



# MISSISSAUGA ROAD SAFETY HANDBOOK

A comprehensive guide to driver,  
cyclist and pedestrian safety





OFFICE OF THE MAYOR

November, 2012

Dear Residents:

On behalf of the Members of Council of the City of Mississauga, I am please to introduce the updated Mississauga Road Safety Handbook.

This booklet is produced by the Road Safety Mississauga Advisory Committee in partnership with Mississauga's Traffic Safety Council and Cycling Advisory Committee and in consultation with the Mississauga Accessibility Advisory Committee. Sponsorship of this publication has also been received from the Mississauga Insurance Broker's Association, CAA and Young Drivers Canada.

Through establishing its advisory committee in 1998, Mississauga City Council continues to review road safety issues and develop programs and outreach campaigns to educate its residents. These efforts are imperative as road safety affects all residents, including pedestrians, transit riders, drivers and cyclists.

It is everyone's responsibility to know and obey the rules of the road in order that we can all experience safe travel within and outside our City. The Police can only do so much to enforce the laws governing use of roads and sidewalks and the rest is up to us.

This handbook also provides useful information about parking, traffic operations and other road safety programs that residents may need from time to time, as well as contact information with related agencies that can answer frequently asked questions about road safety.

Once again, on behalf of my colleagues on Council, I encourage you to read this valuable resource and keep it in an accessible place for handy reference. Remember that we all have a role to place in keeping ourselves, our families and our communities safe.

Sincerely,

HAZEL McCALLION, C.M., LL.D  
MAYOR



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**PRODUCED BY:** The Road Safety Mississauga advisory committee in partnership with Traffic Safety Council, Accessibility Advisory Committee, Mississauga Cycling Advisory Committee. Road Safety Mississauga welcomes your comments regarding this publication by e-mailing: [roadsafety.committee@mississauga.ca](mailto:roadsafety.committee@mississauga.ca)

If you require this document (or a section of this document) in an alternate format, please contact:

**Phone:** (311) or if calling outside the City limits call 905-615-4311  
7:00 a.m. to 7:00 p.m., Monday to Friday  
**Email:** [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca)

The information in this handbook is accurate as of November 2012.



## ROAD SAFETY MISSISSAUGA ADVISORY COMMITTEE

In 1998, Mississauga City Council formed an ad hoc committee to review safe driving issues and create a strategy for Mississauga. The Safe Driving Strategy was adopted by Council in November 1998. Since that time the committee evolved into an advisory committee of Council named the “Safe Driving Committee”. The mandate was reviewed and the committee re-named in October 2009 “Road Safety Mississauga”.

The goals of **Road Safety Mississauga** are to:

1. Provide a community perspective on road safety issues
2. Identify, develop and implement road safety programs and initiatives
3. Promote public awareness of road safety initiatives and programs, to enhance community participation and cooperation
4. Consult with and promote partnerships with other committees and agencies with interests in road safety
5. Examine and make recommendations on road safety issues as may be identified by Road Safety Mississauga (RSM) or referred to it by Council or its Committees
6. Monitor the effectiveness of programs and initiatives established by the RSM
7. Recognize and support the goals and objectives set out in the City of Mississauga Strategic Plan adopted by Council in June 2009 titled “Our Future Mississauga”

The membership is appointed by Council, and is comprised of two (2) Councillors and seven (7) Citizen Members.

External agencies participate in the meetings of Road Safety Mississauga on a regular basis. These include, but are not limited to:

- Peel Regional Police, Traffic Services
- Ontario Provincial Police (OPP) Port Credit
- Ministry of Transportation Ontario (MTO) Road Safety Marketing Branch
- Peel Health
- Mississauga Insurance Brokers’ Association
- Safe City Mississauga
- Local Driver Education professionals (DriveWise, Young Drivers of Canada)
- Region of Peel Traffic Safety
- Infrastructure Health & Safety Association of Ontario
- Canadian Automobile Association (CAA)

Mississauga staff representatives participate at the meetings of Road Safety Mississauga to provide support and information related to their areas of expertise:

- Traffic Operations
- Communications
- Fire & Emergency Services
- Legislative Services, Office of the City Clerk
- Enforcement Division (including Parking Enforcement)

### For Information in this Handbook regarding Road Safety Mississauga:

page 9	ROAD WATCH
page 10	Distracted Driver Quiz
page 12	Speed Awareness Programs
page 15	Red Light Cameras
page 16	Pedestrian Safety

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**E-mail:** [roadsafety.committee@mississauga.ca](mailto:roadsafety.committee@mississauga.ca)

**Website:** [www.mississauga.ca/roadsafety](http://www.mississauga.ca/roadsafety)



## TRAFFIC SAFETY COUNCIL

Mississauga's **Traffic Safety Council** has existed for over fifty years. This advisory committee considers matters related to the safety of students and their movement through the City of Mississauga. This committee reviews issues and makes recommendations to Council regarding Crossing Guards and other measures to manage school zone and school site traffic, designed and intended to protect elementary and secondary school students from the dangers of vehicular traffic or related hazards. As well, the Traffic Safety Council works in cooperation with other committees of Council on issues regarding pedestrian safety throughout the City of Mississauga.

The membership of the Mississauga Traffic Safety Council is appointed by Council and is comprised of the following:

- 2 Councillors
- 2 School Board Trustees (1 from each board)
- Up to 2 Members for Life
- 11 Citizens (Representing the eleven (11) wards in the City)
- 3 Citizens at large (2 appointed to the North Zone and 1 appointed to the South Zone)

The Traffic Safety Council has an Advisory Board comprised of:

- Manager of Student Transportation (or Designate), Peel District School Board/Dufferin-Peel Catholic District School Board
- Representative(s) of the Principals/Vice-Principals Association (1 from the Peel District School Board and 1 from the Dufferin-Peel Catholic District School Board)
- Traffic Operations staff, Transportation & Works Department
- Crossing Guard Supervisor, Transportation & Works Department
- Parking Enforcement, Transportation & Works Department

Other Mississauga staff and external agencies are required on a regular basis to attend meetings when a matter of interest is on the Traffic Safety Council agenda that warrants their respective participation. These include but are not limited to:

- Peel Regional Police, Traffic Services
- Projects Coordinator, Dufferin-Peel Catholic District School Board
- Maintenance Services, Peel District School Board
- City of Mississauga Planning and Building staff

### For Information in this Handbook regarding Traffic Safety Council:

page 22	Crossing Guards
page 23	School Safety Patrollers
page 24	Kiss and Ride Program
page 25	Flashing 40km/hr Zones
page 25	Walk to School
page 26	School Zone Parking

**Phone:** [3-1-1](tel:905-615-4311) or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**E-Mail:** [traffic.safety@mississauga.ca](mailto:traffic.safety@mississauga.ca)

**Website:** [www.mississauga.ca/trafficsafetycouncil](http://www.mississauga.ca/trafficsafetycouncil)



## MISSISSAUGA CYCLING ADVISORY COMMITTEE

The Mississauga Cycling Advisory Committee was established in the mid-1990s as an advisory committee to Mississauga City Council. The goal of the committee is to encourage the development of a cycling-friendly Mississauga by increasing the safety, quality and quantity of cycling through promotion, education, advocacy and planning.

The Committee's membership is appointed by Council, and is comprised by one (1) or two (2) Councillors and up to twelve (12) Citizen Members. The Committee also encourages participation from others who are interested on a volunteer basis as non-voting members.

In addition to the voting and volunteer members of the Committee, the Committee has non-voting representation from City Departments and other agencies, led by the Cycling Office in the Transportation and Works Department. Staff representatives participate at the meetings of the Committee to provide support and information in their related areas of expertise:

- Cycling Office, Traffic Operations
- Communications, Office of the City Clerk
- Park Planning, Park Development, Sports Unit
- Long Range Planning
- Transportation Planning, Public Works Department, Region of Peel

## For Information in this Handbook regarding Mississauga Cycling Advisory Committee:

page 27	City of Mississauga Cycling Master Plan
page 28	Safe Cycling
page 29	Mississauga "Crossrides"
page 30	Regulatory Signage for Cycling (Quick Reference)
page 31	10 Cycling Safety Tips
page 32	10 Safety Tips for Motorists
page 33	E-Bikes

**Phone:** [3-1-1](tel:311) or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [cycling@mississauga.ca](mailto:cycling@mississauga.ca)

**Website:** [www.mississaugacycling.ca](http://www.mississaugacycling.ca)





## MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

The Accessibility Advisory Committee (AAC) advises, recommends and assists the City of Mississauga in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities. This aim is achieved through the review of municipal policies, programs, facilities, by-laws, practices and services, and the identification, removal and prevention of barriers faced by persons with disabilities.

The AAC includes citizens with various disabilities, two (2) Councillors and stakeholder members. It works with an Accessibility Staff Working Group consisting of staff representatives from all Departments.

### For Information in this Handbook regarding accessibility for persons with disabilities:

page 38	Accessible Parking
page 49	Curb cuts; refer to Roads and Sidewalk Maintenance
page 61	Audible Pedestrian signals

If you require this document (or a section of this document) in an alternate format, please contact:

**Phone:** **(3-1-1)** or if calling outside the City limits  
call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [accessibility.info@mississauga.ca](mailto:accessibility.info@mississauga.ca)

**Website:** [www.mississauga.ca/accessibility](http://www.mississauga.ca/accessibility)



**ROAD WATCH** is a community initiative that gives residents and visitors an opportunity to report dangerous and aggressive drivers to the police. This program is operated in several municipalities across Ontario. Report forms about incidents on roadways outside Mississauga may also be submitted to the Region of Peel Police or OPP Port Credit.

There are three main components to the ROADWATCH program, AWARENESS, EDUCATION, and ENFORCEMENT. We must involve the community and take ownership of the problem of aggressive and unsafe driving practices so that we can all be part of the solution and modify drivers behaviour and attitude

ROAD WATCH is our opportunity to make a difference in road safety.

Information about the Mississauga ROADWATCH program and report forms are available at:

- [www.mississauga.ca/roadwatch](http://www.mississauga.ca/roadwatch)
- [www.peelpolice.ca](http://www.peelpolice.ca)
- any Mississauga Community Centre, Library branch or Peel Police community reporting centre or division.

For complaints or reporting of an incident you observe on a roadway within Mississauga mail, fax, or submit your ROAD WATCH report form to Peel Regional Police (contact information on page 86 & 87)

For complaints or reporting an incident you observe occurring on a Provincial highway traversing Mississauga, mail, fax, or submit your ROAD WATCH report form to Ontario Provincial Police Port Credit Detachment (contact information on page 86)

**ARE YOU A DISTRACTED DRIVER?****While driving your vehicle do you?**

(Check if response is YES)

- Drink beverages such as coffee, pop, etc.
- Eat food
- Smoke
- Talk or text message via cell phone or PDA
- Comb/fix your hair
- Talk to others in the car
- Read (newspapers, books, maps, etc.)
- Discipline your children
- Put on make-up or shave
- Use your laptop computer or PDA
- Handle CDs / MP3 player etc
- Change radio stations
- Use a satellite navigation system
- Read billboards, neon signs
- Watch pedestrians walking, running, cycling
- Stare ('rubberneck') at collisions or people pulled over by the police
- Sing along with the music
- Think about what you have to do that day or night
- Reach or search for items in your vehicle
- Make lists (i.e. grocery/ task list)
- Think about the argument/fight you just had
- Look around your vehicle when you notice an unfamiliar smell/odour
- Panic when a bee or insect enters your car

**Distracted driving causes 80%  
of all collisions.**

**ALWAYS concentrate on your driving.**

Together we can all make a difference!

**Website:** [www.mississauga.ca/roadsafety](http://www.mississauga.ca/roadsafety)**Top 10 Distractions are:**

- Road-side objects, pedestrians and other activities
- Adjusting radio, cassette, CD, MP3 player
- Other occupant in the vehicle
- Object moving around in the vehicle
- Other device/object brought into the vehicle
- Adjusting vehicle/climate controls
- Eating and drinking
- Using/dialing cell phone/text messaging
- Smoking related
- Other distraction

**Top 5 Distractions that cause the most collisions are:**

- Drinking a beverage
- Eating
- Adjusting the radio, CD, tape or MP3 player
- Grooming (hair/makeup/shaving)
- Using a cell phone

**What you SHOULD do before leaving your driveway:**

- Make sure your children are comfortable and properly buckled up
- Check your route of travel
- Complete your personal grooming
- Plan your music selections

**While driving make OPERATION OF YOUR VEHICLE your PRIMARY FOCUS**

- Keep both hands on the steering wheel
- Keep your eyes on the road, use your peripheral vision and look way ahead
- Be alert for pedestrian activity/actions of other drivers
- Be alert. Drive when you are rested. Schedule frequent rest breaks every two hours
- Pull over to eat or drink
- Do not multi task
- If you need to use your cellular telephone, use a hands-free device and keep both hands on the steering wheel. Let voice mail take your calls until it's safe to answer your phone
- When dialling, stop your vehicle or have your passenger dial for you
- Remember that involvement in a conversation is distracting

## SPEED AWARENESS PROGRAMS

The Transportation and Works Department currently operates an array of education and awareness programs to combat speeding. They are:

### Speed Watch Programs

There are three Road Watch Programs which utilize the portable “Radar Message Board” device as shown here. Residents, volunteers, students and employees monitor the device within local/collector roadways. The programs’ main objective is to raise awareness to both the motorist and the local residents of the vehicle operating speeds. The Road Watch program may be utilized together with all three programs to report instances of excessive speeding and/or aggressive driving to Peel Regional Police.



