

AGENDA



MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, FEBRUARY 6, 2012 – 2 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

Members

Rabia Khedr, Citizen Member (CHAIR)
Carol MacEachern, Citizen Member (VICE-CHAIR)
Councillor Katie Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Glenn Barnes, Citizen Member
Carol-Ann Chafe, Citizen Member
Naz Husain, Citizen Member
Clement R. Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Darrin Ballard, Stakeholder Member
Mike Parris, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

CONTACT PERSON: Karen Morden, Legislative Coordinator
Legislative Services Division, Telephone: 905-615-3200, ext. 5423, Fax: 905-615-4181
karen.morden@mississauga.ca

Mississauga Accessibility Advisory Committee
Staff Working Group Members

- Lisa Boyce-Gonsalves, Community Child/Youth Consultant
- Frank Buckley, Manager, Parks South District
- Jayne Culbert, Older Adult Coordinator
- Lawrence Franklin, Urban Designer
- Laila Gabiazon, Project Manager, Facilities and Property Management
- Virginia Kalapaca, Project Coordinator Landscape Architect
- Lydia Kowalyk, Senior Buyer
- Ann Lehman-Allison, Public Affairs Specialist
- Steve MacRae, Transit Planner
- Denise Mahoney, Manager, Administration and Cemeteries
- Betty Mansfield, Area Manager, Library Services
- Karen Morden, Legislative Coordinator
- Suzanne Noga, Learning and Development Consultant
- Nigel Roberts, Manager Departmental Systems IT
- Farhad Shahla, Transportation Project Engineer
- Pamela Shanks, Corporate Policies Analyst
- Diana Simpson, Accessibility Coordinator
- Frank Spagnolo, Manager, Plan Examination Services
- Stefan Szczepanski, Acting Manager, Park Development
- Alana Tyers, Transit Planner
- Andrea Wilson-Peebles, Legal Counsel

CALL TO ORDER

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST

APPROVAL OF AGENDA

Members may request the addition of agenda items under "Other Business."

RECOMMEND APPROVAL

DEPUTATIONS

- A. Item 2 Jayne Culbert, Coordinator, Older Adult Plan, with respect to the Mississauga Older Adult Plan: 2011 Update/2012 Initiatives.

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – November 28, 2011

RECOMMEND APPROVAL

2. Older Adult Plan: 2011 Update/2012 Initiatives

Power Point presentation prepared by Jayne Culbert, Coordinator, Older Adult Plan, with respect to the Older Adult Plan: 2011 update and 2012 initiatives.

RECOMMEND RECEIPT

3. City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives

Memorandum dated January 26, 2012 by Diana Simpson, Accessibility Coordinator, with respect to the City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives.

DIRECTION REQUIRED

4. Review of Site Plans for Private Sector Development Initiatives

Corporate Report dated January 9, 2012 from Brenda Breault, Commissioner of Corporate Services and Treasurer, with respect to the review of site plans for private sector development initiatives.

RECOMMENDATION

That the Facility Accessibility Design Subcommittee (FADS) continue with its mandate to review municipal facility projects (new builds and major renovation projects), and that accessibility reviews for site plans of private sector development initiatives remain with the Development and Design Division of the Planning & Building Department.

RECOMMEND APPROVAL

5. Annual National Access Awareness Event

Diana Simpson, Accessibility Coordinator, will speak to the Annual National Access Awareness Event.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation (IASR)

Diana Simpson, Accessibility Coordinator, and members of the IASR Project Team will provide a brief verbal update with respect to the Integrated Accessibility Standards Regulation.

(B) Ontario Regulation 429/07, Accessible Customer Service Standard

(C) Accessible Built Environment Standard

(D) Accessibility Standards Advisory Council of Ontario

SUBCOMMITTEE REPORTS

REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Glenn Barnes and Naz Husain, Citizen Members, will provide a brief verbal update, if required.

PENDING WORK PLAN ITEMS

6. Pending Work Plan Items dated February 6, 2012

RECOMMEND RECEIPT

ITEMS FOR INFORMATION

7. Peel Regional Police Press Release: Peel Police – Accessibility for Ontarians with Disabilities Act (A.O.D.A.)

Correspondence dated January 25, 2012 from Councillor Pat Saito, Ward 9, with respect to the Peel Regional Police press release, entitled Peel Police – Accessibility for Ontarians with Disabilities Act (A.O.D.A.).

RECOMMEND RECEIPT

8. The Riverwood Conservancy Enabling Garden

Correspondence dated November 28, 2011 from Douglas Markoff, Executive Director of The Riverwood Conservancy, with respect to the opening of The Riverwood Conservancy Enabling Garden in the spring of 2012.

RECOMMEND RECEIPT

OTHER BUSINESS

9. Accessibility in Swim Programs

Rabia Khedr, Citizen Member and Chair, will address the committee and staff working group with respect to the City of Mississauga's accessibility policy and training requirements of instructors in Aquafit programs.

10. Group Home By-Law

Rabia Khedr, Citizen Member and Chair, will verbally address the committee and staff working group with respect to the City of Mississauga's by-law relating to the proximity of group homes.

11. Connect Learning Centre

Melanie Taddeo, Citizen Member and Founder/Director of the Connect Learning Centre, Mississauga Accessibility Advisory Committee, will provide an update of upcoming initiatives at the Connect Learning Centre.

12. World Report on Disability

Naz Husain, Citizen Member, and Carol-Ann Chafe, Citizen Member will provide highlights with respect to the WHO World Report on Disability.

DATE OF NEXT MEETING(S)

Monday, February 13, 2012, 2 p.m. – Facility Accessibility Design Subcommittee meeting, Committee Room A, 2nd floor, Civic Centre

Monday, March 5, 2012, 2 p.m. – Mississauga Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre

ADJOURNMENT

DRAFT MINUTES

Accessibility Advisory
Committee

FEB 06 2012



MINUTES

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

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

MONDAY, NOVEMBER 28, 2011 – 2 p.m.

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
 1275 Mississauga Valley Boulevard, Mississauga, Ontario, L5A 3R8

MEMBERS PRESENT:

Rabia Khedr, Citizen Member (CHAIR)
 Councillor Katie Mahoney, Ward 8 (arrival at 2:41 p.m.)
 Councillor Pat Saito, Ward 9 (departure at 3:20 p.m.)
 Glenn Barnes, Citizen Member
 Carol-Ann Chafe, Citizen Member
 Melanie Taddeo, Citizen Member
 Clement R. Lowe, Citizen Member
 Darrin Ballard, Stakeholder Member
 Amy E. Wilkinson, Stakeholder Member

MEMBERS ABSENT:

Carol MacEachern, Citizen Member (VICE-CHAIR)
 Naz Husain, Citizen Member
 Mike Parris, Stakeholder Member

STAFF PRESENT:

Sonja Banic, Project Manager, Communications Master Plan
 Frank Buckley, Manager, Parks South District
 Jayne Culbert, Older Adult Coordinator
 Ivana Di Millo, Director, Communications
 Lawrence Franklin, Urban Designer
 Virginia Kalapaca, Project Coordinator Landscape Architect
 Ann Lehman-Allison, Public Affairs Specialist
 Suzanne Noga, Learning and Development Consultant
 Nigel Roberts, Manager Departmental Systems IT
 Farhad Shahla, Transportation Project Engineer
 Pamela Shanks, Corporate Policies Analyst
 Diana Simpson, Accessibility Coordinator
 Frank Spagnolo, Manager, Plan Examination Services
 Matt Thibodeau, Co-op Student
 Spencer Tomblin, Co-op Student
 Darlene Utarid, Project Coordinator, Facilities and Property Management

CONTACT PERSON: Julie Lavertu, Legislative Coordinator
 Legislative Services Division, Telephone: 905-615-3200, ext. 5471, Fax: 905-615-4181
Julie.Lavertu@mississauga.ca

CALL TO ORDER – 2:03 p.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST – Nil

APPROVAL OF AGENDA

Ms. Lavertu noted that Item 6 had been revised last week, emailed to the Committee last week, and that copies of the revised Memorandum, dated November 24, 2011, were available at the meeting for Committee members.

Ms. Simpson requested to speak about the upcoming Accessible Transit event.

The Chair requested to speak about the upcoming International Day of Persons with Disabilities event in Toronto.

Approved (C.A.-Chafe)

DEPUTATIONS

- A. Item 2 Sonja Banic, Project Manager, Communications Master Plan, and Ivana Di Millo, Director, Communications, with respect to the City of Mississauga's Communications Master Plan – Interim Report.

Ms. Banic and Ms. Di Millo gave a Powerpoint presentation, dated November 28, 2011, entitled "Executive Summary of Research and Themes for City of Mississauga Communications Master Plan." They discussed the background, early findings, goals, methodology, key reports, stakeholder engagement, feedback, themes and trends, strategic framework, communications vision, standards, and next steps for the Communications Master Plan.

Ms. Di Millo noted that Ms. Banic had been seconded as Project Manager for the Communications Master Plan, which was expected to take six months, and that they wanted to share early stakeholder feedback and engage the Committee as a key stakeholder. Ms. Banic said that the three reports which were prepared by the consultant were comprehensive and available to the Committee, if desired. She added that a key trend was the importance of digital communications and making various data from governments available and accessible to everyone.

Ms. Banic noted that some stakeholders felt that the City's communications were corporate sounding, comprehensive, and factual, but not creative, user-friendly, and/or memorable. She stated that the City was at a media disadvantage, due to its proximity to Toronto, but that the City recently refaced its website, would soon

get another radio station, and was using social media. Ms. Banic said that the timing of meetings, ways to communicate to multicultural audiences and expand citizen engagement, and specializing communications were also being explored.

The Committee decided to deal with Item 2 at the same time as this delegation.

2. City of Mississauga's Communications Master Plan – Interim Report

Interim Report dated November 2011 prepared by Argyle Communications with respect to Executive Summary of Research and Recommendations for City of Mississauga's Communications Master Plan – Interim Report.

Committee members discussed ensuring that the Master Plan was focused on accessibility and guided by universal design and access principles, using plain language to meet the needs of residents who do not speak English well, shifting from generalists to specialists, the need to offer non-digital options for residents without access or the ability to use digital options, radio stations in Mississauga, the challenges of communications (e.g., many people do not read their mail), the possibility of using mass telephone message drop programs to disseminate local information, and the City's approach to alternative format/translation requests. Committee members also suggested that Ms. Simpson be used as the Subject Matter Expert on accessibility for communication matters.

Ms. Banic emphasized that the Communications Master Plan was a 10-year plan and would align with the City's other projects and Strategic Plan as much as possible. She noted that the City would work with local radio stations to provide them with broadcast information. Ms. Banic noted that using mass telephone message drop programs was costly and would only reach residents with listed numbers. She stated that the City's website was equipped with Google translate.

Ms. Di Millo discussed the importance of using a spectrum of communication channels and to identify which channels were effective with which audiences. She explained that the City wants to adopt effective, cost-effective, and practical approaches that will enable residents to access information in different formats.

Councillor Mahoney arrived at 2:41 p.m.

Councillor Saito discussed the telephone community alert system used in the United States during natural disasters and its overall usefulness. She also spoke about communication channels and the challenges of providing residents with information (e.g., even when letters are hand delivered, some residents will still claim that they did not know and/or were not aware about certain local issues).

Mr. Shahla discussed a recent public meeting in Ward 10 and noted that most residents had never received communications about the issue. He spoke about

the value of regularly updating websites to keep residents well-informed.

Ms. Banic said that the Interim Report was a draft that was being shared with the Committee to obtain feedback, that the Report was a work in progress, and that she would be presenting the document to General Committee in December 2011.

Recommendation

AAC-0039-2011

That the Interim Report dated November 2011 prepared by Argyle Communications with respect to Executive Summary of Research and Recommendations for City of Mississauga's Communications Master Plan – Interim Report be received.

Received (K. Mahoney)

MATTERS TO BE CONSIDERED

1. Minutes of the Previous Meeting – September 12, 2011

Approved (M. Taddeo)

3. Annual Progress Report on the Action Items in the 2011 Accessibility Plan

Memorandum dated November 18, 2011 from Diana Simpson, Accessibility Coordinator, with respect to the annual progress report on the action items in the 2011 Accessibility Plan.

Ms. Simpson gave an overview of her Memorandum and discussed various highlights. Mr. Franklin noted that the Historic Streetsville Urban Design Guidelines had incorporated the Accessibility Design Guidelines.

The Committee discussed MiWay's accessibility and Ms. Simpson said that bus stops have to be accessible, with pads, for routes to be deemed fully accessible.

The Chair discussed a recent positive trip on MiWay that involved a helpful bus driver. She noted that the automated stop announcement system did not work between Islington subway station and Mill Road in Mississauga and that it would be useful if MiWay developed a system and/or process for these stops to help persons with disabilities understand where they are and what is going on.

Recommendation

AAC-0040-2011

That the Memorandum dated November 18, 2011 from Diana Simpson, Accessibility Coordinator, with respect to the annual progress report on the action

items in the 2011 Accessibility Plan be received.

Received (K. Mahoney)

4. Accessibility Vision and Future Accessibility Planning

Memorandum dated November 18, 2011 from Diana Simpson, Accessibility Coordinator, with respect to the accessibility vision and future accessibility planning.

Ms. Simpson summarized the City's new Accessibility Vision and its context, requested the Committee's feedback and endorsement, and noted that the Vision should be revisited every five years to ensure that it is appropriate for the City.

Committee members expressed support and enthusiasm for the Vision and thanked Ms. Simpson for her work and leadership on this matter.

Recommendation

AAC-0041-2011

That the Memorandum dated November 18, 2011 from Diana Simpson, Accessibility Coordinator, with respect to the accessibility vision and future accessibility planning be received.

Received (M. Taddeo)

5. Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01)

Memorandum dated November 11, 2011 from Pamela Shanks, Corporate Policy Analyst, with respect to the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01).

Ms. Shanks provided an overview of her Memorandum and the proposed new wording for the Civic Recognition Program Policy (06-04-01), as per the Committee's suggestions at its June 6, 2011 meeting.

Councillor Mahoney suggested that Citizen Members who pass away during their terms of office should be recognized posthumously, where appropriate. The Chair noted that her main concern was to ensure that individuals who pass away and/or resign from the Committee due to illness are recognized for their work.

Recommendation

AAC-0042-2011

That the Memorandum dated November 11, 2011 from Pamela Shanks, Corporate Policy Analyst, with respect to the Corporate Policy and Procedure – Civic Recognition Program Policy (06-04-01) be received.

Received (C.-A. Chafe)

6. Recommendation AAC-0038-2011, Part 1, Masjid Al-Farooq Mosque, 935 Eglinton Avenue West, Ward 6

Memorandum dated November 18, 2011 from Lawrence Franklin, Urban Designer, with respect to Recommendation AAC-0038-2011, Part 1, Masjid Al-Farooq Mosque located at 935 Eglinton Avenue West.

Mr. Franklin provided an overview of his revised Memorandum dated November 24, 2011. He noted that, as of November 24, 2011, there was no construction on the site and discussed the City's site plan concerns which will continue to be addressed through the Site Plan Development Application Review process.

Recommendation
AAC-0043-2011

That the Memorandum dated November 24, 2011 from Lawrence Franklin, Urban Designer, with respect to Recommendation AAC-0038-2011, Part 1, Masjid Al-Farooq Mosque located at 935 Eglinton Avenue West be received.

Received (G. Barnes)

7. Name Tags for Mississauga Accessibility Advisory Committee Members

Memorandum dated November 21, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee, and Diana Simpson, Accessibility Coordinator, with respect to name tags for Mississauga Accessibility Advisory Committee Members.

Ms. Chafe discussed the purpose of the name tags and noted that Committee members would need to return them to the Legislative Coordinator at the end of their terms. In response to a question from the Chair, Ms. Lavertu clarified that Citizen Members of other committees were required to return their identification cards at the end of their terms so a similar process was being implemented here.

Councillor Saito departed at 3:20 p.m.

Recommendation
AAC-0044-2011

1. That the Memorandum dated November 21, 2011 from Carol-Ann Chafe, Mississauga Accessibility Advisory Committee Citizen Member, Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee, and Diana Simpson, Accessibility Coordinator, with respect to name tags for Mississauga Accessibility Advisory Committee Members be

- received; and
2. That the request from the Mississauga Accessibility Advisory Committee for name tags for its ten Citizen and Stakeholder Members be approved and that approximately \$150 be allocated in the Mississauga Accessibility Advisory Committee's 2012 budget (Account #28610) for this expenditure.

Received/Direction (G. Barnes)

8. 2012 Mississauga Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates

Memorandum dated November 15, 2011 from Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee, with respect to 2012 Mississauga Accessibility Advisory Committee and Facility Accessibility Design Subcommittee meeting dates.

Recommendation

AAC-0045-2011

That the Memorandum dated November 15, 2011 from Julie Lavertu, Legislative Coordinator, Mississauga Accessibility Advisory Committee, with respect to 2012 Mississauga Accessibility Advisory Committee and Facility Accessibility Design Subcommittee meeting dates be received.

Received (C. R. Lowe)

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT, 2005 (AODA)

(A) Integrated Accessibility Standards Regulation

Ms. Simpson provided a brief verbal update and noted that staff is continuing to work on this matter for the foreseeable future.

(B) Ontario Regulation 429/07, Accessible Customer Service Standard – No update

(C) Accessible Built Environment Standard – No update

(D) Accessibility Standards Advisory Council of Ontario

The Chair noted that her appointment to the Accessibility Standards Advisory Council of Ontario was for one year and that she was unsure about the Council's new members in the context of a new provincial government and Minister.

SUBCOMMITTEE REPORTS

9. Facility Accessibility Design Subcommittee (FADS) Report from the meeting on October 28, 2011

Ms. Simpson briefly discussed a recent site visit of the Fusion Centre (Bell Gairdner) property that she conducted with some Committee members.

RECOMMENDATION

AAC-0046-2011

1. That the drawings of the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, as provided and presented by Mark J. Driedger, Associate, ATA Architects Inc., to the Facility Accessibility Design Subcommittee on October 28, 2011, be received;
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated October 28, 2011 titled Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, the Facility Accessibility Design Subcommittee is satisfied with the Fusion Centre (Bell Gairdner) Redevelopment, as presented;
3. That the site works for the Fusion Centre (Bell Gairdner) redevelopment, located at 2700 Lakeshore Road East, be presented at a future Facility Accessibility Design Subcommittee meeting for information purposes; and
4. That Facility Accessibility Design Subcommittee members conduct a site visit of the Fusion Centre (Bell Gairdner) Redevelopment, located at 2700 Lakeshore Road East, before and after the proposed construction activities.

Received/Approved (C-A Chafe)

REGION OF PEEL ACCESSIBILITY ADVISORY COMMITTEE

Mr. Barnes provided a brief verbal update. He discussed the Committee's event to mark the International Day of Persons with Disabilities and the lack of specific provincial standards for those offering accessible customer service training.

PENDING WORK PLAN ITEMS

10. Pending Work Plan Items dated November 28, 2011

Recommendation

AAC-0047-2011

That the pending work plan items dated November 28, 2011 be received for information.

Received (K. Mahoney)

ITEMS FOR INFORMATION11. Washroom Facilities at Totoredaca Leash Free Dog Park, 2715 Meadowvale Boulevard, Ward 9

Correspondence dated October 14, 2011 from Rabia Khedr, Chair and Citizen Member, Mississauga Accessibility Advisory Committee, with respect to washroom facilities at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard.

