



Corporate Report

Clerk's Files

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DATE: February 15, 2012

TO: Chair and Members of General Committee
Meeting Date: February 29, 2012

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

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

GENERAL COMMITTEE

FEB 29 2012

RECOMMENDATION: That the document titled "City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives" (the "Plan") dated January 26, 2012 attached as Appendix 1 to the Corporate Report dated February 15, 2012 from the Commissioner of Corporate Services and Treasurer, be adopted.

BACKGROUND: As required by the *Ontarians with Disabilities Act, 2001* (ODA), the City of Mississauga has prepared an annual Accessibility Plan titled: "City of Mississauga Accessibility Plan, 2011 Annual Report, 2012-2017 Initiatives". In June 2011, the Integrated Accessibility Standards became a Regulation under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Within this Regulation is a requirement to: "establish, implement, maintain and document a multi-year accessibility plan", by January 1, 2013. The Plan should be reviewed every five years and an annual status report shall be provided. This document represents the City's ninth annual Plan and is the first multi-year Plan being submitted under the Integrated Accessibility Standards Regulation (IASR).

The Integrated Accessibility Standards Regulation (IASR) contains general, information and communication, employment, and transportation requirements. An accessibility standard for the built environment (buildings and outdoor spaces) is still being developed. A timeline for this standard has not yet been determined by the Province.

COMMENTS:

The City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives, has been developed with the Accessibility Staff Working Group made up of staff from all departments in consultation with the Accessibility Advisory Committee (AAC). A copy of the Plan is attached as Appendix 1. As in the previous four years, the City's Accessibility Plan includes Transit's Accessibility Plan, now being referred to as the MiWay Accessibility Plan.

On September 12, 2011 the Accessibility Advisory Committee and Accessibility Staff Working Group developed a new accessibility vision for the City of Mississauga: "Mississauga: A Great Place to live, work, travel and play for everyone!". This vision statement complements the City's Strategic Plan vision statement: "Mississauga: A place where people choose to be".

Section 2 of the Accessibility Plan provides a 2011 update on the Plan Initiatives. Section 3 provides a Review of Additional Successes in 2011 over and above the planned initiatives.

Some of the major highlights over the past year include:

- March of Dimes Barrier Free Design Award of Merit for Malton Community Pool
- ISF, RinC and IOA projects resulted in accessibility improvements to 14 facilities
- Port Credit Memorial Arena, Leslie Log House, Malton Victory Hall renovation projects all resulted in accessibility improvements
- O'Connor Park was opened with accessible junior and senior playgrounds
- Community Common Park and Lakeside Park were completed with accessibility in mind
- As of December 1, 2011, all MiWay buses are low floor accessible buses and 87% of all bus routes are accessible.

The 2012-2017 Plan presents the City's new approach to accessibility planning and follows a new format by listing projects that are associated with the accessibility standards under the AODA, including the additional requirements under the IASR. Therefore, priorities for 2012-2017 have been captured under these categories: General, Accessible Customer Service, Accessible Information & Communication, Employment, Transportation, and Accessible Built Environment Initiatives. The previous initiatives listed in past Plans have been re-organized to fit into the above listed accessibility standard categories.

The City's main focus for the next two years with accessibility planning will be on the implementation of the requirements in the Integrated Accessibility Standards Regulation. At the February 6, 2012 AAC meeting, the AAC supported the City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives.

STRATEGIC PLAN: Accessibility planning is captured in the City's Strategic Plan under the Belong Pillar with the Strategic Goal: "Ensure Affordability and Accessibility". Accessibility Planning is also part of the Move Pillar with improvements to MiWay.

FINANCIAL IMPACT: Costs for accessibility improvements are incorporated into divisional budgets through the business planning process.

ATTACHMENTS: Appendix 1: City of Mississauga Accessibility Plan: 2011 Annual Report, 2012-2017 Initiatives



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

*Prepared By: Diana Simpson, Accessibility Coordinator,
Facilities and Property Management*

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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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**

The 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:

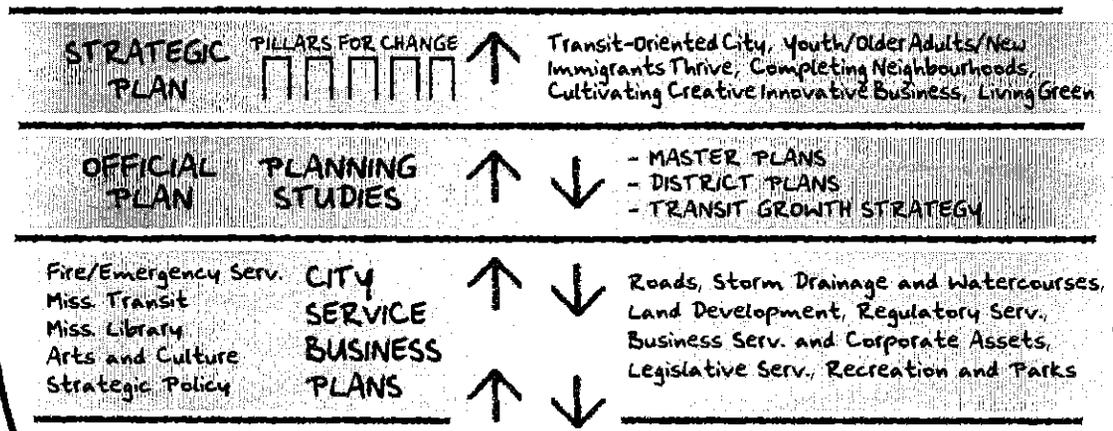
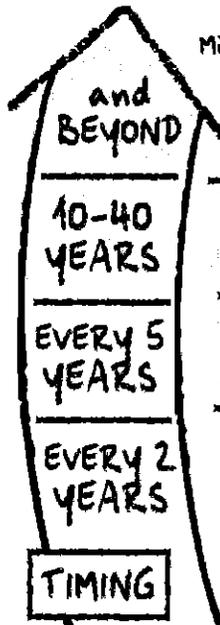
1. **Move:** Developing a Transit- Oriented City
2. **Belong:** Ensuring Youth, Older Adults and New Immigrants Thrive
3. **Connect:** Completing Our Neighbourhoods
4. **Prosper:** Cultivating Creative and Innovative Business
5. **Green:** Living Green