### Speed Trailer Program

The Speed Trailer program is another variation of the speed awareness programs. As the name suggests the program utilizes a speed trailer device to educate and raise awareness of the operating speeds. A speed trailer is a speed information device (SID) which is parked on the boulevard of a chosen roadway. The speed trailer will display the operating speed of approaching motorists and includes a sign indicating the posted speed limit. See picture below.



### Neighbourhood Speed Awareness Program (Your Speed Devices)

The Neighbourhood Speed Awareness program is primarily utilized to target the school zones (40km/h zones). Local residential collector roadways (key entrance points to neighbourhoods) also are included in the rotation specifically throughout the summer months. This will ensure to target the wider range of motorists and/or residents.

The “Your Speed” devices are solar powered which reduces the maintenance costs. Since the device is mounted on poles the program relies on the availability of unobstructed light standards/hydro poles.



### Vehicle Activated Speed Warning Signs Program (VASWS)

These devices will be installed on a semi-permanent (6-months/ location) basis and the location will be determined by a review of vehicle operating speeds, collision analysis, cut-through traffic, roadway geometrics and roadway classification.

There are two types of VASWS signs,

#### POSTED SPEED LIMIT WARNINGS

which display an image speed limit sign (inverted colours), and **CURVE WARNINGS** which display an image of a curve warning sign (inverted colours).

The display is activated by motorists who are exceeding the posted speed limit or an advisory speed and remains blank to motorists who obey the speed limit or the advisory speed to safely negotiate a curve on a road. When the sign is activated 4 flashing amber beacons and a 'Slow Down' message appear on the display in addition to the sign images.



**Phone:** [\(3-1-1\)](tel:311) or if calling outside the City limits call 905-615-4311

7:00 a.m. - 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)

**Website:** [www.mississauga.ca/speedwatch](http://www.mississauga.ca/speedwatch)



### RED LIGHT CAMERAS

Red Light Cameras are a traffic safety initiative introduced by the Region of Peel to reduce the number of motorists running red lights. The effectiveness of this program has been shown by an overall improvement in intersection safety. The cameras provide consistent enforcement 24 hours a day, 7 days a week. They operate only when a vehicle enters the intersection during the red signal display.



Of the twenty-five (25) Red Light Cameras implemented throughout the Region of Peel, fourteen (14) are located at intersections in Mississauga as of January, 2012.

**Website:** [www.peelregion.ca/pw/roads/red-light](http://www.peelregion.ca/pw/roads/red-light)



## PEDESTRIAN SAFETY

The City of Mississauga Strategic Plan 2009 includes improving public transit and safe pedestrian and cycling travel. Pedestrians still find themselves in a world dominated by motorists. Injury prevention and travel safety begin with a mutual respect between both motorists and pedestrians.

**Pedestrians!**  
**Pay attention to vehicular traffic**  
**while walking along or crossing roadways.**  
  
**Being Careless could cost you your life.**

Older adults represent a large number of pedestrian deaths. This can be due to delayed reaction time or reduced ability to determine the speed and distance of approaching vehicles.

Peer group pressure, cell phones, text messaging and the use of personal music devices can easily distract young pedestrians. Keep the volume off or at a low level.

Young children need to be taught traffic safety skills as soon as possible. This will help them to develop habits that make them safe road users for life. School age children need to be encouraged to always obey the Crossing Guards that work to keep them safe when crossing roads on the way to school.

**Pedestrians remember:**  
**When a vehicle and**  
**pedestrian collide,**  
**the pedestrian always loses**

**EXPECT**  
**THAT MOTORISTS**  
**MAY NOT STOP**  
**FOR YOU**

## Safety practices for pedestrians:

- **Watch for all moving vehicles**  
 Don't assume that motorists see you or that all vehicles will stop. Expect that motorists may not stop for you
- **Cross the road at the intersection or at a pedestrian walkway**  
 Before walking onto the driving lanes, always look both ways... left-right-left and wait for a clear roadway before crossing the street. Never cross mid-block or from between parked vehicles
- **Wear light-coloured clothing or reflective clothing or accessories when walking in low light or at night time**  
 Make sure that drivers can see you
- **Always stay on the sidewalk, this is the safest place to walk**  
 If there are no sidewalks along a street or road, always walk facing the traffic, staying back from the driving lane as far to the left as possible
- **Exit the Transit bus or taxicab safely**  
 Never walk in front of the bus to cross the roadway. Approaching traffic will not see you. Always exit the taxi at the curb side
- **Always obey traffic signals at intersections**
- **Make sure the driver intends to give you the right of way**  
 If a vehicle is at or close to the intersection, possibly intending to make a right turn, make eye contact with the driver to ensure they see you and attempt to get an indication that they will give you the right of way before you start to cross
- **Push the pedestrian signal button available at signalized intersections**  
 It will activate the pedestrian walk signal to allow safer passage. Always walk across the road within the marked crossing area and do not start to cross until the pedestrian signal shows the WALK signal

**PEDESTRIAN SIGNAL BUTTON**

Follow these steps to activate the pedestrian walk signal:



**Step 1.**  
When you arrive at a traffic signal:  
Stop, Look and Wait.  
Always push the button to activate the Walk signal. Within a period of time the intersection's computer will change the signal to Walk and allow you enough time to cross the street.



**Step 2.**  
Begin crossing the street only when the "WALK" signal appears.



**Step 3.**  
If a flashing hand shows when you are part way across the street, keep walking until you have reached the other side.

Do not start to cross the street.



**Step 4.**  
A solid hand that is not flashing means Do not cross.  
Push the button and wait for the "WALK" signal.

**PEDESTRIAN SAFETY CAMPAIGN**

Road Safety Mississauga developed an educational poster campaign to promote pedestrian safety in Mississauga. The theme of the first phase of the campaign is "I Am Not a Target".



The campaign reminds pedestrians to use their senses before and while they cross the street.

- Make eye contact with motorists
- Listen to what's around you
- Look left-right-left before crossing the street, and continue looking as you cross
- use extra caution in poor lighting conditions
- make sure you can be seen in poor visibility

The second phase of the poster campaign launched in 2009, "Expect the Unexpected" is directed at motorists.



**You don't see what you're not looking for... expect the unexpected.**

All poster designs are available at [www.mississauga.ca/residents/pedestriansafety](http://www.mississauga.ca/residents/pedestriansafety) for you to print.

Paper copies can be obtained in both post-card size as well as 11x17" posters for free.

Roll Up poster units (free-standing banners) are available to borrow for displays at indoor community centres and school events.

**Phone:** (3-1-1) or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3200 ext. 5426

**Email:** [roadsafety.committee@mississauga.ca](mailto:roadsafety.committee@mississauga.ca)

**Website:** [www.mississauga.ca/pedestriansafety](http://www.mississauga.ca/pedestriansafety)

**DRIVERS REMEMBER!**

**When a vehicle and pedestrian collide,  
the pedestrian always loses**

**Motorists who injure or kill a pedestrian  
will live with the personal consequences  
for the rest of their lives**

**In busy pedestrian areas motorists need  
to exercise additional caution**

- Watch for pedestrians when approaching intersections
- Watch for pedestrians and cyclists and give way even if you have the right-of-way
- Pavement marking lines at stop signs and signalized intersections should be heeded
- Watch for pedestrians when turning left or right

**Stop Lines at Stop Signs or  
cross walks mean STOP!**

**STOP BEHIND THE LINE**



**ENHANCED PAVEMENT MARKING**

In an effort to enhance the pavement markings at intersections with existing crosswalks, the Transportation and Works Department developed an Enhanced Pavement Marking application in 2006. Durable pavement markings are being used to paint “zebra stripe” (ladder) crosswalk markings between the longitudinal lines installed across the pedestrian crosswalk. The increased reflective pavement marking material enhances the visibility of the crosswalk for motorists and pedestrians during the day and night.

Between 2006 and 2011 more than 150 locations through the city were enhanced with zebra striped crosswalks.



## CROSSING GUARDS

Crossing guards are City of Mississauga staff and are responsible for safely crossing Mississauga elementary school children to and from school. As of 2011, there are approximately 210 Crossing Guards at 160 locations throughout the City.

Crossing guard locations are reviewed and recommended by the Mississauga Traffic Safety Council advisory committee and approved by Mississauga City Council. They are on duty three times a day at locations determined by the Mississauga Traffic Safety Council based on the results of a site inspection and gap study. At the site inspections a variety of observations are made including:

- the posted speed limit
- parking patterns
- the presence of sidewalks and traffic signals, etc.



The gap study includes calculations and observations on traffic volume, the number of safe gaps in traffic for students to safely cross the road, the number of crossing students and any vehicle/student conflicts.

If you are interested in having a site inspection conducted in your area for a crossing guard:

Determine and make notes of the following information:

- Name of school
- The intersection or location where you would like a crossing guard
- Reason(s) for your request
- Your name, address and phone number

**Contact:** Traffic Safety Council - Legislative Coordinator

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3200 ext. 5425

**Email:** [traffic.safety@mississauga.ca](mailto:traffic.safety@mississauga.ca)

**Website:** [www.mississauga.ca/crossingguards](http://www.mississauga.ca/crossingguards)

## SCHOOL SAFETY PATROLLERS

**Foot patrollers** monitor school crossings on roads around schools. These safety specialists keep students from entering the roadway when it is unsafe to cross and they remind students of safe crossing rules. Unlike crossing guards, patrollers don't stop or direct traffic.

**Phone:** (905) 453-3311 ext. 4071

Peel Children's Safety Village c/o Peel Regional Police

**Email:** [admin@peelsafetyvillage.on.ca](mailto:admin@peelsafetyvillage.on.ca)

**Website:** [www.caasco.com/community/safety-patrol-program](http://www.caasco.com/community/safety-patrol-program)

**Bus patrollers** help the bus operator get passengers to their destinations in a safe and orderly fashion. The patroller does this by encouraging responsible behaviour among students while riding the bus and by controlling the embarking and disembarking of students in accordance with the bus operator's instruction

### CAA School Safety Patrol

CAA School Safety Patrol is a joint partnership between CAA, Peel Regional Police, school boards, teachers, parents and dedicated elementary school student volunteers. Student volunteers give their time to ensure their peers remain safe at road crossings and on school buses in Mississauga. Safety patrollers have been trained by the Peel Regional Police to use potentially life-saving skills while on duty.



### School Safety Patroller Contact:

Peel Children's Safety Village c/o Peel Regional Police

**Phone:** 905-453-33-1-1 ext. 4072

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [admin@peelsafetyvillage.ca](mailto:admin@peelsafetyvillage.ca)

**Website:** [www.mississauga.ca/schoolsafetypatroller](http://www.mississauga.ca/schoolsafetypatroller)

## KISS&RIDE PROGRAM

Initiated by the Mississauga Traffic Safety Council in 1996, this program provides the safe drop-off of a child to the school door or playground under the supervision of school staff and/or parent volunteers.



The parent enters the Kiss&Ride lane and stops where indicated. A volunteer wearing a Kiss&Ride orange vest opens the vehicle door on the passenger side and ensures the child or children are safely on the school sidewalk. Where in operation, the Kindergarten program volunteers wearing green vests accompany JK and SK children safely to the kindergarten area.

Schools with Kiss&Ride and Kindergarten programs have improved traffic flow and ultimately a safer environment for the children. As of 2011, 123 Kiss&Ride programs are currently in operation.

The Mississauga Traffic Safety Council advisory committee provides each school that is starting up the Kiss&Ride program with a safety cone, stop sign, safety vests and an information package including a Kiss&Ride video.

**Contact:** Traffic Safety Council

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [traffic.safety@mississauga.ca](mailto:traffic.safety@mississauga.ca)

**Website:** [www.mississauga.ca/kissandride](http://www.mississauga.ca/kissandride)

## FLASHING 40KM/HR ZONES

The City of Mississauga has implemented “40 km/hr when flashing” in school zones only on major collector and arterial roads. These zones reduce the speed limit to 40 km/hr when the flasher is activated from September 1st to June 30th. The use of these zones has resulted in improvements in speed limit compliance.

**Website:** [www.mississauga.ca/flashing40zones](http://www.mississauga.ca/flashing40zones)



## WALK TO SCHOOL

Peel Safe and Active Routes to School program designed to reintroduce parents, children, school staff and other community members to the joy of walking. Reviving an old trend of walking to school reduces traffic congestion in front of schools and has a positive impact on our health, safety and environment.

**Contact:**  
Peel Region Health Unit  
**Phone:** 905-799-7700



International Walk to School Day is an annual event occurring the first Wednesday of every October. Greenest City's Walk to School Day and the Safe and Active Routes to School Program, supported by the Region of Peel, Mississauga Traffic Safety Council, Dufferin-Peel Catholic District School Board and Peel District School Board, are tackling safety and health issues by reintroducing and promoting active transportation (walking, biking, blading) to school communities throughout Ontario.

**Websites:** [www.mississauga.ca/walktoschool](http://www.mississauga.ca/walktoschool)  
[www.saferoutestoschool.ca](http://www.saferoutestoschool.ca)

## SCHOOL ZONE PARKING

Most school zones in the City of Mississauga prohibit parking and/or stopping in school zones for the safety of students. The City of Mississauga has increased parking fines within all school zones. Parking/stopping illegally in a school zone is vigorously enforced through the City of Mississauga Traffic By-law.

A school zone area is defined as the portion of road approximately 150 metres (492 feet) in either direction from the school boundary along the front of the property.