Mr. Buckley noted that his manager recently advised him that the City would provide an accessible portable washroom at this park due to financial hardship by Leash-Free Mississauga which runs the Totoredaca Leash Free Dog Park.

Recommendation

AAC-0048-2011

That the correspondence dated October 14, 2011 from Rabia Khedr, Chair and Citizen Member, Mississauga Accessibility Advisory Committee, with respect to washroom facilities at Totoredaca Leash Free Dog Park located at 2715 Meadowvale Boulevard be received.

Received (D. Ballard)12. The Riverwood Conservancy's Special Needs Garden Advisory Committee

Ms. Chafe provided a verbal update. She noted that the garden's new name was the Riverwood Conservancy Enabling Garden, that the grand opening would occur in the spring of 2012, that many accessible features and tools had been incorporated into the design, and that programs would be offered for a small fee.

OTHER BUSINESSAccessible Transit Event

Ms. Simpson reminded Committee members about the Accessible Transit event on December 1, 2011 from 1:30-2:30 p.m. at the City Centre Bus Terminal.

City of Toronto's International Day of Persons with Disabilities Event

The Chair noted that the City of Toronto had cancelled its annual International Day of Persons with Disabilities event and that community members were organizing their own event on December 3, 2011 from 12:30-2 p.m.

Recent Campaign by the Canadian Association of Muslims with Disabilities

The Chair discussed a recent campaign by the Canadian Association of Muslims with Disabilities where mosques were requested to dedicate sermons to disability rights. She noted that the campaign had gone international, involved different communities and prominent imams, and had expanded its participation rates.

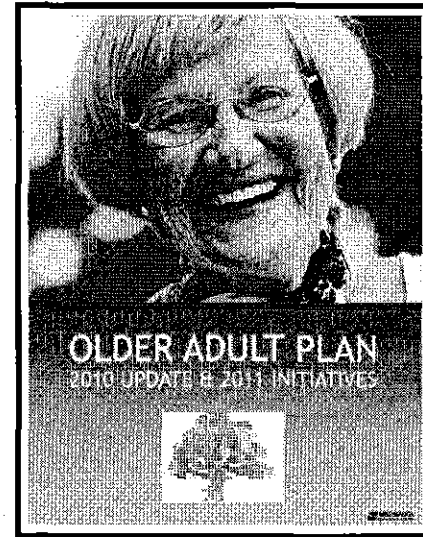
DATE OF NEXT MEETING(S)

Monday, February 6, 2012, 2 p.m. – Mississauga Accessibility Advisory Committee meeting, Program Room 1, Mississauga Valley Community Centre

Monday, February 13, 2012, 2 p.m. – Facility Accessibility Design Subcommittee meeting, Committee Room A, 2nd floor, Civic Centre

ADJOURNMENT – 3:38 p.m.

Older Adult Plan 2011 Update/ 2012 Initiatives



VISION: As an Age-Friendly city, older adults in Mississauga will lead purposeful and active lives, will live in their community with dignity, integrity and independence and will experience a diverse range of lifestyle opportunities to pursue their personal interests

Guiding Principles

1. Support Individual Needs and Interests of Older Adults
2. Celebrate Life's Older Years
3. Traveling Within Mississauga is Possible for All
4. Complete Neighbourhoods Benefit Older Adults
5. Active Living and Lifelong Learning Enhance Older Adults' Quality of Life
6. Older Adults are "In the Know"
7. Public Spaces, Places and Programs are Age-Friendly
8. Age Will Not Be the Sole Determinant in Establishing Fees for Older Adult Services
9. Older Adult Volunteers Contribute Immensely to the Community
10. Partnerships Strengthen Community

Programming

- Development of Older Adult Working Teams; Recreation & Library
- Changing titles and descriptions to describe level of ability
- Additional health related programming
- Intergenerational programming
- At Play Silver
- Home Support Exercise Program (HSEP)

Facility Specific Programming

- Space for social opportunities
- Square One providing outreach in NW
- Mississauga Senior Centre is investigating a new name

Diversity and Inclusion

- Partnership with networks
- Providing support to groups who meet in non-City facilities
- Coordinating efforts with Accessibility Committee

Diversity and Inclusion - ActiveAssist

Year One May 2009-May 2010	2,500 spaces	1,700 waitlisted
Year Two May 2010-May 2011	4,000 spaces	2,200 waitlisted
Year Three May 2011-2012	8,000 spaces	Currently over 7,000

activeassist
fee assistance program

Need to find balance between need and impact

Fees

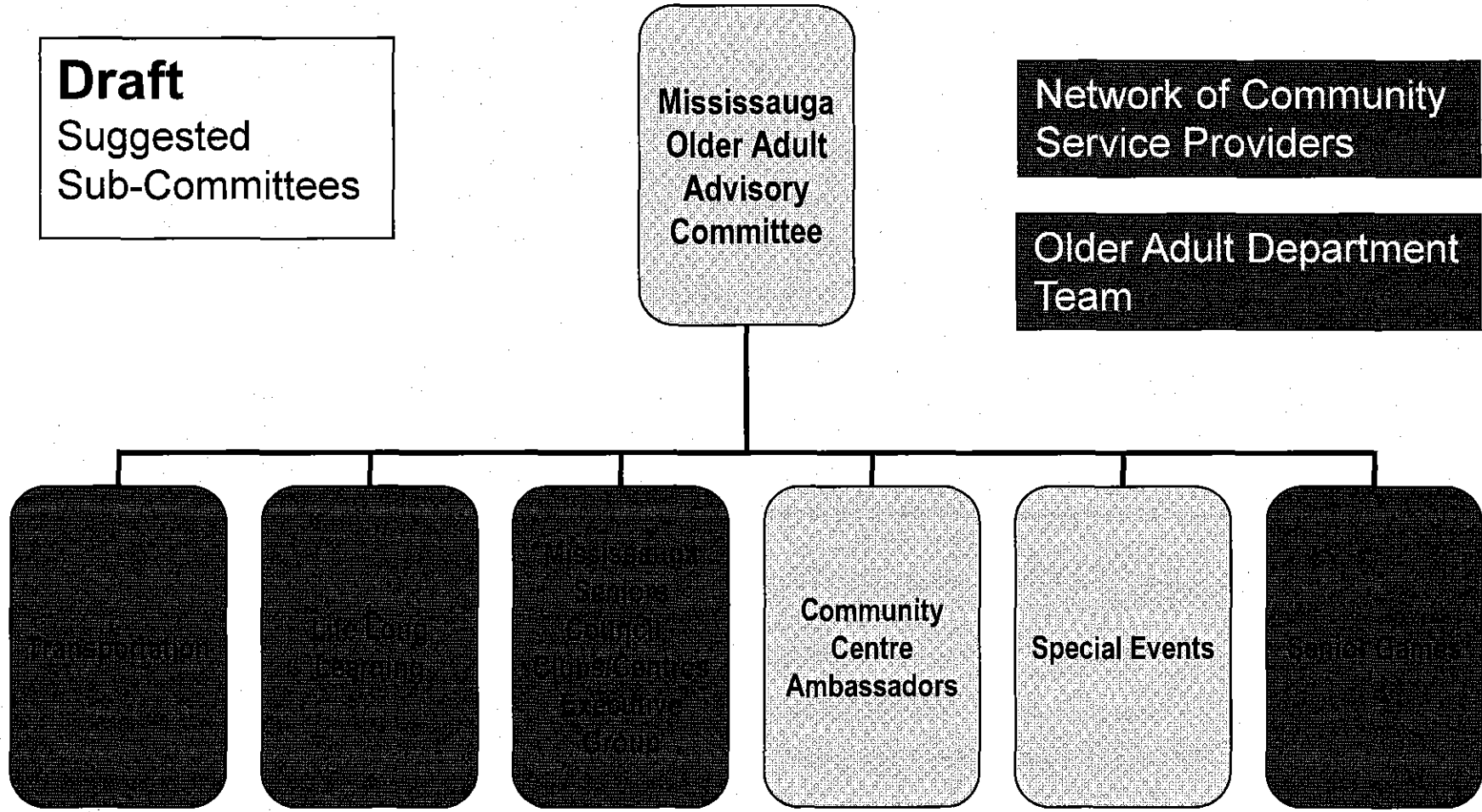
- Developing a new Fee Policy
 - o Older adult engaged in focus groups
 - o Defining room; gym vs auditorium
 - o City-run drop-in gym fees
 - o Consistent and affordable

Marketing

www.mississauga.ca/olderadults

- Older Adult Web-page
- Campaigns
 - o Trails and Parks
 - o Establishing a transportation
 - o committee to review signage and wayfinding
 - o Retirement Guide
 - o Volunteering
 - o working with Volunteer MBC
 - o Being active starts at any age

Community Engagement/ Partnerships



Volunteer and Employment

- Volunteer Fair
 - Partnered with Volunteer MBC
- Volunteer Resource Centre
 - Mississauga Seniors Centre
- OAATS
 - training for staff and volunteers



Transportation

- Transportation committee
- Marketing survey and focus groups
- Transit Training seminars
 - Councillor Carlson
- SmartPhone app
- FareCard
- Shuttle services
 - Amica to Clarkson Fair

Neighbourhoods

Additional services have been provided at libraries and/or community centres

- selling of garbage tags
- selling of pet licences
- agency information pamphlets
- ActiveAssist fee assistance applications

Health and Wellness Fairs
and Workshops

Health and Wellness Fairs

- Meadowvale (Humber Intern student) - March
- Square One Older Adult Centre - March
- Mississauga Senior Centre - April
- Malton (Humber Intern students) - April
- River Grove - September
- Clarkson - October
- CARP Zoomer Fairs (Spring and Fall) at Sheridan Mall



Grants 2011

- Healthy Community Grant \$54,000/ 2years
 - o OAATS
- New Horizons \$15,000
 - o Volunteer Resource Centre
- Elderly Persons Centres (EPC) Grants
 - o Centre specific
- Older Adult Centres Association of Ontario (OACAO) \$5,000
 - o Older Adult Fairs at River Grove and Clarkson

Grants - 2012

- New Horizons \$15,000
 - o Junior Seniors Mentoring and Helping Senior Seniors
- Healthy Communities
 - o expansion of OAATS
- OACAO
 - o Health and Wellness Fairs

Media - Rogers TV

- Aging in Peel Series
 - o Falls Prevention
 - o Get Active in Mississauga
 - o Health and Wellness
- Day-time TV
 - o Information about the Clarkson Fair
- Taped Presentation
 - o Safe Medication



Media

- Mississauga News
- Booster
- SNAP
- Streetsville News

- CARP Zoomer National Magazine
- Mississauga Life Magazine

- Haze radio promo ad and talk-show



Upcoming Events

- Ask an Expert
 - o February – Health
 - o March – City Services
 - o April – Falls Prevention
 - o May – Emergency Preparedness
 - o June - Volunteerism
 - o July – Retirement Living (Residences)
 - o August – Retirement Living (Home Care)
 - o September – Safety
 - o October – Active Aging
 - o November – Healthy Eating
 - o December – Celebrating Diversity

First Wednesday of the month
1:00-3:00 PM
Mississauga Valley CC

The Older Adult Plan is intended to keep seniors healthy, active, engaged and connected



Jayne Culbert
Older Adult Coordinator
City of Mississauga
905-615-3200 ext 3718
jayne.culbert@mississauga.ca

Memorandum

Accessibility Advisory
Committee

FEB 06 2012

TO: Chair and Members of the Accessibility Advisory Committee

FROM: Diana Simpson, Accessibility Coordinator

DATE: January 26, 2012

SUBJECT: **City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives**

A Draft City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives was sent electronically to the Accessibility Staff Working Group on January 16, 2012, and to the Accessibility Advisory Committee on January 23, 2012.

Attached is the most up-to-date version of the Plan, along with the 2012 MiWay Accessibility Plan 2012 (an appendix of the Plan). Please review this document and come prepared to discuss and support the Plan.

Thank you

A handwritten signature in cursive script that reads "Diana Simpson".

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

City of Mississauga Accessibility Plan

2011 Annual Report
2012 - 2017 Initiatives



**Leading today
for tomorrow**



This publication is available in alternate formats upon request.

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

January 26, 2012

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Appendix A: MiWay Transit Accessibility Plan - 2012

A) 2011 ANNUAL REPORT:

1. INTRODUCTION

1.1. Key Contact

The key contact for inquiries regarding the City of Mississauga Accessibility Plan is the Accessibility Coordinator who acts as the staff liaison between the Accessibility Advisory Committee (AAC) and the Accessibility Staff Working Group (SWG).

Diana Simpson
Accessibility Coordinator
Corporate Services Department
Facilities and Property Management
300 City Centre Dr.,
Mississauga, ON L5B 3C1
905-615-3608, TTY: 905-615-3411
diana.simpson@mississauga.ca or accessibility.info@mississauga.ca

1.2. Background

The workplace and the marketplace are changing. With an aging population, up to 20 percent of our population are people with disabilities. In the City of Mississauga, with a population of 734,000 that represents 146,800 people! Both visible and invisible disabilities are referred to in the Ontario Human Rights Code and in the Accessibility for Ontarians with Disabilities Act (AODA, 2005). These disabilities include: physical, visual, hearing, cognitive, learning, mental health, intellectual, and temporary disabilities. Meeting the unique needs of all people in our community has great

implications for City planning; especially from a Universal Accessible Design perspective. Also, people with disabilities represent a spending power of \$21 to \$25 billion per year in Canada.¹

The purpose of the AODA is to:

- a) develop, implement and enforce accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises by January 1, 2025
- b) provide for the involvement of persons with disabilities, the government of Ontario and representatives of industries and of various sectors of the economy in the development of accessibility standards

Adopted accessibility standards set out the measures, policies, practices and other steps needed to improve and prevent barriers for people with disabilities. The standards apply to both the public and private sector.

The Accessibility Standards for Customer Service was the first standard to become law as a regulation.

The next three standards — information and communications, employment, and transportation — have been combined under one regulation, the Integrated Accessibility Standards Regulation. This is now law and the requirements are being phased in between 2011 and 2025.

An accessibility standard for the built environment (buildings and outdoor spaces) is in development and not yet law.²

¹ "Accessibility is Municipal Business." By Sarah White, Municipal World Magazine, October 2008.

² Integrated Accessibility Standards Regulation: A Primer for Ontario Business, 2011.

The Minister of Community and Social Services (COMSOC) is responsible for establishing and overseeing the process to develop and implement all accessibility standards established under the AODA.

The City of Mississauga's Annual Accessibility Plan:

Included in the Integrated Accessibility Standards Regulation are some general requirements, including:

- a. establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under this Regulation;
- b. post the accessibility plan on their website, and provide the plan in an accessible format upon request;
- c. review and update the accessibility plan at least once every five years;
- d. prepare an annual status report on the progress of measures taken to implement the strategy referenced in the multi-year accessibility plan; and
- e. post the annual status report on their website

As well, municipalities must establish, review and update their accessibility plans in consultation with their accessibility advisory committee. Under the ODA (2001), municipalities had an obligation to prepare annual accessibility plans since 2003. The City of Mississauga has

prepared an annual Accessibility Plan since 2003. This is the City's ninth annual accessibility plan.

It is important that municipalities integrate accessibility planning into their business planning cycles to ensure a thoughtful, effective and efficient process and meaningful outcomes.

This report includes a list of our accomplishments over the past year with respect to the removal and prevention of barriers to persons with disabilities. We have been investing resources to remove barriers, and will continue to build on this momentum to improve accessibility.

The 2011 Accessibility Plan outlined initiatives which included the following:

- 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
- continued implementation of accessibility design guidelines
- development and implementation of a Accessibility Training in relation to requirements of each Accessibility Standard
- ensure that Accessibility Planning is included in the City's Strategic Plan and Departmental Plans
- continue to review and develop Corporate Policies in relation to the requirements of each Accessibility Standard
- monitor Future Directions – master plan for Recreation, Library and Parks and Natural Areas in reference to accessibility
- improve accessibility of MiWay (Mississauga Transit)
- evaluation and review of Information Technology with respect to improved accessibility

These initiatives listed above had Action Items associated with each of them. A review of our progress with the Action Items is contained in Section 2.

1.3. City of Mississauga Vision

The City's Vision as established in 2009 through input from residents is:

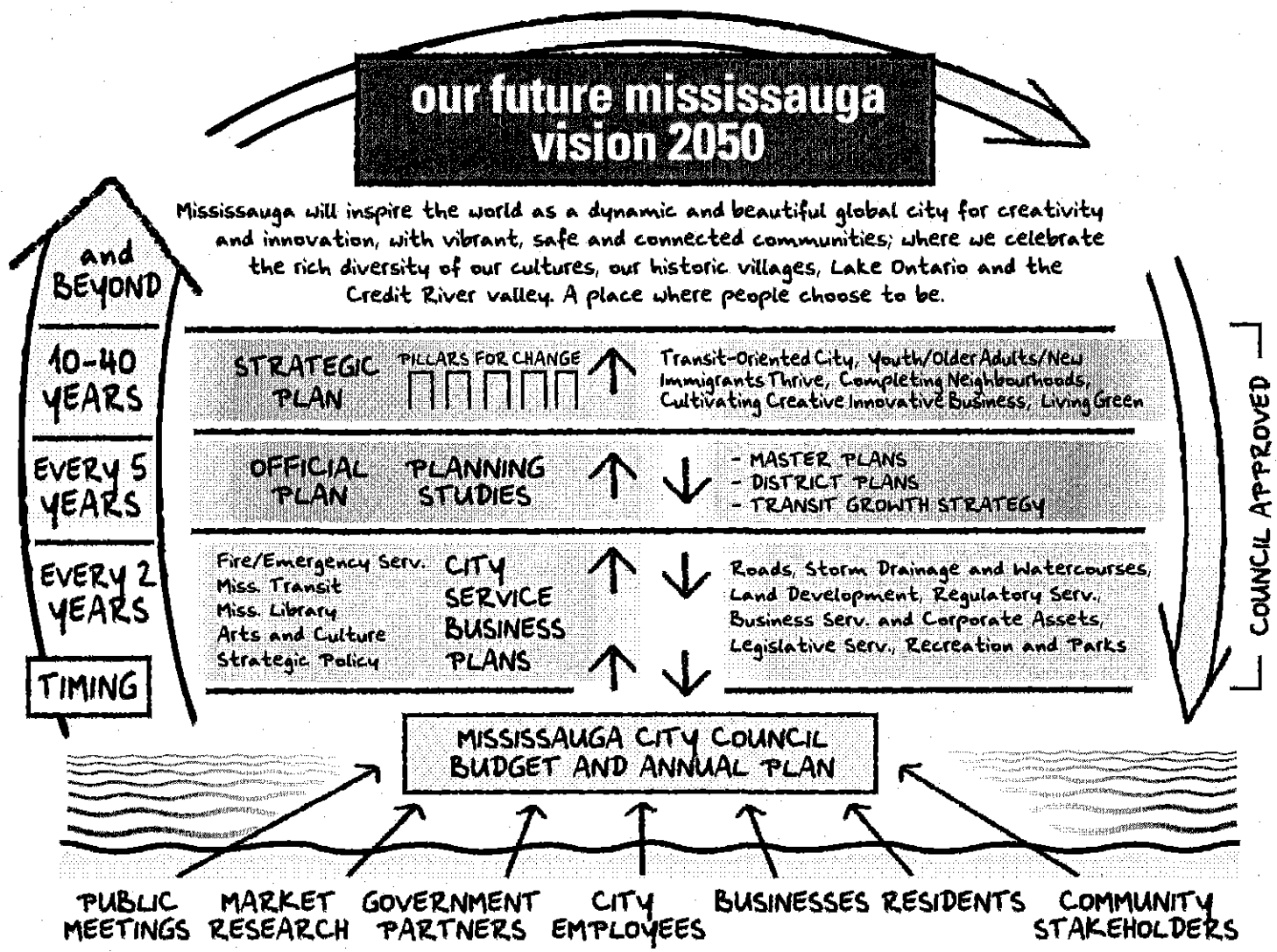
“Mississauga will inspire the world as a dynamic and beautiful global city for creativity and innovation, with vibrant, safe and connected communities; where we celebrate the rich diversity of our cultures, our historic villages, Lake Ontario and the Credit River valley. A place where people choose to be.”

