
General Committee

Date

2017/03/01

Time

9:00 AM

Location

Civic Centre, Council Chamber,
300 City Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members

Mayor Bonnie Crombie	
Councillor Jim Tovey	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 Nando Iannicca	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11 (Chair)

Contact

Sacha Smith, Legislative Coordinator, Legislative Services
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Find it Online

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

INDEX - GENERAL COMMITTEE – MARCH 1, 2017

1. **CALL TO ORDER**
2. **APPROVAL OF AGENDA**
3. **DECLARATION OF CONFLICT OF INTEREST**
4. **PRESENTATIONS** - Nil
5. **DEPUTATIONS**
 - 5.1. Susan Stewart, President, Mississauga Sports Council and Linda Pinizzotto, Director, Mississauga Sports Council with respect to the Mississauga Sport Summit on March 4, 2017.
 - 5.2. Susan Tanabe, Manager, Transportation Planning and Michelle Berquist, Project Leader, Transportation Planning to provide an update on the upcoming Transportation Master Plan.
 - 5.3. Item 8.1 Mickey Frost, Director, Works & Maintenance and Colin Patterson, Supervisor, Road Safety
 - 5.4. Item 8.2 Jay Smith, Manager, Animal Services
6. **PUBLIC QUESTION PERIOD** - 15 Minute Limit
(Persons who wish to address the General Committee about a matter on the Agenda. Persons addressing the General Committee with a question should limit preamble to a maximum of two (2) statements sufficient to establish the context for the question. Leave must be granted by the Committee to deal with any matter not on the Agenda.)
7. **CONSENT AGENDA**
8. **MATTERS TO BE CONSIDERED**
 - 8.1. The Vision Zero Approach to Road Safety
 - 8.2. Coyote Status Update

INDEX - GENERAL COMMITTEE – MARCH 1, 2017**CONTINUED**

- 8.3. City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan including the MiWay 2016 Annual Accessibility Report
- 8.4. Amendments to the Animal Care and Control By-law 0098-04, as amended, for Pet Licensing Fees
- 8.5. Parking Prohibition Removal - Lolita Gardens (Ward 4)
- 8.6. Lower Driveway Boulevard Parking - Deer Run (Ward 6)
- 8.7. Industrial On-Street Permit Parking Expansion – Millrace Court (Ward 9)
- 8.8. Single Source Recommendation with Precise Parklink Inc. - Contract Renewal (Wards 1, 2, 4 and 7)
- 8.9. Ontario Municipal Cycling Infrastructure Program (OMCIP)
- 8.10. Servicing Agreement Assumption - Municipal Works Only Servicing Agreement, City File SP 99/353 - Bell Mobility Centre - BMCC Phase 1 Realty Corporation (Ward 5)(Z-35E)
- 8.11. By-law to Establish Lands as Public Highway and Restrict Passage within Phase 3 of the Mississauga Transitway
- 8.12. Hershey Event Pad Development
- 8.13. Online Property Tax Receipts
- 8.14. 2018 Municipal Election – Use of Vote Counting Equipment and Accessible Voting Equipment
- 8.15. Appointment of Acting Deputy Clerk
- 9. **ADVISORY COMMITTEE REPORTS**
- 9.1. Heritage Advisory Committee Report 2 - February 14, 2017
- 9.2. Mississauga Cycling Advisory Committee Report 2 - February 14, 2017

9.3. Diversity and Inclusion Advisory Committee Report 1 - 2017 February 15, 2017

9.4. Traffic Safety Council Report 2 - February 22, 2017

10. **MATTERS PERTAINING TO REGION OF PEEL COUNCIL**

11. **COUNCILLORS' ENQUIRIES**

12. **OTHER BUSINESS/ANNOUNCEMENTS**

13. **CLOSED SESSION** - Nil

14. **ADJOURNMENT**

City of Mississauga Corporate Report



Date: 2017/02/14

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng., MBA, Commissioner of
Transportation and Works

Originator's files:
MG.23.REP

Meeting date:
2017/03/01

Subject

The Vision Zero Approach to Road Safety

Recommendation

That the report from the Commissioner of Transportation and Works, dated February 14, 2017 entitled "The Vision Zero Approach to Road Safety", be received.

Report Highlights

- Vision Zero is a multi-national approach to road safety thinking and can be summarized in one sentence: no loss of life is acceptable.
- Canada's Road Safety Strategy 2025 was introduced in 2016 and provides road safety professionals, road safety stakeholders and the Canadian public with information on effective road safety strategies, initiatives and countermeasures.
- Mississauga's commitment to road safety has been ongoing including the implementation of a variety of initiatives, countermeasures and staff involvement with organizations which promote and advocate road safety best practices.
- The Road Safety Mississauga Advisory Committee was retired at the end of the Council term in November 2014, including the funding withdrawal of approximately \$40,000 from the non-departmental operating budget.
- Transportation and Works staff are prioritizing traffic data collection and analysis to identify opportunities to improve road safety while reviewing potential new programs in addition to enhancements to existing programs.
- This year, staff will begin development of the City's first formal Transportation Master Plan, which will determine a city-wide strategy and action plan for key aspects of the transportation system, including road safety and the management of mixed traffic (i.e. pedestrian, cycling, and vehicular traffic).
- As proposed provincial legislation progresses, staff will continue to monitor and address new road safety opportunities such as lower posted speed limits, automated speed enforcement, and pedestrian crossovers as required.

Background

Transportation and Works staff are responsible for planning, constructing and maintaining the City's transportation network in order to ensure the safe and efficient movement of all traffic and road users.

The City of Mississauga is the 6th largest city in Canada and will continue its growth. The City is at a point where most of its greenfield lands have been developed, many major transportation facilities have been constructed and new growth occurring primarily through infilling and redevelopment. During this period of urban intensification and transition, the City is striving to rely less on single passenger vehicles and is promoting other transportation mode choices.

Projects such as the Hurontario Light Rail Transit (LRT) Project will drastically change the cross-section and operating characteristics of the road network, streetscape and other components of the public realm along with opportunities to provide a safe, attractive and comfortable environment for all road users. As part of these types of projects, the design teams are making every effort to design a transportation network with accessible streetscape, providing space and amenities to encourage safe walking, cycling and transit while continuing to move traffic safely and efficiently.

City staff, along with many other stakeholders are involved with a variety of organizations and associations where road safety best practices and initiatives are developed and shared. These partnerships ensure that a holistic approach is utilized as the City's current transportation network evolves.

Our Safety Record

Transportation and Works staff continue to adopt and implement new and emerging road safety practices in an effort to continually improve the City's road safety record. In order to better understand how Mississauga's record compares to other large cities within the province, collision data summaries from the annual Ontario Road Safety Reports between 2008 and 2013 are provided in Appendix 1.

In comparison to other large Ontario cities over the period from 2008 to 2013, Mississauga has the second lowest yearly average collision rate of 9.91 per a population of 1,000, and has the lowest yearly average fatal/injury collision rate of 2.48 per a population of 1,000.

Vision Zero

One of the key road safety trends in the past few years is the concept of Vision Zero. Originating in Sweden, Vision Zero is a multi-national road safety approach that aims to achieve zero fatalities or serious injuries on the road network.

Vision Zero is based on a system of shared responsibilities among all partners involved in the road system, including politicians; planners; police; community organizations; vehicle manufacturing companies; companies and organizations that purchase transport services; and, all road users. Common areas of focus include:

- reducing impaired driving;
- implementing safer speed limits;
- increasing the use of seatbelts;
- introducing safer car design;
- improving road infrastructure;
- enhancing pedestrian and cyclist safety;
- advocacy for policy change;
- enhanced regulation;
- road infrastructure changes; and,
- providing information about dangers of risk factors.

In order to achieve these goals, a holistic evidence-based approach utilizing the five E's of road safety is used to allow everyone to assess, guide and improve road safety by taking into account the interaction of all aspects of the transportation system. The five E's of road safety are:

- engineering;
- education;
- engagement;
- enforcement; and,
- evaluation.

Canada's Road Safety Strategy

Introduced on January 28, 2016, Canada's Road Safety Strategy (RSS) 2025 provides road safety professionals, road safety stakeholders and the Canadian public with information on effective road safety strategies, initiatives and countermeasures. RSS 2025 is Canada's fourth national road safety strategy. The updated strategy is guided by the principles outlined in the report entitled "Towards Zero - Ambitious Road Safety Targets and the Safe System Approach".

Building a "Safe System" is a long-term exercise based on shared responsibility for road safety performance, which includes not just road users but all involved in planning, building, maintaining, managing or using the roadway network to endorse a responsibility for road safety performance and act on it.

Many countries with leading road safety records have modeled their road safety performance on this multi-disciplinary approach and it has come to be recognized as an international best practice in road safety. The purpose of the strategy is to continue our national effort in addressing important road safety issues in Canada by providing a framework for governments and other road safety stakeholders to establish their own road safety plans, objectives and interventions to eliminate road crashes which result in serious injuries or fatalities.

The following strategic objectives form the cornerstone of RSS 2025 and focus on safer road users, road infrastructure and vehicles:

- raising public awareness and commitment to road safety;
- improving communication, cooperation and collaboration among stakeholders;
- enhancing legislation and enforcement;
- improving road safety information in support of research and evaluation;
- improving the safety of vehicles and road infrastructure; and,
- leveraging technology and innovation.

Region of Peel's Road Safety Strategic Plan

On a more local level, the Region of Peel is currently developing a new and broader-based Road Safety Strategic Plan (RSSP). This RSSP will set out the goals, objectives and action plans to guide the Region and its road safety partners to continually improve road safety and reduce the number of collisions that cause injuries and death. The RSSP will focus on two major components: the development of a long-term safety plan; and, the review and development of safety-supporting policies and guidelines.

City of Mississauga's Road Safety Program

In 2006, the City of Mississauga proceeded to build on its present state of practice to develop a plan for the development of an Integrated Road Safety Program. It was envisioned to be a proactive, collaborative, coordinated and data-driven approach to improve road safety within the City.

In 2016, the Road Safety Unit was formed and expanded the emphasis on incorporating road safety into activities throughout the Corporation. The Road Safety Unit is working towards enhancing road safety services by increasing the availability and accuracy of information, the resources dedicated to road safety related initiatives, and promoting communication amongst internal and external stakeholders.

While still largely reactive in nature, road safety processes and philosophy is becoming engrained into many different aspects of City processes. As part of the changing transportation environment, a focus on road safety impacts has been introduced into processes such as Environmental Assessments. The City actively reviews the road safety impacts of potential

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Originators files: MG.23.REP

changes to roadway design and alignment as part of this process, while in the past the main area of focus was on roadway capacity and the movement of traffic. While road safety was always inherent in any decision-making, emphasizing the evaluation of safety will continue to improve Mississauga's road safety record.

Road Safety Mississauga Advisory Committee

In 1998, Mississauga City Council formed an ad hoc committee to review safe driving issues and create a strategy for Mississauga, which eventually evolved into an advisory committee of Council named the Safe Driving Committee. The membership of the committee comprised City Councillors, citizen members, external agencies and City advisor staff. The Committee's goals were to provide a community perspective on road safety, and promote public awareness of road safety initiatives and programs.

The March 4, 2013, report entitled "City Committees of Council Structure Review - Recommendations to Governance Committee", from the City Manager and Chief Administrative Officer, reviewed 23 Committees of Council. The review included information gathering, observing Committees, benchmarking and an analysis of ways to make Committees more efficient and effective. As a result of the recommendations in this review, which were approved by Council at its meeting of April 10, 2013, the Road Safety Mississauga Advisory Committee was retired at the end of the Council term in November 2014.

Following the retirement of the committee, the funding to support the Committee's work in the amount of approximately \$40,000 was withdrawn from the non-departmental operating budget.

There are presently two remaining advisory committees of Council, the Mississauga Cycling Advisory Committee and Traffic Safety Council that have a role in road safety. Both these Committees continue to promote road safety awareness within their areas of focus, namely cycling and traffic safety in school zones.

Subsequent to the retirement of the Road Safety Mississauga Advisory Committee, City staff continued work on various road safety initiatives and projects such as enhanced pavement markings, traffic calming, and the 'Please Slow Down' lawn sign messaging. Staff have continued to participate in stakeholder communication to further projects such as the Automated Speed Camera Business Case (2009) to influence the Province to pass the appropriate legislation to allow municipalities to permit the use of Photo Radar, and to update the Road Safety Handbook (last published in 2012) and has an estimated five-year life, which was developed through the Road Safety Mississauga Advisory Committee.

Comments

Road Safety Organizations

City staff have been involved with a variety of organizations and associations where road safety best practices and the fundamentals of Vision Zero initiatives have been at the forefront for decades. Staff involvement through the Transportation Association of Canada (TAC), Ontario Good Roads Association (OGRA), Ontario Traffic Council (OTC), as well as many other organizations provide the opportunity to participate in the development of transportation best practices and access emerging initiatives, technologies and innovations to promote and increase road safety.

Existing Road Safety Initiatives

A holistic evidence-based approach utilizing the five E's of road safety is used to continuously improve road safety for all road users in Mississauga. There have been many initiatives and countermeasures that have collectively contributed to an increased level of safety on the City's roadways. A summary of existing road safety countermeasures can be found in Appendix 2 of this report.

These road safety related initiatives target the following five areas of emphasis:

- Engineering measures such as traffic calming, ladder crosswalks, pedestrian countdown timers, accessible pedestrian signals, and conservative pedestrian crossing times.
- Education and awareness programs such as a variety of road safety awareness campaigns, various Speed Awareness Programs, Neighbourhood Speed Watch, and the 'Please Slow Down' lawn signs program.
- Engagement by the promotion of road safety initiatives through the City's social media accounts and Committees of Council including the Traffic Safety Council and the Mississauga Cycling Advisory Committee.
- Enforcement through collaboration with Peel Regional Police and the design and construction of roundabouts and self-enforcing complete streets such as Square One Drive.
- Evaluation through Environmental Assessments to determine the road safety impacts of potential changes to roadway design and alignment, and traffic data analysis.

Future Road Safety Direction - Transportation Master Plan

A number of strategic initiatives are in development which will increase road safety for all users, including a Transportation Master Plan (TMP). The TMP will serve as a city-wide policy framework and action plan. It will advance the "Move" pillar of the Strategic Plan, which demands safety, comfort, convenience and accessibility for all travel options in the City, whether walking, cycling, riding transit or driving.

Road safety is at the centre of the City's approach to the upcoming TMP, which will be the foundation for planning the transportation network; identifying policies and strategic priorities; improving infrastructure; and, encouraging more sustainable forms of transportation over the short, medium and long term.

The project to develop the TMP will include extensive public engagement, beginning this spring. It will be called "Mississauga Moves" and will build on the momentum of the 2015 Transportation Summit. Mississauga Moves will be a unique opportunity to have discussions about today's pain points and tomorrow's possibilities, including ambitions such as Vision Zero. Engagement and other research carried out in the Mississauga Moves project will shape the visions, goals and priority actions put forward in the TMP.

The TMP will help develop key performance indicators that can be used to measure progress toward achievement of goals, implementation of action items and/or realization of the vision. The Mississauga Moves project will help raise public interest, awareness and understanding of the City's transportation system through public engagement and education activities, in addition to providing them with an opportunity to influence the TMP.

The Transportation Master Plan is targeted to be presented to Council for approval in 2018.

Future Road Safety Program Initiatives

The City's overall goal is to provide safe streets for every road user regardless of transportation type, physical ability or age. As many of the typical Vision Zero components are already part of our normal practice, these principles will continue to be employed to provide safe roadways.

The adoption and implementation of advanced technologies such as traffic monitoring cameras, and automated traffic signal detection for cyclists and pedestrians further increase road safety for all road users.

Other advanced technologies, such as red light cameras and potential, future automated speed enforcement, have proven effective throughout Canada and other parts of the world, and are advanced options for further increasing road safety at intersections and along major corridors.

In addition, City staff will continue to examine future potential initiatives intended to further increase the level of safety on the City's roadways for all road users as outlined in Appendix 2.

The City's future Road Safety Program initiatives include:

- Proposed development of a Speed Limit Policy for lower posted speeds.
- Proposed development of a Pedestrian Crossover Pilot Project.
- Consideration and requirements for an Automated Speed Enforcement Program (i.e. Photo Radar) in school zones and in community safety zones (pending provincial legislation).

Other potential initiatives include:

- Pavement marking improvements.
- Red-light Cameras.
- Enhanced data collection, analysis and reporting.
- Enhanced cycling facilities (i.e. bicycle signals, detection, signage and pavement markings).
- Future identification of road safety initiatives that stem from the development of the City's TMP.
- Information regarding future new initiatives will be provided through available sources of communication such as the Mississauga official website, media sources, social media and the Ward Councillor's newsletter

Financial Impact

Transportation and Works staff are prioritizing traffic data collection and analysis to better understand the opportunities to improve road safety throughout the City. At the same time, staff are reviewing potential new programs in addition to enhancements to existing programs. Staff will continue to identify and bring forth any budgetary impacts as part of the Business Planning and Budget Request process.

Regarding the cancellation of the Road Safety Mississauga Advisory Committee, the funding to support the former Committee's work in the amount of approximately \$40,000 has been withdrawn from the non-department operating budget.

Conclusion

The City's overall goal is to provide safe roads for all road users regardless of transportation type, physical ability or age. Many of the Vision Zero components are already part of the City's road safety practices.

Canada's "Towards Zero" vision is not a target to be achieved by a certain date, but rather it is aspirational in nature. This vision will continue beyond the Canadian Road Safety Strategy 2025 timelines and highlights the desire for the best road safety outcomes for all Canadian jurisdictions: provincial, territorial and municipal.

The "Mississauga Moves" project that begins this year will deliver a formal Transportation Master Plan to guide our strategic priorities and actions going forward, and will provide an opportunity for all road users to take part in the conversation about today's pain points and tomorrow's possibilities for our roads and road safety aspirations.

As proposed provincial legislation progresses, City staff will continue to monitor the progress of the provincial policies to determine the potential impacts on existing City policies and address specific initiatives such as lower posted speed limits, automated speed enforcement and pedestrian crossovers as required.

Attachments

Appendix 1: Collision Statistics

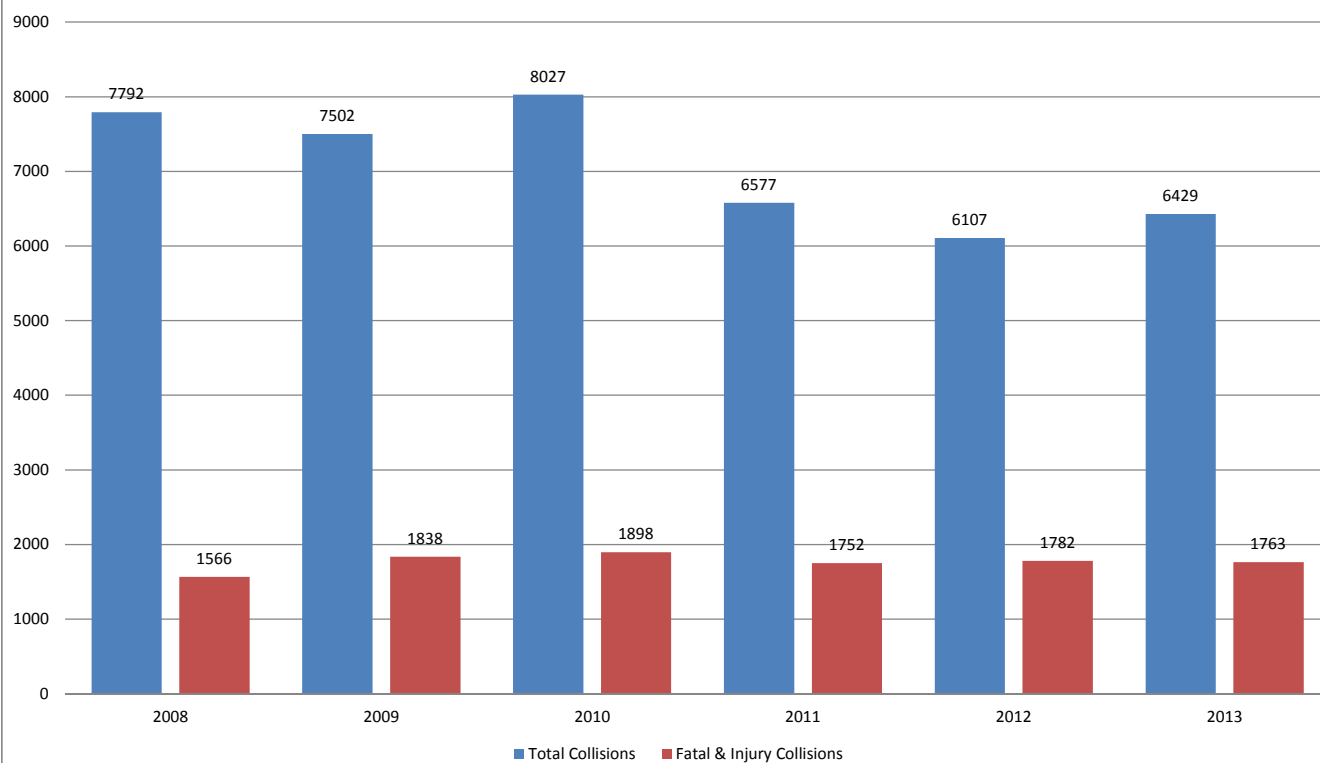
Appendix 2: Road Safety Program Outline



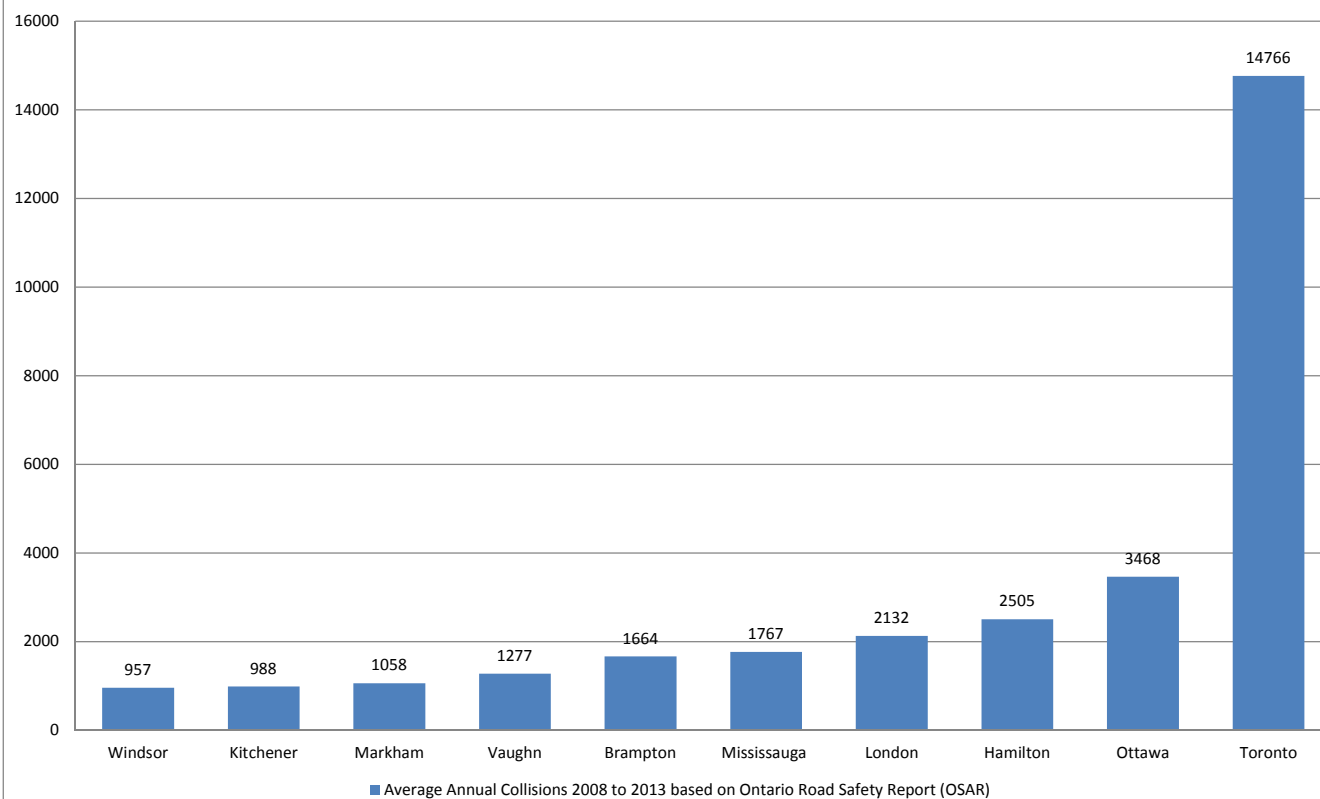
Geoff Wright, P. Eng., MBA, Commissioner of Transportation and Works

Prepared by: Colin Patterson, C.E.T., Road Safety Supervisor

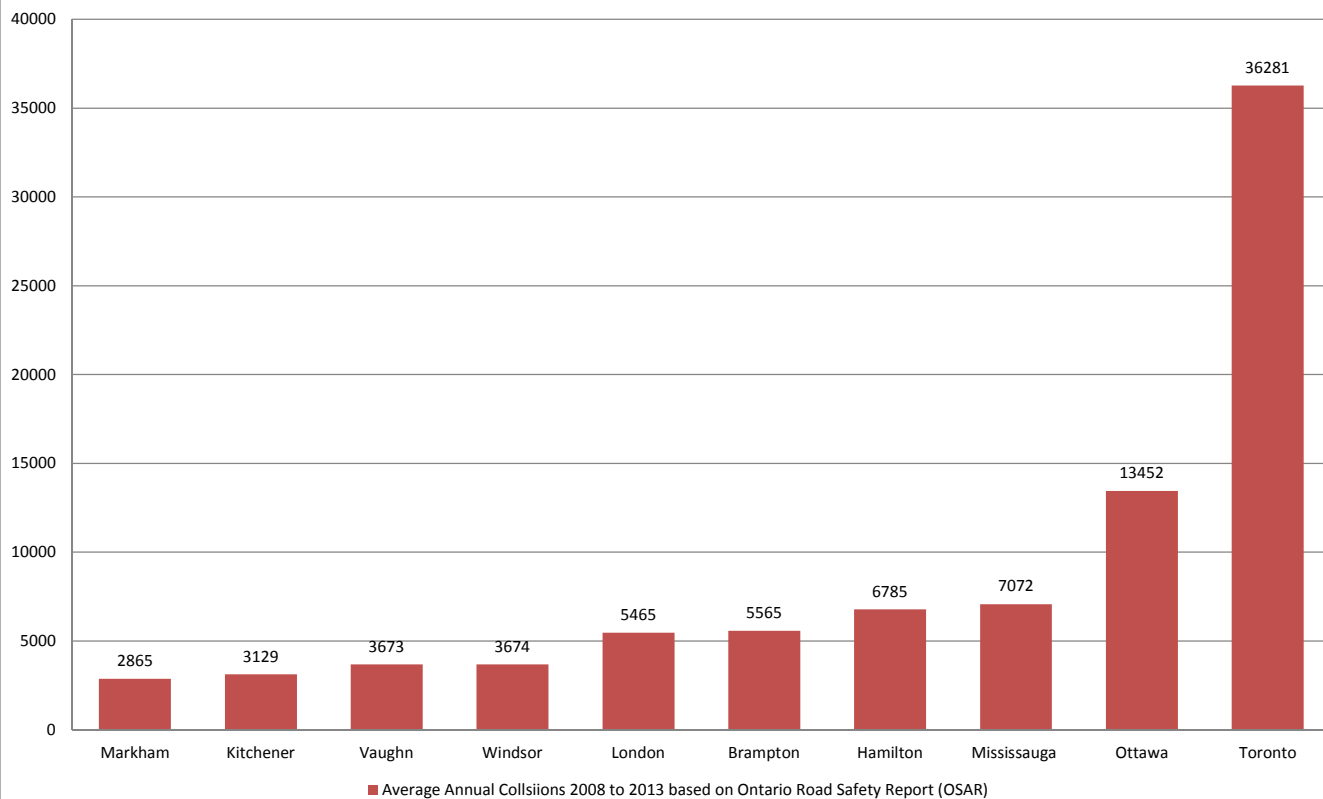
Mississauga Reported Collisions 2008 to 2013



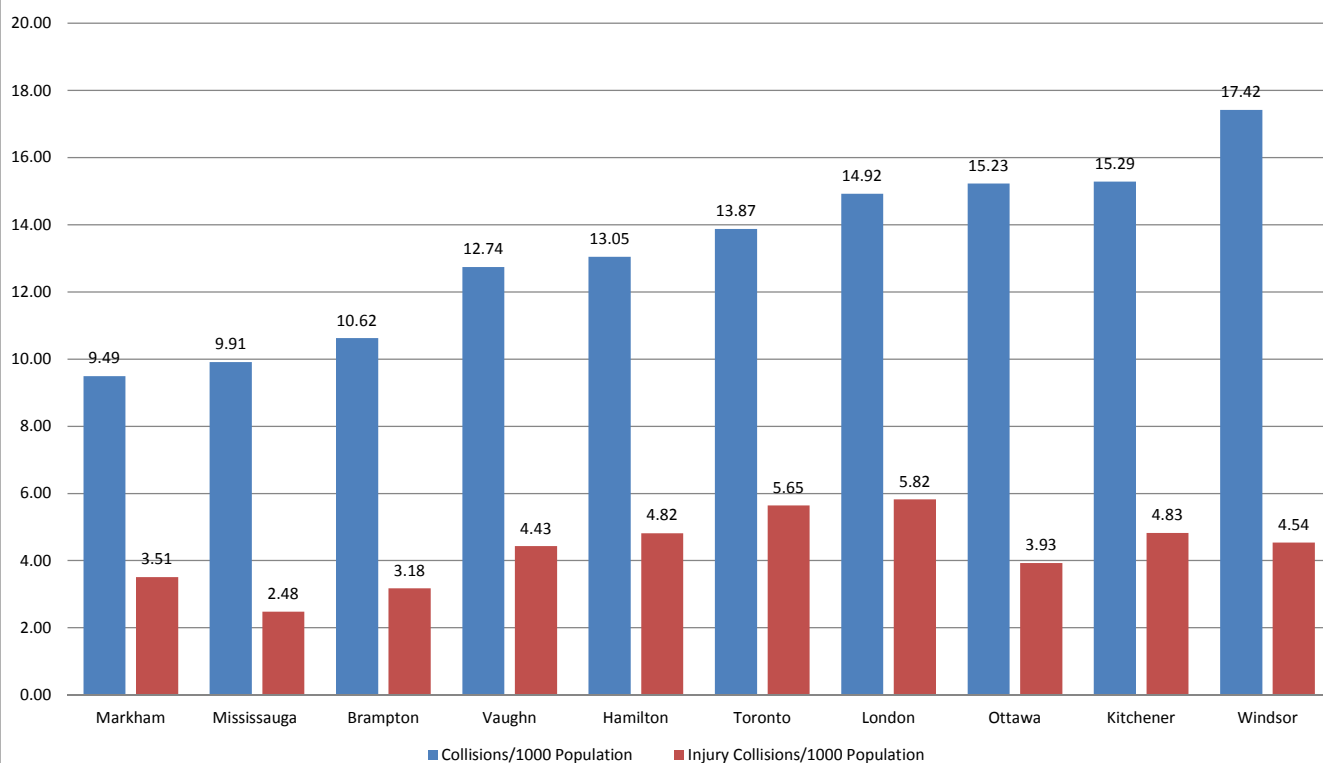
Fatal & Injury Collisions by Municipality



Total Collisions by Municipality



Collisions by Population (Yearly Average, 2008 to 2013)



ROAD SAFETY PROGRAM OUTLINE



Transportation and Works Department
Works Operations and Maintenance Division
Traffic Management Section

ROAD SAFETY PROGRAM

1. Existing Road Safety Program Initiatives

The City's existing Road Safety Program initiatives include many of the Vision Zero principles:

Engineering:

- Traffic Calming
- Enhanced Crosswalk Pavement Markings (i.e. zebra strips)
- Pedestrian Countdown Timers
- Accessible Pedestrian Signals
- Mid-block Pedestrian Signals
- Conservative Pedestrian Crossing Times (i.e. increase walking time for older adults)
- Automated Bike Detection at traffic signals
- Bike Crossing Pavement Markings (i.e. "Crossrides" elephant feet)
- Bike Lane Pavement Markings (i.e. edge lines; sharrows; diamond/cycle symbols)
- Green Bike Lanes
- Road Geometric Safety Improvements
- Street Lighting improvements (i.e. LED conversion)
- School Crossing Guard Program
- Flashing 40 km/h School Zones on major collector and arterial roads
- Reduced Speed Limits in Construction/Work Zones

Education:

- Various Speed Awareness Programs (i.e. Neighbourhood Speed Awareness; Speed Watch; Speed Trailer; etc.)
- Vehicle Activated Speed Warning Signs
- "Please Slow Down" lawn sign campaign
- Mississauga Road Safety Handbook publication
- Pedestrian Safety Poster Campaign (i.e. "I Am Not a Target"; "You don't see what you're not looking for...expect the unexpected")
- Promotion of Rail Safety at Road Crossings

Engagement:

- Promotion of Road Safety initiatives through,
 - City's website
 - Social media
- Established Safety Groups:
 - Mississauga Traffic Safety Council
 - Mississauga Cycling Advisory Committee
- School Zone Safety engagement:
 - School Walking Routes
 - Kiss & Ride
- Road Watch engagement with Police

Enforcement:

- Collaboration with Peel Regional Police
- Design and construction of self-enforcing streets (i.e. Square One Drive; Main Street in the Streetsville Village Square)

Evaluation:

- Traffic Data Management (i.e. traffic volume and collision information)
- Road Network Screening (i.e. identification of priority safety issues and countermeasures)
- Road Safety Audits (i.e. diagnosing safety problems)

2. **Future Road Safety Program Initiatives**

The City's future Road Safety Program initiatives include:

- Proposed development of Speed Limit Policy
- Proposed development of a Pedestrian Crossover Pilot Project
- Consideration and requirements for an Automated Speed Enforcement Program in School Zones and Community Safety Zones (pending provincial legislation)

Other Potential Initiatives:

- Pavement Marking Improvements
- Red-Light Cameras
- Enhanced Data Collection, Analysis and Reporting
- Enhanced Cycling Facilities (i.e. bicycle signals; detection; signage and pavement markings)
- Future identification of road safety initiatives that stem from the development of the City's Transportation Master Plan

City of Mississauga
Corporate Report



Date: 2017/02/14

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of
 Transportation and Works

Originator's files:

Meeting date:
 2016/03/01

Subject

Coyote Status Update

Recommendation

That the report from the Commissioner of Transportation and Works, dated February 14, 2017, and entitled "Coyote Status Update", be received for information.

Report Highlights

- Coyotes have coexisted in the City with zero human conflicts reported to date and with approximately three to five coyote / dog conflicts reported each year.
- Frequency of coyote conflicts in Mississauga is comparably insignificant to the total 224 reported domestic dog bites to people, dogs and other animals reported in 2016.
- Reported coyote conflict with family pets are rare but the scenarios are similar, and predictable; and are avoidable when the prudent precautionary measures being communicated by the City are being taken.
- Ministry of Natural Resources and Forestry (MNR) studies confirm that eastern coyotes can coexist in large, densely populated urban cities without causing conflicts.
- Animal Services maintains a comprehensive awareness and educational campaign for the co-existence with urban coyotes in the community.
- Animal Services provides active response to reported sightings or concerns involving coyotes and continues to enhance its means of providing information and education to the community as part of an effective wildlife strategy.

Background

Coyote Conflicts in Mississauga

Animal Services has been monitoring coyote reports and activity since the mid 1990's when there was an increase in coyote sightings in Ward 9. Since that time, coyotes have coexisted in the city with no reported human conflicts to date. In comparison, there have been a total of 224 reported domestic dog bites, 157 to humans, 38 bites or attacks on other dogs and 29 involving other animals reported to Animal Services in 2016.