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).

our future mississauga vision 2050

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.



COUNCIL APPROVED

MISSISSAUGA CITY COUNCIL BUDGET AND ANNUAL PLAN

PUBLIC MEETINGS MARKET RESEARCH GOVERNMENT PARTNERS CITY EMPLOYEES BUSINESSES RESIDENTS COMMUNITY STAKEHOLDERS

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

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 overall responsibility for accessibility	Laila Gabiazon, Project Coordinator Diana Simpson, Accessibility Coordinator

Department and Divisions	Area of concern	Staff Representative
Human Resources	employee accommodation, recruitment, training	Suzanne Noga, Manager People Planning
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

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	
<p>1. 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>Corporate Services, Accessibility Coordinator</p> <p>Corporate Services, Accessibility Coordinator</p>	<p>1.1 Plan and implement an event to support National Access Awareness Week (last week of May/first week of June).</p> <p>1.2 Continue to integrate accessibility criteria into City of Mississauga Awards.</p>	<p>Annual</p> <p>2011</p>	<p>National Access Awareness Event was held on May 31, 2011. The focus of this event was Invisible Disabilities and Exceptional Accessible Customer Service Awards.</p> <p>-Urban Design Awards refers to accessibility as a criteria in relation to the City's Strategic Plan. Four City projects won Urban Design Awards.</p> <p>-"Universal Accessibility Design" has been added as an award category into the Cultural Heritage Property Awards of Excellence program.</p>	

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

2011 Accessibility Plan: Progress Report **January 6, 2012**

Initiative	Main Responsibility	Action	Time Frame	Status
	Corporate Services, Communications	1.6 Develop an implementation and communication plan for the Accessible Information and Communication Standard if it becomes a Regulation.	2011	successes. 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

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 all 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

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.	

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>	<p>Corporate Services, HR, Accessibility Coordinator</p> <p>Enforcement Division</p> <p>Specific Divisions/Departments to lead and assist in providing training as appropriate i.e. Information Technology etc...</p>	<p>3.1 Monitor the sustainment plan for Accessible Customer Service Training for staff, volunteers and 3rd party agencies.</p> <p>3.2 Develop a training program for taxi drivers operating wheelchair accessible vehicles.</p> <p>3.3 Assess existing training provided, develop and implement accessibility training as required by Provincial Accessibility Standards as they become Regulations.</p>	<p>2011 and beyond</p> <p>2011</p> <p>2011 and beyond.</p>	<p>On an ongoing basis, new full time and part time staff, and volunteers receive Accessible Customer Service training.</p> <p>Taxi trainers have started working with members of the industry to develop a needs assessment to develop the overall program.</p> <p>The Integrated Accessibility Standards Regulation (IASR) includes a training requirement on the IASR and Human Rights Code to all employees, volunteers and 3rd party agencies by the end of 2013. Initial work has begun to comply with this requirement.</p>
<p>4. Ensure that Accessibility Planning is included in the <u>City's Strategic Plan and Departmental Plans.</u></p>	<p>City Manager's Office, Strategic Community Initiatives</p>	<p>4.1 Include Accessibility Planning in the implementation of the City's Strategic Plan: Our Future Mississauga.</p>	<p>Annual/Ongoing</p>	<p>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</p>

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	Staff are working on a submission for Mississauga to be considered a Youth Friendly City which includes providing inclusive opportunities for youth with disabilities.
	City Managers Office	4.4 Include accessibility planning in the Corporate Business Planning process.	2011-2014	Accessibility planning is incorporated in Divisional business and budget planning processes.

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

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	<p>-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.</p> <p>-O'Connor Park is now open and is the City's third fully inclusive</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.	

3. REVIEW OF ADDITIONAL SUCCESSES

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

The following items have resulted in barriers being removed for people with disabilities. These initiatives 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 (Section 2 above), 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. 74 Supervisors in Library Services and Recreation & Parks Divisions attended a training program titled: "Mental Health First Aid."
18. 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:

19. 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.
20. 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.

21. 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, 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.

