

Accessibility



Accessibility issues affect us all; especially parents with strollers or small children, people with short-term injuries, seniors and persons with disabilities. As Canada’s sixth largest city, the City of Mississauga is working towards creating a community that is accessible to all.

The City of Mississauga’s Accessibility Advisory Committee (AAC) was established in compliance with the Ontarians with Disabilities Act (ODA, 2001). The committee includes representatives from the disability community and stakeholder community groups, as well as two Council members. The committee worked with City staff to develop Mississauga’s first Accessibility Plan and continues to improve the plan every year. This plan identifies barriers to persons with disabilities and the City’s plan for the removal of those barriers. The committee will continue to focus on raising awareness about accessibility by:

- Continued implementation of a communication campaign to increase awareness
- Implementation of accessibility design guidelines
- Implementation of a disability awareness/sensitivity training program
- Building Accessibility Planning into the City’s Strategic Plan
- Reviewing Corporate Policies
- Monitoring Recreation & Parks and Library Services
- Improving the accessibility of Mississauga Transit
- Evaluation of Information Technology Services with respect to improved accessibility.

Since its start, the AAC has been very successful in removing barriers for persons with disabilities and some of the success highlights include:

- Increased accessible bus routes
- Installation of larger street name signs at signalized intersections to improve readability
- Expansion of online services: registering for recreational programs, browsing the library catalogue, purchasing transit tickets and more, is offered through the City’s website, enabling residents, businesses and visitors to conduct business with the City from home or work
- Creation of the Mississauga Accessibility Design Handbook (ADH)—the guidelines in this handbook assist with incorporating accessibility design criteria into project designs before they are completed. The results can be seen in renovated City facilities and new building projects. Council approved the handbook in 2005 and a second edition is currently available.

For more detailed information about the plan, committee or ADH, please contact Diana Simpson, accessibility coordinator, at 905-615-3608; TTY: 905-615-3411; e-mail: accessibility.info@mississauga.ca or go to www.mississauga.ca/accessibility.

For more information related to the new Act titled the *Accessibility for Ontarians with Disabilities Act* (AODA, 2005) and/or Accessibility Directorate of Ontario, visit:

www.mcsc.gov.on.ca/accessibility

Animal Services



Visit our website at www.mississauga.ca/animalservices

Here we feature listings and photos of our adoption animals, comprehensive wildlife information, bite prevention and safety tips. We also feature monthly articles like “Animal Talk,” rescue and SCARF stories, “Upcoming Events” and much, much more.

The Mississauga Animal Services Centre is located at 735 Central Parkway W., Mississauga (one block south of Burnhamthorpe, just west of Mavis Rd.).

Lost and Found: 905-896-5864

Lost cats and dogs are sheltered at the Animal Centre. If your pet is lost, call the Shelter.

Shelter Hours

Monday–Friday 10 am–6 pm
 Saturdays 10 am–5 pm
 Sundays & Holidays CLOSED

Adoption and Viewing Hours

Monday–Friday 10 am–5 pm
 Saturdays 10 am–4 pm
 Sundays & Holidays CLOSED

The Adoption Option

If you are looking to adopt a new pet, consider the Mississauga Animal Services Centre. We always have a large selection of cats, dogs and other animals available. Our adoption services include the first set of vaccines, de-worming, spaying and neutering or a discount on spaying or neutering with any Mississauga veterinarian if not already done, microchip identification and City of Mississauga licence. Our staff can provide expert advice and assistance on choosing a pet to suit your lifestyle and advice on behavioural or obedience problems.

Visit our website at www.mississauga.ca/animalservices for a list and pictures of pets available for adoption.

Animal Services

Dispatch: 905-896-5858

Monday to Friday 8 am until 4 pm

Please contact us if you find an animal sick or injured; a dog running at large; about dog bites; to resolve by-law violations concerning animals; with a concern regarding wildlife; or to report dead animals, etc.

Emergencies: 905-615-3000

(After Hours, Holidays and Weekends)

Emergency and Rescue Services: 24-hour emergency services for stray injured, domestic or wild animals.