Environmental conditions, availability of natural prey and coyote populations are fluid so it's reasonable to expect fluctuations in the number of reported sightings and pet conflicts, particularly during the winter months when natural foliage is absent, rodents are scarce and bird feeding increases.

Recent environmental considerations may relate to the Ash tree deforestation and changes in regional garbage collection. Animal Services has seen an increase in the dumping of garbage and food and complaints of off-leash activity in parks where coyote sightings are also being reported.

Since the mid-1990's, Animal Services has recorded three to five reported dog conflicts most years. In 1999, a record high of seven dog conflicts was recorded. Since our closer examination of coyote activity in Mississauga since 1995, incidents of reported coyote conflict with family pets, although still rare, has remained quite consistent and predictable.

Conflicts have occurred:

- when the subject dog was unsupervised on a residential property;
- when the property bordered a natural area;
- during the early morning or evening hours; and,
- when the subject dog was off-leash, on extendable leashes or not under reasonable control by their owner.

So far in 2017, three dog conflicts have been reported and the factors contributing to each case are consistent with those outlined above.

Coyote Facts

Eastern coyotes are a hybrid of the smaller western coyote and eastern wolf. They are a highly adaptable species that inhabit both urban and rural areas throughout North America, including Mississauga. Eastern coyotes are a natural part of a healthy ecosystem and provide important benefits to urban communities by keeping small mammal, rodent and goose populations under control. Coyotes also help to control disease in wildlife populations by preying upon diseased wildlife and carrion.

The urbanization of green spaces has fragmented natural habitat and coyotes have learned to adapt to living and hunting in populated urban areas. The average weight of an adult male coyote is 16 to 18 kilograms but residents often report that they appear much larger.

Coyotes are naturally wary of humans and are opportunistic feeders and although their diet consists primarily of rodents, conflicts are often linked to intentional feeding or food attractants such as bird feeders, outdoor pet food, off-leash pets, pet feces, garbage or compost, which may cause coyotes to frequent residential properties..

Comments

Our Municipality's Role

When wildlife conflicts arise, a municipality and any applicable landowner must comply with the *Fish and Wildlife Conservation Act, 1997*, S.O. 1997, c. 41 (the “*Wildlife Act*”). The Ministry of Natural Resources and Forestry (the “MNRF”) can assist municipalities by providing educational information or by making referrals to the appropriate agencies or trappers to manage problem animals.

In addition, the *Wildlife Act* prohibits the trapping and relocation of wildlife beyond their home territories to minimize suffering and death of relocated animals and minimize the spread of transmissible diseases such as rabies.

Special MNRF authorizations can be obtained under certain circumstances but the relocation of coyotes is not considered a viable or long term solution as MNRF studies have proven that coyotes can travel hundreds of kilometers to return to their home territories.

The MNRF has radio collared and studied urban coyote behaviours in Toronto and later in Mississauga from 2012 to 2014. The studies identified popular urban travel routes for coyotes such as the natural areas bordering highways, rail lines and hydro corridors and confirmed that coyotes can travel great distances or many kilometres daily in densely populated urban areas without being seen by humans or causing conflicts. Studies also confirmed that food attractants provided by humans can cause coyotes to spend unusual amounts of time in a specific location, which can lead to conflicts. The MNRF studies confirmed that eastern coyotes can and do coexist in large, densely populated, urban cities without causing conflicts.

Currently, the MNRF is conducting radio collared studies on rehabilitated coyotes, and so far, the released coyotes are integrating back into society without conflict.

As they are very intelligent, coyotes are very difficult to capture in a live box trap, which leads to the use of leg hold traps and snares. In an urban landscape these methods present an obvious danger to pets and humans.

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Culling or eradication of coyotes is often unpopular with the public; it is expensive and more importantly, has proven ineffective in reducing coyote populations. Coyote culls have actually had the opposite effect where coyote populations have recovered in higher numbers.

Based on the MNRF urban coyote studies and factual information provided by wildlife authorities, experts recommend non-lethal coexistence with coyotes.

Coyote Watch Canada recommends community involvement in the continued monitoring of coyote activity so that issues can be identified and addressed before conflicts arise.

Animal Services Approach To-Date

In 2015, Animal Services began encouraging residents to report coyote sightings, including photos, which help to identify individual coyotes and their behaviours. Animal Services continues to work closely with wildlife experts, authorities, ward councillors, school boards, Communications and Parks staff and the community to develop and deliver materials, programs and strategies to raise awareness, ensure safe communities and reduce the opportunity for coyote conflicts.

Awareness and Educational Initiatives:

- Network with the MNRF, wildlife agencies and experts to ensure our City is up to date with our facts and strategies pertaining to wildlife;
- Continue to monitor coyote activity based on reports from the community;
- Continue to document and map reported sightings and activity;
- Continue to develop and distribute educational materials obtained from experts;
- Post appropriate park signage in identified locations;
- Continue to utilize website and social media outlets to communicate/inform residents;
- Provide coyote information to school boards;
- Social media campaign and alerts to pet owners;
- Website posting of the MNRF educational presentation on coyotes and Mississauga studies;
- Media messaging via local and national news;
- Public information sessions; and
- Continued educational outreach in schools and the community

Report Based Initiatives - When sightings increase or unusual behaviour is identified:

- Animal Services Officers are dispatched to observe coyote behaviour and investigate for environmental issues or food attractants, including foot patrols during peak activity hours when unusual or significant activity is reported;

- The Awareness and Responsibility Campaign (ARC) may deploy door-to-door distribution of information and educational materials in areas where feeding may be an issue or conflicts have been reported;
- Area schools are contacted and provided with educational information;
- Officers may apply counter conditioning techniques or hazing to discourage coyote activity in inappropriate locations;
- Officers attend 24/7 for emergencies involving sick injured animals or public safety issues; and
- Partner with rehabilitators to capture sick, injured or mangy coyotes.

Enforcement Initiatives:

- In 2011, the City's Animal Care and Control By-law (98-04) was amended to prohibit the feeding of wildlife, which may act as an attractant to coyotes; officers actively enforce this bylaw regulation; and
- Officers actively enforce leashing and stoop and scoop regulations to reduce coyote conflicts

Current Initiatives to Enhance Support of Coyote Awareness and Response

- Targeted communications to support education and awareness regarding off-leash dogs and failing to stoop and scoop as both of these activities increase coyote conflicts;
- Active pursuit of cooperation with Hydro One to discuss further opportunities such as signage and environmental options; and
- Current pursuit of an on-line reporting and mapping system to report, track and communicate coyote activity in the community. Please refer to the 2017 Coyote Activity Map attached as Appendix 1.

Continued Efforts for Effective Urban Coyote Awareness and Response

Maintain Broad Scope of Knowledge, Influence and Response

- Ongoing engagement of stakeholders including; internal and external experts, agencies, authorities, municipalities and communities to maintain the comprehensive community based strategy to prevent/identify/address coyote conflicts in the community.

Continued Pursuit of Education in our Community

- Maintain the comprehensive communication plan that has providing consistent messaging to enhance the wildlife strategy and to promote awareness and safe coexistence with coyotes; including:
 - awareness that coyotes exist in our cities,
 - that coyotes are an important component of a healthy ecosystem,

- coyotes cannot be eradicated, and,
- humans can coexist safely and peacefully by taking simple precautions to mitigate wildlife conflicts.

Foster Involvement of the Community in the Solution

- Continue to engage with communities and encourage residents to be proactive in identifying, reporting and resolving issues such as the feeding of wildlife, property standards issues, stoop and scoop, off-leash or unsupervised pets and food attractants that can prompt nuisance behaviours and increase the opportunity for conflicts with coyotes.

Financial Impact

There are no financial impacts associated with this report.

Conclusion

The matter of co-existence with urban coyotes is not unique to Mississauga and is a reality that we share with other municipalities across North America and in neighbouring Southern Ontario municipalities. A long history of efforts have been trialed and practiced in other municipalities, which has led to our current understanding and knowledge of co-existence with coyotes, and the governing of coyote management as directed by the MNRF.

The science has not changed, wildlife authorities and experts agree that coyotes cannot be successfully re-located or culled and in the absence of public safety issues they recommend non-lethal coexistence based on fact and science.

Based on the facts and the information outlined in this report, staff recommends that the City continue with its comprehensive, balanced and science based wildlife strategy involving all stakeholders, incorporating public safety, education, environmental impacts and enforcement so that we may promote safe and harmonious communities for people and their pets and foster a safe coexistence with coyotes.

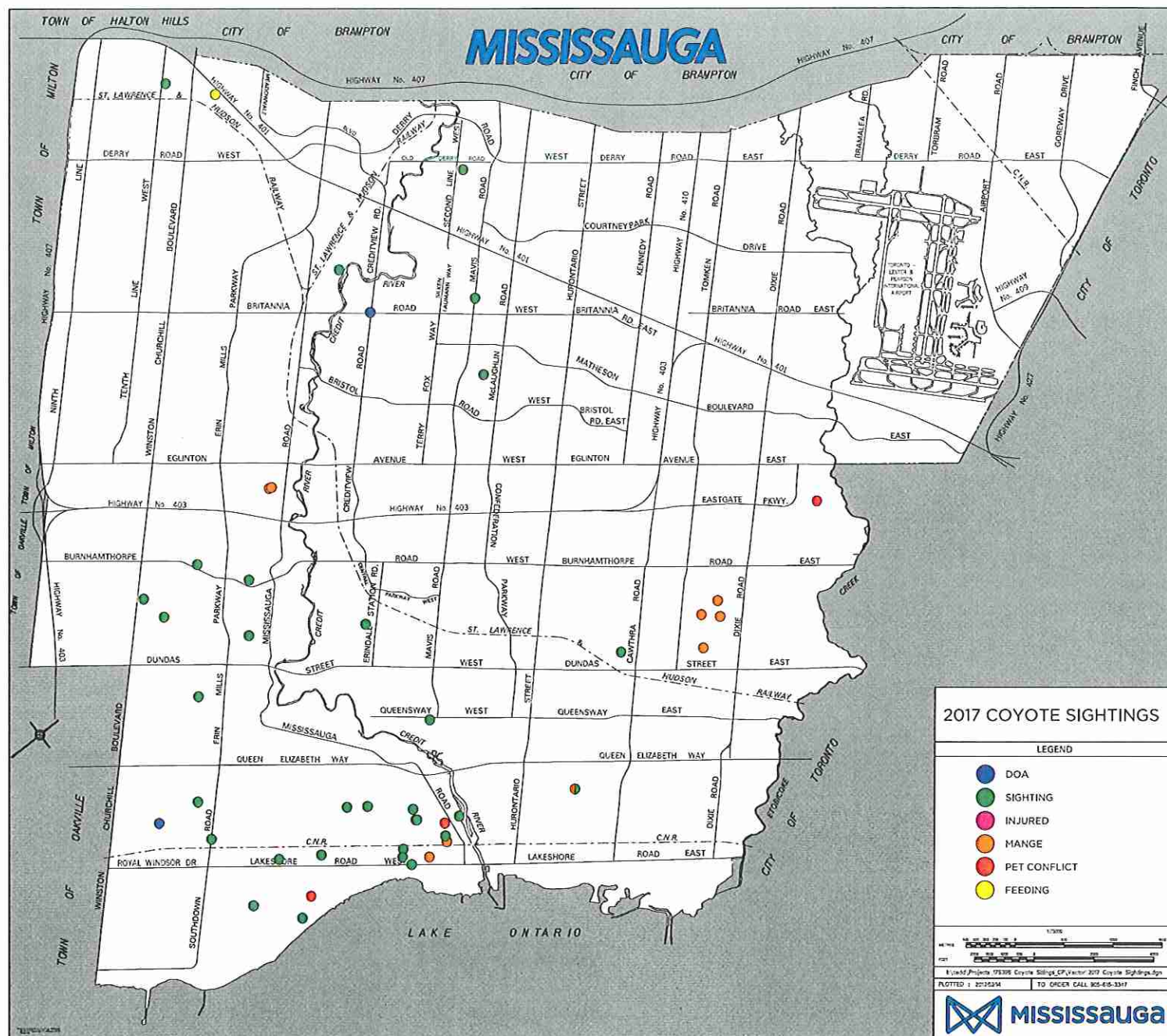
Attachments

Appendix 1: 2017 Coyote Activity Map



Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Jay Smith, Manager, Animal Services



City of Mississauga

Corporate Report



Date: 2017/02/14

To: Chair and Members of General Committee

From: Gary Kent, Commissioner of Corporate Services and
Chief Financial Officer

Originator's files:

Meeting date:
2017/03/01

Subject

City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan including the MiWay 2016 Annual Accessibility Report

Recommendation

1. That the report from the Commissioner of Corporate Services and Chief Financial Officer dated February 14, 2017 and entitled "City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan including the MiWay 2016 Annual Accessibility Report" be received for information.
2. That the document titled: "City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan" attached as Appendix 1, and the "MiWay 2016 Annual Accessibility Report" attached as Appendix 2 to the Corporate Report dated February 14, 2017 from the Commissioner of Corporate Services and Chief Financial Officer, be adopted.

Report Highlights

- The 2016 Annual Report of the Accessibility Plan represents the City's 14th Annual Report which highlights the steady progress the City of Mississauga has made in removing barriers to persons with disabilities, as well as our compliance with requirements under the Accessibility for Ontarians with Disabilities Act (AODA, 2005).
- At the February 6, 2017 AAC Meeting, the Accessibility Advisory Committee supported the 2016 Annual Report of the Accessibility Plan and MiWay's 2016 Annual Accessibility Report.

Background

The City of Mississauga 2016 Annual Report of the Accessibility Plan has been prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and represents the City's 14th Annual Report. In June 2011, the Integrated Accessibility Standards

Regulation (IASR, O. Reg. 191/11) became law under the AODA. Within this Regulation is a requirement to: “establish, implement, maintain and document a multi-year accessibility plan”, by January 1, 2013. The Plan should be reviewed every five years and an annual status report shall be provided. MiWay is also required to develop a multi-year plan and annual status report on progress made within MiWay to make services more accessible. The City of Mississauga Multi-Year Accessibility Plan (2012 – 2017 Initiatives) and MiWay 2012-2017 Accessibility Plan was adopted by Council on March 7, 2012.

In December 2012, the IASR was amended to include new standards governing the design of public spaces in the built environment (mainly outdoor elements). Municipalities are required to comply with these new requirements effective January 1, 2016. On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements substantially enhance accessibility in newly constructed buildings and existing buildings that are extensively renovated (mainly indoor elements).

In 2013, the City of Mississauga met the IASR requirements for a large public sector organization in the four areas of the IASR: General requirements (e.g. policy, training, procurement), Information and Communications, Employment, and Transportation.

In 2016, the Accessible Customer Service Regulation was amalgamated into the Integrated Accessibility Standards Regulation (IASR), and some new requirements were put in place such as waiving the admission fee for support persons. The new requirements are in effect as of July 1, 2016.

The Integrated Accessibility Standards Regulation (IASR) now covers general, customer service, information & communication, employment, transportation, and built environment standards. The Accessibility Directorate of Ontario is working with Standards Development Committees made up of industry experts and persons with disabilities to review and update the information & communication, employment and transportation standards.

The Annual Report summarizes the achievements the City of Mississauga has made in 2016, in reference to the various projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in the City of Mississauga.

Projects listed in the Accessibility Plan are captured under these headings: General Initiatives (for example: strategic/master plans, training, procurement, policy, communication strategy, awards, events), Accessible Customer Service Initiatives, Accessible Information and Communication Initiatives, Accessible Employment Initiatives, Accessible Transportation Initiatives, and Accessible Built Environment Initiatives. Additional accessibility successes (not captured under the projects listed in the Accessibility Plan) are listed on page 44 of the Annual Report.

MiWay's 2016 Annual Accessibility Report is included as Appendix 2 of this Corporate Report.

Comments

The Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART) and other staff been working diligently to comply with the AODA and implement accessibility improvements.

Some of the major highlights over the past year include:

General Initiatives:

- An Age Friendly Mississauga Forum was held on October 3, 2016. Over 80 people attended the event, which included older adult group representatives and stakeholders from the private, public and local non-profit sectors. Opportunities to partner and make further improvements to serving older adults were discussed.
- A High School Parasport Try-It Event was held in November 2016. This event provided an opportunity for 8 High Schools and 100 students to participate in wheelchair rugby, wheelchair basketball, sledge hockey, and sitting volleyball along with para athletes.
- The Inclusion Resource Team (Recreation) in partnership with Community Living Mississauga provided support worker support and outreach to 120 adults with intellectual disabilities.
- The City hosted the 2016 Ontario Summer Games. One of the sports was sledge hockey.
- Accessibility Planning provided exhibits at 5 events
- Provide training to Planning and Building staff (Development and Design Section) on how to guide someone who is blind through experiential learning (using wheelchairs and white canes with blind folds) to experience having a disability in the built environment.

Customer Service Initiatives:

- Revisions to the Accessibility policy were completed to include changes to the Accessible Customer Service Standard, along with an update to the eLearning module: "May I Help You: Understanding Accessible Customer Service".
- Trained 537 volunteers and staff in face to face Accessible Customer Service
- 157 families that have a family member with a disability were supported by the Summer Recreation Inclusion Support Program. 100 individual recreation plans were developed.

Employment Initiatives:

- 26 adult volunteers with developmental disabilities participated in the Summer Work Experience Program (SWEP) and Secondary School Volunteer Project.
- The Road to Mental Readiness (R2M2) training program was initiated with Mississauga Fire Fighters. This program supports a mentally healthy workplace.

Transportation Initiatives:

- MiWay installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pad extensions.

Built Environment Initiatives:

- The new Meadowvale Community and Library opened in September, 2016. The facility received a 2016 March of Dimes Award of Merit for Barrier Free Design.
- 2 new park washroom buildings were completed (Lisgar Fields and Dr. Dobkin Martin Park). Each of these buildings has 3 individual unisex accessible washrooms, with one of these being a universal (larger sized) washroom.
- 3 other building renovation projects resulted in accessibility improvements (Paul Coffey Arena - washrooms, Living Arts Centre – Elevators, Hershey Community Rinks – stairs)
- Union Park was developed with accessible fitness equipment, paved access routes, a shelter, accessible picnic/games table, benches, and leash-free area.
- 4 other park projects resulted in accessibility improvements (Ridgeway Community Courts, Huron Park Picnic Shelter, Lake Aquitaine Spraypad, Paul Coffey Park)
- 8 parks received accessible outdoor fitness equipment with accessible instructions including access to instructions using QR codes
- 9 existing trails received paving and reconstruction; and 3 new trails were constructed
- 18 playgrounds received improvements to accessibility
- 8 intersections were outfitted with Accessible Pedestrian Signals

Other Initiatives:

- Hired an Accessibility Specialist in 2016, a new position to the City of Mississauga Accessibility Planning program
- Carol-Ann Chafe, Chairperson of the Mississauga Accessibility Advisory Committee received the “Robert Pearson Guiding Star Award”. This award is given to a company that has mentored Connect 4 Life (an education program for persons with disabilities).

For 2017, staff will continue to remove barriers and implement accessibility improvements. Highlights for 2017 include the National Access Awareness Event being held on June 5, 2017 in celebration of Canada’s 150th birthday; construction of two inclusive playgrounds; tactile plates at intersections, and further improvements to facility and website accessibility.

At the February 6, 2016 AAC Meeting, the AAC supported the 2016 Annual Report of the Accessibility Plan, and MiWay’s 2016 Annual Accessibility Report.

Strategic Plan

Accessibility planning is mainly captured in the City’s Strategic Plan, under the Belong Pillar, with the Strategic Goal: “Ensure Affordability and Accessibility”, and “Support Aging in Place”. Accessibility planning is also part of the Move Pillar, with improvements to MiWay.

Financial Impact

Divisional budgets incorporate accessibility planning and related accessibility expenses into their regular budget and business planning process. For additional unknown expenses, such as the cost of a sign language interpreter for an interview or a public meeting, a unique cost element has been set up in the Finance Division for tracking purposes.

Conclusion

The City of Mississauga has had many accessibility successes. We will continue on our journey to ensure that we continue to incorporate accessibility into our by-laws, facilities, policies, programs, practices, and services.

Attachments

Appendix 1: 2016 Annual Report of the Multi-Year Accessibility Plan

Appendix 2: MiWay 2016 Annual Accessibility Report



Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Diana Simpson, Supervisor, Accessibility Planning, Facilities and Property Management



2016 Annual Report of the Multi-Year Accessibility Plan

Contact: Diana Simpson, Accessibility Planning at 905-615-3608, TTY:905-615-3411, diana.simpson@mississauga.ca

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

City of Mississauga
2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

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Appendix 2: MiWay 2016 Annual Accessibility Report

City of Mississauga 2016 Annual Report of the Multi-Year Accessibility Plan

February 07, 2017

Executive Summary/Background

This Annual City of Mississauga Accessibility Plan Report has been prepared in accordance with the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and represents the City's 14th Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2016, in reference to the projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone!

The [Multi-Year Accessibility Plan \(2012-2017 Initiatives, dated January 26, 2012\)](#), was approved by Council in March, 2012. The Plan lists projects that are associated with accessibility standards under the AODA.

[MiWay's Annual Report](#) outlines improvements made to transit. The report is included as an Appendix to the Annual Report of the Multi-Year Accessibility Plan.

Legislation:

In 2012, amendments were made to the Integrated Accessibility Standards Regulation (IASR), under the AODA. The amendments included new standards governing the design of public spaces in the built environment. The standards outline requirements for both the public and private sector to incorporate into the design of the following public spaces beginning in 2016.

1. Recreational Trails and Beach Access Routes
2. Outdoor Public-Use Eating Areas (e.g. rest stops or picnic areas)
3. Outdoor Play Spaces (e.g. playgrounds)
4. Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps, accessible/audible pedestrian signals)
5. Accessible parking (on and off-street)
6. Obtaining Services (e.g. services counters, waiting areas)
7. Maintenance (of accessibility-related equipment and features in public spaces).

To review details of the Design of Public Spaces Standards go to the provincial government [e-laws site](#).

In 2016, the Accessible Customer Service Regulation was amalgamated into the Integrated Accessibility Standards Regulation (IASR). Therefore, the IASR now covers the general, information and communication, employment, transportation, built environment, and customer service standards.

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

The City of Mississauga's Staff Accessibility Resource Team (StART), other related staff groups and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

The City of Mississauga has complied with the AODA requirements.

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

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General Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Multi-year Accessibility Plan (IASR, 4)	<p>An outline of the City's strategy to prevent and remove barriers and meet requirements under the <i>Accessibility for Ontarians with Disabilities Act</i>, (AODA) and our obligations under the Accessibility Standards</p> <p>This will include an annual status report on the progress with the initiatives in the Plan.</p>	2012 Annual	<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>The Multi-year Accessibility Plan was approved by Council on March 7, 2012.</p> <p>This 2016 Annual Report of the Accessibility Plan is the 5th report under, under the 2012-2017 Multi-Year Accessibility Plan. The City of Mississauga has been preparing annual reports since 2003.</p> <p>Past Annual Accessibility Plans can be found on the City's "Accessibility - Removing Barriers" website.</p>
Inclusion of Accessibility Planning in the City's Strategic Plan, Departmental and Master Plans.	<p>Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:</p> <ul style="list-style-type: none"> • The City's Strategic Plan: Our Future Mississauga • Older Adult Plan • Youth Plan • Mississauga Transitway Project • Hurontario Light Rapid Transit (LRT) • Inspiration Lakeview • Inspiration Port Credit • Downtown 21 Master Plan • Vision Cooksville • Dundas Connects - The Dundas Corridor Master Plan • Lakeshore Connecting Communities • Credit River Parks Strategy • Cycling Master Plan • Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas • Information Technology Strategic 	Ongoing	<p>Corporate Services, Facilities and Property Management</p> <p>All Departments in collaboration with Accessibility Planning</p>	<p>Many city-wide planning projects are reviewed annually in conjunction with the City's Strategic Plan, under these pillars: Move, Belong, Connect, Prosper and Green.</p> <p>The Report on the Strategic Plan states that "in 2015, we progressed on 25 major City projects, each relating to an action of the Strategic Plan. These projects include Mississauga's first city-wide transportation summit, the introduction of an Age-friendly Action Plan, development of a long-term vision for the booming Cooksville neighbourhood and more. These projects are making Mississauga a place where people choose to be.</p> <p>Progress in 2015 reflects the work being done to create a vibrant, global city where people of all ages and abilities can thrive."</p> <p>One of the highlights under the Belong Strategic Pillar is the development of the Diversity and Inclusion Advisory Committee (a Committee of Council). The creation of the Diversity and Inclusion Advisory Committee (DIAC) speaks to the City's commitment to inclusion for all residents of our community and awareness of diversity matters.</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	<ul style="list-style-type: none"> Plan • Mississauga Official Plan • Economic Development Strategy • Living Green Master Plan • Communications Master Plan 2012 • Waterfront Parks Strategy • Natural Heritage & Urban Forestry Strategy (NHUFS) • Sport Plan • Mississauga Celebration Square Strategic Plan • People Strategy (Human Resources) • Heritage and Museums Strategic Plan • Customer Service Strategy • Transportation Master Plan • Culture Master Plan • Etc... 			<p>Here are some achievements and plans stemming out of the City's Older Adult Plan:</p> <ul style="list-style-type: none"> • The inaugural Older Adult Advisory Panel (OAAP) completed their first term. The Panel welcomed two new members in August and provided consultation regarding; Region of Peel, Age Friendly Policy; Older Adult Recreation Space & Services Action Plan; and Age Friendly Communities priorities. This year the panel focused their work on guiding the Age Friendly Mississauga project. The Supervisor of Accessibility Planning is a member of the OAAP. • The Community Centre Older Adult Committees (CCOAC) have expanded to include aquatics, therapeutics and fitness participants and additional recreation staff members. • The City received 8 Elderly Persons Centre base funding grants from the Ontario Senior Secretariat in the amount of \$219,300. The grants are allocated to support the delivery of quality, age friendly activities. The grants are distributed to six community centres, the Mississauga Seniors' Centre and Square One Older Adult Centre. In 2016, the city received \$69,348 in special grants for purchases of equipment and older adult activities. • The Age Friendly Designation, Mississauga Project plan includes; conducting a city wide self-assessment, Age Friendly Mississauga Forum (held October 3, 2016), establishing Action Task Groups for each of the eight AFC dimensions, creating a three year Age Friendly Action Plan and applying for designation in November 2017. • Seniors Month Events were held throughout the city at

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>community centres and libraries. The key event was the Older Adult Expo 2016, held at the Mississauga SportZone on June 1 and was attended by 2600 people. A new venue and a larger scope of events included, info trade fair, sports and fitness demos, informative lectures, lunch and older adult talent show. A Transportation Shuttle service from Community Centres was provided to older adults who required transportation. Plans are well under way for the Older Adult Expo 2017. The event is set for June 6, 2017 at the Hershey Community Rinks.</p> <p>The Youth Plan includes the Youth Friendly Application.</p> <ul style="list-style-type: none"> • In 2008, Mississauga met 8 out of the 16 criteria. • In 2012, Mississauga met 14 out of the 16 criteria. • In 2016, an application for the Jan 4, 2017 deadline was submitted with expectations that the City achieves Platinum (top) rating by meeting all 16 criteria. • “Play is Inclusive” is one of the criteria that is measured. <p>The submission included:</p> <ul style="list-style-type: none"> • Reference to the City of Mississauga’s Accessibility Policy, Accessibility Planning Staff and Accessibility Advisory Committee. • The Snoezelen Multi-Sensory Environment Program at Malton warm water therapeutic pool • The High School Try-it Event which provided an opportunity for 8 High Schools to participate in wheelchair rugby, sledge hockey, and sitting volleyball.

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> Accessibility partnerships include: Mississauga Cruisers (sports for youth with disabilities), Mississauga Crusaders (hockey for youth with developmental disabilities) and other sport organizations <p>Urban design for the Hurontario Light Rapid Transit (LRT) incorporates universal design principles through the provision of:</p> <ul style="list-style-type: none"> Wide sidewalks (min. 1.8m to 2.0m) with curb ramps at all intersections and minimal slopes to match roadway design Pedestrian signals Step free access The installation of elevators at the Cooksville Station to facilitate transfers for the LRT to GO system Level boarding meeting accessibility standards Wayfinding systems for people with visual disabilities Easy access for strollers and mobility devices <p>“LRT stop design will be paramount to ensure a seamless, accessible, and attractive customer environment and experience.”</p> <p>Lakeshore Connecting Communities Project is looking at how to best connect Clarkson, Port Credit and Lakeview. One of the strategic objectives is to “Design for all ages and abilities”. Two Accessibility Advisory Committee members sit on the Technical Advisory Committee for this project.</p> <p>The Cycling Master Plan will be undergoing a refresh. Accessible cycling will be included as a discussion item.</p> <p>Recommendation #42 in the Future Directions Master Plan for Recreation (2014) states “Expand partnerships with groups that provide services to persons with disabilities to enable a seamless</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>system and barrier free access to recreation and sport pursuits.</p> <p>In 2015, the Recreation Division launched a new pilot project in collaboration with Community Living Mississauga that enhances outreach and support to adults with intellectual disabilities in municipal recreation with funding from the Ministry of Community and Social Services. Recreation is asking the Ministry to extend funding for this program to March 2018.</p> <p>The program provides support to individuals (i.e. 1:1, 2:1 or 3:1 support). Support worker support and outreach has been provided to 120 individuals through this program.</p> <p>On-site staff training has taken place which includes developing strategies, support, and programming. Inclusion and accessibility training was also provided to all summer staff.</p> <p>In 2017, Recreation would like to expand the service into adult registered programs.</p> <p>Regarding therapeutic recreation programs, the Trillium Health Partners Agreement was signed in April 2016 that allows the City to design and implement programs for those with various health issues/chronic conditions. The City added programs to the 3 that were in place, now offering 6 partnership programs:</p> <ul style="list-style-type: none"> • 2 Falls prevention programs • 2 Chronic Respiratory Conditions programs • 1 Sweet Success Program for individuals living with Diabetes • 1 Kid Fit program designed for families whose children/youth have a BMI of over 95% <p>Mississauga City Council endorsed the City's first Sport Plan in July,</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>2013. The Mississauga Sport Plan is a 5 year strategic plan for the City to work more closely with community sport organizations and with the Mississauga Sport Council to make better use of capacity in existing sport facilities and to encourage lifelong participation in sport and physical activity for residents of all ages, interests and abilities. The Sport Plan has 40 recommendations and focuses on seven areas, including: Sport for All - Develop inclusive and targeted programs, services and funding that address barriers to participation in sport.</p> <p>The City hosted a Para Sport Try-it Day:</p> <ul style="list-style-type: none"> • 8 High Schools and 100 students participated in a tournament style day • Sports included sledge hockey, wheelchair basketball, wheelchair rugby and sitting volleyball • Each sport had a para athlete representative <p>The City hosted the 2016 Ontario Summer Games at various venues in Mississauga from August 11 – 14, 2016. One of the sports was sledge hockey.</p> <p>The People Strategy 2010-2014 was developed to facilitate and support the City's Strategic Plan. It was designed to provide the HR division with a framework to guide Human Resources plans and programs. The People Strategy 2015 - 2017 updates the plan and builds on the successes of the existing strategy. The strategy has three strategic priorities: Talent Management, Healthy Workplace and HR Business Partnership. One of the 7 key drivers behind the People Strategy is "Fostering a diverse workforce".</p> <p>In 2016, Human Resources staff consulted with the Accessibility Advisory Committee as a focus group in the development of the</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>planned Workforce Diversity and Inclusion Strategy.</p> <p>The Workforce Diversity & Inclusion Strategy is targeted for approval in 2017 with implementation to begin in 2017.</p> <p>The City of Mississauga is undergoing the creation of a new and refreshed Culture Master Plan. The Culture Master Plan will be a leading strategy document that will highlight Mississauga's vision and goals for the arts, as well as recommendations for how we can collectively elevate arts and culture in Mississauga. There are a series of focus groups being held in January, February and March of 2017, along with an on line survey and a "Host Your Own Toolkit" being made available in 2017.</p>
Inclusion of Persons with Disabilities into existing Committees	To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees, including Committees of Council; and to participate in public meetings.	Ongoing	Corporate Services, Facilities and Property Management Accessibility Planning	<p>Since up to 20% of the population consists of persons with disabilities, it is to be expected that there will be persons with disabilities on various committees.</p> <p>Here are some examples where persons with disabilities or representatives are involved in Mississauga committees:</p> <ul style="list-style-type: none"> • A member of the Public Vehicle Advisory Committee was a past member of the Accessibility Advisory Committee. • A Region of Peel AAC member is a member of the Mississauga Library Board. • The Meadowvale/River Grove Youth Advisory Committee has two members with disabilities. • The Older Adult Advisory Panel has two members with disabilities. • Two AAC members participate in the Lakeshore Connecting

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>Communities Technical Advisory Committee.</p> <ul style="list-style-type: none"> The AAC Chairperson represents accessibility planning on the International Transportation Engineers Light Standard Sustainable Development Committee and on The Riverwood Conservancy Garden Committee (Enabling Garden, Sensory Garden Committee). <p>Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.</p> <p>AAC members are invited to spread the word through their own networks and encourage persons with disabilities to apply for committee membership.</p>
Policy Review and development of a statement of commitment to accessibility. (IASR, 3)	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR).</p> <p>Review and revise as required, policies related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to work; performance management; career development and employee redeployment.</p> <p>This includes the regular three year review of existing Corporate policies with an accessibility lens.</p>	2013/ Ongoing	Corporate Services, Corporate Performance and Innovation, Corporate Policy Analyst	<p>June 17, 2013 - Council approval of the updated Accessibility policy to include the Built Environment. The policy describes the framework for how the City will comply with the AODA requirements.</p> <p>December 11, 2013 - The Short Term and Long Term Accommodation policy was approved by Council. The revised policy expanded on information on the return to work process and documented individual accommodation plans.</p> <p>July 2, 2014 - Council approved a new Employee Recruitment policy that ensures each individual's accessibility needs are considered in all aspects of the recruitment process.</p> <p>June 24, 2015 – Council approved the Open Data Program policy, which includes the Guiding Principles that Datasets are to be posted in a format that is accessible, whenever possible. The AODA is also referenced in the Legislative Requirements section.</p> <p>September 16, 2015 – Council approved a new Culture Policy that</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<p>includes the guiding principle “Ensure Accessibility”.</p> <p>2015 - Policies related to the built environment/design of public spaces were reviewed to ensure they meet the requirements of the IASR. (Community Garden Site Selection; Employee Paid Parking; Corporate Reports; Documentation Standards)</p> <p>February 2, 2016 – Council approved a new Corporate Policy – Traffic Calming, which ensures that accessibility needs are considered prior to proceeding with installation of Traffic Calming devices.</p> <p>March 2016 – the revised Allowable Business Expenses – Employees policy includes this statement “additional transportation expenses incurred as a result of reasonable accommodation for accessibility needs of employees with disabilities (e.g. accessible taxi service)” are allowed.</p> <p>November 9, 2016 – Council approved a revision to the Stormwater Charge Subsidy policy. The subsidy is now extended to eligible low-income seniors and low-income persons with disabilities.</p> <p>December 2016: Revisions to the Accessibility policy to include changes to the Accessible Customer Service Standard have been completed.</p> <p>Construction of Walkways and Sidewalks Requirements: These policies will be revised to ensure they meet the Built Environment standard.</p>
By-Law Review	<p>Review and revise City by-laws with an accessibility lens.</p> <p>Existing and new City by-laws need to</p>	Ongoing	All Departments in conjunction	<p>In 2015 and 2016, by-laws were reviewed to ensure compliance with the AODA.</p> <p>Comments were documented along with the most recent amendment</p>