22. 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.
23. 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.
24. The Mississauga Celebration Square Canada Day 2011 Event included a designated accessible viewing area and Sign Language Interpretation for the Official Opening Ceremony.
25. 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.
26. A tactile map with Braille of the main floor of the Civic Centre has been made available at the Civic Centre Information Desk.
27. 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.

28. 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.
29. 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:

30. The Emergency Management Office external website has a link to the provincial document: "Emergency Preparedness Guide for Persons with Disabilities".
31. 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:

32. 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.
33. 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:

34. 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.
35. 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.

36. 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.
37. 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.
38. 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.

39. 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."

40. 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.
41. 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 each 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

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>

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>

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>		
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
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</p>	<p>2013/ Ongoing</p> <p>2015</p>	Corporate Services, Facilities and Property Management, Accessibility Coordinator

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
Accessible 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

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			

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>	2013	Corporate Services, Human Resources, Learning and Development Consultant, and Manager, Employee Health Services

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

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

Project Title	Description	Time Frame	Lead Department
	taxicabs place the vehicle registration and identification information on the rear bumper.		
	Accessible Built Environment Initiatives		
Continued implementation of the guidelines in the Mississauga Accessibility Design Handbook.	<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>	Ongoing	<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

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

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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.

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.

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 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

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.

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

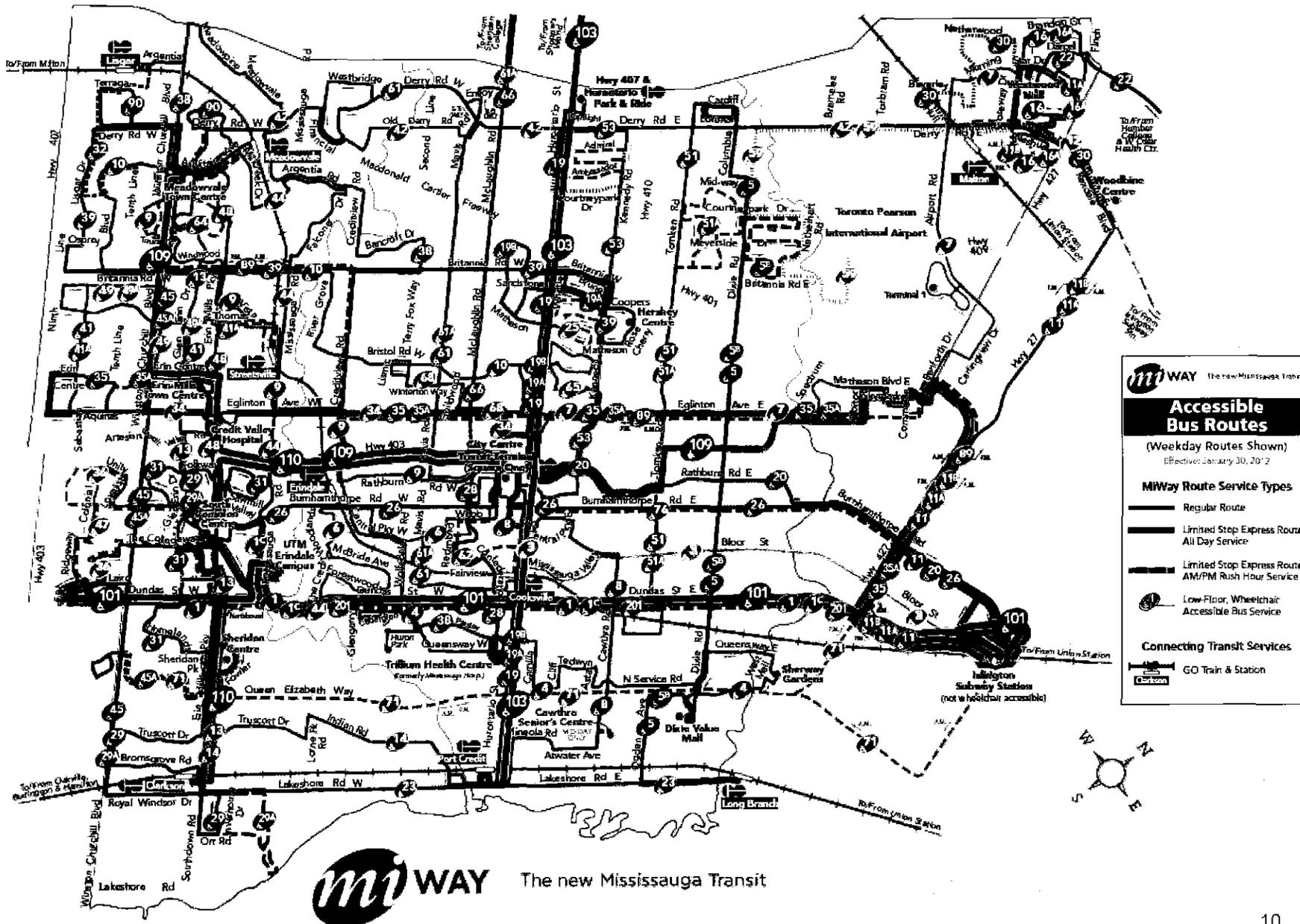
Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.										
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)										
Hours of Service	<table border="0"> <thead> <tr> <th style="text-align: left;"><u>Day:</u></th> <th style="text-align: left;"><u>Time:</u></th> </tr> </thead> <tbody> <tr> <td>Monday to Friday:</td> <td>3:53 AM to 3:19 AM</td> </tr> <tr> <td>Saturday:</td> <td>4:42 AM to 2:49 AM</td> </tr> <tr> <td>Sunday:</td> <td>6:52 AM to 2:05 AM</td> </tr> <tr> <td>Statutory Holidays:</td> <td>6:52 AM to 2:05 AM</td> </tr> </tbody> </table>	<u>Day:</u>	<u>Time:</u>	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
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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)										