## CITY OF MISSISSAUGA - CYCLING MASTER PLAN



Mississauga's Cycling Master Plan was approved by Council in September 2010. The Cycling Master Plan outlines a strategy to develop over 900 kilometres or 559 miles of cycling routes in the city over the next 20 years. Over 1,000 Mississauga citizens and stakeholders contributed their thoughts and ideas to help develop this plan. The plan focuses on fostering cycling as a way of life in the city, building an integrated network of cycling routes and aims to adopt a safety first approach to cycling.

The vision is to make Mississauga a city where people choose to cycle for recreation, fitness and for their daily transportation needs. When fully implemented, the plan will provide integrated multi-modal approach transportation throughout the city, connecting destinations and placing 95 per cent of the city's population within one (1) kilometre or 0.6 miles of a primary cycling route.

The Master Plan and maps of routes and related information about cycling can be obtained from the City of Mississauga website.

**Phone:** [3-1-1](tel:311) or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Website:** [cycling@mississauga.ca](mailto:cycling@mississauga.ca)

**Trails and Bikeways Map:** Trails and Bikeway maps are available at all libraries, Civic Centre and local bike shops or order your copy by emailing [trails@mississauga.ca](mailto:trails@mississauga.ca).

### Available on-line:

[www.mississauga.ca/trails](http://www.mississauga.ca/trails)

[www.mississauga.ca/file/COM/trails\\_map.pdf](http://www.mississauga.ca/file/COM/trails_map.pdf)

## SAFE CYCLING

As more people choose cycling as a viable transportation option, it's important that both motorists and cyclists learn to share the road. To increase shared-use safety and awareness, the Transportation and Works Department will be marking designated roadways with cycle-friendly signage together with enhanced pavement markings.

### WHERE CAN I RIDE MY BICYCLE?



**Bicycle Lanes** are on-road bike lanes reserved exclusively for cyclists. The lane is approximately 1.5 metres (4.92 feet) wide identified by regulatory bicycle lane signs and white bicycle and diamond symbols on the pavement. White solid and dashed pavement markings indicate the separation of the lane. Vehicle parking is prohibited along these routes.



**Multi-Use Trails** are part of the boulevard within the road-right-of-way that is designated through signs for shared use by cyclists, pedestrians and in-line skaters.



**Sharrows** are shared-use lanes designed to accommodate shared motor vehicle and bicycle traffic. Side by side sharrow lanes are a minimum of 4 metres wide (13.12 feet) identified by "Share the Road" warning signs and white bicycle/chevron symbols on the pavement. The symbols are painted on the pavement in the intended space for bicycle travel. The pavement markings also promote motor vehicles to drive further away from the curb.



**Edge Lines** are similar to Bicycle Lanes however they are not identified by signs or symbols on the pavement. They are typically 1.5 metres wide (4.92 feet) identified by white solid and dashed pavement markings that define the travelled portion of the roadway. Vehicle parking may be permitted along these routes. Edge Lines are gradually being phased out and converted to bicycle lanes where feasible.



**Bike Routes** are roadways signed for bicycle use. They provide cyclists with a suggested route alternative between destinations. They are identified by directional and informational bike route signs.



### No Cycling on Sidewalks

The City of Mississauga traffic by-law prohibits bicycle riding on a sidewalk with the exception of non motorized bicycles with all wheels fifty (50) centimetres or 26 inches less in diameter (most commonly children's bicycles). The intent of this bylaw is to allow young children to cycle on the sidewalk while they learn to ride.

### MISSISSAUGA "CROSSRIDES"

In an effort to enhance the pavement markings for bicycle crossings, the Transportation and Works Department developed Crossride application in 2009. A Crossride is a bicycle crossing (separate and adjacent to the pedestrian crosswalk).



Crossrides are being implemented at various intersections throughout the City. Crossrides are painted with "zebra striping" crosswalk markings across the pedestrian crosswalk, and "elephant feet" crossing markings across the bicycle crossing. Elephant's feet bicycle markings are used to define a cyclist crossing area adjacent to a crosswalk, typically where a multi-use trail intersects a roadway. Where Crossrides are in place, cyclists are permitted to ride within the separate bicycle crossing. At intersections without a Crossride, cyclists are required to 'stop and dismount' and walk their bicycle across the roadway, as per the Highway Traffic Act.

**REGULATORY SIGNAGE FOR CYCLING (QUICK REFERENCE)**



**Reserved Bicycle Lane** sign indicates that a lane is reserved for exclusive use by bicycles.



**Shared Pathway** sign indicates that both cyclists and pedestrians are permitted to use the path (multi-use trail).



**Bicycle Route Marker** sign provides route guidance for cyclists and indicates those roadways which form part of a bicycle route system.



**Share the Road** sign is used to warn motorists that they are to provide adequate driving space for cyclists and other vehicles on the road.



**Bicycle Trail Crossing Side Street** sign indicates to drivers that a multi-use trail which runs parallel and in close proximity to the through road, intersects a crossroad.



**Pedestrian and Bicycle Crossing Ahead** sign indicates to drivers that they are approaching a location where a multi-use trail crosses the road.



**Cycling Way Finding Sign** designed to identify destination, direction and distance along cycling facilities.

**10 CYCLING SAFETY TIPS**

1. Yield to pedestrians - use a bell or horn to let pedestrians know you are approaching
2. Make eye contact with drivers - assume that drivers don't see you
3. Look for vehicles in driveways, laneways and at intersections - be prepared to stop
4. Obey the rules of the road - the Highway Traffic Act defines a bicycle as a vehicle
5. Signal your turns
6. Scan parked vehicles before you pass - avoid drivers or passengers opening their car door in the path of cyclists
7. When riding on-road, always ride your bicycle with traffic in the same direction
8. Listen to what's around you – pay attention
9. Protect your head – wear a helmet
10. Maintain your bicycle - ensure tires are pumped and brakes are functioning



## E-BIKES

Effective October 3, 2009, the Ministry of Transportation Ontario permanently allowed Power Assisted Bicycles In this Highway Traffic Act S. 1(1) bicycle includes a tricycle, a unicycle and a power-assisted bicycle but does not include a motor-assisted bicycle. To be used on roads and highways where conventional bicycles are currently permitted. They must follow the same rules of the road as set out in the Highway Traffic Act that currently applies to cyclists, with some exceptions. For Full details visit the website [www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h08](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h08)

To operate an e-bike on Ontario roads, an e-bike must meet the equipment requirements as defined by the Ministry of Transportation Ontario. The use of Mopeds and Limited-Speed Motorcycles is also permitted on roads in Ontario. Vehicles classified as “Pocket Bikes” (powerful, gas-powered, low-profile motorcycles) cannot be operated on roads in Ontario.

For full details see the New and Alternative Vehicles section of the Ministry of Transportation Ontario’s website: [www.mto.gov.on.ca/english/dandv/vehicle/emerging/index.shtml](http://www.mto.gov.on.ca/english/dandv/vehicle/emerging/index.shtml).

In order to operate an e-bike:

- Operators must be 16 years of age or older
- All operators must wear an approved bicycle or motorcycle helmet at all times

In addition:

- No person who is the owner or is in possession or control of an e-bike shall permit a person who is under the age of 16 years to ride on, drive or operate the e-bike on a highway
- An e-bike must not be ridden on, driven or operated unless it is in good working order
- Similar to bicycles and mopeds, power-assisted bicycles are prohibited from use on certain provincial controlled-access highways

- Any municipal by-law prohibiting bicycles from highways under their jurisdiction also apply to e-bikes. Municipalities may also pass by-laws specific to e-bikes that prohibit them from municipal roads, sidewalks, bike paths, bike trails, and bike lanes under their jurisdiction

The City of Mississauga supports the use of electric bikes (also known as power-assisted bicycles) and has adopted the following recommendations:

- That power-assisted bicycles be permitted on City roadways including vehicular lanes
- That power-assisted bicycles be permitted to travel in dedicated bicycle lanes and
- That power-assisted bicycles weighing 40 kilograms (88 pounds) or less be permitted to travel on multi-use trails (including those in parks and on boulevards)

## HIGHWAY TRAFFIC ACT

### S. 64 Brakes on bicycle

(3) No person shall ride a bicycle on a highway unless it is equipped with at least one brake system acting on the rear wheel that will enable the rider to make the braked wheel skid on dry, level and clean pavement. R.S.O. 1990, c. H.8, s. 64 (3).

### S. 75 Alarm bell to be sounded

(5) Every motor vehicle, motor assisted bicycle and bicycle shall be equipped with an alarm bell, gong or horn, which shall be kept in good working order and sounded whenever it is reasonably necessary to notify pedestrians or others of its approach. R.S.O. 1990, c. H.8, s. 75 (5).

### S. 62 Lights and reflectors on bicycles, etc.

(17) When on a highway at any time from one-half hour before sunset to one-half hour after sunrise and at any other time when, due to insufficient light or unfavourable atmospheric conditions, persons and vehicles on the highway are not clearly discernible at a distance of 150 metres or less, every motor-assisted bicycle and bicycle (other than a unicycle) shall carry a lighted lamp

displaying a white or amber light on its front and a lighted lamp displaying a red light or a reflector approved by the Ministry on its rear, and in addition white reflective material shall be placed on its front forks, and red reflective material covering a surface of not less than 250 millimetres in length and 25 millimetres in width shall be placed on its rear. 2009, c. 5, s. 28 (1).

**S. 62 Lamps on all vehicles, except motor vehicles, etc.**

(26) Subject to subsection (28), every vehicle, other than a motor vehicle, motor-assisted bicycle, bicycle (except a unicycle) or a vehicle referred to in subsection (24), (25) or (27), when on a highway at any time from one-half hour before sunset to one-half hour after sunrise and at any other time when, due to insufficient light or unfavourable atmospheric conditions, persons and vehicles on the highway are not clearly discernible at a distance of 150 metres or less, shall carry in a conspicuous position on the left side a lighted lamp which shall display a white light to the front and a red light to the rear or a lighted lamp which shall display a white light to the front and a lighted lamp which shall display a red light to the rear, and any lamp so used shall be clearly visible at a distance of at least 150 metres from the front and the rear of the vehicle, as the case may be. 2009, c. 5, s. 28 (2).

**The use of e-bikes weighing greater than 40 kilograms (88 pounds) is not permitted on paths, sidewalks or multi-use trails.**



## Road Positions for Cyclists

**According to the Highway Traffic Act of Ontario, bicycles are vehicles. Cyclists have the same rights and responsibilities as motorists and are subject to the same traffic laws, signs and signals.**

### Ontario's Bicycle Helmet Law

It is strongly recommended that all cyclists, irrespective of age, wear a CSA, ANSI or SNELL approved bicycle helmet. Your personal safety is your responsibility. However, it is the law for those 17 years old and younger to wear a helmet. Wearing an approved bicycle helmet will reduce the number and severity of head injuries sustained in bicycle crashes. Following the rules of the road and using safe equipment may prevent collisions. The CSA, ANSI or SNELL approved helmet should cover the top of your forehead. If the helmet is tipped too far forward or backward, it will not protect you properly. The straps should be snug without pinching and be easy to fasten and release. Helmets with four fully adjustable straps are best.

**Be Alert – Be Predictable – Be Visible – Be Courteous**

STOP

LEFT

RIGHT or RIGHT

Failure to use proper signals and ride in proper road positions can result in charges under the Ontario Highway Traffic Act and worse an accident.

## 10 SAFETY TIPS FOR MOTORISTS

1. **EQUALITY** - As per the Highway Traffic Act, cyclists have the same rights on the road as motorists: Expect cyclists
2. **PATIENCE** - Patience, especially on the road, is a virtue and can save lives. Be patient
3. **PASSING** – Pass a cyclist only when it is safe to do so, allowing for ample space between your vehicle and the cyclist
4. **RIGHT BEHAVIOUR** - Watch for cyclists when you are turning right, always check your blind spot
5. **TO THE LEFT** - Watch for cyclists when you are turning left, especially cyclists travelling on multi-use trails (may be travelling in both directions)
6. **BACK-UP PLAN** – When backing out of your driveway always look to see if someone is riding in your path
7. **DOOR PRIZE** – Make sure the coast is clear before opening your car door. Use your mirrors to check for cyclists
8. **RESPECT** – Cyclists have a right to be on the road Respect and watch for cyclists
9. **HONKING HABIT** - Do not honk unnecessarily at cyclists. If the need does arise to honk your horn to alert a cyclist that you are about to pass, do so at a respectable distance
10. **TRY IT** - Ride a bike! It may just change our life

Cycling is good for you and your environment

## PARKING REGULATIONS

Any vehicles found in contravention of City of Mississauga traffic and parking by-laws may be served a ticket and/or towed away at the vehicle owner's expense. Parking violation fines vary from \$25.00 to a maximum of \$5,000.00. In the event that the fine is not paid within the time frame specified on the ticket, the matter is dealt with by the Ontario Court of Justice, at which time court costs may be added. Failure to pay the fine imposed upon conviction will result in the fine amount proceeding to plate denial and will become payable at licence renewal time.



### Mississauga Parking Enforcement Contact:

**Phone:** **3-1-1** or if calling outside the City limits call 905-615-4311  
 7:00 a.m. – 7:00 p.m., Monday to Friday  
 or 905-896-5678 Monday to Friday  
 8:00 a.m. – 4:00 p.m. or  
 905-615-3000 weekends and after hours  
**Website:** [www.mississauga.ca/parkingregulations](http://www.mississauga.ca/parkingregulations)

**No parking  
 within 3 metres  
 (9 ft) of a fire hydrant.**



**PARKING BY-LAW INFORMATION**

The Traffic By-law 555-00 can be viewed on the City of Mississauga web site at [www.mississauga.ca/bylaws](http://www.mississauga.ca/bylaws). Paper copies of this By-law can be obtained for a nominal fee from the Office of the City Clerk at the Civic Centre.