As well, these five Strategic Pillars for change form the basis of the City's Strategic Plan:

1. **Move:** Developing a Transit- Oriented City
2. **Belong:** Ensuring Youth, Older Adults and New Immigrants Thrive
3. **Connect:** Completing Our Neighbourhoods
4. **Prosper:** Cultivating Creative and Innovative Business
5. **Green:** Living Green

As stated in the Strategic Plan, “our City provides well-established infrastructure supported by quality municipal programs and services within a healthy environment.” The Vision Statement and the five pillars all have links to accessibility. Specifically, the pillars: Move, Belong and Connect have a more direct link to accessibility planning.

Below is a chart which summarizes the City's planning framework. It indicates that there are three main planning processes with different timeframes that guide us: 1. Strategic Plan and Strategic Action Plan (10 – 40+ years), 2. Official Plan (every 5 years), 3. City Service Business and Budget Plans (every 2 years).



1.4. Our Accessibility Vision

In 2011, the Accessibility Advisory Committee and Accessibility Staff Working Group reviewed the existing Accessibility Vision Statement: “To create a fully accessible community utilizing universal design principles resulting in improved attitudes and full inclusion” (developed in 2003). A workshop was held to set a new refreshed direction for accessibility planning in the City of Mississauga.

At the workshop held in September 2011, the group came up with the following Accessibility Vision for the City of Mississauga:

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

This Accessibility Vision statement complements the City’s Strategic Plan Vision, as stated in Section 1.3 above, which is summarized with the statement: “Mississauga: A place where people choose to be”.

The new Accessibility Vision is an inclusive vision that will be realized by:

- Mississauga being a leader in accessibility (by meeting or exceeding timelines of legislation)
- Universal mobility for everyone (snow removal, transit, accessible sidewalks)
- Retrofitting for full accessibility (address accessibility in older buildings, including parks and trails)
- Being pro-active about making accessibility a design priority
- State-of-the-art accessible information and tools (websites, equipment, way finding, voting)
- A fully aware and educated community (courtesy, better attitudes and understanding)

- Well supported by all levels of government (funding)
- Persons with disabilities well represented in all aspects of society (for example, represented on various committees)

On October 14, 2011, staff participated in a workshop to address the obstacles that prevent accessibility and the strategies to overcome those obstacles. These are the obstacles to accessibility planning that the group discussed:

- perception of a low return on investment
- physical limitations within existing space stigma associated with disability
- competing and changing priorities (e.g. heritage vs. accessibility, competing legislation, living green)
- there is no one solution to satisfy all

These strategies were developed to overcome the obstacles and 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. For the next 2 years, our work will be focused on the implementation of the Integrated Accessibility Standards Regulation, covering general, information and communication, employment and transportation standards.

1.5. Accessibility Advisory Committee (AAC) and Subcommittees

As noted in the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), municipalities with 10,000 or more residents must consult with an Accessibility Advisory Committee (AAC) where the majority of the members are people with disabilities. For the 2010 to 2014 term, City Council appointed the following individuals to the AAC:

Rabia Khedr, Citizen Member, (Chair)
Carol MacEachern, Citizen Member (Vice-Chair)
Councillor Katie Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Glenn Barnes, Citizen Member
Carol Ann Chafe, Citizen Member
Naz Husain, Citizen Member
Clement Lowe, Citizen Member
Melanie Taddeo, Citizen Member
Darrin Ballard, Stakeholder Member
Mike Parris, Stakeholder Member
Amy E. Wilkinson, Stakeholder Member

Subcommittees of the AAC:

Subcommittees of the AAC are formed to address specific issues and report to the AAC. At least one member of the AAC must be represented in a subcommittee.

The following Subcommittees have been formed to assist with the implementation of the Accessibility Plan and Accessibility Standards:

1. Corporate Policies and Procedures Subcommittee:

This Committee meets as required to review City of Mississauga corporate policies and procedures to remove accessible barriers.

When necessary, policies, procedures and practices in relation to Accessibility Standards will be reviewed with this subcommittee.

Members: Naz Husain, Rabia Khedr, Clement Lowe, Amy Wilkinson.

2. Facility Accessibility Design Subcommittee (FADS):

This Committee reviews City facility projects (new builds and major renovation projects) with an accessibility/universal design lens. This Committee will also review facility accessibility design guidelines, as necessary.

Members: Carol MacEachern, Chair, Glenn Barnes, Carol-Ann Chafe, Naz Husain, Clement Lowe, Mike Parris.

3. Promotional Awareness Subcommittee:

This committee has been formed to promote the AAC and accessibility awareness.

Members: Carol-Ann Chafe, Clement Lowe, Naz Husain, Melanie Taddeo, Rabia Khedr.

4. Accessible Transportation Subcommittee:

This Subcommittee reviews accessible transportation issues.

Members: Glenn Barnes, Naz Husain, Mike Parris, Amy Wilkinson,

All AAC Members are welcome to attend a subcommittee meeting. There may be times when subcommittees are combined, depending on the issue.

An AAC member also sits on the Traffic Calming Task Force as part of the Road Safety Mississauga Advisory Committee.

1.6. Staff Working Group

The Staff Working Group currently consists of 21 members. This group works closely with the AAC. Group members attend AAC meetings as required and respond to requests for information from the AAC, Accessibility Coordinator and Legislative Coordinator. Listed below are the members of this Group:

ACCESSIBILITY STAFF WORKING GROUP:

Department and Divisions	Area of concern	Staff Representative
COMMUNITY SERVICES		
Library	access to services/programs	Betty Mansfield, Area Manager, Library Services
Planning, Development and Business Services	sports facilities, pathways, play areas, signage, benches	Stefan Szczepanski, Acting Manager, Park Development Virginia Kalapaca, Project Coordinator, Landscape Architect

City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

Department and Divisions	Area of concern	Staff Representative
Recreation and Parks	access to services/programs	Frank Buckley, Manager, Parks South District Lisa Boyce-Gonsalves, Child & Youth Consultant Jayne Culbert, Older Adult Coordinator,
CORPORATE SERVICES		
Office of the City Clerk	access to Council and committee meetings/agendas/ minutes-committee administration	Karen Morden, Legislative Coordinator
Communications	e-city, events, public notices, news releases	Ann Lehman-Allison, Public Affairs Specialist
Facilities and Property Management	Accessibility of City facilities	Laila Gabiazon, Project Coordinator
	overall responsibility for accessibility	Diana Simpson, Accessibility Coordinator

Department and Divisions	Area of concern	Staff Representative
Human Resources	employee accommodation, recruitment, training	Suzanne Noga, Learning & Development Consultant
Information Technology	web site accessibility	Nigel Roberts, Manager, Departmental Systems
Legal Services	issues relating to the AODA and compliance	Andrea Wilson-Peebles, Legal Counsel
Materiel Management	-accessibility of equipment, supplies or services -procurement of facilities, equipment, supplies and services	Lydia Kowalyk, Senior Buyer, Materiel Management
PLANNING AND BUILDING		
Development and Design	Site planning (external access) including: ramps, curb cuts, parking, entrances...	Lawrence Franklin, Urban Designer
Building	By-laws, OBC, building inspections...	Frank Spagnolo, Manager, Plan Examination Services

Department and Divisions	Area of concern	Staff Representative
TRANSPORTATION AND WORKS		
Enforcement	By-laws/licenses	James Bisson, Manager Mobile Licensing Enforcement
MiWay (Mississauga Transit)	Low floor buses, driver training, Transit Accessibility Plan	Steve MacRae, Transit Planner, Alana Tyers, Transit Planner
Transportation and Infrastructure Planning	Sidewalk program, curb cuts, intersection improvements	Farhad Shahla, Transportation Project Engineer
CITY MANAGER'S OFFICE		
Strategic Initiatives	Policies	Pam Shanks, Corporate Policies Analyst

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1.7. Partnerships

The Accessibility Coordinator is a member of the Ontario Network of Accessibility Professionals (ONAP). This group consists mainly of staff responsible for accessibility

planning within the municipal sector. This group provides the opportunity to share accessibility planning initiatives with other municipalities.

We have maintained a database of Disability Organizations in the Mississauga area. We often consult with and work in partnership with these organizations for learning opportunities, resources and sharing of information. For example, organizations such as the CNIB, Canadian Hearing Society, and Mood Disorders Association are valuable agencies to link with.

2. 2011 UPDATE OF PLAN INITIATIVES

2011 Accessibility Plan:		Progress Report		January 6, 2012	
Initiative	Main Responsibility	Action	Time Frame	Status	
1. Communication Strategy 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.	Corporate Services, Accessibility Coordinator	1.1 Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Annual	National Access Awareness Event was held on May 31, 2011. The focus of this event was Invisible Disabilities and Exceptional Accessible Customer Service Awards.	
	Corporate Services, Accessibility Coordinator	1.2 Continue to integrate accessibility criteria into City of Mississauga Awards.	2011	-Urban Design Awards makes reference to accessibility as part of the City's Strategic Plan. Four City projects won Urban Design Awards. -Initial meetings were held with Heritage to encourage incorporation of accessibility criteria into Cultural Heritage Property Awards program.	

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City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012	
Initiative	Main Responsibility	Action	Time Frame	Status	
	Corporate Services, Accessibility Coordinator	1.3 Investigate partnering with an outside organization for an Accessibility Award Program.	2011	No further progress. This item will be moved to 2015 (due to IASR implementation) -City of Mississauga won the March of Dimes Barrier-Free Design Award of Merit for Malton Community Pool -Lakeview Golf Course won an Employer of the Year Award from the Coalition for Persons with Disabilities.	
	Corporate Services, Communications	1.4 Ongoing techniques to be implemented such as: news releases, articles in Councillors newsletters, City Managers sessions, e-newsletters, Network articles, highlight International Day of Persons with Disabilities, website information.	Ongoing	-News Releases were done for the Accessibility Plan, aquatic therapeutic programs, ISF projects, Accessible Transit etc... -Councillors were provided with accessibility updates to include in their newsletters. -The City Manager's Spring 2011 message to staff included a statement about making accessibility a priority for the City.	
	Corporate Services, Communications	1.5 Create a document to highlight accessibility successes i.e. "Frequently Asked Questions" sheet	2011	-Accessibility successes were highlighted as part of the Accessible Transit Event in December, 2011. -National Access Awareness Event highlighted our accessibility successes. -Annual Accessibility Plan highlights	

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City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012	
Initiative	Main Responsibility	Action	Time Frame	Status	
				successes.	
	Corporate Services, Communications	1.6 Develop an implementation and communication plan for the Accessible Information and Communication Standard if it becomes a Regulation.	2011	An Implementation Plan and Communication Plan have been developed for the Integrated Accessibility Standards Regulation (IASR).	
	Corporate Services, Communications	1.7 Monitor and develop other communication plans as Accessibility Standards become Regulations.	2011	Communication tactics are being developed for various requirements within the IASR.	
	Communications and Accessibility Coordinator	1.8 Review of City-wide printed material for accessibility.	Ongoing	Ongoing	
<p>2. Continued implementation of <u>Accessibility Design Guidelines</u>.</p> <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>	Corporate Services, FPM	2.1 Implement the Accessibility Program from Capital Budget to address building accessibility in older buildings.	Ongoing	<p>In addition to the projects listed in the Accessibility Program, a number of renovation projects resulted in accessibility improvements. Some of these projects were completed in 2011 or are in process for 2012:</p> <ul style="list-style-type: none"> -Erin Mills Twin Arena Snack Bar -Lakefront Marina Centre washroom upgrade -Civic Centre: signage, upgraded handrails and lighting at North Entrance, office renovations including automatic door operators, lever handles, floor colour 	

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City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012
Initiative	Main Responsibility	Action	Time Frame	Status
				contrasting and improved lighting -LAC Staging Room threshold improvements, grand stair nosing contrast, non-slip tactile surface on stairs to underground parking -Chappell Estate Rear Terrace Ramp -Meadowvale Village Hall Washroom Upgrades and Signage -Hershey Sportzone exterior signage -Hershey Sports Complex fitness centre includes accessible washrooms and change rooms -Clarkson CC, South Common CC and Woodlands Library converted knob door handles to lever sets -Cawthra CC and Meadowvale Theatre, Meadowvale 4 Rinks, Glen Forest Pool converted some of the knob door handles to lever sets
	Planning & Building, Development and Design	2.2 Review of development applications to address external access to the building on the basis of universal design principles.	Ongoing	Education and awareness for developers regarding universal design continues to be reinforced with developers.
	Corporate Services, FPM	2.3 Monitor the Provincial Accessible Built Environment Standard (ABES) and subsequent implications for future city building projects.	If ABES becomes a Regula-	This standard did not become a Regulation in 2011. FPM is hosting 2 Lunch n' Learn sessions: 1) Accessible Washrooms in Nov. 2011

City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012
Initiative	Main Responsibility	Action	Time Frame	Status
	Corporate Services, FPM/Community Services, Planning and Development	2.4 Continue to implement Accessibility Design Guidelines for Infrastructure Stimulus Funding (ISF), Recreation Infrastructure Canada (RInC) and Investing in Ontario Act (IOA) projects as appropriate.	tion in 2011 2011	and, 2) ABES in January, 2012. ISF, RinC and IOA Projects completed. This resulted in accessibility improvements to 4 libraries, 2 indoor pools, 6 outdoor pools, pathway lighting and paving, Celebration Square, Leslie Log Cabin, Malton Victory Hall, Streetsville Village Hall. In addition to these projects, these facilities were completed in 2011 with accessibility features: - Port Credit Memorial Arena renovation project -Community Common Park and washroom facility -Lakeside Park and washroom facility (including accessible play features and accessible picnic tables) - New Fire Station 116/Regional Paramedic Reporting Station
	Planning & Building, Development and Design	2.5 Ensure that the Streetscape Coordinating Committee follows accessibility planning.	2011	Accessibility planning has been included in the Committee Scope. This committee is on hold for now, and will resume in 2012.

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City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012
Initiative	Main Responsibility	Action	Time Frame	Status
<p>3. Development and implementation of Accessibility Training in relation to requirements of each Accessibility Standard</p> <p>To heighten staff's sensitivity to accessibility issues for customers and coworkers in the disability community.</p>	Corporate Services, HR, Accessibility Coordinator	3.1 Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3 rd party agencies.	2011 and beyond	On an ongoing basis, new full time and part time staff, and volunteers receive Accessible Customer Service training.
	Enforcement Division	3.2 Develop a training program for taxi drivers operating wheelchair accessible vehicles.	2011	Taxi trainers have started working with members of the industry to develop a needs assessment to develop the overall program.
	Specific Divisions/Departments to lead and assist in providing training as appropriate i.e. Information Technology etc...	3.3 Assess existing training provided, develop and implement accessibility training as required by Provincial Accessibility Standards as they become Regulations.	2011 and beyond.	The Integrated Accessibility Standards Regulation (IASR) includes a training requirement on the IASR and Human Rights Code to all employees, volunteers and 3 rd party agencies by the end of 2013. Initial work has begun to comply with this requirement.
<p>4. Ensure that Accessibility Planning is included in the <u>City's Strategic Plan and Departmental Plans.</u></p>	City Manager's Office, Strategic Community Initiatives	4.1 Include Accessibility Planning in the implementation of the City's Strategic Plan: Our Future Mississauga.	Annual/Ongoing	Projects listed in the 2010 Progress Report: "Our future Mississauga" for action in 2011 include: starting construction of the BRT, Inspiration Lakeview, the Living Green Master Plan, opening of Sheridan College, completion of ISF and RinC projects, the Credit Valley Parks Strategy and implementation of the Cycling Master Plan. All of these projects have been reviewed with an accessibility

City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012	
Initiative	Main Responsibility	Action	Time Frame	Status	
	Community Services	4.2 Monitor action items in the Older Adult Plan that relate to accessibility improvements.	Ongoing	<p>lens. Glenn Barnes, Citizen Member of the AAC is a member of the Community Advisory Group to assist with the implementation of the City's Strategic Plan.</p> <p>-Workshops wellness fairs and information sessions are being held at community centres to ensure services being offered are neighbourhood specific.</p> <p>-Received a Healthy Community grant to develop a training program for City staff, Agencies and Volunteers. The training program provides key health promotion messages and resources for those working with older adults in a recreational setting. Topics included mental illness and disability.</p>	
	Community Services	4.3 Ensure that accessibility planning is included in the implementation of the Youth Plan.	Ongoing	<p>Staff are working on a submission for Mississauga to be considered a Youth Friendly City which includes providing inclusive opportunities for youth with disabilities.</p>	
	City Managers Office	4.4 Include accessibility planning in the Corporate Business Planning process.	2011-2014	<p>Accessibility planning is incorporated in Divisional business and budget planning processes.</p>	

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City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012	
Initiative	Main Responsibility	Action	Time Frame	Status	
	Human Resources	4.5 Include accessibility planning in the HR Strategic Plan.	2011	The People Strategy is a framework used by HR to guide direction and work planning. As the HR function evolves, that strategy will be evolved to link more closely with HR work plans. These work plans have accessibility planning built into them; especially in light of the accessibility employment requirements within the IASR.	
	Planning & Building	4.7 Monitor the Downtown 21 Master Plan with respect to accessibility planning.	2011 and beyond	Universal accessibility has been incorporated into the master plan.	
5. Continue to review and develop <u>Corporate Policies</u> in relation to the requirements of each Accessibility Standard.	Corporate Policy Analyst	5.1 Continue to review existing Corporate Policies with an accessibility lens.	Ongoing (Policy reviews)	All new and revised policies continue to be reviewed with an accessibility lens. Each policy is reviewed every 3 years.	
	Corporate Policy Analyst	5.2 Review and develop policies as necessary in relation to the requirements of each Accessibility Standard as they become Regulations.	2011 and beyond	Work related to ensuring the City's policies meet the requirements of the IASR has begun. Policies related to procurement; alternate formats and communication support; recruitment; employee accommodation; workplace emergency response; disability management and return to	

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City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report			January 6, 2012
Initiative	Main Responsibility	Action	Time Frame	Status	
				work; performance management; career development and employee redeployment will be reviewed and revised as required.	
6. Monitor Future Directions – Master Plan for <u>Recreation, Library, and Parks and Natural Areas</u> in reference to accessibility.	Community Services, PDSB	6.1 Monitor the implementation of the Mississauga Cycling Master Plan with respect to accessibility.	2011 and beyond	In 2011, a new Cycling Office was established as part of the Transportation and Works Department to lead the implementation of this plan. Throughout 2011, implementation of the plan has included planning and installation of Multi Use Trails.	
	Community Services, (Parks, Library Services)	6.2 Review of e-City website information for libraries and park comfort stations.	2011	Libraries have included information about accessibility features on the City website. Comfort Stations information is in process.	
	Community Services, Park Development	6.3 Review plans for new and redeveloped parks regarding the playground allocation process.	2011	-Currently renewing the City's Playground Equipment Standards (a process completed every 4 years). The City is opting to increase commercially-supplied accessible playground features. The City is moving towards increasing overall accessibility of playgrounds through the use of accessible playground safety surfacing. -O'Connor Park is now open and is the City's third fully inclusive	

City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

2011 Accessibility Plan:		Progress Report		January 6, 2012
Initiative	Main Responsibility	Action	Time Frame	Status
				<p>playground. The City is working towards a distribution of inclusive playgrounds in each Service Area which will provide a majority of residents an inclusive playground within 4.0km of their residences.</p> <p>-Once the Accessible Built Environment Standard is in place, specifically in reference to the "Play Areas" element, a business case will be prepared.</p> <p>-For additional accessibility improvements to our parks see Section 3 of the Accessibility Plan.</p>
7. Improve accessibility of Mississauga <u>Transit</u>	Mississauga Transit	7.1 Implement the Mississauga Transit Accessibility Plan.	Ongoing	<p>MiWay continues to prepare an annual Accessibility Plan. 100% of all MiWay buses are now low floor accessible buses, with approximately 80% of all routes being accessible. Implementation of the Transportation Standards is currently underway with revisions to some policies and procedures.</p>
	Transportation & Works	7.2 Develop accessible sidewalks for remaining accessible Transit routes.	2011 - 2014	<p>Installation of sidewalks along remaining accessible Transit routes continues.</p>
8. Evaluation of <u>Information Technology Services</u> with respect to improved accessibility.	Corporate Services, Information	8.1 Provide a user friendly selectable font size icon on e-City.	2011	<p>-This will be reviewed along with the IASR website requirements for 2014.</p> <p>-All modern browsers offer the users</p>

2011 Accessibility Plan:		Progress Report		January 6, 2012
Initiative	Main Responsibility	Action	Time Frame	Status
Self-Serve and assisted access through the Internet and other electronic channels.	Technology (IT)			several features for resizing fonts and content while on the e-City website instead of using an icon on the website.
	Corporate Services, IT	8.2 Redesign Inside Mississauga (internal website) with accessibility features (SharePoint).	2011	The redesign allowed for more accessible features to be included in the new look.
	Corporate Services, IT	8.3 Monitor Accessible Information & Communication Standard and begin implementation related to Information Technology requirements.	2011	Initial discussions are taking place with respect to complying with the website requirements under the IASR.
	Corporate Services, IT	8.4 Include accessibility planning in the IT Strategic Plan.	2011	The IT Strategic Plan is in the process of being completed. It will reference accessibility in sections referring to applications, website development and training.

