
Council

Date: June 3, 2020
Time: 9:30 AM
Location: Online Video Conference

Members

Mayor Bonnie Crombie	
Councillor Stephen Dasko	Ward 1
Councillor Karen Ras	Ward 2
Councillor Chris Fonseca	Ward 3
Councillor John Kovac	Ward 4
Councillor Carolyn Parrish	Ward 5
Councillor Ron Starr	Ward 6
Councillor Dipika Damerla	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11

Due to efforts to contain the spread of COVID-19 and to protect all individuals, the Council Chamber will not be open to the public to attend Council and Committee meetings until further notice.

Public Comments: Any member of the public interested in speaking to an item listed on the agenda may register at megan.piercey@mississauga.ca by Monday, June 1, 2020 before 4:00 PM. Comments submitted will be considered as public information and entered into public record.

Contact

Megan Piercey, Legislative Coordinator, Legislative Services
905-615-3200 ext. 4915
Email megan.piercey@mississauga.ca

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1. **CALL TO ORDER**

2. **INDIGENOUS LAND STATEMENT**

"Welcome to the City of Mississauga Council meeting. We would like to acknowledge that we are gathering here today on the Treaty Lands and Territory of the Mississaugas of the Credit, and the traditional territories of the Anishinaabe, Haudenosaunee, Wyndot and Huron people. We also acknowledge the many First Nations, Inuit, Metis and other global Indigenous peoples who call Mississauga home. We welcome everyone."

3. **APPROVAL OF AGENDA**

4. **DECLARATION OF CONFLICT OF INTEREST**

5. **MINUTES OF PREVIOUS COUNCIL MEETING**

5.1 Council Minutes - May 20, 2020

6. **PRESENTATIONS**

6.1 MiWay Student Ambassador Program Award

Patricia Runzer, Supervisor of Community Outreach will present the MiWay Student Ambassador Program award to the winning teams

7. **DEPUTATIONS - Nil**

8. **PUBLIC QUESTION PERIOD (15 Minutes)**

You may pre-register to present your question to Council on a matter on the agenda via WebEx during the Public Question Period, at megan.piercey@mississauga.ca by Monday, June 1, 2020 before 4:00 PM

9. **CONSENT AGENDA**

10. **MATTERS PERTAINING TO COVID-19**

10.1 Planning and Development Committee Operations During COVID-19 Pandemic Recovery

10.2 Council and Committee of Adjustment Meetings for the period of June – September 2020 during the COVID-19 Pandemic and transition period

10.3 Library Recovery Plan

11. **INTRODUCTION AND CONSIDERATION OF CORPORATE REPORTS**

11.1 Multi-Year Accessibility Plan – 2019 Accessibility Annual Status Update

12. **PRESENTATION OF COMMITTEE REPORTS - Nil**

13. UNFINISHED BUSINESS

14. PETITIONS - Nil

15. CORRESPONDENCE

15.1 Information Items

- 15.1.1 Letter dated May 21, 2020 from The Honourable Jeff Yurek, Minister of the Environment, Conservation and Parks regarding conservation authorities

16. NOTICE OF MOTION - Nil

17. MOTIONS

- 17.1 To close to the public a portion of the Council meeting to be held on June 3, 2020 to deal with various matters. (See Item 22 Closed Session)

18. INTRODUCTION AND CONSIDERATION OF BY-LAWS

- 18.1 A By-law to authorize the execution of a Development Agreement between Ahmad Al Sabbagh and Mohammed Mansoor Albarrak and The Corporation of the City of Mississauga West side of Confederation Parkway, south of Dundas Street West (OZ 14/006 W7)

PDC-0002-2018 / January 15, 2018

- 18.2 A By-law to amend the Mississauga Official Plan regarding OZ 14/006 W7, Ahmad Al Sabbagh and Mohammed Mansoor Albarrak and the City of Mississauga, West side of Confederation Parkway, south of Dundas Street West (OZ 14/006 W7)

PDC-0002-2018 / January 15, 2018

- 18.3 A By-law to amend the zoning By-law regarding OZ 14/006 W7, West side of Confederation Parkway, south of Dundas Street West (OZ 14/006 W7)

PDC-0002-2018 / January 15, 2018

- 18.4 A By-law to authorize the execution of a Development Agreement between Medhat Elias and Samia Elias and The Corporation of the City of Mississauga 9 Benson Avenue East side of Benson Avenue, north of Lakeshore Road West (OZ 17/022 W1)

PDC-0038-2019 / April 29, 2019

- 18.5 A By-law to amend the zoning By-law regarding OZ 17/022 W1, 9 Benson Avenue East side of Benson Avenue, north of Lakeshore Road West (OZ 17/022 W1)

PDC-0038-2019 / April 29, 2019

- 18.6 A By-law to authorize the execution of a Subdivision Agreement between City Park (Old Barber) Homes Inc., The City of Mississauga and The Region of Peel, Northeast corner of Mississauga Road and Barbertown Road (HOZ 19/005 W11)

PDC-0011-2020/ February 22, 2020 / Resolution 0121-2020 / May 6, 2020

- 18.7 A By-law to authorize the execution of an Agreement between The Corporation of the City of Mississauga and City Park (Old Barber) Homes Inc. pursuant to Section 37 of the Planning Act, as amended, 5155 Mississauga Road (HOZ 19/005 W11)

PDC-0011-2020/ February 22, 2020 / Resolution 0121-2020 / May 6, 2020

- 18.8 A By-law to amend By law Number 0225 2007, as amended, to remove "H" Holding Symbol, Northeast corner of Mississauga Road and Barbertown Road (HOZ 19/005 W11)

PDC-0011-2020/ February 22, 2020 / Resolution 0121-2020 / May 6, 2020

- 18.9 A By-law to authorize the execution of a Development Agreement between Collegeway Mississauga Holdings Limited and The Corporation of the City of Mississauga, Northeast corner of The Collegeway and Ridgeway Drive (OZ 16/005 W8)

- 18.10 A By-law to authorize the Commissioner of Community Services, or designate to negotiate and execute a License and Operations Agreement with Services and Housing in the Province for the Malton Community Hub

19. MATTERS PERTAINING TO REGION OF PEEL COUNCIL

20. COUNCILLORS' ENQUIRIES

21. OTHER BUSINESS/ANNOUNCEMENTS

22. CLOSED SESSION

(Pursuant to Subsection 239(2) of the Municipal Act, 2001)

- 22.1 A proposed or pending acquisition or disposition of land by the municipality or local board:
Habitat for Humanity Halton/Mississauga Partnership for Affordable Housing

- 22.2 A proposed or pending acquisition or disposition of land by the municipality or local board:
Authorization to purchase 3351 King's Masting Crescent and vacant land on the east side of Lisgar Drive from the Peel District School Board for Park Purposes (Wards 8 & 10)

- 22.3 The security of the property of the municipality or local board:
Peel District School Board Shared Facilities Agreement

23. CONFIRMATORY BILL

A by-law to confirm the proceedings of the Council of The Corporation of the City of Mississauga at its meeting held on June 3, 2020.

24. ADJOURNMENT

City of Mississauga Corporate Report



<p>Date: May 27, 2020</p> <p>To: Mayor and Members of Council</p> <p>From: Andrew Whittemore, M.U.R.P., Commissioner of Planning & Building</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: June 3, 2020</p>
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Subject

Planning and Development Committee Operations During COVID-19 Pandemic Recovery

Recommendation

That Council endorse the resumption of Planning and Development Committee in a virtual meeting format in accordance with the recommendations contained in the report from the Commissioner of Planning and Building, dated May 27, 2020 titled "Planning and Development Committee Operations During COVID-19 Pandemic Recovery".

Background

Many city services rely on community engagement as part of a legislative process or as best practice. Community engagement presents an opportunity for public participation in contributing to a project decision. Public engagement often includes information booths, town hall meetings, engagement websites, surveys, pop up displays, open houses, workshops, and community meetings. Following the outbreak of the COVID-19 pandemic, formal community engagement associated with City projects and applications was halted with the closure of City facilities and provincial restrictions on in-person gatherings.

On April 22, 2020 Council suspended future Planning and Development Committee (PDC) and Committee of Adjustment meetings, which effectively stalled the advancement of many planning applications and city initiated projects that require a statutory public meeting in accordance with the provisions of the *Planning Act*. Provincial legislation that restricts the number of people gathering has also prevented Councillors from holding in-person community meetings associated with development applications and city initiated projects.

At that time, Council agreed to receive non-controversial Recommendation Reports on development applications and city-led planning projects where a statutory public meeting had already been completed. While this has helped to advance some projects, an increasing backlog of applications remains.

Since the initial closure of City Hall, Planning and Building Department services have remained fully operational, albeit remotely. This includes the acceptance and processing of development

Council	2020/05/27	2
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and building permit applications with our existing on-line submission processes including fee payments as well as scheduling building and site inspections.

The Planning and Building Department is currently processing 94 official plan amendment, rezoning and draft plan of subdivision applications. We have received five new applications since the beginning of the year. There are 34 development proposals that could be scheduled for a statutory public meeting including 25 Information Reports and 9 Recommendation Reports in the next few months. Planning staff have prepared 8 Information Reports that are able to be scheduled for a PDC meeting. In the absence of scheduled Planning and Development Committee meetings, the backlog of applications for Committee's consideration continues to increase.

Comments

At the time Council elected to suspend PDC meetings for the foreseeable future, there was no way of anticipating the length of time before the Committee could resume its 'business as usual' in-person schedule. While the Provincial Re-opening Plan has allowed most construction projects to resume, it does not allow for the resumption of large gatherings as is typical at PDC. If the province allows gatherings in the future, modifications to Council Chamber and/or overflow space(s) may be needed to accommodate larger crowds.

The province amended the *Municipal Act, 2001* (Bill 187) to allow municipalities to conduct virtual meetings of a committee of council, which includes PDC. While there is no obligation to facilitate electronic meetings, should a municipality determine it to be desirable and appropriate, they may proceed. The provincial regulation allows the implementation of planning decisions if no appeal is filed, however, if an appeal to an application is filed, the matter will remain dormant for the duration of the provincial emergency.

Other Municipalities

The City of Kingston and Niagara Region have already held virtual planning committee meetings. The Cities of Brampton and Vaughan have scheduled virtual meetings. These and a few other municipalities have moved their Committee of Adjustment meetings to a virtual format.

Resumption of PDC

Recognizing the importance of development and construction to our local, provincial and national economy, the resumption of development application approvals is important. Therefore, the resumption of PDC in a virtual format for some development applications, at the discretion of the Ward Councillor, is recommended by staff.