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	Ten Tickets (Five Tickets - \$8.25)		\$16.50
(Grades 1 to 8)	PRESTO e-purse (cost per trip)		\$1.65
Student	Ten Tickets (Five Tickets - \$11.25)		\$22.50
(Grades 9 to 12, including full-time university and community college students. Must show current school ID when using tickets or passes)	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	Ten Tickets (Five Tickets - \$8.75) (must show senior ID)		\$17.50
(65 years of age or older)	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	Cash Only - One Way - Single		\$8.50
(seasonal)	Cash Only - One Way - Family of Four (1 adult 3 children or 2 adults 2 children)		\$25.00
Route Map			\$2.00
<ul style="list-style-type: none"> • 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		
	<ul style="list-style-type: none"> • 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. 		
	 MISSISSAUGA <i>Leading today for tomorrow</i>		

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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

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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.

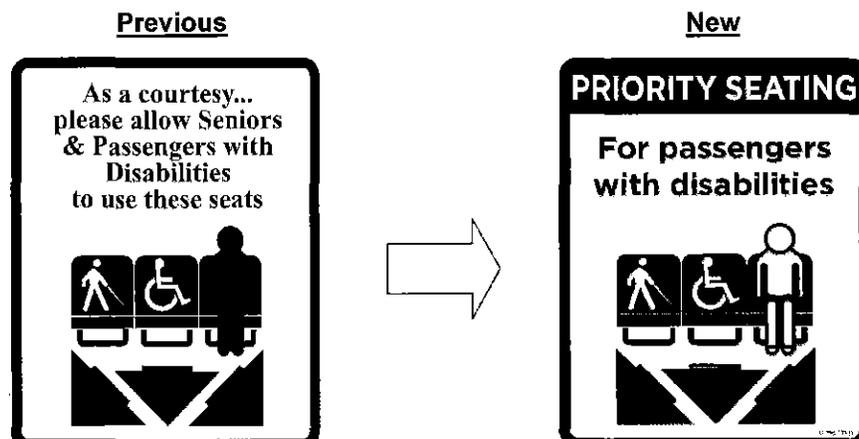
MiWay has set a goal of creating a fully accessible system by which all routes and stops within the boundary of the City of Mississauga (to the extent possible) will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal and allows the construction of approximately 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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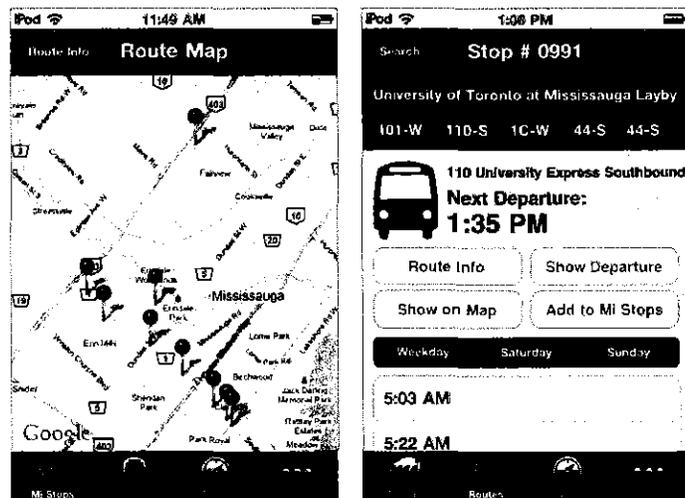
This new policy ensures that priority seats on all buses are there for people who need it. People of all ages with mobility and other disability issues will be assured of easily accessible places to sit. All MiWay operators have been instructed to request that able-bodied passengers vacate priority seats to accommodate passengers who have a disability, if needed.

In December 2011, a communication campaign was launched to advise customers of the new policy change and re-acquaint MiWay customers with how priority seating works. In addition to new decals being mounted above all priority seats, information on the new policy was posted online (under www.miway.ca/accessibleservice), on the December eNewsletter, and on the newly updated Accessible Bus Services Guide. Information was included in the December Edition of the miTransit Brochure, which was available online, at all City Facilities, and on all buses. As well, the City of Mississauga released information on priority seating through media releases and at the Transit Accessibility Event that took place on December 1st, 2011 at the City Centre Transit Terminal.

7.6 Mobile Devices:

In 2011, MiWay developed and released its first smart phone app to help transit riders navigate the system and view route maps and bus schedules from any apple product such as an iPhone, iPad, or iPod. Using the one-finger swipe, users can view scheduled departure times, display individual route maps in Google Maps, locate the nearest bus stop using a GPS function, and search through all routes and stops.

MiWay has also developed a mobile site (m.miway.ca) for those customers using Blackberry and Android devices.