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3. REVIEW OF ADDITIONAL SUCCESSES

These items are over and above our progress with the 2011 Plan initiatives as listed above.

The following items have resulted in barriers being removed for people with disabilities. These items are sorted by the accessibility standards categories under the Accessibility for Ontarians with Disabilities Act.

Built Environment:

1. Design Guidelines for Historic Streetsville (July 2011), as produced by the Planning and Building Department, Development and Design Division, included a section dedicated to Universal Design and reference to the City of Mississauga Accessibility Design Handbook, which is available on line at: mississauga.ca/portal/residents/accessibility.

A definition of “Accessible (Barrier Free)” is included in the “Glossary of Architectural Terms”:
“A building and its facilities which can be approached, entered, and used by persons with physical or sensory abilities.”

2. On September 23, 2011, the Ontario March of Dimes awarded the City of Mississauga with the 2011 Barrier-Free Design Award of Merit for one of its newly renovated facilities – the Malton Community Centre Pool. The pool features a welcoming and inclusive leisure experience for area residents with disabilities. The Clarkson Pool with built with a similar design to Malton Pool; however, the application criteria allowed for only one facility to be recognized.
3. An additional 880 metres of the Queensway Trail has been completed from Stanfield Road to Dixie Road. The Multi-use trail is a continuous paved asphalt trail from Mavis Road to Dixie Road and compliments the west section of this trail from Erin Mills Parkway to Winston Churchill Blvd. The trail provides for the widest range of mobility opportunities of all our trails.

4. New water spray pads were installed at Lisgar Fields, Tobias Mason, Mississauga Valley, Madill Common, and Lakeside Parks. Jack Darling Park's spray pad had a redesign and interactive water features were installed at Community Common Park and Celebration Square. All of these recreational water play opportunities are accessible.
5. In addition to the parks listed in the Progress Report with the 2011 Initiatives listed in Section 2 above, (Action Items 2.4 and 6.3), these parks had upgrades including accessible walkways, shade structures and seating:
 - Lisgar Fields Community Park –installed accessible playground equipment in addition to the above listed features
 - Tobias Mason Community Park
 - Mississauga Valley Park
 - Churchill Meadows Community Common
 - Jim Murray Community Park – installed an accessible swing in addition to the above listed features
 - Huron Heights Park

The following existing parks received an accessible swing in 2011:

- Ashgate Park
- Promenade Meadows (a new paved route was also installed)
- King Masting Park – the full redevelopment of this park will be completed in 2012 with additional accessible features.

These new parks were developed in 2011 with accessible features:

- Harold E. Kennedy Park – accessible swing, pathways and seating
 - Sandford Farms Park - accessible swing, pathways and seating
 - Park 493 (not yet named) – 7150 Saint Barbara Boulevard - accessible swing, pathways and seating
6. Work is underway on *Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan*. In addition to a *Summary of Housing Needs* and a *Vision and Framework* which were received by Council in June, 2011, Housing Choices has begun work on the second units phase of this work and the requirement to permit them as per the Province's Long Term Affordable Housing Strategy. A Second Unit Forum was held with key stakeholders November 7, 2011 which highlighted the opportunity to include accessibility features in second units and CMHC (Canada Mortgage and Housing Corporation) funding that might be available to do this as an approach to increase the sustainability of the City's Housing Stock. The City will be holding public sessions to discuss second units in February and March 2012.
7. A City-wide driveway windrow snow clearing pilot program was initiated in 2009 and continued in 2010 and 2011. For the 2011/2012 season, applications were accepted until December 7, 2011 and windrows will be cleared from December 16, 2011 to March 16, 2012. Of the 96 people who registered for the program, their windrows will be cleared 12 hours after all roads have been plowed. 44 individuals paid for the service and 52 individuals met the limited income requirements and were not required to pay. Older adults (65 years or older) and individuals who have a disability are given priority.
8. For a list of City building accessibility improvements see Progress Report, Action Items 2.1 and 2.4. In total, 36 City facilities had improvements related to accessibility.

9. The Celebration Square project included improved wayfinding and increased accessible parking spots for both the Civic Centre and Central Library.
10. Council enacted the Municipal Address Bylaw to add new measures requiring property owners to ensure addresses are clearly identified for emergency services. Council also approved amendments to the “Assignment of Municipal Addresses” corporate policy to align it with the new Municipal Addresses Bylaw.

Under the new bylaw, property owners must affix and maintain municipal street numbers that are:

- At least 6 inches high (commercial, industrial, institutional and apartment buildings)
- At least 4 inches high (residential buildings)
- Made of durable material and contrast with the background on which they are mounted
- Clearly visible from the nearest municipal roadway.

In addition, under the new bylaw, the City may affix or repair the number and recover the expense by adding the cost to the property tax bill where a property owner fails to do so. Street numbers should be easily visible and unobstructed at the front entrance of the building day and night.

11. The Facility Accessibility Design Subcommittee of the AAC supported a standard for parking curb ramps for all new and redeveloped facilities. This design provides a wide pressed or flush curb for sidewalks located near parking spaces.

12. Two new Audible Pedestrian Signals were installed in 2011 (City Centre Drive @ Duke of York and City Centre Drive @ Living Arts Drive). This makes a total of 19 City of Mississauga Audible Pedestrian Signals.

Employment:

13. A youth group from Community Living Mississauga volunteers once a week to do some housekeeping jobs at Mississauga Valley Community Centre. The volunteers, staff and residents benefit from their hard work.
14. An Accessibility Planning Booth was featured at the City Manager's Leadership Conference (April, 2011). AAC members and Accessibility Staff Working Group members supervised the booth. Ninety staff completed an Accessibility Questionnaire which covered topics such as Accessible Transit and Accessibility Standards.
15. The Annual Employee Health, Wellness and Safety Fair held in the Spring of 2011 had over 350 attendees with 50 Exhibitors. Some of the exhibits included: Heart and Stroke Foundation, Parkinson Society, Ontario Federation for Cerebral Palsy, Employee Assistance Program (Shepell-fgi), Canadian National Institute for the Blind (CNIB), Arthritis Society, Canadian Mental Health Association, Distress Centre Peel, MS Society, Canadian Hearing Society and the Alzheimer Society of Peel.
16. The City's Manager of Employee Health Services is a member of the Technical Committee who is working on the voluntary standard "National Standard of Canada for Psychologically Healthy and Safe Workplace". Championed by The Mental Health Commission of Canada,

this standard is being developed collaboratively with the Bureau de normalisation du Québec (BNQ) and the Canadian Standards Association (CSA). Once completed, the voluntary national standard will provide organizations with the tools to achieve measurable improvement in psychological health and safety for Canadian employees.

17. This year, through a provincially funded summer youth entrepreneurship program, the Economic Development Office, Mississauga Business Enterprise Centre (MBEC) had the opportunity to mentor Tristan Kwong, a student who is deaf, through the planning, start and operation of his summer photography business.

With funding through the Ministry of Economic Development and Innovation, Tristan launched his successful photography business with the help and support of MBEC staff and sign language interpreters from the Canadian Hearing Society. Tristan has been featured on a program video on this website:

http://www.ontariocanada.com/ontcan/1medt/smallbiz/en/sb_ye_summerco_en.jsp

Customer Service:

17. The City of Mississauga Golf Course Operations are developing Accessible Golf Cart Policies and Procedures for the newly purchased SoloRider Accessible Golf Carts (one for BraeBen Golf Course and one for Lakeview Golf Course). This program will be launched in the Spring of 2012.
18. The Region of Peel's AAC hosted an event on November 23, 2011 in celebration of the International Day of Persons with Disabilities. The business community (including the Mississauga Board of Trade and Mississauga businesses) was invited to learn about the

AODA and accessibility standards, especially the Accessible Customer Service Standard. 118 companies were registered for the event. Mississauga's Economic Development Office assisted with the promotion of the event and has provided information to businesses about the Accessibility Customer Service Standard through the Peel Halton Workforce Development Group on their website www.mississauga.ca/portal/business.

19. The City of Mississauga hosted the Canadian Aquafitness Leaders Alliance (CALA) Wellness Conference on September 9 and 10, 2011, at Clarkson Community Centre. The conference featured presentations and instructional sessions on water and land-based approaches to healing and prevention of illness and injury. The City of Mississauga is committed to ensuring that all staff are qualified and current with the latest techniques in post rehabilitation and therapeutic exercise techniques

In recent years the City of Mississauga has bridged the gap between clinical rehabilitation and recreational fitness with post rehabilitation programs. Residents, regardless of age or physical ability, residents who are looking for safe and gentle exercises will find more programs available as a result of our growing number of partnerships with the healthcare community. The City of Mississauga leads the Greater Toronto Area by providing 16 different types of targeted aquatic therapeutic programs. Programs are offered at community centres including three therapeutic pools at Clarkson Community Centre, Huron Park Recreation Centre, Malton Community Centre and will soon be available at Mississauga Valley Community Centre.

The City of Mississauga offers a broad range of safe therapeutic exercise classes and options for independent therapy for people with conditions like fibromyalgia, arthritis, back pain, stroke, diabetes or those recovering from injury or surgery. Specialty equipment is available to provide access to the therapeutic benefits of these programs. The water in the

pool is kept at a warm 92 degrees Fahrenheit, which promotes relaxation, reduces pain, improves circulation and helps maintain a mobile and independent lifestyle.

20. Heidi Brown, Manager of the Mississauga Business Enterprise Centre, wrote an article in the Mississauga Board of Trade Magazine, (Volume 6, Issue 4, August 2011), titled: “New Government Requirement for Employers”. This article focused on the Accessible Customer Service Regulation for small businesses.
21. The “ActiveAssist” Fee Assistance program expanded access to enable 4,000 more low-income households to register and participate in structured quality City recreation activities. When the program was launched in May 2009, the 2,500 spaces were quickly allocated with 1,716 clients placed on a wait list. In 2010, another 1,500 spaces increased “ActiveAssist” capacity to 4,000 and, although the additional spaces enabled the City to accommodate more residents in the program, 2,200 residents were placed on a wait list. The 8,000 total spaces that will be available in 2011/12 are expected to accommodate the anticipated demand for this program. The ongoing program is expected to continue to have no impact on the City’s budget.
22. The Mississauga Celebration Square Canada Day 2011 Event included a designated accessible viewing area and Sign Language Interpretation for the Official Opening Ceremony.
23. Square One Older Adult Centre received a grant from the Community Foundation of Mississauga to provide interpreters and other accessibility needs for a group of seniors who are deaf and hard of hearing to meet and attend other programs at the centre.
24. A tactile map with Braille of the main floor of the Civic Centre has been made available at the Civic Centre Information Desk.

25. A member of the Courts Administration Staff who can do Sign Language went above and beyond by volunteering to assist outside of the courtroom to assist an individual who is deaf who was involved in a court case. As a result of the staff person's assistance, a plea was agreed to and the matter was resolved to the satisfaction of the accused and the Crown. This case had been re-scheduled twice before and could not proceed because of the lack of a Sign Language Interpreter. If not for the staff person's assistance, this matter would have been re-scheduled and both the accused and witnesses would have been in-convenienced.
26. The City of Mississauga Taxi Driver Training School trained 568 public vehicle drivers on Sensitivity Training for passengers with disabilities in 2011. Of the 568 drivers, 372 are Mississauga Taxi Drivers and 196 are from Oakville and Brampton. As well, 67 Mississauga Drivers attended a refresher course.
27. An accessible municipal by-election for Ward 5 Councillor was held in September 2011. This included an accessible candidate application form, accessible locations and accessible voting equipment.

Information and Communication:

28. The Emergency Management Office external website has a link to the provincial document: "Emergency Preparedness Guide for Persons with Disabilities".
29. The Library collection continues to be offered in multiple formats including Large Print and audio book. With the addition of Overdrive to the Mississauga Library's collection, books are now available to download in e-book and audio formats which allow for better accessibility for all customers. The Mississauga Library System will pursue a partnership with the Canadian National Institute for the Blind to provide access to DAISY format audio books in 2012.

Transportation:

30. Mississauga currently has 28 actively licensed Special Accessible Taxicabs. These taxicabs provided over 130,024 trips in 2011. This includes taxi services provided by the Region of Peel through TransHelp, and represents an increase of 22.7% over 2010.
31. In 2011, MiWay continued to expand its fleet by 43 new fuel efficient and fully accessible buses. These new MiLocal orange buses replaced the last of the 15-year-old high floor buses resulting in 100% of all MiWay buses now being accessible buses. That is, all MiWay buses are now low floor, kneeling buses that are equipped with ramps allowing passengers to board and exit the bus with ease, as well as two wheelchair/scooter securement areas located at the front of the bus.

Other Successes:

32. Mississauga's Celebration Square hosted an End of Day Celebration for the Rick Hansen 25th Anniversary Man in Motion Relay. This event was coordinated by the Rick Hansen Secondary School (in Mississauga) along with staff from the Rick Hansen Foundation and Mississauga Celebration Square staff. Our very own, Glenn Barnes, Citizen Member of the Accessibility Advisory Committee was a medal bearer and spoke at the event. As well, Rabia Khedr, Chairperson of the AAC, along with Councillors Katie Mahoney and Pat Saito, (members of the AAC) spoke at the event; in addition to other Councillors and the Mayor. Accessibility in Mississauga was highlighted.

33. Two Recreation and Parks staff from Huron Park Recreation Centre (Linda Rampen, Aquatic Supervisor and Jamie Dumas, Fitness Supervisor) presented a session at the 2011 Parks and Recreation Aquatics Conference titled: “Therapeutic Programming – Wave of the Future”. They talked about the benefits and features of aquatic and land therapeutic programming, the differences between recreational and therapeutic programs, the benefits of heading in this direction, and the scope of practice for municipal programming. They also talked about how the connection between recreational fitness, community therapeutic programming and the healthcare community has opened the door to new programming opportunities, increased visits to community centres and formed new partnerships with local hospitals.
34. City employees are actively involved in fundraising for the United Way of Peel Region. In 2011, we raised \$185,000. The money raised supports United Way Funded Agencies some of which serve persons with disabilities i.e. Canadian Hearing Society, Canadian Mental Health Association – Peel Branch, CNIB – Halton-Peel, Community Living Mississauga, Distress Centre Peel, Learning Disabilities Association of Mississauga, Ontario March of Dimes, Peel Senior Link.
35. The Men’s Wheelchair Basketball Canada Team held their practices and coaching clinics at the Hershey Sports Complex prior to the international tournament which was held at UTM in May 2011. The Japan Men’s Basketball Team also practiced at the Hershey Sports Complex.
36. Mississauga Seniors Centre held a 55+ Inspired Living Fair on April 2, 2011. The Fair featured a variety of interactive displays, presentations and demonstrations. For example information was available about: arthritis, osteoporosis, and therapy pool programs.

Recreation Services for older adults was also presented at 10 other Wellness Fairs in 2011.

37. On May 11, 2011, Council received a document titled: “Sports Task Force Report Outline”. Within this report is reference to “fostering greater inclusion of people with disabilities”. The Strategic Framework pieces that relate to the inclusion of persons with disabilities are: Diversity, Volunteers, and Infrastructure. One of the desired outcomes for the future of sport based on the recommendations in the report is that: “Sport in Mississauga will be fair, inclusive, safe and welcoming for all.”
38. The Chairperson of the Mississauga Accessibility Advisory Committee was invited to present to the Oakville Accessibility Advisory Committee about accessible service provision in a diverse society.
39. Two groups that provide services to persons with disabilities received a Corporate Grant from the City of Mississauga: Square One Older Adult Centre (\$66,393) and Community Living Mississauga (\$10,500).

B) 2012- 2017 INITIATIVES:

4. PRIORITIES TO BE ADDRESSED – 2012- 2017

With the Integrated Accessibility Standards Regulation (IASR) being passed in 2011, the City's main focus for accessibility planning will be on the implementation of the requirements in the legislation.

The new legislation covers general, information and communication, employment and transportation requirements. Within the general requirements is reference to Accessibility Plans. Accessibility Plans are to be reviewed at least once every five years and municipalities are to prepare an annual status report on the progress of measures taken to implement the strategy referenced in the municipal Accessibility Plan.

Below are the projects associated with the prevention and removal of barriers specifically to persons with disabilities that live, work, travel in the City of Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone!

This five year plan presents the City's new approach to accessibility planning. The Plan follows a new format by listing projects that are associated with accessibility standards under the AODA.