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
	incorporate compliance with the accessibility standards under the Integrated Accessibility Standards Regulation, AODA. For example, Traffic By-Law, Parks by-law, Signage By-law, Golf By-law etc...		with Accessibility Planning	<p>date. When a by-law is updated, compliance with accessibility standards needs to be incorporated. For some by-laws, amendments regarding proper terminology and compliance with transgender issues need to be incorporated.</p> <p>The Accessible Parking By Law #10-2016 was amended and approved by Council in January 2016. It was effective March 1, 2016</p> <p>In 2016, the Transit By-law was amended to include the change to the customer service standards under the IASR, AODA, regarding service animals and documentation from a regulated health professional.</p>
Procurement Process ensures the acquisition of accessible goods, services or facilities. (IASR, 5,6)	Develop a process to incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities. This will include accessibility features when designing, procuring or acquiring self-service kiosks.	2013	Corporate Services, Materiel Management Senior Buyer	<p>The Contract Managers Guidebook was developed at a high level to provide Contract Managers with advice on what accessibility means to procurement. The Guidebook includes a checklist to be followed when planning and conducting procurements. This Guidebook is posted on the Materiel Management and the Accessibility intranet sites.</p> <p>When initiating a procurement process with a value more than \$10,000, a Procurement Request Form (PRF) must be completed. This form includes a statement: "Are there 'Accessibility' requirements that impact this procurement?"</p> <p>Work with Legal Services is ongoing to ensure procurement agreements incorporate language related to accessibility requirements.</p> <p>The City's Tenders and Bids webpage and Biddingo.com site has links to the Accessible Customer Service and Breaking Down Barriers: Understanding the Integrated Accessibility Standards Regulation (IASR) booklets under the related policies section. This provides valuable information about the AODA requirements to</p>

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				<p>vendors who do work on behalf of the City.</p> <p>IASR Staff Training further reinforces this requirement.</p>
Training on the IASR and Human Rights Code. (IASR, 7)	<p>Develop, deliver and coordinate mandatory accessibility training applicable to all employees, volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.</p> <p>Note: Accessible Customer Service Training was initiated in 2008, and is tracked below under the Accessible Customer Service initiatives.</p>	2013 - 2014 and beyond	Corporate Services, Human Resources, Manager, Learning and Organizational Development	<p>Continue to deliver City customized mandatory accessibility training applicable to all employees (i.e. face-to-face, e-learning, job-aids) and communication tactics to support the implementation of training.</p> <p>Continue to design and develop additional Manager/Supervisor training to support the successful implementation of IASR standards, in particular elements of the Employment standard including accommodation and return to work requirements.</p> <p>Trained 55 Planning & Building Staff (Development and Design Section) on Universal Design, how to guide someone who is blind and did experiential learning (using wheelchairs and white canes with blind folds) to experience having a disability in the built environment.</p>
Communication Strategy	<p>Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities.</p> <p>Ongoing tactics to be implemented such as: news releases, articles in Councillors' newsletters, City Managers sessions, e-newsletters, highlight International Day of Persons with Disabilities, website information.</p>	Ongoing	Corporate Services, Communications	<p>The City's Accessibility Communications Strategy supports the City's Accessibility Plan.</p> <p>The communications plan outlines a strategy and tactics designed to ensure that residents understand accessibility improvements the City has made (including those required by legislation) and that staff are aware of their responsibilities, associated training opportunities and resources available to ensure the City complies with requirements.</p> <p>Accessibility information will be rolled out twice per year for staff and the public: in late May/early June during National Access Awareness Week and in early December on International Day of Persons with Disabilities.</p> <p>Achievements in 2016 include:</p> <ul style="list-style-type: none"> Hosted the 2016 Ontario Summer Games with sport of sledge hockey

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				<ul style="list-style-type: none"> ○ Highlighted Mississauga sledge hockey athlete on social media and assisted with getting her featured on InSauga TV segment ○ Kick-off event provided try it activities for students such as sitting volleyball • Promotion of World Mental Health Day with #BellLetsTalk • Meadowvale Community Centre and Library officially opens with improved accessibility features <ul style="list-style-type: none"> ○ Supporting communications with official opening, news release and social media messaging • Meadowvale Community Centre and Library wins March of Dimes Canada Award of Merit for Barrier-Free Design <ul style="list-style-type: none"> ○ Supporting communications with news release and social media messaging • Various media features on Meadowvale Community Centre and Library and its accessibility features, including media tours • CBC's Our Toronto filmed a segment featuring Meadowvale Community Centre and Library's accessibility features with interviews of Councillor Saito and Director of Recreation, Shari Lichterman • Social media messaging for International Day of Persons with Disabilities • Continuous updates to both the external website and internal intranet site to ensure staff and the public have easy access to the information they need about accessibility in the City • Continue to promote City accessibility initiatives (e.g. Windrow Snow Clearing) • Promotion of Older Adult initiatives in the City, including Older Adult Expo, community member positions for the Older Adult Advisory Panel, Older Adult open house at Fire Station 112, Mississauga Senior's Centre Technology & Healthy Living Fair and Senior's Month

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
				<ul style="list-style-type: none"> • Supporting communications for the 2016 Exceptional Accessible Customer Service Awards • Supporting communications for the 2016 Mississauga Urban Design Awards. Awards incorporates accessibility into the judging criteria <ul style="list-style-type: none"> ○ Supporting communications with news release and social media messaging (including People's Choice Awards voting on Facebook) • Partnered with Crohn's and Colitis Canada to supply all facility washroom locations for its GoHere Washroom Finder App • Supported Mississauga Fire and Emergency Services' Road to Mental Health (R2MH) training through traditional and social media efforts • The topic for the City Manager's emessage to staff was "An Accessible City for All". This highlighted the City's accessibility milestones. • The Civic Centre Clock Tower was lit at various times throughout the year to highlight various causes. Some of these causes are related to accessibility. For example: <ul style="list-style-type: none"> ○ March 26, 2016 - Purple Day - Epilepsy ○ April 4, 2016 - "Raise the Flag for Autism" day ○ May 12, 2016 - Fibromyalgia Day ○ June 2, 2016 - World Eating Disorder Day ○ May 19, 2016 - World IBD Day ○ September 18, 2016 - Mitochondrial Awareness Week ○ October 10, 2016 - Mental Health Day ○ October 7, 2016 - Trigeminal Neuralgia Day • Accessibility Planning Displays: <ul style="list-style-type: none"> ○ City Leadership Conference for Managers/Supervisors ○ Resources Fair for Persons with Disabilities ○ Councillor Pat Saito's Seniors Fair

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				<ul style="list-style-type: none"> ○ Bring Your Kid to Work Day ○ Ontario Summer Games <p>Next Steps for 2017:</p> <ul style="list-style-type: none"> • Continue to expand plain language training • Continue to promote development of accessible online and hard copy documents and other informational materials • Continue to promote City accessibility initiatives, including accessibility of City venues and programs • Continue to support and promote National Access Awareness Week, International Day of Persons with Disabilities and World Mental Health Day • Continue to support Older Adult initiatives and events in the City • Continue to promote opportunities for engagement on accessibility • Continue to communicate opportunities for job-specific training as required • Work towards implementing Wi-Fi signage at City facilities • Work towards placing signage/wayfinding for C Banquets • Work towards enhancing communications with disability groups during an emergency (e.g. fire)
Accessibility Awards	<p>The integration of accessibility criteria into existing City of Mississauga internal awards programs.</p> <p>Investigate partnering with a community based organization for the implementation of an accessibility awards program.</p>	2013/ Ongoing 2015	Corporate Services, Facilities and Property Management Accessibility Planning	<p>The 2016 Exceptional Accessible Customer Service Awards (an internal award program) were given out at the July 6, 2016 Council meeting. These three award winners went above and beyond to provide accessible customer service:</p> <ul style="list-style-type: none"> • Emily Pattenick, Recreation Program Leader who runs a gym and swim program for students with disabilities, provided individual assistance to participants of the program. • Linda Northcott, Aquatics Supervisor, made accommodations for participants in an aquatics program by booking the

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				<p>therapeutic pool for them and ensuring a specific instructor would be available to provide consistency.</p> <ul style="list-style-type: none"> Nelly Youkakin, Fitness Instructor, provides visual and verbal prompts and other individual accommodations while teaching fitness classes. <p>The Mississauga Urban Design Awards are held every 2 years. These awards incorporate accessibility into the judging criteria. In 2016, the following City facilities received an Urban Design Award:</p> <ul style="list-style-type: none"> Streetsville Village Square – Award of Excellence Fire Station 119 and Peel Regional Paramedic Satellite Station – Award of Merit for Quality and Green Initiatives <p>Check out the website for photos and nominations from the 2016 Urban Design Awards.</p>
National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Every 2 years. Next event will be in 2017	Corporate Services, Facilities and Property Management Accessibility Planning	<p>A City of Mississauga National Access Awareness Week Event has been held every year from 2009 to 2013. In 2013, it was decided to host the event every two years.</p> <p>On June 5, 2017 from 11 am – 3 pm, in the Great Hall, City Hall, the Mississauga Accessibility Advisory Committee and City Staff will be hosting the National Access Awareness Event: Promoting Inclusion for All. Canada's 150th Anniversary theme will be woven into the event by showing staff and the public the City's past and future plans regarding improving accessibility for everyone.</p>

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Accessible Customer Service Initiatives

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Accessible Customer Service Training (IASR, 80.49)	Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 rd party agencies, in order to continue to comply with the Accessibility for Ontarians with Disabilities Act (AODA), Integrated Accessibility Standards Regulation, Customer Service Standards.	Ongoing	Corporate Services, Facilities and Property Management Accessibility Planning and Human Resources, Talent Management	<p>On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.</p> <p>The eLearning module was updated to reflect the new Accessible Customer Service Standard changes.</p> <p>Next Steps for 2017 include a full refresh of the eLearning module which will include improved accessibility of the module for staff and volunteers with vision disabilities.</p> <p>Specific targeted training sessions or meeting discussions regarding serving customers with disabilities is available upon request.</p> <p>500 Ontario Summer Games Volunteers were trained face to face on accessible customer service.</p> <p>Inclusion and accessibility training was provided to all summer recreation staff.</p> <p>Two separate training sessions were delivered to MiWay Customer Service staff regarding accessible customer Service. This training included experiential learning.</p> <p>Accessibility Planning, Transit Enforcement, Transit Planning and MiWay Customer Service delivered outreach training to MiWay Operators at the Central Parkway and Malton Garages to reinforce accessible customer service requirements.</p>
Accessible Elections	Review of elections manuals, training, technology and software in preparation for Municipal Elections.	Ongoing Next General	Corporate Services, Office of the City Clerk,	<p>A Report titled "Accessible Municipal Elections" was attached to the 2014 Annual Report of the Multi - Year Accessibility Plan.</p> <p>In a Corporate Report dated August 25, 2015, provided to the</p>

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	Implementation of the work plan for next Municipal Election.	Municipal Election will be in 2018.	Director, Legislative Services and Clerk	<p>Governance Committee (Item 6), titled: “2014 City of Mississauga Municipal Election, 2015 City of Mississauga Municipal By-Election review and technology options for future Municipal Elections”, these comments were included in relation to accessibility:</p> <p>The Elections Office is committed to the accessibility of Elections in the City of Mississauga. During the 2014 General Election and 2015 By-election 3 key areas were focused on to ensure accessibility including customer service, communication of information and physical barriers. A variety of tools were used to mitigate these barriers including accessible customer service training for election workers, accessible voting machines, and the examination of all polling locations to ensure that each location met with accessibility standards.</p> <p>At its meeting on January 14, 2015, General Committee considered a Corporate Report dated December 8, 2014 from the Commissioner of Corporate Services and Chief Financial Officer entitled <i>Accessible Municipal Elections</i> regarding the accessibility of the 2014 General Election (Appendix 2 of the August 25, 2015 Corporate Report). Measures used to mitigate barriers to accessibility during the 2014 General Election were also utilized during the 2015 By-election.</p> <p>Accessibility improvements for future elections include:</p> <ul style="list-style-type: none"> - An online application process for election workers - Internet based training modules - Internet voting - Investigate the possibility of “Vote Anywhere” and/or “Vote Anywhere in your Ward” for the 2018 General Election.
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Accessible Information and Communications Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Accessible Formats and Communication Supports (IASR, 12)	<p>Review relevant policies.</p> <p>Reinforce Accessible Customer Service and Integrated Accessibility Standards Regulation Training</p> <p>Develop Vendor list.</p> <p>Develop guidelines for accessible public information materials.</p>	2014/ Ongoing	Corporate Services, Communications and Information Technology	<p>Ensure public information materials include the standard message: If you require this information in an alternate format, please call 3-1-1 (905-615-4311 if outside city limits).</p> <p>The City of Mississauga's Emergency Plan was updated in 2016. In reference to "Public Accessibility of the Plan", it references the Accessibility for Ontarians with Disabilities Act, Integrated Accessibility Standards Regulation, 191/11 by stating that: "individuals may request a copy of the plan in alternate formats or languages. This will be completed on an as-needed basis and may require a minimum of 10 working days."</p> <p>A new accessible document training program is in the process of being developed by a vendor which has been hired by IT. Accessibility Planning will be reviewing this training. It will be available to new and existing staff in the spring of 2017.</p> <p>An Accessible Documents Reference Guide including a list of available vendors is also available on the staff intranet site.</p> <p>Production of City information materials follows accessible design standards outlined in the handbook developed by the Registered Graphic Designers of Ontario (RGD).</p>
Accessible Feedback Processes (IASR, 11)	Develop accessible on line feedback processes in addition to other methods.	2013/ Ongoing	Corporate Services, Communications,	<p>Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).</p> <p>The City provides accessible online feedback mechanisms as well as alternate communication supports.</p> <p>Awareness activities on accessible forms will continue in 2017.</p>

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<p>Accessible Website and Web Content (IASR, 14)</p>	<p>Include website accessibility in upgrades.</p> <p>Provide training on how to create accessible documents.</p> <p>Develop quick tips for web authors.</p> <p>Ensure new website conforms to WCAG 2.0 Level AA, excluding live captioning and audio description</p>	<p>2013 WCAG 2.0 Level A,</p> <p>2021 WCAG 2.0 Level AA</p>	<p>Corporate Services, Information Technology, Manager Digital Services & Mobility</p>	<p>New web content management system has been acquired; implementation goal is for WCAG 2.0 Level AA starting in 2017 as new content/features are implemented (currently at WCAG 2.0 Level A).</p> <p>We have created a Digital Citizen Advisory group to help improve the usability of the city's web site. Accessibility Planning staff are members of the Digital Citizen Advisory Group and have been providing feedback regarding the organization of items on the web site.</p> <p>The City has renewed with SiteImprove for 2017 to run accessibility checks on our websites.</p> <p>Website accessibility improvements will coincide with the new web content management system.</p> <p>A re-design of the Library website will be taking place in 2017, which will improve accessibility for people with disabilities.</p> <p>Accessible Document Training implementation will continue to be provided to staff in 2017, this includes how to create accessible PDFs. Initial training sessions began in February 2013.</p> <p>Office 2010 Corporate wide training incorporated brief information about accessible document creation. MS Word 2010 and other Office applications have a built in Accessibility Checker feature.</p> <p>Accessibility Tip Sheets are available on the internal accessibility website.</p>
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Accessible Employment Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Employee Accommodations Recruitment planning, screening and selection process provides accommodations. Accommodations are provided to employees. Return to work process with related applicable accommodations is in place. Performance management, career development and redeployment	<p>Revise policy and work processes for recruitment; workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment.</p> <p>Develop targeted training for all Human Resources staff, Managers/Supervisors, and all employees on the changes to policy and process as a result of the employment standards.</p> <p>Communicate employment policies and processes to all staff.</p>	2013/ Ongoing	Corporate Services, Human Resources, Manager, Learning and Organization al Development Manager, Employee Health Services	<p>Recruitment, assessment or selection process:</p> <ul style="list-style-type: none"> Continue to build an inventory of the Essential Duties Worksheet Employee Recruitment policy approved by Council City IASR mandatory e-learning and face-to-face training continues and includes information regarding recruitment, emergency response process, accommodation, and return to work <p>Accommodation Plans and Return to Work Process (RTW):</p> <ol style="list-style-type: none"> The City reviews and updates each position's Physical and Cognitive Assessments as required as part of the recruitment process. Ergonomic assessments are performed as required to support both employee wellness and short term & long term accommodations. With each accommodation coaching is provided, as required, to ensure a successful placement. Education is provided on the importance of employee accommodation as required. Incorporating the elements of successful short and long term accommodation continues to be part of labour/management discussions including at bargaining tables. <p>Performance management Process (PMP):</p> <ul style="list-style-type: none"> Performance Management Information included in the IASR Manager training

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take into consideration the accommodation needs of employees with disabilities. (IASR, 22, 23, 24, 30, 31, 32)				<p>Career development and advancement:</p> <ul style="list-style-type: none"> Language regarding requesting accessibility accommodations is to be added to all training registration forms (HR, IT, Project Management) <p>A workplace emergency response process is in place to include accommodations upon request. (IASR, 27)</p>
Workplace Diversity and Inclusion Strategy	<p>Council adopted 2 Accessibility Advisory Committee Recommendations in 2015:</p> <ol style="list-style-type: none"> That the Accessibility Advisory Committee (AAC) and appropriate Subcommittees of the AAC engage staff from Human Resources and Community Stakeholder groups to open a dialogue in identifying barriers and opportunities for persons with disabilities to participate in the City's hiring process. That in 2016 Human Resources Staff consults with the Accessibility Advisory Committee in the development of the planned Workplace Diversity Strategy which is to include discussing the feasibility of employment related programs for persons with disabilities. 	2016	Human Resources	<p>In 2016, Human Resources staff consulted with the Accessibility Advisory Committee as a focus group in the development of the planned Workforce Diversity and Inclusion Strategy. The consultants on the project also interviewed Accessibility Planning staff.</p> <p>The Workforce Diversity & Inclusion Strategy is targeted for approval in 2017 with implementation to begin in 2017.</p>

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Accessible Transportation Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Information about accessible transit. (IASR, 34)	<p>Ensure information about accessibility equipment and features of buses, routes and services is updated on a regular basis.</p> <p>Ensure this information is made available in an accessible format.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planning	<p>MiWay became accessible in 2012. The City's fleet of buses includes only accessible buses, and transit stops are accessible.</p> <p>MiWay's Accessible Services Guide contains information on MiWay's accessible services, policies and procedures. This brochure is available in print as well as online at miway.ca</p> <p>Information on accessible services is available in an alternate accessible format, upon request.</p>
Multi -year Transit Accessibility Plan (IASR, 41, 43, 78)	<p>The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.</p> <p>Members of the public will be invited to attend the AAC meeting when the plan is presented.</p> <p>The Plan will include information about the process for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design criteria in the construction, renovation or replacement of bus stops and shelters; as well as the plan for accessible bus stops and shelters.</p> <p>The procedure for dealing with accessibility equipment failures on buses will be described in the Plan.</p>	2012, Annual	Transportation and Works, MiWay, Transit Planning	<p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>MiWay's Annual Accessibility Plans documents the planning and implementation activities undertaken by MiWay to make all its services and facilities accessible</p> <p>The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.</p>
Announcements on the bus.	Pre-boarding and on-board announcements (visual and auditory) have been implemented on	2011-2014	Transportation and	Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route

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(IASR, 52)	all MiWay buses. The Standard Practice Instruction (SPI) will be revised.		Works, MiWay, Transit Planning	<p>name, number and direction. This is the same service information that is displayed on the destination sign.</p> <p>MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
Service Disruptions (IASR, 35, 47, 50)	<p>Non-functioning accessibility equipment on buses will be repaired as soon as practicable. Revisions to existing policies regarding the steps taken to accommodate persons with disabilities will be done.</p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.</p>	2012/ Ongoing	Transportation and Works, MiWay, Transit Planning	<p>MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p> <p>MiWay issues alerts on route detours when they are known in advance. Information is made available at miway.ca, as well at affected terminals and stops.</p> <p>MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes.</p> <p>MiWay staff has launched a Twitter account @MiWayHelps through which some communication updates are posted.</p>
Taxicabs (IASR, 79)	Include information in the City's Accessibility Plan about consulting with the Accessibility Advisory Committee regarding the proportion of accessible taxicabs in Mississauga.	2013/ 2014	Transportation and Works, Enforcement Division, Manager Mobile Licensing	<p>Two Reports were received by the Public Vehicle Advisory Committee (a Committee of Council);</p> <ul style="list-style-type: none"> • Taxi Issuance Model Review , by Hara Associates Inc. (received by PVAC on Nov. 19, 2015) • Study of Regulations for Transportation Network Companies (TNC's) by Windels Marx Lane and Mittendorf LLP (received by PVAC on Dec. 7, 2015)

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			Enforcement	<p>The Taxi Issuance Model Review addressed 3 requirements:</p> <ul style="list-style-type: none"> • To recommend an approach to predict demand for taxicab and accessible taxicab service in Mississauga • To recommend a licence supply approach for taxicab and accessible taxicab services • To recommend a fare model/strategy for taxicabs and accessible taxicabs <p>There were 3 Recommendations from the Hara Report in relation to accessible taxis:</p> <p>Recommendation 5.1: Percent Accessible Taxis. Hara Associates recommends that Mississauga set a target of 21% of taxis being mobility device accessible. The percentage of less than 100% allows for a diversity of other types of vehicles to meet other disability needs. This percentage is in addition to accessible taxi licences issued to fulfil TransHelp contracts.</p> <p>Recommendation 5.2: Accessible Plate Issuance. All new issues of plates should be accessible taxi plates until the 21% is met.</p> <p>Recommendation 5.3: Accessible Plate Plan.</p> <ul style="list-style-type: none"> • 30 accessible plates should be released in each of the next 2 years. • These plates should be put into service at least 40 hours per week. <p>The Study of Regulations for TNC's stated through the City's Public Vehicle Licensing By-Law, that the City currently allots 2 accessible taxi licences for every brokerage that has a minimum of 25 licensed Mississauga Taxicab Owner's affiliate with the brokerage. Currently, there are 40 licensed accessible taxicabs for Mississauga.</p> <p>The Hara Report through consultations with stakeholders and the</p>
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				<p>Accessibility Advisory Committee found that the current accessible taxi service in Mississauga is failing to meet the needs of the public.</p> <p>As stated in the TNC Report, wheelchair accessible vehicles are currently not available on the Uber app in Mississauga.</p> <p>PVAC and Council are referring to these 2 Reports in making decisions regarding future Mississauga taxicab service.</p>
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Accessible Built Environment Initiatives

Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
Continued implementation of the City of Mississauga Facility Accessibility Design Standards	<p>To implement accessibility design criteria for City facilities that would apply to capital projects and for private developments where applicable through the site plan process.</p> <p>City office space and accommodation renovations will continue to follow the Mississauga Facility Accessibility Design Standards.</p> <p>The Accessibility Program from Capital Budget will continue to address building accessibility in older buildings.</p> <p>Review of development applications to address external access to the building on the basis of universal design principles.</p> <p>The Provincial Accessible Built Environment Standard will be monitored regarding implications for future city building projects and revisions to the Mississauga Facility</p>	Ongoing	<p>Corporate Services, Facilities and Property Management Project Manager</p> <p>Planning & Building, Development and Design, Urban Designer</p> <p>Community Services, Project Manager, Park Development</p>	<p>On December 27, 2013, Ontario Regulation 368/13 was filed to amend the new 2012 Building Code, O.Reg. 332/12. The effective date of the amendment is January 1, 2015. The amended requirements will substantially enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated. For further details go to the Ministry of Municipal Affairs and Housing website</p> <p>The Facility Accessibility Design Subcommittee (FADS) of the AAC provided feedback and advice regarding the following projects in 2016:</p> <ul style="list-style-type: none"> • April 25, 2016 – Ogden Bridge Project • May 30, 2016 – Ridgeway Community Courts • June 27, 2016 – Hurontario Light Rail Transit (HLRT) - Boulevard Details, Matheson Pond Landscape – Park 317 • November 28, 2016 – Mississauga Legends Row Project, Scholar's Green Park Phase II • December 19, 2016 – Mavis Road Environmental Assessment Study, Square One Drive Extension Environmental Study, Credit River Active Transportation Crossings Project, Sheridan Park Drive Extension

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	Accessibility Design Standards.		<p>Corporate Services, Facilities and Property Management</p> <p>Accessibility Planning</p>	<p>Environmental Assessment, Upcoming Environmental Assessment Studies</p> <p>These facility and park projects were completed in 2016:</p> <p>Union Park– New Park Development</p> <ul style="list-style-type: none"> • Neighbourhood park playground with accessible features • Accessible fitness equipment including engineered wood fibre surfacing • Park bench fitness station • Water cooling station • Paved access route • Shelter • Benches with shade options • Accessible Picnic/Game Table • Temporary leash-free area • Temporary outdoor ice rink <p>Ridgeway Community Courts– Sports Court And Outdoor Community Space (in partnership with Region of Peel, Peel Living and Erin Mills Youth Centre and funding from Maple Leaf Sports and Entertainment, the Rotary Club of Mississauga West, and Canadian Tire Jump Start)</p> <ul style="list-style-type: none"> • Benches and seating • Paved access routes, including flush curbs and access to courts • Engineered wood fibre natural play area <p>Lisgar Fields Park Washroom</p> <ul style="list-style-type: none"> • Includes two accessible washrooms and one universal washroom <p>Dr. Martin Dobkin Martin Park Washroom</p> <ul style="list-style-type: none"> • Includes two accessible washrooms and one universal
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				<p>washroom</p> <p>Huron Park – Picnic Shelter Installation</p> <ul style="list-style-type: none"> • Accessible picnic tables • Paved access route • Accessible water station <p>Lake Aquitaine Spraypad Redevelopment</p> <ul style="list-style-type: none"> • Ground features and accessible activators • Benches • Multiple entry points • Level paved surfaces <p>Paul Coffey Arena</p> <ul style="list-style-type: none"> • Renovated washrooms for accessibility <p>Paul Coffey Park</p> <ul style="list-style-type: none"> • Two additional accessible parking spaces were installed, including a painted access route, pedestrian crossing sign and traffic calming measures • A new sidewalk connection was installed as part of the park pathway system <p>Living Arts Centre - Elevator modernization</p> <ul style="list-style-type: none"> • colour contrast for buttons • tactile numbers and symbols • Braille <p>Hershey Community Rinks</p> <ul style="list-style-type: none"> • The stairs were painted in a contrasting yellow colour. <p>Meadowvale Community Centre and Library</p> <ul style="list-style-type: none"> • Accessible Therapy Pool • Accessible ramp into the main pool
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				<ul style="list-style-type: none"> • Universal Change Room • Barrier-free washrooms in all public spaces • Walking track in fitness area • Accessible parking spaces • Barrier-free access to the facility • Accessible game tables (exterior) • Etc.... <p>The new Meadowvale Community and Library opened in September, 2016. The facility received a 2016 March of Dimes Award of Merit for Barrier Free Design and was noted in the Novae Res Urbis GTA December 14, 2016 Edition. This is a newsletter that is published weekly to interested subscribers. The article included a section about AODA deadlines.</p> <p>These projects will be completed in 2017 and subsequent years:</p> <p>City Wide Accessibility Audit</p> <ul style="list-style-type: none"> • The audit was initiated in 2016 and will continue into 2017. 97 City owned public buildings are being assessed following the City's Facility Accessibility Design Standards. <p>Riverwood Park and Chappell Estate</p> <ul style="list-style-type: none"> • Exterior and interior accessibility improvements <p>Small Arms Building Renovation</p> <p>Our Future Corporation (OFC)</p> <ul style="list-style-type: none"> • The development of a dynamic, modern workplace that gives employees choice and control of where and how they work <p>Erindale Park Washroom Building</p> <ul style="list-style-type: none"> • Includes 2 accessible washrooms and one universal washroom
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				<ul style="list-style-type: none"> • Water bottle filling station <p>Civic Centre</p> <ul style="list-style-type: none"> • Accessibility entrance upgrades including doors <p>Rivergrove Community Centre</p> <ul style="list-style-type: none"> • New automatic doors <p>City Centre Transit Terminal</p> <ul style="list-style-type: none"> • New sliding doors at the terminal platform • Elevator upgrades • Escalator replacement <p>Burnhamthorpe Community Centre</p> <ul style="list-style-type: none"> • Elevator/Lift Replacement <p>Huron Park Recreation Centre</p> <ul style="list-style-type: none"> • Elevator/Lift Replacement <p>Hershey Centre – Main Arena</p> <ul style="list-style-type: none"> • Dashboard replacement to accommodate sledge hockey <p>Churchill Meadows Community Centre and Park at Ninth Line (North of Erin Centre Dr.)</p> <ul style="list-style-type: none"> • An all season sports park, community centre and pool will start construction in Fall 2017 with completion in 2020. <p>For further achievements associated with creating a more accessible built environment in the City of Mississauga go to the “Additional Accessibility Successes” section (Built Environment) of this Report, page 44.</p>
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2018	Transportation and Infrastructure Planning	The programming of sidewalks is led by the City of Mississauga’s Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay’s Service Development Team in support of transit accessibility. The timing of this work is

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			<p>Division, Active Transporta- tion</p> <p>Transporta- tion and Works</p>	<p>subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and the City of Mississauga Council approval.</p> <p>In 2016, approximately 2 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2017, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Funding through the Public Transit Infrastructure Fund will allow for additional sidewalk installations. 4.25 kilometres of new sidewalk construction is being programmed for 2017. Since 2010, approximately 40 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.</p>
Affordable Housing Program	<p>Work on the Affordable Housing Program (AHP) was completed in 2016 and includes:</p> <ul style="list-style-type: none"> • Strategic Framework and Work Plan: set the parameters, identified the studies to be undertaken and established the timelines for the AHP • Housing Affordability Advisory Panel: panel of experts to provide advice on the research and directions for the AHP • Housing Gap Assessment: The goal of this study was to present a high level analysis to better understand the current gap between housing demand and housing supply. This analysis shows that there are about 30,000 households in Mississauga who are facing a housing supply or affordability gap. 	2011-2017	<p>Planning & Building, Policy Planning Division, Planner</p>	<p>The Affordable Housing Strategy will be completed by Spring 2017.</p> <p>Once approved staff will continue to implement the actions for the Affordable Housing Strategy.</p> <p>Click on the link for more information on the affordable housing program.</p> <p>Click on the link for more information on registration of second units.</p>

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	<ul style="list-style-type: none"> • Municipal Best Practices: The Municipal Best Practices Report is an environmental scan of a range of regulatory, land-based and financial tools available to municipalities to encourage the development of affordable housing. It presented a list of 30 tools that are widely used and the most applicable in a municipal context in Ontario. • Public Land for Housing First: Examines best practices with respect to the use of public land for affordable housing and concludes with recommendation to amend the City's Corporate policies for the City's surplus lands • Preservation of Rental Housing: Examines the market context and challenges in relation to rental housing in Mississauga and concludes with a recommendation to establish strong policies to protect rental housing and a by-law for the conversion and demolition of rental units in the City. • Understanding the Cost of Incentives: An analysis of residential development for varying levels of affordability, tenure, building types and market locations was used to illustrate the financial gap between an affordable and market development. The study 			
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	<p>found the market is unlikely to create new affordable ownership or rental housing without external financial assistance</p> <p>Second units are required to be registered as of June 2016. Mississauga repealed the Second Unit Licensing By-law and replaced it with the Second Units Registration By-law.</p>			
<p>Recreational Trails (IASR, 80.8-80.13)</p>	<p>Recreational trails are pedestrian trails that are intended for recreational and leisure purposes (wilderness trails are not included in this definition).</p> <p>Future recreational trails and beach access routes are to follow specific legislated requirements.</p> <p>Trails need to be designed with various accessibility requirements along with consultation with the AAC.</p> <p>New trails must include trail head signage with the following information:</p> <ul style="list-style-type: none"> • Length of the trail • Type of surface • Average and minimum trail width • Average and maximum running slope and cross slope • Location of amenities 	<p>2016</p>	<p>Park Development Parks and Forestry, Community Services</p> <p>Parks Operations, Parks and Forestry, Community Services</p>	<p>In 2016, the following trails received paving and reconstruction (approx. total length – 4,430m):</p> <ul style="list-style-type: none"> ○ Derry Greenway – 240m ○ Huron Park – 100m ○ Avonlea Park – 90m ○ Willowvale Fields – 760m ○ Deer Run Park – 150m ○ Deer Wood Park – 650m ○ Allison's Park – 440m ○ Churchill Meadows – 1,510m ○ Osprey Marsh – 490m <p>New Trail Construction for 2016 (approx. length 1,140m):</p> <ul style="list-style-type: none"> ○ Danville Park – 750m ○ Union Park – 300m ○ Huron Park – 90m <p>Credit Valley Conservation Authority has been conducting Trail Assessments covering:</p> <ul style="list-style-type: none"> • Length of the trail • Type of surface • Average and minimum trail width • Average and maximum running slope and cross slope <p>Signage requirements for CVC Trails will be implemented in 2017.</p>

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				<p>The City of Mississauga's Parks Signage Standards Manual includes reference to accessibility standards.</p> <p>In 2016 Parks Development and Parks Operations commenced development of a sign implementation plan to install new signs and replace all existing signs within our parks.</p> <p>Several locations were used as pilot sites including:</p> <ul style="list-style-type: none"> • Union Park (newly developed park) • Paul Coffey Park (formally Wildwood Park) • Malton Village Park <p>Additional work will continue with the plan being finalized in 2017.</p>
<p>Accessible Tables at outdoor public use eating areas. (IASR, 80.17)</p>	<p>Establish an inventory of existing tables at 20 permitted picnic parks with 41 picnic areas.</p> <p>Review options regarding types of accessible tables.</p> <p>Establish a plan to increase the number of accessible picnic tables at parks.</p>	2016	<p>Parks Operations, Parks and Forestry, Community Services</p>	<p>Accessible picnic tables are available at most picnic park locations especially at permitted parks; as well as at other park locations.</p> <p>Additional accessible picnic tables will be installed in 2017. Extended picnic table tops were the first phase of the program. Parks Operations will be converting more tables with a higher level of accessibility, as Phase 2 of the program.</p> <p>The City's Picnic Parks City's Picnic Parks webpage states: Accessible seating is available at our permitted picnic sites. Arrangements can be made for additional accessible seating if required with ample notice, by contacting the Recreation Customer Service Centre at 905-615-4100.</p>
<p>Integrated play experiences/ playgrounds for children and caregivers. (IASR, 80.18-80.20)</p>	<p>Consult with the Accessibility Advisory Committee to incorporate accessibility for children and caregivers with various disabilities into play spaces.</p> <p>Review Playground Replacement Program's (PRP) outline of equipment selected (5 year program). Park improvements to adopt PRP as a minimum standard (therefore, minimum public consultation required). A percentage of accessibility will be incorporated into PRP.</p>	2016 Ongoing	<p>Park Development Parks and Forestry, Community Services</p>	<p>Accessible play sites have been developed and planned for. Currently, there are 3 "fully" accessible/inclusive play sites:</p> <ul style="list-style-type: none"> • Port Credit Memorial Park • Zonta Meadows (redevelopment in 2017) • O'Connor Park <p>There are 3 more "fully" accessible/inclusive play sites proposed:</p> <ul style="list-style-type: none"> • Elmcreek Park - 2021 • Jaycee Park (in development, Canada 150 Funding) - 2017 • River Grove (in design) – 2017

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	Consult with AAC on inclusive playgrounds.			<p><u>Playground Redevelopment Program:</u></p> <p>Currently, many play sites have accessible features i.e.: an accessible swing, accessible surfaces, an accessible path of travel.</p> <p>On November 18, 2013, a presentation by Parks Development was made to the Accessibility Advisory Committee regarding the Playground Replacement Program. The City of Mississauga has 263 neighbourhood playgrounds. Examples of accessible play equipment that are incorporated into existing playgrounds include:</p> <ul style="list-style-type: none"> • transfer platforms to assist with transferring to a variety of ground-level play experiences, • spring toys with backrests, • crawl tubes with handholds, • slides with tactile features and • sand pits (where feasible) • accessible swing • ground level play elements • accessible play surfaces • accessible seating and benches • a paved access route will be included in neighbourhood parks in conjunction with the existing park pathway. <p>The following 18 playgrounds received improvements to accessibility in 2016:</p> <ul style="list-style-type: none"> • Castlegreen Meadows • Frank Dowling Park • Fallingbrook Community Park • Woodeden Park • Garnetwood Park • Cordingley Park • Johnny Bower Park • Birchwood Park
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				<ul style="list-style-type: none"> • Birch Glen Park • Iroquois Flats • Stillmeadow Park • Laughton Heights • Westwood Park • Westacres Park • Aquinas Park • Lake Wabukayne Park • Churchill Meadows Community Common (north playground) • Mississauga-Meadowvale Rotary Park – in collaboration with Mississauga-Meadowvale Rotary Club. <p>The City was successful in receiving funding for some of the above playground projects through the Enabling Accessibility Fund and Canada 150 Community Infrastructure Program.</p> <p>Requests for accessible swings can be made at any time by contacting the Customer Call Centre (311) or Diana Simpson, Accessibility Planning. For example, by request, an accessible swing was installed at Hawthorne Valley Park in May 2016.</p>
Exterior Paths of Travel (e.g. sidewalks, ramps, stairs, curb ramps) to address legislated (IASR, Design of Public Spaces) requirements (IASR, 80.21-80.31)	<p>The IASR defines exterior path of travel as: “outdoor sidewalks or walkways designed and constructed for pedestrian travel and are intended to serve a functional purpose and not to provide a recreational experience”.</p> <p>Future exterior paths of travel including sidewalks, engineered walkway connections and multi-use trails within the road right of way are to follow specific legislative requirements.</p> <p>Standard drawings for sidewalks, multi-use trails and curb ramps will need to be revised to incorporate these new requirements.</p>	2016	Transportation and Infrastructure Planning Division, Active Transportation, Transportation and Works	<p>A presentation/update was provided at the November 2016 AAC Meeting regarding the installation of tactile warning plates at intersections.</p> <p>Progress Report:</p> <ul style="list-style-type: none"> • A group of staff has been assigned to lead the program from Active Transportation, Transportation & Works • A Communication Plan for T&W staff has been completed. All staff responsible for construction and maintenance have received the orientation • The Sidewalk and Walkway Policy is being updated • In 2016, the AODA Compliance Program was initiated. All 2016 public realm tenders include requirements for tactile plates.