Enhanced Public Notices

PDC meeting notices already provide a range of options for residents and businesses to access additional information, how to contact the city planner, how to provide written comments by mail or email. Mail and/or newspaper notices can be further modified to include where to watch PDC meetings on the City's website, where to submit questions / comments electronically and how to register as a deputant in order to provide comments directly to Committee. This enhanced public notification will increase the amount of meaningful public engagement should PDC resume virtually. It should also be noted that a notice of complete application is already provided to residents, which includes city planner contact information and links to submitted studies and reports. The city and Ward Councillors may further supplement meeting notice through social media channels.

Which Applications / City Initiated Projects Can Proceed to a Virtual PDC meeting?

Development applications and city initiated projects that are determined to be eligible following a discussion between staff and the applicable Ward Councillor can be scheduled for a virtual PDC meeting. If it is decided that based on the nature of the proposed development that limited public interest will be generated, an Information Report with enhanced public notice should be allowed to proceed to a PDC meeting. If Committee subsequently determines that additional public engagement is warranted during the public meeting, Committee may direct staff to either hold a second public meeting once operations normalize to in-person meetings or provide full public notice when the Recommendation Report is presented at a later PDC meeting.

As well, Recommendation Reports for development applications and/or city initiated projects that have already had a public meeting and which generated minimal resident concern should also be scheduled for a virtual PDC meeting at the discretion of the Ward Councillor. If Committee subsequently determines that additional public engagement is warranted during the Recommendation Report meeting, Committee may defer the matter to a later meeting once operations normalize and return to in-person meetings.

Virtual PDC Meeting Format

Virtual PDC meetings can occur in the same manner that Council is currently meeting on the WebEx application platform, which allows for public engagement through home telephone, computer or mobile device. Applicants will be able to present their development proposals to PDC and the public and then respond to questions/comments from Council and registered deputants. Information Reports will outline resident concerns received up until the report is prepared. Recommendation Reports will continue to summarize and respond to resident concerns.

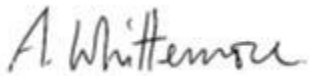
The number of items per PDC agenda can be limited based upon the anticipated amount of time each application is likely to require. As well, residents will be able to watch past PDC meetings which are posted on the City's website. Therefore, it is recommended that PDC meetings be scheduled for Monday afternoon sessions starting at 1:30 pm. An amendment to the City's Procedural By-law will be required to conduct afternoon sessions. Due to *Planning Act* notice requirements, the first virtual PDC meeting could be held on July 13, 2020.

Financial Impact

There may be some additional costs associated with providing additional mail notification and newspaper advertisement fees in instances where more than one public meeting per development application is required. Most of these costs can be passed onto applicants.

Conclusion

In order to advance development applications and city initiated projects, Planning and Development Committee meetings should resume in a virtual format supported by enhanced public notification.



Andrew Whitemore, M.U.R.P., Commissioner of Planning & Building

Prepared by: Chris Rouse, Director, Development and Design

City of Mississauga Corporate Report



<p>Date: May 26, 2020</p> <p>To: Mayor and Members of Council</p> <p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: June 3, 2020</p>
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Subject

Council and Committee of Adjustment Meetings for the period of June – September 2020 during the COVID-19 Pandemic and transition period

Recommendation

That the Council endorse the meetings scheduled and resumption of the Committee of Adjustment with virtual meetings as outlined in the report from the Commissioner of Corporate Services and Chief Financial Officer dated May 25, 2020 titled Council and Committee of Adjustment meetings for the period of June to September 2020 during the COVID-19 Pandemic and transition period

Background

On April 22, 2020, Council passed resolution 0105-2020, which stated:

That during the period of the declared emergency and transition period the scheduling of Council and Committee meetings shall be as follows:

- Council shall meet on a weekly basis;
- General Committee be replaced with weekly Council meetings;
- Budget and Audit Committee continue as scheduled;
- PDC matters not requiring public consultation be brought directly to Council;
- PDC and C of A be suspended;
- HAC be disbanded temporarily and matters be brought directly to Council;
- All other advisory committees be suspended.

Council	2020/05/25	10.2. 2
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Bill 187, Municipal Emergency Act, 2020 allows municipalities to conduct meetings electronically during the emergency period and the Council Procedure By-law was amended to allow for electronic participation in Council and Standing Committee meetings during declared emergency periods.

Comments

Council

To ensure the timely implementation of Council decisions, General Committee has been replaced with weekly Council meetings. In the past, Council has taken a summer recess however given the number of matters that are being dealt with related to the pandemic, recovery and business as usual, it is recommended that the Council meet on a bi-weekly basis during the month of July until August 5th and resume regular meetings after Labour Day per the previously issued schedule. During this period the Mayor could call an emergency Council meeting at any time to address time sensitive matters.

Committee of Adjustment (CofA)

In April when Council voted to defer the Committee of Adjustment meetings (Resolution 0105-2020) the Province halted non-essential construction projects however through the Province's Phase 1 re-opening plan, construction is now permitted to resume which has created greater interest and requests for variance and consent applications.

Provincial Regulations state that municipalities have the discretion on whether to proceed with Planning Act applications in the usual manner. There is no obligation to facilitate electronic meetings however should it be determined to be desirable and appropriate they may proceed. The Provincial Regulation facilitates the implementation of planning decisions if no appeal is filed, however, if an appeal to an application is filed, then the matter will remain dormant for the duration of the Provincial emergency. Many other municipalities, including Ottawa, Kingston, St. Catherines, Vaughan and Brampton have resumed their Committee of Adjustment meetings.

With the cancellation of Committee of Adjustment (CofA) 152 minor variance are pending resumption of the Committee. For many, a variance application is required to proceed with their building application and construction of a project. In consultation with the Chair and Members of the Committee of Adjustment, resuming the meetings virtually would be appropriate subject to certain conditions. The conditions would include among other things: should an applicant not feel comfortable with a virtual meeting, their matter could be scheduled for a future in-person meeting; allowing those interested in the application to provide comments through written comments or participating virtually in the hearing; or should the Committee members decide to defer a matter because they determine an in-person hearing would be required the deferral fee would be waived.

Based on the legislated mailing date of meeting notices, the next available CofA meeting could start the week of June 15, 2020. The Committee has agreed to meeting on Tuesdays and Thursdays in an attempt to address the backlog of applications.

Financial Impact

No impact.

Conclusion

In order to continue addressing matters in a timely manner Council can continue with weekly meetings until July, moving to bi-weekly meetings in July and resuming the regular Council/General Committee schedule after Labour Day.

To address the backlog and demand for Committee of Adjustment applications, moving the Committee to a virtual meeting will allow for the public involvement and the resumption of construction projects.



Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Diana Rusnov, Director, Legislative Services & City Clerk

City of Mississauga Corporate Report



Date: May 27, 2020

To: Mayor and Members of Council

From: Shari Lichterman, CPA, Commissioner of Community Services

Originator's files:

Meeting date:
June 3, 2020

Subject

Library Recovery Plan

Recommendation

That Council endorse the phased re-opening plan in the report entitled "Library Recovery Plan" and authorize staff to proceed with phased openings of library services in Phase One and Two as outlined in the report dated May 27, 2020 from the Commission of Community Services.

Report Highlights

- In response to the COVID-19 pandemic, the library closed its doors effective March 13, 2020 moving to provide virtual services only.
- On May 14, the Province announced that public libraries could open to provide curbside pick-up services in Stage One of its recovery plan, effective May 19, 2020.
- The Library has developed a five-stage recovery plan to allow for a graduated return of service in alignment with the approved City of Mississauga Recovery Framework and recommendations from the Medical Officer of Peel.
- The Library proposes that two phases of service reintroduction be permitted in Stage One of the Provincial Recovery plan, to allow customers to return physical items to library branches and to introduce scheduled contactless holds pick-up at up to 13 library locations in the City.

Background

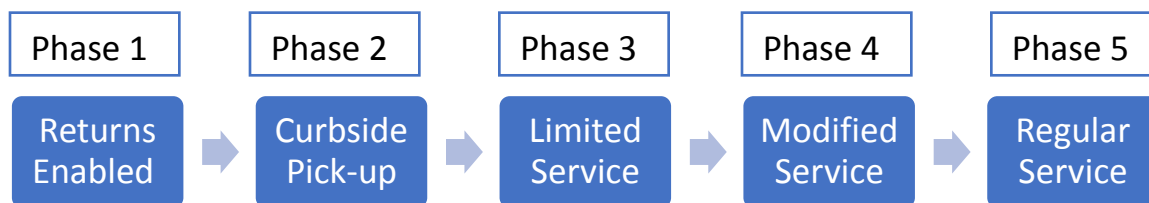
With the advent of the COVID-19 pandemic, physical library services were disrupted and all branches were closed in alignment with Federal and Provincial orders. The Library directed all of its operations to digital only – transferring its service offerings through its virtual branch. As part of its defined recovery plans announced on May 14 the Province of Ontario announced that

public libraries could be opened for curbside pick-up and delivery as part of Stage One – effective May 19 and that libraries could resume full operations in the province’s Stage Three.

Present Status

In order to provide a measured response to service resumption, the library has developed a five stage Recovery Plan aligned with the City’s Recovery Framework. The Library has been working with other libraries across North America to align with best practices to ensure that service resumption is aligned with best practices and is based upon scientific information. The draft phases were approved in principle by the Library Board on May 20, 2020.

In Ontario’s Stage One, the library implement two phases of service return 1) Returns Enabled and 2) Curbside Pick-Up. In both of these phases the public would not have access to the library buildings. These two stages would be staffed with limited full-time employees only, and part-time staff would remain on layoff until customers return to the branches in the Library’s Phase 3 of the plan.



In **Returns Enabled**, the library would allow customers to return items through its external return bins. Identified full-time public service staff would be returned to all branches for shifts to process library returns and to participate in training. Library staff will receive training on materials quarantining procedures, social distancing, personal protective equipment (PPE) use, public health protocols and training on the procedures required to start Curbside pick-up in Stage Two. In this phase the Materials Handling and Processing staff required to process new books for the collection and support inter-branch delivery of physical items will be returned to work in-branch, with social distancing and other public health modifications enabled. Access to library parking lots will be required for employees and for the library’s materials delivery team. This phase would last one week, and could start as early as the week of June 8 should PPE shipments be confirmed and appropriate approvals be received.