7.7 PRESTO System:

The PRESTO System is an initiative to implement an easy to use smart-card based fare system in the Greater Toronto Area (GTA). This 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 you travel.

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 as well as other Transit agencies including Brampton Transit, Oakville Transit and GO Transit. With PRESTO, the transfer can conveniently be issued onto the PRESTO card when customers first tap on a bus – therefore eliminating the need for paper transfers. Transfers using the PRESTO card can benefit customers since the transfer expires two hours from when it is first tapped on a bus, whereas a paper transfer expires two hours from the start time of the route.



Mobile Site
m.miway.ca



iPhone® & iPod touch®
 Application



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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.

accessibility plan: 2011 annual report

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.

miWAY The new Mississauga Transit

Click n' Ride ONLINE TRIP PLANNER

Routes & Schedules

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 1h01 min. You have 1 transfer(s) and the total walking duration is +/- 3 min.

- At 8:06 AM, walk to stop #4009 on CLARKSON GO STATION (1 min.).
- At 8:07 AM, take Bus route 110[h] direction North. At 8:47 AM, arrive at stop #3933 on CITY CENTRE BUS TERMINAL on RATHBURN RD (40 min.).
- Walk to stop #1419 on CITY CENTRE BUS TERMINAL south of RATHBURN RD for transfer.
- Wait 11 minute(s).
- At 9:02 AM, take Bus route 19[h] direction North. At 9:36 AM, arrive at stop #2610 on SHOPPERS WORLD TERMINAL north of STEELES AVE, CITY OF BRAMPTON (04 min.).
- Walk to Shoppers World. Arrive at 9:37 AM (1 min.).

[Show more details](#)

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.



accessibility plan: 2011 annual report

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.

accessibility plan: 2011 annual report

9.0 Mississauga's Bus Rapid Transit (BRT) System

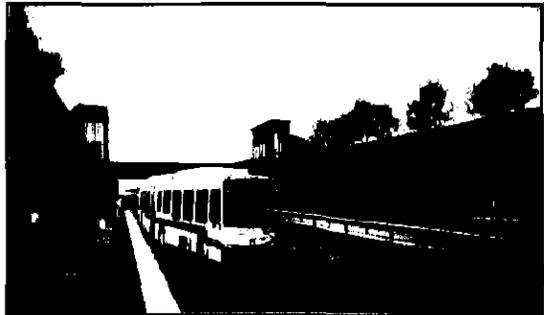
9.1 Project Overview:

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).

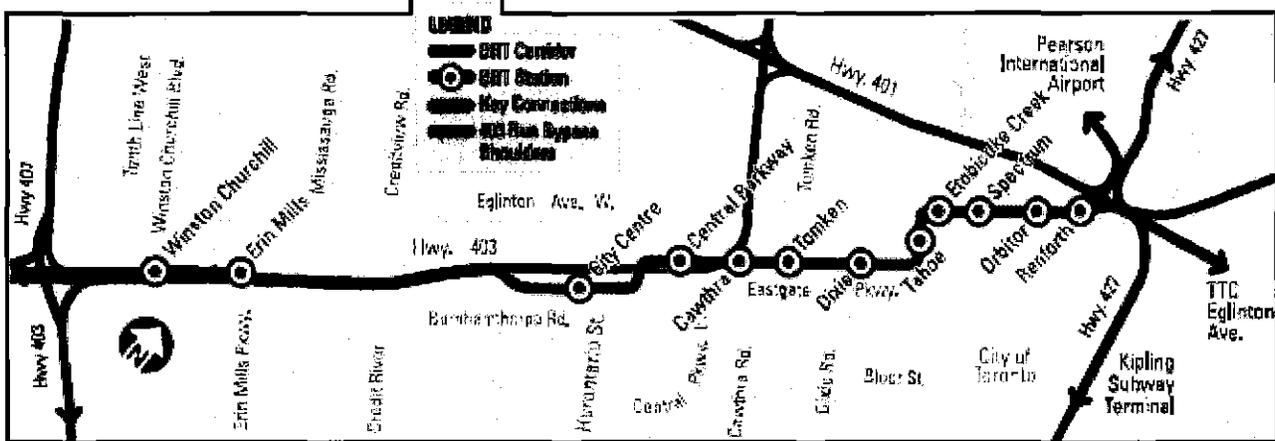
Designated stations (12 stations in Mississauga) will act as key transfer/connection points with several stations having passenger pick up and drop off and/or park-and-ride facilities. Designs of the future BRT structures and facilities have utilized Universal Design Principles and support the guidelines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

accessibility plan: 2011 annual report

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.

accessibility plan: 2011 annual report

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.

accessibility plan: 2011 annual report

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
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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)

accessibility plan: 2011 annual report

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 visions 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 Files

PO.13.ENO

DATE: February 13, 2012

TO: Chair and Members of General Committee
Meeting Date: February 29, 2012

GENERAL COMMITTEE

FEB 29 2012

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

SUBJECT: **Renewal of Lease of Lands at 850 Enola Avenue with Credit Valley Conservation Authority and the Sublease of a building known as Adamson House therein (Ward 1)**

- RECOMMENDATION:**
1. That the Realty Services Section of the Corporate Services Department be authorized to enter into negotiations with Credit Valley Conservation Authority ("CVCA") for the purposes of acquiring a long term lease renewal of the property known as the Adamson Estate located at 850 Enola Avenue, in the City of Mississauga, Regional Municipality of Peel, Ward 1.
 2. That, upon completion of said negotiations, the Commissioner of Corporate Services and Treasurer be authorized to enter into a Lease Agreement or, any other form of agreement deemed appropriate by the City Solicitor, for the renewal of the lease of 850 Enola Avenue in form and content acceptable to the City Solicitor.
 3. That Realty Services be authorized to select and engage a real estate broker, as deemed suitable, with specialization in commercial real estate, to secure a subtenant for the house located within 850 Enola Avenue, known as the Adamson House.