City of Mississauga
2012-2017 Accessibility Plan

Project Title	Description	Time Frame	Lead Department
General Initiatives			
Multi-year Accessibility Plan	An outline of the City’s strategy to prevent and remove barriers and meet requirements under the Accessibility for Ontarians with Disabilities Act, (AODA) and our obligations under the Accessibility Standards. This will include an annual status report on the progress with the initiatives in the Plan.	2012 Annual	Corporate Services, Facilities and Property Management, Accessibility Coordinator
Inclusion of Accessibility Planning in the City’s Strategic Plan, Departmental and Master Plans.	Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example: <ul style="list-style-type: none"> • The City’s Strategic Plan: Our Future Mississauga. • Older Adult Plan • Youth Plan • The People Strategy (Human Resources Strategic Plan) • Bus Rapid Transit Project • Hurontario/Main Street Master Plan • Transportation Master Plan • Inspiration Lakeview Project • Downtown 21 Master Plan • Mississauga’s Affordable Housing Strategy and Action Plan 	Ongoing	Corporate Services, Facilities and Property Management, Accessibility Coordinator in collaboration with all Departments

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Project Title	Description	Time Frame	Lead Department
	<ul style="list-style-type: none"> • Credit River Parks Strategy • Cycling Master Plan • Future Directions: Master Plan for Recreation, Library, and Parks and Natural Areas • Information Technology Strategic Plan • Official Plan • Economic Development Strategy • Living Green Master Plan • 		
<p>“Accessibility Impact” Section in Corporate Reports</p>	<p>To include a section called “Accessibility Impacts” in Corporate reports to the Leadership Team, Committees of Council, and Council that would describe actions taken to ensure that staff review proposed projects, for any positive or negative impact on People with Disabilities and seniors.</p>	<p>2014</p>	
<p>Inclusion of Persons with Disabilities into existing Committees</p>	<p>To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees.</p> <p>To recruit persons with disabilities to be members of various Committees of Council (next Municipal Election).</p>	<p>Ongoing</p> <p>2014</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>
<p>Policy Review and development of a statement of</p>	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility</p>	<p>2012</p>	<p>City Manager’s Office, City Strategy and Innovations, Corporate Policy Analyst</p>

3-44

Project Title	Description	Time Frame	Lead Department
<p>commitment to accessibility.</p>	<p>Standards Regulation (IASR) and Accessible Customer Service Regulation (ACSR).</p> <p>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 will be reviewed and revised as required.</p> <p>This includes the regular three year review of existing Corporate policies with an accessibility lens.</p> <p>Develop a statement of commitment about meeting the accessibility needs of persons with disabilities in a timely manner in our policies.</p>	<p>Ongoing</p> <p>2012</p>	
<p>Procurement Process ensures the acquisition of accessible goods, services or facilities.</p>	<p>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.</p>	<p>2012</p>	<p>Corporate Services, Materiel Management, Senior Buyer</p>
<p>Training on the IASR and Human Rights Code.</p>	<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>2013</p>	<p>Corporate Services, Human Resources, Learning and Development Consultant</p>

3-45

City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

Project Title	Description	Time Frame	Lead Department
	<p>Team 300 and functional areas responsible for delivering on the standards will need to receive more in-depth training appropriate to the duties of the employee group.</p> <p>Specific Transit Operator training to be reviewed and additional training may be required.</p>		
<p>Communication Strategy</p>	<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, Network articles, highlight International Day of Persons with Disabilities, website information.</p> <p>Development and implementation of a communication plan regarding the Integrated Accessibility Standard.</p>	<p>Ongoing</p> <p>2011 - 2015</p>	<p>Corporate Services, Communications, Public Affairs Specialist</p>
<p>Accessibility Awards</p>	<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</p>	<p>2013/ Ongoing</p> <p>2015</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>

3-46

Project Title	Description	Time Frame	Lead Department
	awards program.		
National Access Awareness Event	Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).	Annual	Corporate Services, Facilities and Property Management, Accessibility Coordinator
Accessible Customer Service Initiatives			
Accessible Customer Service Regulation	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 Accessible Customer Service Regulation, under the Accessibility for Ontarians with Disabilities Act (AODA).	Ongoing	Corporate Services, Facilities and Property Management, Accessibility Coordinator and Human Resources, Learning and Development Consultant
Accessible Elections	Elections manuals, technology and software will be reviewed and amended in preparation for the 2014 Municipal Election. Preparation of the work plan for the 2014 Municipal Election includes review of possible options to increase voter turnout.	2012-2014	Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk
Information and Communication Initiatives			
Accessible Formats and Communication Supports	Review relevant policies. Reinforce Accessible Customer Service Training Develop Vendor list. Develop guidelines for accessible public information materials (electronic)	2014	Corporate Services, Communications, Public Affairs Specialist

3-47

City of Mississauga – Accessibility Plan: 2011 Annual Report – 2012-2017 Initiatives

Project Title	Description	Time Frame	Lead Department
Accessible Feedback Processes	Develop accessible on line feedback processes in addition to other methods.	2013	Corporate Services, Communications, Public Affairs Specialist
Emergency Procedures and Public Safety Information	Ensure City's emergency plans or public safety information is available in an accessible format.	2011/ 2012	Corporate Services, Communications, Public Affairs Specialist
Accessible Website and Web Content	<p>Include accessibility in upgrades. Review online applications such as Connect2Rec/Click n Ride/Library Catalogue, intranet. Review the provision of a user friendly selectable font size icon on the City's website.</p> <p>Provide training on how to create accessible documents.</p> <p>Develop quick tips for web authors.</p>	<p>2013 WCAG 2.0 Level A,</p> <p>2012 web content</p>	Corporate Services, Information Technology, Manager Departmental Systems, IT
Library Services	Information about the availability of accessible materials is publicly available in accessible formats or with communications supports upon request	2012	Community Services, Library Services, Area Manager Library Services
Washroom facilities in parks.	Information about the accessibility features at washroom park facilities to be posted on the City's website.	2012	Corporate Services, Facilities and Property Management, Project Coordinator
Employment Initiatives			

3-48

Project Title	Description	Time Frame	Lead Department
<p>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 take into consideration the accessibility/accommodation needs of employees with disabilities.</p>	<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, Team 300 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>	<p>2013</p>	<p>Corporate Services, Human Resources, Learning and Development Consultant, and Manager, Employee Health Services</p>

Project Title	Description	Time Frame	Lead Department
Workplace emergency response information is provided in an accessible format or with other accommodations upon request.			
Transportation Initiatives			
Information about accessible transit.	<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>	2011/ Early 2012	Transportation and Works, Mississauga Transit, Transit Planner
Multi -year Transit Accessibility Plan	<p>The Transit Accessibility Plan will be updated every 5 years, and an annual Status Report on improvements made on the system will be done. Members of the public will be invited to attend 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>	2012	Transportation and Works, Mississauga Transit, Transit Planner

3-50

Project Title	Description	Time Frame	Lead Department
	<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>		
Courtesy Seating on buses.	The Courtesy seating policy will be revised and a communication plan will be prepared and delivered, along with the new revised Priority Seating decals.	2011/ 2012	Transportation and Works, Mississauga Transit, Transit Planner
Announcements on the bus.	Pre-boarding and on-board announcements (visual and auditory) have been implemented on all MiWay buses. The Standard Practice Instruction (SPI) will be revised.	2011/ 2012	Transportation and Works, Mississauga Transit, Transit Planner
Service Disruptions	<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>The SPI regarding “Passenger drop off/pick up after snowfall” will be revised.</p>	2011/ 2012	Transportation and Works, Mississauga Transit, Transit Planner
Taxicabs	<p>Information about the proportion of accessible taxicabs will be included in the City's Accessibility Plan.</p> <p>The Public Vehicle Licensing By law (420-04) will be reviewed to ensure that owners and operators of</p>	2011/ 2012	Transportation and Works, Enforcement Division, Mobile Licensing Enforcement

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Project Title	Description	Time Frame	Lead Department
	<p>taxicabs place the vehicle registration and identification information on the rear bumper.</p>		
Accessible Built Environment Initiatives			
<p>Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook.</p>	<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 guidelines in the Mississauga Accessibility Design Handbook.</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 Accessibility Design Handbook.</p>	<p>Ongoing</p>	<p>Corporate Services, Facilities and Property Management, Project Coordinator</p> <p>Planning & Building, Development and Design, Urban Designer</p> <p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>

Project Title	Description	Time Frame	Lead Department
Streetscape Coordinating Committee	To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles.	2012	Planning & Building, Development and Design, Landscape Architect
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2012-2014	Transportation and Works, MiWay, , Service Development
Mississauga's Affordable Housing Strategy and Action Plan	Work is underway on <i>Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan</i> . In addition to a <i>Summary of Housing Needs</i> and a <i>Vision and Framework</i> which were received by Council in June, 2011, Housing Choices has begun work on the second units' phase of this work and the requirement to permit them as per the Province's Long Term Affordable Housing Strategy. A Second Unit Forum was held with key stakeholders November 7, 2011 which highlighted the opportunity to include accessibility features in second units and CMHC funding that might be available to do this as an approach to increase the sustainability of the City's Housing Stock. The City will be holding public sessions to discuss second units in February and March 2012.	2012	Planning & Building, Policy Planning Division, Planner

3-53

5. CONCLUSION

We continue to work towards creating a universally accessible community by systematically removing barriers to persons with disabilities. These barriers include: physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices.

Since the purpose of the AODA is to develop, implement and enforce accessibility standards with respect to goods, services, information and communication, facilities, accommodation, employment, buildings, structures and premises we are obligated to continue our pursuit in the prevention and removal of barriers to persons with disabilities. Not to mention that it is simply, the right thing to do and makes good economic sense.

We have been proactive and have accomplished much in relation to accessibility improvements within our by-laws, facilities, policies, programs, practices and services. It is in our best interest and in the interest of our community to continue to move forward in the removal of barriers. Our new Accessibility Vision as developed by the AAC and Accessibility Staff Working Group in 2011 is:

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

As the sixth largest city in Canada, we must continue to deliver quality municipal programs and services to all of our citizens.

In the words of Rabia Khedr, the Chairperson of the City of Mississauga’s Accessibility Advisory Committee: “As many of us take time to reflect on the year passing and state our resolve for the year on the horizon, let us keep universal values of accessibility, peace, equity, prosperity and justice rooted in our words and actions. Let’s mobilize to ensure that what we want for ourselves is what we want for all. As we emerge as a monoculture in this millennium, let’s build an inclusive society, a true global village where everyone belongs.”



The new Mississauga Transit



ACCESSIBILITY PLAN

2011 ANNUAL REPORT, 2012-2017 PLAN

accessibility plan: 2011 annual report

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accessibility plan: 2011 annual report

Executive Summary

This report provides an update on activities MiWay has undertaken between January 2011 and December 2011, to meet the goal of improving accessibility in all its services and facilities. MiWay's Accessibility Plan - 2011 is in conformance with the requirements of the *Ontarians with Disabilities Act (ODA) 2001* and the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*, and serves as a report on the progress made to date with respect to the MiWay's Accessibility Plan direction.

As demonstrated, MiWay is committed to:

- the continuous improvement of accessible transit services;
- working toward ensuring its facilities and premises are barrier free;
- ensuring employment and employment opportunities are barrier free; and,
- implementing communication services that respect the abilities of all customers, employees and the public at large.

The development of this Accessibility Plan documents the extensive planning and implementation activities undertaken by MiWay in 2011, that reflect the continued progress made in improving accessibility in all its services and facilities.

accessibility plan: 2011 annual report

1.0 Introduction

The "Ontarians with Disabilities Act (ODA), 2001" and the "Accessibility for Ontarians with Disabilities Act (AODA), 2005", requires that public transportation agencies, such as MiWay, develop an Accessibility Plan and consult with people with disabilities and others in preparing the plan.

MiWay's Accessibility Plan provides an update on activities MiWay has undertaken to improve accessibility in all its services and operations. This Plan summarizes the results, to date, of the extensive planning and implementation activities MiWay has undertaken to make the system more accessible. Fulfillment of MiWay's corporate direction is achieved and sustained through operational policy and regulations, and through staff training and awareness programs implemented throughout the organization.

MiWay has committed to producing and updating the Accessibility Plan every 5 years, and produce a condensed annual status report on an ongoing basis, as required under the AODA Integrated Accessibility Standards Regulation.

2.0 Legislative Framework

The Ontarians with Disabilities Act sets out the following requirements for public transportation organizations:

Section 14 of the Act requires public transportation organizations to:

- *prepare an Accessibility Plan; and*
- *consult people with disabilities and others when it prepares its Plan.*
- Ontarians with Disabilities Act, 2001

In addition, the AODA Integrated Accessibility Standards Regulation (IASR) requires public transportation providers to:

- *establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization's strategy to prevent and remove barriers and meet its requirements under the Regulation;*
- *post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and*
- *review and update the accessibility plan at least once every five years.*
- AODA Integrated Accessibility Standards Regulation (O.Reg.191/11)

The IASR requires the development of Accessibility Plans to be established, reviewed, and updated in consultation with persons with disabilities. An annual status report on the progress of measures taken to improve accessibility is to be produced and posted online and made available in accessible formats.

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3.0 Background

The Ontarians with Disabilities Act, 2001 (ODA) outlines accessibility planning requirements for governments, municipalities and the broader public sector. In June 2005, the Province of Ontario's Accessibility for Ontarians with Disabilities Act, 2005 (AODA), came into effect. The legislation provides for the development of accessibility standards that will lead to accessible services and facilities being in place by 2025.

The Accessibility Standards for Customer Service was the first standard to become law as a regulation.

The next three standards - Information and Communications, Employment, and Transportation - have been combined under one regulation - The Integrated Accessibility Standards Regulation. This is now law with requirements being phased in between 2011 and 2025. An accessibility standard for the Built Environment (buildings and outdoor spaces) is in development and is not yet law.

3.1 Customer Service Regulation:

Accessibility Standards for Customer Service (ASCS), Ontario's first accessibility standard, came into effect as Regulation on July 27, 2007. In response to the Standard, the City of Mississauga developed the '*May I help you? Understanding Accessible Customer Service*' training course to ensure all staff are aware of the key requirements in delivering services to customers with disabilities. Every person who provides goods and services to members of the public on behalf of the City must undergo this training.

All staff, contractors, volunteers, third party agents, and others who provide service on behalf of the City of Mississauga must meet the requirements of Ontario Regulation 429/07, by completing the customer service training.

3.2 Integrated Accessibility Standards Regulation:

In June 2011, the Integrated Accessibility Standards Regulation (IASR, O. Reg. 191/11) was made under the Accessibility for Ontarians with Disabilities Act, 2005, and builds on the first standard for accessible customer service. The regulation includes accessibility requirements relating to employment, transportation, and information and communications, and applies to both private and public sector organizations in Ontario. Most of the requirements have a compliance period of January 1, 2012 to January 1, 2014.

3.2.1 Information and Communications Standards

The Information and Communications Standard outlines how organizations will be required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

3.2.2 Employment Standards

The Employment Regulation aims to prevent, identify and remove barriers across all cycles of the employment lifecycle for people with disabilities. The Standard will set out

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specific requirements for the recruitment, retention and accommodation of people with disabilities, and will apply to all organizations in Ontario.

3.2.3 Transportation Standards

The proposed Transportation Standard is the only industry-specific standard to be developed under the AODA. It applies to all public transportation systems including subways, buses, trains and taxis.

3-3 What is a Disability?

The ODA and AODA cover the same broad range of disabilities as the Ontario Human Rights Code. These include physical, sensory, cognitive, developmental and mental disabilities, and brain injury.

The ODA and AODA define "disability" as:

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

- Ontarians with Disabilities Act, 2001

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4.0 MiWay's Accessibility Policy

MiWay is fully committed to providing a transportation system that ensures its services and operations are accessible to everyone.

Under the ODA, municipalities have a legal obligation to prepare accessibility plans. Hence, the City of Mississauga's first Accessibility Plan was issued in 2003. The Plan describes the progress that the City has made to improve accessibility, and remove barriers to persons with disabilities. The Accessibility Plan is developed by the Accessibility Staff Working Group in conjunction with the City of Mississauga Accessibility Advisory Committee (AAC). The Accessibility Vision for the City of Mississauga is:

"Mississauga: A Great Place to live, work, travel and play for everyone!" This vision will be realized by:

- *Mississauga being a leader in accessibility (by meeting or exceeding timelines of legislation)*
- *Universal mobility for everyone (snow removal, transit, accessible sidewalks)*
- *Retrofitting for Full Accessibility (address accessibility in older buildings, including parks and trails)*
- *Being Pro-active about Making Accessibility a Design Priority*
- *State-of-the-Art Accessible Information and Tools (websites, equipment, way finding, voting)*
- *A Fully Aware and Educated Community (courtesy, better attitudes and understanding)*
- *Well supported by all levels of government (funding)*
- *Persons with Disabilities well Represented in All Aspects of Society (for example, represented on various committees)*

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; and,
- that policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

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5.0 Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga, with service integration into neighbouring municipalities, like the City of Brampton, the Town of Oakville, and the City of Toronto.

MiWay has made substantial progress in achieving its goal of fully-accessible service. Currently all MiWay terminals/transit hubs within the City of Mississauga are accessible, along with approximately 87% of all its regular routes. As of the end of 2011, MiWay's entire fleet now consists of fully accessible buses – that is, all MiWay buses are low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease. MiWay's future plans, as outlined in this document, will result in all services and facilities being accessible before the accessibility goal of 2025, as established by the AODA. An accessible transit system, including vehicle fleet and infrastructure, is forecasted to be in effect by the end of 2012.

