility information on your site easy to find, and ensure volunteers and organizers are prepared to answer accessibility-related questions.

Promoting your accessibility features in the same places where you promote your festival in general will let potential festival goers know their accessibility needs are being seriously considered. Think about including accessibility information:

- in print ads and features in local news
- through your social media
- on posters and flyers
- any other place you promote your festival

Ask for Feedback

Find out how successful your accessibility features are by asking for feedback. If you are required to comply with the Accessibility for Ontarians with Disabilities Act, you are required to have a way to receive feedback.

Before the festival: ask what accessibility features people would like during any pre-festival consulting you do.

At the festival: get feedback from festival goers. Make sure you have more than one way to collect feedback and let people know what you plan to do with the feedback you receive. If you already have a feedback form, add a question about accessibility. It can be as simple as asking “Were your accessibility needs met? If not, what can we do to improve your experience?”

Visit our website for information about **collecting feedback** (<https://www.ontario.ca/page/how-make-information-accessible>).

After the festival: consider the feedback you heard. Are there suggestions or concerns that can be addressed in the planning for next year?

Accessible Festival Planning Checklist

- ☐ **Accessible Parking Spaces** – accessible parking spaces should be placed close to venue entries and exits, accessible toilets, pay stations and lifts/ramps.
- ☐ **Public Transportation** – post local accessible routes and schedules.
- ☐ **Paths of Travel** – provide wide, even, slip-resistant paths, without steps or barriers that lead to all the public areas of the event.
- ☐ **Stages and Seating** – provide a ramp for your stage, and ensure the stage is visible for someone watching from accessible seating or from a wheelchair.
- ☐ **Food Services and Public Eating Areas** – design food areas so that someone who needs mobility support can easily navigate them. Provide options for people using wheeled mobility devices.
- ☐ **Washrooms and Temporary Toilets** – provide accessible toilets or washrooms at ground level, away from crowds and sound systems.
- ☐ **Rest areas and rain/wind/sun shelters** – offer quiet areas and weather shelters.
- ☐ **Signs** – provide high-contrast signs in high and low positions, and make sure signs use sans serif fonts that are readable in all light conditions.
- ☐ **Support Persons** – a support person can go wherever the person they support goes. Post any admission fees for support persons in the same place general admission information is found.
- ☐ **Service Animals** – a person with a disability can be accompanied by their service animal to all areas available to the public.
- ☐ **Training Staff and Volunteers** – train staff and volunteers to welcome people with disabilities and on your festival's accessibility features.

- ❑ **Communication Supports** – consider offering captioners, sign language interpreters, or individuals who can describe performances.
- ❑ **Maps and Information** – provide information about your festival’s accessibility features and consider people with disabilities in your emergency plans. Provide an accessibility information area.
- ❑ **Other Accessibility Considerations** – provide dedicated accessibility volunteers, rent/buy accessible equipment, provide accessibility information areas.
- ❑ **Promote your Festival** – tell people about your accessibility features in the same places you promote your festival.
- ❑ **Ask for Feedback** – collect feedback before, during, and after the festival.



Questions? We're here to help:

Learn more

To learn about how Ontario is becoming more accessible,
visit **ontario.ca/Accessibility**

Contact us:

Telephone: 1-866-515-2025

International: 1-416-849-8276

TTY: 1-800-268-7095

Fax: 416-325-3407

Email: **accessibility@ontario.ca**



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Mandate

The Accessibility Advisory Committee shall act in an advisory capacity to Council through reports to General Committee and 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. AAC's mandate will work to further the City's commitment mainly to its 'Belong' and 'Move' Pillars (although, accessibility planning needs to be integrated into all pillars to create a universally accessible community).

BACKGROUND

The Province of Ontario proclaimed the Ontarians with Disabilities Act, 2001 (ODA) on September 30, 2002. Under the Act, each municipality with a population over 10,000 is to establish an Accessibility Advisory Committee (AAC). A majority of the AAC must be persons with disabilities.

The purpose of the ODA is to "improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province." (s.1)

This legislation 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 ODA, all municipalities must prepare and make public an Accessibility Plan. 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))

On June 13, 2005, the Province of Ontario proclaimed the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The planning requirements of the Ontarians with Disabilities Act, 2001 (ODA) remain in force and this Act will not be repealed until it has been replaced by standards developed under the AODA.

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, "an organization to whom an accessibility standard applies shall file an accessibility report annually or at such other times as specified." (s.14(1))

Objectives/Goals

The Mississauga Accessibility Advisory Committee will fulfill its mandate through:

1. the review of municipal policies, programs and services;
2. the identification, removal and prevention of barriers faced by persons with disabilities;
3. Under the AODA, "The Committee shall (a) advise the Council about the requirements and implementation of accessibility standards and the preparation of accessibility reports" (s.29 (4)(a)).