In **Curbside Pick-Up** phase the library would enable curbside pick-up for customers to obtain physical library materials they have requested outside of library branches through scheduled appointments. At the appointed time scheduled library staff will take bagged library materials to an identified pick-up table located outside of the branch for customers to come and pick-up their labelled materials, without having contact with library staff. The library will require that parking lots be available for deliveries, for staff use and for customers during pick-up times. The Library will begin to offer this service at five library locations (See Appendix 1), increasing this to

Council	2020/06/03	3
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thirteen over a three-week period. Locations were assessed in alignment with the Provincial order, site suitability and to ensure equitable distribution of services across the City. Customers will be able to pick up their holds for 3 hours a day from Tuesday to Friday at all identified locations, with a 3 hour shift available Saturdays at Central Library only. Customers with holds at closed locations will be contacted to determine their preferred location for transfer to allow them to participate in holds pick-up. A communications plan will be developed to provide guidelines on how to access the service including how to manage their holds, how to schedule an appointment, and the access procedures required to support safe contactless pick up for both customers and staff. Other core library services including programming and customer service will continue through the library's website. Employees who have been identified at risk will continue to work from home, public service employee will have both in-library and at home tasks and the Materials Handling & Processing teams will work from Central Library. This Phase would last throughout the provincial recovery Stage One and until approval was obtained through provincial regulatory changes and consultation and approval with the City Leadership to move to the next phase.

The Limited & Modified Service phases would be considered with the direction of Peel Public Health once the Province reaches its Stage Two in recovery. These would allow limited customer branch access, including limited access to services and would introduce strict public health protocols to the public service and additional physical protection measures for staff, including the use of plastic screens at all service points. At the Limited Phase, the library would call back its' part-time staff to work, as service levels would require its full complement of staff to offer in-branch service and still support virtual programming. The Library will seek approval through City Leadership and Council before reintroducing in-branch customer service in Stage Three to ensure alignment with other City services.

Comments

The first two phases of service recovery for the library will allow for limited service delivery, opening up access to physical library materials through contactless curbside pick-up outside of library locations.

The Library has worked closely with other libraries across North America to ensure best practices are applied in our service delivery model, and has consulted with the Peel Medical Officer of Health for assistance and guidance in the development of the Plan. The Library will continue to work with other libraries and the Peel Medical Officer of Health to monitor the changing situations and continue to adjust the service model as required.

This phased approach offers a graduated return to service, allowing the library to offer physical materials services in demand by customers without customer access to branches, providing additional protection to employees and our customers. A detailed communications plan has been developed to provide customers and employees with information on the phased service delivery.

Financial Impact

Associated costs of promotional materials, personal protective equipment and supplies will come out of the 2020 Library operating budget. No additional funding is requested.

Conclusion

The Library has developed a five phase approach in alignment with the City's Recovery Framework to allow it to participate in a methodical and careful reintroduction of service. In the Provincial Stage One, the library would introduce two stages of service recovery "Returns Enabled" and "Curbside Pick-up" which would provide customers access to physical materials customers have requested without allowing them to enter the library. Working with appointments and appropriate health and safety measures, the Library will support the social distancing protocols and protect both employees and customers. Also, during this time period, the Library will return the Materials Handling and Processing teams to allow the library to purchase and deliver the physical materials in demand by customers. The teams will be reintroduced to their workspaces with appropriate social distancing and protection protocols in place. In conclusion, the Library would request that Council endorse the phased re-opening plan outlined in the report dated May 27, 2020 entitled "Library Recovery Plan" and authorize staff to proceed with phased openings of library services in Phase One and Two as outlined in the report.

Attachments

Appendix 1: Proposed Roll-Out Schedule for Library Curbside Pick-Up

Appendix 2: Recovery Plan Framework Alignment



Shari Lichterman, CPA, Commissioner of Community Services

Prepared by: Jennifer Stirling, Acting Director, Library Services

Proposed Roll-Out Schedule for Library Curbside Pick-Up

<u>Phase One</u>	<u>Week</u>
Burnhamthorpe	1
Central	1
Lorne Park	1
Malton	1
Meadowvale	1
<u>Phase Two</u>	
Port Credit	2
Erin Meadows	2
McKechnie	2
South Common	2
<u>Phase Three</u>	
Courtneypark	3
Churchill Meadows	3
Sheridan	3
Woodlands	3

Recovery Plan Framework Alignment

The City's Objective Pillars

The Library's Phased plan will support the Objective Pillars in the approved Recovery Framework.

1. Community Recovery

- Online programming activities through the library's website will be continued to provide safe options for literacy development, recreational reading and fun interactive public interaction. These highly valued services for children, teens, families, newcomers and adults will be expanded throughout the recovery period.
- The library will continue to work with Seniors Community groups, school boards and other key groups to evaluate the needs for new services through the Recovery Period including an expansion of homework help and seniors initiatives.
- The Library will work closely with the Region of Peel to ensure that the at-risk populations supported through the Library's Open Window Hub Program are supported through the recovery period. In the closure period, the library worked with the Region to ensure that there were adequate shower facilities, that referrals were made to effective public supports and supported the distribution of boxed meals, gift cards, socks and toiletries to support physical needs. Continuous assessment of needs for this group will be undertaken through the various phases until the Open Window Hub can be re-opened.
- The Library will evaluate options to provide at-risk populations with access to computing and Internet access resources – applying for grants to expand these services during this crucial period.

2. Economic Recovery

- The Library will continue its work with the Economic Development Office to investigate how research support can be provided to small and medium-sized businesses as they investigate their recovery.
- The library will evaluate new ways to support businesses throughout the Recovery period.

3. Financial Recovery

- The Library will evaluate fiscal impact of its decisions through the phases and has determined that in alignment with the financial direction it will operate the first two phases of its recovery with full-time resources only.

4. Corporate Recovery

- The Library will align its phased delivery with the recommendations of the Peel Medical Officer of Health, in alignment with Provincial recovery mandates and orders and in conjunction with other City divisions to ensure service alignment and consistency.

The City's Guiding Principles

In alignment with the City's Recovery Framework, the library has worked to establish plans and protocols to support effective implementation of the next phase of service delivery recovery.

Protection the Health and Safety of the Public and Employees

- Working with the Joint Health & Safety Committee, the library has established requirements for PPE and safe operating procedures to allow for an effective introduction of core services and the effective and safe return to work for our employees.
- Established a 72 hour quarantining procedure in conjunction with the Peel Medical Officer of Health to provide additional protection against transfer from returned library materials.
- The Library has discussed the need for modified, enhanced cleaning with the school boards, F&PM and the contract cleaners currently in charge of cleaning for library locations.
- Employee screening protocols will be put into place for all locations.
- Recommended PPE is currently on order.
- The library will be using scheduled appointments for pick-up of materials to allow the staff to retain social distancing from customers by managing the flow of work.

Care and Protection of Mental Wellness of City Staff

- The Library has an active Change Management plan to communicate to staff on a regular basis, obtain information on employee concerns and questions and to provide training to help them identify where they are in the change and what they need to feel supported through the change.
- The Library has hosted library-wide town halls to provide organizational and service updates, providing direct answers to employee questions and concerns.
- The Director has met with the Union on a regular basis to ensure that there was effective two-way communication about employee concerns.
- The Library is actively working to promote the suite of services developed by the City available to support Library employees and is working to support them at this time.

Phased Approach to service resumption

- The Library has identified a five-phase recovery plan in alignment with library best practices and a careful return to service. With changes in direction from public health leadership, the Library can progress forward and back in the operational service phases.
- The Library's phases will be monitored and future phases will be adjusted as public health situations or directions are adjusted.

Building Back Better

- The Library will be building assessment throughout the phases to determine how to adapt services. The movement to virtual programming has been well received by the community. The Library will develop a program to develop a balance between physical and digital programming going forward, and establish a staffing and operating model to support both.

Virtual programming will be the only model supported until Phase four, where potential models for inclusive programming for both will be supported.

- The Library will introduce small surveys through its website through the Recovery period to assess the success of new services and determine customer requirements for new services.
- The Library will use this as input to help evaluate service delivery models and strategic directions to build into its strategic plan.

Whole Community Approach

- The Library has been working with other libraries to ensure consistency in service recovery plans and timelines. An early June return to service is in alignment with the plans for GTA, Halton, and Peel libraries, if approved.
- As the library will not be re-opening its doors, the library will work with key stakeholders to continue to provide alternative service delivery. The Library will work with the Region of Peel to contemplate ways to continue to support at-risk populations. The temporary shower provided at Celebration Square has allowed the library to partner to provide meals and supports to this population through its partners during the Pandemic closure period. The library will also continue its work to support seniors and the business community through the specialized research supports provided through Recovery.

City of Mississauga

Corporate Report



<p>Date: May 13, 2020</p> <p>To: Mayor and Members of Council</p> <p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: June 3, 2020</p>
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Subject

Multi-Year Accessibility Plan – 2019 Accessibility Annual Status Update

Recommendation

That the report dated May 13, 2020 from the Commissioner of Corporate Services and Chief Financial Officer entitled, "Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update" be received for information.

Report Highlights

- The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to identify, prevent and remove barriers to make Ontario accessible by 2025
- Establishing a multi-year accessibility plan is a requirement under the AODA. The City's Multi-Year Accessibility Plan 2018-2022, included as Appendix 1, describes the actions the City will take to meet AODA requirements
- The Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update, included as Appendix 2, highlights the City's 2019 initiatives that have been completed which have helped identify and remove barriers to people of all abilities
- MiWay has prepared the 2019 MiWay Annual Accessibility Report which is included as Appendix 3, and highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone
- The City filed a fully compliant 2019 Accessibility Compliance Report with the province in December, 2019, included as Appendix 4, indicating the City is meeting all AODA requirements to-date

Background

Almost one in four people in Ontario has a disability, which equates to about 173,600 Mississauga residents or approximately 24 per cent of the population. It is expected that this number will continue to rise given the aging population. To increase sustainability and enhance

Council	2020/05/13	2
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the quality of life in Mississauga, the City is committed to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to identify, prevent and remove barriers to make Ontario accessible by 2025. To meet this goal, the Act outlines accessibility requirements so people of all abilities can participate in all areas of daily life. The requirements are applied under five standards:

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

Establishing a multi-year accessibility plan is a requirement under the AODA. The 2018-2022 Multi-Year Accessibility Plan (Appendix 1) outlines the actions the City will take to meet its obligations under the legislation, prevent and remove barriers, and when it will do so. These achievements translate into improved accessibility in City programs, services and facilities for residents, visitors and employees. As our population ages, a more accessible City is more inclusive for everyone, including seniors and people with disabilities.

Present Status

Every year the Facilities & Property Management Accessibility Planning & Compliance team provides an update and annual report on the achievements from the previous reporting year. The Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update (Appendix 2) highlights the City's 2019 initiatives that have been completed which have helped identify and remove barriers to people of all abilities.

In addition to updating the status of the City's Multi-Year Accessibility Plan, this report highlights three key achievements by the organization in 2019: raising awareness through hosting and participating in accessibility-themed events, accessibility improvements through the City Hall Modernization Project and the City filing its fourth fully compliant accessibility compliance report with the Government of Ontario.

