

CITY OF MISSISSAUGA

DRAFT 2012 Annual Report of the Multi-Year Accessibility Plan

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Accessibility Advisory
Committee
JAN 21 2013

Item 2 Appendix 1
Accessibility Advisory Committee
Agenda – January 21, 2013

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Introduction/Background:

This Annual City of Mississauga Accessibility Plan Report has been prepared in accordance with the *Ontarians with Disabilities Act* (ODA, 2001) and the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and represents the City's 10th Annual Report.

The Report summarizes the achievements the City of Mississauga has made in 2012, in reference to the various projects associated with the prevention and removal of barriers to persons with disabilities that live, work, and travel in the City of Mississauga. Essentially, by removing barriers for persons with disabilities, we are removing barriers for everyone!

Additional accessibility successes that are not directly related to the projects listed in the Multi-Year Accessibility Plan (2012-2017 Initiatives) are listed towards the end of the report.

The Multi-Year Accessibility Plan (2012-2017 Initiatives, dated January 26, 2012), as approved by Council in March, 2012, launched the City's new approach to accessibility planning. The Plan follows a new format from previous City of Mississauga Accessibility Plans, by listing projects that are associated with each set of accessibility standards under the *Accessibility for Ontarians with Disabilities Act* (AODA). This includes the projects associated with the implementation of the Integrated Accessibility Standards Regulation (IASR).

With the (IASR) being passed in 2011, the City's main focus for accessibility planning for the next few years is on the implementation of the requirements in the legislation.

The legislation covers general, information and communication, employment and transportation requirements. Within the general requirements of the IASR 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 Accessibility Plan.

In December 2012, the Ministry of Community and Social Services amended the IASR, under the *Accessibility for Ontarians with Disabilities Act* (AODA), to include new standards governing the design of public spaces in the built environment. The standards outline new requirements for municipalities to incorporate into the design of the following public spaces beginning in 2016, including the design of:

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

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City of Mississauga staff are initiating plans to implement these new standards, which mainly cover exterior built environment requirements. We will be monitoring changes to the *Ontario Building Code* which will cover interior built environment requirements. A public consultation on accessibility Building Code changes is taking place until March 1, 2013. For more information on this visit the Ministry of Municipal Affairs and Housing website. To review details of the Design of Public Spaces Standards go to the provincial government [e-laws site](#).

The AODA and its standards apply to private, public and non-profit organizations, with various compliance timelines between 2011 and 2025.

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

The City of Mississauga Accessibility Staff Working Group, IASR Project Team (staff), IASR Steering Committee (Directors), other staff across the Corporation, and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

This Annual Report and the Multi-Year Plan demonstrates the City's commitment to making accessibility a part of everyday business. Barriers have been removed in many areas including: City owned buildings, parks, transportation services, and the development of policies that promote inclusion.

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
General Initiatives				
Multi-year Accessibility Plan	An outline of the City's strategy to prevent and remove barriers and meet requirements under the <i>Accessibility for Ontarians with Disabilities Act</i> , (AODA) and our obligations under the Accessibility Standards. 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	<p>The Multi-year Accessibility Plan was approved by Council on March 7, 2012.</p> <p>This 2012 Annual Report of the Accessibility Plan is the first report under the new "project" format, under the 2012-2017 Multi-Year Accessibility Plan.</p> <p>Past Annual Accessibility Plans (since 2003) and the Multi- Year Accessibility plan can be found on the City's "Accessibility - Removing Barriers" website.</p>
Inclusion of Accessibility Planning in the City's Strategic Plan, Departmental and Master Plans.	<p>Ensure that all city-wide planning projects are reviewed with an accessibility lens; for example:</p> <ul style="list-style-type: none"> • The City's Strategic Plan: Our Future Mississauga. • Older Adult Plan • Youth Plan • The People Strategy (Human Resources Strategic Plan) • Bus Rapid Transit Project • Hurontario/Main Street Master Plan (LRT) • Inspiration Lakeview Project • Downtown 21 Master Plan • 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 	Ongoing	Corporate Services, Facilities and Property Management, All Departments in collaboration with Accessibility Coordinator	<p>Many city-wide planning projects are reviewed annually in conjunction with the <u>City's Strategic Plan</u>, under these pillars: Move, Belong, Connect, Prosper and Green.</p> <p>These are some of the highlights that are related to accessibility under each Pillar:</p> <p>Move:</p> <ul style="list-style-type: none"> -By the end of 2012 all 3,850 MiWay transit stops will be accessible. -The Presto electronic transit fare collection system is in place for all buses. -Construction of the <u>BRT</u> - a dedicated east-west transitway across Mississauga is underway. The first section of the transitway - from the City Centre to Dixie Station - is expected to open in the fall of 2013, including four new stations. -Plans are underway for the <u>Hurontario-Main LRT</u>. - There has been an increase in boulevard multi-use trails and off-road trails. -the implementation of the <u>Mississauga Cycling Master Plan</u> has resulted in adding sidewalk network to increase pedestrian accessibility to the transit system. -Square One Drive is a flush street from Duke of York Boulevard to Living Arts

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	<ul style="list-style-type: none"> Economic Development Strategy Living Green Master Plan Communications Master Plan 2012 			<p>Drive adjacent to Sheridan College.</p> <p>-A 1.7 km stretch of 10th line (from Derry to Battleford) was widened to accommodate bike lanes and a new sidewalk was constructed</p> <p>-Access to transit stops is considered in the annual sidewalk construction program.</p> <p>-Maximum block sizes have been addressed in the <u>Downtown 21 Master Plan</u> and <u>Mississauga Official Master Plan</u>, creating a finer grained street pattern.</p> <p>Belong:</p> <p>-Housing Choices: Mississauga's Affordable Housing Strategy and Action Plan is underway. For further information, see update below on p. 20 of this document.</p> <p>-The Active Assist program enables 8,000 residents to participate in recreation programs.</p> <p>-The Driveway Windrow Clearing Pilot Program continued in 2012/2013.</p> <p>Connect:</p> <p>-Increased attendance at renovated outdoor and indoor pools and Celebration Square</p> <p>-The <u>Credit River Parks Strategy</u> has prepared concepts for 7 key parks sites. This strategy was reviewed with an accessibility lens.</p> <p>- The <u>Mississauga Official Master Plan</u> contains a policy limiting road widening except for the purposes of accommodating transit, cycling and pedestrian facilities or to provide additional through lanes in employment areas if deemed essential to goods movement. The construction of any other additional lanes to existing streets will only be done on an exception basis subject to special study.</p> <p>-Infrastructure improvement continues such as refinement of the Pavement Management System and updating of the Bridge Management System.</p> <p>-The first steps have been taken to deliver an incredible transformation of our waterfront with future plans for recreational opportunities and better access to</p>