Conventional Services – 2011 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 Service	
Day:	Time:
	Monday to Friday: 3:53 AM to 3:19 AM
	Saturday: 4:42 AM to 2:49 AM
	Sunday: 6:52 AM to 2:05 AM
	Statutory Holidays: 6:52 AM to 2:05 AM
Annual Revenue Ridership	32.9 Million
Annual Service Hours	1.2 Million
Annual Revenue Kilometres	26.5 Million
Number of Routes	86 Routes plus 25 school routes (2011)
Fleet Composition	100% of fleet is comprised of low floor fully accessible buses (approx. 446)

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Fare Structure

mIFARES		miWAY	The new Mississauga Transit
Fares effective January 30, 2012			
Pre-School Child		(must be accompanied by fare paying passenger)	
		FREE	
Person with Vision Loss		(with C.N.I.B. Card)	
		FREE	
Support Person		(A person whose presence is essential to provide care and assistance to a person with disabilities. One support person per disabled customer will travel at no cost. A support person accompanying a person with vision loss must pay a regular fare)	
		FREE	
CASH FARE (All Passengers)		\$3.25	
Child (Grades 1 to 8)	Ten Tickets (Five Tickets - \$8.25)	\$16.50	
	PRESTO e-purse (cost per trip)	\$1.65	
Student (Grades 9 to 12, including full-time university and community college students. Must show current school ID when using tickets or passes)	Ten Tickets (Five Tickets - \$11.25)	\$22.50	
	Weekly Pass	\$24.50	
	Monthly Pass	\$101.00	
	PRESTO e-purse (cost per trip)	\$2.25	
Adult	Ten Tickets (Five Tickets - \$13.00)	\$26.00	
	Weekly Pass	\$29.00	
	Monthly Pass	\$120.00	
	PRESTO e-purse (cost per trip)	\$2.60	
Senior (65 years of age or older)	Ten Tickets (Five Tickets - \$8.75)	(must show senior ID) \$17.50	
	Monthly Pass	(must use with MiWay Photo ID) \$47.00	
	Annual Pass	(must use with MiWay Transit Photo ID) \$474.00	
	MiWay Senior Photo ID	(new and replacement, includes HST) \$5.00	
	PRESTO e-purse (cost per trip)	\$1.75	
Reduced Fare with GO Ticket/Pass		(to and from GO rail station) \$0.70	
	PRESTO e-purse (cost per trip)	\$0.70	
GO Monthly Sticker	(to and from GO rail station; must use with GO monthly pass available from GO stations)		\$26.00
GTA Weekly Pass	(unlimited travel within the Greater Toronto Area on these transit systems: MiWay, TTC, Brampton Transit and York Region Transit)		\$54.00
Wonderland (Seasonal)	Cash Only - One Way - Single		\$8.50
	Cash Only - One Way - Family of Four (1 adult 3 children or 2 adults 2 children)		\$25.00
Route Map		\$2.00	

• Exact fare only • Driver cannot give change • Request a transfer when you pay your fare
 • HST is not applicable to municipal transit

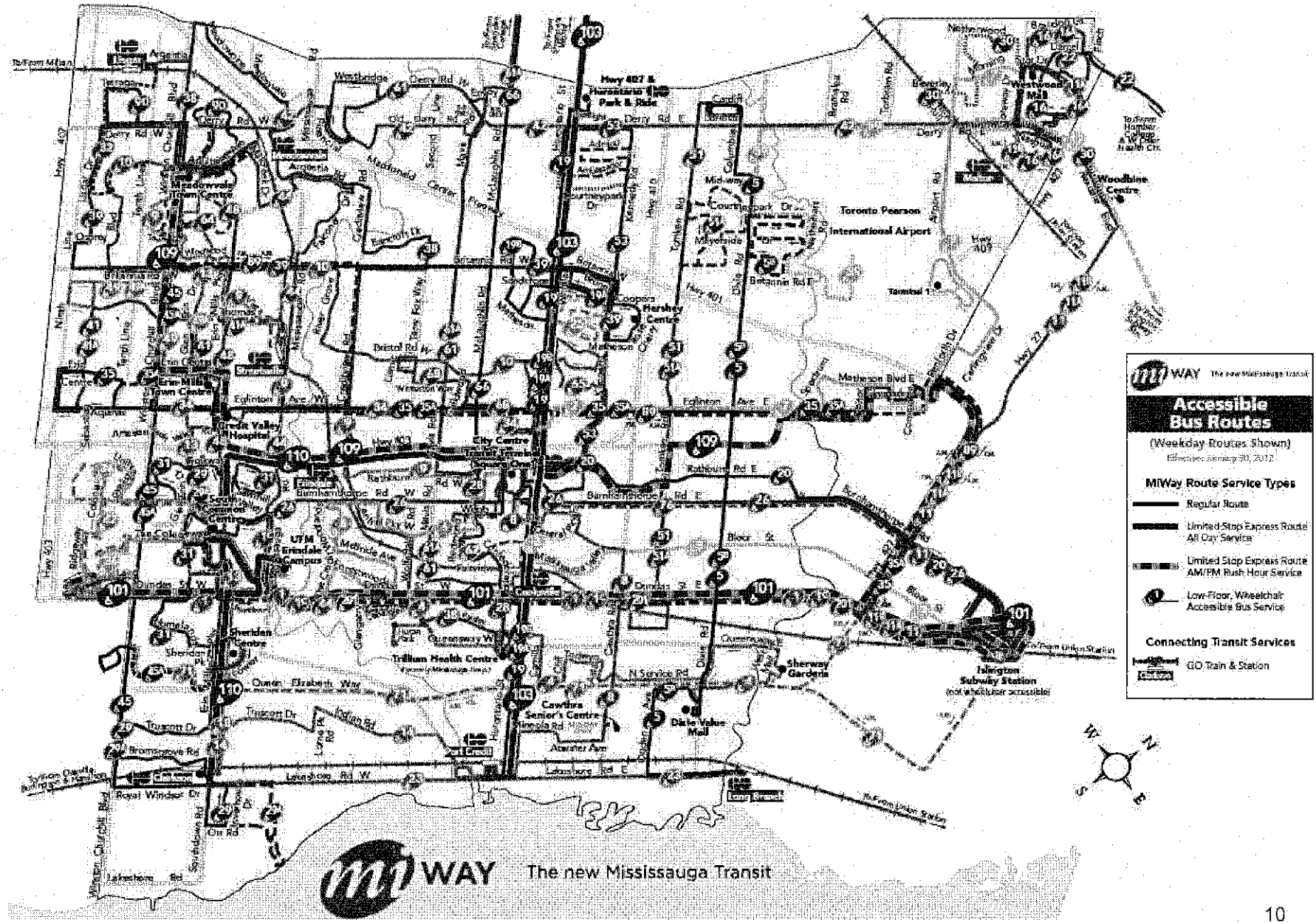
PRESTO PRESTO DETAILS

- When you purchase a new PRESTO card, there is a \$6 issuance fee.
- A \$10 minimum load is required upon purchase and at each reloading.
- There are no exchanges on PRESTO fare media.
- Concession fare eligibility is based on age not school grade.



Leading today for tomorrow

6.0 Map: Accessible Bus Routes



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7.0 2011 Initiatives and Achievements

7.1 Integrated Accessibility Standards Regulation (IASR):

The Integrated Accessibility Standards Regulation (IASR) came into effect in June 2011 and outlines a number of compliance requirements for the City of Mississauga and MiWay. The compliance period ranges from July 1, 2011 to January 1, 2021, with a bulk of the requirements for the City of Mississauga being due between January 1, 2012 to January 1, 2014.

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 Transportation Standard are currently in effect and compliance has already been achieved.

Upon review of the requirements set out in the IASR, some existing policies and operating procedures did require minor adjustments and/or updating to ensure fulfillment of the requirements. These updates have since been completed and resulted in MiWay being in compliance with the requirements for January 1st, 2012. MiWay supports the intent of the IASR and continues to integrate and improve accessibility within the system.

7.2 Fully Accessible Buses:

In 2011, MiWay continued to expand its fleet by 43 new fuel efficient and fully accessible buses. These new MiLocal orange buses replaced the last of the 15-year-old high floor buses resulting in 100% of all MiWay buses now being accessible buses. That is, all MiWay buses are now low floor, kneeling buses that are equipped with ramps allowing passengers to board and exit the bus with ease. Each bus has two wheelchair/scooter securement areas located at the front of the bus.

In addition to the accessible features mentioned above, the new MiLocal orange buses also feature:

- larger windows, with new fabric seating and LED lighting;
- a front entrance ramp accommodates customers with wheelchairs and scooters, allowing easy boarding and access to the designated priority seating;
- single seats, rather than double seats, on the driver's side of the bus to help improve the boarding process by expanding the aisle width in the lower area of the bus;
- automated next stop announcement technology, which is now installed on all MiWay buses, to help passengers of all ages and abilities;
- PRESTO card readers to offer a wider range of service to our customers by allowing them to pay fares using the Greater Toronto Area (GTA) wide electronic fare card; and
- video/audio surveillance systems have also been added to enhance passenger safety and security while protecting rights to privacy.

7.3 Designated Accessible Routes:

Every year, MiWay conducts a review of existing service with a view towards adding to our list of designated accessible routes. When evaluating potential routes, consideration is given to

PRESTO REPORT

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routes with the largest volume of ridership, greatest number of requests, connections to major destinations/transfer points, and availability of accessible buses. MiWay is committed to ensuring an accessible transit system by 2012. In order for MiWay to designate a route as being fully accessible, two major factors need to be in place:

1. Buses used along the route must be fully accessible, low floor buses; and
2. Transit infrastructure along the route must be fully accessible, i.e. bus stop pads must be installed at every stop (where feasible) and must connect with the existing sidewalk network

The addition of the new fully accessible buses in 2011 resulted in the entire fleet being fully accessible, and allowed MiWay to designate the following routes as accessible:

- Route 6 – Credit Woodlands
- Route 10 – Bristol-Britannia
- Route 32 – Lisgar GO
- Route 38 – Creditview
- Route 38A – Creditview-Argentia
- Route 45 – Winston Churchill
- Route 45A – Winston Churchill-Speakman
- Route 47 – Ridgeway Loop
- Route 51 – Tomken
- Route 51A – Tomken-Meyerside
- Route 53 – Kennedy
- Route 59 – Airport-Infield
- Route 62 – Cooksville GO
- Route 64 – Meadowvale GO
- Route 71 – Sheridan-Subway
- Route 88 – Wonderland
- Route 89 – Meadowvale-Subway
- Route 90 – Terragar-Copenhagen Loop
- Route 103 – Hurontario Express
- Route 201 – Dundas

The addition of these routes has resulted in approximately 92% of MiWay's annual service kilometres being covered by accessible service. With 87% (75 of 86 routes) of all routes being accessible, almost 95% of MiWay's annual ridership is serviced by accessible routes.

7.4 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. As of the end of 2011, all but one shelter (Dixie Outlet Mall Terminal – due to space limitations) within the City have been replaced with accessible bus shelters. These shelters have a much larger entrance opening and platform area ensuring sufficient room to manoeuvre wheelchairs and scooters. The design of these shelters complies with the City of Mississauga's Accessibility Design Handbook. This handbook was developed by staff representatives from all departments in conjunction with the City of Mississauga's Accessibility Advisory Committee (AAC).

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This year alone, MiWay has installed approximately 338 new bus pads throughout the City to make access to transit more convenient and accessible. As mentioned above, in order for a route to be considered fully accessible, in addition to buses, all transit infrastructure along the route must also be accessible, i.e. bus stop pads installed at every stop (if feasible) and must connect with the existing sidewalk network where possible. The programming of sidewalks is being co-ordinated between the Transit Infrastructure Management unit of MiWay's Service Development Division and the Transportation & Infrastructure Planning Division of Transportation and Works in support of transit accessibility. The timing for these works is undetermined and is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and Council approval. As such, a limited number of stops along accessible routes may not be deemed as accessible due to the absence of sidewalks and sufficient road right-of-way.

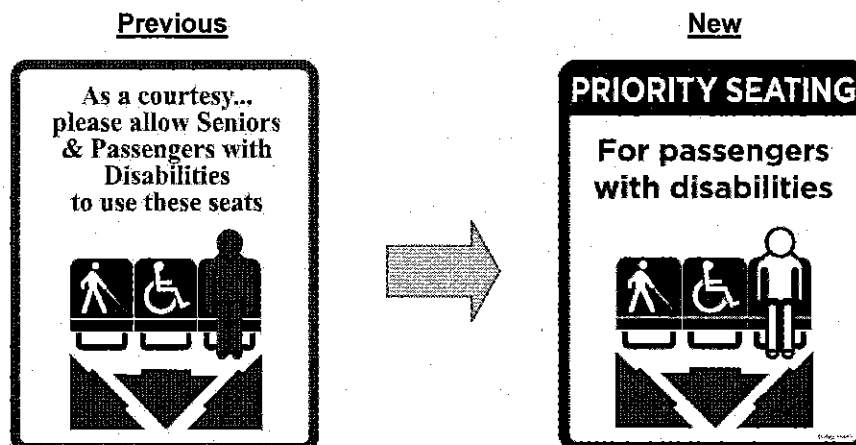
MiWay has set a goal of creating a fully accessible system by which all routes and stops within the boundary of the City of Mississauga (to the extent possible) will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal and allows the construction of approximately 7kms of sidewalks per year for the next several years. 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.

7.5 Priority Seating:

The newly released Integrated Accessibility Standards Regulation (IASR, O. Reg. 191/11), made under the Accessibility for Ontarians with Disabilities Act, 2005, requires seats at the front of the bus to be reserved for people with disabilities only.

Previously, the front seats on all MiWay buses were reserved for passengers with disabilities, and seniors. To achieve compliance with the Integrated Accessibility Standards Regulation, MiWay has revised its existing Priority Seating Policy in consultation with staff and the City of Mississauga's Accessibility Advisory Committee.

In December 2011, MiWay's new Priority Seating policy states that the front seats on all buses are reserved for passengers with disabilities. New decals have been installed above all priority seats (on both sides of each vehicle) on all buses within the fleet. The new signs have been designed with fewer words, larger text and continue to use Universal Symbols.



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The PRESTO program has been designed to allow all customers with disabilities to be self-reliant and able to use the PRESTO system at their own convenience with independence and dignity.

Some of PRESTO's accessibility features include:

- *A contact-less card that does not need to be taken out of a wallet, purse, or bag to be read by devices;*
- *Three different message channels when interacting with a system device – screen messaging, lights, and clearly audible sounds;*
- *The ability to load a card or check a card balance in four different ways – auto load, PRESTO website, call centre, and in-person with customer service agents;*
- *American-Sign Language videos with audio commentary on the website to assist customers in using their PRESTO card.*

- Source: PRESTO System – Accessibility Features

To ensure the PRESTO System is accessible to persons with disabilities, the PRESTO Project Office established an Accessibility Advisory Committee (AAC) consisting of representatives from Municipal/Regional Transit Agencies who are directly involved in accessibility issues as well as individuals representing various accessibility organizations. Through its review, the AAC has provided valuable input and commented on various aspects of the PRESTO System (i.e. devices, graphic representation, functional application, device visual and sound development, etc.)

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8.0 Ongoing Initiatives/Practices

8.1 Integrated Accessibility Standards Regulation (IASR) – 2012 to 2017:

With the release of the Integrated Accessibility Standards Regulation (IASR) in 2011, one of MiWay's main priorities will be the implementation of the requirements included in the legislation. Over the next five years, MiWay will be reviewing and establishing several accessibility related improvements to create a universally accessible transit system. Some of the initiatives include:

- working with the City of Mississauga to develop, deliver, and coordinate mandatory accessibility training (i.e. face to face, e-learning, etc.) on the Integrated Accessibility Standards Regulation, which will be applicable to all staff;
- upgrading and implementing more accessible features to MiWay websites and online applications such as Click n' Ride, to ensure content is user friendly;
- reviewing all existing policies and procedures to ensure full compliance with the IASR;
- providing or arranging for the provision of accessible formats and communication supports for persons with disabilities; and
- updating the Transit Accessibility Plan every five years and preparing an annual Status Report on improvements made within the system.

8.2 Signage:

Existing MiWay bus stop markers continue to be replaced with the new re-branded signage that list all routes that service the specific stop in large text. To date, all bus stop markers within Terminals and along all Express routes have been replaced. Installation of the new stop markers will continue with priority first going to stops along the major corridors within the City of Mississauga.

8.3 Announcing of Bus Stops:

All MiWay buses are equipped with Audio and Visual Annunciation Systems. This system complies with the IASR Transportation requirements to provide automated audible and visual next stop announcements to passengers. The Voice and Visual Annunciation Systems announce and display pre-recorded route and stop information, just 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 scroll as it is announced.

In the event that this system should malfunction, MiWay operators are trained and required to manually announce bus stop locations prior to arriving at the stop.

8.4 Customer Service/Sensitivity & Awareness Training:

MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 429-07, to all transit operators, route & operations supervisors, and other front-line staff. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with

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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.

In addition, 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.

8.5 Support Persons:

Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge. Disabilities include visible and invisible disabilities such as physical, intellectual/developmental, learning or cognitive, mental health, speech/language and visual disabilities. One personal care attendant per customer with a disability will travel at no charge.

If able, the customer with a disability will inform the Transit Operator upon boarding that they have a disability and request that their accompanying support person ride at no charge. A support person can be a paid professional, a family member, a friend, or a volunteer. A support person can assist with communication, mobility (such as getting on and off the bus), personal care (such as eating); medical needs or other travel assistance such as following directions. This process has been in effect since February 7th, 2007 and is consistent with the requirements of the Ontario Human Rights Code.

8.6 Unanticipated Service Disruptions:

MiWay is continually making improvements to its process of notifying passengers of unanticipated service disruptions (detours, bus stop relocations, etc.). An *Unanticipated Disruption* is any disruption that is known less than 2 business days before its occurrence. In the event of a service disruption to scheduled service (changes to routing, stop locations, and service frequency), MiWay notifies the public via an announcement on CityLink (MiWay's Automated Information System), and/or a notice posted at the out-of-service stops or affected transit terminals. Information on the service disruption is also included on MiWay's official website under the 'Alerts' section, which can be accessed from the homepage.

MiWay has created consistent 'Service Disruption' templates that all notices must follow in order to ensure all necessary information pertaining to: the date of disruption, the type of change, duration, and alternatives, are provided for our transit users.

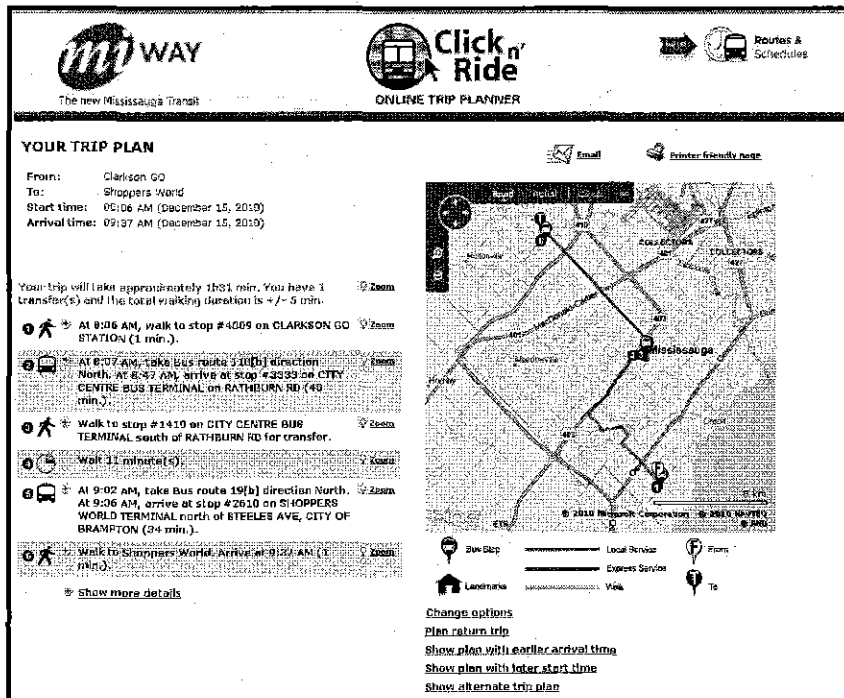
8.7 Accessible Equipment Failures:

In the event that accessibility equipment (ramp, automated next stop announcements, etc.) onboard a vehicle fails, all MiWay operators are instructed to notify Transit Control as soon as possible. Upon notification, reasonable measures will be taken to repair or replace the vehicle as soon as practicable so that complete accessible service is reinstated.

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8.8 Information & Communication:

To assist customers with travel planning, MiWay has developed an online trip planner called "**Click n' Ride**". Available through MiWay's website (www.miway.ca), this tool continues to make conventional transit more user-friendly for all customers. The trip planner allows customers to limit search results to accessible routes only, so that passengers can be assured that their entire trip plan will include all accessible routes and stops. Click n' Ride features a new interactive map that allows passengers to view all bus stop locations within the system including their corresponding stop numbers. Trip plans are generated based on the customer's input and routes are differentiated based on MiLocal (orange) and MiExpress (blue) services.