MiWay has also prepared the 2019 MiWay Annual Accessibility Report which is included as Appendix 3 and highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone.

Raising awareness in 2019

Accessibility innovation at the City of Mississauga goes above and beyond the requirements under the AODA's Standards. Across City Departments, accessibility leads are passionate champions who seek opportunities to showcase and improve accessibility across the community. For example, City staff partnered with the Accessibility Advisory Committee (AAC)

Council	2020/05/13	3
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to deliver the City's first week long series of free, accessibility-focused events to recognize National AccessAbility Week.

The events took place during the first week of June and showcased the accessible programs and services the City offers to make the community more inclusive. The events ranged from interactive demonstrations such as the MiWay bus tour and accessible pedestrian signal walkthrough, physical activities such as accessible tree planting and fresh air fitness, and informational sessions such as assistive technology demonstrations, the Older Adult Expo and the Accessibility Showcase. National AccessAbility Week was capped off by a free movie night at Celebration Square and the Clock Tower at the City's Civic Centre lit up blue.

In addition to National AccessAbility Week, the City raised accessibility awareness through hosting and attending multiple fairs and events. Staff and the AAC participated in the Connections Fair, Inclusion by Design Conference, Smart City Idea Jam, Councillor Saito's Annual Seniors Fair, International Day for Persons with Disabilities events and the City's Leadership Conference.

These events reached residents, visitors, and organizations across the City and built awareness and capacity to deliver more inclusive public services and programs in the community.

City Hall Ground Floor Modernization Project

One of the City's goals is to improve accessibility in and around City facilities, making them inclusive for everyone. Part of that commitment includes actively reviewing City spaces and removing barriers. The City Hall ground floor modernization project is being implemented to support the City of Mississauga's plan for a dynamic, urban and accessible downtown. These changes will keep City Hall in good repair and improve accessibility and customer service. The first phase of renovation was to raise the Great Hall floor, which originally required steps to enter. These changes have improved accessibility and allow residents and visitors of all abilities better access to a more welcoming multi-use public space. Improvements to the Great Hall include:

- Raised floor allowing more programs and activities to be offered in the space
- Upgraded lighting throughout the ground floor to meet current City standards
- Added visual cues to north door to assist people with low vision
- Installed sliding exterior doors and built new accessible ramp and steps from curb to front door, making it easier for a person with a disability to use the doors independently

The renovated ground floor of City Hall will be a modern, efficient and environmentally responsible facility that will be more accessible and accommodate employees, residents and visitors of all abilities. The key improvements for the modernization project were completed in 2019 and early 2020.

Compliance report

In 2019, the City filed a successful accessibility compliance report with the Government of Ontario (Appendix 4 - 2019 Provincial Accessibility Compliance Report). The report indicates that the City is compliant with all AODA legislated requirements to-date. Council and the public are able to track the City's progress through annual status reports and compliance reports to the province every two years. The City is compliant with all requirements to-date, filing successful reports in 2013, 2015, 2017 and most recently in 2019. The City's next compliance report will be filed with the province in 2021.

Conclusion

This report provides a status update on the 2019 initiatives to implement the City's multi-year accessibility plan. Annual status updates are posted on the City's website in an accessible format.

In addition to the requirements under the AODA, this status update highlights a number of City initiatives completed, to support the City's commitment to providing accessible programs, services and facilities in the communities.

Attachments

Appendix 1: Multi-Year Accessibility Plan 2018-2022

Appendix 2: Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update

Appendix 3: 2019 MiWay Annual Accessibility Report

Appendix 4: 2019 Provincial Accessibility Compliance Report



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City of Mississauga
Multi-Year Accessibility Plan
2018-2022

Accessibility was considered in the design of this document. If you require an alternate format, please email Jennifer.cowan@mississauga.ca

City of Mississauga
**Multi-Year Accessibility
Plan 2018-2022**



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City of Mississauga Multi-Year Accessibility Plan 2018-2022



Executive Summary

Under the Accessibility for Ontarians with Disabilities Act (AODA), the City of Mississauga is required to develop multi-year accessibility plans to help make Ontario accessible by 2025. This is the City's second multi-year accessibility plan (MYAP) which builds on the accomplishments of the 2012-2017 plan.

While the City is compliant with all requirements under the AODA and its Standards, this plan acts as our accessibility road map, outlining key actions to maintain compliance. It also describes additional non-legislative initiatives designed to create a more inclusive community. It helps us relay our commitment to accessibility and an inclusive community.

An accessible Mississauga means:

- Persons with disabilities receive quality goods and services in a timely manner
- Information and communications are available in accessible formats to all City employees, residents, visitors and customers
- Persons with disabilities are able to participate fully and meaningfully as City employees
- There is greater accessibility in City facilities and public spaces
- City employees are able to continually identify barriers to accessibility and actively seek solutions to prevent or remove them

The plan is based on best practice research, as well as input from the City's Accessibility Advisory Committee, Staff Accessibility Resource Team, persons with disabilities, accessibility stakeholders and staff. It is organized around the following standards and general requirements of the AODA.

The five standards are:

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

Our 2018–2022 priorities and commitments

City of Mississauga

Multi-Year Accessibility Plan 2018-2022



The new five-year accessibility plan includes both new and continuing initiatives that will help meet the City's commitment to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

Accessibility is everyone's responsibility and will be incorporated by design into the work of all City Departments.

General Requirements and Governance – 2018-2022 Goals

The general requirements of the IASR require the City to have accessibility policies, a statement of commitment and a multi-year accessibility plan. In addition to the Standards under the IASR, the City is committed to going beyond the legislated requirements to ensure that barriers to accessibility are identified and addressed across the organization.

Outcomes:

- An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities
- City employees, residents and visitors are aware of available resources and accommodations when accessing City goods, services and facilities
- Clear roles and accountability at all levels of the organization
- Employees are supported to identify barriers to accessibility and actively seek solutions to prevent and remove them

2018-2022 Goals

- Establish a corporate accessibility governance structure and accountability framework to oversee the implementation of the multi-year accessibility plan (MYAP)
- Provide annual status updates on the City's MYAP to the City's AAC and Council and post on the City's website
- Promote accessibility awareness within the organization and community
- Continue to demonstrate leadership in accessibility by meeting or exceeding timelines of provincial legislation
- Continue to ensure City purchases include accessibility design, features and criteria
- Update Corporate Accessibility Policy in 2020 as part of the City's policy review process
- Increase the number of accessibility audits for City facilities

City of Mississauga

Multi-Year Accessibility Plan 2018-2022



- Continue to provide training on the IASR and the Ontario Human Rights Code to all new employees, volunteers, anyone who participates in developing City policies or provides goods, services or facilities on behalf of the City
- Adopt and implement the Dynamic Symbol of Access at City facilities, where feasible

Customer Service – 2018-2022 Goals

The Accessible Customer Service Standard under the IASR requires the City to provide accessible public services for people with disabilities and to ensure that policies and procedures are in place to support this requirement.

Outcome:

- An accessible Mississauga that includes ensuring people with disabilities receive quality goods and services in a timely manner, supported by effective policies, procedures, tools and resources that promote accessibility in customer service

The City of Mississauga continues to:

- Train staff, Council, volunteers and those who provide goods, services or facilities on the City's behalf on an ongoing basis, as required
- Monitor customer service to ensure we are maintaining and improving upon the level of accessibility we provide in programs, services and facilities
- Provide notice of service disruptions

2018–2022 Goals

- Develop and consult AAC on an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials
- Create an Accessibility Report, highlighting the accessibility achievements of the 2022 election and demonstrating the City's commitment to ongoing improvements in the future
- Create Accessibility Report after the 2022 election highlighting key accomplishments and identifying challenges
- Explore assistive technologies that make City programs and services more accessible including, but not limited to:
 - Assistive listening devices
 - Assistive devices

City of Mississauga

Multi-Year Accessibility Plan 2018-2022



- Charging stations for mobility devices
- CART captioning

Information and Communications - 2018-2022 Goals

The Information and Communications Standard under the IASR requires the City to communicate and provide information in ways that are accessible to people with disabilities.

Outcomes:

- Enhanced accessibility as it relates to communication supports, formats, and websites and web content.
- City staff have the tools and resources to effectively develop information and communications in accessible formats

By delivering information and communications in accessible formats to all City employees, residents, visitors and customers, the City will support the effective delivery of services.

The City of Mississauga continues to:

- Maintain a process for receiving and responding to feedback in ways that are accessible to people with disabilities
- Notify the public about the availability of accessible formats and communication supports
- Provide accessible formats and communication supports, upon request
- Provide emergency information in alternative formats, upon request
- Maintain an accessible website and web content
- Review documents and templates to ensure they are accessible

2018–2022 Goals

- Provide training to staff on creating accessible documents, as required
- Ensure documents and content posted online are in accessible formats
- Develop a strategy to meet WCAG 2.0 Level AA requirements
- Develop resources for employees on accessible public engagement and consultations
- Expand digital content offered by City of Mississauga Libraries

Employment – 2018-2022 Goals

City of Mississauga

Multi-Year Accessibility Plan 2018-2022



The Employment Standard under the IASR sets out accessibility requirements that the City must follow to support the recruitment and accommodation of employees. This includes preparing individualized emergency response information for persons with disabilities and making employment practices and workplaces more accessible for new and existing employees with disabilities.

Outcomes:

- Accommodation practices will be reviewed to ensure people with disabilities are able to participate fully and meaningfully as City employees

The City of Mississauga continues to:

- Notify applicants about the availability of accessibility accommodations in the recruitment process
- Advise successful applicants about the availability of accommodations for employees with disabilities
- Make policies on accommodating and supporting employees with disabilities available to all employees
- Provide accessible formats and/or communication supports to employees with disabilities who require it
- Document individual accommodation plans for employees with disabilities
- Offer a return to work process for employees with disabilities

2018–2022 Goals

- Continue to regularly review corporate policies and practices to ensure applicants and employees with disabilities receive the proper support
- Train staff on mental health awareness program The Working Mind, created by the Mental Health Commission of Canada
- Provide training to staff on the City's new Workforce Diversity and Inclusion Strategy

Transportation – 2018-2022 Goals

The Transportation Standard under the IASR sets out the requirements to prevent and remove barriers to make public transportation and related services more accessible.