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				<p>the waterfront as part of the <u>Inspiration Lakeview Project</u>.</p> <p>Prosper: -The Port Credit area was identified as a Cultural Node Pilot Project in 2011. Planning for accessible, affordable cultural activities and facilities in this area will create a vibrant, inclusive and liveable community. -Through the 2011-2020 business planning process, a capital budget was established for repairs and adaptive reuse of existing and new cultural facilities.</p> <p>Green: -The <u>Living Green Master Plan</u> was approved by Council in January 2012. The Plan will be implemented over the next 10 years. -The City's <u>Natural Heritage & Urban Forest Strategy</u> is currently underway. The primary objectives of this project are to identify opportunities for building on existing initiatives for protecting, enhancing, restoring and expanding the City's Natural Areas System and Urban Forest; and to provide the City guidance and tools to pursue recommended opportunities. This strategy will include a discussion regarding trails. A stakeholder meeting was held on Nov. 22, 2012 and public meetings were held on Dec. 6, 2012.</p> <p>The People Strategy achievements are listed under the "Employee Accommodations" project under "Employment Initiatives". (See below).</p> <p>The Economic Development Strategy represents the overall vision and desired outcomes from a strategic planning process and presents a view of the type of community that Mississauga could become – where the development and attraction of talent is central to success, where the City is</p>

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				<p>recognized for its innovation and leadership in an emerging economy, and where the City itself is promoted nationally and internationally for its capabilities and success. Click on the link for more information about Mississauga's Economic Development Strategy.</p> <p>With regards to the <u>Older Adult Plan</u>: City staff in conjunction with agencies and older adult care providers continue to work with 40+ seniors clubs and groups on their specific needs for meeting space, program resources and leadership/board development to assist groups in being sustainable, and to remove various barriers that prevent them from success – financial, social, cultural, resource limitations, and accessibility concerns.</p> <p>The <u>Youth Plan</u> and <u>Future Directions Master Plan</u> for Recreation address the inclusion of youth with disabilities in recreation programs.</p> <p>In general, the work continues toward implementing the recommendations contained in the 2009 Future Directions master plans. We continue to enhance our service delivery model to include more wellness and active living recreation programs (with supporting equipment and amenities). We added 3 more therapeutic pools to our inventory which has allowed for the expansion and diversification of programs for individuals with disabilities. We also continue to partner with health care providers to deliver therapeutic programs in our facilities. We have enhanced our marketing efforts to better promote our wellness and therapeutic programs making it easier for individuals to access information online and in our brochures.</p> <p>With regards to the <u>Future Directions Master Plan</u> for Parks & Natural Areas, when considering trail and pathway development, the City has addressed the need to optimize physical accessibility and use through user-friendly design and construction. This approach has helped to increase connectivity/coverage of the existing network and add amenities to support expanded use for every</p>

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				<p>one of all ages, such as improved wayfinding, more rest areas, washrooms, exercise stations, activity separation, universal accessibility, snow clearance and warming stations for year round cycling and walking.</p> <p>The City of Mississauga Accessibility Plan and <u>Mississauga Accessibility Design Handbook</u> have both been used in conjunction with trail and pathway development.</p> <p>Accessible play sites have been developed and planned for. Currently, there are 3 “fully” accessible/inclusive play sites:</p> <ul style="list-style-type: none"> • Port Credit Memorial Park • Zonta Meadows • O'Connor Park <p>There are 3 “fully” accessible/inclusive play sites proposed:</p> <ul style="list-style-type: none"> • Elmcreek Park • Jaycee Park • River Grove <p>In September 2010, Council endorsed the <u>Mississauga Cycling Master Plan</u>. Accomplishments in 2012 included the construction of over 23 kilometres of cycling network, installation pilot project “crossride” facilities along trails at three signalized intersections and three major driveways, installations of bicycle loop detection at 23 signalized intersections and continued expansion of wayfinding signage along new and existing routes. The City of Mississauga was recently awarded with a Bicycle Friendly Community - Bronze Designation by the Share the Road Cycling Coalition. The award was presented to Council on May 9, 2012.</p>

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				<p>"The City of Mississauga is a two-way communications organization" is the vision outlined for the City in the Communications Master Plan.</p> <p>Communications and engagement performed as part of the background research for the Plan adhered to this vision. The Accessibility Advisory Committee was one of the many stakeholder groups consulted. Legislated accessibility standards in the area of communications and information are identified as one of the key factors contributing to the need for a communications master plan. The internet is identified in the plan as the most important channel for providing information to residents about City plans, programs and services. The AODA and its regulations outline specific standards the City must meet in the area of website and electronic information.</p> <p>Thinking from the customer's perspective – a key theme of the plan – includes a commitment to 'design and deliver communications that reach residents where, when and how they live'. A commitment to communicating effectively with all citizens, including people with disabilities, is evident throughout the plan. For example, 'accessible' is one of the ten standards and values identified by the plan. Respectful, clear and user-friendly are also important standards and values identified that can enhance accessibility.</p> <p>Next Steps: Work plan items being developed in 2013 in relation to the Communications Master Plan are:</p> <ul style="list-style-type: none"> • Plain (or Clear) Language training • Accessible Communications Toolkit
"Accessibility Impact" Section in Corporate Reports	To prepare a proposal regarding the inclusion of 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	2014	Corporate Services, Facilities and Property Management, Accessibility	<p>Implementation of this "project" has not yet started.</p> <p>The plan is to move forward with research for this proposal, which will entail Corporate Policy amendment if approved.</p>