Work Plan

The Accessibility Advisory Committee will perform all functions as mandated by the ODA and AODA and its regulations including:

- 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;
- 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.
- Members of the AAC will review selected site plans and advise on accessibility issues relating to identified buildings within the municipality.

The work plan for each Advisory Committee attempts to use the City's Strategic Plan Pillars, action items, master plans, or legislation as sub-headings to organize the committee's focus and nature of work.

The Committee shall present its accomplishments as they relate to the work plan, to Council annually.

Definitions

Within this Terms of Reference, the term:

1. "disability" means, according to the AODA and the Human Rights Code:
 - (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;
 - (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").

2. "barrier" means, according to the AODA:

- 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.

Procedures and Frequency of Meetings

The AAC shall operate according to the Procedure By-law 139 -2013, regulating the operation of the meetings of Council and its Committees and within the purposes of the ODA and AODA.

http://www7.mississauga.ca/documents/bylaws/procedural_by-law_2013.pdf

The Accessibility Advisory Committee will meet approximately six times per year or as determined by the Committee at the call of the Chair.

Membership

All members are subject to the Code of Conduct and Complaint Protocol for Local Boards. http://www7.mississauga.ca/documents/CityHall/pdf/2014/Local_Boards_Code_of_Conduct.pdf and Corporate Policy 02-01-01: Citizen Appointments to Committees, Boards and Authorities. <http://inside.mississauga.ca/Policies/Documents/02-01-01.pdf>

The AAC shall be comprised of *nine to twelve* (9 ☐ 12) voting members consisting of:

- Citizen members: a majority of the members shall be persons with disabilities. A variety of types of disabilities may be represented. These may include:
 - ☐ physical or mobility disabilities
 - ☐ visual disabilities
 - ☐ hearing disabilities
 - ☐ speech-language disabilities
 - ☐ learning disabilities
 - ☐ chronic health conditions
 - ☐ psychological/psychiatric disabilities
 - ☐ intellectual/developmental disabilities
- Recruitment of citizens to be appointed to AAC will follow Corporate Policy and Procedure for recruitment of Citizen Appointments to Committees, Boards and Authorities (Corporate Policy and Procedure 02-01-01). Awareness and implementation of alternate formats for recruitment is also considered.
- Members of the AAC shall be eligible for reimbursement of expenses incurred which are deemed necessary for full participation in the Committee.
- *Up to three* (3) representatives who are professionals from the stakeholder community (eg. Agencies representing persons with disabilities)
- *two* (2) members of Council

Role of Chair

1. Preside at the meetings of the Accessibility Advisory Committee using City of Mississauga's Procedure By-law, and keep discussion on topic.
2. Provide leadership to MAAC to encourage that its activities remain focused on its mandate as an Advisory Committee of Council.
3. Review agenda items with the Committee Coordinator and City's Accessibility Coordinator.
4. Recognize each Member's contribution to the Committee's work.
5. Serve as an *ex-officio* member of subcommittees and attend subcommittee meetings when necessary.
6. Liaise with the City's Accessibility Coordinator on a regular basis.

Role of Committee Members

1. Ensure that the mandate of AAC is being fulfilled.
2. Provide the Chair with solid, factual information regarding agenda items.
3. Contribute their expertise actively during meetings of the AAC.
4. When required, advise Council on matters relating to accessibility.
5. Are familiar with the ODA and AODA, its regulations and the Terms of Reference for the Committee.
6. Notify the Committee Coordinator if they are unable to attend MAAC meetings to ensure that quorum will be available for all meetings.

Quorum

A quorum of the Mississauga Accessibility Advisory Committee shall result from the presence of a majority of the appointed and elected members, at a time no later than thirty (30) minutes past the time for which the meeting was scheduled and so noted on the agenda or notice of the meeting. The issuance of an Agenda for a meeting of this Committee will be considered as notice of that meeting. The presence of one (1) of the appointed Council members shall be required to establish quorum.

Subcommittees

The AAC may form subcommittees 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 disability community.

Staff Support

A City staff team to support the AAC and to assist in the removal of barriers for persons with disabilities is necessary. City staff representatives from the following Departments/Divisions shall provide input at AAC meetings:

Community Services:	Corporate Services:	Planning and Building:	Transportation and Works:	City Manager's Office:
Library Parks & Forestry Recreation	City Clerk Communications Facilities & Property Mgmt. Human Resources Information Technology Legal Services Materiel Mgmt.	Building Development & Design	Enforcement Mississauga Transit (Miway) Transportation & Infrastructure Planning	Management Consulting

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.