Outcome:

- The City continues to support the development of transportation services for residents and visitors that are barrier-free

City of Mississauga
**Multi-Year Accessibility
Plan 2018-2022**



The City of Mississauga continues to:

- Make information about accessible equipment available using multiple formats of communication
- Procure vehicles and equipment that meet the technical requirements of the regulation
- Provide training to all new staff
- Monitor taxi owners and operators in Mississauga to ensure they are meeting the requirements of the regulation

City of Mississauga

Multi-Year Accessibility Plan 2018-2022



2018–2022 Goals

- Conduct accessible taxicab “On-Demand Solutions” study as recommended by Public Vehicle Advisory Committee
- Design and begin construction of Hurontario Light Rail Transit (LRT)
- Develop and implement City Parking Master Plan
- Continue facility, service and operation improvements to enhance the universal design of the transit system
- Continue to integrate accessibility considerations in the design and implementation of the City’s Cycling Master Plan
- Continue to integrate accessibility considerations in the design and implementation Dundas Connects

Public Spaces and Facilities – 2018-2022 Goals

The Design of Public Spaces Standard under the IASR requires the City to ensure that newly-constructed or significantly renovated public spaces (e.g., beach access routes and accessible parking) are accessible.

The City also complies with the Ontario Building Code’s requirements for accessibility in the built environment, often exceeding the requirements through the application of the City’s Facility Accessibility Design Standards (FADS).

Outcome:

- Improved accessibility of City facilities and public spaces. This includes incorporating accessibility retrofits where possible during renovations
- Prevention and removal of accessibility barriers within City facilities through the mandatory use of FADS for new construction and redevelopments

The City of Mississauga continues to:

- Consult the Mississauga Accessibility Advisory Committee, the public and people with disabilities prior to redeveloping or constructing new public spaces under this Standard
- Incorporate public consultations into existing processes wherever possible
- Meet or exceed the technical requirements of DOPS

2018–2022 Goals

- Continue to maintain and update the Mississauga FADS
- Continue to prioritize and retrofit existing built environment barriers at facilities under the City’s management to comply with FADS

City of Mississauga

Multi-Year Accessibility Plan 2018-2022



- Continue to implement accessibility improvements as part of state of good repair capital and maintenance programs
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation
- Explore the inclusion of mobility device charging stations in new and redeveloped public spaces
- Increase the number of accessible picnic tables at parks
- Continue to enhance the accessibility of new and redeveloped playgrounds
- Continue to fulfill requests for accessible pedestrian signals and install with all new traffic signals and replacements of existing traffic crossing signals
- Continue to install tactile walking surface indicators at all corners during state of good repair
- Continue to implement Park Bench Arm Rest Addition Program
- Install two operators for public washroom at BraeBen Golf Course
- Install 24 automatic door operators on corridor doors leading to rinks and rink change rooms at Paramount Fine Foods Centre
- Install three automatic door operators at Burnhamthorpe Library site
- Improve accessibility at City Centre Transit Terminal by adding sliding doors at the terminal platform, elevator upgrades and replace escalator
- Replace elevator/lift at Burnhamthorpe Community Centre and Huron Park Recreation Centre

City of Mississauga
Multi-Year Accessibility Plan
2019 Accessibility Annual Status
Update

Accessibility was considered in the design of this document. If you require an alternate format, please email Jennifer.cowan@mississauga.ca

City of Mississauga

2019 Accessibility Annual Status Update



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City of Mississauga 2019 Accessibility Annual Status Update



Executive Summary/Background

Almost one in four people in Ontario has a disability, which equates to about 173,600 Mississauga residents or approximately 24 per cent of the population. It is expected that this number will continue to rise given the aging population. To increase sustainability and enhance the quality of life in Mississauga, the City is committed to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

The goal of the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is to identify, prevent and remove barriers to make Ontario accessible by 2025. To meet this goal, the Act outlines accessibility requirements so people of all abilities can participate in all areas of daily life. The requirements are applied under the Integrated Accessibility Standards Regulation (IASR) which has five standards:

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

One of the City's requirements under the IASR is to develop a multi-year accessibility plan that outlines how the City will meet its obligations under the legislation and remove barriers for people with disabilities. The 2018-2022 Multi-Year Accessibility Plan is a roadmap that shows how the City will continue to identify, remove and prevent accessibility barriers through the City's policies, programs, services and facilities.

This five-year plan was developed with feedback from the City's Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART), persons with disabilities, accessibility stakeholders and staff and is organized around the AODA's accessibility standards.

The 2019 Annual Status Report demonstrates ways the City is helping to make the community more accessible and inclusive for everyone. It is not meant to be an inventory of accomplishments. It highlights key areas of progress made in 2019.

The multi-year accessibility plan achievements translate into improved accessibility in City programs, services and facilities for residents, visitors and employees. As our

City of Mississauga 2019 Accessibility Annual Status Update



population ages, a more accessible City is more inclusive for everyone, including seniors and people with disabilities.

The City continues to encourage local businesses and organizations to meet accessibility requirements and prevent and remove barriers, however, the City has no official role in enforcing these requirements. Ensuring these requirements are met is the responsibility of the Ontario government.

Mississauga Accessibility Advisory Committee

The Mississauga Accessibility Advisory Committee (AAC) is a citizen committee that acts as an advisory body for Council. Its mandate is to advise on the identification, removal and prevention of barriers to people with disabilities in municipal programs, services, initiatives and facilities. City staff works with the AAC to review initiatives and promote awareness about accessibility and celebrate inclusion.

Each member of the AAC is a volunteer with the exception of Council representatives. The majority of AAC membership is held by persons with disabilities. The AAC is supported by the Accessibility Planning team and the Clerk's Department.

The AAC's term coincides with Council's term. Following the 2018 Municipal Elections, a new AAC was formed and will work within its mandate until 2022. The 2018-2022 AAC members bring a wide range of personal and professional experiences and perspectives related to the challenges faced by people with disabilities. They provide invaluable advice and support as we continue to work toward a barrier-free Mississauga. For more information about the AAC, its initiatives and members, please see the City of Mississauga's [AAC page](#).

In 2019, the AAC received several presentations and provided feedback on the following key initiatives:

- 2018 annual status update to the City's Multi-Year Accessibility Plan
- MiWay Annual Accessibility Report
- Review of the Information and Communications Standards – 2019 Initial Recommendations
- 2018-2022 AAC Work Plan
- Mississauga Moves update
- Digital Modernization Project
- Smart City Master Plan
- Council Chamber Renovation – new handrails
- MiWay Training Video

City of Mississauga

2019 Accessibility Annual Status Update



- Accessibility Services and CELA at the Library
- Accessible Parking Signage
- Smart Cities Idea Jam
- Mobility Devices on MiWay

Additionally, the AAC's Facility Accessibility Design Subcommittee (FADS) met three times to review capital projects with an emphasis on the built environment. The subcommittee provides feedback to ensure facilities and public spaces are accessible and inclusive. The FADS reviewed the following initiatives in 2019:

- Accessible Garden Initiatives
- City Centre Transit Terminal Accessibility Upgrades
- Pheasant Run Park Expansion
- Civic Centre Great Hall In-fill
- Bicycle Bypass Lanes at Skymark Drive and Explorer Drive Roundabout
- Development of Parks 524 and 525
- Accessible Beach Routes
- Lakefront Promenade Park

City staff and the committee members continued to seek out opportunities to increase community awareness in 2019 through hosting or participating in the following events:

- **National AccessAbility Week:** with the support of the AAC, the City hosted a number of free, accessibility-focused events to highlight the accessible programs and services the City offers to make the community more accessible and inclusive. The events also helped to raise awareness of the types of barriers people with disabilities face and ways to help remove them
- **International Day of Persons with Disabilities – Inclusion by Design Conference:** Staff and the AAC hosted a booth and promoted programs and services the City has to offer people
- **Smart City Idea Jam – Accessibility and Inclusion:** the City hosted this collaborative brainstorming event that focused on engaging the community to develop creative ideas using technology to make the City's services more accessible and inclusive. The event featured a variety of speakers and a brainstorming workshop open to the public
- **Coalition for Persons with Disabilities – Connections Resource Fair:** The City and the AAC hosted a booth and were one of 50 organizations to participate in the

City of Mississauga

2019 Accessibility Annual Status Update



fair, promoting the programs and services for people with disabilities in the community

- **Councillor Saito's Annual Senior's Fair:** Councillor Saito commemorated Senior's Month by hosting her 6th Annual Senior's Fair at the Meadowvale Community. The fair included 40 exhibitors highlighting the various programs, services and organizations that support seniors throughout the City

Accessibility Governance

The Accessibility Planning and Compliance (APC) team provides policy and strategic advice to City Departments and facilitates compliance with the AODA. To ensure the City continues to meet or exceed the requirements of the AODA, APC continues to stay informed about legislation and participates in accessibility networks such as the Ontario Network of Accessibility Professionals (ONAP) and other Accessibility Coordinators in Peel and Halton region through attendance at regional coordinators meetings and events.

The APC provided legislated, mandatory training for all employees and volunteers on providing accessible customer service to people with disabilities, the Integrated Accessibility Standards Regulation and the Ontario Human Rights Code as it relates to people with disabilities, as required under AODA. Additionally, training and support continued to be provided to staff in the area of creating accessible documents.

APC continued as the staff liaison to the AAC and facilitator of site plan and municipal project reviews by the FADS Subcommittee.

Staff Accessibility Resource Team

The City's Staff Accessibility Resource Team (StART) is made up of representatives from each division across the organization and meets quarterly. These individuals act as champions and promote awareness of accessibility and inclusion throughout the organization and community. They support accessibility at the City by:

- Ensuring that an accessibility lens is applied to each initiative within a Department
- Promoting accessibility awareness throughout the City
- Assisting in the development of the annual status update of the City's multi-year accessibility plan, highlighting achievements across the organization

This report highlights initiatives that demonstrate the City's commitment to making accessibility a part of everyday business and integrating it into the City's long-term

City of Mississauga
**2019 Accessibility
Annual Status Update**



plans. Barriers have been removed in many areas including: City owned buildings, parks, transit and recreation services.