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	any positive or negative impact on People with Disabilities and seniors.		Coordinator	
Inclusion of Persons with Disabilities into existing Committees	<p>To encourage persons with disabilities or representatives of persons with disabilities to become members of City of Mississauga committees.</p> <p>To encourage 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>Accessibility Advisory Committee (AAC) members participate actively in various city public meetings and surveys.</p> <p>This item will be implemented more closely during the recruitment process for membership in the various Committees of Council.</p>
Policy Review and development of a statement of commitment to accessibility.	<p>Develop and maintain policies about how the City will achieve accessibility through meeting the requirements in the AODA, including the Integrated Accessibility Standards Regulation (IASR) 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>2012</p> <p>Ongoing</p> <p>2012</p>	<p>City Manager's Office, City Strategy and Innovations, Corporate Policy Analyst</p>	<p>Mississauga City Council approved the Accessibility policy on December 12, 2012. The policy includes the City's statement of commitment and outlines the requirements developed under the <i>Accessibility for Ontarians with Disabilities Act, 2005</i>, specifically Ontario Regulation 429/07; the Accessibility Standards for Customer Service and Ontario Regulation 191/11, the Integrated Accessibility Standards (IASR). The policy also describes the framework for how the City will comply with the requirements. All City Corporate Policies and Procedures, by-laws standards and guidelines must comply with the standards developed under the AODA.</p> <p>Performance management; career development and employee redeployment with respect to meeting the accessibility needs of persons with disabilities have been addressed in Corporate Policy and Procedure – Salary Administration, approved by Council October 10, 2012. Work is ongoing on the remaining policies related to disability management, recruitment and employee accommodation. A separate policy related to accessible procurement is not required, as Materiel Management have revised their processes to require consideration of accessibility criteria and features when procuring goods and/or services.</p>

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				<p>A new policy: "Scented Products in the Workplace" was approved to outline the actions the City will take to address scent-related concerns in the workplace.</p> <p>City staff can easily access accessibility related corporate policies by using the "Functions" tab on the internal Policy site. As well, the public can view the new Accessibility Policy (as described above) by going to the City's Policies website.</p>
Procurement Process ensures the acquisition of accessible goods, services or facilities.	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.	2012	Corporate Services, Materiel Management, Senior Buyer	<p>The procurement request form (PRF) which contract managers are required to complete in order to start procurement has been updated to include a trigger statement: "Are there accessibility requirements that impact this procurement?" (March 2012)</p> <p>The Contract Managers Guidebook was developed at a high level to provide Contract Managers advice on what accessibility means to procurement. The Guidebook includes a checklist including a section under Buyer responsibilities titled: "Accessibility Impact". This Guidebook is posted on the Materiel Management and the Accessibility intranet sites. The Guidebook is being presented to Divisional Management Teams.</p> <p>2013 Budget Requests requiring IT/technology are evaluated for accessibility requirements</p> <p>Work with Legal Services is ongoing to ensure agreements incorporate accessibility requirements language.</p> <p>2013 IASR Training will further reinforce this requirement.</p>
Training on the IASR and Human	Develop, deliver and coordinate mandatory accessibility training applicable to all employees,	2013	Corporate Services, Human	Human Resources has conducted a training needs assessment which identified employee target audiences and the applicable training delivery

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Rights Code.	<p>volunteers and 3rd parties (i.e. face-to-face, e-learning, job-aids) and communication tactics.</p> <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>		Resources, Manager, People Planning/Organizational Development Consultant	<p>methods. Human Resources is currently in the process of developing a training design plan that will outline the learning objectives, and training content for the all staff e-learning and in-class workshop (for those employees without access to a computer). The target launch date for the employee training is May 2013. City leaders will receive additional training to supplement the employee training in the fall of 2013.</p>
Communication Strategy	<p>Continued implementation of a communication campaign to increase awareness of accessibility issues and to inform staff and the public about issues related to persons with disabilities.</p> <p>Ongoing tactics to be implemented such as: news releases, articles in Councillors' newsletters, City Managers sessions, e-newsletters, 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>	Corporate Services, Communications, Public Affairs Specialist	<p>The City's Accessibility Communications Strategy supports the City's Accessibility Plan.</p> <p>As the Plan is largely focussed on planning for and implementing the standards outlined in the AODA's regulations, the communications plan outlines a strategy and tactics designed to ensure that residents understand accessibility improvements the City has made (including those required by legislation) and that staff are aware of their responsibilities, associated training opportunities and resources available to ensure the City complies with requirements.</p> <p>Communications will be bundled into general accessibility information to be rolled out twice per year for staff and the public: in late May/early June during National Access Awareness Week, and in early December on International Day of Persons with Disabilities.</p> <p>Achievements in 2012 include:</p> <ul style="list-style-type: none"> -Awareness activities for the new multi-year Accessibility Plan (March 2012), and the Integrated Accessibility Standards Regulation (IASR) during National Access Awareness Week (June 2012). -Updates to both the external website and internal intranet site for International

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				<p>Day of Persons with Disabilities (December 2012) to ensure staff and the public have easy access to the information they need about accessibility in the City.</p> <ul style="list-style-type: none"> Public Information: a news release highlighted MiWay and Mississauga Library accessibility initiatives Intranet: In addition to provincial resources posted, a series of city-specific information and resources were developed to help staff operationalize the IASR's requirements in their jobs at the City. (Public Safety and Emergency Information, Workplace Emergency Response Information, Accessible Documents for Print and Web, Providing Information in Alternate Formats, Budgeting and Accounting, Procurement Guidebook for Managers) <p>Next Steps for 2013:</p> <ul style="list-style-type: none"> Accessible Document Training (February 2013) Review City communications feedback processes Development of resources and informational materials for upcoming IASR requirements Promotion of information, training and other resources available during National Access Awareness Week in June 2013 and on International Day of Persons with Disabilities (December 2013)
Accessibility Awards	<p>The integration of accessibility criteria into existing City of Mississauga internal awards programs.</p> <p>Investigate partnering with a community based organization for the implementation of an accessibility awards program.</p>	<p>2013/ Ongoing</p> <p>2015</p>	<p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<p>The Cultural Heritage Property Awards of Excellence now includes a new award category titled: "Universal Accessibility Design Award". The focus of the judging in consultation with the City of Mississauga's Accessibility Advisory Committee will be the sympathetic restoration, rehabilitation and/or adaptive re-use of the city's heritage buildings, ensuring its accessibility while respecting the heritage fabric of the building.</p> <p>The 2012 Exceptional Accessible Customer Service Award (an internal award program) was won by Terri Dale, Coordinator of the 'Sauga Stroke Breakers</p>

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				<p>Program. This is a recreation program for participants who have had a stroke which takes place at Mississauga Valley Community Centre.</p> <p>Scholars' Green (located at Sheridan College's new campus), Lakeview, Lorne Park and Port Credit Libraries received <u>Mississauga Urban Design Awards</u> of Excellence on September, 2012. O'Connor Park, with its inclusive playground received an Award of Merit. Port Credit Arena and the Garry W. Morden Training Centre were nominated. All of these facilities were built following accessibility design guidelines.</p> <p>The MiWay team received the Association of Municipalities of Ontario (AMO) 2012 Gas Tax Award for its Accessible Transit Fleet. The new MiWay fleet is low-floor, kneeling with deployable ramps and each bus has Automated next stop announcement technology to help passengers of all ages and abilities to navigate the system.</p>
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	<p>The 2012 National Access Awareness Event was held on June 4, 2012; featuring Alfred Spencer Director, Accessibility Directorate of Ontario, and Melanie Taddeo, AAC Member, along with the presentation of the 2012 Exceptional Accessible Customer Service Award and displays. Approximately 90 people were in attendance including staff and AAC members.</p> <p>Plans for the 2013 National Access Awareness Event are underway.</p>
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,	On an ongoing basis, new full and part time staff, and volunteers receive Accessible Customer Service training.