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	<p>Research and determine best practice for tactile walking surface indicators.</p> <p>Corporate policies will need to be revised to reflect these new exterior paths of travel, IASR requirements.</p> <p>Consult with the AAC re: design and placement of rest areas along exterior paths of travel for new and redeveloped locations.</p>			<ul style="list-style-type: none"> In 2017, the City will receive \$4 million in Public Transit Infrastructure Fund (PTIF) monies from the Federal Government to install tactile plates in high pedestrian locations throughout the City. 150-200 intersections are targeted for 2017 implementation. The priorities were established along major transit routes and at major transit terminals. <p>The City of Mississauga's Transportation and Public Works Department has developed new Standard Drawings to provide direction on the installation of tactile plates throughout the City.</p> <p>The Facility Accessibility Design Subcommittee of the AAC reviews City trail/multi-use trail projects.</p>
<p>Install Accessible/Audible Traffic Signals according to Design of Public Spaces Standard. (IASR, 80.28)</p>	<p>Where new pedestrian signals are being installed or existing pedestrian signals are being replaced at a pedestrian crossover, they must be accessible pedestrian signals.</p> <p>Specific requests for accessible pedestrian signals from the Canadian National Institute for the Blind (CNIB) are also considered for installation.</p>	2016	<p>Works Operations and Maintenance Division, Transportation and Works</p>	<p>In 2016, 8 intersections were outfitted with Accessible Pedestrian Signals. This brings the total to 38 intersections under the City of Mississauga's jurisdiction.</p> <p>Note: the Region of Peel has been installing audible pedestrian signals as well. The Region is responsible for crossings on regional roads.</p> <p>The process for making a request for an APS is to contact the CNIB through Harpal kaur, Orientation and Mobility Specialist harpal.kaur@cnib.ca. The CNIB will assess whether or not these locations are suitable for an APS and will educate the resident on how to use the crossings, once the signals are installed. The CNIB will recommend to the City which intersection(s) should be done. Then the City (Traffic Signals section) will add it to their list and determine if there is funding available to do this or make a request for funding.</p>
<p>Implement requirements for Accessible parking. (IASR,</p>	<p>Review accessible parking requirements provided by the Province (including requirement for van accessible signage).</p>	2016	<p>Development and Design Division, Planning &</p>	<p>Developed an Action Plan to meet the requirements under the IASR, AODA and to make further improvements with regards to accessible parking.</p>

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80.32-80.39)	<p>Revise Zoning By-Law and Accessible Parking By-law to match new legislation.</p> <p>Amend the Traffic By Law.</p> <p>Consult with the Accessibility Advisory Committee regarding the need, location and design of accessible-on-street parking spaces, when constructing or re-developing existing on-street parking spaces</p>		<p>Building Enforcement Division; Transportation and Infrastructure Planning Division; Works, Operations and Maintenance Division, Transportation and Works</p> <p>Legal Services</p> <p>Working together with Accessibility Planning, FPM</p>	<p>The Zoning By-law was amended to include the new accessible parking space sizes and required number of accessible parking spaces required for non-residential sites (By-law 0190-2014).</p> <p>The Accessible Parking By Law #10-2016 was amended and was approved by Council in January 2016. It was effective March 1, 2016.</p> <p>The City's Facility Accessibility Design Standards has incorporated the new accessible parking requirements (p. 68).</p> <p>Planning & Building created an Accessible Parking Sign Detail to guide site plan applicant clients in response to the new Accessible Parking By-law.</p>
Implement requirements for accessible service counters , fixed queuing lines and waiting areas for indoor and outdoor	Ensure compliance in new construction and renovations	2016	Space Planning, Facilities and Property Management Corporate Services	<p>The City of Mississauga has been incorporating lowered counters at all public access points for City buildings when renovations occur. This practice will continue.</p> <p>For example, Meadowvale Community Centre and Library installed lowered counters.</p>

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environments. (IASR, 80.40)				
Ensure accessibility related equipment and features are maintained. (IASR, 80.44)	Procedures for preventative and emergency maintenance of accessible elements in public spaces to be noted in the multi-year Accessibility Plan.	2016		<p>Procedures for dealing with temporary disruptions are in place as per the Accessible Customer Service Standards. These procedures are outlined in the Accessibility Policy.</p> <p>Traffic signal maintenance is described on p. 56 of the Mississauga Road Safety Handbook.</p> <p>Transportation and Works repaints accessible parking markings as part of scheduled maintenance.</p>

Additional Accessibility Successes

Additional accessibility successes, which have not been captured under the projects listed above, are listed below and sorted by the related accessibility standard. While this is certainly not a complete list (as accessibility planning is integrated broadly across the community and addresses many different disability types), it gives a sense of the many and varied successes that occurred in 2016 to assist not only persons with disabilities but everyone!

Customer Service

1. With money donated by the Community Foundation of Mississauga, The Riverwood Conservancy has purchased two all-terrain wheelchairs (one small, one large) to be used in their Education and Special Needs programs to allow people of all abilities to access the Riverwood trails and the Enabling Garden.
2. The [Driveway Windrow Snow Clearing Program](#) is for older adults 65+ and people with disabilities. For some eligible residents, the service is free, for others there is a \$200 fee. There are 150 residents registered for the 2016-17 season.
3. Summer Recreation Inclusion Support Program:
 - The Summer Inclusion Team employed 12 facilitators/support workers who supported 29 participants over the course of the summer.
 - 513 camp registrations included a child who identified as having a disability.
 - 157 families were involved and supported by the Inclusion Team.
 - Over 100 recreation plans were created to support children with disabilities in camps to ensure they had a successful experience.

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Employment

1. City of Mississauga staff, Karen Stock-MacDonald, Business Innovation Coach and Shawn Matheson, Assistant Chief, Mississauga Fire and Emergency Services received the International Association of Facilitator's 2016 Facilitation Impact Award's Silver Award for the Mental Health Strategy for Mississauga Fire and Emergency Services (MFES). The Shared Vision for a mentally healthy workplace for MFES will help eliminate the stigma of mental health and provide access to resources and support services for workers. The project team consisted of a cross-section of City staff from MFES, Human Resources, health providers and experts. Other project outcomes include
 - making the discussion of mental health a normal part of the work environment
 - achieving compliance with Provincial Psychological Health and Safety Standards, and
 - contributing to the City's goal of fostering a healthy, safe, inclusive and respectful Workplace.
2. Mississauga hosted Ontario's first Road to Mental Readiness Training. Targeted at firefighters, the Road to Mental Readiness (R2MR) training program addresses stigmas and identifies the signs and symptoms of occupational stress injuries. The course gives firefighters the tools they need to recognize a potential issue in themselves and others, with the goal being to improve short-term performance and long-term mental health outcomes. A primary course and Train the Trainer courses were initially offered to firefighters across the province early in the year. Mississauga Fire Fighters have been taking this training throughout 2016. It will take until the end of March 2017 for all Mississauga Fire Fighters to be trained.
3. Employee Health Services coordinated and delivered a variety of wellness presentations/discussions with various staff groups throughout the year. For example sessions titled: "Creating Balance in Your Life", "Living Well With Stress", "Welcoming Change in Your Life" and "Road To Mental Readiness" were some of the sessions held
4. In addition to group ergonomic presentations, over 124 individual ergonomic work stations were delivered throughout the year in response to requests from employees experiencing difficulties.
5. Through the **SWEP** (Summer Work Experience Program), for adults with developmental disabilities, the City hired 6 volunteers who completed a total of 180 hours during the two, 4 week sessions in July and August. This partnership program with Community Living Mississauga (CLM) and parks had the volunteers providing park maintenance such as plant care, splash pad maintenance), litter collection and other duties.
6. Accessibility Planning assisted a High School Co-op student who uses an electric wheelchair to conduct facility accessibility audits. The student assessed buildings and areas around his home including: Gordon Graydon Memorial Secondary School, Dixie Outlet Mall, Ogden Bridge, and Applewood Plaza Shopper's Drug Mart.

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7. The **Volunteer Inclusion Project** had 9 Gordon Graydon Secondary School volunteers with developmental disabilities attend the City Wide Volunteer Training Session on December 5th, 2016. 10 volunteers completed a total of 259 volunteer hours during Winter and March Break 2016. Volunteers assisted with cleaning and tidying up areas and other related duties.

Four students with developmental disabilities from St Martins Secondary School volunteered at Huron Park Recreation Centre to assist with cleaning tasks with teacher support. They completed 108.5 hours in 2016.

One group of 5-6 Community Living Mississauga volunteers come in with support staff to perform cleaning tasks every one or two weeks for about an hour at Meadowvale Four Rinks. One volunteer comes with a support staff person to assist at the Civic Fitness Centre.

8. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 430 participants with approximately 45 booths. The focus of the 2016 event was "Connect to Health", encouraging staff to use technology to help them achieve their wellness goals. Some of the booths included: Canadian National Institute for the Blind, Alzheimer Society Peel, Canadian Mental Health Association/Peel Branch, the City's Employee Assistance Provider - Morneau Shepell, Asthma Society of Canada, and Big Brothers, Big Sisters of Peel.

Transportation

1. A TransHelp pick-up location was added to the west entrance of the Central Library for the Library and Celebration Square.
2. MiWay continues to install new rear concrete bus pads throughout the City to make access to transit more convenient and accessible.
3. In 2016, MiWay installed 365 new bus pads throughout the City to make access to transit more convenient and accessible. Of the 365 pads installed, 215 were dedicated to rear door concrete pads extensions.
4. MiWay's policy is that no new stop is to be installed without a concrete bus pad. Should a bus stop be required and a concrete pad is not feasible (due to timing, weather, etc.), MiWay installs a rubber mat bus pad which acts as a hard surface for customers to board/exit onto. These rubber mats are suitable for a long period of time and is also suitable for the winter months (snow removal). (Note: rubber mats are only installed in an emergency situation where a bus stop is required and the wait time for a concrete pad is unreasonable).
5. MiWay has made improvements to its alert system by issuing real time alerts to customers on service disruptions. Customers are advised of cancellations, detours, and/or delays that are specific to routes. Such details on service disruptions are posted on MiWay's website and mobile app.

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Built Environment

1. GoHere Washroom Finder App:
People with Cohn's and Colitis as well as those with other health concerns may need to locate washrooms in a hurry.

Mississauga is the first city in Ontario to partner on the GoHere washroom finder app. Every public washroom in the city has been added, and can be easily located on the app. Thanks to the City's Accessibility Advisory Committee for recommending that Council find a way to make the washrooms more accessible to find. Download the [GoHere Washroom Finder App](#) today.

2. Approval was provided for Stop Gap portable ramps at businesses in Streetsville and Port Credit.



Stop Gap Portable Ramp

3. The Riverwood Conservancy Enabling Garden won the North America-wide National Garden Bureau Healing Gardens competition and with this grant money is developing a new Sensory Trail adjacent to the Enabling Garden for children with vision loss and sensory processing challenges. It is scheduled to open in the spring of 2017.
4. Lake Aquitaine Outdoor Fitness Equipment And Surfacing Replacement Project resulted in the:
 - Replacement of 2 fitness stations
 - Installation of rubber tile surfacing

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5. These parks received accessible outdoor fitness equipment with accessible instructions including access using QR Codes.
 - Cordingley P-364 (Ward 10)
 - Johnny Bower P-365 (Ward 10)
 - Birchwood P-137 (Ward 2)
 - Birch Glen P-099 (Ward 2)
 - Iroquois Flats P-133 (Ward 7)
 - Stillmeadow P-082 (Ward 7)
 - Laughton Heights P-047 (Ward 1)
 - Westwood P-052 (Ward 5)
6. Park Development and Park Operations continue to add arm rests to standard park benches. A program is in place to add benches along trails every 90m.

Other Successes

1. Rabia Khedr, Citizen Member, and past Chairperson of the Mississauga Accessibility Advisory Committee has been appointed as one of the five new Ontario Human Rights Commissioners.
2. Carol-Ann Chafe, Chairperson of the Mississauga Accessibility Advisory Committee received the “Robert Pearson Guiding Star Award” at the 2016 Connect 4 Life Gala Event. This award is given to a company that has mentored Connect 4 Life to develop and enhance their educational programs and services for persons with disabilities.
3. Hired an Accessibility Specialist in 2016, a new position to the City of Mississauga’s Accessibility Planning program.
4. City of Mississauga Council passed a resolution to “stress to the Government of Ontario and the Ministry of Child and Youth Services the immediate need to reinstate adequate funding for children in need of IBI (Intensive behavior Intervention) Therapy regardless of age”, for children who have Autism Spectrum Disorder. This was done following a presentation at Council on May 25, 2016.
5. Mississauga’s Mayor, Bonnie Crombie has signed a declaration for the Rick Hansen Foundation’s vision of a Canada with no barriers.
6. The City’s website provides a [Guide and Requirements for Hosting Festivals and Events](#). This guide includes information about how to make your event accessible.

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7. In February 2016, Mississauga Council approved more than \$3 million in funding for community culture, festivals, recreation, sport and environment programs. Under the Recreation and Sport Grant Program some of the organizations receiving funding include: Square One Older Adult Centre; Volunteer Mississauga Brampton Caledon, Nexus Youth Services and The Riverwood Conservancy. Among the groups receiving annual contributions were: Applewood Centre for Adult Learning and Cruisers Sports for people with physical disabilities.
8. The Community Safety Model (Recreation) resulted in successfully connecting residents to mental health services. In addition, Recreation Services offers a barrier free shower pass program to persons who may be experiencing homelessness and Library Services provides a barrier free library card to individuals who may not have a fixed address and identification.
9. 12 additional sport wheelchairs were purchased in 2016 for use in Recreation sport programs
10. Summer Coordinators & Senior Staff received training on Wheelchair Basketball, Sledge Hockey and Sitting Volleyball
11. Sledges are available for use in the TML (Toronto Maple Leafs Fundamentals program to ensure every child is able to participate. Additional Sledge Hockey protective equipment was purchased.
12. Summer Recreation Camp programs made use of the ParaSport equipment, including:
 - 12 gym sledges, sitting volleyball net and equipment, goal ball equipment, bocce ball and apparatus and 12 sport wheelchairs were circulated to different community centres this summer. This allowed children to be exposed to the sports of wheelchair basketball and sledge hockey and other adapted programming.
 - Over the summer, various sites had access to equipment 81 times.
 - Approximately, 568 children were exposed to the equipment this summer.
 - Children were able to try out the equipment and see the benefits of ensuring that everyone can be included in all activities

Conclusion

The Accessibility Vision for the City of Mississauga is:

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

This Accessibility Vision statement complements the City's Strategic Plan Vision, which is summarized with the statement: “Mississauga: A place where people choose to be”.

The Accessibility Vision will be realized by:

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- Meeting or exceeding timelines of legislation
- Providing mobility for everyone
- Retrofitting older buildings, parks and trails
- Making accessibility a design priority
- Providing accessible information
- Creating awareness
- Dedicated funding
- Persons with disabilities being well represented

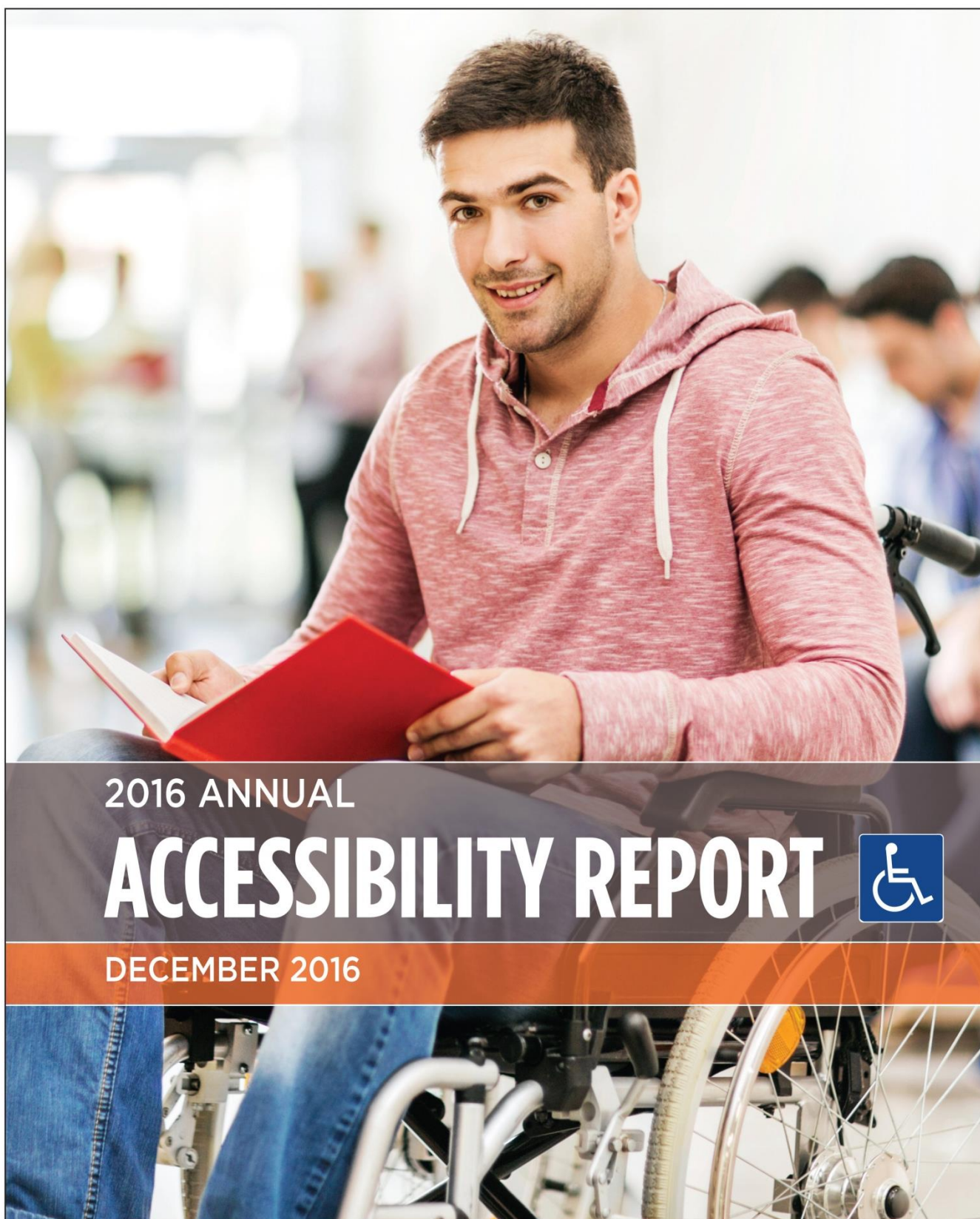
The strategies listed below were developed to realize our vision:

- Give accessibility a voice everywhere
- Do what we know is right through our practices and policies
- Partner with other jurisdictions (i.e. Government) for synergies & efficiency
- Outreach and partner to improve education and awareness
- Encourage private sector contributions to accessibility

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do.

We will continue to systematically remove physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

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2016 ANNUAL

ACCESSIBILITY REPORT



DECEMBER 2016

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Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2016 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2016 to make all its services and facilities accessible.

The 2016 Annual Report, in conjunction with the 2012-2017 Accessibility Plan, fulfills MiWay's obligations for 2016 under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

MiWay continues to provide a transportation system that ensures its services and operations are accessible to everyone. MiWay's plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

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 2016 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 6, 2017.

A final copy of the 2016 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

1.0 MiWay's Accessibility Policy

MiWay is committed to achieving an accessible transit system within the City of Mississauga. To meet the principles and goals outlined in the Accessibility for Ontarians with Disabilities Act (AODA), MiWay will ensure that:

- Its services are provided in a way that maintains and respects the dignity and independence of all customers;
- All infrastructure and services related to transit are developed with accessibility in mind;
- Policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

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2.0 MiWay's Service Profile

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

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

Conventional Services – 2016 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
Hours of Operations	Monday to Friday: 3:55 AM to 3:27 AM Saturday: 4:41 AM to 2:53 AM Sunday: 6:19 AM to 2:01 AM
Annual Revenue Ridership	39 Million
Annual Revenue Service Hours	1.39 Million (Annual Vehicle hrs: 1.48 Million)
Annual Revenue Kilometres	30.8 Million
Number of Routes	81 Routes (as of Dec. 2016): 7 Express Routes; 57 Regular Routes; 17 School Routes;
Fleet Composition	468 accessible buses

3.0 Integrated Accessibility Standards Regulation (IASR):

MiWay's main focus for accessibility planning has been on the implementation of the requirements under the Integrated Accessibility Standards Regulation (IASR) 2011. MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2017)

There are no new transportation compliance initiatives in 2016. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

4.0 2016 Initiatives and Achievements

4.1 Real Time Schedule Information:

As of November 1st, 2016, MiWay customers now receive up-to-the-minute information about their next bus with the launch of real time on the Plan a Trip tool. Real-time uses data gathered from GPS technology to provide up-to-the-minute information about the next bus. Scheduled times are the planned trip times. When real-time information is not available, scheduled times are shown. The responsive Plan a Trip website allows riders to know the exact time a bus will arrive at their stop. The information is refreshed every 60 seconds for scheduled routes and buses. Customers will also receive up-to-the-minute information about their next bus through: Digital signs at the City Centre Transit Terminal and at Mississauga Transitway Stations.

4.2 Service Disruptions:

MiWay continues to issue alerts on route detours when they are known in advance. Information on planned detours is made available at miway.ca, as well as at affected terminals and stops.

In 2016, MiWay's website was updated to display the latest transit service advisories in real time with automatic feeds from MiWay's internal applications. These improvements ensure real time alerts are made available to customers advising them on cancellations, detours, and/or delays that are specific to routes. The real time feed provides notifications to MiWay customers of the latest service changes through both "Plan A Trip" and the MiWay website. Customers can either access the notifications directly at miway.ca/alerts, when they pull up their individual trip plans, or when they check their stop or route schedules.

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Route 107 (North)

Stop #2018 on Renforth Drive north of Eglinton Ave will be relocated to the northeast corner of Eglinton Avenue at Renforth Drive due to sidewalk closure/construction.

Route 20 (West)

Stops on Rathburn/Elora w/b out of service due to construction, please use temp. stop east of Elora.

Route 22 (East)

Stop # 9127 located at Humbercollege and Westmore is out of service. Please use alternate stop east of the driveway.

Route 24 (North)

Stop #2018 on Renforth Drive north of Eglinton Ave will be relocated to the northeast corner of Eglinton Avenue at Renforth Drive due to sidewalk closure/construction.

Route 4

Detour routing in effect on Monday October 24, 2016, until January 1, 2017, for bridge repairs on Paisley Blvd. Click [here](#) for details.

Route 44 (North)

Stop # 1711 located at Thorny-Brae Place is out of service. Please use alternate stop at #1701 at Eglinton Ave.

Route 51 (South)

bus stop #2185 on Tomken southbound, at Brevik Place, out of service due to construction. No Temporary bus stop available. Passengers to board at Tomken southbound at Mathson.



Alerts

The latest service advisories

Further notifications are provided to notify customers when a facility is out of service on MiWay's property, meeting compliance requirements with the Accessibility for Ontarians with Disabilities Act (AODA). These facility-related alerts help customers to better plan their trips throughout the day, based on their needs, using timely information.

Additionally, the newest technology allows for integration of hyperlinks within the messages ensuring that useful information, such as detour maps, can be provided to our customers with minimum effort.

MiWay has also been working towards improving the communication of alerts to customers via social media. MiWay Customer Service launched a new Twitter account @MiWayHelps through which some communication updates are posted. For example, during inclement weather, customers are advised to be prepared for potential delays and to plan their trips accordingly. In February 2016, @MiWayHelps will begin re-tweeting other important alert information issued by Mississauga Snow, Peel Regional Police and Hanlan Water Project to inform customers about potential delays.

4.3 Transit Infrastructure:

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

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In 2016 alone, MiWay installed approximately 365 new bus pads throughout the City to make access to transit more convenient and accessible. In order for a route to be considered accessible, in addition to buses, all transit infrastructure along the route must also be accessible, which means for bus stop pads to be installed at every stop (if feasible) and connect with the existing sidewalk network where possible. Currently only about 4.9% (approximately 171 of 3,458) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

Rear Concrete Pad Installation Program:

To further improve access to MiWay's accessible conventional services, additions to existing concrete bus stop pads will be the main focus going forward. The extension or addition of a "tail" to the existing pads will allow for passengers to safely exit from the back door of the buses without stepping down into mud or grass. Of the 365 pads installed in 2016, approximately 215 were dedicated to rear door concrete pad extensions.

MiWay has set a goal of creating an accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal. All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services. As progress is made, and sidewalks are constructed to improve pedestrian linkages, MiWay will continue to install the necessary infrastructure to improve accessibility throughout our system.

Sidewalk Program:

The programming of sidewalks is led by the City of Mississauga's Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development Team in support of transit accessibility. The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and City of Mississauga Council approval.

In 2016, approximately 2 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2017, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Funding through the Public Transit Infrastructure Fund will allow for additional sidewalk installations. 4.25 kilometres of new sidewalk construction is being programmed for 2017. Since 2010, approximately 40 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

Installation of Tactile Plates:

To make transit more accessible, the City of Mississauga will be installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates will

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be installed at 150 -200 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road. In addition, tactile plates will also be installed at major terminals such as South Common Mall Bus Terminal, Westwood Mall Terminal and Meadowvale Town Centre. The tactile plates will be installed in 2017.

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

4.4 Information & Communication:

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

Web Content:

 Trip Plans & Schedules	 Service Plan 2016-2020
 Maps	 Fares
 Moving Students	 Mississauga Transitway
 Accessible Services	 Are you Ready To Ride
 About MiWay	 Community Engagement
 Alerts	 Contact Us

In an effort to enhance usability, improvements are continuously made to MiWay's new Accessible Services webpage, which can now be easily accessed through miway.ca. Information pertaining to accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus. Web accessibility has been improved with the addition of accessible PDF documents available online, as an alternative to such information as the Accessible Bus Services Guide and the Service Changes web page. Web content is now more accessible by creating consistent styles among headers/titles, links and lists to ensure they are visually distinct from paragraph copy.

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The number of inaccessible PDF documents was reduced on miway.ca and many were made into accessible web pages. The font size and styles have been enhanced on these web pages such as those related to Service Changes, MiWay Student Ambassador Program and Mississauga Transitway.

Print Content:

To improve accessibility in MiWay's print material, all print material produced has been reviewed and revisions made to font type, colour sizes, spacing, line height and contrast.

MiWay's [Accessible Bus Services](#) brochure, which contains the same information on policies and procedures as those available online, is frequently updated and is available at all City terminals and facilities. The Accessible Bus Services brochure is also made available on MiWay's website as well as in alternate accessible formats upon request.

4.5 Customer Feedback:

MiWay welcomes customer feedback. Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the [online feedback form](#), reach out to us through Twitter or see one of our Customer Service Ambassadors roaming our MiWay transit network.

Launched in August 2016, MiWay Customer Service Ambassadors are available where customers are. They are roaming the MiWay transit network, riding busses and visiting

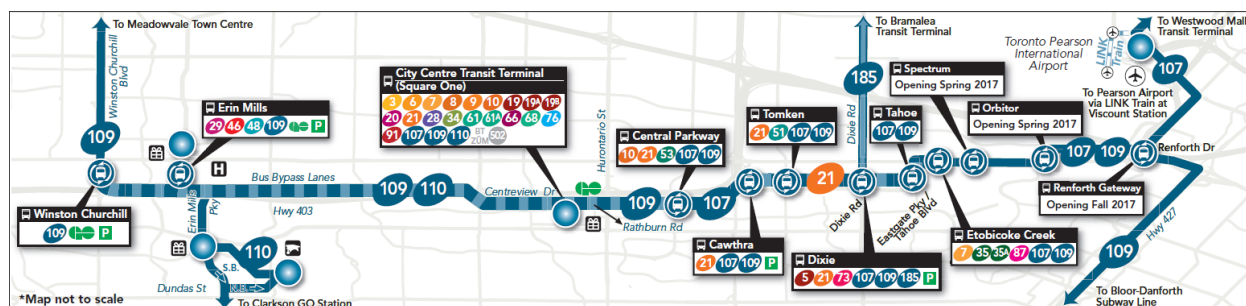
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terminals and various bus stops to assist customers. Customers can ask a question, provide feedback or just say hello to one of our friendly staff.

Our Customer Service Representatives are adept at assisting customers in the development of individual travel plans that meet individual needs. In addition, the Customer Service Team will answer any general inquiries about all MiWay services. Inquiries about specific requests or complaints are logged and forwarded to the appropriate department for comment and follow up. Issues related to accessibility or accessible services are forwarded to the MiWay Service Development team for action.

MiWay has extended its customer services on Twitter available through @MiWayHelps. Customers can participate in more conversations with MiWay about transit services. Like other conventional methods, customers can ask questions or provide feedback @MiWayHelps. Customer Service Representatives aim to answer questions and address customer feedback on a first contact resolution basis. Assistance is available 7 days a week, weekdays, 7 am to 5 pm, weekend/holiday, 8 am to 6 pm.

5.0 Mississauga's Transitway



The Mississauga Transitway is a dedicated bus only transit corridor that will provide east-west travel across Mississauga. When completed, the 18-kilometre transitway will have twelve stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east.

The City of Mississauga is responsible for the construction of the Transitway east segment and includes eight stations: Central Parkway, Cawthra, Tomken, Dixie, Tahoe, Etobicoke Creek, Spectrum, and Orbitor. GO Transit (a division of Metrolinx) is responsible for the construction of one station in the east at Renforth Gateway and two stations in the west at Winston Churchill and Erin Mills.



Design and construction of the Mississauga Transitway stations and facilities have incorporated the Universal Design Principles and the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook and 2015 Facility Accessibility Design Standards.



Accessible Transitway Stations:



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

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

5.1 Project Status:

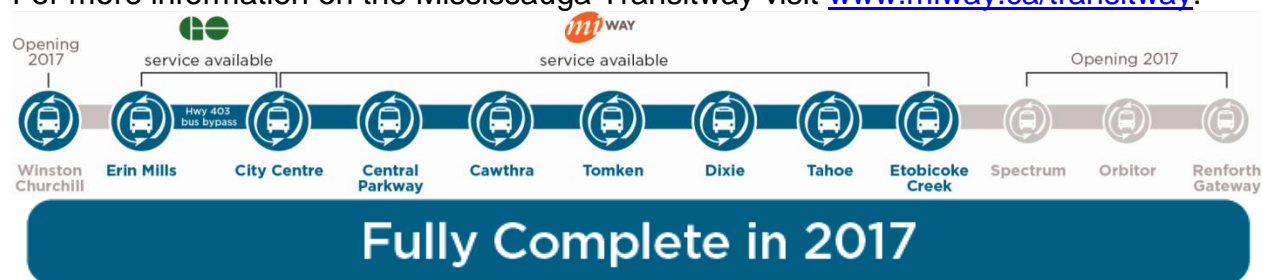
The final Transitway stations at Spectrum, Orbitor and Renforth Gateway will open in 2017. Once fully operational both MiWay and GO Transit will utilize the bus-only corridor and will support extensive express bus service for thousands of riders per day, making it faster and easier to travel to, from and through Mississauga and the GTA.

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Since Central Parkway, Cawthra, Tomken and Dixie stations opened in November 2014, there has been steady growth on MiExpress routes 107, 109, 185 and MiLocal route 21. In September 2015, GO Transit opened the Erin Mills Station and five GO bus routes serve the station. MiWay provided service to Erin Mills Transitway Station mid-2016. Winston Churchill Station opened in January 2017 with MiWay extending its express services to service the new station. Tahoe and Etobicoke Creek stations, just east of Dixie Station, opened in early 2016. The final stations: Spectrum, Orbitor and Renforth Gateway are scheduled to be completed by 2017.

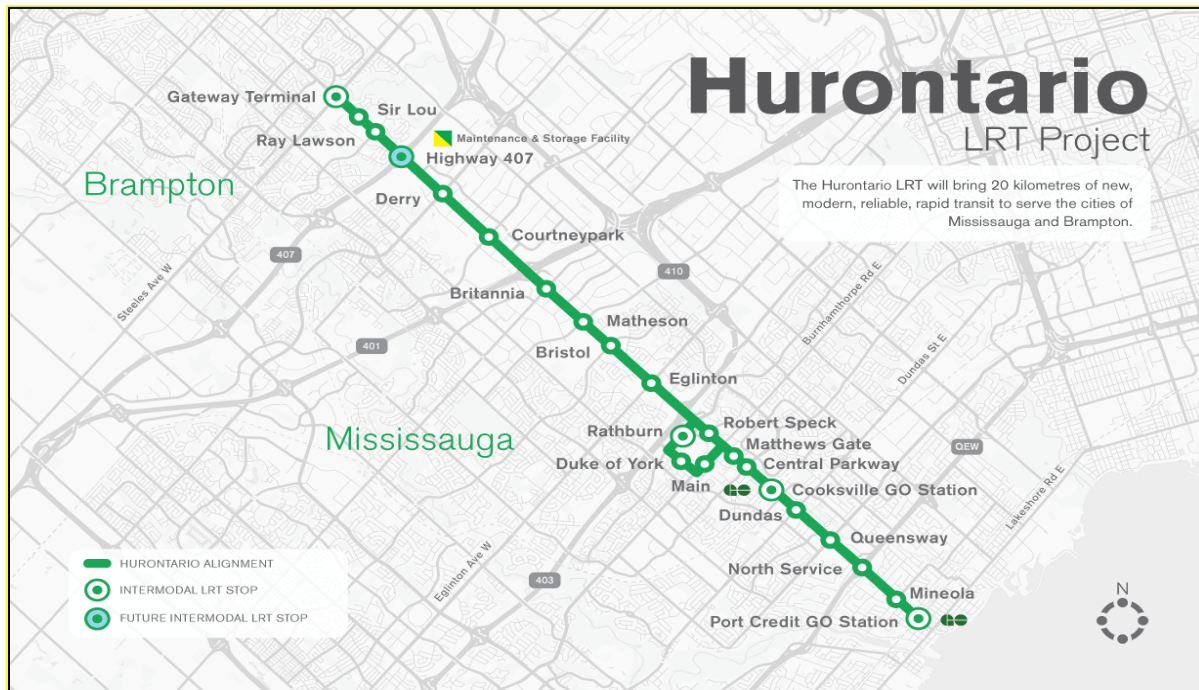
When the Mississauga Transitway is fully operational it will support extensive bus service for thousands of riders per day, making it faster and easier for commuters to travel to, from, and through Mississauga and the GTA.