City of Mississauga 2019 Accessibility Annual Status Update



General Requirements and Governance

Key outcome: clear roles, accountability and barrier-free policies, programs, services and facilities

2019 key actions

- Continued to build accessibility accountability into all levels of the City, with defined roles and responsibilities. This means that employees at all levels of the City know what their obligations are and work towards creating a more accessible organization
- Provided annual status update on the City's Multi-Year Accessibility Plan 2018-2022 to the City's AAC, outlining the initiatives the City has taken to ensure compliance with the AODA
- Promoted accessibility awareness through hosting and attending multiple fairs and events such as National AccessAbility Week, Connections Fair, Councillor Saito's Annual Seniors Fair, International Day for Persons with Disabilities event, Leadership Conference
- Integrated accessibility considerations into the procurement process
- Updated Corporate Accessibility Policy as part of the City's policy review process
- Continued to provide training on the requirements of the accessibility standards and the Ontario Human Rights Code to all employees, volunteers and anyone who participates in developing City policies or provides goods, services or facilities on behalf of the city
- Continued to implement the Dynamic Symbol of Access at City facilities, where feasible
- Ensured all City procurements considered accessibility

Customer Service

Key outcome: people with disabilities receive goods and services in a timely manner

The City continued to be in compliance with the standard and ensuring that City goods and services are accessible for everyone in Mississauga, including people with disabilities. Accessible customer service for the public begins with well-trained City employees. Mandatory accessibility training at the City focused on how to provide quality service to people with disabilities. At a minimum, all employees must complete accessibility courses on the following topics:

- *Accessibility for Ontarians with Disabilities Act*
- Accessible Customer Service
- Integrated Accessibility Standards Regulation

City of Mississauga

2019 Accessibility Annual Status Update



- Ontario Human Rights Code
- Additional job-specific training (for example, training on creating accessible documents or the Mississauga Facility Accessible Design Standards)

Additional 2019 key actions

- Introduced BRAVO Customer Service training for all City staff
- Continued to monitor customer service to ensure the City maintained and improved upon the level of accessibility provided in programs, services and facilities
- Continued to notify the public of service disruptions
- Installed charging stations for mobility devices in Celebration Square
- Offered Fresh Air Fitness classes which included modified exercise options making it easier for individuals with limited mobility
- Offered driveway snow windrow clearing program for seniors 65 years and older and people with physical disabilities or medical conditions that are unable to clear the windrow on their own

Information and communications

Key outcome: accessible information and communication supports are delivered to all employees, residents and visitors

The City is focused on increasing the availability of accessible information for residents, visitors and employees. One of the ways to accomplish this is to design and deliver more online digital services that meet the IASR's web accessibility requirements. The City maintains an accessible public facing website – [Mississauga.ca](https://www.mississauga.ca) – in addition to an accessible internal website platform for employees – [InsideMississauga](https://inside.mississauga.ca).

2019 key actions

- Maintained process for receiving and responding to feedback in ways that are accessible to people with disabilities
- Continued to notify the public about the availability of accessible formats and communication supports
- Provided accessible formats and communication supports when requested
- Provided emergency information in alternative formats when requested
- Maintained an accessible website and web content and monitored compliance through accessibility quality tool
- Reviewed documents and templates to ensure they are accessible
- Provided training to staff on creating accessible documents when required

City of Mississauga 2019 Accessibility Annual Status Update



- Redesigned City website to improve accessibility. Consulted with AAC and hosted individual accessibility testing sessions with AAC members. Applied new design to mississaugalibrary.ca and Mississauga.ca/recreation
- Expanded digital content offered by City of Mississauga Libraries in a variety of formats such as audiobooks, eBooks, eAudio, digital magazines and DAISY books
- Offered delivery and pick-up services for all residents with a disability who cannot visit the library. There are over 85 residents registered for this service
- Participated in CNIB's national campaign, Phone it Forward, collecting 600 used smart phones and distributing them to individuals with sight loss
- Provided feedback to the province on initial proposed changes to the Accessible Information and Communications Standard
- Provided staff with Jabber, a communication tool containing a chat feature option to aid in collaboration without requiring speech
- Equipped some City boardrooms with audiovisual means possessing both a sound and visual component
- Implemented SMRTCTY Master Plan which includes accessibility as a main component
- Hosted SMRTCITY Idea Jam 2019: Accessibility and Inclusion The event raised awareness in the public while developing innovative ideas to help the City provide more accessible and inclusive services
- Offered assistive listening devices and included closed captions for all movies played during Movie Nights at Celebration Square

Employment

Key outcome: accommodation practices are implemented to ensure people with disabilities are able to fully and meaningfully participate as City employees

The unemployment rate for people with disabilities in Ontario age 25 to 64 is 50% higher than for people without disabilities. To address this, the City strives to show leadership in accessible recruitment and employment.

The goal of employment accommodation is to enable people with disabilities to participate fully in their work environment. The City is committed to the regular review and evaluation of recruitment, leadership development and accommodation practices. The City's first Diversity and Inclusion survey will launch in 2020 and will provide data that will lead to a better understanding about accommodation for employees and lead to better employee experiences.

2019 key actions

City of Mississauga

2019 Accessibility Annual Status Update



- Continued to notify applicants and successful recruits about the availability of accommodations in the recruitment process and workplace
- Continued to inform employees of policies regarding job accommodations
- Provided workplace and emergency response information in accessible formats to employees when requested
- Trained staff on mental health awareness program The Working Mind, created by the Mental Health Commission of Canada
- Launched the People Strategy 2019-2023 which includes a focus on a diverse and inclusive workforce

Transportation

Key outcome: the City continues to support the development of a barrier-free transportation system

Transportation is a vital link for people with disabilities to take part in their communities. It enables participation in education, work, recreation and access to services, like healthcare.

2019 key actions

- Continued to make information about accessible equipment available using multiple formats of communication
- Procured vehicles and equipment that meet the technical requirements of the regulation
- Provided training to all new staff
- Developed new customer service training highlighting challenges that people with disabilities face when accessing transportation
- Ensured taxi owners and operators met the requirements of the regulation
- Conducted accessible taxicab On-Demand Solutions Study
- Initiated design of Hurontario Light Rail Transit
- Implemented City Parking Master Plan
- Continued facility, service and operation improvements to enhance the universal design of the transit system
- Integrated accessibility considerations in the design of the City's Cycling Master Plan
- Integrated accessibility considerations in the design of Dundas Connects project

The AODA identifies extensive requirements for conventional and specialized transit. The MiWay 2019 Annual Accessibility Report outlines the accomplishments and current initiatives to provide accessible transportation to the community.

City of Mississauga
**2019 Accessibility
Annual Status Update**



Design of Public Spaces

Key outcome: greater accessibility in and around City facilities and public spaces

Accessible public spaces include specific features that make it easier for everyone, including people with disabilities, to use public spaces.

2019 key actions

- Continued to meet or exceed all technical requirements of the standard in new and redeveloped public spaces
- Consulted the AAC on construction or redevelopment of public spaces
- Prioritized and retrofitted existing built environment barriers at facilities under the City's management to comply with FADS
- Incorporated FADS in new construction and redevelopment projects
- Incorporated accessibility retrofits where possible during renovations
- Maintained accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- Notified the public and responded to temporary disruptions when accessible elements in public spaces were not in working order
- Installed mobility device charging stations in Celebration Square
- Installed accessible beach routes at Lakefront Promenade and Jack Darling, including signage and mats
- Replaced surface of senior spray pad at Mississauga Valley Community Centre, including regrading of surface to remove extreme slopes, installation of accessible benches and replacement of paved park pathways
- Installed new park shelter and four benches at Churchill Meadows Community Common Park
- Added 7.5 kilometres of accessible trail with in the Hydro One corridor. Accessible features include signage, rest areas every 90 metres and eight per cent max slopes along the trail
- Upgraded playground surfacing at Hawthorne Valley Park, Garthwood Park and Charles "Bud" Brennan Park
- Completed installation of 13 new accessible pedestrian signals
- Completed installation of accessible pedestrian signals at 13 existing traffic signals based on requests received from the CNIB
- Added 10 accessible park benches and six new concrete pads as part of the Park Bench Arm Rest Addition Program at Queensway Trail, Don Rowing Club, JJ Plaus Park and Rhododendron Park

City of Mississauga

2019 Accessibility Annual Status Update



- Installed accessible swing at Willowvale Fields Park in response to public request
- Improved accessibility at several City facilities through targeted renovations:
 - Completed construction of Fire Station 120 to the City's FADS requirements including accessible path of travel throughout, universal washroom with barrier-free shower area, accessible kitchenette and power door operators
 - Installed new prefabricated universal washroom at Westwood Transit Terminal including power door operators, accessible sinks, colour contrasting throughout and LED lighting
 - Added new interior signage at Paramount Fine Foods Centre including braille and colour contrast signs as part of new wayfinding system to improve accessibility
 - Installed new LULA lifts at Clark Memorial Hall and Semenyk Court T&W Administration including automatic access (rather than keyed access) providing access to barrier-free path of travel
 - Installed automatic door operators on four doors at Burnhamthorpe Library providing barrier-free path of travel
 - Installed three new automatic door operators at Braeburn Golf Course to improve access to barrier-free path of travel
 - Added accessible interior signage, new hearing assistance station and installed hand railings at Meadowvale Theatre
 - Added new handrails to improve accessibility in the City's Council Chambers
 - Completed various improvements at City Hall on the ground floor allowing more programs and activities to be offered in the space. Improvements include infilling the Great Hall, upgraded lighting throughout the ground floor, added visual cues to north door to assist people with low vision and installed sliding exterior doors, making it easier for a person with a disability to use the doors independently
- Consulted the AAC and FADS subcommittee for design input on:
 - City Centre Transit Terminal accessibility upgrades
 - City Hall Ground Floor Modernization Project
 - Pheasant Run Park expansion
 - Bicycle Bypass Lanes at Skymark Drive and Explorer Drive Roundabout
 - Development of Parks 524 and 525
 - Accessible Beach Routes
 - Lakefront Promenade Park

City of Mississauga

2019 Accessibility Annual Status Update



Continuing Progress

Accessibility innovation in the City goes above and beyond the commitments in the multi-year accessibility plan. Across the City, accessibility champions seek ways to make Mississauga more accessible.

In two years, the City has made great progress on the commitments in our 2018-2022 Multi-Year Accessibility Plan. We know that more progress is needed in order to make the City a more accessible organization that helps people with disabilities participate fully in their life and work. Forging new partnerships and innovative ways of working will enable the City to remove more barriers and continue driving towards becoming a more accessible employer and service provider.



2019 Annual Accessibility Report

December 2019



2019 annual accessibility report

Table of Contents

Executive Summary	3
1.0 MiWay's Accessibility Policy	4
2.0 MiWay's Service Profile	4
Conventional Services – 2019 Service Profile	5
3.0 Integrated Accessibility Standards Regulation (IASR):	6
4.0 2019 Initiatives and Ongoing Improvements	6
4.1 Mission, Vision, Values and Basics Program	6
4.2 Transit Infrastructure Improvements	7
4.3 Sidewalk Program	7
4.4 Accessible Transit Facilities/Stations	8
4.5 Information & Communication	11
4.6 Operator Training Improvements.....	13
5.0 Consultation of the Report	14
6.0 Plan Approval & Communication Strategy	14
7.0 Conclusion & Next Steps	14
8.0 For more Information.....	15

2019 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 2019 Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay in 2019 to make all its services and facilities accessible.

The 2019 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 2019 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on March 23rd, 2020.