4. That, upon completion of negotiations by said real estate broker, the terms and conditions of the Sub-Lease Agreement proposed with the Sub-tenant be presented to Council for consideration and approval.

BACKGROUND:

The subject property, known as the Adamson Estate is located at 850 Enola Avenue, and contains an area of approximately 20 acres, comprised of both land and a water lot. It is legally described as Part Lot 12, Concession 3, South of Dundas Street and Blocks B and D and Part of Block C, Registered Plan 377 and designated as Parts 1 to 15 inclusive on Expropriation Plan No. 376678 V.S. in the City of Mississauga, Regional Municipality of Peel, in Ward 1.

With the adoption of By-law 302-78 on May 23, 1978, Council authorized the lease of the property known as the Adamson Estate, located at 850 Enola Avenue, from CVCA for a term of 25 years commencing from the date of approval by the Lieutenant Governor in Council. The Order in Council approval was obtained on November 22, 1978.

With the adoption of By-law 458-91 on September 9, 1991, Council approved the leasing of a building known as "Adamson House" located at 850 Enola Avenue to The Royal Conservatory of Music (the "RCM") for term of 20 years commencing May 1992 at the annual rents of \$2,400 in Year One, \$4,800 in Year Two, \$7,200 in Year Three, \$9,600 in Year Four, \$12,000 in Year Five, \$14,400 in Year Six and \$35,000 for Year Seven, with the annual rent to be increased annually in accordance with CPI thereafter. The RCM was also responsible for costs of all utilities, day-to-day maintenance and janitorial services of the building. The City is responsible for the general and major maintenance of the building. The RCM had also agreed to contribute a maximum of \$214,000 to the renovation and repair of the building. Adamson House is a two storey building containing an area of approximately 5,000 square feet.

In 1992, because of the lease of the building located within the subject property to The Royal Conservatory of Music, the City had requested to extend its lease with the CVCA for term of 20 years, to expire on

April 30, 2012, the same date as the expiry of the lease agreement with RCM for the Adamson House. Such extension was granted by CVCA and Order in Council approval was obtained on April 3, 1992. With the adoption of By-law 83-97 on February 12, 1997, Council approved a Lease Amendment Agreement with the RCM to add the second floor of the adjacent building known as "Adamson Folly", containing an area of approximately 600 square feet. The Lease Amendment Agreement commenced on January 15, 1997, at an annual rent of \$4,200 for the first year and increased by CPI thereafter.

The total rent for both the Adamson House and Folly for the 2010-2011 lease year was \$42,735.36.

By way of a letter dated May 31, 2011, the RCM has advised the City that it will not renew the lease upon expiry.

COMMENTS:

Upon consultation with Community Services staff, Realty Services was advised that Community Services wishes to renew the City's lease with CVCA for the property at 850 Enola Avenue and, in turn, in July of 2011 CVCA was notified of the City's intention to renew the lease.

During the discussions with CVCA staff concerning the renewal, Realty Services was advised that CVCA might be considering a shorter term lease and, taking over the Adamson House for its own use. In early December 2011, CVCA advised that they would not be pursuing the use of the Adamson House but may wish to use the second floor of the Adamson Folly.

The current zoning of the property is OS2-10 (Open Space Zone) which permits the following uses:

- passive recreational uses (park)
- active recreational uses (sports fields)
- stormwater management facilities
- offices
- academy for the performing arts
- specialty hospital

The building known as the Adamson House has been designated under Part IV of the Ontario Heritage Act and, in addition, a Heritage Easement is registered in favour of the Ontario Heritage Trust.

In addition to the above restrictions, there are some physical limitations to the building, such as limited parking, lack of air-conditioning and, the interior is currently partitioned into many smaller rooms. It is anticipated that substantial improvements may be required for any future occupant to adapt the space for its own use and, hence, a longer term lease arrangement would be required in order to amortize the associated costs. Consequently, the City is looking to secure a longer lease term from CVCA, 20 years or greater.

It is conceivable that a small to medium size professional user might be interested in the subject building considering the impressive surrounding grounds, the quiet location and unique heritage elements of the building.