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			Learning and Development Consultant	
Accessible Elections	<p>Elections manuals, technology and software will be reviewed and amended in preparation for the 2014 Municipal Election.</p> <p>Preparation of the work plan for the 2014 Municipal Election includes review of possible options to increase voter turnout.</p>	2012-2014	Corporate Services, Office of the City Clerk, Director, Legislative Services and Clerk	No further update at this time.
Accessible Information and Communication Initiatives				
Accessible Formats and Communication Supports	<p>Review relevant policies.</p> <p>Reinforce Accessible Customer Service Training</p> <p>Develop Vendor list.</p> <p>Develop guidelines for accessible public information materials (electronic)</p>	2014	Corporate Services, Communications, Public Affairs Specialist	<p>Guidelines will be developed in conjunction with communication tactics and training</p> <p>-Vendor list has been developed and included in "Accessibility Tip Sheet: Providing Information in Alternate Formats" (posted on accessibility intranet page)</p> <p>Accessible document training to be delivered in Feb 2013</p>
Accessible Feedback Processes	Develop accessible on line feedback processes in addition to other methods.	2013	Corporate Services, Communications, Public Affairs Specialist	<p>Current feedback processes are accessible and allow residents to provide feedback in a variety of methods (i.e. e-mail, phone, TTY, in person).</p> <p>Awareness and training regarding accessible on line feedback forms is to be implemented in 2013.</p>
Emergency Procedures and Public Safety	Ensure City's emergency plans or public safety information is available in an accessible format.	2011/2012	Corporate Services, Communications,	Completed: City's Emergency Management Plan is available at the City Clerk's Office and on the City's website in pdf form.

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Information			Public Affairs Specialist	Accessibility Tip Sheet: Public Safety and Emergency Information (posted on the Accessibility Intranet page), provides information to staff about this requirement
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>	<p>Corporate Services, Information Technology, Manager Departmental Systems, IT</p>	<p>Budget has been approved for an accessibility analysis and review of the City's website.</p> <p>Conducting ongoing accessibility evaluation of the City's website.</p> <p>Office 2010 Corporate wide training incorporated brief information about accessible document creation. MS Word 2010 has a built in Accessibility Checker feature.</p> <p>Accessible Document Training will be provided to staff In February, 2013. Plan to provide training regarding Accessible PDF's.</p>
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	<p>Information regarding library collections and services for people with disabilities is available on the City's <u>Library website</u>.</p> <p>Materials and services include: large print books, closed captioned DVD's, downloadable books and audio books, an Optelec magnifier, and Homebound Services.</p> <p>A new on-line Library Catalog was made available in December 2012.</p>
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	Completed and posted on City's website.
Employment Initiatives				
Employee	Revise policy and work processes for recruitment;	2013	Corporate	Human Resources staff are in the process of conducting a review of the City's

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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. Workplace emergency response information is provided in an	workplace emergency response; employee accommodation; disability management and return to work; performance management; career development and employee redeployment. 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. Communicate employment policies and processes to all staff.	2012	Services, Human Resources, Manager, People Planning, and Manager, Employee Health Services	existing policies and practices in the areas of recruitment, employee communications, return to work, individual accommodation, performance management, career development and redeployment against the employment standard and are currently refreshing our policies and practices to incorporate the additional requirements under the IASR. Human Resources has also: •Partnered with Corporate Security to inform all employees of the form and process for requesting individual workplace emergency response information. The redeveloped form and employee information is available to all employees through the City's intranet. •Implemented standard language on all internal and external job postings to inform of the availability of accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. •Revised the Salary Administration Policy approved by Council, to include language regarding individual accommodation plan considerations in performance management, career development and redeployment processes.

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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, MiWay, Transit Planner	<p>MiWay updated the Accessible Services Guide which contains information on MiWay accessible services, policies and procedures.</p> <p>With all MiWay routes becoming accessible in October 2012, MiWay updated the Guide once again to reflect this information.</p> <p>In December 2012, MiWay also re-designed its <u>Accessible Services webpage</u> to be consistent with the new Accessible Services Guide. The new webpage ensures information is well organized and easily retrievable.</p>
Multi -year Transit Accessibility Plan	<p>The Transit Accessibility Plan will be updated every 5 years, and an Annual Report on improvements made on the system will be done.</p> <p>Members of the public will be invited to attend the AAC meeting when the plan is presented.</p> <p>The Plan will include information about the process for managing, evaluating and taking action on customer feedback.</p> <p>The Plan will include information about the design criteria in the construction, renovation or replacement of bus stops and shelters; as well as the plan for accessible bus stops and shelters.</p> <p>The procedure for dealing with accessibility equipment</p>	2012	Transportation and Works, MiWay, Transit Planner	<p>The MiWay team received the Association of Municipalities of Ontario (AMO) 2012 Gas Tax Award for its Accessible Transit Fleet.</p> <p>MiWay's Multi-Year Accessibility Plan was adopted by Council on March 7, 2012. The 2011 Annual Report was completed at the same time.</p> <p>MiWay's 2012 Annual Report outlines the improvements made to the system in 2012 and can be found by accessing <u>MiWay's website</u>.</p>

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	failures on buses will be described in the Plan.			
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, MiWay, Transit Planner	In Dec.2011, MiWay revised the Courtesy Seating Policy. The new Priority Seating decals were produced and installed on all MiWay buses. A Communication Plan was prepared and delivered through website, event, media releases and print.
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, MiWay, Transit Planner	Automated Announcements were installed on all MiWay buses in 2010? The SPI was revised in 2012.
Service Disruptions	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. The SPI regarding "Passenger drop off/pick up after snowfall" will be revised.	2011/2012	Transportation and Works, MiWay, Transit Planner	SPI's on service disruptions and boarding at a safe location have been revised. Information has been included in the new "Accessible Services Guide" and on the new <u>Accessible Services webpage</u> .
Taxicabs	Information about the proportion of accessible taxicabs will be included in the City's Accessibility Plan. The Public Vehicle Licensing By law (420-04) will be reviewed to ensure that owners and operators of taxicabs place the vehicle registration and identification information on the rear bumper.	2011/2012	Transportation and Works, Enforcement Division, Manager Mobile Licensing Enforcement	Currently, there are 36 accessible taxicabs for Mississauga. At the Nov. 19, 2012 AAC meeting a presentation was made regarding the number of on-demand accessible taxicabs in Mississauga. A subsequent AAC Subcommittee meeting will be held in March, 2013 for further review. In 2011, a letter was sent to the Mississauga taxi industry informing them of the requirement to place the vehicle registration information on the rear bumper. The vehicle registration and identification information meets the IASR technical features for signage.
Accessible Built Environment Initiatives				
Continued	To implement accessibility design criteria for City	Ongoing		The Facility Accessibility Design Subcommittee (FADS) of the AAC provided