Click n' Ride
ONLINE TRIP PLANNER

YOUR TRIP PLAN

From: Clarkson GO
 To: Shoppers World
 Start time: 08:06 AM (December 15, 2010)
 Arrival time: 09:37 AM (December 15, 2010)

Your trip will take approximately 1h31 min. You have 1 transfer(s) and the total walking duration is +/- 5 min.

- At 8:06 AM, walk to stop #4069 on CLARKSON GO STATION (1 min.)
- At 8:07 AM, take Bus route 300 direction North. At 8:47 AM, arrive at stop #3339 on CITY CENTRE BUS TERMINAL on RATHBURN RD (40 min.)
- Walk to stop #1410 on CITY CENTRE BUS TERMINAL south of RATHBURN RD for transfer.
- Walk 11 minute(s).
- At 9:02 AM, take Bus route 19 direction North. At 9:06 AM, arrive at stop #2610 on SHOPPERS WORLD TERMINAL north of STEELES AVE, CITY OF BRAMPTON (04 min.)
- Walk to Shoppers World. Arrive at 09:37 AM (1 min.)

Change options
 Plan return trip
 Show plan with earlier arrival time
 Show plan with later start time
 Show alternate trip plan

For additional trip planning assistance, Customer Information Representatives (905-615-INFO) are available seven days a week to relay information on our services. A TTY (TeleTypewriter) Phone (905-615-3886) is available for patrons who are deaf or hard of hearing. CityLink, MiWay's Automated Information System, is accessible through TDD (Telecommunication Devices for the Deaf). The system will be available 24 hours a day, 7 days a week. Customers will have access to the schedule information and stop lookup feature through their TTY.

MiWay produces an "**Accessible Transit Rider's Guide**" that outlines step by step information on MiWay's policies and procedures for boarding the bus as well as information on safety and the Law. This Guide is updated and improved on an annual basis with the updated version available on our website and in print form.

Transit eNews is another fast and easy way to learn about service changes as well as other important information related to service alerts, disruptions, and much more.



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8.9 Customer Feedback - Customer Contact System (CCS):

MiWay utilizes a Customer Contact System (CCS) that allows customers to provide feedback with regards to our system. Customers can either call our call centre, visit the information booth at the City Centre Transit Terminal, or email our customer service section directly to forward their comments and/or questions.

Our Customer Service Representatives are adept to assisting customers develop routing plans that meet their individual needs. In addition, Customer Service staff answer any general inquiries customers may have about our 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 our accessible services are forwarded to our Service Development Department for action. Customer requests related to a particular route being designated fully accessible are recorded and used to determine our accessible route priority list for the following year.

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9.0 Mississauga's Bus Rapid Transit (BRT) System

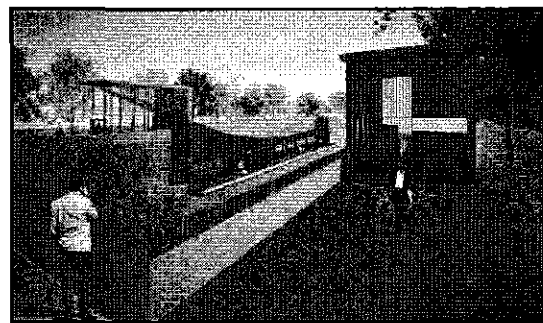
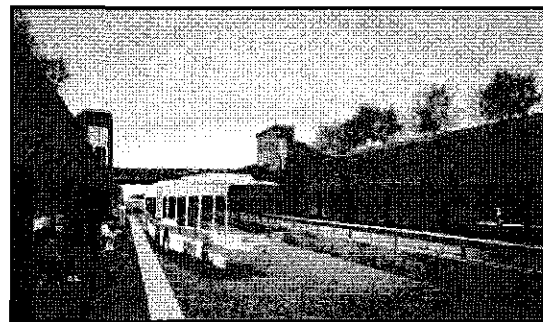
9.1 Project Overview:

The City of Mississauga in partnership with the Federal Government, the Province of Ontario, and GO Transit is constructing a segment of the Bus Rapid Transit (BRT) System through Mississauga. The BRT System is a high efficiency east-west transit corridor (a two lane, bus-only roadway) and service. Within Mississauga, it will cover 18 kilometres of the 100 kilometre BRT corridor running from Oakville to Pickering. Mississauga's segment will run from Winston Churchill Boulevard to Renforth Drive, along Highway 403, Eastgate Parkway and Eglinton Avenue corridors via the dedicated bus bypass shoulders along on Highway 403 between Erin Mills Parkway and Mavis Road.

The BRT system will consist of a dedicated right-of-way for buses using dedicated roads and buses, making it faster and easier to travel through Mississauga and the Greater Toronto Area (GTA).

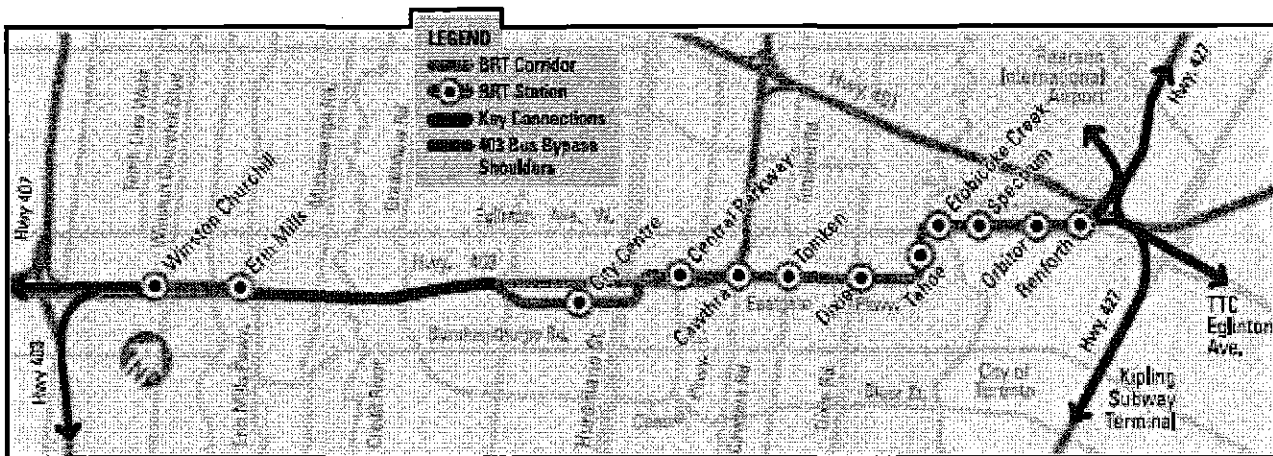
Designated stations (12 stations in Mississauga) will act as key transfer/connection points with several stations having passenger pick up and drop off and/or park-and-ride facilities. Designs of the future BRT structures and facilities have utilized Universal Design Principles and support the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook.

The following map illustrates the BRT system in Mississauga and 12 stations proposed between Winston Churchill Boulevard and Renforth Drive. The BRT will connect and complement local transit service as well as inter-regional transit and subway systems.



- Source: 'Mississauga Bus Rapid Transit Project - PIC Display Panels, May 19 2010

Bus Rapid Transit (BRT): Transit way in Mississauga



- Source: 'Mississauga Bus Rapid Transit Project - PIC Display Panels, May 19 2010

Final Draft

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9.2 Design/Construction Status:

The Bus Rapid Transit System in Mississauga will consist of four main components:

1. BRT West: Between Winston Churchill Boulevard and Erin Mills Parkway (on the north side of Highway 403). This segment of the BRT is being constructed by GO Transit.
2. Highway 403 Bus Bypass Shoulders (BBS) which are currently in operation.
3. City Centre area between Mavis Road and just east of Hurontario Street along Rathburn Road. Buses travelling along this segment of the BRT will operate in mixed traffic lanes.
4. BRT East: Between Hurontario Street (Mississauga City Centre) and Renforth Drive (along Eastgate Parkway and Eglinton Avenue).

At the beginning of 2009, the BRT Project entered the detailed design phase which was the final phase before the start of construction. The detailed design for BRT West began in 2011 with construction starting soon thereafter. Completion of the overall project is expected in 2013/2014 and will include the Erin Mills BRT, Winston Churchill BRT and Dixie BRT Stations.

Construction has commenced between Rathburn Road (east of Hurontario Street) to Fieldgate Drive, (along the Highway 403/Eastgate Parkway corridor). Construction for this phase began in November 2010 and is expected to be complete by late 2012.

Improvements along Rathburn Road began in October 2010 with modifications to the existing City Centre Transit Terminal. The existing off-ramp from Hurontario Street to Rathburn Road is complete and now acts as a bus-only ramp with a secondary off ramp providing connections to City View Drive.

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10.0 Consultation of the Plan:

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

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 6th, 2012)
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

11.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Plan at its January 25th, 2012 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 Accessibility Plan
- inclusion of the approved report on MiWay's website (www.miway.ca/accessibleservice)
- notification of the availability of the approved report in the "miTransit" Brochure, miGuide Route maps, and MiWay's "eNews" newsletter.
- notification of the availability of the approved report in the 'Accessible Bus Services Guide' Brochure

12.0 Conclusion & Next Steps . . .

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

MiWay's Accessibility Plan provides an update on activities MiWay has undertaken 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.

With the entire fleet now being fully accessible, current plans call for all routes being designated by 2012. Where feasible, MiWay is incorporating Universal Design Principles into the design of our system and the supporting infrastructure. By adopting these Principles we are confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population as well.

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13.0 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 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm
Email:	miway.info@mississauga.ca

To Provide Customer Feedback, Customer Service Representatives are available:

Weekdays:	8:30 am to 4:25 pm
Weekends/Holidays:	Closed
Email:	miway.customerservice@mississauga.ca

TTY Phone: 905-615-3886

Teletypewriter phone for persons who are deaf, deafened or hard of hearing.

Weekdays:	7:00 am to 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm

MiWay – The new MiWay's Website: www.miway.ca

MiWay – The new MiWay's Mailing Address:

MiWay
3484 Semenyk Court
Mississauga, Ontario L5C 4R1

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

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Appendix 1

Summary of MiWay's Advancements in Accessibility		Status
Routes:	By the end of 2011, 87% of all MiWay routes will be fully accessible.	Completion 2012
Fleet:	As of December 2011, 100% of the entire bus fleet consists of low floor accessible buses.	Completed
Transit Infrastructure:	Terminals - All MiWay terminals within the City of Mississauga are fully accessible. Shelters - Almost all shelters within the City have been replaced with accessible shelters. Concrete Bus Pads - During 2011, MiWay installed more than 400 new bus pads throughout the City to make access to transit more convenient and accessible.	Ongoing
Audio & Visual Annunciation Systems:	MiWay has implemented Audio and Visual Annunciation Systems on all our vehicles, which provides automated aural and visual next stop announcement to passengers.	Completed
PRESTO System:	The PRESTO System, easy to use smart-card based fare system in the Greater Toronto Area (GTA), has been installed on all MiWay vehicles, with more improvements being made to the System in the Spring of 2012.	Ongoing
AODA Customer Service Training:	In response to the AODA Customer Service Standard, the City developed the ' <i>May I help you? Understanding Accessible Customer Service</i> ' training course to ensure all staff are aware of the key requirements in delivering services to customers with disabilities.	Ongoing
Priority Seating Policy:	MiWay recently revised its Priority Seating policy to compliance with the Integrated Accessibility Standards Regulation. The new policy states that the front seats on all MiWay buses are reserved for persons with disabilities only. The previous policy reserved the front seats for seniors and persons with disabilities. A communication plan was implemented advising the public of the new policy and new decals installed on all buses.	Implemented
Support Persons Policy:	Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge.	Implemented in 2007
Service Animals:	Customers with disabilities are permitted to bring their service animals aboard a MiWay bus. A service animal is any guide dog, or animal, trained to perform tasks for an individual with a disability.	Implemented
CNIB Fares:	Persons with vision loss, with a CNIB card ride for free on all MiWay routes.	Implemented
Service Disruptions:	In the event of a service disruption to scheduled service, MiWay notifies passengers of service disruptions via an announcement on CityLink, a notice on the City of Mississauga's Website and a notice posted at the out-of-service stop and/or affected transit terminal.	Implemented in 2009
Click n' Ride:	To assist customers with travel planning, MiWay has developed an online trip planner called "Click n' Ride" that allows customers to limit search results to accessible routes only.	Implemented in 2006
Communication:	For additional trip planning assistance, Customer Information Representatives are available seven days a week to relay information. A TTY (TeleTypewriter) Phone is available for patrons who are deaf or hard of hearing. Transit eNews is another way to learn about service changes as well as service alerts, disruptions, and much more.	Implemented
MiWay Signage:	Transit infrastructure - Bus stop markers have a new look with larger text clearly marked international wheelchair symbols. The new stop signage has been designed to conform to AODA Standard requirements.	Ongoing
Feedback:	Mississauga Transit utilizes a Customer Contact System (CCS) that allows customers to provide feedback with regards to our system. Customers can either call our call centre, visit the information booth at the City Centre Transit Terminal or email our customer service section directly to forward their comments and/or questions.	Implemented
Accessibility Awareness:	MiWay organized an Accessibility Event to celebrate our entire fleet now being fully accessible. Members of the City of Mississauga's Accessibility Advisory Committee were present, including Rabia Khedr, Chair of the Accessibility Advisory Committee, who was a guest speaker.	



Corporate Report

Clerk's Files

Originator's
FilesAccessibility Advisory
Committee

FEB 06 2012

DATE: January 9, 2012

TO: Chair and Members of the Accessibility Advisory Committee (AAC)
Meeting Date: February 6, 2012

FROM: Brenda R. Breault, CMA, MBA
Commissioner of Corporate Services and Treasurer

SUBJECT: **Review of Site Plans for Private Sector Development Initiatives**

RECOMMENDATION: That the Facility Accessibility Design Subcommittee (FADS) continue with its mandate to review municipal facility projects (new builds and major renovation projects), and that accessibility reviews for site plans of private sector development initiatives remain with the Development and Design Division of the Planning & Building Department.

BACKGROUND: At the initiation of all projects for City facilities, the Mississauga Accessibility Design Handbook (ADH) is provided to consultants, and designers with explicit instruction to incorporate the provisions of the ADH into the design. Private sector developments are encouraged to follow the ADH in addition to having to follow the provisions of the Ontario Building Code.

In accordance with the Terms of Reference given to it by Council, FADS has been reviewing City projects since 2006. Both interior and exterior plans are presented at FADS meetings and the discussion is focussed on meeting the needs of persons with various disabilities. A report is written which is then forwarded to the subsequent Accessibility Advisory Committee (AAC) meeting for endorsement. The advice contained in the report is then provided to Council through

regular AAC report to General Committee.

At the September 12, 2011 AAC meeting, a recommendation was made that staff investigate the possibility of expanding the mandate of FADS to include the review of Site Plans for private developments and return this matter to a future AAC meeting.

COMMENTS:

Attached as Appendix 1 is a memorandum addressed to Ken Owen, Director Facilities and Property Management from Wayne Nishihama, Manager Urban Design outlining the reasons why expanding the mandate of FADS would not be advisable at this time. Below is a summary of these reasons:

- The high volume of Site Plan Development Applications would make it difficult to schedule meetings with staff and AAC members within the tight turnaround times mandated
- In order to review the plans properly, it is necessary to possess a high level of technical knowledge as well as professional competence to offer consistent advice and to participate in complex negotiations

The Development and Design Division of the Planning and Building Division recommends that the AAC participate in regular education sessions with Development and Design staff in order to share best practices and learn about and understand Universal Design. It is also recommended that the Site Plan Checklist, attached hereto as Appendix 2, be revised once the Accessible Built Environment Standard becomes a Regulation under the Accessibility for Ontarians with Disabilities Act.

FINANCIAL IMPACT: Not applicable.

CONCLUSION: It is recommended that FADS continue to review municipal facility projects only and that Development and Design staff continue to work closely with the AAC to ensure best practices are applied to development in Mississauga.

- ATTACHMENTS:**
- Appendix 1: Memo regarding Review of Site Plans for Private Sector Development Initiatives
 - Appendix 2: Mississauga Accessibility Design Handbook: Planning and Building Department Site Plan Checklist



Brenda R. Breault, CMA, MBA
Commissioner of Corporate Services and Treasurer

*Prepared By: Diana Simpson, Accessibility Co-ordinator, Facilities
and Property Management*

Memorandum
Planning and Building Department



November 16, 2011

TO: Ken Owen, Director, Facilities and Property Management

FROM: Wayne Nishihama, Manager, Urban Design

**RE: Recommendation AAC-0038-2011, Part 2
Facility Accessibility Design Subcommittee
Inquiry Regarding the Review of Site Plans for Private
Sector Development Initiatives**

The Facility Accessibility Design Subcommittee was established through Recommendation GC-0225-2006 (AAC-0011-20006) adopted by Council on April 12, 2006 in partial response to Part VII, Section 29 of the Accessibility for Ontarians with Disabilities Act, 2005. With regard to the Duties of the Accessibility Advisory Committee, The Act States:

Duties of committee

- (4) The committee shall,
- (a) advise the council about the requirements and implementation of accessibility standards and the preparation of accessibility reports and such other matters for which the council may seek its advice under subsection (5);
 - (b) review in a timely manner the site plans and drawings described in section 41 of the Planning Act that the committee selects; and
 - (c) perform all other functions that are specified in the regulations. 2005, c. 11, s. 29 (4).

Duty of council

- (5) The council shall seek advice from the committee on the accessibility for persons with disabilities to a building, structure or premises, or part of a building, structure or premises,
- (a) that the council purchases, constructs or significantly renovates;
 - (b) for which the council enters into a new lease; or
 - (c) that a person provides as municipal capital facilities under an agreement entered into with the council in accordance with section 110 of the Municipal Act, 2001 or section 252 of the City of Toronto Act, 2006. 2005, c. 11, s. 29 (5); 2006, c. 32, Sched. C, s. 1.

The responsibility for review of municipal and private sector development applications (including Rezoning, Official Plan Amendment, and Subdivision Applications) in relation to accessible design is, in the first instance, included in the mandate of The City of Mississauga Planning and Building Department's Development and Design Division. All Design Team staff within the Division have had accessibility training and are in close communication with both the Accessibility Coordinator and the Accessibility Advisory Committee. In addition, the Design Team receives advice from and participates in the Facility Accessibility Design Subcommittee in reviewing municipal built form initiatives.

Between January 1, 2011 and November 1, 2011 The Development and Design Division received one hundred and sixty-one (161) Site Plan Development Applications. Of these, fifty-six (56) were subject to review for accessibility criteria (the balance being residential projects, in the form of infill housing and townhouse developments, which are exempt from the access provisions of the 2006 Ontario Building Code). The Site Plan Development Application Review Process requires that comments be provided in a timely manner, - within ten (10) working days for initial site plan submissions and within five (5) working days for site plan recirculation. Individual applications are most often circulated for review several times before all comments have been addressed in a satisfactory manner. In order to review the plans successfully it is necessary to possess a high level of technical knowledge as well as the professional competence to offer consistent advice and to participate in complex negotiations.

Given the exigencies of completing the Site Plan Development Application Review and Approval process in a timely manner as required by the Accessibility for Ontarians with Disabilities Act and municipal standards, we most respectfully recommend that the current responsibilities of the Facility Accessibility Design Subcommittee remain unaltered in relation to its principal focus upon municipal projects.