For more information on the Mississauga Transitway visit www.miway.ca/transitway.



6.0 Hurontario Light Rail Transit (LRT)

The Hurontario LRT (HuLRT) project is located on Hurontario Street from Port Credit GO Station in the City of Mississauga to the Gateway Terminal in the City of Brampton. This Light Rail Transit (LRT) project will bring 20 kilometres of fast, reliable, rapid transit to the cities of Mississauga and Brampton along the Hurontario corridor.



New, modern light rail vehicles will travel in a dedicated right-of-way and serve 22 stops with connections to GO Transit's Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway.

Funded through a \$1.4 billion commitment from the Province of Ontario, the Hurontario LRT is a signature project of the Moving Ontario Forward plan.

The Hurontario LRT will be a significant benefit to the communities of Mississauga and Brampton, and be an integral component of the GTHA's broader transportation network. Construction is scheduled to begin in 2018, with an anticipated completion in 2022.

Urban design for the Hurontario Light Rapid Transit (LRT) will incorporate universal design principles through the provision of:

- Pedestrian signals
- Step free access
- Wayfinding systems for people with visual disabilities
- Easy access for strollers and mobility devices
- Level boarding meeting accessibility standards
- Wide sidewalks with curb ramps at all intersections

7.0 Consultation of the Report

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

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- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 6, 2017); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

8.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2016 Accessibility Report at its January 2017 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 2016 Annual Report of the Multi-Year Accessibility Plan;
- Inclusion of the approved report on [MiWay's website](#); and
- Notification of the availability of the approved report in the Accessible Bus Services brochure.

9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all City of Mississauga residents.

MiWay's Accessibility Report provides an update on activities undertaken by staff to improve accessibility to all of its services and facilities. This Plan summarises the results, to date, of the extensive planning and implementation activities MiWay has undertaken over the years to make the system more accessible.

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

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10.0 For more Information

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

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

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

To provide customer feedback, customer service representatives are available:

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

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

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

MiWay – Website: [MiWay Website](#)

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

Follow us on Twitter: @MiWayHelps

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

Appendix 1.0

Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit)

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

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

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

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

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

Information and Communication Standards

11	<p>Feedback</p> <p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2014	<p>Completed / Ongoing</p> <p>Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on miway.ca/contactus, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p>Accessible formats and communication supports</p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2016	<p>Completed / Ongoing</p> <p>Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible PDF documents being added to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well-structured PDF documents which can be read by screen readers.</p> <p>Accessible Document Training will continue to be provided to staff in 2017, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>
14	<p>Accessible websites and web content</p> <p>Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p>Completed / Ongoing</p> <p>New web content management system acquired, implementation goal is for WCAG 2.0, Level AA starting in 2016 as new content/features are implemented.</p> <p>The City has renewed with Site Improve for 2017 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>

City of Mississauga

Corporate Report



Date: 2017/02/14

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of
Transportation and Works

Originator's files:

Meeting date:
2017/03/01

Subject

Amendments to the Animal Care and Control By-law 0098-04, as amended, for Pet Licensing Fees

Recommendation

1. That a by-law be enacted to amend the Animal Care and Control By-law 0098-04, as amended, and the Transportation and Works Fees and Charges By-law 214-16 for the revised pet licensing fee structure for dogs and cats as outlined in the report from the Commissioner of Transportation and Works, dated February 14, 2017 entitled "Amendments to the Animal Care and Control By-law 0098-04, as amended, for Pet Licensing Fees".
2. That the Animal Care and Control By-law 0098-004, as amended, be amended to provide the option for pet licences that are valid for up to two years, that the by-law be amended under "Schedule B" to incorporate fees for pet licences that are valid for up to two years, to incorporate discounted pet licensing fees for pet owners who meet prescribed low-income criteria, to include terms for no-cost pet licensing for valid service animals and valid therapy animals and to remove all items under "Other Fees" not related to pet licensing and that have been included in "Schedule A" of the Transportation and Works Fees and Charges By-law 214-16.
3. That a by-law be enacted to amend "Schedule A" of the Transportation and Works Fees and Charges By-law 214-16, to include terms for discounted animal surrender fees for residents who meet prescribed low-income criteria.

Report Highlights

- Animal Services will enable the purchase of two-year dog and cat licences for all new licences and renewals, and offer a discount on two-year regular licensing for altered and non-altered dogs and cats.
- A discounted pet licensing fee for low-income residents will be established that will be similar to the current seniors discount.

- Animal Services will offer no-fee pet licensing for service animals that are certified as a guide for the blind, hearing impaired or other handicap and used as such, and therapy animals, which would be supported through appropriate supplied medical documentation from a licensed physician and with each case being individually assessed on its own merits.
- Animal Services staff will enable the reduction of applicable fees to provide for the surrender of animals and to support pet owners who may be experiencing financial hardship or those who meet the low-income measure.
- Animal Services can recommend a list of cat or dog rescues to pet owners that wish to surrender their pets and will provide this as an option if it appears that the surrender fee may present an impassable obstacle for the resident.
- In accordance with the *Animals for Research Act*, R.S.O. 1990, c. A.22, Animal Services may gift a surrendered animal in good faith as a pet to another licensed facility to keep forever or in hopes to find the pet's forever home.

Background

Animal Services provides six core services that are critical in the section's achievement of its purpose and objectives:

- education and outreach;
- enforcement of the Animal Care and Control By-law, 0098-004, as amended, and the *Dog Owners Liability Act*;
- community emergency response for animal care;
- pet licensing;
- operation of the animal shelter and care of abandoned, lost or surrendered pets, including adoptions; and,
- services and education related to wildlife.

At the General Committee meeting of September 9, 2015 the following issues were raised related to pet licensing:

- complaints received from residents regarding the door-to-door approach by Animal Services for pet licensing;
- the potential to utilize lifetime pet licences again; and,
- a request for a report from staff on pet licensing status.

At the General Committee meeting of September 21, 2016, it was requested for staff to consider:

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- including discounted licensing to residents with low-income or for those that are on disability.

At the Budget Committee meeting of October 5, 2016, it was requested that:

- staff include a review of the owner animal surrender fees from an affordability perspective; and,
- to consider the redirection of owners to a rescue to surrender or provide a service to transfer these surrenders to the rescue on the owners behalf.

The purpose of this report is to respond to the requests made at the General Committee meetings of September 9, 2015, September 21, 2016, related to pet licensing, requests made at the Budget Committee meeting of October 5, 2016 and to propose changes to the pet licensing fee strategy.

Comments

By-law Requirements and Value of Pet Licensing

The City's Animal Care and Control By-law 0098-04, as amended, requires that all dog and cat owners in Mississauga obtain a licence with Animal Services for their pets, are required to be licensed for the life of the animal and the licence must be renewed annually.

It is the objective of the Animal Services pet licensing program to return lost animals to their owners as soon as possible, thus minimizing the cost of other less desirable options for the lost animal. It is also Animal Services' mandate to encourage responsible pet ownership through awareness, education and enforcement. In Mississauga, being a responsible pet owner means licensing your dog or cat with Animal Services.

The annual fee charged by the City for licensing dogs and cats is a user fee that transfers some of the cost to the municipality to regulate pet ownership to the users who benefit from pet ownership. Pet licensing also supports our municipality's ability to enforce other provisions within the Animal Care and Control By-law 0098-004, as amended, and the *Ontario Dog Owners Liability Act*, by providing a useful database and visibility to where dogs and their owners reside in the city, and holds dog owners accountable to responsible pet ownership.

Developing a successful pet licensing program is challenging and requires a dedicated approach and an appropriate investment of time and resources.

Pet Licensing Performance

There are a number of factors that can contribute to the successful return of dogs and cats to their owners, however, the rate of licensing compliance in a municipality has proven to be correlated to the return to owner rate. The City of Calgary claims that it is because of their high

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rate of pet licensing compliance that they boast the highest return to owner and lowest euthanasia rates in North America. Mississauga's results appear to be supporting a correlation as well. Attached to this report, Appendix 1 provides information on pet licensing performance since 2011. A summary of key information presented in Appendix 1 is shown below:

- Pet licensing combined compliance rates, for cats and dogs, have increased from 9.8% in 2011 to an estimated 23.8% in 2016. This represents a 143% increase in pet licensing compliance over six years.
- Active pet licences for dogs and cats have increased from 13,380 in 2011 to 34,441 in 2016, an increase of over 20,000 licences or approximately 157%.
- The combined return to owner rate for cats and dogs has increased from 27.0% in 2011 to 40.4% in 2016, a 49.6% improvement.
- From 2011 to 2016 Animal Services successfully reunited 2,620 stray dogs with their owners, an average of 437 dogs per year. Over this same period, 618 cats were returned to their owners, an average of 103 cats per year.
- The combined euthanasia rate for cats and dogs has declined from 36.7% in 2011, to 6.1% in 2016, an 83.4% decrease.
- With the increase in pet licensing compliance, pet licensing revenues have also grown from \$353,786 in 2011 to \$783,187 in 2015, an increase of \$429,401 or 121%.
- In 2011, approximately 13.4% of Animal Services operating costs were recovered from pet licensing revenues. In 2015, 26.3% of Animal Services costs were recovered from revenues associated to pet licensing, an increase of approximately 96%.

There have been significant efforts to further develop the City's licensing compliance efforts and support the virtues of pet licensing, which has been demonstrating both animal welfare and economic benefits to the City.

Processes Supporting Licensing

In 2010, the City enhanced the online purchasing application for pet licences to include the ability for Mississauga residents to make purchases of new licences, in addition to renewals. In March 2016, Mississauga Animal Services launched its new web-site design, which included significant improvements to the eCity on-line pet licensing application, which has made it more user friendly for residents. Since 2013, there has been a 76% increase in the on-line eCity transactions for pet licensing, and as of 2016, 45% of all licensing transactions are being performed through this web-site. Please refer to Appendix 2 attached for details on the eCity On-line Pet Licensing Activity.

The Administrative Penalty System (APS), introduced in February 2015, is facilitating compliance by holding pet owners accountable for their responsibility to licence their pets as required by the Animal Care and Control By-law, 0098-004, as amended. Results to-date suggests that the APS process will be successful in addressing those who select not to comply with the licensing requirements of the by-law.

Municipal Benchmarking

Staff undertook to benchmarking pet licensing fees with major municipalities across Canada, including Calgary, Edmonton, Halifax, Ottawa and Vancouver. In addition, staff benchmarked with local area municipalities, including Brampton, Burlington, Hamilton, Markham, Newmarket, Oakville, Oshawa, Toronto and Whitby. Details of the benchmarking study are attached as Appendix 3. A summary of the benchmarking results is outlined below:

- All 15 municipalities include requirements for pet licensing in their by-law. Pet licensing represents their primary means of cost recovery for their animal services functions.
- Mississauga's licensing strategy is fundamentally consistent with most of the municipalities across Canada including the area municipalities.
- Most licences require annual renewal. Just three of the 15 municipalities currently maintain any lifetime licensing options. (Brampton – dogs with proof of microchip; cats, Hamilton – cats are voluntary lifetime, Oshawa – dog and cats with proof of rabies vaccine and microchip.)
- Edmonton allows licences to be renewed for up to two years at a time without a discount.
- Average cost recovery from licensing revenue in the nine municipalities sharing this information is 30% and ranged from 11% to 52%. Mississauga currently falls close to the average at 26.3%. It is the objective of Mississauga's licensing strategy to further increase cost recovery through licensing revenue to 50% over the next five years.
- Mississauga's dog licensing fees are \$4 to \$7 per year lower than the national and Greater Toronto Area averages.
- Mississauga's cat licensing fees are \$6 per year below the national and Greater Toronto Area averages for altered cats, and from \$2 to \$6 per year above the averages for unaltered cats.
- All 15 municipalities offer no-charge pet licensing fees for registered service animals with proper documentation.
- Five of the municipalities offer no-charge pet licensing for therapy dogs with proper documentation.
- Three municipalities currently have discounted licensing fee options specifically for low-income residents or residents identified as being on disability support, with restrictions. These municipalities include Edmonton, Hamilton and Toronto.

Licensing Survey

Staff conducted an online survey that ran from March 9, 2015 to April 26, 2015 to canvass the opinions of residents and various community stakeholders on opportunities in pet licensing, and to seek input on shaping the future of Mississauga's pet licensing strategy. In addition to the residents of Mississauga and City staff, among the invited respondents were members of the

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Association of Animal Shelter Administrators of Ontario (AASAO), Ontario Society for the Prevention of Cruelty to Animals (OSPCA), Ontario and Canada Veterinary Medical Associations, Humane Society of Canada, Leash-Free Mississauga, and the Mississauga veterinarian community. A copy of the survey is attached as Appendix 4.

A summary of the applicable survey results from 506 respondents is outlined below:

- **69.4%** of respondents **agreed or strongly agreed** that pet owners should receive a discounted licence fee for renewing their annual pet licence early or on-time;
- **74.7%** of respondents **disagreed or strongly disagreed** that pet owners with a neutered/spayed pet should pay the same licence fee as those with an unneutered/unsprayed pet;
- **69.4%** of respondents **agreed or strongly agreed** they would continue supporting a reduced pet licence fee for seniors; and,
- **45.7%** of respondents **agreed or strongly agreed** they would support having a reduced pet licence fee for low-income residents.

The survey did not include questions around lifetime licensing or multiple-year licensing as these inquiries were raised following the launch of the survey; however, the final question on the survey offered an opportunity for respondents to comment on *“What can Animal Services do to encourage you to purchase a pet licence?”* From this question, some themes emerged from the feedback:

- “Having to renew every year is inconvenient, lifetime or multi-year licensing should be considered.”
- “Increasing fees will discourage pet licensing, lowering fees will encourage it.”
- “Cats should have a reduced fee or no need to licence.”

Lifetime Licensing

In 2009, staff reviewed pet licence fees and recommended that adjustments be made to better reflect the staff administration and enforcement costs. The replacement of the lifetime dog licence option with a fair annual fee was recommended to address these issues. Combined with the door-to-door program and an improved online licence service, it was anticipated that Animal Services would improve revenues, better offset its program costs and increase pet licensing compliance for the benefit of our residents and their pets.

At its meeting of October 20, 2009, Council approved the following recommendation from the report entitled “Licence Fees and Set Fines Penalties Review – Animal Services”:

“BC-0025-2009

That Schedule B entitled ‘Fees’ of the Animal Care and Control By-law 98-04, relating to lifetime dog licences be deleted and replaced with a \$20.00 annual licence fee for altered dogs”

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In the report, staff outlined a number of disadvantages of lifetime dog licensing. In staff's view, these remain relevant today and include:

- *“Although popular with owners, lifetime licensing had a minimal impact on licence compliance rates and cost recovery.”*
- *“The lifetime option contributes to stagnating revenues providing little impact to offset the overall costs of providing animal services and programs to Mississauga residents.”*
- *“Removes the annual opportunity for owners to update information. As a result, staff often has inaccurate owner information which impeded their ability to trace owners, increases shelter stay times and prolongs the entire recovery process.”*

In the report from the Commissioner of Transportation and Works, dated August 18, 2011 and entitled “Amendments to the Animal Care and Control By-law 0098-2004” the following was stated regarding lifetime cat licences:

- *“This change eliminates the concept of the one time, lifetime cat registration. This requirement was introduced as an incentive to encourage voluntary compliance. It did, however, not produce the desired outcome. Lifetime licence revenues are not sustainable and do not allow for the annual collection of data done through the renewal process. Accurate data is crucial to the value of a licence, which is the ability to return stray animals to their owners.”*

Neighbourhood Outreach Licensing Campaign

On April 20, 2011 Council approved the following recommendation from the report from the Commissioner of Transportation and Works, dated April 4, 2011 and entitled “New Initiatives for Animal Licensing” (included as Appendix 5):

“GC-0193-2011

*That the City commence with the first phase of the proposed strategy -
Neighbourhood Outreach Licensing Campaign - in 2011”*

Following approval of this recommendation, Animal Services initiated the “Neighbourhood Outreach Licensing Campaign” in late 2011. These efforts included patrols and door-to-door canvassing with the explicit intent of seeking new pet licensing compliance through the sale of pet licences in the community.

In early 2015, Animal Services introduced the Awareness and Responsibility Campaign (ARC), which in addition to seeking pet licensing compliance through the sale of new pet licences in the community, significantly broadened the outreach efforts in the original Neighbourhood Outreach Licensing Campaign to include the communication of:

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- local community engagement matters, such as reported conflicts/sightings of coyotes, shelter services, and enforcement initiatives;
- seasonal concerns, such as reminders to not leave animals in cars unattended, being wary of the use of salt on sidewalks and proper care of animals during periods of extreme weather;
- wildlife concerns; and,
- general awareness of by-law requirements regarding the control of wildlife feeding, off-leash activity, and stoop and scoop responsibilities.

The ARC is an exercise in engaging, informing and educating every household in the city about Animal Services; the requirements of the Animal Care and Control By-law 0098-004, as amended, and any relevant animal services matters that are considered to be of interest to the resident. It is an initiative intended to benefit all residents and not just those who have pets.

The ARC has offered staff a unique opportunity for enforcement, where contraventions normally difficult to address, such as off-leash activity and stoop and scoop issues, are being mitigated by engaging and educating the residents of the surrounding community about these issues. This could include those residents who may actually be involved in the reported contravention(s).

Since the introduction of the ARC in early 2015, this engagement approach has been well received by our residents, has resulted in favourable feedback and has remained effective in gaining pet licensing compliance in a much more palatable and value-added manner for both residents and staff.

Proposed Changes to Pet Licensing

The recommended pet licensing approach outlined in this report is consistent with the results of the municipal benchmarking exercise and the licensing survey, and is based on the following principles:

- Have pet owners bear a fair share of the cost to the City to regulate pets.
- Offer reduced licence fees on altered pets to incent dog and cat spaying and neutering.
- Continue to incent on-time pet licensing renewal through assignment of late fees.
- Use pet licensing fees to improve compliance and in turn increase return-to-owner rates, reduce average stays in the shelter and decrease rates for animal euthanasia resulting from unclaimed pets.

The following changes are recommended for pet licensing fees in the City of Mississauga:

Two Year Term Licences

Animal Services will enable the purchase of a two-year dog or cat licence for all new licences and renewals, and offer a \$10 discount incentive on two-year regular licensing for altered and non-altered dogs and cats in Mississauga, (Please see table below, titled “Dog and Cat Licensing – Proposed Fee Schedule”). The provision for this extended term licence will offer greater convenience for pet owners and will also reduce the level of administration for Animal Services that is associated to annual renewals.

In an effort to maintain the accuracy of information on the accounts, a reminder notice will be submitted to pet owners after one-year to prompt them for any changes in their pet's status, or a change of address and to advise that one year remains before renewal is required. The same courtesy notices and efforts to prompt for renewal will continue to be extended to registered pet owners in advance of the licence expiry in the second year.

Pet Licensing Discount for Low-Income Residents

The results from the Licensing Survey conducted in the Spring of 2015, and the national benchmarking exercise were that:

- 45.7% of survey respondents would support reduced pet licensing for low-income residents;
- Mississauga's pet licensing fees are reasonable and lower than most other municipalities' fees; and,
- of the 15 Canadian municipalities surveyed, three support discounts for low-income or disabled residents in their by-law.

In keeping with the City's support of inclusiveness and to further support Animal Services' priority for fostering the virtues of pet licensing through compliance among all demographics of the community, staff recommends a discounted fee for low-income residents. (Please see table below, titled “Dog and Cat Licensing–Proposed Fee Schedule”).

Determination of the Low Income Measure (LIM) threshold will rely on Statistics Canada guidelines that can be found via the following link,

<http://www.statcan.gc.ca/pub/75f0002m/2012002/tbl/tbl02-eng.htm>.

Dog and Cat Licensing		
Proposed Fee Schedule		
	1 Year Term	2 Year Term
Regular	Current	NEW
Unaltered	\$45.00	\$80.00
Altered	\$20.00	\$30.00
Seniors	Current	NEW
Unaltered	\$20.00	\$40.00
Altered	\$10.00	\$20.00
Low-Income	NEW	NEW
Unaltered	\$20.00	\$40.00
Altered	\$10.00	\$20.00

Pet Licensing Discount for Service and Therapy Animals

Consistent with all of the other municipalities benchmarked for pet licensing, the City of Mississauga Animal Services has operationally maintained no-fee pet licensing for designated service animals for some time. Service animal owners have been required to provide proof of accreditation from a recognized service training agency to be eligible to receive this discount. Animal Services would like to recommend that this be supported with an amendment to the Animal Care and Control By-law 0098-004, as amended.

Further, Animal Services recommends an amendment to the Animal Care and Control By-law 0098-004, as amended, to offer similar no-fee pet licensing for therapy animals, which would be supported through supplied medical documentation from a physician and with each case being individually assessed on its own merits.

Animal Surrender Fee Review

Further to the request from Council at the Budget Committee meeting of October 5, 2016, it was requested that staff include a review of the owner animal surrender fees from an affordability perspective and further, to consider the redirection of owners to a rescue to surrender or provide a service to transfer these surrenders to the rescue on the owners behalf.

Surrender Affordability

For several years, Animal Services had not applied increases to most of its fees and charges, including animal surrenders. These fees and charges have been reviewed more closely and have undergone minor adjustments between 2015 and 2017 including a reduction of cat surrender fees in 2015 and minor incremental adjustments for inflation in 2017. Details of these adjustments are included as Appendix 6.

Historically, the fee for dog and cat surrenders has factored in all of the prospective outcomes for the surrendered animals and therefore a single surrender fee covers surrenders for euthanasia and surrenders with the intent to adopt. There are similar costs associated to both of these outcomes such that it supports a similar surrender fee.

According to a 2016 benchmark study including Brampton, Hamilton, Mississauga and Toronto, Mississauga's dog and cat surrender fees are comparable or lower than Brampton and Hamilton but remain higher than those in the City of Toronto. An outline of this benchmark comparison is included in Appendix 6, attached.

It is staff's recommendation that a fee structure for the surrender of animals is created to support those who may be experiencing financial hardship or those that meet within the low-income measure (LIM), and propose that a fee discount of 50% on these fees be offered for eligible residents. Please see table below for an outline for these proposed discounted fees:

Animal Surrender Fees		
Proposed Low-income Discount		
	2017 Fees	Discount
DOG Surrender		
Licensed	\$ 157.75	\$ 78.88
Unlicensed	\$ 203.50	\$ 101.75
CAT Surrender		
Licensed	\$ 45.75	\$ 22.88
Unlicensed - Altered	\$ 91.50	\$ 45.75
Unlicensed - Unaltered	\$ 66.25	\$ 33.13
Dog litter	\$ 108.87	\$ 54.44
Cat litter	\$ 57.00	\$ 28.50
Miscellaneous	\$ 22.64	\$ 11.32

Animal surrender fees represent a relatively minor portion of the fees and charges collected by Animal Services to recover its costs. Approximately 242 cat, and 125 dog surrenders were processed in 2016, representing approximately \$30,000 in fees and charges. It is anticipated that the discounting of these fees for those eligible should facilitate additional surrenders, which should offset any lost revenues resulting from the discounted fee. The financial impact to Animal Services should be negligible while providing greater support for these residents, and supporting better outcomes for the subject animals.

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Redirection to Rescues / Transfer of Animals to Rescues

Further to the inquiry made at the Budget Committee on October 5, 2016 regarding the redirection of prospective surrenders to rescues and the transfer of animals to rescues on behalf of residents we can offer the following:

- Animal Services is permitted to recommend a list of cat or dog rescues to pet owner that want to surrender their pets and will provide this as an option if it appears that the surrender fee presents an obstacle for the resident.
- Animal Services exercises discretion as necessary to ensure the best outcome for the animal and the resident.
- In accordance with the *Animals for Research Act*, R.S.O. 1990, c. A.22, Animal Services may gift a surrendered animal in good faith as a pet to another licensed facility to keep forever or in hopes to find the pet's forever home.

Housekeeping for the Removal of Fees from “Schedule B”

That “Schedule B” of the Animal Care and Control By-law 0098-004, as amended, be amended to remove all items not related to pet licensing. These fees have been consolidated and are included under the Fees and Charges: Transportation and Works By-law 214-16, under “Schedule A”. These fees include adoption fees, microchip implantation, impounds and an exemption application.

Financial Impact

No significant financial impact to the City is expected as a result of the proposed changes. It is anticipated that any additional efforts required in administering the changes, and discounts proposed of this report, will be offset by the improvements in licensing revenues, operational efficiencies resulting from two-year licensing, improved licensing compliance and increased utilization of fee-supported surrender services offered by Animal Services.

Conclusion

An effective municipal pet licensing strategy benefits both the community and the municipal regulator. The fees assigned to licensing should be comparable to other municipalities, fair to pet owners, encourage compliance and have pet owners directly bear some of the cost of pet regulation.

As part of an overall business strategy, staff proposes changes to the pet licensing pricing schedule, which will encourage an accelerated compliance rate for pet licensing in Mississauga, including the reduction of licence fees for low-income residents and enabling the option for all

residents to purchase two-year pet licences. Further, opportunity exists in formalizing the no-fee discount for pet licensing for eligible service and therapy animals, and Animal Services recognizes the value in discounting animal surrender fees for residents who may be eligible due to their economic means.

Attachments

- Appendix 1: Pet Licensing Performance
- Appendix 2: eCity On-line Pet Licensing Activity (2013-2016)
- Appendix 3: Jurisdictional Scan of Pet Licensing
- Appendix 4: Animal Services Pet Licensing Survey
- Appendix 5: New Initiatives for Animal Licensing – April 4, 2011
- Appendix 6: Animal Surrender Fee Review

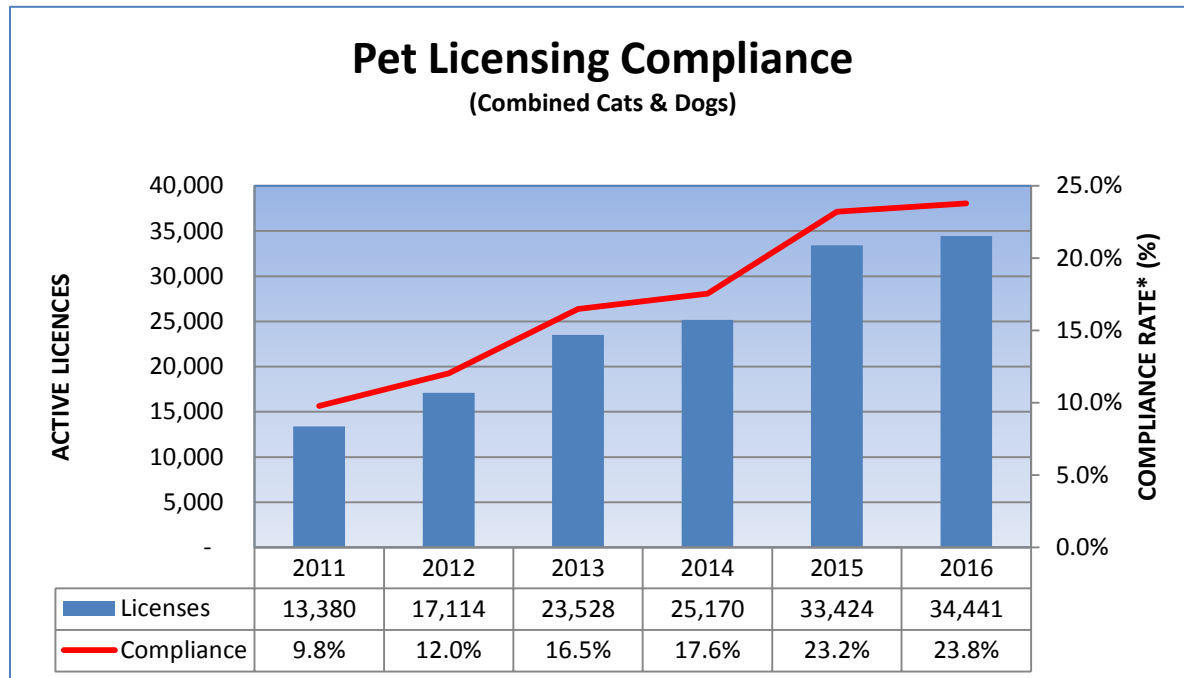


Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Jay Smith, Manager of Animal Services

Pet Licensing Performance

An overview of pet licensing compliance is illustrated in the graph below for the years of 2011 through 2016.

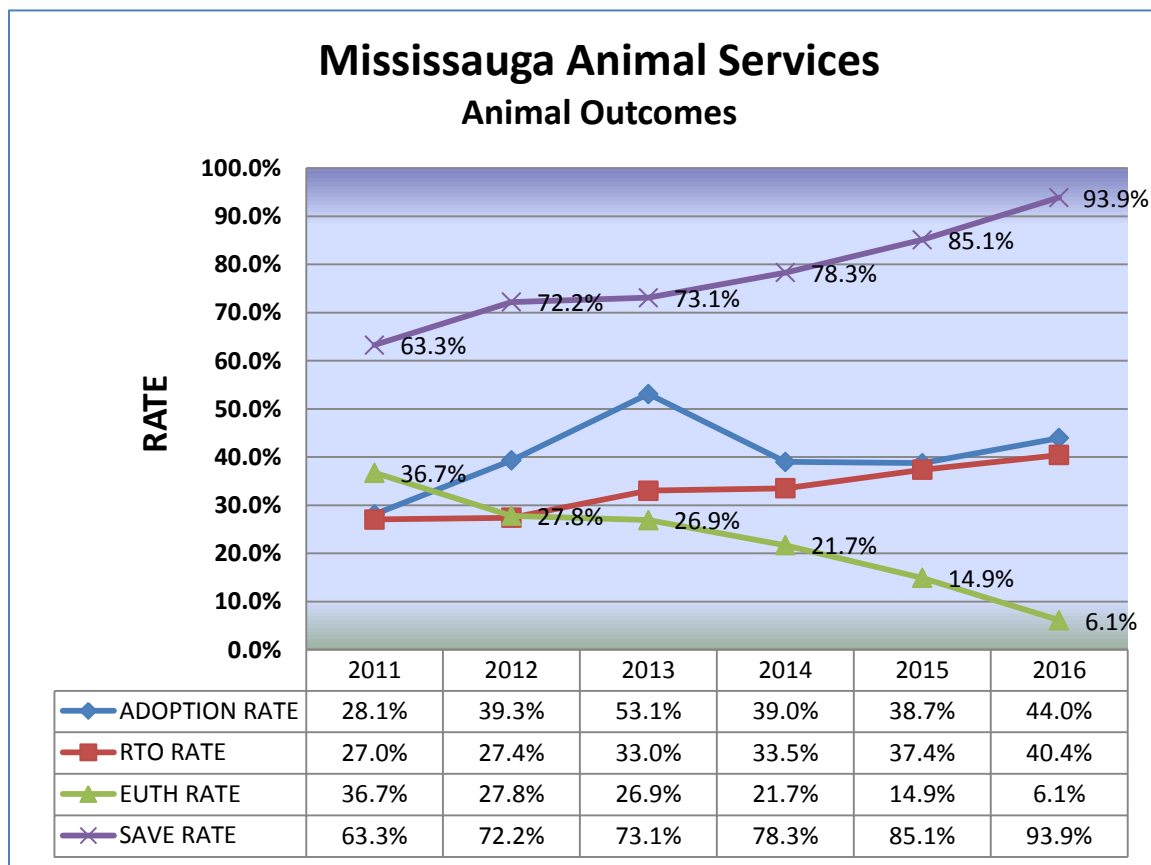


* Pet licensing compliance rate is measured by looking at number of active licences as compared to the estimated population of dog and cats in Mississauga. The estimated number of dogs and cats in Mississauga has been determined by adopting the same per capita ratio for the number of dogs and cats as identified in a City of Toronto Ipsos Reid Poll conducted in 2013. Mississauga population is based on Region of Peel population forecasts provided at <https://www.peelregion.ca/planning/pdc/data/forecasts/population-2006-2031.htm>.

- Prior to the concerted effort in late 2011 to invest additional efforts into pet licensing compliance, Mississauga's estimated combined cat and dog licence compliance rate was 9.8%.
- Since the discontinuation of lifetime pet licensing for dogs and cats, and with the support of the Neighbourhood Outreach Licensing Campaign, as of December 31, 2016, there has been a net increase of more than 20,000 active pet licences in Mississauga, representing a 157% increase in active pet licences over this period.
- Pet licensing compliance rates have increased to an estimated 37.2% for dogs and 13.7% for cats, for a combined compliance rate of 23.8%, representing a 143% increase in pet licensing compliance over six years.

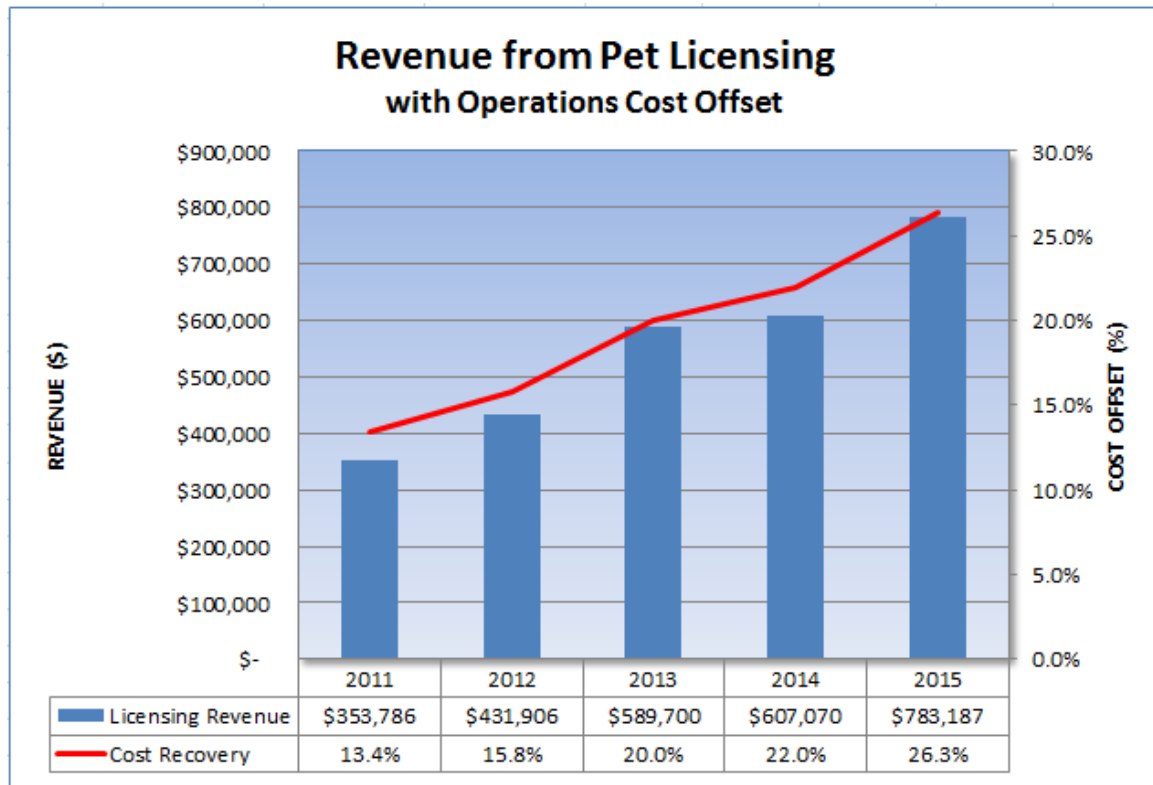
Cities that have achieved a higher level of compliance with licensing requirements have a much higher return-to-owner rate, substantially shorter average stays in their animal shelters and lower rates for animal euthanasia resulting from unclaimed pets. An effective municipal pet licensing strategy benefits both the community and the municipal regulator.