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implementation of the guidelines in the Mississauga Accessibility Design Handbook.	<p>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>Corporate Services, Facilities and Property Management, Project Manager</p> <p>Planning & Building, Development and Design, Urban Designer</p> <p>Corporate Services, Facilities and Property Management, Accessibility Coordinator</p>	<p>feedback and advise regarding the following items in 2012:</p> <ul style="list-style-type: none"> • Bell Gairdner Estate • Woodlands Library • Civic Centre Café • Park Pathway Light Review Study • Credit River Parks Strategy • Site Plan Process – Development and Design Division (Planning & Building Department) <p>Accessibility design is integrated into Facilities & Property Management's capital projects. Some of these projects were completed in 2012 or are in the process for 2013:</p> <ul style="list-style-type: none"> - Garry W. Morden Fire Training Centre was built in compliance with the requirements of the <u>Mississauga Accessibility Design Handbook</u>: from its site design, including accessible parking, facility access through to its building circulation, wayfinding signage, finishes and washroom designs - Mississauga Valley Therapy Pool project – included a new curb ramp at the entrance of the Community Centre, as well as a ramp into the pool, with an additional handrail inside the pool, a relaxing hydrotherapy bench, a pool lift (for those unable to access the ramp), several water features, and accessible signage - Frank McKechnie Community Centre renovation project included door operators in washrooms and upgrading of vanities to comply with accessible design requirements - Streetsville Branch Library (design completion with a 2013 construction date), will include a new passenger elevator capable of accommodating persons in scooter - Woodlands Library (design completion with a 2013 construction date) is including accessible requirements - the Civic Centre Café: applied accessible design e.g. colour-contrast finishes, door operators and portable furniture

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				<p>- Civic Centre renovations: washroom signage incorporating braille; on-going office renovations continues to integrate replacement of door hardware to lever handles where applicable, and floor colour contrasts</p> <p>- Chappel Estate: door hardware replacement included lever handles</p> <p>- Erin Meadows Community Centre added a curb cut at one of the entrances</p> <p>- Bus Rapid Transit design includes accessible features i.e. provision of elongated directional strips, tactile strips for passengers with vision disabilities, and accessible station washroom</p> <p>-A ramp to the patio at the Credit Valley Tennis Club will be completed in early 2013</p> <p>-An improved ramped sidewalk with handrails at the Mississauga Canoe Club will be completed in early 2013.</p> <p>-At Meadowvale Village Hall, an automatic door operator was installed</p> <p>-The Bell Gairdner Estate Redevelopment project is currently under construction with the facility opening slated for late Fall 2013. Outdoor events will be hosted starting Spring 2014.</p> <p>River Grove Community Centre, Meadowvale Community Centre and West Acres Pool will be undergoing renovations in 2013. Accessible design will be incorporated into the plans, and will be reviewed by FADS.</p> <p>In July 2010, a Final Proposed Accessible Built Environment Standard was submitted for government consideration. These recommendations were not included in 2010-2011 consultations on the Next Edition of the OBC. The proposed built environment standards will be implemented using 2 legislative vehicles:</p> <ul style="list-style-type: none"> • Exterior Built Environment (Regulation under the AODA) • Interior Built Environment (will be regulated under the OBC) <p>The Ministry of Community and Social Services amended <i>Ontario Regulation 191/11</i>, the Integrated Accessibility Standards (IAS) <i>under the Accessibility for</i></p>

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				<i>Ontarians with Disabilities Act (AODA)</i> to include new standards governing the design of public spaces in the built environment (exterior). These outdoor elements include: trails, exterior paths of travel, traffic signals, play spaces, picnic areas, parking, and service counters.
Streetscape Coordinating Committee	To ensure that the Streetscape Coordinating Committee follows universal accessibility planning principles.	2012	Planning & Building, Development and Design, Landscape Architect	Accessibility planning has been included in the Committee Scope. This committee is on hold for now.
Sidewalks for Transit Routes	Installation of accessible sidewalks along remaining accessible Transit routes.	2012-2014	Transportation and Works, MiWay, Service Development	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. 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.

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Project Title	Description	Time Frame	Lead Department	Achievements/Next Steps
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 held 5 public sessions to discuss second units in February and March 2012.	2011-2013	Planning & Building, Policy Planning Division, Planner	<p>Work on incentives and implementation of housing targets is scheduled for 2013. A Corporate Report regarding the implementation strategy was provided at the Planning and Development Committee on December 3, 2012.</p> <p>The implementation strategy recommends an Official Plan amendment; Zoning By-law regulations; Licensing requirements; an education program; and, partnerships with key stakeholders.</p> <p>The result will be an increase in safe, affordable housing in Mississauga. Second units can offer accommodation to youth, older adults, and new immigrants while providing additional income for homeowners, or older adults wanting to stay in their neighbourhood.</p> <p>For more information and updates visit the City's website: Housing Choices: Mississauga's Affordable Housing Strategy .</p>

Additional accessibility successes which have not been captured under the projects listed above are listed below (and sorted by the related accessibility standard):

Built Environment

1. In 2012, the City installed one Audible Pedestrian Signal at the intersection of Burnhamthorpe Road at Promontory Drive, using the Canadian Melody. This brings the total number of City of Mississauga Audible Pedestrian Signals to 20.
2. The Driveway Windrow Snow Clearing Pilot Program (which has been in place since 2009), mainly for Seniors 65+ and People with Disabilities, was once again implemented for the 2012/2013 season. For some eligible residents, the service is free, for others there is a \$200 fee. The Program is in effect from November 26, 2012 to March 8, 2013. Applications were accepted by December 5, 2012, and 90 residents have registered for the program.