The following vehicle parking offences are the most common:

- Parking within a designated Accessible Parking space without displaying a permit.
- Parking within 3 metres (approximately 10 feet) of a fire hydrant
- Parking within a designated fire route.
- Stopping or standing a \*heavy vehicle on any highway within a residential zone.  
(\*a vehicle having a gross vehicle weight of 3000 kg/3 tonnes or greater, including transit buses, but not school buses)
- Parking at an expired parking meter.
- Parking on the paved or grass portion of a City boulevard or parking a vehicle as to partially obstruct or block the sidewalk from pedestrian travel.
- Parking on private property without consent of the property owner.
- Parking and/or stopping in a prohibited area.
- Stopping a vehicle in a school zone.



**PARKING INFORMATION**

**Seasonal On-Street Parking Restriction**

There is a seasonal “No Parking” restriction on City streets from November 1st to March 31st between the hours of 2:00 a.m. - 6:00 a.m. Posted extended hour parking areas such as 15-hour parking is exempt and a maximum of 3-hour parking is allowed at all other times unless otherwise posted. This is set out on signs posted at all entrances to the City.

**This is not a complete list of parking offences**

**For further information contact the  
Parking Enforcement office or refer to the  
City of Mississauga web site**

**Mississauga Parking Enforcement Contact:**

**Phone:** **☎(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

**Website:** [www.mississauga.ca/parkingbylaws](http://www.mississauga.ca/parkingbylaws)



## PARKING COMPLAINTS PROCESS

To report a parking problem,  
contact the **Parking Enforcement Office:**

or **(3-1-1)** or if calling outside the City limits  
call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

**Website:** [www.mississauga.ca/parkingcomplaints](http://www.mississauga.ca/parkingcomplaints)

You will need to provide the following information to submit the complaint:

- the type of parking complaint you are reporting (e.g. blocked driveway, fire route or designated accessible parking space)
- the street name or address where the offending vehicle(s) are parked
- the type of offending vehicle (make and model) and the licence plate number
- your \*name, mailing address and contact information for possible follow-up purposes.

\*Your name and address will remain confidential under the provisions of the Freedom of Information and Protection of Privacy Act

## REQUEST FOR PARKING BY-LAW CHANGE

Mississauga residents may request changes to the parking regulations on their street. These requests can include:

- Extensions to the 3-hour parking limit
- Lower driveway boulevard parking
- Parking prohibitions

A parking petition is required to submit a request for an amendment or change to the on-street parking by-law regulations.

The requesting resident can obtain the petition on-line at [www.mississauga.ca/parkingpetition](http://www.mississauga.ca/parkingpetition) must obtain signatures from residents of homes on the affected street, in support of the change.

More than half of the residents must support the change in order for the City of Mississauga's Transportation and Works Department to investigate the request.

**The completed petition can be faxed,  
mailed or delivered to:**

City of Mississauga  
Transportation and Works Department  
Traffic Operations Section  
3185 Mavis Road  
Mississauga, Ontario L5C 1T7

**Fax:** 905-896-5583

Please assume you must petition the entire roadway. Only extremely long roadways would be considered for smaller petitions between major intersections. Crescents, courts or shorter roadways will be surveyed as a whole.

Upon receipt of a petition, Transportation and Works Department staff will undertake a detailed technical review of the request. If the request can be supported, a formal questionnaire will be mailed to homeowners on the affected street.

When at least 66% of the returned questionnaires support the proposed parking regulation change and the Ward Councillor is in agreement, a Corporate Report recommending the change will be submitted to Mississauga City Council. City Council will make the final decision regarding any revisions to parking regulations.

**Resident Parking Petition  
Contact - Traffic Operations**

**Phone:** **(3-1-1)** or if calling outside the City limits  
call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

**Website:** [www.mississauga.ca/parkingbylaws](http://www.mississauga.ca/parkingbylaws)

**Website:** [www.mississauga.ca/parkingpetition](http://www.mississauga.ca/parkingpetition)

## PARKING CONSIDERATIONS

Parking considerations are issued to permit residents to park their vehicles, on a temporary basis, on city streets in excess of the three-hour limit currently posted. Parking considerations can be obtained by contacting Parking Enforcement during regular business hours. The Transportation and Works After-Hours Dispatch staff is authorized to grant parking considerations only to the next business day. Extended Considerations will only be issued by Parking Enforcement.

There are two types of parking considerations:

- **Special Events Considerations**  
(on-street parking for weddings, funerals, home parties, school or church single-day functions, short-term visitors for a maximum of five-day duration)
- **Extended Time Considerations**  
If a resident would like an extended time consideration a nominal fee will be charged. Fees are subject to change. (on-street parking for longer-term visitors, driveway or paving maintenance, home renovations for a maximum of fourteen-day duration)

Parking considerations will not be approved for unlicensed or immobile vehicles, commercial vehicles, school buses or vehicles displaying a 'For Sale' notice.

Consideration will not be given to enable vehicles to park in fire routes or to block fire hydrants or obstruct driveways in any way.

**To submit a request a parking consideration, contact:**

**Phone:** 905-896-5678 Monday to Friday 8:00 a.m. – 4:00 p.m.

or **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

**Website:** [www.mississauga.ca/parkingconsiderations](http://www.mississauga.ca/parkingconsiderations)

## PARKING TICKET INQUIRIES

If you wish to know the status of a parking ticket that was issued to you, you can search your ticket on-line at [www.mississauga.ca/parkingticketinquiries](http://www.mississauga.ca/parkingticketinquiries) or contact:



**Parking Enforcement Office:**

**Phone:** 905-896-5678

Monday to Friday 8:00 a.m. – 4:00 p.m.

or **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

Have your parking ticket handy as you will need to provide your ticket number which is the eight-digit number beginning with the letter "M".

## PARKING FINES

Payment of parking tickets must be received by the City of Mississauga within ten (10) business days of the date of the offence. After that date the set fine will become due for payment. Failure to pay the fine will result in your Ontario Vehicle Validation Sticker not being renewed until the fine, court costs and Ministry of Transportation administrative fee have been paid.

**Park legally to avoid parking tickets.**

**PARK LEGALLY**

**PARKING TICKET  
PAYMENT OPTIONS**

**Option 1** – on-line available 24 hours/day  
Pay your ticket on-line at  
[www.mississauga.ca/parkingtickets](http://www.mississauga.ca/parkingtickets)  
using VISA, MasterCard or American  
Express credit cards. A convenience fee  
is applicable.

**Option 2** – phone available 24 hours/day  
Telephone 1-877-678-8465 (Toll Free)  
A convenience fee is applicable.

**Option 3** – mail  
Mail your payment to:  
City of Mississauga Parking Enforcement  
P.O. Box #3085 Station A,  
Mississauga, Ontario L5A 4E3

**Option 4** – in person Monday to Friday  
8:30 a.m. – 4:30 p.m.

**Go to:** the Parking Enforcement Counter  
at the Mississauga Court House  
Ontario Court of Justice,  
950 Burnhamthorpe Road West,  
Mississauga

or  
Mississauga Cashiers –  
Ground Floor Civic Centre,  
300 City Centre Drive, Mississauga

**Website:** [www.mississauga.ca/parkingticketpayment](http://www.mississauga.ca/parkingticketpayment)



**PARKING TICKET DISPUTES**

A dispute of a parking ticket or the setting of a trial date  
will not be done by telephone call or mail.

To dispute a parking ticket:

1. You must call to book an appointment with the  
“First Attendance Administrator” at 905-896-5678.
2. You and/or your agent must then attend in person for the  
meeting at the Parking Enforcement office at the Mississauga  
Court House at 950 Burnhamthorpe Road West, Mississauga  
to discuss the offence with the First Attendance Administrator.
3. If the dispute is not resolved by discussion with the First  
Attendance Administrator, and you wish to have the matter  
heard by a Justice of the Peace, you must:
  1. Complete and submit a “Notice of Intention to Appear”
  2. A court date will be arranged, and a notice of the  
scheduled court date will be sent to your residence
  3. The trial will be held at the Ontario Court of Justice  
at the Mississauga Court House located at  
950 Burnhamthorpe Road West, Mississauga

To book an appointment with the  
“**First Attendance Administrator**”, contact 905-896-5678

**Website:** [www.mississauga.ca/parkingticketdispute](http://www.mississauga.ca/parkingticketdispute)





**ON-STREET PAID PARKING**

To accommodate the demand for on-street parking, paid parking is in place in various areas of the City including Port Credit, Cooksville, Clarkson, and the Downtown. On-street signs are posted designating parking areas and displaying hours of operation.

Pay and Display (P&D) machines are user-friendly and include an easy to follow instruction panel. The hours of operation and maximum parking duration are also listed on the rate card of each P&D machine.

Multiple payments options, including coin (\$0.25, \$1 or \$2 coins) and major credit cards (Visa, MasterCard and Amex), provide flexibility and choice to the user. Once payment is made, the P&D machine provides a parking customer with a receipt (ticket), **which must be displayed on the vehicle dashboard so as to be fully readable from outside the vehicle by a parking enforcement officer.**

If you have any questions or you would like to report a malfunctioning P&D machine, please call 905-615-4400 or e-mail [paid.parking@mississauga.ca](mailto:paid.parking@mississauga.ca).

**OFF-STREET PARKING**

Why was paid parking being implemented in the City Centre? The City of Mississauga is doing its part to find solutions to manage parking demand in our growing downtown by implementing a parking strategy and encouraging more sustainable transportation options that reduce single occupant vehicle travel. This is consistent with the City's Strategic priority of "Developing a Transit Oriented City."

**Paid parking is in effect at the Civic Centre, Central Library and the Living Arts Centre**



**What are the parking rates?**

Parking rate information is available by calling 905-615-4400 8:30 a.m. – 4:30 p.m. or visiting our website [www.mississauga.ca/residents/parking](http://www.mississauga.ca/residents/parking)

- Free parking with a valid Accessible Parking Permit
- Overnight parking is not available in these facilities

**Parking rates are subject to change**

**What payment methods are available?**

Hourly, daily and evening event rates can be paid for at the Pay and Display machines located throughout the garages. For questions about payment methods, rates and permits please call 905-615-4400.

**What if I experience problems with a pay and display machine, who do I contact?**

Instructions on how to use the Pay and Display machines are posted at each machine. If you are experiencing problems with the machines, please call 905-615-4400. This number is listed on each pay and display machine.

**What if I wish to dispute a parking ticket, who do I contact?**

**If you wish to dispute your ticket, you will need to book an appointment**

**Phone:**  or if calling outside the City limits call 905-615-4311  
 7:00 a.m. – 7:00 p.m., Monday to Friday  
 or 905-896-5678 Monday to Friday 8:00 a.m. – 4:00 p.m.  
 or 905-615-3000 weekends and after hours (Transportation and Works Dispatch)

**We encourage everyone to consider using alternative transportation options to help reduce traffic congestion in the downtown core and to help protect our environment.**

**Websites:** [www.mississauga.ca/trails](http://www.mississauga.ca/trails)  
[www.mississauga.ca/file/COM/trails\\_map.pdf](http://www.mississauga.ca/file/COM/trails_map.pdf)  
[www.mississauga.ca/miway](http://www.mississauga.ca/miway)

## ROAD AND SIDEWALK MAINTENANCE

Damaged sections of existing roadways, sidewalks and curbs are repaired on a priority basis as part of the maintenance program operated by the Engineering and Works division of the Transportation and Works Department.



To report emergency situations or request road or sidewalk maintenance, contact Works:

**Phone:** **(3-1-1)** or if calling outside the City limits  
call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-896-5678 Monday to Friday 8:00 a.m. – 4:00 p.m.  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)  
**Website:** [www.mississauga.ca/worksmaintenance](http://www.mississauga.ca/worksmaintenance)

## ROAD RESURFACING

Mississauga's computer-based pavement management system and annual staff reviews combine to determine which city roads require resurfacing during the current year. If your street has been selected for resurfacing, you will receive a hand-delivered notice approximately one (1) week prior to construction.

If road resurfacing is scheduled to occur on your street within the next ten (10) days, City staff will begin pre-marking the roadway with spray paint, and then construction crews will arrive at the site. Your patience during this disruption is greatly appreciated. The City of Mississauga accepts no responsibility for any damages to private fixtures placed on city property.

**Phone:** **(3-1-1)** or if calling outside the City limits  
call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3200 ext. 5184  
**Website:** [www.mississauga.ca/roadresurfacing](http://www.mississauga.ca/roadresurfacing)

## DRIVEWAY WIDENING (ACCESS MODIFICATION)

The City of Mississauga zoning by-laws contain provisions restricting the width of driveways. These provisions can differ throughout the city. Prior to widening your driveway, contact staff in Zoning Plans Examination:

**Phone:** **(3-1-1)** or if calling outside the City limits  
call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

A Building Permit is not required to widen your driveway; however **you must obtain a permit from the Transportation and Works Department if you wish to alter the curb cut or extend the culvert.** Please note that any work on City property must be done by the City.

An **"Application for Access Modification Request"** form is available at [www.mississauga.ca/portal/services/twformscentre](http://www.mississauga.ca/portal/services/twformscentre).