Return to owner, adoption and euthanasia rates for the last six years at Mississauga Animal Services is shown in the table below:



- With the aid of pet licensing between 2011 and 2016, the overall return to owner rate for cats and dogs has increased from 27.0% in 2011 to 40.4% in 2016, a 49.6% improvement.
- From 2011 to 2016, Animal Services has successfully reunited 2,620 stray dogs with their owners, an average of 437 dogs per year.
- Over this same period, 618 cats were returned to their owners, an average of 103 cats per year.
- From 2011 to 2016, the combined euthanasia rate for cats and dogs has declined from 36.7% in 2011, to 6.1% in 2016, an 83.4% decrease.

Information on revenue and cost offset from pet licensing for the period between 2011 and 2015 is below: (2016 financials still pending at the time of report completion).



- With the increase in pet licensing compliance, revenue from licensing has grown since 2011 from \$353,786 to \$783,187 in 2015, an increase of \$429,401 or 121%.
- In 2011, approximately 13.4% of Animal Services operating costs were recovered through pet licensing revenue. In 2015 licensing revenue has represented a 26.3% recovery of operating costs..

eCity On-Line Pet Licensing Activity (2013 – 2016)

Online Pet Licensing (eCity eStore)	2016		2015		2014		2013
Sales Revenue	\$304,510	(3% increase)	\$295,110	(32% increase)	\$223,185	(22% increase)	\$182,955
# of Transactions	12,176	(6% increase)	11,539	(33% increase)	8,683	(26% increase)	6,909
- Online eCity	45%	(5% increase)	40%	(6% increase)	34%	(5% increase)	29%
- Walk-in Shelter	26%	(no change)	26%	(3% decrease)	29%	(1% decrease)	30%
- Phone	18%	(1% increase)	17%	(4% decrease)	21%	(no change)	21%
- Mail	7%	(1% decrease)	8%	(no change)	8%	(1% decrease)	9%
- Comm. Centres	3%	(5% decrease)	8%	(4% increase)	4%	(1% decrease)	5%
- Enforcement	1%	(no change)	1%	(3% decrease)	4%	(2% decrease)	6%

Jurisdictional Scan of Pet Licensing

Brampton

Offers a lifetime dog licence for 40 dollars; must provide microchip certificate. An annual Pit bull dog licence fee of 20 dollars; must provide microchip and spray/neuter certificates. Lifetime cat registration fee of 10 dollars.

Fees – 1 year from date of purchase/last expiry date

Altered or Unaltered Dog	\$20.00
Lifetime Dog Licence (must include microchip certificate)	\$40.00
Pitbull Licence (must include microchip and spay/neuter certificates)	\$20.00
Cat Lifetime Registration	\$10.00
Replacement Tag	\$5.00

Burlington

All dog licences expire one year from the date of purchase. Tags are permanent, however the license renews annually. There is no requirement for cats to be licensed, however cats must be micro-chipped.

Annual Dog Licence Fee

Altered	\$25
Unaltered	\$50
Late Fee (after February 1)	\$10
Replacement Tag	\$5

Dog Licence Fees For Newly Acquired Dogs

<u>Month of Purchase</u>	<u>Altered</u>	<u>Unaltered</u>
January	\$25	\$50
February	\$23	\$46
March	\$21	\$42
April	\$19	\$38
May	\$17	\$34
June	\$15	\$30
July	\$13	\$26
August	\$11	\$22
September	\$9	\$28
October	\$7	\$14
November	\$5	\$10
December	\$3	\$6

The operating budget for 2015 is \$488,209. Licensing revenue for 2015 is estimated to be \$255,000.

Calgary

All cats and dogs over three months of age and residing in Calgary must be licenced. Billing is done annually and is based on the first letter of surname. The City of Calgary uses "I Heart me Pet program" to encourage owners to licence pets.

Licence fees for cats

Altered \$17

Unaltered \$35

Kitten (3-6 months) \$17

Licence fees for dogs

Altered \$37

Unaltered \$60 dollars

Puppy (3-6 months) \$37

Nuisance animal licence \$103

Vicious animal licence \$260

Revenue from licensing goes towards reuniting lost pets with owners, education, enforcement, shelter and feed cost, adoption program, run their volunteer socialization program mediation of pet related neighbour disputes, provide funding to vet clinics for emergency medical care, operate the No Cost Spay/Neuter program and provide medical care to adoptable animals.

Edmonton

Pet licences in Edmonton are required for all dogs and cats six months of age or older. Service dogs should be licensed, but they do not charge a fee for them. Licences are usually renewed annually, but can at the owner's request be renewed for two years at a time.

Total pet licensing revenue for 2014 was \$2,717,442. Pet licensing revenue in Edmonton goes to a number of different areas:

- operating the Animal Care & Control Centre
- supporting adoption of unclaimed animals through partner agencies
- providing emergency or first aid medical care to stray animals
- public education about responsible pet ownership
- mediation of pet-related neighbour disputes

The total expenditures is \$5.8 million - \$2.4 million for the Animal Care side, and \$3.4 million for the Animal Control side. All revenues from fines go into the City coffers, and building maintenance costs come from the City budget.

Hamilton

All licences expire 1 year from the date of purchase or one year from the previous expiry date. The expiry date stays the same each year. Hamilton has not offered 2 year licences since 2012 as they want to encourage people to update their information at least once yearly. No fee is required for service animals or guide dogs, proof of which is required. No requirement to licence cats, however encourage registration.

Regular Rate – 1 year from date of purchase/last expiry date

Altered Dog	\$31.00
Unaltered Dog	\$67.00
Puppy (under 6 months)	\$31.00
Dangerous & Potentially Dangerous Dogs	\$156.00

Senior (65ys+) / Government Disability Pension Rate

Altered Dog	\$15.00
Unaltered Dog	\$35.00
Puppy (under 6 months)	\$15.00
Dangerous & Potentially Dangerous Dogs	\$156.00

Late Fee (2 or more weeks overdue)	\$17.00 + HST
Replacement Tag	\$12.00 + HST
Cat Registration	\$13.00 (Voluntary Lifetime) (Considering Cat Licensing at this time)
Pot Bellied Pig	\$35.00 (Grandfathered since 2012 – new pigs are not permitted)

Hamilton will be moving towards a Permanent Tag with yearly renewal fees in 2016. Dogs will keep the same tag from year to year (reduction in cost of mailing tags to owners each year).

Licensing Revenue in 2014 was approximately \$976,000. All revenue goes towards the care of the animals in the shelter. The operating budget in 2014 was \$3,880,000.

Halifax

Currently, there is no licensing provision for cats. The annual licensing fees for dogs are as follows:

Unaltered dog	\$50
Spayed/neutered dog	\$15
For seniors (over 65)	\$25 for unaltered \$7.50 for spayed/neutered
Dangerous dog	\$100
Personal Assistance Dog	No charge

The licensing year runs from April 1 to March 31. Licenses purchased after September 30th are pro-rated as follows:

Unaltered dog	\$33.35
Spayed/neutered dog	\$10
For seniors (over 65)	\$16.67 for unaltered \$5 for spayed/neutered
Dangerous dog licenses are not pro-rated	

Replacement tags \$5

There are currently no licenses greater than one year in length, although lifetime licenses are being considered by council. The budget estimates \$200,000/year from licensing revenue. Last year, it was \$186,238. This revenue goes towards the Animal Services operating budget. The operating budget for this year is \$1,268,300.

Markham

All pet licences are a lifetime licence with an annual renewal. The licence expires one year from the date of application and expiry date remains the same each year.

<u>Licence Number</u>	<u>Renewal Date</u>
1-2500	March 31
2501-5000	June 30
5001-7500	September 30
7501-10000	December 31

<u>Category</u>	<u>Fee</u>	<u>Late Fee</u>	<u>Senior Rate</u>
Altered Dog/Cat	\$31	\$25	\$24.25
Unaltered Dog/Cat over 3 months	\$49	\$21	\$15.50
Micro-chipped Dog/Cat	\$31	\$15	\$15.50
Altered and Micro-chipped Dog/Cat	\$15	\$15	\$7.50
Personal Assistance Dog, Enforcement Working Dog	\$0	N/A	\$0
Tag Replacement	\$6		

Markham has partnered up with www.petconnect.com which provides owners with a list of merchants that offer savings and special offers. Offer owners that moved to Markham in last 30 days the opportunity to exchange another municipal licence for a Markham licence free of charge.

Newmarket

All animal tags expire on an annual basis and can be renewed in person or online. Animal tags are required for all dogs and cats over the age of 16 weeks. No fee is required for service animals or guide dogs (proof of which is required); and police enforcement animals. Pets tags are issued through a 3rd party called DocuPet and can be renewed online.

Tags purchased before February 28	\$25
Tags purchased after February 28	\$30
Tags purchased at Town approved location	\$30

2014 licensing revenue was \$86,625.00 and this revenue helps with the Animal Control Contract for the enforcement and for the contract for the Animal Shelter.

The 2016 Budget for Animal Control Contract is \$142,000
The 2016 Budget for the Animal Shelter Contract is \$104,000

Oakville

The Town outsources animal services to the Oakville and Milton Humane Society. All licences expire 1 year from the date of purchase and the expiry date stays the same each year. Service dogs require and tag but there is no fee, owner must provide certificate of training. Pet therapy dogs are required to be licenced and pay the fee. The Town does not require cats to be licenced, however cats must be micro-chipped. The Town provides a seniors discount of 50% off licence fees.

Dog Licence Fees

Altered Dog	\$25 (looking to increase to \$30)
Unaltered Dog	\$50 (looking to increase to \$60)
Dangerous & Potentially Dangerous Dogs	\$100

Senior (65ys+) Licence Fees

Altered Dog	\$12.50
Unaltered Dog	\$25.00

The 2015 operating budget for the Oakville and Milton Humane Society is \$774,000 and the annual licensing revenue is \$200,000. All licensing revenue is kept by the Oakville and Milton Humane Society and this assists in funding shelter operations, staff, and other programs run by the Humane Society.

Oshawa

Pet licences are required for all dogs, cats and ferrets. No fee is required for service animals, guide dogs, proof of training is required. The City offers a lifetime licence however criteria must be met.

Lifetime Licence Fees

Altered	\$40
Unaltered	\$60

Lifetime Licence Requirements:

Altered licence with proof of spay/neuter, proof of annual rabies vaccine and proof of microchip
Unaltered with proof of annual rabies vaccine and proof of microchip

Annual Licence Fees

Altered	\$25
Unaltered	\$50

Annual Licence Requirements:

Altered with proof of spay/neuter and proof of annual rabies vaccine
Unaltered with proof of annual rabies vaccine

Replacement animal tag \$5

The expected licensing revenue for 2015 is \$62,000. This revenue is used for animal related enforcement including things such as returning a licensed pet back to the owner. The operating budget for the shelter is just over \$560,000.

Ottawa

The licensing fee for cats and dogs is the same. Licence renewal is available to be done online. There is no fee for service animals, guide dogs, proof of which is required.

Licence Fees

Altered (6 months and older) \$20

Unaltered (6 months and under) \$20

Unaltered (6 months and older) \$40

For each dog whose owner has been convicted of permitting the dog to bite or attack, without provocation, a person or domestic animal \$100

Replacement for the first lost identification tag is free, for each additional replacement identification tag the fee is \$10. The expected licensing revenue for 2015 is \$627,000.

Active Licences

Dog: 31459

Cat: 17505

Puppy: 318

Kitten: 20

Toronto

Offer standard and senior licensing fees for owners who are 65+ years of age, proof of which is required. Toronto will waive the spay/neuter surgery fee if yearly income is less than \$50,000.

Dog licence fees

Altered Dog \$25

Unaltered Dog \$60

Senior Dog licence fees

Altered Dog \$12.50

Unaltered Dog \$30

Cat licence fees

Altered Cat \$15

Unaltered Cat \$50

Senior Cat licence fees

Altered Cat \$7.50

Unaltered Cat \$25

Replacement Tag \$5

Vancouver

All dogs three months and older including service dogs must have a licence. A licence for a service dog is free of charge with certificate of graduation from a recognized assistant or guide training school. Licences expire 1 year from the date of purchase.

Dog Licence Fees

Dog	\$40
Service Dog	Free with certificate
Late Fee	\$10

Vaughan

All licences are a lifetime licence with an annual renewal and the licence expires on January 1. The City of Vaughan offers microchip and rabies clinics semi-annually and their philosophy is to keep licensing fees low to encourage owners to obtain licensing. Other services provided by the City increase annually (boarding, clinics, etc).

When applying for a pet licence owners must provide proof of rabies vaccine and any tattoo or microchip information. There is no charge for personal assistance dog licences if the owner presents a certificate from the Canadian National Institute for the Blind or Hearing Ear Dogs of Canada.

Annual Fee

Dog/Cat	\$20 per animal
Aggressive/vicious breed of dog	\$50 per animal
Replacement Tag	\$10 per animal

The operating budget allocated for 2015 is \$1,375,000 with \$825,000 of that coming directly from the tax base. Licensing revenue is estimated to be approximately \$500,000. Portions of the revenue go towards the care of the animals in the shelter, education and reuniting lost pets with their owners.

Whitby

All cats and dogs over the age of 12 weeks must have licence. No fee is required for Personal Assistance Dog, Companion Dog, or Law Enforcement Working Dog. Offer licences to be purchased at approved outside animal service centres.

Standard licence fees

Altered Dog/Cat	\$20
Unaltered Dog/Cat (over 3 months)	\$40
Microchipped Dog/Cat	\$35
Altered & Microchipped Dog/Cat	\$15
Replacement Tag	\$5

Animal Services Pet Licensing Survey

Mississauga Animal Services cares for 3,000 lost, homeless and abandoned animals each year. By using a 24-hour database, the shelter helps animals with pet licences get home faster when they are lost.

Animal Services is reaching out to pet owners about the future of pet licensing in Mississauga. Input from pet owners will help shape the future of pet licensing in the City.

Please rate the following statements on a scale of 1-5 (1 is strongly agree, 2 is somewhat agree, 3 is neither agree or disagree, 4 is somewhat disagree, 5 is strongly disagree)

1. Pet owners should pay a higher licence fee on initial registration, followed by lower annual renewal fees.
2. Pet owners should receive a discounted licence fee for renewing their annual pet licence early or on-time.
3. I support an incentive program for newly licenced pet owners to receive discounts at businesses in the community.
4. The cost of a dog licence should be higher than a cat licence.
5. Pet owners with a neutered/spayed pet should pay the same licence fee as those with an unneutered/unspayed pet.
6. I support having a reduced pet licence fee for seniors.
7. I support having a reduced pet licence fee for low-income residents.

[Open-ended Question]

What could Animal Services do to encourage you to purchase a pet licence?



Corporate Report

Clerk's Files

Originator's
Files

DATE: April 4, 2011

TO: Chair and Members of General Committee
Meeting Date: April 20, 2011

FROM: Martin Powell, P. Eng.
Commissioner of Transportation and Works

SUBJECT: New Initiatives for Animal Licensing

- RECOMMENDATION:**
1. That the proposed strategies to improve the compliance rate for animal licensing outlined in the report dated April 4, 2011, from the Commissioner of Transportation and Works, entitled New Initiatives for Animal Licensing, be endorsed by City Council.
 2. That the City commence with the first phase of the proposed strategy - Neighbourhood Outreach Licensing Campaign - in 2011, and that the net operating budget of \$75,000 required to implement this phase be transferred from the operating reserves.
 3. That the City's full time equivalent (FTEs) complement increase to 4980.1 by hiring one Project Leader (contract) and one Community Awareness Officer (full time permanent), in Regulatory Services.
 4. That the 2012 to 2015 Business Plan and Budget for Animal Services incorporate the remaining phases of the proposed strategy as outlined in the report dated April 4, 2011, from the Commissioner of Transportation and Works, entitled New Initiatives for Animal Licensing.

5. That all necessary by-laws be enacted.

BACKGROUND:

The City of Mississauga's Animal Care and Control By-law (98-04) establishes the minimum community standards that dog and cat owners must meet to ensure that these pets are a positive addition to the community and are cared for humanely.

In accordance with the By-law, it is mandatory that all dogs and cats in Mississauga be licensed and/or registered with Animal Services. Licensing allows the City to easily identify the owner of an animal that comes into the care of the City so that pets can be reunited with their owners as soon as possible.

On average, unlicensed dogs and cats spend a significantly longer period of time in the shelter before their owner can be located. Animal Services provides food, clean and disinfected kennels, vaccinations and veterinary care as required. With the help of community volunteers, the animals are groomed, walked and socialized on a regular basis. However, even the best care given at the City's shelter cannot compensate for the avoidable stress created for these animals and their owners with each day that passes.

Although the City has had great success with its adoption programs, every year there are a number of dogs and cats that come into the care of the City that must be euthanized if a new home cannot be found for them in a reasonable period of time.

It is the objective of the Mississauga's Animal Services licensing program to reduce the number of dogs and cats that must endure unnecessary stays in the animal shelter waiting to be reunited with their owners, adopted or euthanized. Being a responsible pet owner means licensing your dog or cat with the City.

Animal licensing is also the primary source of revenue for this service. The licensing fee of \$20 - \$45 per dog or cat licence is in effect, a user fee for the service, helping to off-set the burden of this service from the general tax payer through user fees for those members of the community that choose to have dogs and cats as pets.

Attached as Appendix 1, is a chart providing a Municipal Comparison of Licensing Fees. It provides licence fee information for the Cities of Brampton, Oakville, Toronto, Ottawa, Edmonton, Winnipeg, Halifax, Calgary and Mississauga.

Mississauga Licence fees for dogs are lower than those charged by the City of Toronto, higher or comparable to those charged by the City of Brampton and lower than those charged by the Town of Oakville. It is interesting to note that our fees are lower than those charged by the City of Calgary, which is seen as a leader in dog licensing across the country.

The information obtained regarding fees for cat licences is more difficult to analyze as Mississauga and Brampton issue lifetime licences while the other municipalities compared issue annual licences. A review of the fees charged by Brampton and Mississauga show that Mississauga has a higher fee for each category of licence.

PRESENT STATUS:

In 2010, only ten percent of the estimated dogs and cats in the City were registered with Animal Services. While animal licensing compliance rates in Mississauga are not notably different from those in neighbouring cities in the GTA, there is significant potential to increase our licensing rates by bringing our results in line with cities in other regions of the country. Cities that have achieved a higher level of compliance with licensing requirements also have much higher return-to-owner rates, substantially shorter stays in the shelter on average, and lower euthanization rates for unclaimed pets.

In 2010, the gross operating cost for the City's Animal Services was approximately \$2.4M. Currently, more than eighty percent of the cost of providing this service in Mississauga is funded through general tax revenues at a cost of approximately \$2M per year. Research has shown that cities that are leaders in compliance rates with pet licensing requirements have been successful in achieving cost recovery rates as high as one hundred percent, with more than eighty percent of revenues from licensing alone.

COMMENTS:

Through the e3 Program, Management Consulting has developed six new initiatives for Animal Services to be implemented over the next

three years that will increase the compliance rate with licensing requirements in Mississauga (Appendix 2). These proposals have been developed based on best practice research and in consultation with management and staff in the Animal Services section.

The six strategies represent a balanced approach and leverage a variety of different tactics to successfully achieve a licensing compliance rate of fifty to seventy five percent for dogs and thirty to forty percent for cats by 2015. With these strategies fully implemented, the City of Mississauga's Animal Services is expected to see a gradual increase in licensing revenues and achieve a revenue-to-cost ratio of between fifty and seventy five percent in five years.

To successfully execute the proposed strategies and achieve the estimated licensing targets for this service, new resource investments, including one temporary Project Leader (3 years), one permanent Community Awareness Officer and resources to develop and produce communication and outreach materials will be required.

The Project Leader will have responsibility for planning, coordinating, executing and monitoring all the necessary activities required to successfully implement the new initiatives and achieve the objectives, including the procurement and management of contractors to develop and design communication materials, working with IT and the 3-1-1 Call Centre to ensure requirements are clear and progress is being made to plan, resolve and/or escalate issues that may emerge and effectively communicate relevant project information to senior staff.

The Community Awareness Officer, a full time position, working closely with the Project Leader, will provide input and support to the development of communication strategies, messages and materials for outreach events and ongoing awareness activities. They will act as the key spokesperson for Animal Services at outreach events and in the media on the benefits of animal licensing, the objectives of these new initiatives and the responsibilities of pet owners under the By-law, as well as be the first point of contact for responding to questions, concerns or complaints from the public. They will develop and manage on-going partnerships with businesses in the City and develop and manage on-going partnerships with veterinarians and pet stores to act as licensing agents on behalf of the City.

As the success of this initiative grows, it is expected that there will be an increased demand placed upon the 3-1-1 Call Centre. Therefore, it is also suggested that funding be provided starting in 2012 for one permanent Call Centre Agent. All these resources are critical to ensure that increases in licensing rates are sustainable in the long-term.

Finally, as a result of the e3 review of Animal Services, items identified by staff and requests by members of Council, work is under way to bring amendments to the Animal Care and Control By-law to assist with the new initiatives identified in this report and as a result of a normal review of the By-law. Matters under consideration and to be addressed include, methods of addressing roaming cats, set fines under the By-law, licence fees, a reduction or elimination of the "late renewal" fee, feeding wildlife, licence renewal dates, the sale of animals by Pet Shops and life time licences. One or more reports will be brought before General Committee with staff recommendations on these matters.

OPTIONS:

The proposed licensing strategies and the expected timing of implementation are summarized as follows:

1. **Neighbourhood Outreach Licensing Campaign**
Expected Implementation: Fall 2011
2. **Enforcement Program**
Expected Implementation: Spring 2012
3. **Community Awareness & Incentive Strategies**
Expected Implementation: Summer 2012
4. **e-City & 3-1-1 Licensing Options**
Expected Implementation: Fall 2012
5. **Neighbourhood Outreach License Renewal Campaign**
Expected Implementation: Fall 2012
6. **Licensing Partnerships with Veterinarians & Pet Stores**
Expected Implementation: Spring 2013

A brief description of each of these initiatives can be found in the report in Appendix 2, pages 9-12.

FINANCIAL IMPACT: With these strategies fully implemented, the City of Mississauga's Animal Services is expected to increase the number of dogs and cats licensed which is expected to result in a revenue-to-cost ratio of between fifty and seventy five percent in five years.

New resources will be needed to fully implement the proposed strategies in the planned timeline and achieve the expected licensing targets. Required investments include new staff and the cost of communication materials to build awareness of these initiatives within the community. Resourcing costs are estimated at \$150,000 in 2011, \$265,000 in 2012, \$250,000 in 2013, and \$150,000 annually thereafter.

New revenues to the City expected from the full implementation of the proposed strategies are estimated to exceed \$1M annually by the end of 2013, with total net new revenues estimated in the range of \$2.6-\$5.3M over the next five years. In 2011, with the fall launch of the Neighbourhood Outreach Licensing Campaign, new revenues of \$75,000 (minimum scenario) are forecast.

Given the timing of the new staff recruitments, upfront development costs for outreach materials and the Fall launch of the licensing campaign, a net operating budget increase of \$75,000 will be required in 2011 to implement this phase. This operating increase will be offset by transfers from reserves.

CONCLUSION: Animal Services is planning to implement six new strategies to increase the level of compliance with animal licensing requirements from a current level of ten percent to over thirty percent for cats and over fifty percent for dogs by 2015.

The full implementation of these strategies is expected to promote responsible pet ownership in the City of Mississauga through licensing; result in improved return-to-owner rates for lost dogs and cats; reduce the average length of stay in the shelter for animals; reduce the euthanization rate for those animals that cannot be reunited with their owners or placed with a new family through the adoption program; and transition this service from one that is primarily tax

funded to a user pay model.

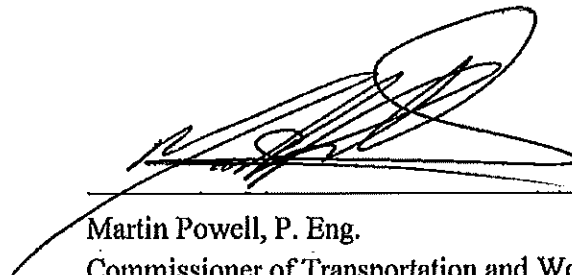
As the proposed strategies get underway, the Director of Enforcement will be returning to Council later this year to request approval for various minor changes to the Animal Care and Control By-law that will be required to fully execute these recommendations, and again early in 2012 to share the proposals for changes to the Enforcement Program and proposed fines for violations involving a failure to license animals as required by the By-law.

Council will also be updated annually by the Director of Enforcement through the budget process on the success of these initiatives, the actual revenue that is realized through increased licensing rates, and any changes in the forecast cost recovery rate for this service.

ATTACHMENTS:

Appendix 1: Municipal Comparison of Dog and Cat Licensing Fees

Appendix 2: Animal Services e3 Review: Cost Recovery Strategies



Martin Powell, P. Eng.
Commissioner of Transportation and Works

Prepared By: Jamie Hinton, Acting Director of Enforcement

JMH:ar

Recommendation GC-0193-2011

GC-0193-2011

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5. That all necessary by-laws be enacted.

Animal Surrender Fee Review

Surrender Fee Adjustments 2015 – 2017

- **2015**
 - Cat Surrender fees were reduced by 7.2% to 13.5% in an effort to encourage the surrender of cats to lieu of becoming stray or abandoned. The fee for surrendering a licenced cat was reduced by 13.5% to \$45.00.
 - Cat litter surrender fee was raised from \$52.00 to \$55.00
 - Dog surrender fees were simplified to a single charge at the median cost of the previous dog surrender fees that were based on weight, and adjusted for inflation.
- **2016**
 - Surrender fees remained unchanged for individual cats, dogs and cat litters
 - dog litters were increased with an adjustment for inflation at 1.9%
- **2017**
 - An increase to adjust for the cost of inflation was applied to cat surrenders of between 1.67% and 1.92%
 - An increase to adjust for inflation was applied to dog surrenders and dog litters surrenders from 1.75%-1.87%

Surrender Fee Benchmarking

Fee Name	BRAMPTON	HAMILTON	MISSISSAUGA	TORONTO
2016 Animal Services Surrender Fees				
Owner Surrender Cat Litter	\$15.00 per kitten (plus \$37.50 euth & crem)	\$68.00	\$56.00	\$32.14
Owner Surrender Dog Litter	\$15.00 per puppy (plus \$37.50 euth & crem)	\$68.00	\$107.00	\$32.14
Miscellaneous Surrender	\$33.80	\$68- \$198	\$22.25	\$32.14
Owner Surrender Cat (licensed)	\$92.00	\$198.00	\$45.00	\$32.14
Owner Surrender Cat (unlicensed & not altered)	\$92.00	\$198.00	\$90.00	\$32.14
Owner Surrender Cat (unlicensed & altered)	\$92.00	\$198.00	\$65.00	\$32.14
Owner Surrender Dog (unlicensed)	\$101.25- \$217.00	\$198.00	\$200.00	\$53.56
Owner Surrender Dog (licensed)	\$101.25- \$217.00	\$198.00	\$155.00	\$53.56

City of Mississauga

Corporate Report



Date: 2017/02/13

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng., MBA, Commissioner of
Transportation and Works

Originator's files:
MG.23.REP
RT.10.Z-21

Meeting date:
2017/03/01

Subject

**Parking Prohibition Removal - Lolita Gardens
(Ward 4)**

Recommendation

That a by-law be enacted to amend the Traffic By-law 555-2000, as amended, to remove the parking prohibition on the north side of Lolita Gardens from a point 220 metres (722 feet) south of Silver Creek Boulevard to a point 90 metres (295 feet) westerly thereof, to provide three-hour anytime parking, as outlined in the report from the Commissioner of Transportation and Works, dated February 13, 2017 entitled "Parking Prohibition Removal – Lolita Gardens".

Background

The Transportation and Works Department is in receipt of a proposal from Councillor Kovac's office to remove the existing parking prohibition on the north side of Lolita Gardens from a point 220 metres (722 feet) south of Silver Creek Boulevard to a point 90 metres (295 feet) westerly thereof, to provide three-hour, anytime parking.

Comments

Concerns from the Cawthra Gardens Retirement Community were received by Councillor Kovac's office regarding the lack of on-street parking on Lolita Gardens.

The Ward Councillor supports the proposal and subsequently requested that the Transportation and Works Department prepare a report to revise the existing parking prohibition to allow on-street parking on the north side of Lolita Gardens from a point 220 metres (722 feet) south of Silver Creek Boulevard to a point 90 metres westerly thereof. A location map is attached as Appendix 1.

Financial Impact

Costs for the sign removal can be accommodated in the 2017 operating budget.

Conclusion

The Transportation and Works Department supports the removal of the parking prohibition on the north side of Lolita Gardens from a point 220 metres (722 feet) south of Silver Creek Boulevard to a point 90 metres (295 feet) westerly thereof.

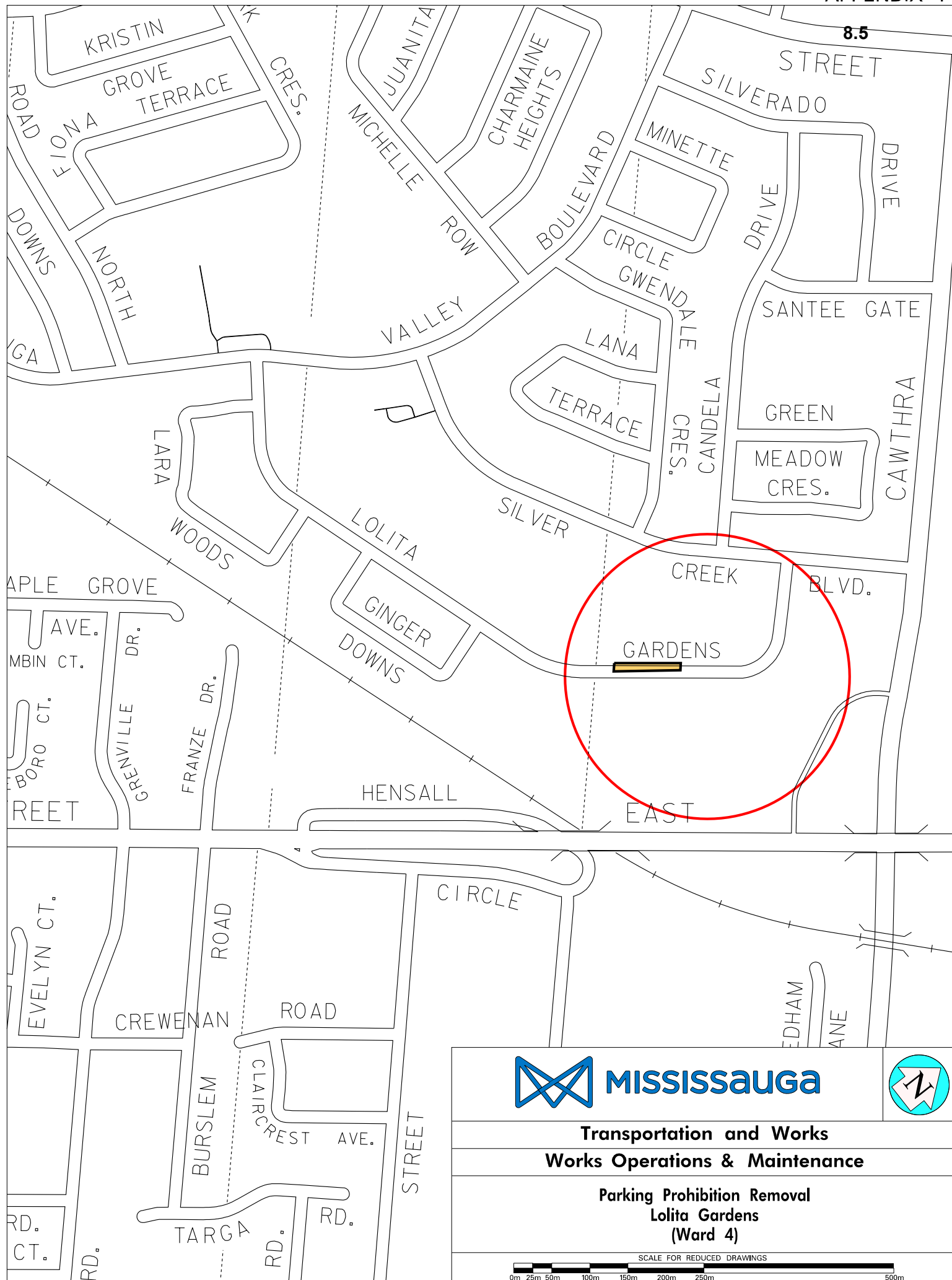
Attachments

Appendix 1: Location Map - Parking Prohibition Removal - Lolita Gardens (Ward 4).



Geoff Wright, P. Eng., MBA, Commissioner of Transportation and Works

Prepared by: Denna Yaunan, C.E.T., Traffic Operations Technologist



City of Mississauga

Corporate Report



Date: 2017/02/13

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng., MBA, Commissioner of
Transportation and Works

Originator's files:
MG.23.REP
RT.10.Z-30

Meeting date:
2017/03/01

Subject

Lower Driveway Boulevard Parking - Deer Run (Ward 6)

Recommendation

That a by-law be enacted to amend the Traffic By-law 555-00, as amended, to implement lower driveway boulevard parking between the curb and sidewalk, at any time, on both sides of Deer Run between Rathburn Road West (west intersection) and Rathburn Road West (east intersection), as outlined in the report from the Commissioner of Transportation and Works, dated February 13, 2017 entitled "Lower Driveway Boulevard Parking – Deer Run (Ward 6)".

Background

The Transportation and Works Department received a completed petition from an area resident to implement lower driveway boulevard parking on both sides of Deer Run between Rathburn Road West (west intersection) and Rathburn Road West (east intersection). A sidewalk is present on both sides of the roadway and lower driveway boulevard parking between the curb and sidewalk is currently prohibited. Currently, three-hour parking is permitted on Deer Run.

To determine the level of support for lower driveway boulevard parking between the curb and sidewalk, a parking questionnaire was distributed to the residents of Deer Run.

60 questionnaires were delivered and 19 (32%) were returned; 13 (68%) supported the implementation of lower driveway boulevard parking and six (32%) were opposed. Since greater than 66% of the total respondents support lower driveway boulevard parking, the Transportation and Works Department recommends implementing lower driveway boulevard parking between the curb and sidewalk, at any time, on both sides of Deer Run between Rathburn Road West (west intersection) and Rathburn Road West (east intersection).

The Ward Councillor supports the proposal for lower driveway boulevard parking. The existing three-hour on-street parking will be maintained. A location map is attached as Appendix 1.

Financial Impact

Costs for the sign installation can be accommodated in the 2017 operating budget.

Conclusion

Based on the results of the questionnaire, the Transportation and Works Department supports lower driveway boulevard parking between the curb and sidewalk, at any time, on both sides of Deer Run between Rathburn Road West (west intersection) and Rathburn Road West (east intersection).