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3. The City has received approval of funding from the Community Infrastructure Improvement Fund (CIIF) for 2 projects to be done in 2014 that will result in accessibility improvements: Don McLean Westacres Pool and Streetsville Main Street Square.
4. Installed an additional grab bar in the family change room at Clarkson Community Pool in response to customer request. This has benefited a number of patrons using the facility.
5. Mississauga Seniors' Centre installed 10 courtesy parking signs to allow visitors and members, (who may not have an accessible parking permit, and have accessibility, needs, i.e. use a cane, walker or have breathing difficulties) to park close to the entrance of the building.
6. A power door operator was installed at Hershey SportsZone (West entrance).
7. The Riverwood Conservancy Enabling Garden is under construction and is expected to be completed by Spring 2013; however, in the Summer of 2012, many children with disabilities were able to access the area and do some planting. For example, participants from Community Living Mississauga, ErinoakKids and Halton-Peel's CNIB summer camp were engaged in gardening programs at the site. Adaptive equipment such as a white plastic grid made of drywall cornering that sat on top of a garden plot made it easy for the CNIB campers to plant by feel. (Mississauga News, July 26, 2012).
8. The Jubilee Garden walkway (West side of Celebration Square) was replaced with a permeable stable accessible surface.
9. A refurbished boardwalk was added to Rattray Marsh Trail in Spring 2012.
10. Scholars' Green – an accessible park located beside (West of) Sheridan's College's Mississauga campus was completed in 2012.
11. Huron Heights Spray Pad, located at 4500 Central Parkway E., was completed in 2012. In total, the City has 25 Spray Pads and 2 parks with water features (Community Common and Celebration Square). Spray pads offer an accessible water play opportunity for people with disabilities.
12. Two accessible picnic tables were placed at the picnic shelter at R.K. McMillan Park.
13. Lake Wabukayne Trail has been redeveloped with a new accessible seating area overlooking the lake. Other accessible seating around the lake will be completed in spring, 2013.
14. At Lakeside Park 8 benches are being installed. Five of those benches will be connected to the asphalt pathway. These benches will be installed early 2013. An additional accessible bench was installed in 2012. As well, 2 shade structures and hard surface pathways were installed at the picnic areas.
15. Jon Clipperton Park/Playground (P512, formerly Russell Langmaid Public School) was redeveloped with a wood fibre play surface, an accessible play piece, a ramp into the area, hard surface pathways and accessible benches.
16. Rubber tile surfacing was installed at McKechnie Woods playground. (P362).
17. Meadow Green playground now has these features: wood fibre surface, accessible swing, tolled curb for access, and a transfer station on a play structure for ages 5-12.
18. A paved pathway to the playground was installed at Frank Dowling Park (P115).
19. Silverthorne Park (P046) had an accessible swing installed.
20. A bridge on Lisgar Trail was repaired with asphalt curb ramps on both ends of the bridge – this eliminated the lip that was there in the past and now makes it much easier for people pushing strollers and people using wheelchairs to access the trail. An inventory and assessment of trail bridges is being prepared by Community Services.
21. A number of accessibility improvements have taken place at Riverwood Park:
 - New park wayfinding signage includes: pedestrian directional signs indicating accessible route; vehicular directional signs indicating accessible parking and passenger drop-off zones.
 - Visual Arts Mississauga building has new interior signs with braille and raised letters, numerals and symbols.

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- Mac Ewan Terrace Garden includes:
 - hard surface accessible route;
 - ramps with handrails integrated with accessible route;
 - accessible seating areas (adjacent to accessible route) include benches with arms and backrests;
 - accessible viewing deck beside pond;
 - waste receptacles adjacent to accessible route;
 - garden pergola located on accessible route provides protection from sun;
 - trees, shrubs, grasses and perennials with a variety of colours and fragrances;
 - contrasting materials used as detectable warning surface at top and bottoms of all stairs.

Customer Service

1. The Recreation Inclusion Summer Team supports over 180 families with children with a disability in our summer camp programs.
2. The Community Child/Youth Consultant developed a relationship with The Employment Resource Center at Community Living Mississauga. Their goal is to place volunteers in positions that will provide them with skills and experience in an area that best suits their interests. This summer a volunteer was placed in our children's program, the placement was highly successful and the volunteer is continuing to volunteer throughout the school year. We are looking at expanding this program next summer.
3. Training has been provided to Aquatic staff to better understand how to integrate persons with disabilities in the water.
4. A Snoezelen therapeutic swim program for people with disabilities has been advertised and will be offered at Malton Therapeutic pool in 2013.
5. Mississauga Sports Week held a "Sports Day" Event at the Hershey SportsZone – Sports Complex, paying a special tribute to Mississauga's Olympians and Paralympians (Curtis Thom – Track, and Karen Vannest – Archery).
6. The Recreation Services Staff Professional Development Week featured a Vendor Showcase (March, 2012) with Community Living Mississauga and Erinoak providing useful information about their services and partnership opportunities.
7. Recreation Services prepared an Information Sheet for front line customer service desks to assist with customer communication, understanding, and provision of service to persons with disabilities and support persons.

Employment

1. Employee Health Services coordinated presentations/discussions with various staff groups about stress/mental illness in the workplace. As well, presentations were made to various staff groups highlighting services available through the Employee Assistance Program. A Lunch 'n Learn session titled: "Understanding Depressive Illness", was held for employees

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2. The Annual Employee Health, Wellness and Safety Fair, held in the Civic Centre, attracted over 400 participants with 45 booths. The focus of the March 2012 event was on eye care. Some of the booths included: Alzheimer Society Peel, Canadian Diabetes Association, Canadian Mental Health Association/Peel Branch, Ontario Optician Association & Partner Essilor, Osteoporosis Canada, Canadian Hearing Society, and MS Society Mississauga Chapter.

Transportation

1. MiWay made all bus routes accessible by October, 2012.
2. MiWay redesigned and updated the Accessible Services Brochure.
3. MiWay redesigned the Accessible Services webpage to include all our policies and procedures pertaining to accessible services, with step by step instructions on boarding/exiting the bus, and safety and the law.

Other Successes:

1. Submitted and fulfilled the *Accessibility for Ontarians with Disabilities Act* (AODA) File Audit Review in October, 2012, based on requirements in the Accessible Customer Service Regulation and Integrated Accessibility Standards Regulation.

Conclusion:

The revised Accessibility Vision for the City of Mississauga is:

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

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

The 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)

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

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

In December 2012, the Ministry of Community and Social Services amended the IASR, under the *Accessibility for Ontarians with Disabilities Act (AODA)*, to include new standards governing the design of public spaces in the built environment. The standards outline new requirements for municipalities to incorporate into the design of the following public spaces starting in 2016:

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

City of Mississauga staff are initiating plans to implement these new standards, which mainly cover exterior built environment requirements. We will be monitoring changes to the Ontario Building Code which will cover interior built environment requirements.