## DRIVEWAY WIDENING WITHIN CITY ROAD RESURFACING PROGRAM

If your street is scheduled to be resurfaced, the City may be able to incorporate a driveway widening within the City's Resurfacing Program. Please note that this applies to streets with concrete curbs only, and not to roads with ditches. Any driveway widening is subject to the City's approval based on the applicable zoning by-law and payment of applicable fee.

An application form is available on-line at [www.mississauga.ca/portal/services/twformscentre](http://www.mississauga.ca/portal/services/twformscentre) the form is on the back of the Road Resurfacing Program Notice or the form can be picked up from the Transportation and Works Customer Service Counter at 3185 Mavis Road, 1st floor.

The completed application form must be submitted to the Customer Service Counter within two (2) business days of receiving your notice of road resurfacing program, in order to allow enough time for approval and to determine the fees for the work that you are requesting.

**LATE SUBMISSIONS WILL NOT BE ACCEPTED.**  
Charges as per the current Fees & Charges By-law will apply for an approved Permit.

**Note:** If you live in a new subdivision and it is not yet assumed by the City, you must also obtain the developer's permission to widen your driveway.

**Attend:** Transportation and Works Customer Service Counter, 3185 Mavis Road, 1st floor 8:30 a.m. – 4:30 p.m.  
Monday to Friday

**Phone:** 905-615-4950

**Fax:** 905-615-3172

**E-mail:** [tw.counter@mississauga.ca](mailto:tw.counter@mississauga.ca)

or

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Website:** [www.mississauga.ca/roadresurfacing](http://www.mississauga.ca/roadresurfacing)

## REGIONAL ROADS

The following is a list of roads under the Regions of Peel's jurisdiction as of 2011.

- Airport Road
- Britannia Road West
- Cawthra Road
- Derry Road
- Dixie Road
- Erin Mills Parkway (between North Sheridan Way to Mississauga Road)
- Mississauga Road (between Erin Mills Parkway to the north city limit)
- Winston Churchill Boulevard (south of Dundas Road)
- Queensway (Mavis Road to east City limits)



For information about Region of Peel roads, contact:

**Phone:** 905-791-7800 ext. 4409

**Website:** [www.peelregion.ca/pw/roads](http://www.peelregion.ca/pw/roads)

## STREET LIGHTING

The City of Mississauga is responsible for the operation and maintenance of street lighting within Mississauga. Policy development, budget control and administration are undertaken by City staff. The design and maintenance of street lighting work is contracted to Enersource Hydro Mississauga.

**Website:** [www.mississauga.ca/streetlighting](http://www.mississauga.ca/streetlighting)

Report any issues with street lighting including malfunctioning street lights to Enersource.

**Phone:** 905-566-2718

**Website:** [www.enersource.com](http://www.enersource.com)

## TRAFFIC OPERATIONS

The City of Mississauga's Traffic Operations section of the Transportation and Works Department contributes to the safe movement of pedestrians, cyclists, transit users and motorists throughout the city by providing information on the following:

- request for parking by-law changes (see pg.41-42)
- parking prohibition requests
- traffic sign deficiencies (missing signs, broken, defaced)
- pavement marking and roadway construction signage
- traffic count data
- special events including street parties
- speed awareness programs
- enhanced pavement markings
- general traffic operations (stop signs, speed limits, etc.)
- banner permits
- crossing guards

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)

**Website:** [www.mississauga.ca/trafficoperations](http://www.mississauga.ca/trafficoperations)



## SPEED LIMIT POLICIES

The authority for the City of Mississauga to set speed limits on its roadways is granted by the Ministry of Transportation Ontario (MTO) through the Highway Traffic Act (HTA). Speed limits on major roads are influenced by the roadway's design and classification.

In reviewing speed limits, a number of factors are considered, such as:

- vehicle operating speeds
- adjacent development
- collision history
- pedestrian activity
- driveway spacing
- location of signalized intersections along the subject roadway

The notice posted road-side at all points of entry into Mississauga indicates that 50 km/hr is the speed limit on all city roads unless otherwise posted.

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)



## ALL-WAY STOPS

Stops signs are designed to regulate vehicular and pedestrian rights-of-way at intersections and are not intended for use as speed control devices. Installation of all-way stops are recommended based on traffic volumes and/or collision history. While all-way stops are often considered a quick and inexpensive fix for speeding concerns, indiscriminate use of stop signs tends to frustrate many motorists and may result in low stopping compliance and increased mid-block vehicle speeds, noise and pollution. The request for all-way stop controls are reviewed by Traffic Operations staff and recommendations are then made to Mississauga City Council for a decision.

**Phone:** [\(3-1-1\)](tel:311) or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)



## TRAFFIC CALMING

The City of Mississauga does not currently implement traffic calming that requires physical changes to infrastructure on existing streets. Traffic calming is the implementation of physical measures that change the character of the road to alter driver behaviour. Traffic calming measures can range from speed humps to complete road reconfigurations. Some traffic calming measures, such as intersection treatments and chokers, have been installed in the Churchill Meadows community as part of the development agreement.



**Phone:** [\(3-1-1\)](tel:311) or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)



## TRAFFIC SIGNALS

As of February 2012, there were 736 signalized intersections within the City of Mississauga that are controlled by the City's Central Traffic Computer System. The City of Mississauga's Traffic Signal section contributes to the safe movement of pedestrians, cyclists, transit users and motorists throughout the city.

Some of the functions provided by the Traffic Signal section are as follows:

- traffic control strategies
- signal construction and maintenance
- warrants and timing
- pedestrian walk signals
- advanced green and advanced signal warnings
- central traffic computer system
- advance signal warning signs
- street lighting

**Phone:** **3-1-1** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)

**Website:** [www.mississauga.ca/trafficsignals](http://www.mississauga.ca/trafficsignals)

## TRAFFIC SIGNAL CONSTRUCTION AND MAINTENANCE

The City of Mississauga contracts all of its traffic signal maintenance needs to an electrical contractor. There are three (3) basic types of maintenance required to keep our signals in good working order: routine, preventative and responsive.

## TRAFFIC CONTROL STRATEGIES

Traffic Signals staff develops and optimizes timing plans which are designed to progress traffic, reduce overall delay and therefore reduce vehicle emissions through the network of traffic signals.

The signal timing plans are optimized using the posted speed limit. In an on-going program of reviewing arterial roads, staff investigates specific concerns brought forward by various sources and identify traffic pattern changes and adjustments are made to minimize delay and travel time.

These optimized timing plans are analyzed using various synchronization models and are then entered into the central traffic computer which essentially controls main street green lights to allow synchronization within a network of traffic signals.

Although two-way progression/synchronization is desirable, it is not always achievable, resulting in favourable synchronization in the heavier travelled direction. For example, favourable synchronization is required eastbound during morning (am) peak periods on east-west arterials, while westbound is favoured during afternoon/evening (pm) peak periods.

Factors that affect or eliminate vehicle progressions/synchronization are:

- Lost/damaged communications between the Central Traffic System and the traffic signal
- Damage to vehicle/pedestrian detection equipment (When this occurs, emergency timings are implemented affecting signal coordination)
- Vehicles travelling above or below the posted speed limit
- Emergency vehicle pre-emption (When this occurs, the affected traffic signals drop from the central system control)

**Website:** [www.mississauga.ca/trafficcontrol](http://www.mississauga.ca/trafficcontrol)

## TRAFFIC SIGNAL WARRANTS AND TIMING

The City of Mississauga uses guidelines set out in the Ministry of Transportation Ontario's traffic signal warrant regulation, to determine when new traffic signals should be installed.

The warrant takes the following into consideration:

- total intersection volume
- pedestrian movements
- collision history at the location

There are two levels of traffic signal timing:

- **Intersection Signal Timing:**

These timings are developed for each intersection based on individual characteristics and include minimum and maximum times for vehicles by direction, pedestrian timing, clearance intervals (amber, all red) and left-turn signal timing

- **Network Signal Timing:**

The goal is to coordinate traffic progression through a series of traffic signals on a section of roadway. To provide a safe and efficient traffic flow, timing plans are created based on time of day and traffic volumes

**Phone:** [\(3-1-1\)](tel:311) or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)

**Website:** [www.mississauga.ca/trafficsignals](http://www.mississauga.ca/trafficsignals)



## CENTRAL TRAFFIC COMPUTER

The majority of the signalized intersections within Mississauga are connected to a central computerized traffic control system and operate in what is termed "semi-actuated control" with pre-determined timing plans.

### How it Works:

The Central Traffic System provides real time control to all the traffic signals in the City with second-by-second monitoring capabilities for controlling vehicular traffic. The system is in operation 24 hour a day, 7 days per week and is operated and monitored by Traffic Operations staff.

Traffic signal synchronization allows motorists to progress through a group of signalized intersections with no or minimal delays.

### The benefits of a Central Traffic Computer System are:

- Synchronization is provided between intersections reducing vehicle delay, travel time and fuel consumption/emissions
- Timing plans can be changed (including activating left-turn arrows on and off) based on time of day to meet changing traffic patterns
- Intersections can be monitored from a central site

**Website:** [www.mississauga.ca/trafficcomputer](http://www.mississauga.ca/trafficcomputer)



## ENHANCED PEDESTRIAN WALK SIGNALS

- **Audible Signals**

Designed to assist visually challenged individuals, the north/south walk phase crossing is indicated by a “Cuckoo” sound and the east/west walk phase is indicated by a “Canadian Melody” sound.

Both the “Cuckoo” and “Canadian Melody” sounds are the North American standard sounds to assist visually challenged individuals to cross an intersection safely.

- **Countdown Signals**

Used at locations with high pedestrian volume and to assist slower moving pedestrians, a visual numerical output is displayed during the flashing “Don’t Walk” signal within the pedestrian crossing time. This way, individuals see the exact remaining time they have left to complete their crossing of the intersection.

**Also see information on how to operate the Pedestrian Walk Signals**

Refer to page #18 (PEDESTRIAN SAFETY section).

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)



## LEFT TURN PHASING/ADVANCE GREEN SIGNAL

Types of Left-Turn Phasing:

- **Permissive**

No left-turn arrow is provided. Left turns are completed during regular green periods through gaps in opposing traffic



- **Protected/Permissive**

Begins with a left-turn arrow (protected phase) followed by solid green where left turns are made through gaps in opposing traffic (permissive) phase

- **Protected**

Left turns are completed during the left-turn arrow phase ONLY. Left turns are not permitted during the remainder of the phase.

Protected left turns are used

at locations with dual left turn lanes and at locations with a single left-turn lane where collision patterns dictate



**The City of Mississauga uses the following information to determine a left-turn arrow is warranted:**

- Ministry of Transportation Ontario (MTO) Left Turn Arrow Warrant
- Left Turn Delay: There must be a consistent one to two cycle delays to left-turning motorists during peak periods before consideration
- Collision History: A left-turn arrow signal will be considered should a collision pattern develop which would be corrected by the implementation of a left-turn arrow signal

Requests for Advanced Green Left-Turn signals are reviewed by Traffic Signals staff.

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

**Email:** [public.info@mississauga.ca](mailto:public.info@mississauga.ca)

**Website:** [www.mississauga.ca/advancedgreen](http://www.mississauga.ca/advancedgreen)

## LEFTTURNS AT INTERSECTIONS

Always be very careful when making a left-turn at an intersection across oncoming traffic.

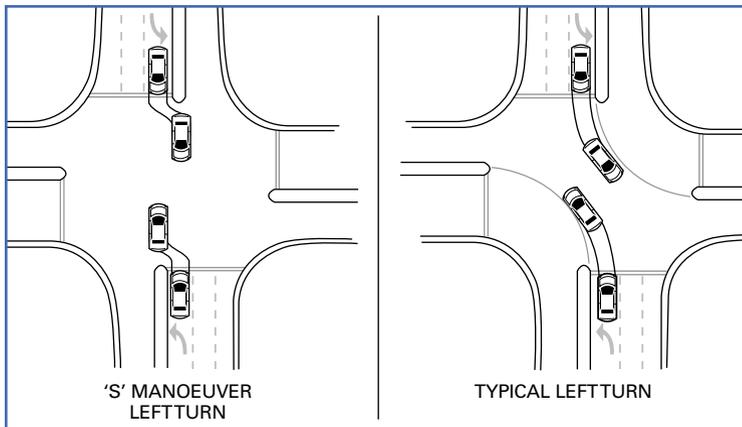
As safe way to enter an intersection while waiting for clear passage to make a left-turn, an S-turn is suggested by many driver educators.

### What is an 'S' Turn?

An "S" turn only applies to intersections with islands in both directions.

To perform an S-turn:

1. As you enter the turning lane, keep toward the right hand edge of the lane and when you are about two car lengths from the crosswalk, begin to drift close to the end of the island
2. Scan left, centre and right before entering
3. Once it's safe to enter, glance toward the lane marking separating the opposing turning lane from the through lane. This allows you to get directly in front of the turning lane opposite
4. Very slowly move into the intersection positioning your vehicle opposite the oncoming turning lane. Straighten your vehicle and get your wheels straight once you are in position. To accomplish this, enter the intersection as little as possible



## ROUNDAABOUT

A roundabout is an intersection at which all traffic circulates counter-clockwise, to the right of a central island. Entering vehicles and cyclists must yield to pedestrians and all traffic already in the roundabout.