The Development and Design Division continues to value the advice of the Accessibility Advisory Committee in improving the efficiency of the Site Plan Development Application Review process. To this end, in lieu of a wider but more demanding role for the Facility Accessibility Design Subcommittee in the application review process, we recommend the increased participation of the Accessibility Advisory Committee in regular educational and societal consultations with Development and Design Division personnel. For example, a joint session may aim to update the Mississauga Accessibility Design Handbook – Planning and Building Department Site Plan Checklist for use by municipal staff in reviewing applications in the context of the forthcoming Provincial Built Form Standard (see attachment). In addition, the Design Team would be pleased to meet with the Accessibility Advisory Committee for updated accessibility training on an annual basis. Through such sessions Staff and the Committee may develop a basis for mutual understanding, concerns, and initiatives aimed at creating a fully accessible community based in the principles of universal design, improved attitudes, and full inclusion as outlined in the ongoing Facility Accessibility Design Subcommittee mandate.

Should you have any further question or concerns please contact Lawrence Franklin, Urban Designer, Development and Design Division, Planning and Building Department at extension 5759, or by e-mail at lawrence.franklin@mississauga.ca.

Wayne Nishihama
Manager, Urban Design
Development and Design Division

c: Diana Simpson, Accessibility Coordinator
Lawrence Franklin, Urban Designer, Development and Design Division

Mississauga Accessibility Design Handbook
 Planning and Building Department
 Site Plan Checklist

Accessible Parking Spaces

	<u>Handbook Reference</u>
Number of Spaces	2.1.1(c)
Location	2.1.1(a)(b)(c)(d)
Size	2.1.1 (f)(g)
Signage	2.1.3
Curb Cut	2.4.1
Slope	2.1.1(j)
Surface Material	2.1.1(i)(n), 2.2.3

Drop-Off Zones

Location	2.1.2(a)(b)
Size	2.1.2(f)
Surface Material	2.1.2(c), 2.2.3
Vertical Clearance	2.1.2(h)
Curb Cut	2.4.1

Accessible Routes

Location	2.2.1(a)(h)
Width	2.2.1(b)
Slope	2.2.1(c)(d)(e)(f)
Surface	2.2.1(g), 2.2.3
Protruding Objects	2.2.2

Barrier-Free Entrance

Location	2.3.1(a)(b)(c)(d)(e)
Surface Material	2.3.1(g), 2.2.3
Ramps	2.4.2
Handrails	2.4.4
Steps and Stairs	2.4.3



Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Karen Morden, Legislative Coordinator, for the February 6, 2012 Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
AAC-0024-2009	Post-completion site visit	That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following completion of the Riverwood – MacEwan Terrace Garden Park #331 project and report to the Accessibility Advisory Committee.
AAC-0036-2010	Post-completion site visit	That the Mississauga Accessibility Advisory Committee visit the Special Needs Garden in 2011 once this project is complete.
AAC-0037-2010	Accessibility Awards Program	<p>a. That further efforts to integrate accessibility criteria into existing City of Mississauga internal awards programs be pursued.</p> <p>b. That the award categories, award eligibility, and judging criteria of the Mississauga Urban Design Awards be strengthened to incorporate accessibility criteria.</p> <p>c. That partnering with a community based organization for the implementation of an accessibility awards program be investigated.</p> <p>Diana Simpson, Accessibility Coordinator, will provide a verbal update on this item at the February 6, 2012 AAC meeting.</p>
AAC-0006-2011	Installation of Accessibility Devices/Features in Residential Dwellings	That the Mississauga Accessibility Advisory Committee supports that the City of Mississauga's Building Division provides building permit applicants with more information about what is required to install accessibility devices/features (e.g., elevators, ramps) in residential dwellings.
AAC-0031-2011	Accessible Parking Permits	That a Ministry of Transportation representative be invited to a future Mississauga Accessibility Advisory Committee meeting to deliver a presentation about the process and guidelines for Accessible Parking Permits in the province of Ontario.
AAC-0036-2011	FADS Update to Facilities and Property	That Diana Simpson, Accessibility Coordinator, and Darlene Utarid, Project Coordinator, update Facilities and Property Management staff

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Accessibility Advisory Committee
 FEB 06 2012

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Prepared by Karen Morden, Legislative Coordinator, for the February 6, 2012 Accessibility Advisory Committee Agenda

AAC Recommendation	Work Plan Item	Status
	Management Staff	<p>on the purpose, timing, and scheduling of Facility Accessibility Design Subcommittee meetings.</p> <p>Diana Simpson, Accessibility Coordinator, will provide a verbal update on this item at the February 6, 2012 AAC meeting.</p>
AAC-0038-2011	Expanding the Mandate of FADS	<ol style="list-style-type: none"> 1. That Lawrence Franklin, Urban Designer, obtain an update on construction activities at the Masjid Al-Farooq mosque located at 935 Eglinton Avenue West in Ward 6; and 2. That Julie Lavertu, Legislative Coordinator, and Diana Simpson, Accessibility Coordinator, investigate the possibility of expanding the mandate of the Facility Accessibility Design Subcommittee to include the review of Site Plans for private facilities and return this matter to a future Mississauga Accessibility Advisory Committee meeting for consideration. <p>Please see Item 4 on the February 6th agenda which deals with Part 2 of Recommendation AAC-0038-2011.</p>
N/A	Site Visit, Therapy Pool Addition Project, Mississauga Valley Community Centre	<p>Carol-Ann Chafe, Mississauga Accessibility Advisory Citizen Member, suggested that Committee members conduct a site visit of the Therapy Pool Addition Project at the Mississauga Valley Community Centre once the project was completed.</p>

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Karen Morden

From: Pat Saito
Sent: January 25, 2012 9:57 AM
To: Karen Morden
Subject: FW: Peel Police - Accessibility for Ontarians with Disabilities Act (A.O.D.A.) (Peel Regional Police Press Release)

Accessibility Advisory
Committee

FEB 06 2012

Good morning Karen,

Councillor Saito request that the below item be added to the next AAC agenda for information

Thank you kindly,
 Luisa Morrone, Executive Assistant to
 Ward 9 Councillor Pat Saito

Patricia (Pat) Saito
 Councillor Ward 9
 City of Mississauga/Region of Peel
 Tel: 905-896-5900
 Fax: 905-896-5863
pat.saito@mississauga.ca

Sign up for the Ward9 e-Newsletter at www.ward9.ca

Check out Ward 9 events on you tube: <http://www.youtube.com/user/Councillor9>

Follow Councillor Pat Saito on Facebook: <http://www.facebook.com/people/Councillor-Pat-Saito/100001664768300>

"This e-mail may not be forwarded to anyone for any reason without express written permission of the author."

From: noreply=prp.agilitycms.com@agilitycms.com [noreply=prp.agilitycms.com@agilitycms.com] On Behalf Of noreply@prp.agilitycms.com [noreply@prp.agilitycms.com]
Sent: January-20-12 9:38 AM
To: Pat Saito
Subject: Peel Police - Accessibility for Ontarians with Disabilities Act (A.O.D.A.) (Peel Regional Police Press Release)

Peel Police - Accessibility for Ontarians with Disabilities Act (A.O.D.A.)

The *Accessibility for Ontarians with Disabilities Act (AODA)* was passed in 2005. Its goal is to make Ontario accessible for people with disabilities by 2025. This act lays the framework for the development of province-wide mandatory standards on accessibility in all areas of daily life.

On **January 1, 2012**, the law also included that all businesses and organizations must provide emergency information that is accessible to the public.

Peel Regional Police are committed to providing services to all persons within the Region of Peel. Our new website will be launched at the beginning of February 2012, and the content will adhere to the new accessibility standards.

If any member of the public has difficulty accessing any information, they are encouraged to contact the Accessibility Coordinator, Corporate Services at 905-453-3311 ext. 4730 or through the other methods outlined below.

A Feedback Process on accessibility for the provision of goods and services is now available. Anyone may provide feedback, comments, or suggestions on the accessibility of goods and services that are provided by Peel Regional Police.

Feedback may be provided:

In person

- By telephone
- In writing

- By e mail
- Via the PRP Website at www.peelpolice.ca
- By electronic storage media

Feedback may be sent to the Police by:

- Mail : Peel Regional Police

7750 Hurontario Street
Brampton, ON., L6V 3W6
Attention: Accessibility Coordinator, Corporate Services

- Telephone: 905 453 2121 Extension 4730
- TTY: 905 451 1196
- Fax: 905 456 6108
- E Mail: accessibilitycoordinator@peelpolice.ca
- PRP Website: www.peelpolice.ca

Please Note: The Feedback Process is not to be used for public complaints.

We value our partnerships with the community and your information is important to us. Follow up with persons providing feedback will assist us in resolving any issues that are identified. Those preferring to be contacted by the Accessibility Coordinator should indicate this in their correspondence.

More information on the Feedback Process will be posted on the Peel Regional Police website in the near future. This will include an on line feedback reporting option.

For **media inquiries**, please contact the on-duty Media Relations Officer at (905) 453-2121, ext. 4027.

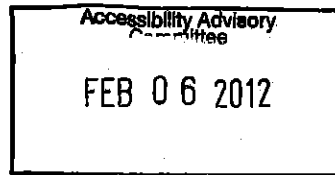
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4300 Riverwood Park Lane
Mississauga, ON L5C 2S7

T: 905-279-5878 F: 905-279-4303

Info@TheRiverwoodConservancy.org

www.TheRiverwoodConservancy.org

November 28, 2011

Mississauga Accessibility Advisory committee
300 City Centre Drive
Mississauga, ON L5B 3C1

Dear Diana Simpson, *Thanks for your ongoing support Diana.*

The joy of gardening is yours to discover in *The Riverwood Conservancy Enabling Garden.*

A new garden for special needs individuals plans to open in the spring of 2012. Visitors of differing abilities and ages can garden in raised planters of varying heights while flowers, herbs and vegetables stimulate the senses and special adaptive tools allow for ease of gardening.

Professional staff-supervised programs are expected to begin in the spring and be supported by volunteers. An adjacent heritage barn provides indoor space for program use during inclement weather. The accessible site has washrooms nearby and there is plenty of seating and free parking. A minimal fee covers program expenses.

Explore and learn about nature, gain a sense of accomplishment by nurturing plants, build social skills, and increase well-being in an accessible, safe, physical and healthy environment.

The Riverwood Conservancy Enabling Garden is located within the beautiful MacEwan Terrace Garden in Riverwood park in central Mississauga. Visitors can also enjoy the diverse wildlife of this 150-acre urban oasis, its system of walking trails and the Credit River.

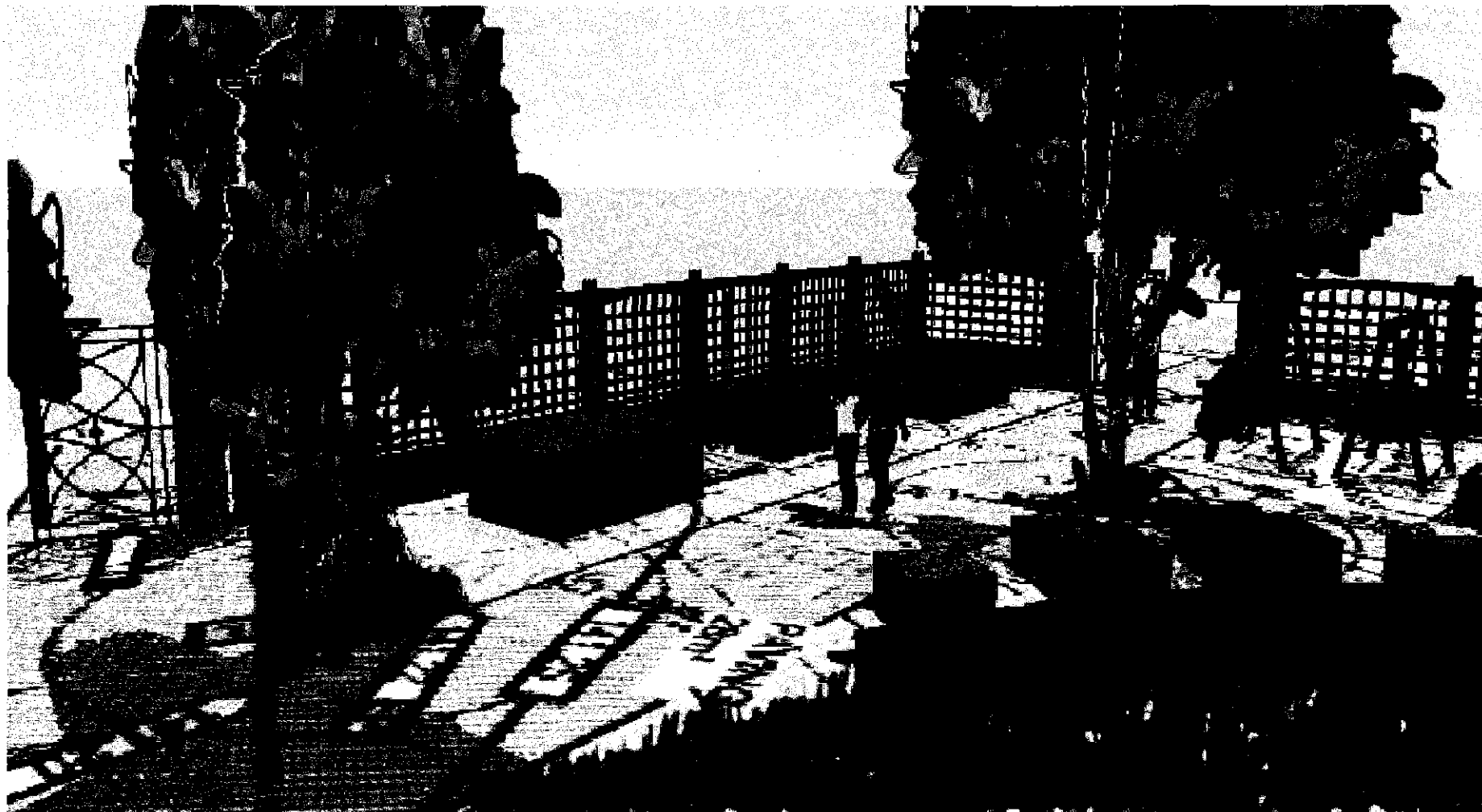
We invite you to learn more and to arrange for a guided walkabout (45 minutes to 1 hour) by contacting us at 905-279-5878 or Info@TheRiverwoodConservancy.org. A complete description of *The Riverwood Conservancy Enabling Garden* is on our website at www.TheRiverwoodConservancy.org. If you know of others who may be interested in this special garden, please let us know.

Yours truly,

Douglas Markoff
Executive Director

Encl. Landplan Collaborative design

The Riverwood Conservancy Enabling Garden



FEB 06 2012

WORLD REPORT ON DISABILITY

Factsheet: main messages and recommendations

The *World report on disability* is the first of its kind, providing global guidance on implementing the United Nations *Convention on the Rights of persons with Disabilities* (CRPD) and giving an extensive picture of the situation of people with disabilities, their needs and unmet needs, and the barriers they face to participating fully in their societies. Successive chapters document data; health; rehabilitation; assistance and support; enabling environments; education; and employment. For each area, the Report highlights a range of good practice examples which Governments and civil society can emulate, to help establish an inclusive and enabling society in which people with disabilities can flourish.

The main messages of the report are as follows:

There has been a paradigm shift in approaches to disability. In recent decades the move has been away from a medical understanding towards a social understanding. Disability arises from the interaction between people with a health condition and their environment. The CRPD reflects this emphasis on removing environmental barriers which prevent inclusion.

Disability prevalence is high and growing. There are over one billion people with disabilities in the world, of whom between 110-190 million experience very significant difficulties. This corresponds to about 15% of the world's population and is higher than previous World Health Organization (WHO) estimates, which date from the 1970s and suggested a figure of around 10%. The prevalence of disability is growing due to population ageing and the global increase in chronic health conditions. Patterns of disability in a particular country are influenced by trends in health conditions and trends in environmental and other factors –such as road traffic crashes, natural disasters, conflict, diet and substance abuse.

Disability disproportionately affects vulnerable populations. Disability is more common among women, older people and households that are poor. Lower income countries have a higher prevalence of disability than higher income countries.

Disability is very diverse. Stereotypical views of disability emphasize wheelchair users and a few other “classic” groups such as blind people and deaf people. However, the disability experience varies greatly. While disability correlates with disadvantage, not all people with disabilities are equally disadvantaged. School enrolment rates differ, with children with physical impairments generally faring better than those with intellectual or sensory impairments. Those most excluded from the labour market are often those with mental health difficulties or intellectual impairments. People with more severe impairments often experience greater disadvantage.

People with disabilities face widespread barriers in accessing services (health, education, employment, transport as well as information). These include inadequate policies and standards, negative attitudes, lack of service provision, inadequate funding, lack of accessibility, inadequate information and communication and lack of participation in decisions that directly affect their lives.

People with disabilities have worse health and socioeconomic outcomes. Across the world, people with disabilities have poorer health, lower education achievements, less economic participation and higher rates of poverty than people without disabilities.

Many of the barriers people with disabilities face are avoidable and the disadvantage associated with disability can be overcome.

The cross cutting recommendations of the report, based on the main findings, are as follows:

1: Enable access to all mainstream systems and services. People with disabilities have ordinary needs, which can and should be met through mainstream programmes and services. Mainstreaming is the process by which governments and other stakeholders address the barriers that exclude persons with disabilities from participating equally in any service intended for the general public, such as education, health, employment, and social services. This requires changes to laws, policies, institutions and environments. Mainstreaming not only fulfils the human rights of persons with disabilities, it can also be more cost effective.

2: Invest in programmes and services for people with disabilities. Some people with disabilities may require access to specific measures, such as rehabilitation, support services, or vocational training, which can improve functioning and independence and foster participation in society.

3: Adopt a national disability strategy and plan of action. All sectors and stakeholders should collaborate on a strategy to improve the well-being of people with disabilities. This will help improve coordination between sectors and services. Progress should be monitored closely.

4: Involve people with disabilities. In formulating and implementing policies, laws and services, people with disabilities should be consulted and actively involved. At an individual level, persons with disabilities are entitled to have control over their lives and therefore need to be consulted on issues that concern them directly.

5: Improve human resource capacity. Human resource capacity can be improved through effective education, training and recruitment. For example training of health professionals, architects and designers should include relevant content on disability and be based on human rights principles.

6: Provide adequate funding and improve affordability. Adequate and sustainable funding of publicly provided services is needed to remove financial barriers to access and ensure that good quality services are provided.

7: Increase public awareness and understanding about disability. Mutual respect and understanding contribute to an inclusive society. It is vital to improve public understanding of disability, confront negative perceptions, and represent disability fairly.

8: Improve the availability and quality of data on disability. Data need to be standardized and internationally comparable to benchmark and monitor progress on disability policies and on the implementation of the CRPD nationally and internationally. At the national level, disability should be included in data collection. Dedicated disability surveys can also be carried out to gain more comprehensive information.

9: Strengthen and support research on disability. Research is essential for increasing public understanding about disability, informing disability policy and programmes, and efficiently allocating resources. More research is needed, not just about the lives of people with disabilities, but also about social barriers, and how these can be overcome.

Source: this fact sheet is based on the *World report on disability*. To download a copy of the report, please go to www.who.int/disabilities/world_report. Copies of this document are available from the Department of Violence and Injury Prevention and Disability, World Health Organization, 20 Avenue Appia, Switzerland. Email: mackenzier@who.int



World Health
Organization



THE WORLD BANK