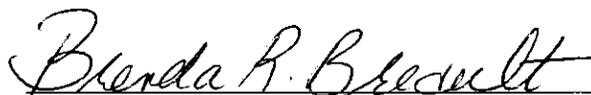
Given the unique heritage features and location of the subject property, it is proposed that Realty Services engage a real estate broker specialized in commercial leasing to market the subject property with the objective of securing a quality sub-tenant for the Adamson House who has the ability to pay market rent. Utilizing a real estate broker rather than a request for proposal process would provide a wider exposure to the market in leasing the Adamson House through MLS, cooperating brokers and advertising. In addition, the real estate broker would be active in its marketing and seek out potential tenants in the market and from its own client list that may be interested in this type of property. Furthermore, the City would be able to obtain professional advice/opinions on the leasing of the property. The broker fee would be funded out of any rent deposit/rental payments received. Realty Services will canvass several qualified Real Estate brokers specializing in commercial leasing to obtain quotes for services in selecting an appropriate service provider for this assignment.

FINANCIAL IMPACT: It is anticipated the rent for the renewal of the subject property with CVCA will be nominal.

The real estate broker's fees for the leasing of Adamson House will be contingent on the term and/or final total rent of the lease, and will be paid once the City and the Sub-tenant have executed the Sublease Agreement of the property. Commercial real estate fees are normally charged based on either a percentage of the total rent revenue or, on a per square foot basis. It is estimated that the real estate fee incurred will be in the range of approximately \$3,500 to \$5,500 per year over the term of the lease. Proposed funding for this cost would be provided through future years rental income and/or security deposit received from the Sub-tenant.

CONCLUSION: It is recommended to renew the lease with CVCA, and then subsequently engage a commercial real estate professional for the purpose of leasing the Adamson House.

ATTACHMENTS: Appendix 1: Location of Subject Property.



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

Prepared By: Stephen Law, Project Leader



Subject Property



MISSISSAUGA

Leading today for tomorrow

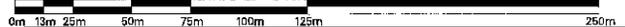


Corporate Services

Realty Services

Location of Subject Property
 850 Enola Avenue
 File No. PO.13.ENO (Ward 1)

SCALE FOR REDUCED DRAWINGS



This is not a Plan of Survey

REPORT 1-2012

GENERAL COMMITTEE
FEB 29 2012

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Mississauga Environmental Advisory Committee presents its first report of 2012, and recommends:

EAC-0001-2012

That the deputation given by Brian Crombie, Co-Chair, Mississauga Summit, with respect to Mississauga Summit Big Ideas and A Meeting of Minds: Charting a Brave Bold Future be received.

(EAC-0001-2012)

EAC-0002-2012

That the deputation given by Mary Bracken, Project Lead, Living Green Master Plan with respect to a DVD presentation and an update of the Living Green Master Plan on November 23, 2011 be received.

(EAC-0002-2012)

EAC-0003-2012

That the memorandum dated January 20, 2012 from Andrea J. McLeod, Environmental Coordinator with respect to 2012 Earth Hour be received.

(EAC-0003-2012)

EAC-0004-2012

That the memorandum dated December 19, 2011 from Brenda E. Osborne, Manager of Environment with respect to Responses to Inquires Raised at 2011 Environmental Advisory Committee meetings be received.

(EAC-0004-2012)

EAC-0005-2012

That Corporate Report dated October 27, 2011, from the Commissioner of Transportation and Works with respect to the Use of Recycled Materials within the Transportation and Works Department, be received for information.

(EAC-0005-2012)

REPORT 2-2012

GENERAL COMMITTEE

FEB 29 2012

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Mississauga Cycling Advisory Committee presents its second report for 2012 and recommends:

MCAC-0013-2012

That staff prepare a letter from the Mississauga Cycling Advisory Committee and the Cycling Office to forward to the City of Toronto in support of the proposed new trail connections on Eglinton Avenue, Etobicoke Creek Trail and the Morning Star area.
(MCAC-0015-2012)

MCAC-0014-2012

That Donnie Morris be a representative for the Mississauga Cycling Advisory Committee on the Community Liaison Committee for the Lakeview Waterfront Connection Environmental Assessment and that Syed Ali be an alternate representative.
(MCAC-0014-2012)

MCAC-0015-2012

That the following information items be received for information:

- a. Article dated January 2012 entitled Do More on the Shore: Waterfront Trail Ezine with program project updates, featured attractions and routes, upcoming events and trail closure notices
- b. Newsletter dated January 10, 2012 from the Toronto Centre for Active Transportation (TCAT) featuring recent TCAT activities and news items
- c. Newsletter dated January 24, 2012 from the Toronto Centre for Active Transportation (TCAT) featuring recent TCAT activities and news items
- d. Letter dated February 2nd, 2012 to the Office of the Chief Coroner's office regarding the Provincial Cycling Death Review that is currently underway signed by Jeff Wachman, Chair, MCAC and Jacquelyn Hayward Gulati, Manager, Cycling Office
(MCAC-0015-2012)

REPORT 2 - 2012

GENERAL COMMITTEE

FEB 29 2012

TO: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Traffic Safety Council presents its second report for 2012 and recommends:

TSC-0015-2012

That the Deputation by Lisa DeFrancesco, Member, Lorne Park Watercolours Residents Association, Resident, Ward 2, with respect the Lorne Park Watercolours Residents Association's objection to the installation of maze gates (off set gates) at Fresco Way and Canyon Street for students attending St. Luke Catholic School, 1280 Cobalt Street, be received.