### Approaching and entering:

- Slow down when approaching a roundabout
- Yield to pedestrians
- Yield to all those already in a roundabout before entering; circulating traffic has the right of way
- Merge with the traffic in the roundabout when safe, continue counter-clockwise

### Exiting:

- Use right signal as you approach your exit point
- Yield to pedestrians and be prepared to stop

### Pedestrians:

- Use the sidewalks and crosswalks around the outside of a roundabout
- Do not cut across the middle of a roundabout
- Use the 'splitter island' to safely cross one lane of traffic at a time

### Cyclists:

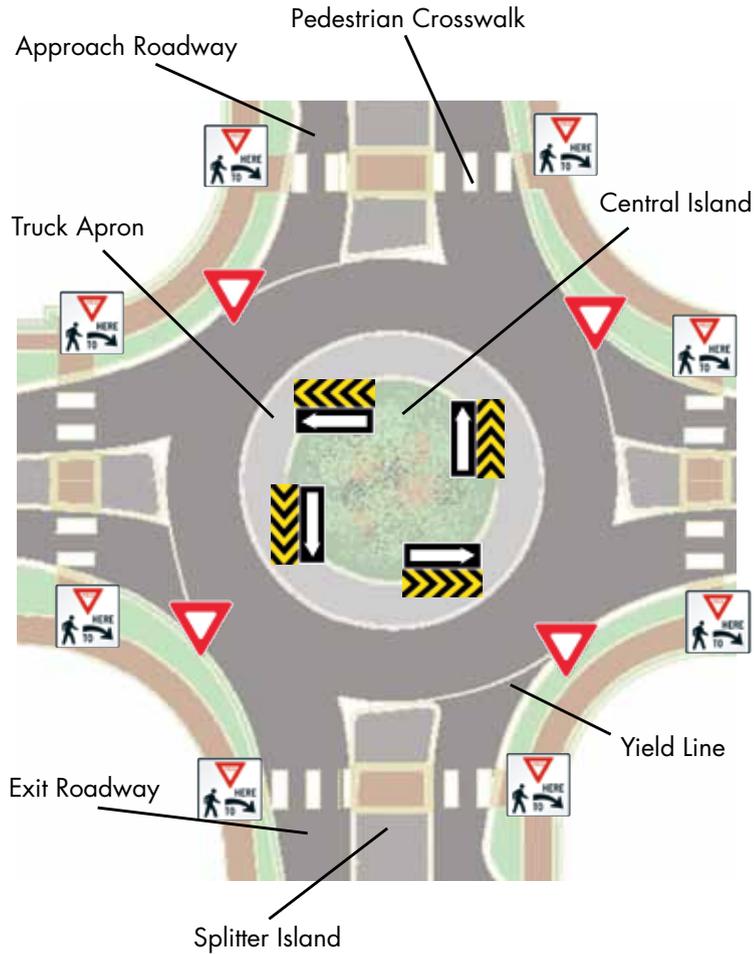
- If acting as a motorist, follow instructions specified when approaching and exiting a roundabout
- Less confident riders may choose to dismount and walk their bike. Instructions for pedestrians will apply

### Emergency Vehicles:

- When encountered by an emergency vehicle, pull to the side before entering the roundabout. If already in the roundabout, exit as normal, and then pull to the side. Never stop inside a roundabout

**Large Vehicles:**

- May use the semi-mountable “truck apron” around the central island when navigating the roundabout
- Follow all rules for approaching, entering, and exiting a roundabout



**SIGNAGE USED IN ROUNDABOUT**



- Roundabout ahead. Slow down when approaching a roundabout



- Motorist must yield to pedestrians at crosswalk when entering and exiting the roundabout, be prepared to stop



- The entering traffic must yield to all those already in a roundabout



- Drive counterclockwise only in a roundabout

**Phone:** [\(3-1-1\)](tel:311) or if calling outside the City limits call 905-615-4311

7:00am to 7:00pm, Monday to Friday

**Website:** [www.mississauga.ca/roundabouts](http://www.mississauga.ca/roundabouts)

## YIELD TO BUS

Since January 2004, the provincial Highway Traffic Act has made it mandatory for motorists to yield the right-of-way to buses re-entering traffic from a bus bay or stop. This new law is intended to make it easier for buses to merge back into traffic and to help keep buses on schedule. Mississauga Transit now displays “Yield to Bus” decals on the rear of each bus to remind motorists to let the bus back into the travel lane. Infraction of this law carries a fine.

**Website:** [www.mississauga.ca/yeildtobus](http://www.mississauga.ca/yeildtobus)

## TWO & THREE WHEELED UNLICENSED MOTORIZED VEHICLES

New types of unlicensed motorized vehicles and devices such as all-terrain vehicles (ATVs), scooters, “Segways” and motorized wheelchairs, arrive on the marketplace every day. It is important to know that operating these vehicles on any City of Mississauga roadway or in any City of Mississauga park is illegal.

**Website:** [www.mto.gov.on.ca/english/dandv/vehicle/emerging](http://www.mto.gov.on.ca/english/dandv/vehicle/emerging)

## DRIVER RESTRICTION OF CELLPHONE DEVICES

### Hand-held devices prohibited

#### Wireless communication devices

**78.1 (1)** No person shall drive a motor vehicle on a highway while holding or using a hand-held wireless communication device or other prescribed device that is capable of receiving or transmitting telephone communications, electronic data, mail or text messages. 2009, c. 4, s. 2.

#### Entertainment devices

**(2)** No person shall drive a motor vehicle on a highway while holding or using a hand-held electronic entertainment device or other prescribed device the primary use of which is unrelated to the safe operation of the motor vehicle. 2009, c. 4, s. 2.

#### Hands-free mode allowed

**(3)** Despite subsections (1) and (2), a person may drive a motor vehicle on a highway while using a device described in those subsections in hands-free mode. 2009, c. 4, s. 2

**Website:** [www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)

## PEDESTRIAN SAFETY

- Cross the street at the intersection, not mid-block or between parked cars or in front of a bus
- more information on Pedestrian Safety is on pages 16-21



## BICYCLE SAFETY

- Ride your bicycle along roadways in the same direction as vehicle traffic, but toward the curb or roadside within the designated cycling lanes, wherever available

**Bike lanes are marked with edge lines, sharrows and/or diamond cycle symbols.**

- Mississauga has established cycling routes which travel along roadways as well as through parks on multi-use trails



## TRANSIT RIDER SAFETY

- While waiting for a bus, stand back from the curb to avoid contact with a side view mirror of a passing vehicle
- Never cross the street in front of a bus. Wait for the bus to pass, and then cross at the nearest intersection
- When exiting from the front of the bus, hold onto the yellow handrails for support
- When exiting from the rear of the bus, push the handle for the doors to open and do not release the handle until you are fully out of the bus
- When standing on a moving bus, hold onto stanchions or handrails for support
- Signal a stop well in advance to allow the driver enough time to safely brake
- It is a Mississauga Transit safety policy that bus drivers may only drop passengers off at designated bus stops. The only exception is the Request Stop Program which takes effect after dark during evening service. If passengers are concerned for their safety during the evening, they may request to be dropped off closer to their homes. This service is available when safety permits on all non-express routes
- Arrive at your transit stop at least 5 minutes before the bus is scheduled to depart



## SCHOOL BUS SAFETY



- Form a line when boarding. Do not push or shove. If you have to cross the street while the bus is stopped, be careful
- Step quickly and use the hand rail when you are entering or leaving the bus
- Go directly to a seat and sit down. Do not wait for a friend to board before taking a seat
- Be quiet. The driver needs to concentrate on driving
- Keep the aisle clear of books, bags, arms and legs. Do not stand in the aisle. If the driver makes a quick stop, you could be thrown
- If you are allowed to open the windows, keep hands, arms and head inside the bus. Do not throw things out of the window

### DRIVERS: ALWAYS STOP FOR THE SCHOOL BUS

Whether on a city street, highway or county road, and regardless of the speed limit and number of lanes, motorists travelling in both directions must stop when approaching a stopped school bus with its upper red lights flashing.

A flashing stop arm will swing out while passengers are boarding or leaving the bus. The only exception to this is on a roadway where the two directions of travel are separated by a centre island or barrier. On this type of roadway, a motorist approaching a stopped school bus from the opposite direction with its lights flashing is not required to stop. Once all passengers have boarded, the stop arm will fold away. Do not start moving until the red lights have stopped flashing and the bus begins to move.

**Penalties for not stopping for a school bus include a substantial fine and demerit points.**

**STOP  
FOR SCHOOL  
BUS**

## CHILD CAR SEAT SAFETY

### One seat belt, one person!

- Infants must be in a rear-facing infant seat until they are one (1) year old and 9 kilograms (20 pounds)
- After a child is one (1) year of age and weighs at least 9 kilograms (20 pounds), they can use a forward-facing car seat with tether until they are 18 kilograms (40 pounds)

**It is recommended that the child remain rear-facing for as long as possible. Some seats are okay for rear-facing until the child is 14 kilograms (30 pounds).**

- Children under the age of eight (8), weighing 18 kilograms to 36 kilograms (40-80 pounds) and who stand less than 145 centimeters (4 feet, 9 inches) tall must be placed in a booster seat
- Children should not use the regular seat belt until they meet at least one (1) of the following criteria: eight (8) years of age, weighs 36 kilograms (80 pounds), 145 centimetres (4 feet, 9 inches) tall
- All children under age thirteen (13) should sit in the back seat, especially if you have an active passenger seat air bag



### Child Car Seat Inspections are done by appointment:

St. John Ambulance Mississauga

**Phone:** 905-568-1905 ext. 445

Or

Ontario Provincial Police, Port Credit Detachment

**Phone:** 905-278-6131

For information about child car seats or help choosing the seat that's right for your child, and for installation tips, visit [www.ontario.ca/smartlove](http://www.ontario.ca/smartlove) or call your local public health unit for more information.

### Region of Peel Public Health

**Phone:** 905-791-7700

**Website:** [www.peelregion.ca/health/safecfc/carseat-safety.htm](http://www.peelregion.ca/health/safecfc/carseat-safety.htm)

### Ministry of Transportation Ontario (MTO)

**Phone:** 1-800-268-4686

**Website:** [ontario.ca/transportation](http://ontario.ca/transportation)

## WINTER ROAD SAFETY

- Remove parked vehicles from the street during snow clearing operations
- Beware of black ice. Drive slowly
- Ensure your vehicle is in top operating condition
- It is especially important to get it winterized and to use snow tires
- Always fill the gas tank before entering open country. Even for a short distance
- Know your route before you begin driving. If possible, avoid driving in extreme weather
- Always allow extra time to reach your destination
- Clear snow and ice from all vehicle windows and lights, front hood and roof before driving
- Leave plenty of room for stopping
- Stay back at least 61m (200 feet) from winter maintenance vehicles and don't attempt to pass
- Do not use cruise control in wintry conditions

For updates on the clearing of Mississauga roadways, see website: [www.mississauga.ca](http://www.mississauga.ca)

## WET ROAD SAFETY

- Travel slowly when the road is wet. On water-covered surfaces, your car can hydroplane as your tires lose traction and ride on top of the water. The faster the rate of speed, the more likely the vehicle will hydroplane, however this can occur at low speeds as well
- Always drive with the headlights on
- Be sure your windshield wipers are working efficiently and the washer fluid is full. Always carry extra windshield washer fluid

- Accelerate more gradually than usual and take turns and curves slower than would be done in dry road conditions
- Leave extra space between you and the vehicle in front, especially stay back from trucks and larger vehicles to avoid the splash and spray from their tires
- Avoid driving through deep puddles. If this cannot be avoided, tap the brake pedal lightly to dry some of the water on the brake rotors
- Know the features of your vehicle well and how they work
- Use an appropriate temperature setting on the windshield defroster system as rain can cause windows to mist up inside the vehicle reducing visibility

### HOW CAN I REPORT GRAFFITI?

To report graffiti located on the roadway or road allowance:

**Phone:** **(3-1-1)** or if calling outside the City limits  
call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

or 905-615-3200 ext. 5655

**Website:** [www.mississauga.ca/graffiti](http://www.mississauga.ca/graffiti)

### CONSTRUCTION ZONE SAFETY

“EXPECT THE UNEXPECTED!”

“WATCH OUT FOR WORKERS  
AND LARGE EQUIPMENT”

- Stay alert and give full attention to the roadway
- Pay close attention to signs and work zone flaggers
- Turn on headlights so workers and other drivers can see you
- Do not tailgate. Leave room for sudden stops
- Do not speed
- Slow down to the posted speed limit (often reduced for the construction zone)
- Keep up with traffic flow
- Do not change lanes in work zones



- Minimize distractions. Avoid changing radio stations or adjusting entertainment devices
- Be patient. **Remember, work zones are necessary to improve roads and make them safer**

**Website:** [www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90c30\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90c30_e.htm)

### ROADSIDE SERVICE CALLS

If your vehicle is rendered non-operational and you require roadside service, it is important to be aware of your surroundings. Your actions should be dictated based on your situation and the type of road your vehicle is on (highway or residential street). Only you can determine if the safest course of action is to remain inside or outside of your vehicle while waiting for help. In the event of an emergency, call 911.