A final copy of the 2019 Annual Accessibility Report will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

2019 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.

2019 annual accessibility report

Conventional Services – 2019 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: 24 Hour Service Saturday: 4:17 AM to 2:53 AM Sunday: 6:19 AM to 2:09 AM
Annual Passenger Boardings	57.8 Million
Annual Revenue Ridership	41.2 Million
Annual Revenue Service Hours	1.58 Million
Annual Vehicle Hours	1.69 Million
Annual Revenue Kilometres	34.7 Million
Number of Routes	80 Routes (as of Dec. 2019): 9 Express Routes; 55 Regular Routes; 16 School Routes
Fleet Composition	497 accessible buses



Servicing express routes



Servicing local and school routes

2019 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.

4.0 2019 Initiatives and Ongoing Improvements

4.1 Introducing MiWay's Mission, Vision, Values and Basics Program

A number of significant improvements took place in 2019 with MiWay's Mission, Vision and Values & Basics (MVV+B) program. These improvements contributed to the advancement of improving accessibility at MiWay.

The MVV+B initiative was created to ensure that all employees have the same understanding of the organization's Vision and that all goals and metrics support the organization's Vision statement for 2027.

Our Mission contains three main statements:

- We help to connect people to their destinations with ease.
- We are people who care about people number
- Helping make life in our city better.

Our Vision states that by 2027, MiWay will provide a trusted customer experience for 50 million annual revenue rides as part of the City's integrated urban mobility network by:

- listening to our customers, staff, partners and stakeholders;
- working together as a team; and
- Leveraging data and technology.

Also, the MVV+B acts as the "change agent" to help change employee behaviours and to drive and implement a new culture. This culture change is needed to promote and align with our external customer experience and with the launch of our MiWay Customer Charter in 2020.

'Mildea' Platform

The new Mission and Vision, together with our newly created values of Teamwork and Commitment allowed MiWay to build the 'Mildea' platform, an internal ideation site built for MiWay employees.

Mildea

The objective of this site is to invite MiWay employees to submit suggestions/ideas for improvement, questions, etc. Submissions are grouped around our 4 Basics: Safety, Compassion, Efficiency and Environment. Additionally, this platform is intended to improve our services and accessibility concerns.

2019 annual accessibility report

In 2019, the organization received several idea submissions to remove unsafe bus stops, relocate bus stops to better serve the overall population. We also received many idea submissions to improve MiWay's onboard bus announcements. Operators and staff all recognize the need for more efficient and accurate electronic bus announcements and in 2019, MiWay delivered enhancements in order to ensure that accurate electronic systems were in place to support our visually challenged and linguistically-challenged demographic.

4.2 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.

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 2019, 45 of these stop locations were completed with such passenger landing pads installed.

Currently only about 4% (approximately 134 of 3402) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (approximately 83% of all inaccessible stops). The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2020, where feasible.

4.3 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. 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 2019, approximately 2,258 metres of new sidewalks were constructed within the City of Mississauga. Of this total, approximately 2,000 metres of the new sidewalks provided connections to existing MiWay bus stops.

2019 annual accessibility report

4.4 Accessible Transit Facilities/Stations

City Centre Transit Terminal Interior Renovations

In 2020, the City Centre Transit Terminal will undergo a complete interior revitalization that will transform the terminal into a modernized space with improved accessibility, connectivity and customer service to meet the growing and changing needs of the community.



2019 annual accessibility report

The terminal was designed to include improved accessible infrastructure. These improvements included accessible counters for customers at the Fares and Information Booths, accessible wayfinding, upgraded elevator features, a wider up escalator, and sliding doors at both the north platform level and Square One Drive street level. Sign faces, surfaces and finishes were also designed to conform to AODA standards.

The new terminal design was presented to the Accessibility Advisory Committee's Facility Accessibility Design Subcommittee for their review and feedback.

Westwood Square Transit Terminal Improvements

The Westwood Square Transit Terminal Improvements were completed in 2019. This terminal is located in Malton adjacent to the Westwood Square Shopping Centre. These improvements included an accessible washroom and a large heated shelter both placed on the center platform.

The accessible washroom contains a single toilet and a change table. It was designed to meet current AODA requirements and is fully automated. Features of this washroom include: an automatic sliding door, a fully accessible change table, automated flush toilet, accessible signage, automated hand wash/sink area and voice automated announcements. Additional features include heating/cooling and an automatic cleaning program that initiates after a pre-defined number of uses.



2019 annual accessibility report

A large heated shelter was also installed on the center platform. Both doors to the heated section of the shelter were designed to AODA standards and have the automated push button.



To facilitate pedestrian access to the bus platforms, pedestrian crosswalks were centralized to the west side of the terminal and clearly delineated with line markings on the travelled roadway. Tactile plates were also placed onto the centre platform at the pedestrian crosswalks.

2019 annual accessibility report

4.5 Information & Communication

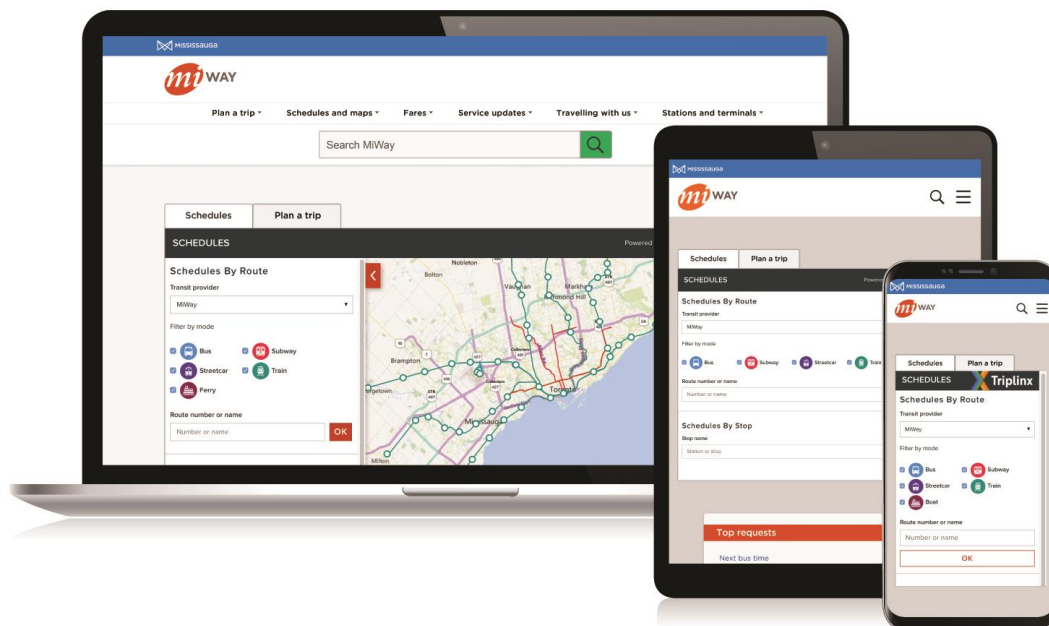
With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

MiWay is working in collaboration with the City's Digital Strategy and Experience team to launch a new website by March 2020. This new site aims to better serve people of all abilities. The planned enhancements mean that people with visual, hearing, motor and cognitive difficulties can more effectively use our content and services through assistive technology, such as screen readers, screen magnification software and navigation assistance.

Our goal is to be fully compliant with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines version 2.0 level AA. It will also have a newly integrated trip planner, Triplinx which is WCAG 2.0 AA compliant.

Activities completed to ensure compliance include:

- Adherence to the [City's new design principles](#) which integrates accessibility.
- Adherence to the [City's consistent design language](#) in which they've adapted the POUR accessibility principles in order to make our design language and code more inclusive to users of all abilities.
- A content audit was completed to review all PDF across the site and 60% of content was identified as ROT (redundant, out of date and trivial information).
- All web content has been rewritten with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.
- Outdated icons and image headers will be removed from pages; new icons have been focused into a core set of six wayfinding icons in our navigation which aim to make navigation easy and translate to individuals of all abilities.
- Updated brand guidelines with digital design colours and fonts that adhere to WCAG 2.0 AA standards.



2019 annual accessibility report

MiWay plans to continue these activities to remain compliant:

- Reviewing 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.
- Provide web descriptions for screen readers such as image ALT tags and web link title attributions.
- New website content is made accessible by testing webpages for accessibility, including MiWay campaign microsites.

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.



2019 annual accessibility report

4.6 Operator Training Improvements

The Accessible Customer Service training course has been delivered to new transit operators in 2019. The four hour course consists of in-class training as well as role play on-the-bus simulations. The course also requires the completion of the City of Mississauga's eLearning "May I Help You?"; "Understanding Accessible Customer Service" with a follow-up question and answer exercises.

Our MiWay Learning Centre team regularly reviews this curriculum and collects feedback in the spirit of continuous improvement. Based on this feedback the Accessible Customer Service training course has been updated in 2019 to include content concerning non-visible disabilities. The enhanced course includes information about the difference between a visible and non-visible disability and promotes awareness that MiWay customers may be facing challenges during their transit experience that an Operator is unable to recognize. There are scenario-based questions related to non-visible disabilities that encourage a better understanding of how to responsibly respond to our valued customers. The team also incorporated the new Dynamic Accessibility Symbol to promote awareness of this identifier.

Also in 2019, the MiWay Learning Centre introduced accessibility themed training videos, to enhance the training experience. The team has worked on producing two videos: one is focussed on non-visible disabilities and the other is focussed on compassion through the language MiWay uses and the service that MiWay provides. These videos were produced with the cooperation and participation of various Accessibility Advisory Committee (ACC) members who volunteered their time to be featured in the video footage. A special thanks to Carol-Ann Chafe, Emily Daigle, Naz Husain, Steven Viera and Asim Zaidi for their contributions. These videos will certainly enrich the learning experience for MiWay Transit Operators and other staff. The non-visible disabilities video were launched as a part of a new Transit Operator Refresher Training Program.

The Accessibility chapter in the Refresher Training Program includes reminders of various MiWay policies related to accessibility, recognizing the power behind the language that is used and ensuring MiWay refers to passengers with disabilities as "people" first before the disability, and the significance of invisible disabilities for MiWay passengers. The compassion video is in the final stages of production and will launch in both the New Transit Operator Training Program and the Transit Operator Refresher Training Program in 2020.

Our MiWay Learning Centre is excited to incorporate these videos into our training programs in 2020 and continue to look for further opportunities to improve.

2019 annual accessibility report

5.0 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 March 23rd, 2020)

6.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2019 Accessibility Report at its February 20th, 2020 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 2019 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

7.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2019 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.