(TSC-0015-2012)

(Ward 2)

TSC-0016-2012

That the email dated February 17, 2012, from Lisa DeFrancesco, Member, Lorne Park Watercolours Residents Association, Resident, Ward 2, with respect to the Association's objection to the installation of maze gates (off set gates) at Fresco Way and Canyon Street for students attending St. Luke Catholic School, 1280 Cobalt Street be received.

(TSC-0016-2012)

(Ward 2)

TSC-0017-2012

That the email dated February 17, 2012, from Carolyn Simpson, Member, Lorne Park Watercolours Residents Association, Resident, Ward 2, with respect to the Association's objection to the installation of maze gates (off set gates) at Fresco Way and Canyon Street for students attending St. Luke Catholic School, 1280 Cobalt Street be received.

(TSC-0017-2012)

(Ward 2)

TSC-0018-2012

That the email dated February 17, 2012, from Susen Anderson, Resident, Ward 2, with respect to concerns regarding the intersection of Canyon Street and Cobalt Street for students attending St. Luke Catholic School, 1280 Cobalt Street be received.

(TSC-0018-2012)

(Ward 2)

TSC-0019-2012

That the School Zone Safety (Kiss and Ride) Subcommittee of Traffic Safety Council be requested to do the following at St. Gerard Catholic School, 1300 McBride Avenue:

(a) Conduct a School Zone Safety (Kiss and Ride) inspection.

(b) Meet with the Principal of St. Gerard Catholic School to discuss the operation of the School Zone Safety (Kiss and Ride).

(TSC-0019-2012)

(Ward 6)

TSC-0020-2012

That the Traffic Safety Council recommendation with respect to the Site Inspection Report for the inspection conducted on February 10, 2012, to review the warrants for placing a Crossing Guard at the intersection of Cobalt Street and Canyon Street for students attending St. Luke Catholic School, 1280 Cobalt Street, be separated into two recommendations.

(TSC-0020-2012)

(Ward 2)

TSC-0021-2012

That the request for a Crossing Guard at the intersection of Canyon Street and Cobalt Street for students attending St. Luke Catholic School, 1280 Cobalt Street be denied as the warrants have not been met.

(TSC-0021-2012)

(Ward 2)

TSC-0022-2012

That the Transportation and Works Department be requested to review the feasibility of installing maze gates (off set gates) at Fresco Way and Canyon Street for students attending St. Luke Catholic School, 1280 Cobalt Street.

(TSC-0022-2012)

(Ward 2)

TSC-0023-2012

That the email dated February 10, 2012, from Andy Bate, Supervisor, Traffic Operations, with respect to Traffic Safety Council recommendation TSC-0198-2011, requesting that the Transportation and Works Department review the feasibility of installing No Left Turn signs at the entrance driveway and Restriction of Left Turn signs from the exit driveway at Edenrose Public School, 1342 Edenrose Street be received.

(TSC-0023-2012)

(Ward 6)

TSC-0024-2012

That the email dated February 13, 2012, from John Magno, Technician, Traffic Signals and Systems in response to Traffic Safety Council recommendation TSC-0202-2011, requesting that the Transportation and Works Department review the timing of the green light for motorists at the intersection of Tenth Line West and Tacc Drive between 8:15 a.m. and 8:30 a.m. on weekdays to allow more east bound motorists from McKinnon Public School, 3270 Tacc Drive through the intersection, be received.

(TSC-0024-2012)

(Ward 10)

TSC-0025-2012

1. That the letter dated January 2012 to Traffic Safety Council care of the Legislative Coordinator, from Constable Michelle Vivian, Peel Children's Safety Village requesting funding for children in the City of Mississauga to attend a Safety Patroller Camp at Camp Samac from July 17 2012 to July 19 2012 be received .
2. That Traffic Safety Council donate five hundred and ten dollars (\$510.00) from the 2012 Traffic Safety Council Budget to the Peel Children's Safety Village for three (3) Mississauga students to attend the Safety Patroller Camp at Camp Samac from July 17, 2012 to July 20, 2012.
3. That the Peel Children's Safety Village report back to Traffic Safety Council with the names of the schools in Mississauga at which the three students who receive sponsorship attend.

(TSC-0025-2012)

TSC-0026-2012

That the email dated February 13, 2012, from Vikram Rao with respect to his resignation from Traffic Safety Council be received and that the Legislative Coordinator be requested to draft a letter on behalf of Traffic Safety Council, thanking Mr. Rao for his service on the committee.

(TSC-0026-2012)

(Ward 7)

TSC-0027-2012

That the Draft PSARTS Minutes from the meeting held on January 19, 2012 be received.

(TSC-0027-2012)

TSC-0028-2012

That the report dated January to November 2011, from the Transportation and Works Department advising of the actions taken regarding recommendations from Traffic Safety Council be received.

(TSC-0028-2012)

TSC-0029-2012

That the memorandum from the Manager of Parking Enforcement reporting on parking enforcement in school zones for the month of October 2012 be received.

(TSC-0029-2012)

TSC-0030-2012

That the Legislative Coordinator be requested to arrange a meeting between the Planning Department of the Dufferin-Peel Catholic District School Board, the Facilities and Transportation Department of the Peel District School Board, and members of Site Inspection Subcommittee of Traffic Safety Council to address the impact of all day kindergarten on traffic safety in school zones.

(TSC-0030-2012)