Service Call Safety Tips:

- Turn on your hazard lights and raise the hood of the vehicle. In the case of an overheating motor, raise the trunk lid or tailgate rather than the hood, as scalding engine coolant has the potential to cause severe burns
- In darkness or inclement weather, you should turn on low-beam headlights
- In winter, stay in the vehicle (where you deem the position of your vehicle to be safe) and keep the windows and doors closed to keep the ambient warmth in the car. Leaving your vehicle may result in hypothermia or other cold-related health hazards

## SHARING THE ROAD WITH TRUCKS

- **Stay visible to the driver when following a large vehicle/truck.** When stopping behind a large truck, stay to the left of the driving lane so the truck driver can see you in the side mirror. Remember: If you can't see the driver, it is likely the driver can't see you
- **Stay well back from a stopped truck.** When stopped on a grade, allow the truck some room for possible roll back when the driver releases the brake
- **Avoid tailgating.** The truck's size will almost totally block your view and you will have to rely on a truck's brake lights for a signal that something is happening in front. At the same time you will be in one of the truck driver's blind spots
- **Allow distance for stopping.** Never pull in front of a truck without leaving adequate room between your vehicle and the front of the truck
- **Allow for back up.** When a truck driver is backing up they rely on the side mirror to view where the truck/trailer is going. The mirrors are large but there is always a 'blind spot'. Be patient and allow the driver to complete the back up operation. Never cross behind the truck in motion
- **Passing trucks.** The same rules apply to passing a truck as for passing a car. Be sure you maintain your speed when you are in front of a truck. Truck drivers sometimes shift through as many as fifteen (15) gears to get up to normal highway speeds. A truck is very heavy and will take longer to get up to the highway speed and must work harder to maintain their speed
- **Trucks Make Wide Turns.** Always pay close attention to truck turn signals. To turn right at an intersection, the truck might require to move to the left side of its lane or even into an adjacent lane to avoid having its trailer run up on the curb during the turn
- **Keep the Centre Lane Open.** The centre lane is the trucker's passing lane. On many major roadways, transport trucks are forbidden to use the high speed (far left) lane. If you travel in the centre lane, be sure you are travelling at the posted speed limit
- **Keep Your Distance from Large Vehicles.** Large vehicles need extra space and time to manoeuvre and stop



## WATCHING FOR EMERGENCY VEHICLES

There are two situations where motorists will encounter an emergency vehicle on our roads and highways:

- when a police, fire or ambulance vehicle is approaching from either direction
- or
- when any of these vehicles, with their red lights flashing, are stopped in the same direction on the road or the shoulder of the road ahead

**It is the law that a motorist who sees or hears an emergency vehicle must clear the way.**

**When a police, fire or ambulance vehicle is approaching from either direction, with lights flashing or siren on, motorists are required to pull to the right, and if possible, stop.** This is especially important during peak traffic times. To increase safety, the **Highway Traffic Act** requires motorists when approaching a police, fire or ambulance vehicle stopped with its red lights flashing in the same direction of travel, either in a lane or on the shoulder of a road or highway, to slow down and pass with caution. If the road has two or more lanes, the motorist is required to move over into another lane if this can be done safely, to allow the emergency vehicle to pass.

**Motorists must yield to an emergency vehicle at intersections.** It is illegal to follow within 150 m (approximately 492 feet) of a fire vehicle or ambulance responding to a call. Failing to pull over and stop for an approaching emergency vehicle can result in a substantial fine and demerit points.

Enforcing the law and providing emergency assistance often requires emergency vehicles to park in a travel lane or on the shoulder of a road or highway.

Failing to let an emergency vehicle go by can result in substantial fines, demerit points, Drivers License suspension and possible jail time.



## WHO CAN I CONTACT ABOUT A DEAD ANIMAL ON THE ROAD?

If you find a sick or injured animal, a dog running at large, or would like to report a dead animal, contact Animal Services

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-896-5858 Monday to Friday 8:00 a.m. – 4:00 p.m.  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)  
**Website:** [www.mississauga.ca/animalservices](http://www.mississauga.ca/animalservices)

## WHAT DO I DO IF I'M INVOLVED IN A COLLISION?

Collisions can happen to anyone at any time. If you are ever involved in a collision, remember the following:

- Call 9-1-1 if personal injuries are involved
- Call Peel Regional Police if the collision occurred on a City road and there is substantial damage to the vehicle(s) involved  
If there is minimal damage, you can go to a local Peel Regional Police community reporting centre to complete the form which will be required for insurance claims
- Call OPP Port Credit 905-278-6131 if the collision occurred on a Provincial highway (Mississauga has portions of Highways 401, 403, 407, 409, 427 and QEW)

### Reminders:

- Do not discuss responsibility or fault for the collision
- Have your insurance policy number available
- Obtain the name(s) and contact information for all drivers involved and any person injured during the collision, as well as witnesses and attending Police Officers
- Report the claim as soon as possible to your insurance company
- Do not authorize any repairs until you have consulted with your insurance adjuster

## Reporting Locations in Mississauga:

### Ontario Provincial Police – Port Credit Detachment

49 South Service Road  
(south of the Queen Elizabeth Way (QEW)/east of Hurontario Street)  
Mississauga, Ontario L5G 2R8

### Peel Regional Police Divisions in Mississauga

#### 11 Division

3030 Erin Mills Parkway, Mississauga, Ontario L5L 1A1

#### 12 Division

4600 Dixie Road, Mississauga, Ontario L4W 2R1

#### Airport Division - Lester B Pearson Intl.

2951 Convair Drive, Mississauga, Ontario L5P 1C2

## WHAT SHOULD I DO IF I NOTICE DANGEROUS DEBRIS ON THE ROAD?

Report debris on the road that may be dangerous to traffic, to the Transportation and Works Department:

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

## WHAT SHOULD I DO IF TRAFFIC SIGNALS AT AN INTERSECTION ARE NOT WORKING?

If traffic signals at an intersection are not working, yield the right of way to vehicles in the intersection and to vehicles entering the intersection. Go cautiously and use the intersection the same way you would use an intersection with all-way stop signs.

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

### WHAT IS THE RIDE PROGRAM?

In 1977, the Etobicoke Police Service introduced an anti-drinking and driving campaign called "Reduce Impaired Driving in Etobicoke" (RIDE). The campaign involved high profile public service announcements advising the community that the police would be actively patrolling and enforcing impaired driving offences during the holiday season. The RIDE campaign also involves establishing high-profile police checkpoints at strategic locations to check all passing motorists for signs of intoxication.

In 1983, the Ontario government implemented RIDE as a province-wide campaign that runs all year long and changed the name to "Reduce Impaired Driving Everywhere".

In Mississauga the RIDE program is operated by Peel Regional Police and the OPP.

**Website:** [www.mto.gov.on.ca/english/safety/impaired/programs.htm](http://www.mto.gov.on.ca/english/safety/impaired/programs.htm)

### ARE HEAVY TRUCKS ALLOWED ON RESIDENTIAL ROADS?

The Heavy Vehicle section of the Mississauga Traffic By-law as amended, states that: "no person shall park, stop or stand a heavy truck on any highway in a residential zone."



The purpose of this by-law is to maintain the safe and clear flow of traffic, to prevent damage to paved road surfaces and to maintain the aesthetic aspects of neighbourhood communities. Please be advised that heavy trucks are allowed on residential roads during the course of business (i.e. Deliveries, moving, etc.)

**Website:** [www.mississauga.ca/parkingbylaws](http://www.mississauga.ca/parkingbylaws)

### HOW DO I CLOSE MY STREET FOR A STREET PARTY?

The Transportation and Works Department will issue a permit (free of charge) for the closure of a local residential roadway for a period of less than ten (10) hours. The following information must be submitted to City Traffic Operations four (4) weeks prior to the event:

- cover letter with contact name, address and telephone number(s)
- date of event
- start and finish time of event
- signed petition indicating support of at least 80% of residents directly affected by the closure

Once the request is approved, a letter will be sent to the submitter requesting the resident(s) to make an appointment to pick up a Road Occupancy Permit, sign a Hold Harmless Agreement and to pick up barricades to close off the road.

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

or 905-615-3200 ext. 5131

Monday to Friday 8:30 a.m.– 4:30 p.m.

or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

**Fax:** 905-896-5583

**Website:** [www.mississauga.ca/streetparty](http://www.mississauga.ca/streetparty)

### CAN I PARK A CAR ON THE PART OF THE DRIVEWAY BETWEEN THE SIDEWALK AND ROAD?

No. This is City land and unless a specific by-law is in place permitting lower boulevard parking, you may not park a vehicle there.

**Phone:** **(3-1-1)** or if calling outside the City limits call 905-615-4311

7:00 a.m. – 7:00 p.m., Monday to Friday

or 905-615-3200 ext. 5131

Monday to Friday 8:30 a.m.– 4:30 p.m.

or 905-615-3000 weekends and after hours  
(Transportation and Works Dispatch)

### CAN I PARK MY CAR OR A VISITOR'S CAR OVERNIGHT ON MY STREET?

There is three hour parking limit on all City roads unless otherwise posted. You can request a Parking Consideration for visitors or for special circumstances.

#### Contact Mississauga Parking Enforcement:

**Phone:** (3-1-1) or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
or 905-615-3000 weekends and after hours (Transportation and Works Dispatch)  
or 905-896-5678 Monday to Friday 8:30 a.m. – 4:30 p.m.  
**Website:** [www.mississauga.ca/parkingbylaws](http://www.mississauga.ca/parkingbylaws)

### CAN I PARK A BOAT OR TRAILER ON MY DRIVEWAY?

Under certain circumstance, yes. There are many restrictions governing the storage of boats and trailers. Check for by-law restrictions and prohibition.

#### Contact: Mississauga Zoning Division

**Phone:** (3-1-1) or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-6154-3200 ext. 5581

### CAN I DO CAR REPAIRS IN MY DRIVEWAY?

Major automotive repairs are prohibited in residential zones. You may change the oil, tires and batteries of your own vehicle but all other repairs and automotive servicing are prohibited.

**Do not allow any chemicals to go in the catch basin**

### DO I NEED A PERMIT TO WIDEN MY DRIVEWAY?

The City of Mississauga zoning by-laws contain provisions restricting the width of driveways. These provisions can differ throughout the City. Prior to widening your driveway, contact:

**Phone:** (3-1-1) or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-6154-3200 ext. 5581

**Note:** If you live in a new subdivision and it is not yet assumed by the City, you must also obtain the developer's permission to widen your driveway. For further information about driveway widening or to find out if your driveway widening can be incorporated in the City's annual Road Resurfacing Program, please see the section on Mississauga Roads and Sidewalks on page 49-52.

### ARE RESIDENTS REQUIRED TO CLEAR SNOW FROM THEIR SIDEWALK?

The City does not have a by-law requiring residents to do so. However, most residents are good neighbours and do clear their sidewalks for the safety and convenience of their fellow neighbours.

### I AM HAVING A GARAGE SALE. CAN I POST A SIGN ON THE ROADWAY?

**No signs are permitted to be taped to any road sign or warning sign (stop signs, etc.) as these can create a hazard.** Where garage sale signs are permitted, these signs must be removed immediately following the conclusion of the sale. For information where signs are permitted, contact the Sign By-law Unit.

**Phone:** (3-1-1) or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
or 905-615-3200 ext. 4045  
**Website:** [www.mississauga.ca/portal/residents/signsinthecity](http://www.mississauga.ca/portal/residents/signsinthecity)

**CONTACT INFORMATION****All Way Stops**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

**Ambulance - General Information**

(NON-EMERGENCY NUMBER)

**Phone:** 905-791-7800

**Website:** [www.peelregion.ca/paramedics](http://www.peelregion.ca/paramedics)

**Animal Services – General Information**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

**Phone:** 905-615-3000 (Weekends and after hours)  
[www.mississauga.ca/animalservices](http://www.mississauga.ca/animalservices)

**Central Traffic Computer**

[www.mississauga.ca/trafficcomputer](http://www.mississauga.ca/trafficcomputer)

**Community Safety Zones**

[www.mississauga.ca/communitysafetyzones](http://www.mississauga.ca/communitysafetyzones)

**Crossing Guards**

**Phone:** 905-615-3200 ext. 5423

**Email:** [traffic.safety@mississauga.ca](mailto:traffic.safety@mississauga.ca)

**Website:** [www.mississauga.ca/crossingguards](http://www.mississauga.ca/crossingguards)

**Distracted Driving**

[www.mississauga.ca/distracteddriving](http://www.mississauga.ca/distracteddriving)  
[www.mississauga.ca/safedriving](http://www.mississauga.ca/safedriving)

**Driveway Widening**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

**Phone:** 905-615-3000 (Weekends and after hours)

**Curb Cuts Phone:** 905-615-3200 ext. 4950

**Zoning Plans Examination Phone:** 905-615-3200 ext. 5581

[www.mississauga.ca/roadresurfacing](http://www.mississauga.ca/roadresurfacing)

**Enersource Hydro Mississauga**

**Phone:** 905-566-2718

**Website:** [www.enersource.com](http://www.enersource.com)

**Flashing 40 km/hr Zones**

[www.mississauga.ca/flashing40zones](http://www.mississauga.ca/flashing40zones)

**Graffiti Removal**

**Phone:** 905-615-3200 ext. 5655

**Website:** [www.mississauga.ca/graffiti](http://www.mississauga.ca/graffiti)

**Kiss&Ride**

**Phone:** 905-615-3200 ext. 5425

**Email:** [traffic.safety@mississauga.ca](mailto:traffic.safety@mississauga.ca)

**Website:** [www.mississauga.ca/kissandride](http://www.mississauga.ca/kissandride)

**Left Turn Phasing**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

**Phone:** 905-615-3000 (Weekends and after hours)

**Website:** [www.mississauga.ca/advancedgreen](http://www.mississauga.ca/advancedgreen)

**Mississauga Fire & Emergency Services – Fire Safety Information**

(NON-EMERGENCY NUMBER)