2019 annual accessibility report

8.0 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 6:00 pm
E-mail:	miwayhelps@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

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 miwayhelps@mississauga.ca or call (905) 615-4636 (INFO).

Organization category **Designated Public Sector**

Number of employees range **50+**

Filing organization legal name **The Corporation of the City of Mississauga**

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirements

Before you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a library board](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a municipality](#)

C. Accessibility compliance report questions

Instructions

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Foundation requirements

1. Does your organization have written accessibility policies and a statement of commitment? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 3: Establishment of accessibility policies](#) [Learn more about your requirements for question 1](#)

Comments for
question 1

2. Has your organization established, implemented and maintained a multi-year accessibility plan and posted it on your organization's website? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 4: Accessibility plans](#) [Learn more about your requirements for question 2](#)

Comments for
question 2

3. Has your organization completed a review of its progress implementing the strategy outlined in its accessibility plan and documented the results in an annual status report posted on the organization's website? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 4\(1\), 4\(3\): Accessibility plans](#) [Learn more about your requirements for question 3](#)

Comments for
question 3

4. Did your organization consult with people with disabilities when establishing, reviewing and updating its multi-year accessibility plan? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 4\(2\): Accessibility plans](#) [Learn more about your requirements for question 4](#)

Comments for
question 4

5. Does your organization provide the appropriate training on the Integrated Accessibility Standards Regulation and the Human Rights Code as it pertains to persons with disabilities? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 7: Training](#) [Learn more about your requirements for question 5](#)

Comments for
question 5

6. Has your organization established and documented a process to receive and respond to feedback on how its goods or services are provided to persons with disabilities, including actions that your organization will take when a complaint is received? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 80.50: Feedback process required](#) [Learn more about your requirements for question 6](#)

Comments for
question 6

7. Does your organization ensure that its feedback processes are accessible to persons with disabilities by providing or arranging accessible formats or communication supports, upon request, and do you notify the public of this accessible feedback policy? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 11: Feedback](#) [Learn more about your requirements for question 7](#)

Comments for
question 7

Information and communications

8. Does your organization have a process to provide accessible formats and communication supports for persons with disabilities in a timely manner and at no more than the cost for other persons who ask for the same information, and do you notify the public of this accessible information policy? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 12: Accessible formats and communications supports](#) [Learn more about your requirements for question 8](#)

Comments for
question 8

Employment

9. Does your organization notify its employees and the public about the availability of accommodations in its recruitment process? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 22-24: Recruitment](#) [Learn more about your requirements for question 9](#)

Comments for
question 9

10. Does your organization notify successful applicants of its policies for accommodating employees with disabilities during offers of employment? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 24: Notice to successful applicants](#) [Learn more about your requirements for question 10](#)

Comments for
question 10

11. Does your organization develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities? * ☒ Yes ☐ No
- [Read O. Reg. 191/11 s. 28: Documented individual accommodation plans](#) [Learn more about your requirements for question 11](#)

Comments for
question 11

Transportation

12. Does your organization provide transportation services? *
(If Yes, you will be required to answer an additional question.)

☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 12](#)

- 12.a. Does your organization conduct employee and volunteer accessibility training on the safe use of accessibility equipment and features of your transportation vehicles? *

☒ Yes ☐ No

[Read O. Reg. 191/11 s. 36: Accessibility training](#)

[Learn more about your requirements for question 12.a](#)

Comments for
question 12.a

Design of public spaces

13. Since your organization last reported on its accessibility compliance, has your organization constructed new or redeveloped existing off-street parking facilities that it intends to maintain? *
(If Yes, you will be required to answer an additional question.)

☒ Yes ☐ No

[Read O. Reg. 101/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 13](#)

- 13.a. When constructing new or redeveloping off-street parking facilities that your organization intends to maintain, does it ensure that the off-street parking facilities meet the accessibility requirements as outlined in sections 80.32 – 80.37 of the IASR? *

☒ Yes ☐ No

[Read O. Reg. 80.32-37: Accessible parking](#)

[Learn more about your requirements for question 13.a](#)

Comments for
question 13.a

14. Since your organization last reported on accessibility compliance, has your organization constructed new or redeveloped existing outdoor public spaces that it intends to maintain? *
(If Yes, you will be required to answer additional questions.)

☒ Yes ☐ No

[Read O. Reg. 191/11 Part IV.1: Design of public spaces standards](#)

[Learn more about your requirements for question 14](#)

- 14.a. When constructing new or redeveloping existing outdoor play spaces, did your organization consult with the public and persons with disabilities on the needs of children and caregivers, and if you represent a municipality did your organization consult with the municipal advisory committee where one was established as outlined in s. 80.19 of the Integrated Accessibility Standards Regulation? *

☒ Yes ☐ No

[Read O. Reg. 191/11 s. 80.19: Outdoor play spaces](#)

[Learn more about your requirements for question 14.a](#)

Comments for
question 14.a

- 14.b. Does your organization's multi-year accessibility plan include procedures for preventative and emergency maintenance of the accessible elements in public spaces, and for dealing with temporary disruptions when accessible elements required under the Integrated Accessibility Standards Regulations Part IV are not in working order? *

☒ Yes ☐ No

[Read O. Reg. 191/11 s. 80.44: Maintenance of accessible elements](#)

[Learn more about your requirements for question 14.b](#)

Comments for
question 14.b

Customer service

15. In your policies, practices and procedures, does your organization permit persons with disabilities to keep their service animals with them on the parts of your premises that are open to the public or other third parties, except where the animal is excluded by law? If excluded by law, does your organization have alternate ways for people with service animals to access and use your goods, services or facilities?

☒ Yes ☐ No

[Read O. Reg. 191/11 s. 80.47\(1-3\): Use of service animals and support persons](#)

[Learn more about your requirements for question 15](#)

Comments for
question 15

General requirements

11.1.

16. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **information and communications standards** in effect under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 191/11 Part II: Information and communications standards](#)

[Learn more about your requirements for question 16](#)

Comments for
question 16

17. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **employment standards** in effect under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 191/11 Part III: Employment standards](#)

[Learn more about your requirements for question 17](#)

Comments for
question 17

18. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **transportation standards** in effect under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 191/11 Part IV: Transportation standards](#)

[Learn more about your requirements for question 18](#)

Comments for
question 18

19. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **design of public spaces standards** in effect under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 101/11 Part IV.1: Design of Public Spaces standards](#)

[Learn more about your requirements for question 19](#)

Comments for
question 19

20. Other than the requirements cited in the above questions, is your organization complying with all applicable requirements for the **customer service standards** under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 191/11 Part IV.2: Customer service standards](#)

[Learn more about your requirements for question 20](#)

Comments for
question 20

21. Other than the requirements cited in the above questions, is your organization complying with all general requirements in effect under the Integrated Accessibility Standards Regulation? *

☒ Yes

☐ No

[Read O. Reg. 191/11 Part I: General requirements](#)

[Learn more about your requirements for question 21](#)

Comments for
question 21

**Ministry of the Environment,
Conservation and Parks**

**Ministère de l'Environnement,
de la Protection de la nature et des
Parcs**

Office of the Minister

Bureau du ministre

777 Bay Street, 5th Floor
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357-2020-507

May 21, 2020

Her Worship Bonnie Crombie, MBA, ICD.D
Mayor, City of Mississauga
Email: mayor@mississauga.ca

Dear Mayor Crombie:

Thank you for sharing your City Council's resolution about conservation authorities (CAs) from its meeting held on March 4, 2020.

Last year our government passed the *More Homes, More Choice Act, 2019*, which clarifies the core mandate of CAs. The legislative changes that were made will ensure CAs focus on delivering core services and programs to protect against natural hazards such as flooding, managing CA lands and drinking water source protection, while using taxpayer dollars efficiently and effectively.

Over the past year, my office has met with all 36 CAs and held in-person consultations with a variety of stakeholders, to get input into defining what should be part of a CAs' core mandate.

We completed pre-consultations with representatives from all 36 conservation authorities in the fall, and this winter we completed regional consultations sessions with municipalities, Indigenous communities, and other interested parties including: stakeholders representing the agricultural and development sectors, landowners' associations, environmental and conservation organizations.

Our government is currently reviewing all relevant legislation and the views of municipalities are very important to me. I appreciate your council's support for the development of regulations under Bill 108 being completed with input from municipalities. We want to hear from all stakeholders interested in the stewardship of our lands before we move forward with further changes to the legislation and regulations.

I understand that three of your staff attended my ministry's February 14, 2020 multi-stakeholder engagement consultation on CAs held in London. I appreciate the City of Mississauga's participation in this process and your sharing the City's feedback with my ministry.

...2

Her Worship Bonnie Crombie, MBA, ICD.D
Page 2.

Thank you again for writing.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeff Yurek', with a stylized, cursive script.

Jeff Yurek
Minister of the Environment, Conservation and Parks

c: Mr. Deepak Anand, MPP, Mississauga-Malton
Mr. Rudy Cuzzetto, MPP, Mississauga-Lakeshore
Ms. Natalia Kusendova, MPP, Mississauga Centre
Mr. Kaleed Rasheed, MPP, Mississauga East-Cooksville
Mr. Sheref Sabawy, MPP, Mississauga-Erin Mills
Ms. Nina Tangri, MPP, Mississauga-Streetsville



Bonnie Crombie, MBA, ICD.D
Mayor, City of Mississauga
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mayor@mississauga.ca

City of Mississauga
300 City Centre Drive
MISSISSAUGA ON L5B 3C1
mayorcrombie.ca

March 6, 2020

Hon. Jeff Yurek
Minister of Environment, Conservation and Parks
5th Floor, 777 Bay St.,
Toronto, ON M7A 2J3

RE: Watershed Planning and Natural Resource Management

Dear Minister Yurek,

As your government undertakes its review of the mandated programs and services provided by conservation authorities, the City of Mississauga requests that you include watershed planning and natural resource management within the scope of regulations for mandatory programs and services of conservations authorities.

The City of Mississauga works closely with the Credit Valley Conservation Authority, the Toronto Region Conservation Authority, and Conservation Halton. We understand the critical role they play in managing our watersheds and protecting our environment. They are concerned about the limited scope of the review being undertaken by your government. Our Council is unanimous in our support of their request that this review be broadened in scope to better reflect the responsibilities of our conservation authorities.

Please find attached a motion from Mississauga City Council. I would be pleased to answer any questions you may have.

Regards,

A handwritten signature in black ink that reads 'Bonnie Crombie'.

Bonnie Crombie, MBA, ICD.D
Mayor, City of Mississauga

Cc., Rudy Cuzzetto, MPP
Sheref Sabawy, MPP
Natalia Kusendova, MPP
Deepak Anand, MPP
Kaleed Rasheed, MPP
Nina Tangri, MPP