We have accomplished much with accessibility planning at the City of Mississauga, but there is still a lot of work to do. Next year, our work will continue to focus on the implementation of the Integrated Accessibility Standards Regulation (IASR) covering general, information and communication, employment and transportation standards. As well, staff will be reviewing and implementing the new requirements (Ontario Regulation 413/12) – Design of Public Spaces Standards (Accessibility Standards for the Built Environment).

We will continue to systematically remove physical, architectural, informational, attitudinal, technological, and barriers created by policies or practices. “As the sixth largest city in Canada, we must continue to deliver quality municipal programs and services to all of our citizens.” (City of Mississauga Accessibility Plan: 2012-2017, January 26, 2012).



2012 ANNUAL

ACCESSIBILITY REPORT



DECEMBER 2012



MISSISSAUGA

Leading today for tomorrow

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Executive Summary

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 a Multi-Year Accessibility Plan as well as an Annual Status Report, and consult with people with disabilities and others in preparing these Plans.

The 2012 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2012 to make all its services and facilities accessible. This Plan acts as an annual status report and as well, strives to reinforce the long term strategy included in the Multi-Year 2012-2017 Accessibility Plan that was released in 2011.

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.

MiWay is fully committed to providing a transportation system that ensures its services and operations are accessible to everyone. MiWay’s future plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

A final copy of the 2012 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on the MiWay website, under the ‘Accessible Service’ section (www.miway.ca/accessibleservice), and will be available in alternate accessible formats, upon request.

1.0 Introduction

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 the bulk of the requirements for the City of Mississauga being due between January 1, 2012 and January 1, 2014.

The new legislation includes requirements that cover the following:

- General;
- Information and Communication;
- Employment; and
- Transportation requirements.

Within the General requirements is a reference to Accessibility Plans. Accessibility Plans are to be developed at least once every five years, with a status report prepared once every year documenting the progress made to improve accessibility and implement the strategy referenced in the multi-year Accessibility Plan.

MiWay's 2012 Annual Accessibility Report summarizes the achievements in 2012, of the planning and implementation activities MiWay undertook 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.

2.0 MiWay's Accessibility Policy

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

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

3.0 2012 Initiatives and Achievements

3.1 Integrated Accessibility Standards Regulation (IASR):

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

In 2011, MiWay developed the 2012-2017 Accessibility Plan as required under the IASR Transportation Standards. MiWay has committed to producing and updating the Accessibility Plan every 5 years, and to produce a condensed annual status report on an ongoing basis, as outlined in the IASR. In developing the Multi-Year Accessibility Plan, MiWay presented the document to the City of Mississauga's Accessibility Advisory Committee (AAC). The Multi-Year Accessibility Plan was further presented and approved by City Council on March 7, 2012. MiWay's Accessibility Plan and Annual Report both provide an update on activities MiWay will be undertaking over the next few years as well as the improvements accomplished each year.

As required under the IASR, in 2012 MiWay also took steps to ensure information on accessibility equipment and features on vehicles, routes, and services were available to the public. MiWay's web and print content was reviewed and redesigned to ensure information on MiWay's accessibility related policies and procedures, as well as emergency procedures are made available in various formats including alternative accessible formats, upon request.

3.2 Accessible Routes:

In 2011, MiWay replaced the last of its high floor fleet with accessible buses. The entire fleet now consists of low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease. These routes also have verbal and visual bus stop announcements. Each bus also has two wheelchair/scooter securement areas located at the front of the bus.

With the remaining high floor buses being replaced, in 2012 MiWay has designated all its routes as accessible with:

1. Low floor, accessible buses used along the route; and
2. Accessible transit infrastructure along the route (i.e. bus stop pads installed at every stop, where feasible, that connect with the existing sidewalk network).

3.3 Transit Infrastructure:

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stops, shelters, bus pads and sidewalk connections. In 2012 alone, MiWay installed approximately 280 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, which means for bus stop pads to be installed at every stop

(if feasible) and connect with the existing sidewalk network where possible. Currently only 5% (approximately 200 of 3,650) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

The programming of sidewalks is being co-ordinated under the City of Mississauga's Transportation and Works Department, specifically between MiWay's Service Development Team (i.e. Infrastructure Management unit) and the Transportation & Infrastructure Planning division). The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and the City of Mississauga Council approval.

MiWay has set a goal of creating a fully accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal and allows the construction of approximately 6.5 kms 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.

3.4 Information & Communication:





With the recent improvements to MiWay's Accessible Services, MiWay undertook a complete review of the web content and print material pertaining to accessibility.

In an effort to enhance usability, improvements were made to MiWay's new Accessible Services webpage, which now can be easily accessed through miway.ca. The website was reformatted and redesigned to enhance the user experience and website



accessibility. Information pertaining to accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus.

MiWay's "Accessible Bus Services" brochure, which contains the same information on policies and procedures was also updated and is now available at all City Terminals and Facilities. MiWay's 'Accessible Bus Services' brochure is made available on MiWay's website as well as in alternate accessible formats, upon request.

 Accessible Features	 Policies
 Safety and the Law	 Boarding & Exiting the Bus
ACCESSIBLE LINKS/RESOURCES <ul style="list-style-type: none">▪ Accessible Bus Services Guide▪ Accessibility Plan - Transit▪ Active Living Alliance▪ CNIB▪ Resources for Disabled Persons▪ Transhelp	

3.5 Signage:

Bus stop markers at all terminals and including along all miExpress stops, have been replaced with the new MiWay branded signage.



MiWay has installed alpha-numeric stop markers at all terminals to make it easier for customers to locate their stops. Terminal stop maps are also available online at miway.ca/terminalmaps in a print friendly format.

Currently MiWay is in the process of re-designing stop markers for all miLocal stops throughout the City. The new miLocal stop marker designs include larger font size and improved colour contrast for enhanced readability. MiWay is in the process of finalizing these new stop markers and will begin installation in the very near future.



Terminal Maps

3.6 PRESTO System:

The PRESTO System is an initiative to implement an easy to use smart-card based fare collection system in the Greater Toronto Area (GTA). The PRESTO fare card will allow users to travel on and between various transit systems using the same fare card that deducts the respective fare each time the user travels.