**Phone:** 905-615-3777

**Website:** [www.mississauga.ca/portal/residents/firesafety](http://www.mississauga.ca/portal/residents/firesafety)

**Mississauga Transit**

**City Link Phone:** 905-615-4BUS (4287)

**Customer Info Phone:** 905-615-INFO (4636)

**Email:** [transit.info@mississauga.ca](mailto:transit.info@mississauga.ca)

**Email:** [mtcustomer.service@mississauga.ca](mailto:mtcustomer.service@mississauga.ca)

**Website:** [www.mississaugatransit.com](http://www.mississaugatransit.com)

**Neighbourhood Entrance Signs**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday

**Neighbourhood Speed Watch**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
**Fax:** 905-896-5583  
**Website:** [www.mississauga.ca/speedwatch](http://www.mississauga.ca/speedwatch)

**Parking By-laws**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
[www.mississauga.ca/parkingbylaws](http://www.mississauga.ca/parkingbylaws)

**Parking Complaints**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
**Phone:** 905-615-3000 (Weekends and after hours)  
**Website:** [www.mississauga.ca/parkingcomplaints](http://www.mississauga.ca/parkingcomplaints)

**Parking Considerations**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
**Phone:** 905-615-3000 (Weekends and after hours)  
**Fax:** 905-896-5583  
**Website:** [www.mississauga.ca/parkingconsiderations](http://www.mississauga.ca/parkingconsiderations)

**Parking Enforcement**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
**Phone:** 905-615-3000 (Weekends and after hours)  
**Fax:** 905-896-5583  
**Website:** [www.mississauga.ca/parkingregulations](http://www.mississauga.ca/parkingregulations)

**Parking Petitions**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
**Phone:** 905-615-3000 (Weekends and after hours)  
**Fax:** 905-896-5583  
**Website:** [www.mississauga.ca/parkingpetition](http://www.mississauga.ca/parkingpetition)

**Parking Tickets**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m., Monday to Friday  
[www.mississauga.ca/parkingfines](http://www.mississauga.ca/parkingfines)  
[www.mississauga.ca/parkingticketdispute](http://www.mississauga.ca/parkingticketdispute)  
[www.mississauga.ca/parkingticketinquiries](http://www.mississauga.ca/parkingticketinquiries)  
[www.mississauga.ca/parkingticketpayment](http://www.mississauga.ca/parkingticketpayment)

**POLICE****OPP Port Credit Detachment**

49 South Service Road  
(south of the Queen Elizabeth Way (QEW)/east of Hurontario Street)  
**Phone:** 905-278-6131  
**Fax:** 905-278-5486

**Peel Regional Police (Non-Emergency Numbers)****Mississauga Divisional Police Stations**

**11 Division** - 3030 Erin Mills Parkway  
(north/west corner of Dundas Street West)  
**Phone:** 905-453-3311 Ext. 1100

**12 Division** - 4600 Dixie Road  
**Phone:** 905-453-33-1-1 Ext. 1200

**Airport Division** - 2951 Convair Drive  
(at Lester B. Pearson International Airport)  
**Phone:** 905-453-3311 Ext. 3100

## PEEL REGIONAL POLICE COMMUNITY STATIONS IN MISSISSAUGA

### Malton Community Station

Westwood Mall (7205 Goreway Drive)

#### Hours of Operation

\*Closed Statutory Holidays

Mon.- Fri.: 10:00 a.m. - 8:00 p.m.

Sat.: 10:00 a.m. - 6:00 p.m.

Sun.: 10:00 a.m. - 5:00 p.m.

**Phone:** 905-677-3534

**Email:** 21div.communitystation@peelpolice.ca

\*These are walk in hours of operation. This station has 10:00 a.m. – 8:00 p.m. hours for phone-in business on Saturday and Sunday.

### Meadowvale Community Station

6677 Meadowvale Town Centre Circle  
(east end of the mall, near Transit Bus loop)

#### Hours of Operation

\*Closed Statutory Holidays

Mon.- Fri.: 10:00 a.m. - 8:00 p.m.

Sat.: 10:00 a.m. - 6:00 p.m.

Sun.: 10:00 a.m. - 5:00 p.m.

**Phone:** 905-858-5970

**Email:** 11div.communitystation@peelpolice.ca

\*These are walk in hours of operation. This station has 10:00 a.m. – 8:00 p.m. hours for phone-in business on Saturday and Sunday

### Square One Community Station

Square One (100 City Centre Drive)  
(outside, near Transit Bus loop)

#### Hours of Operation

7 days a week: 10:00 a.m. - 8:00 pm

**Phone:** 905-456-5839

**Email:** 12div.communitystation@peelpolice.ca

### Region of Halton

**Phone:** 905-825-6000 ext. 7475

**Website:** [www.region.halton.on.ca/ppw/planningroads](http://www.region.halton.on.ca/ppw/planningroads)

### Region of Peel

**Phone:** 905-791-7800 ext. 4636

**Toll Free:** 1-888-919-7800

**Website:** [www.peelregion.ca](http://www.peelregion.ca)

### Region of Peel Emergency Medical Services

**Phone:** 905-791-7800

**Website:** [www.peelregion.ca](http://www.peelregion.ca)

### Region of Peel Health Line

**Phone:** 905-799-7700

**Website:** [www.peelregion.ca/health-wellness.htm](http://www.peelregion.ca/health-wellness.htm)

### Region of Peel Red Light Cameras

[www.peelregion.ca/pw/roads/red-light](http://www.peelregion.ca/pw/roads/red-light)

### Region of Peel Roads

**Phone:** 905-791-7800 ext. 4409

**Website:** [www.peelregion.ca/pw/roads/index.htm](http://www.peelregion.ca/pw/roads/index.htm)

### RIDE Program

[www.mto.gov.on.ca/english/safety/impaired/programs.htm](http://www.mto.gov.on.ca/english/safety/impaired/programs.htm)

### Road Resurfacing

**Phone:** 905-615-3200 ext. 5184

**Website:** [www.mississauga.ca/roadresurfacing](http://www.mississauga.ca/roadresurfacing)

### Road Safety

[www.mississauga.ca/roadsafety](http://www.mississauga.ca/roadsafety)

**Road Watch****Citizen Report Forms**

**Fax:** 905-456-5911 or drop off at  
one of the locations listed on the  
**Website:** [www.peelpolice.ca](http://www.peelpolice.ca)

**School Safety Patrollers**

**Phone:** 905-453-3311 ext. 4072  
**Email:** [admin@peelsafetyvillage.on.ca](mailto:admin@peelsafetyvillage.on.ca)  
**Website:** [www.mississauga.ca/schoolsafetypatroller](http://www.mississauga.ca/schoolsafetypatroller)

**Sign By-law**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Website:** [www.mississauga.ca/portal/residents/signsinthecity](http://www.mississauga.ca/portal/residents/signsinthecity)

**Speed Limit Policies**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Email:** [traffic.operations@mississauga.ca](mailto:traffic.operations@mississauga.ca)  
**Website:** [www.mississauga.ca/trafficoperations](http://www.mississauga.ca/trafficoperations)

**Speed Watch Program**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Fax:** 905-896-5583  
**Website:** [www.mississauga.ca/speedwatch](http://www.mississauga.ca/speedwatch)

**Street Lighting**

**Website:** [www.mississauga.ca/streetlighting](http://www.mississauga.ca/streetlighting)

**Street Lights Malfunctioning**

**Enersource Phone:** 905-566-2718  
**Website:** [www.enersource.com](http://www.enersource.com)

**Street Parties**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Fax:** 905-896-5583  
**Website:** [www.mississauga.ca/streetparty](http://www.mississauga.ca/streetparty)

**Traffic Calming**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Website:** [www.mississauga.ca/trafficoperations](http://www.mississauga.ca/trafficoperations)

**Traffic Control Strategies**

[www.mississauga.ca/trafficcontrol](http://www.mississauga.ca/trafficcontrol)

**Traffic Operations**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Website:** [www.mississauga.ca/trafficoperations](http://www.mississauga.ca/trafficoperations)

**Traffic Signals (General Inquiries on City Roadways)**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
7:00 a.m. – 7:00 p.m. , Monday to Friday  
**Website:** [www.mississauga.ca/trafficsignals](http://www.mississauga.ca/trafficsignals)

**Traffic Signals**

(General Inquiries on Region of Peel Roadways)  
**Phone:** 905-791-7800 ext. 4409

**Traffic Signals Construction and Maintenance**

[www.mississauga.ca/trafficsignalconstruction](http://www.mississauga.ca/trafficsignalconstruction)

**Traffic Signals Malfunctioning (anywhere in Mississauga)**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
 7:00 a.m. – 7:00 p.m., Monday to Friday  
**Phone:** 905-615-3000 (Weekends and after hours)

**Two and Three Wheeled Vehicles**

[www.mto.gov.on.ca/english/dandv/vehicle/emerging](http://www.mto.gov.on.ca/english/dandv/vehicle/emerging)

**Walk to School**

**Peel Regional Health Phone:** 905-799-7700  
[www.mississauga.ca/walktoschool](http://www.mississauga.ca/walktoschool)  
[www.saferoutestoschool.ca](http://www.saferoutestoschool.ca)

**Works Dispatch**

**Phone:** 905-615-3000  
**Website:** [www.mississauga.ca/worksmaintenance](http://www.mississauga.ca/worksmaintenance)

**Yield to Bus**

[www.mississauga.ca/yieldtobus](http://www.mississauga.ca/yieldtobus)

**Young Drivers of Canada**

**Phone:** 905-821-0781  
**Website:** [www.yd.com](http://www.yd.com)

**Zoning Division of the Planning and Building Department**

**(3-1-1)** or if calling outside the City limits call 905-615-4311  
 7:00 a.m. – 7:00 p.m., Monday to Friday

**City of Mississauga**  
[www.mississauga.ca](http://www.mississauga.ca)

**Road Safety Mississauga**  
[www.mississauga.ca/roadsafety](http://www.mississauga.ca/roadsafety)



CITIZEN REPORT FORM		Incident No.
Fax: 905-456-5911		
Do not attempt to complete this form while you are operating your vehicle.		
Incident Date	Time	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.
Incident Location		
Unsafe Driver and Vehicle Information		
Driver Description		
<hr/>		
<hr/>		
<input type="checkbox"/> Male	<input type="checkbox"/> Female	Age _____ Hair _____
<input type="checkbox"/> Auto	<input type="checkbox"/> Truck	<input type="checkbox"/> Bicycle Other _____
Plate #		
Province	Vehicle Year	
Make	Model	
Colour	Other Features	
Details of Incident		
<hr/>		
Incident Reported By:		
You must complete this section in its entirety before the form can be processed. Your name will be kept confidential and not disclosed.		
<hr/>		
<hr/>		
Name		
Address		
<hr/>		
City	Postal Code	
Phone: ( )	Bus #: ( )	
Signature		
<hr/>		
FOR EMERGENCIES CALL 911		

# I AM **NOT** A TARGET



**"I push the pedestrian signal button so I have enough time to cross the street."**



- 1** I make eye contact with drivers.
- 2** I listen to what's around me.
- 3** I look left-right-left before crossing the street, and continue looking as I cross.



[www.mississauga.ca/pedestriansafety](http://www.mississauga.ca/pedestriansafety)

# You don't see what you're not looking for



# Expect the unexpected



[www.mississauga.ca/pedestriansafety](http://www.mississauga.ca/pedestriansafety)





COMPLIMENTS OF:  
**MISSISSAUGA INSURANCE BROKERS ASSOC.**

In the interest of safe driving  
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**Am I covered?** Every policy is different but there are some common situations to be aware of.

Your vehicle insurance policy likely has some flexibility built in to ensure you are covered in different situations. You should check your policy or ask your broker to be sure.

**Renting a car**

If you drive a rented car or any vehicle that is not owned by you, your existing policy automatically extends accident benefits and third party liability coverage to your rented car. These limits are the same as those on your own car. You can arrange Physical Damage insurance for any rented vehicle during the policy term by way of an annual Endorsement (OPCF #27). It is important to note that this endorsement usually has a maximum limit. So, if you rent a luxury car, you should be aware that the cost of repairs are limited. This endorsement is simple to arrange and far more economical than the costly damage waivers offered by the rental companies.

**Traveling outside the province or country**

Your insurance will apply if you take your car on short trips to other provinces or into the continental U.S., as long as you engage in normal use of the vehicle.

**Moving to another province**

If you are relocating long-term or permanently, you must inform your insurer and arrange for new coverage that reflects the risks in your new location.

**When the car is "in the shop"**

Under most insurance policies, you are not entitled to a replacement vehicle while your car is in the shop for normal maintenance or repair. If you lose the use of your car because of an accident, then you might be entitled to a loaned vehicle depending on the situation.

**When driving someone else's car**

If you borrow someone else's car you are covered by the insurance on that car. However, if you are involved in an accident, the owner's record, not yours, will be affected. If you borrow a car on a regular basis, ask your broker to arrange a special clause in your policy to cover your use.

**When someone else drives your car**

Remember that when someone else is driving your car, you are still responsible for it. Any at-fault accidents or claims will go onto your driving record and affect your future premiums.

**Don't guess ...**

If you are not sure about your coverage, it's better to give your broker a quick call than to guess. Remember, if you're not covered and an accident occurs, the insurer is not obliged to pay.

Ask your broker for more information about liability and how to obtain the right level of coverage  
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**SLOW DOWN in School Zones**

We all want our kids to get to school and back home safely.

The Mississauga Traffic Safety Council makes recommendations to Council designed to protect students from the dangers of vehicular traffic and related hazards.

*Walking Routes  
Crossing Guards  
Kiss and Ride  
Dismissal*

[www.mississauga.ca/trafficsafetycouncil](http://www.mississauga.ca/trafficsafetycouncil)

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**UNLESS OTHERWISE POSTED**