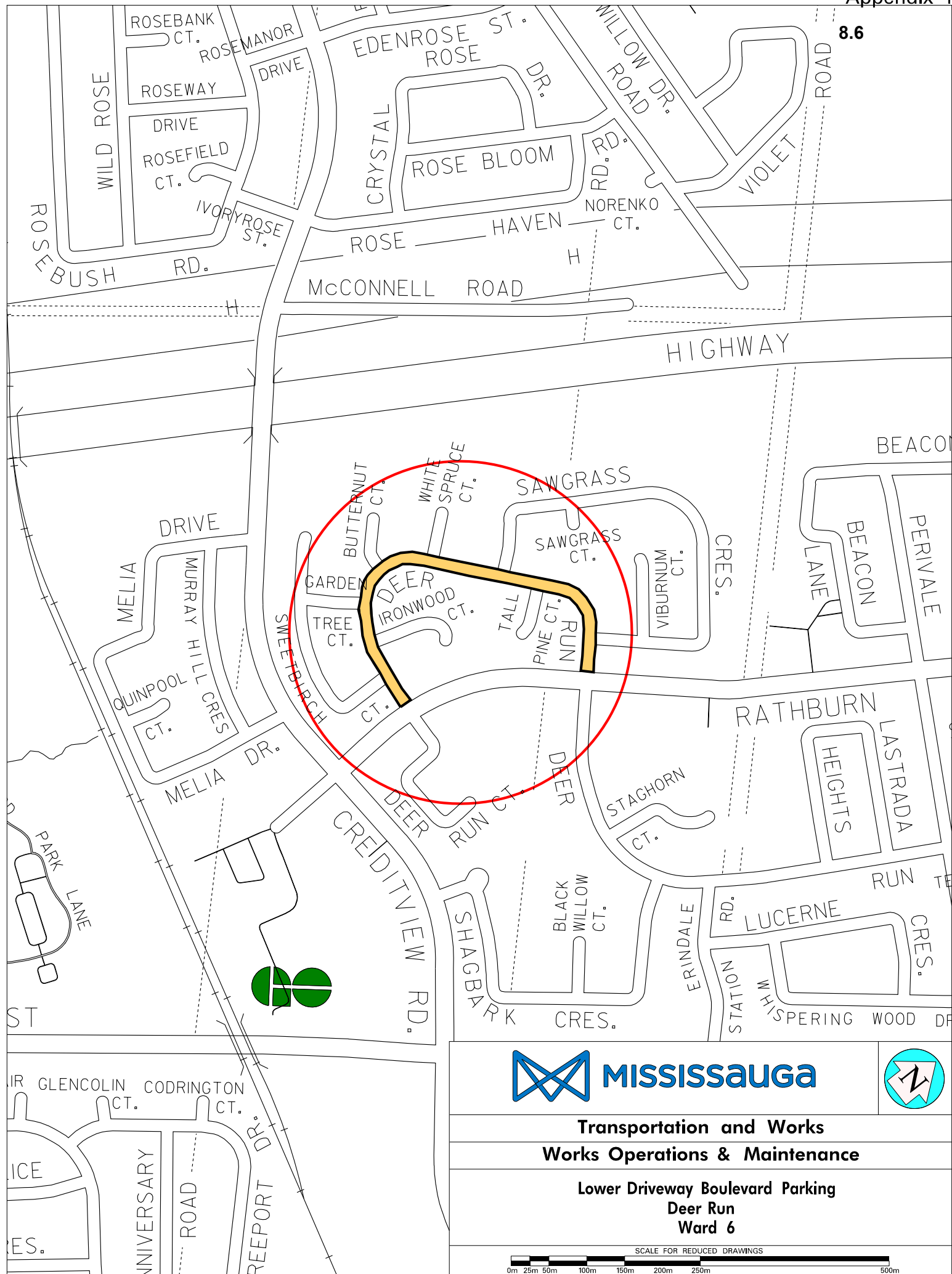
Attachments

Appendix 1: Location Map - Lower Driveway Boulevard Parking - Deer Run (Ward 6)



Geoff Wright, P. Eng., MBA, Commissioner of Transportation and Works

Prepared by: Haydn Kocznur, Traffic Operations Technician



City of Mississauga

Corporate Report



Date: 2017/02/07

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of
Transportation and Works

Originator's files:
MG.23.REP

Meeting date:
2017/03/01

Subject

Industrial On-Street Permit Parking Expansion – Millrace Court (Ward 9)

Recommendation

That a by-law be enacted to amend By-law 555-2000, as amended, to implement on-street permit parking anytime on the south side of Millrace Road between a point 15 metres (49 feet) east of Millcreek Drive to a point 105 metres (345 feet) easterly thereof, as outlined in the report from the Commissioner of Transportation and Works, dated February 7, 2017 and entitled "Industrial On-Street Permit Parking Expansion – Millrace Court (Ward 9)".

Background

In 2012, City Council adopted a recommendation to implement an Industrial On-Street Permit Parking Pilot Program. In collaborating with the participating companies, we have determined that the option of extended on-street permit parking has been of value to companies that have limited on-site extended parking availability.

As a result, the program has been extended until the Parking Master Plan and Implementation Strategy (PMPIS) is completed. The PMPIS will provide a coordinated approach for the implementation of parking policy, rates and operations across the City.

Comments

Weir Minerals Canada is located at 2360 Millrace Court. The company has expanded and added office staff in recent years and as a result have insufficient on-site parking for guests and staff. Weir Minerals Canada has submitted a request to provide extended on-street parking for up to 22 vehicles.

A site inspection has revealed that vehicle parking is prohibited on both sides of Millrace Court, as well as the cul-de-sac. In reviewing this matter with Traffic Operations, it has been determined that the parking prohibition on Millrace Court was implemented over ten years ago to prevent heavy vehicle parking. The general provisions of Traffic By-law 555-2000, as amended, allow the Transportation and Works Department to prohibit parking at intersections

and within cul-de-sacs without Council authorization. The Millrace Court parking prohibition was implemented through the use of the General Provisions, and can be removed at the discretion of the Transportation and Works Department.

The intersection parking prohibition, the parking prohibition on the north side of Millrace Court and within the cul-de-sac will also continue to be maintained. This will allow for safe two-way traffic to be maintained on Millrace Court.

The Transportation and Works Department supports implementing Industrial On-Street Permit Parking on the south side of Millrace Court adjacent to Weir Minerals Canada.

The local Councillor supports this change in parking. A map of Millrace Court is attached as Appendix 1.

Financial Impact

The financial impact of providing industrial on-street permit program on Millrace Court for 22 vehicles in 2017 will result in additional annual revenue of \$5,500 in 2017, which is credited to the Parking Reserve Fund. The costs for additional sign installations can be accommodated in the 2017 operating budget.

Conclusion

The Transportation and Works Department supports implementing Industrial On-Street Permit Parking on Millrace Court.

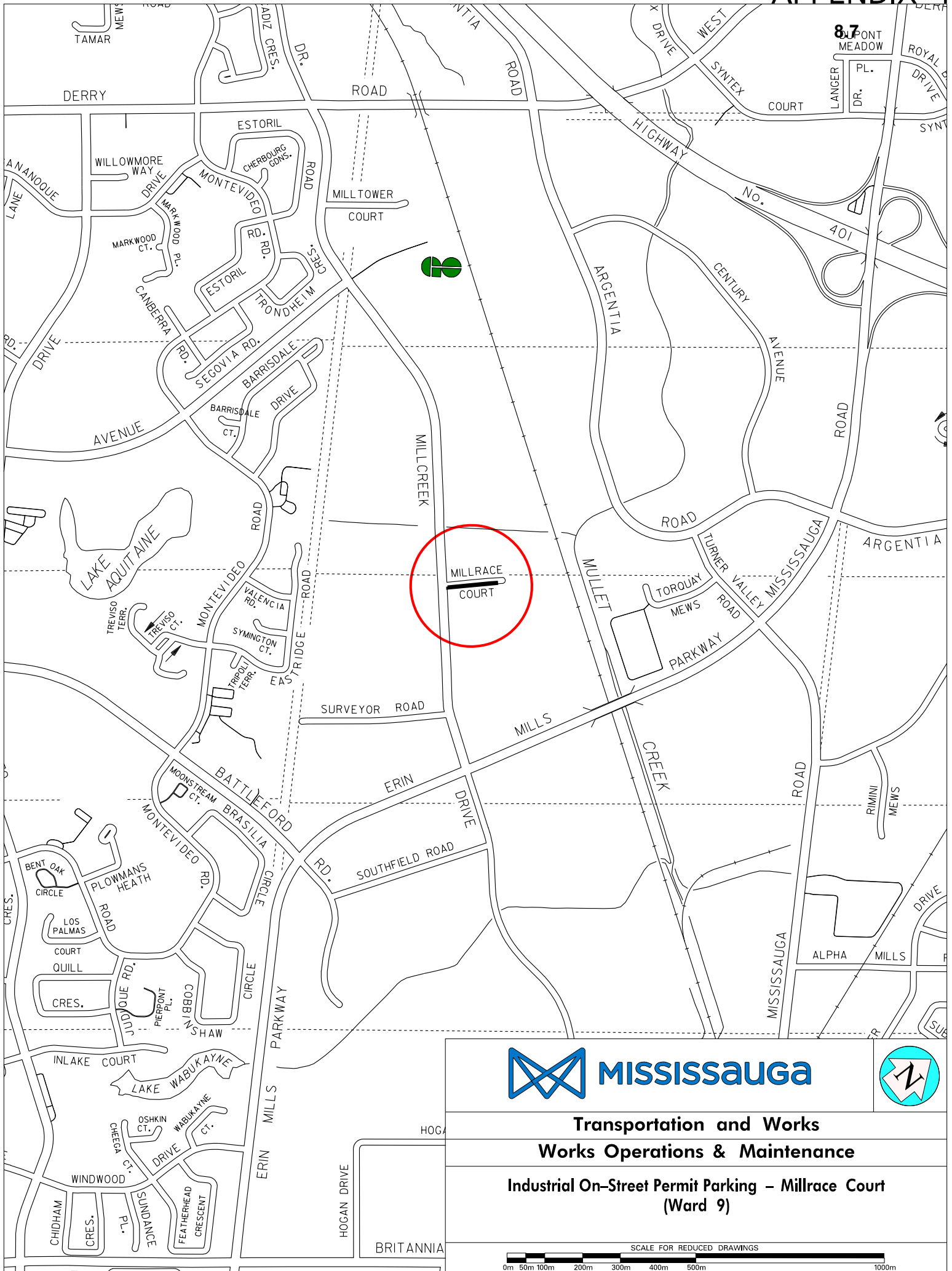
Attachments

Appendix 1: Millrace Court Map



Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Tomasz Brzeziak, Parking Coordinator



**Transportation and Works
Works Operations & Maintenance**

**Industrial On-Street Permit Parking – Millrace Court
(Ward 9)**



City of Mississauga

Corporate Report



Date: 2017/02/06

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of
Transportation and Works

Originator's files:
FA.49.141-16

Meeting date:
2017/03/01

Subject

Single Source Recommendation with Precise Parklink Inc. - Contract Renewal

File Ref: FA.49.141-16 and old file FA.49.411-08 (Wards 1, 2, 4 and 7)

Recommendation

1. That the Purchasing Agent be authorized to initiate contract negotiations with Precise Parklink Inc. to continue a long term partnership and establish the Pay and Display Parking Management System Acquisition Agreement for the seven year period, March 2017 to March 2024.
2. That the Purchasing Agent be authorized to execute the contract and all related ancillary documents with Precise Parklink Inc.; on a single source basis for products, services, and maintenance and support subject to City Solicitor approval of the contract and annual budget approval, including renewal of existing services, maintenance and support, asset protection renewal program, and forecasted growth estimated at \$3,607,692.90 for the seven year period.
3. That PN 17-192 "Parking Equipment and Systems Upgrades" be established with a gross and net budget of \$415,000.
4. That a by-law be enacted to fund PN 17-192 "Parking Equipment and System Upgrades" with \$113,000 from CIL Parking-Port Credit Reserve Fund (Account #35351), \$15,000 from CIL Parking-Cooksville Reserve Fund (Account #35352), \$4,000 from CIL Parking-Clarkson Reserve Fund (Account #35353) and \$283,000 from City Centre Parking Reserve Fund (Account #35360).
5. That the Purchasing Agent be authorized to increase the value of the contract, where necessary, to accommodate growth and where the amount is provided in the budget and negotiate and issue contract amendments to add any future features, functionalities, modules and systems related to pay and display parking management system solutions

from Precise Parklink Inc. to accommodate the City's new growth requirements such as better alignment, audit controls, modernization and mobility where the amounts are approved in the budget.

6. That Precise Parklink Inc. continues to be designated a "City Standard" for the seven year period, March 2017 to March 2024.

Report Highlights

- The original System Acquisition Agreement between the City and Precise was executed on March 19, 2009.
- To date the City has installed 231 parking pay and display machines in the Downtown, Port Credit, Clarkson and Cooksville, and has made a capital investment of approximately \$2.6M in the paid parking program.
- In 2016 the Municipal Parking program produced net revenues of \$1,060,362, of which \$777,054 was transferred to the various Parking Reserve Funds.
- An estimated capital budget of \$415,000 is required to bring the City's existing inventory of parking pay and display machines and the Central Parking Management System to current industry and PCI Compliance standards.
- The objectives of paid parking are to manage local traffic, and to ensure a consistent level of parking availability in an effective and efficient manner.

Background

A System Acquisition Agreement between the City of Mississauga (City) and Precise Parklink Inc. (Precise) was executed on March 19, 2009, for the supply, delivery, and support of a parking pay and display machine and Central Parking Management System (CPMS). The current agreement with Precise includes:

- Supply of parking pay and display machines.
- Support and "Level 2" maintenance of parking pay and display machines.
- The licence by the City of Precise's Central Parking Management System (CPMS).
- The licence by the City of Precise's Parking Display Access Control Permissions System (PCACPS), which supports the use of parking multi-visit cards.
- An Asset Protection and Renewal Program for on-street parking pay and display machines.
- Processing of credit card parking transactions made at the pay and display machines and related Payment Card Industry Data Security Standard Compliance (PCI Compliance).

To date the City has purchased 231 parking pay and display machines in the Downtown, Port Credit, Clarkson and Cooksville, and has made a total capital investment of approximately \$2.6M in the paid parking program.

Comments

The objectives of paid parking are to manage local traffic and to ensure a consistent level of parking availability in an effective and efficient manner. The long-term objective for the implementation of parking fees was to develop a self-supporting parking program to manage municipal parking throughout the City.

In 2016, the paid parking program produced \$1,060,362 in net revenues of which \$777,054 was transferred to the Parking Reserve Funds.

The City's 231 parking pay and display machines process approximately 619,000 coin, credit card, and parking multi-visit card transactions per year. These transactions are processed through the CPMS which is hosted on servers and communicates through Precise's network licenced by the City. Maintaining equipment reliability, maintenance standards, transactional security, and predictable annual operating costs are a priority for the continued success of the paid parking program.

The majority of the City's parking pay and display infrastructure is eight years old and requires refurbishment and technological upgrades to maintain PCI Compliance, allow for more efficient reconciliation of revenues and parking activities, and maintain a consistent level of service for customers of the City's paid parking program. Transportation and Works has identified the following maintenance requirements and system improvements that will be required to be included in the contract renewal with Precise:

Asset Protection Renewal Program

Currently the City's on-street and off-street parking pay and display machines are maintained through two different maintenance models. On-street parking machines are maintained through Precise's Asset Protection Renewal Program (APRP) while off-street machines are maintained through an internal City program which deals with break downs as they occur. Based on the age of the machines and a review of their historical maintenance costs, consolidation of the maintenance models into the APRP with Precise would offer more predictable maintenance costs and improve the overall reliability of the parking pay and display machine network.

Pay and Display Machine System Communications Processes

A number of services are required to support the communication function and data processing between the parking pay and display machines and the CPMS. These functions are critical to the overall reliability, security, and performance of the paid parking system. To evaluate the performance and ultimate cost to the City of these functions, a validation of the communication bundle components and fee structure is required, including the following:

- Neo CPMS Licencing and Support

- Oracle Database Licencing and Support
- Data Centre Services
- Cellular Airtime; and,
- Payment Card Industry Data Security Standard

Credit Card Transaction Processing

The requirements of processing credit card transactions are complex and the industry's security requirements, including PCI Compliance, are continually evolving. Today there are varying fee structures associated with the payment processor and different credit card providers. Under the current contract with Precise, the City pays a flat fee of 2.5% per transaction which includes payment processing and credit card brand fees. In return, Precise processes credit card transactions made at the City's parking pay and display machines on behalf of the City and assumes all of the responsibilities associated with ensuring the system is PCI Compliant. As paid parking operations expand, it will be imperative that the City maintain a competitive and predictable fee rate for processing credit card transactions while assuming as little of the PCI Compliance requirements as possible.

Capital Products and Improvements

A significant capital investment will be required to refurbish the machines and bring the inventory up to industry standard for PCI Compliance, communications, parking activity reporting, and revenue reconciliation. It is estimated that the refurbishment and upgrade of the following items will extend the life cycle of these machines to the end of the anticipated contract renewal period with Precise.

- Upgrade to the communication industry standard 3G network modem.
- Credit card reader replacement to unit's with increased PCI Compliance and transaction speed capabilities.
- Banking system upgrade and consolidation to allow for a City developed automated revenue reconciliation process to be implemented.
- CPMS system and software upgrade to allow migration to a new Precise Neo Server which will allow the City to perform three-way credit card reconciliation between the CPMS, Payment Processor, and the City's bank as recommended by Internal Audit.

Pay and Display Machine Refurbishment Program

The expected lifecycle of a parking pay and display machine that is deployed outdoors is seven years. The City's initial installation of parking machines was in 2009. Through benchmarking conducted with other parking providers and discussions with Precise, it was determined that the most cost effective option for the City to maintain a reliable parking pay and display machine network is to undertake a refurbishment program. While the specifications of the refurbishment program are yet to be finalized it is anticipated that the program would include the following:

- Repair of each machine's external damage and rust.
- Repaint each machine's shell with manufacturer specified paint.
- Replacement of each machine's internal components such as harnesses, seals, hinges, etc.

Entering into a contract extension with Precise will allow the City to operate and maintain the City's existing inventory of parking pay and display machines and extend their lifecycles, while bringing the fleet up to current industry and PCI Compliance standards.

The City's parking pay and display machines are proprietary to Precise and operate only on their CPMS network and are not compatible with any other back end network. Converting the machines to work with another vendor's operating system or replacing the existing inventory with another vendor's parking machine would be cost prohibitive.

Purchasing By-law Authorization

The recommendation in this report is made in accordance with Schedule A of the Purchasing By-law #374-06, items 1(b)(xi) which states that a single source procurement method may be applied when, *"a need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations"*, and (a) (iii), wherein it states that *"the Goods and/or Services are only available from one supplier by reason of; the existence of exclusive rights such as patent, copyright or license"*.

The Statement of Work to establish the operating model for the supply, delivery, and support of a parking pay and display Central Parking Management System, as well as the renewal of, the existing contract for an additional seven years is attached as Appendix 1 – Statement of Work.

Transportation and Works, Information Technology, Finance, Legal Services and Materiel Management staff are collaborating to establish the detailed requirements, negotiate the final arrangements and prepare the requisite forms including the contract agreements.

Financial Impact

An operating budget amount of \$394,000 is currently funded to pay for ongoing system maintenance and support of the pay and display machines and CPMS in place today. It is estimated that the current operating budget will cover the anticipated operational increases that will be required in 2017 for the system maintenance and support of the pay and display machines and CPMS.

A significant capital investment will be required to refurbish the machines and bring the inventory up to industry standard for PCI Compliance, communications, parking activity reporting, and revenue reconciliation. An estimated capital budget of \$415,000 will be required to bring the City's existing inventory of pay and display machines and the system to current

industry and PCI Compliance standards. A new project (PN 17-192) will be created to fund the pay and display equipment and system upgrades; and, will be funded through various parking Capital Reserve Funds.

Conclusion

A System Acquisition Agreement between the City of Mississauga and Precise Parklink was executed on March 19, 2009, for the supply, delivery and support of a parking pay and display machine and Central Parking Management System. Since 2009, a total of 231 pay and display machines have been purchased by the City and installed in the Downtown, Port Credit, Clarkson and Cooksville.

The majority of the City's parking pay and display infrastructure is eight years old, and requires refurbishment and technological upgrades. The potential contract renewal with Precise would include a Parking Pay and Display Machine Refurbishment Program.

Investing in refurbishing the City's pay and display machine fleet and upgrading the CPMS will allow the City to extend the lifecycle of the machines by seven years, maintain industry and PCI Compliance standards and perform three-way credit card revenue reconciliation as recommended by Internal Audit.

This report proposes to authorize the Purchasing Agent to initiate contract negotiations and execute the contract with Precise Parklink Inc. on a single source basis for products, services, and maintenance and support, subject to City Solicitor and annual budget approval.

Attachments

Appendix 1 – Statement of Work



Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Tomasz Brzeziak, Parking Coordinator

Statement of Work

A System Acquisition Agreement between the City of Mississauga and Precise Parklink Inc. was executed on March 19, 2009 for the supply, delivery and support of a pay and display parking management system for a seven year period ending 2016. A total of 219 pay and display machines have been installed in the City of Mississauga, 77 pay and display machines support the Downtown off-street parking program and the remaining 142 support the on-street paid parking program in the Downtown, Port Credit, Clarkson and Cooksville areas.

The City now has a better understanding of the operational and maintenance requirements of pay and display machines. A primary concern is aging equipment, the life cycle of the machines and the associated operational costs. As the paid parking program continues to expand, equipment reliability, managing equipment failures and having predictable annual maintenance costs are a priority. Also, the City is looking for daily access to accurate financial electronic data that will enable the City to perform an independent 3-way (Machine, Precise CMS, Moneris and City bank) revenue audit.

The City wishes to renew the System Acquisition Agreement for Pay and Display Parking Management System Solution (Supply, Delivery, Licensing, Maintenance and Service) for a seven (7) year period including the following:

1. Service and Maintenance, as described in the original agreement with the addition of:
 - a. Parts Cabinet
 - b. Generic Meter
 - c. KeyScan components to be covered under APRP
 - d. APRP phased in pricing
 - e. Multispace Meter Refurbishment Process
2. Service Notification Procedure, as described in the original agreement
3. Ticket Paper, as described in the original agreement with the addition of:
 - a. Colour capabilities
 - b. Advertising capabilities
4. Communication to be amended with details of:
 - a. Parkeon license Support and Pricing
 - b. Airtime and Pricing
 - c. System and Services (Precise database licensing/support, data centre services, supporting infrastructure maintenance, PCI DSS, Data warehouse access) and Pricing
5. Hardware & Optional Upgrades to be amended as follows:
 - a. New Meters with fixed pricing for contract term
 - b. Meter Refurbishment
 - c. 3G Modem, Emulation Board and Antenna
 - d. M900 Magnetic Stripe Card Reader
 - e. Colour Screen and Alphanumeric Keyboard (Optional)
6. Software and Software Services, as described in the original agreement with amendments as follows:
 - a. NEO & Archipel Banking Consolidation & Upgrade
 - b. Credit Card Processing
 - c. Visitor Parking Validation (Optional)
 - d. iPass Administration and Payment Portal (Optional)
7. Optional Support Services, as described in the original agreement with the addition of

- a. EPROM/Rate Change Program
- b. Equipment Pickup and Delivery

8. Financial Services/Components

- a. Tri-Party Agreement
- b. Daily Credit Card Transactions Reconciliation
 - i. three way matching
 - ii. Credit Card data to be provided on SFTP site daily
- c. Flat Rate for Credit Card Transaction Processing Fee

9. Estimated Costing Schedule:

Product and Service:		Est. Annual QTY	7 Years Total Estimated Cost
APRP	Monthly APRP for on-street machines	150	\$1,262,007.00
	Monthly APRP for garage machines	69	
Communication Fees	Parkeon Licensing Support/ Contact	219	\$1,314,000.00
	Airtime	219	
	System and Services, Licensing/support, data centre services, supporting infrastructure & maintenance, PCI DSS, data warehouse access	219	
	Monthly Communications Fees	219	
Transaction Fees	Credit Card Transaction Processing Fee	Est. Annual Transactions	\$176,400.00
	Flat Rate	\$ 720,000.00	
Supplies	Ticket Rolls	Est. Annual Qty	\$219,120.00
		400	
Capital Product	Forecasted Purchases in Year 1 only	Est. QTY	\$636,165.90
	Meter Refurbishment	114	
	Modem Upgrade	128	
	M900 Credit Card Reader Upgrade	198	
	NEO Upgrade & Archipel Banking	198	
	Unit Pick Up	10	
	Unit Delivery	10	
	Machine Dolly	10	
	EPROM Master	1	
	EPROM Additional copy	80	
	New Meters with fixed pricing for 7 years	20	
Total Product and Service Estimated Costs for seven (7) year period			\$3,607,692.90
Optional Items	Product and Service:	Est. QTY	
	Colour Screen	1	
	Validation Module	1	
	Monthly IPASS Fee	1	

City of Mississauga
Corporate Report



Date: 2017/02/14

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of
 Transportation and Works

Originator's files:

Meeting date:
 2017/03/01

Subject

Ontario Municipal Cycling Infrastructure Program (OMCIP)

Recommendation

That the report dated February 14, 2017 from the Commissioner of Transportation & Works regarding funding from the Ontario Municipal Cycling Infrastructure Program be approved in accordance with the following:

1. That the Commissioner of Transportation & Works be authorized to execute and affix the corporate seal on behalf of The Corporation of the City of Mississauga (the "City") to a Transfer Payment Agreement between the City and Her Majesty the Queen in Right of Ontario, as represented by the Minister of Transportation for the Province of Ontario (the "Province") for funding up to \$325,000 by the Province of the *Mississauga East-West Bikeway: Thomas Street Connector* project, including any amendment thereto or ancillary document necessary to fulfill the Ontario Municipal Cycling Infrastructure Program requirements, each in a form satisfactory to Legal Services.
2. That all necessary by-laws be enacted.

Report Highlights

- The City has been awarded funding for the *Mississauga East-West Bikeway: Thomas Street Connector* project through the OMCIP, with eligible costs totalling approximately \$325,000.
- The approved Project will include the design and construction of approximately 10.5 km of east-west cycling routes located on Thomas Street, Turney Drive, Vista Drive, Broadway Street, Pearl Street/Main Street, McFarren Boulevard and Mullet Drive.

- The OMCIP provides the City with the opportunity to leverage approximately \$325,000 towards a cycling infrastructure project valued at \$775,200, with the City contributing \$450,200.
- Funding criteria allows expenditures as of January 2016 with a post-construction report to be completed by August 2017.
- A transfer payment agreement has been received and reviewed by the City's Legal Services.
- A by-law authorizing the municipality to enter into the Transfer Payment Agreement indicating the amount and commitment of the recipient's share is required in order to request payment reimbursement.

Background

On July 3, 2015 the Ministry of Transportation (MTO) announced the launch of the OMCIP providing a \$10 million investment in municipal cycling infrastructure. An expression of interest was submitted by the City in advance of the August 6, 2015 deadline. An invitation to submit an application was subsequently provided to the City which, along with supporting materials, was submitted to MTO by the November 27, 2015 deadline.

The purpose of the OMCIP is to help municipalities build and improve cycling infrastructure so that:

- local cycling networks are better connected, safety is promoted, and cycling is better recognised as a viable mode of transportation;
- more recreational cycling opportunities and connections for a future provincial cycling network are created, where appropriate;
- innovation in cycling infrastructure is encouraged; and
- data collected about cycling infrastructure can be used to inform decision making in communities throughout Ontario.

While excellent cycling routes are often located on collector or arterial streets, a significant percentage of residents will not use them because of their high traffic volumes and speed. The *Mississauga East-West Bikeway: Thomas Street Connector* solves this challenge, so that area residents will be easily linked to the Streetsville GO station, bus routes and various other amenities and places of employment.

Building cycling infrastructure is important to achieving the vision of the Province of Ontario's #CycleON: Ontario's Cycling Strategy.

Comments

On December 8, 2016, MTO contacted the City advising that the Transfer Payment Agreement required a by-law and if applicable, a Council resolution authorizing the agreement, naming municipal signing officers for the agreement and setting out the amount of the City's share of funding and a commitment to the City's share of funding in order to receive the funding.

The \$325,000 in funding under OMCIP will allow the City to carry out \$775,200 in new cycling infrastructure projects, with the City contributing \$450,200 from the approved Cycling Program capital budget (PN 16-167).

The approved Project includes the design and construction of approximately 10.5 km of east-west cycling routes. The project is located on the following streets: Thomas Street, Turney Drive, Vista Drive, Broadway Street, Pearl Street/Main Street, McFarren Boulevard and Mullet Drive as illustrated in Appendix 1.

The project is to be completed in four stages as outlined below:

Stage	Expected Date of Completion (As described in Transfer Payment Agreement)
Initiation of design work	July 2016
Award of construction contract	November 2016
Submission of certificate of substantial completion	June 2017
Acceptance of post-construction report	August 2017

Financial Impact

The cycling facilities project, *East-West Bikeway: Thomas Street Connector*, will cost \$775,200. The OMCIP will provide funding up to \$325,000 and the City will contribute \$450,200 from the approved Cycling Program capital budget (PN 16-167).

Conclusion

The OMCIP offers an opportunity for the City to strengthen accessible public infrastructure for the future. Through the *Mississauga East-West Bikeway: Thomas Street Connector* project area residents will be easily linked to the Streetsville GO station, bus routes and various other amenities and places of employment, therefore promoting cycling as a safe and viable mode of transportation. This project will work towards meeting the City's *Move* and *Connect* Strategic Pillars for Change where residents are able to get around without an automobile and where residents can engage in active transportation.

General Committee

2017/02/14

4

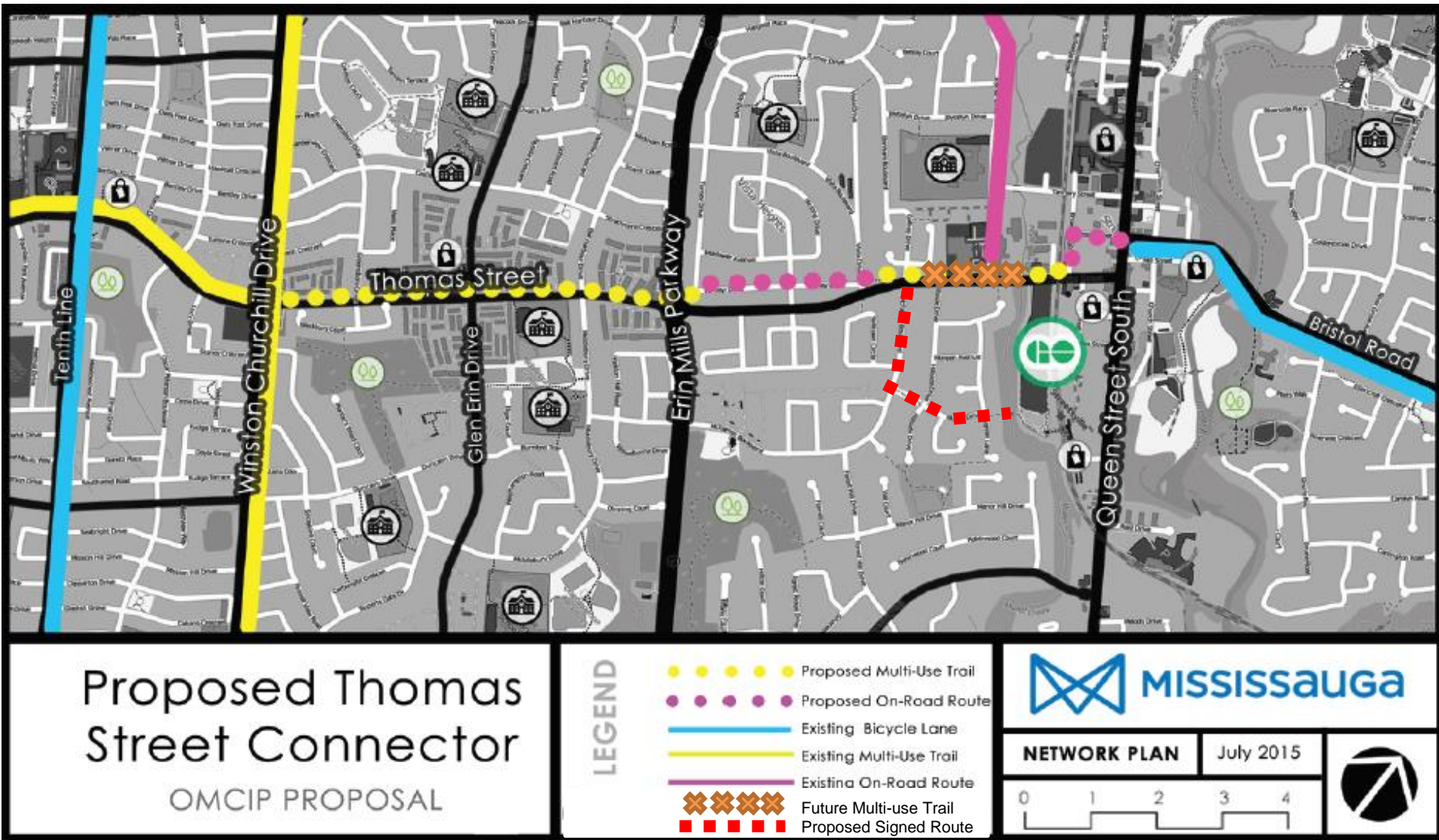
Attachments

Appendix 1: Ontario Municipal Cycling Infrastructure Program – Infrastructure Locations



Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Ashley Lyons, Coordinator Grants Funding



City of Mississauga

Corporate Report



Date: 2017/02/06

To: Chair and Members of General Committee

From: Geoff Wright, P. Eng, MBA, Commissioner of
Transportation and Works

Originator's files:
SP 99/353

Meeting date:
2017/03/01

Subject

Servicing Agreement Assumption - Municipal Works Only Servicing Agreement, City File SP 99/353 - Bell Mobility Centre - BMCC Phase 1 Realty Corporation (Ward 5)(Z-35E)

Recommendation

That the City of Mississauga assume the municipal works as constructed by the developer under the terms of the Municipal Works Only Servicing Agreement for City File SP 99/353, BMCC Phase 1 Realty Corporation, (lands located immediately north of the Mississauga Transitway, east of Creekbank Road and west of Etobicoke Creek, in Z-35E, known as Bell Mobility Centre), and that the Letter of Credit in the amount of \$275,966.00 be returned to the developer.

City File SP 99/353 (Ward 5)

Background

The developer identified on the attached Table of Assumptions (Appendix 1) has complied with all the requirements of the identified Municipal Works Only Servicing Agreement.

Comments

The Transportation and Works Department supports the assumption of the Municipal Works Only Servicing Agreement for City File SP 99/353.

Financial Impact

With the assumption of the Bell Mobility Centre (SP 99/353), the City will now be required to provide maintenance of 410 meters (1345 feet) of storm sewer and a Stormwater Management Facility.

Conclusion

It is in order for the City to assume the municipal works within the site identified on the attached Table of Assumptions (Appendix 1).