As of May 2011, the PRESTO automated fare card system devices were installed on all MiWay buses allowing passengers to travel continuously within the City of Mississauga and to other Transit agencies such as Brampton Transit, Oakville Transit and GO Transit.

With the use of PRESTO, the transfer can conveniently be issued onto the PRESTO card when customers first tap on a bus, eliminating the need for a paper transfer. With the PRESTO card, the transfer expires two hours from when a customer first taps onto a PRESTO card reader located at the front of every MiWay bus.

Since 2011, MiWay has sold over 9,000 PRESTO cards and over 2.4 million trips have been taken by customers who have chosen PRESTO.

In May of 2012, MiWay launched a loyalty program that rewards PRESTO cardholders who frequently travel on MiWay that after 12 full fare trips, the customer will ride for free for the rest of the week.

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



4.0 Service Profile

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

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

Conventional Services – 2012 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.										
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)										
Hours of Operations	<table><tr><th>Day:</th><th>Time:</th></tr><tr><td>Monday to Friday:</td><td>3:53 AM to 3:24 AM</td></tr><tr><td>Saturday:</td><td>4:41 AM to 2:53 AM</td></tr><tr><td>Sunday:</td><td>6:52 AM to 2:09 AM</td></tr><tr><td>Statutory Holidays:</td><td>6:52 AM to 2:09 AM</td></tr></table>	Day:	Time:	Monday to Friday:	3:53 AM to 3:24 AM	Saturday:	4:41 AM to 2:53 AM	Sunday:	6:52 AM to 2:09 AM	Statutory Holidays:	6:52 AM to 2:09 AM
Day:	Time:										
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Saturday:	4:41 AM to 2:53 AM										
Sunday:	6:52 AM to 2:09 AM										
Statutory Holidays:	6:52 AM to 2:09 AM										
Annual Revenue Ridership	50 Million										
Annual Service Hours	1.2 Million										
Annual Revenue Kilometres	26.9 Million										
Number of Routes	95 Routes (as of Dec. 2012): 5 Express Routes; 63 Regular Routes; 26 School Routes; & 1 Seasonal Route										
Fleet Composition	100% of fleet is comprised of low floor accessible buses (approximately 458 buses)										

5.0 Ongoing Initiatives/Practices

5.1 Priority Seating:

Seats at the front of all MiWay buses are reserved for passengers with disabilities. The Integrated Accessibility Standards Regulation (IASR, 191-11), requires all Ontario public transit authorities to provide designated Priority Seating at the front of the bus for people with disabilities. This ensures that priority seating on buses is there for people who need it. People of all ages with mobility and other disabilities will be assured of easily accessible places to sit.

Customers are expected to respect and obey the purpose of the designated seating area, which means those sitting in one of the designated seats, must vacate the seat for a passenger with a disability.



5.2 Support Persons:

Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge. One personal care attendant per customer with a disability will travel at no charge. In the event that a support person accompanies a person with vision loss (Canadian National Institute for the Blind (CNIB) card holders ride for free), they must pay a regular fare.

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 and/or other travel assistance such as following directions.

5.3 Service Animals:

Customers with disabilities are permitted to bring their service animals aboard a MiWay bus. A service animal is any guide dog, or other animal, trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance.

5.4 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.

5.5 Unanticipated Service Disruptions:

MiWay is continually making improvements to its process of notifying passengers of unanticipated service disruptions with the use of detours, bus stop relocations, etc.



Alerts

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 (www.miway.ca/alerts), which can be accessed from the homepage.

5.6 Accessible Equipment Failures:

In the event that accessibility equipment (e.g. ramp, automated next stop announcements, etc.) on-board 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.

5.7 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 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.

The Integrated Accessible Standards Regulation (IASR) requires that the City of Mississauga and MiWay, develop, deliver and coordinate mandatory accessibility training to all employees (i.e. face-to-face, e-learning, job-aids) on the requirements of the IASR. The City of Mississauga has conducted a training needs assessment which identified employee target audiences and the applicable training delivery methods. The City of Mississauga's Human Resources department is currently in the process of developing a training design plan that will outline the learning objectives, and training content for the staff e-learning and in-class workshops. The target launch date for the employee training is May 2013.

5.8 Customer Feedback - Customer Contact System (CCS):

MiWay utilizes a Customer Contact System (CCS) database that allows customers to provide feedback with regards to our service. Customers can call the MiWay call centre (refer to Section 10 for information), visit the information booth at the City Centre Transit Terminal, or electronically send an e-mail to MiWay's directly to forward their comments and/or questions.

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

6.0 Mississauga’s Bus Rapid Transit (BRT) System

The Bus Rapid Transitway (BRT) is a high-efficiency transit corridor running east-west across the City of Mississauga, providing express bus service through the City and the Greater Toronto Area (GTA).

The City of Mississauga is responsible for the construction of the BRT East from the City Centre Transit Terminal to Renforth Station. BRT stations with Park and Ride lots will be built at Cawthra Road and Dixie Road. Additional BRT stations will be constructed at Tomken Road, Tahoe Boulevard, Etobicoke Creek, Spectrum Way and Orbitor Drive.

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.

When the BRT is completed in 2015, it will support extensive bus service along this route for thousands of riders per day, making it faster and easier for them to travel to, from, and through Mississauga and the GTA.

BRT construction is well underway with the opening this Fall of 2013 starting at the City Centre Transit Terminal to Dixie Station. The remainder of the stations will be in the spring of 2015 (Winston Churchill Boulevard to Renforth Drive).

Once the first segment of the BRT opens in the Fall of 2013, miExpress and miLocal buses will utilize the exclusive transitway to bypass the adjacent road network. Existing miExpress routes such as Route 107 – Malton Express and 109 – Meadowvale Express will be rerouted to utilize the BRT between City Centre Transit Terminal and Dixie Station. The transitway will provide increased service reliability as well as drastically reduce the travel times. With this new transit corridor, MiWay can significantly move more people and consequently divert thousands of people every day from private automobiles to higher-order transit.

7.0 Consultation of the Plan

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

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held January 21, 2013); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

8.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Plan at its January 15, 2013 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); and
- Notification of the availability of the approved report in the 'Accessible Bus Services' brochure.

9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being a 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.

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

10.0 For more Information . . .

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

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

Weekdays:	7:00 am to 6:55 pm
Weekends/Holidays:	8:00 am to 5:55 pm
E-mail:	miway.info@mississauga.ca

To Provide Customer Feedback, Customer Service Representatives are available:

Weekdays:	8:30 am to 4:25 pm
Weekends/Holidays:	Closed
E-mail:	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 – Website: www.miway.ca

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

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