Attachments

Appendix 1: Table of Assumptions

Appendix 2: Approximate location of City File SP 99/353

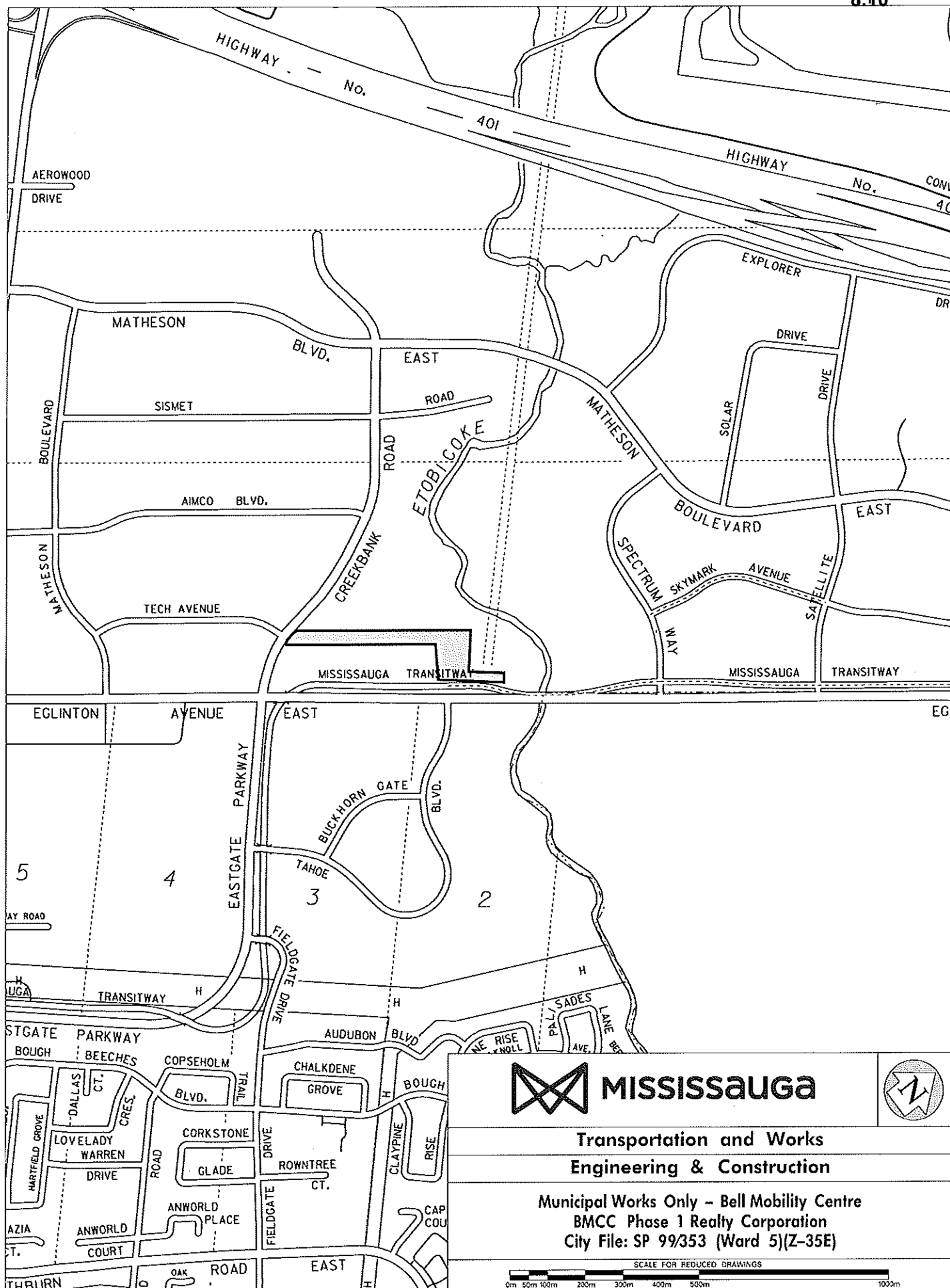


Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: John King, Supervisor Development Construction

TABLE OF ASSUMPTIONS

PLAN/FILE REFERENCE #	LOCATION	DEVELOPER ADDRESS	SERVICING AGREEMENT DATE	SECURITIES TO BE RELEASED
SP 99/353	North of the Mississauga Transitway, east of Creekbank Road and west of Etobicoke Creek, in Z-35E.	H & R REIT (BMCC Phase 1 Realty Corporation) 5099 Creekbank Road Mississauga, ON L4W 5N2 Attn: Mr. W. McInall, Property Manager	December 13, 2000	\$275,966.00 Cancel Insurance



City of Mississauga

Corporate Report



Date: 2017/02/06 To: Chair and Members of General Committee	Originator's files: MG.23.REP
From: Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works	Meeting date: 2017/03/01

Subject

By-law to Establish Lands as Public Highway and Restrict Passage within Phase 3 of the Mississauga Transitway (Wards 3 & 5)

Recommendation

That a by-law be enacted authorizing the following:

1. That establishment of a public highway to be known as the Mississauga Transitway, over the lands described in Schedule A as shown on Appendix 1 attached to the report dated February 6, 2017 from the Commissioner of Transportation and Works.
2. That access to or travel along the lands described in Schedules A and B as shown on Appendix 1 mentioned in item 1 above, be prohibited, save and except for access or travel by authorized transit vehicles, emergency vehicles or motor vehicles used by service providers related to the repair or maintenance of transit vehicles.
3. That City staff be authorized to register the by-law in the appropriate land registry office against title to the lands described in Schedules A and B, as shown on Appendix 1, mentioned in item 1 above.

Background

The Mississauga Transitway (Transitway) will see the creation of a dedicated east-west transit corridor (busway) across Mississauga which will run along Highway 403 (combining the use of existing bus by-pass shoulders), Eastgate Parkway and Eglinton Avenue East corridors connecting Renforth Drive to Winston Churchill Boulevard.

Once operational, transitway services will complement and connect with local bus service, inter-regional transit (GO Transit) and the TTC subway, linking high-density development and employment centres across Mississauga. Designated stations along the Transitway corridor will provide key connection points for passengers.

Comments

Similar to Phase 1 and Phase 2 of the Transitway project, Legal Services and Transportation and Works staff recommend enacting a by-law to establish City-owned lands with the Transitway corridor as public highway and restricting passage over these lands to facilitate the daily operation and maintenance of the Transitway.

The by-law will establish the lands as public highway but will restrict passage by unauthorized users. Establishing the lands as public highway eliminates the need to negotiate easements for utility companies that have or are installing infrastructure as part of the Transitway project.

Secondly, it allows the City and other agencies to enforce various Acts and by-laws including, but not limited to, the Highway Traffic Act, Traffic By-law, Transit By-law, Transit Fares By-law, Fire Route By-law, Noise Control By-law, Public Nuisance By-law, Sign By-law, Special Events Temporary Road Closure By-law and the Highway Obstruction By-law.

Financial Impact

There is no financial impact.

Conclusion

The by-law is required to facilitate the daily operation and maintenance of the Transitway from a functional and enforcement perspective.

Attachments

Appendix 1: Schedules A and B

Appendix 2: Sketch showing Lands described as part of the Mississauga Transitway
Phase 3



Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Al Jeraj, O.L.S., City Surveyor

Appendix 1

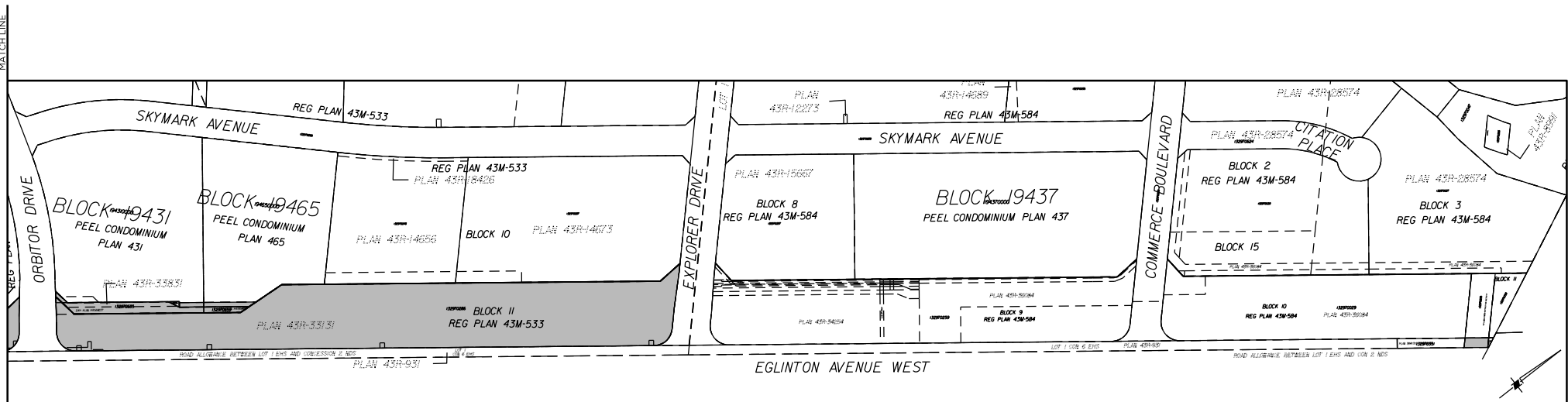
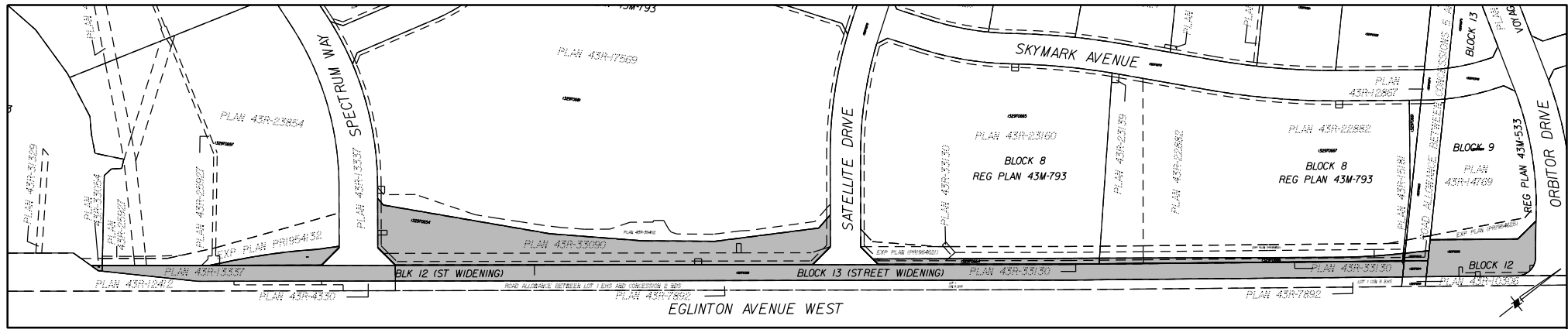
Schedule A

In the City of Mississauga, Regional Municipality of Peel, (Geographic Township of Toronto, County of Peel), Province of Ontario, and being composed of:

- FIRSTLY: Part of Lot 1, Concession 5, East of Hurontario Street of the said Township, designated as Parts 6 and 9, Expropriation Plan PR1954132 and Part 2, Plan 43R-13337.
- SECONDLY: Part of Lot 1, Concession 5, East of Hurontario Street of the said Township, designated as Part 1, Plan 43R-13337 and All of Blocks 11, 12 and 13 (Street Widenings), Registered Plan 43M-793, all closed by City of Toronto By-law No. 1010-2010 registered as Instrument PR1970446.
- THIRDLY: Part of Block 8, Registered Plan 43M-793 designated as Parts 4, 8, 9, 14, 18, 19, 23, 24, and 28, Expropriation Plan PR1954521 and Parts 5 and 6, Expropriation Plan PR1954625.
- FOURTHLY: Part of Block 9, Registered Plan 43M-793 designated as Parts 1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 12 and 13, Plan 43R-33090.
- FIFTHLY: All of Reserve Blocks 17, 18, 19 and 20, Registered Plan 43M-793.
- SIXTHLY: Part of Block 10, Registered Plan 43M-533 designated as Part 2, Expropriation Plan PR1954436 and Parts 2 and 5, Expropriation Plan PR1954277, save and except Parts 1 and 3, Plan 43R-35534.
- SEVENTHLY: All of Blocks 11 and 12 and Part of Reserve Block 17, Registered Plan 43M-533, designated as Part 6, Plan 43R-33131.
- EIGHTHLY: Part of the Road Allowance between Concessions 5 and 6, East of Hurontario Street of the said Township, closed by The Corporation of The City of Mississauga By-law 880-82, registered as Instrument RO687768, designated as Part 6, Plan 43R-12200 and Parts 9 and 10, Expropriation Plan PR1954625.

Schedule B

In the City of Mississauga, Regional Municipality of Peel, (Geographic Township of Toronto, County of Peel), Province of Ontario, and being composed of Part of the Road Allowance between Concessions 6 and 7, East of Hurontario Street of the said Township, lying south of Plan 43R-8991.



LEGEND

CITY OF MISSISSAUGA

SKETCH SHOWING LANDS DESCRIBED AS
PART OF THE MISSISSAUGA TRANSITWAY-PHASE 3
CITY OF MISSISSAUGA
REGIONAL MUNICIPALITY OF PEEL
FEBRUARY 6, 2017

SCALE 1:5000



...\\Mississauga Transitway Sketch-Appendix2.dgn

2017/02/07



MISSISSAUGA

385 MAVIS ROAD
MISSISSAUGA, ONTARIO
L5C 1T7
PHONE 905-896-5000

City of Mississauga

Corporate Report



Date: 2017/02/22

To: Chair and Members of General Committee

From: Paul Mitcham, P. Eng, MBA, Commissioner of
Community Services

Originator's files:

Meeting date:
2017/03/01

Subject

Hershey Event Pad Development Matters (Ward 5)

Recommendation

1. That additional funds of \$76,320 (\$75,000 plus \$1,320 non-rebatable HST) from the Capital Reserve Fund (Account #33121) be allocated to Hershey Event Pad (PN #17-443) in 2017 to offset costs associated with the construction of an Event Pad adjacent to the Hershey Centre.
2. That an exemption under Corporate Policy 06-02-06 be granted to Cavalia Inc. that authorizes the company to apply for approval of banner installations to promote its Odysseo event.
3. That all necessary by-laws be enacted.

Report Highlights

- The original event pad construction budget estimate provided by Cavalia was based on using Recycled Asphalt Product (RAP) as the base material. Granular B, Type II base material is a suitable alternative that will avoid the environmental risk associated with potential contaminants as may be found in RAP. The incremental cost of the change is approximately \$150,000 to be funded - \$75,000 Cavalia and \$75,000 City of Mississauga. For information, the new material is to remain on site. It is estimated that 75% of the value can be recovered at such time as the site is redeveloped.
- Cavalia Inc. has requested permission to install approximately 250 pole banners promoting the Odysseo show on lighting poles in high traffic area across the City. Staff requests Council's approval for an exemption to the City's Corporate Policy on Banners (06-02-06) to permit Cavalia Inc. to apply for approval of banner installations because it is a commercial entity and pole banners promoting commercial events are not permitted.

Cavalía Inc. would be required to meet all stated requirements of the Policy on Banners.

Background

On November 9, 2016, Council adopted the recommendations contained in the report from the Commissioner of Community Services dated November 3, 2016 and By-law 0240-2016 was enacted that had the effect, among other things, of authorizing the City's contribution of funds for the development of an event pad adjacent to the Hershey Centre for the initial purpose of hosting Cavalía's Odysseo show on the site.

Since this time, significant work has been undertaken by Cavalía Inc. in cooperation with City staff. The Project Agreement between the City and Cavalía Inc. is nearly complete, pending a decision from Council requested in this report. Cavalía Inc. has submitted a Site Plan Application after receiving preliminary guidance from all relevant Divisions with approval responsibilities. Operational planning with Hershey Centre staff has commenced and Tourism Toronto and City tourism staff are working together to offer local and regional marketing support services to Cavalía Inc. with a goal of attracting overnight visitors to Mississauga to stay and enjoy the show.

Two additional matters requiring Council's consideration and approval have emerged as an outcome of site planning and operations planning between City staff and Cavalía officials. This report brings these matters forward for decision.

Comments

Alternative Fill Material

The original event pad construction budget estimate provided by Cavalía was based on using RAP as the base material. It is not practical to sample test each load of RAP to mitigate the possibility of environmental contamination given that the RAP would be sourced from multiple stockpiles across the GTA and stockpiles are known to have contaminants such as asbestos and slag. Neither city staff nor Cavalía Inc. were agreeable to accepting liability for contaminated material used in the construction of the event pad and potential remediation expenses. The cost to dispose of RAP at landfill should the material be contaminated is approximately one-million dollars.

Granular B, Type II base material is a suitable alternative that will avoid the environmental risk associated with potential contaminants in RAP. It is a natural quarried stone and commonly used in all forms of development construction. The majority of material (over 75%) can be skimmed and moved to other construction sites/projects or skimmed and stockpiled on the event pad site for use in a permanent development project – offsetting future capital project costs.

Cavalía is to fund 50% of the cost of new aggregate representing a value of \$75,000 and the City of Mississauga is to fund 50% of the cost.

Staff recommend that Council approve an additional \$75,000 plus taxes to cover incremental costs associated with using Granular B, Type II as base material and the execution of a project agreement pursuant to which the City's total reimbursement to Cavalia for the construction of the event pad will be \$450,000 plus taxes.

Pole Banners

Cavalia Inc. has requested permission to install approximately 250 pole banners promoting the Odysseo show on lighting poles in high traffic area across the City. Staff requests Council's approval for an exemption to the City's Corporate Policy on Banners (06-02-06) to permit Cavalia Inc. to apply for approval of banner installations because it is a commercial entity and pole banners promoting commercial events are not permitted. Cavalia Inc. would be required to meet all stated requirements of the Corporate Policy on Banners and committed locations for Canada 150 pole banners would be given priority over location requests from Cavalia Inc.

Pole banners can be effective in promoting events and are commonly used by event organizers to promote local community festivals and celebrations. Staff request an exemption to the policy condition that excludes commercial entities from making applications for approval to install pole banners.

Financial Impact

Council previously approved a capital contribution of \$381,600 for Cavalia Inc. for the purpose of constructing an Event Pad that will have future application and community benefit. The additional capital funds of \$76,320 (taxes included) requested through this report offset additional costs of using a cleaner base material in construction than the originally proposed RAP.

Conclusion

This report requests approvals that aim to mitigate environmental and financial risk to the City and provide for reasonable promotional support to Mississauga's first large format touring performance event. Support of these requests will finalize the planning and allow for the City's execution of the Project Agreement that will initiate the site construction in early spring of 2017.



Paul Mitcham, P. Eng, MBA, Commissioner of Community Services
 Prepared by: Michael Cleland, Director, Environment

City of Mississauga

Corporate Report



Date: 2017/02/13

To: Chair and Members of General Committee

From: Gary Kent, Commissioner of Corporate Services and
Chief Financial Officer

Originator's files:

Meeting date:
2017/03/01

Subject

Online Property Tax Receipts

Recommendation

1. That the report from the Commissioner of Corporate Services and Chief Financial Officer dated February 13, 2017 entitled Online Property Tax Receipts be received.
2. That Council provide direction on the development and implementation of a no charge, online, simplified Property Tax Receipt.

Background

At the October 5, 2016 Budget Committee meeting, Council requested that staff review the feasibility of implementing a no charge Property Tax Receipt that would meet Canada Revenue Agency (CRA) requirements.

Comments

Currently, the fee for a Property Tax Receipt is \$25.00. The Property Tax Receipt fees charged by other municipalities are as follows:

- Brampton - \$15.00
- Toronto - \$17.05
- Burlington - \$25.00
- Milton - \$25.00
- Ottawa - \$37.00
- London - \$33.00

Property owners commonly require a Property Tax Receipt when being audited by the CRA. Staff has contacted CRA on more than one occasion and the information provided on their requirements is unclear.

Staff has reviewed the option of providing a simplified Property Tax Receipt online at no charge. A simplified receipt could be made available for the current and one prior tax year that would show property taxes are paid which staff believes will be CRA compliant. Although this cannot be guaranteed as CRA staff has discretion as to what is acceptable evidence. The simplified Property Tax Receipt would only be available online at no charge for the current and/or one prior year through the Tax Self Service Centre. The property owner would be able to view and print a simplified Property Tax Receipt in real time. Staff would not be able to produce a simplified receipt. A detailed tax receipt would continue to be issued for mail-in and in-person tax receipt requests for all years.

Should Council decide to implement this initiative, staff would require direction on whether a fee should continue to be applied to current and one year prior tax receipts issued for mail-in and in-person requests. The principles of user fees would suggest that for a non-self-service option that requires requests to be processed by staff, a fee should continue to be charged.

The cost of the development and implementation of a no charge Simplified Property Tax Receipt is estimated at \$45,000. Development and implementation would take approximately six months. Should Council provide direction to proceed with this initiative, it could be developed this year and be available to property owners in early 2018.

Financial Impact

The proposed solution would offer customers a free simplified tax receipt, in real time, that meets CRA requirements for proof of tax payment in the current or previous tax year. The cost of this solution is approximately \$45,000 for system development. If Council provides direction to proceed, a capital project would be set up for professional services and the proposed funding source would be the Capital Reserve Fund. The anticipated revenue loss would be approximately \$30,000 per year based on an annual estimate of 1,200 issued tax receipts at \$25.00 each.

Conclusion

It is feasible to develop a simplified version of a tax receipt which could be provided to property owners online at no charge for the current and one prior tax year. The receipt would be available in real time and would in staff's opinion meet CRA requirements for proof of tax payment. The cost for this solution is \$45,000 and would require six months to develop and implement. With development beginning in 2017, the Simplified Property Tax Receipt could be

General Committee

2017/02/13

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available to property owners in early 2018. The development cost would be funded from the Capital Reserve Fund. The estimated revenue loss in providing these receipts at no charge is approximately \$30,000 annually.

A handwritten signature in black ink that reads "G. Kent." The signature is written in a cursive, flowing style.

Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Cathy Onorato, Manager, Revenue and Taxation

City of Mississauga

Corporate Report



Date: 2017/01/30

To: Chair and Members of General Committee

From: Gary Kent, Commissioner of Corporate Services and
Chief Financial Officer

Originator's files:

Meeting date:
2017/03/01

Subject

2018 Municipal Election – Use of Vote Counting Equipment and Accessible Voting Equipment

Recommendation

That in accordance with the *Municipal Elections Act, 1996* as amended, a By-law be enacted to authorize the use of Optical Scanning Vote Tabulators and the AutoMark Voter Assist Terminal during the 2018 Municipal Elections.

Background

The *Municipal Elections Act, 1996*, as amended, contains provisions allowing the Council of a municipality to pass by-laws authorizing the use of voting and vote-counting equipment such as voting machines, voting recorders or optical scanning vote tabulators providing that the By-law is passed on or before May 1st in the year before the year of an election.

Comments

For the 2000 City of Mississauga Municipal Election, the City of Mississauga acquired Optical Scanning Vote Tabulators. These tabulators were used in the 2000, 2003, 2006, 2010 and 2014 Municipal Elections as well as the 2011 and 2015 Municipal By-Elections. The Optical Scan Vote Tabulators will be used again to conduct the 2018 Mississauga Municipal Elections.

To provide accessible and independent voting for electors, the AutoMARK Voter Assist Terminal will also be used at all advance poll locations. The AutoMARK Terminal allows the elector to indicate the elector's voting preference independently. For an elector with a visual impairment, the elector will listen to an audio recording of the ballot and indicate their voting preference using a key pad. The Terminal is also designed to accommodate electors who require the use of "sip and puff" and peddle devices. Following confirmation from the elector that the correct voting direction has been recorded, the Terminal marks the ballot and returns it to the elector to be placed in the Optical Scanning Vote Tabulator.

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Originators files: File names

Financial Impact

The approximate cost to lease the AutoMARK Voter Assist Terminal for use during the 2018 Municipal Election is \$45,000. The required funds have been included in the proposed 2018 Election budget.

Conclusion

It is appropriate for Council to enact the necessary By-laws to authorize the use of Optical Scanning Vote Tabulators and the AutoMARK Voter Assist Terminal for the 2018 City of Mississauga Municipal Elections.



Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Pina Mancuso, Manager, Elections

City of Mississauga

Corporate Report



Date: 2017/02/08

To: Chair and Members of General Committee

From: Gary Kent, Commissioner of Corporate Services and
Chief Financial Officer

Originator's files:

Meeting date:
2017/03/01

Subject

Appointment of Acting Deputy Clerk

Recommendation

That By-law 0346-2008 be repealed and replaced to remove the name of a staff member who has resigned from the Legislative Services Division and to appoint Sacha Smith, Team Leader - Legislative Services, as Acting Deputy Clerk for the Corporation of the City of Mississauga, to have all the powers and duties of the City Clerk under the Municipal Act, 2001 and any other Acts, in the absence of the City Clerk and Deputy Clerk.

Background

The Municipal Act, 2001, provides that a municipality may appoint deputy clerks for the corporation, who have all the powers and duties of the clerk under the Municipal Act and all other Acts.

It is the practice of the City Clerk's Office that either the City Clerk or Deputy Clerk are scheduled to be in the office at all times during regular business hours to ensure that an officer of the corporation is available to perform the required duties of the clerk. Unfortunately, from time to time, due to unforeseen circumstances, this has not been possible. Although these few instances have not impacted the business operation of the corporation, it is not a desirable situation.

To ensure that the business of the corporation is not impacted by the absence of both the City Clerk and Deputy Clerk, two (2) staff positions were identified to be appointed as Acting Deputy Clerks, who in the absence of both the City Clerk and Deputy Clerk, would be called upon to perform the required duties of the Clerk. In October 2008, By-law 0346-2008 was enacted to appoint Pina Mancuso, Manager of Elections; and David Martin, Manager of Vital Statistics and Secretary-Treasurer of the Committee of Adjustment as Acting Deputy Clerks.

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Comments

In February 2017, David Martin resigned from his position as Manager of Vital Statistics and Secretary-Treasurer of the Committee of Adjustment. To ensure that business operations are not impacted, should there be the combined absence of both the City Clerk and Deputy Clerk, it continues to be desirable to have two staff positions identified as Acting Deputy Clerk. In review of the current organization of the Legislative Services Division, it is appropriate for Sacha Smith, Team Leader - Legislative Services to be appointed as Acting Deputy Clerk, with all the powers and duties of the City Clerk, in the absence of both the City Clerk and Deputy Clerk.

Financial Impact

Not applicable

Conclusion

Despite the best efforts of scheduling, from time to time, both the City Clerk and Deputy Clerk have been absent from the office at the same time. To ensure that the business of the corporation is not impacted by the absence of both the City Clerk and Deputy Clerk, it is desirable to enact a By-law appointing Sacha Smith, Team Leader - Legislative Services, as Acting Deputy Clerk, to have all the powers and duties of the City Clerk, in the absence of both the City Clerk and Deputy Clerk, and to repeal and replace By-law 0346-2008, to remove David Martin, as a result of his resignation from the position of Manager of Vital Statistics and Secretary-Treasurer of the Committee of Adjustment.



Gary Kent, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Crystal Greer, Director, Legislative Services and City Clerk

REPORT 2 - 2017

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Heritage Advisory Committee presents its second for 2017 and recommends:

HAC-0010-2017

That the property at 181 Lakeshore Road West, which is listed on the City's Heritage Register, is not worthy of heritage designation, and consequently, that the owner's request to demolish proceed through the applicable process.
(HAC-0010-2017)

HAC-0011-2017

That the proposed alterations and conservation work as shown in the attachments to the Corporate Report dated January 24, 2017 from the Commissioner of Community Services, be approved for the property at 1352 Lakeshore Road East, which is designated under Part IV of the Ontario Heritage Act.
(HAC-0011-2017)

HAC-0012-2017

That the Corporate Report dated January 19, 2017 entitled Removal or Reduction of Cultural Landscape Properties from the City's Heritage Register be deferred to a future Heritage Advisory Committee.
(HAC-0012-2017)

HAC-0013-2017

That the Corporate Report dated February 6, 2017 from the Commissioner of Community Services entitled "Name change of Cenotaph Park" be received for information.
(HAC-0013-2017)

HAC-0014-2017

That the memorandum dated January 19, 2017 from Paul Damaso, Director, Culture Division entitled Feasibility of Increasing the Designated Heritage Property Grant Envelope be received.
(HAC-0014-2017)

HAC-0015-2017

That Heritage Staff send a letter of support to the Honourable Peter Van Loan, MP in support of Bill C-323.
(HAC-0015-2017)

HAC-0016-2017

That the Heritage Advisory Committee accepts and supports the request from Lindsay Graves, Citizen Member, to be absent from Heritage Advisory Committee meetings until August 2017.
(HAC-0016-2017)

REPORT 2 - 2017

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Mississauga Cycling Advisory Committee presents its second report for 2017 and recommends:

MCAC-0007-2017

That the deputation by Christina Bouchard, IBI Group and Brandon Quigley, Planner, Sustainable Transportation, Region of Peel regarding the Region of Peel's Sustainable Transportation Plan be received.

(MCAC-0007-2017)

MCAC-0008-2017

That the Phil Green Award be deferred to the Promotions and Communications Subcommittee for further consideration.

(MCAC-0008-2017)

MCAC-0009-2017

That the 2017 Mississauga Cycling Advisory Committee (MCAC) work plan be deferred to the March 7, 2017 MCAC meeting for consideration.

(MCAC-0009-2017)

REPORT 1 - 2017

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Diversity and Inclusion Advisory Committee presents its first report for 2017 and recommends:

DIAC-0001-2017

That the deputation by Eddy Robinson, parent and business owner regarding Truth and Reconciliation Calls to Action including the request to post the Residential School Apology within the City of Mississauga buildings be received and referred to Communications and Legal staff.
(DIAC-0001-2017)

DIAC-0002-2017

That the memorandum dated February 2, 2017 regarding Paula DeCoito resignation from the Diversity and Inclusion Advisory Committee be received.
(DIAC-0002-2017)

DIAC-0003-2017

That the memorandum dated February 15, 2017 from David Ferreira, Brand Manager regarding the 2017 Diverse Communities Promotions Plan Update be received.
(DIAC-0003-2017)

REPORT 2 -2017

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Traffic Safety Council presents its second report for 2017and recommends:

TSC-0021-2017

1. That the request for the placement of a crossing guard at the intersection of Kelly Road and Constable Road for the students attending Hillside Public School be denied, as the warrants are not met.
2. That Transportation and Works be requested to review the installation of a 40KMH sign on Kelly Road, just south of Constable Road, for the students attending Hillside Public School.
3. That Peel Regional Police be requested to enforce speed limit compliance on Kelly Road, near Hillside Public School from 3:10 p.m. to 3:30 p.m., as time and manpower permits.

(Ward 2)

(TSC-0021-2017)

TSC-0022-2017

1. That Transportation and Works be request to review the timing of the lights at the intersection of Tenth Line and Innisdale Road/Cactus Gate, for the students attending St. Albert of Jerusalem Elementary School.
2. That Traffic Safety Council conduct a further site inspection at the intersection of Tenth Line and Innisdale Road/Cactus Gate, for the students attending St. Albert of Jerusalem Elementary School, in September 2017, once the school bus service is removed.

(Ward 10)

(TSC-0022-2017)

TSC-0023-2017

1. That the request for the placement of a crossing guard at the Tenth Line and Avalon Drive/Scotch Pine Gate for the students attending St. Albert of Jerusalem Elementary School, be denied, as the warrants are not met.
2. That Traffic Safety Council conduct a further site inspection at the intersection of Tenth Line and Avalon Drive/Scotch Pine Gate, for the students attending St. Albert of Jerusalem Elementary School, in September 2017, once the school bus service is removed.
3. That Peel Regional Police be requested to enforce stopping compliance at the intersection of Tenth Line and Innisdale Road/Cactus Gate, for the students attending St. Albert of Jerusalem Elementary School.

(Ward 10)

(TSC-0023-2017)

TSC-0024-2017

1. That the request for the placement of a crossing guard at the intersection of Queenston Drive and Fellmore Drive for the students attending Queenston Drive Public School, be denied as the warrants are not met.
2. That Transportation and Works be requested to review the signage in the school zone on Queenston Drive, for the students attending Queenston Drive Public School.

(Ward 6)

(TSC-0024-2017)

TSC-0025-2017

1. That the request for the placement of a crossing guard at the intersection of Novo Star Drive and Vicar Gate for the students attending St. Veronica Elementary School, be denied as the warrants are not met.
2. That Transportation and Works be requested to review the feasibility of installing a landing pad on the southwest corner of Novo Star Drive and Vicar Gate, for the students attending St. Veronica Elementary School.
3. That Traffic Safety Council be requested to conduct a further site inspection, during the morning only, at the intersection of Novo Star Drive and Vicar Gate, for the students attending St. Veronica Elementary School.

(Ward 11)

(TSC-0025-2017)

TSC-0026-2017

That the request for the placement of a crossing guard at the intersection of Novo Star Drive and Western Skies Way for the students attending St. Veronica Elementary School, be denied as the warrants are not met.

(Ward 11)

(TSC-0026-2017)

TSC-0027-2017

That the email dated January 25, 2017 from Alex Liya, Traffic Operations Technician, on behalf of area resident requesting a site inspection/safety review at the intersection of West Shore Drive and Atwater Avenue for the students attending St. Paul's Secondary School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 1 & 7)

(TSC-0027-2017)

TSC-0028-2017

That the email dated January 27, 2017 from Sheelagh Duffin, Supervisor, Crossing Guards, with respect to a request from Councillor John Kovac, on behalf of area residents, for a site inspection to be conducted at the intersection of Woodington Drive and Bishopstoke Lane for the students attending Sts. Peter and Paul Separate School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 4)

(TSC-0028-2017)

TSC-0029-2017

That the email dated January 24, 2017 Julie Luceno-Panza, area resident, requesting a site inspection on Trelawny Circle, in front of Our Lady of Carmel School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 10)

(TSC-0029-2017)

TSC-0030-2017

That the email dated February 16, 2017 from Denna Yaunan, Traffic Operations Technologist, requesting a safety review on Vista Boulevard, in front of Vista Heights Public School be received and referred to the Traffic Safety Council Site Inspection Subcommittee for a report back to the Traffic Safety Council.

(Ward 11)

(TSC-0030-2017)

TSC-0031-2017

That the parking enforcement in school zone reports from September to December 2016, previously received, be replaced with revised reports.

(TSC-0031-2017)

TSC-0032-2017

That the report for the month of January 2017 with respect to parking enforcement in school zones be received.

(TSC-0032-2017)

TSC-0033-2017

1. That the request for the placement of a crossing guard at 249 Church Street, in front of St. Joseph Elementary Catholic School, be denied as the warrants are not met.
2. That Transportation and Works be requested to review the signage at 249 Church Street, in front of St. Joseph Elementary Catholic School.
3. That Parking Enforcement be requested to enforce the No Stopping prohibitions in front of St. Joseph Elementary Catholic School, between 8:20 a.m. to 8:45 a.m.

4. That the Principal of St. Joseph Elementary Catholic School be requested to provide staff at the kiss and ride area with safety vests.
5. That the Principal of St. Joseph Elementary Catholic School be requested to advise parents to use the kiss and ride area instead of parking opposite the school and crossing Church Street mid-block.

(Ward 11)

(TSC-0033-2017)

TSC-0034-2017

1. That the request for the placement of a crossing guard at the intersection of Creditview Road and Carolyn Road, for the students attending St. Herbert Elementary School, be denied as the warrants are not met.
2. That Traffic Safety Council be requested to conduct a further site inspection at the intersection of Creditview Road and Carolyn Road in September 2017, once St. Dunstan Elementary School closes and students are re-directed to St. Herbert Elementary School.

(Ward 6)

(TSC-0034-2017)

TSC-0035-2017

1. That the request for the placement of a crossing guard at the intersection of Creditview Road and Princelea Place, for the students attending St. Herbert Elementary School, be denied as the warrants are not met.
2. That Traffic Safety Council be requested to conduct a further site inspection at the intersection of Creditview Road and Princelea Place in September 2017, once St. Dunstan Elementary School closes and students are re-directed to St. Herbert Elementary School.

(Ward 6)

(TSC-0035-2017)

TSC-0036-2017

That Traffic Safety Council does not recommend grade 7 and 8 students from St. Valentine Elementary School to cross Mavis Road at Bristol Road.

(Ward 6)

(TSC-0036-2017)

TSC-0037-2107

That Traffic Safety Council be requested to schedule a further safety review at the intersection of Mavis Road and Lafayette Drive/Preston Manor Drive for the grade 7 and 8 students of St. Valentine Elementary School, once St. Gertrude Elementary Catholic School closes and students are required to cross Mavis Road at the intersection of Lafayette Drive/Preston Manor Drive to access St. Valentine Elementary School.

(Ward 6)

(TSC-0037-2017)