Dog Bite Investigations

For information about dog bite investigations, please contact 905-615-3200, ext. 3932.

Animal Care and Control By-Law 98-2004

A comprehensive animal care by-law was enacted by Council on March 10, 2004. Please review it at www.mississauga.ca/bylaws

Dog and Cat Licensing: 905-896-5000

All dog and cat owners must license their pet(s) with the City of Mississauga. Licences can be obtained from the Animal Services Shelter, Community Centres, Mississauga Vets, online or through the mail. If your dog or cat already has a microchip implant, it can be registered as your licence. Ask about the lifetime microchip licence!

Remember, a properly licensed cat or dog can easily be identified and quickly returned to its owner if it is hurt or lost.

Important Message to Cat Owners

Outdoor cats are at risk to a variety of hazards including attacks from wildlife. The average life span of the outdoor cat is approximately three to five years.

The outdoor cat is often more costly; they are far more likely to develop health problems from disease, abscesses and parasites. You are required by law to licence and identify your cat with the City. If your cat becomes a nuisance it may be impounded at the Shelter. If you have lost your cat, contact our Lost and Found Services immediately.

Special Cremation

Services are available for special cremation. For further information, call 905-896-5864.

Education and Wildlife Information: 905-896-5000

Mississauga Animal Services has developed a variety of educational programs to suit all ages. We offer a variety of topics including responsible pet ownership, safety, wildlife and career information.

To book a presentation or shelter tour please contact our office. Please book at least two weeks in advance.

Animal Services can offer expert advice regarding a variety of nuisance wildlife problems. We also offer wildlife information pamphlets which are available, free of charge, at the Mississauga Animal Services Centre.

Visit www.mississauga.ca/animalservices for extensive wildlife prevention or species specific information.

Foster Care Program

Our Foster Care Program is designed to accommodate stray cats and dogs who are expecting or who may already have a litter of babies. We are always looking for temporary homes and volunteers who can look after these animals until the babies are weaned. Foster care can be very rewarding and is a wonderful option for those who cannot own an animal full-time. For more information, call 905-896-5864.

S.C.A.R.F.—Special Care for Animals and Resources Fund: 905-896-5000

Our donation program is designed to help the animals in our care. We are able to buy medications, fund our foster program, spay and neuter our adoption animals, and provide extra veterinary care. One hundred per cent of all money donated goes to help the animals in our care. If you are interested in fundraising please contact us.

Running at Large

No dog may run at large in the city anywhere at any time. A dog is deemed to be running at large when off the dog owner's property and not under control of a person.

Leash Regulation

All dogs must be leashed and under control of a person at all times when off the dog owner's property. A leash should not exceed 2 metres (six feet) in length.

Leash-Free Parks

There are several City parks that offer a Leash-Free Zone. For more information contact us at 905-896-5858, or visit www.mississauga.ca/portal/residents/leashfree

Note: off-leash fines increase in non-designated park areas.

Stoop and Scoop

All persons are responsible for cleaning up any waste/excrement deposited by any dog(s) under their control.

Be a Responsible Pet Owner

Spay and neuter your pet. Vaccinate your pets as required. Include a rabies vaccine.

Follow the By-law regulations for your pet. Don't allow your pet to disturb or destroy neighbouring properties. Never leave your pet in a hot vehicle for any length of time.

Provide proper food, water, shelter, exercise and care for your pet at all times. Under regulations set by the Peel Health Department, animal rabies vaccine is mandatory.

Barking Complaints

All barking complaints should be reported to the Mississauga Compliance and Licensing Enforcement section at 905-896-5655.

Cruelty Complaints

All acts of animal cruelty should be reported to Ontario Society for the Prevention of Cruelty to Animals at 1-888-668-7722.

Dog Bites and Liability

Any person who owns/harbours a dog that has bitten or attacked a person/animal is liable for damages and could be charged under the Dog Owners Liability Act. All bites must be reported to the Region of Peel Health Department at 905-791-7800, in accordance with Health Regulations.

Visit our website at www.mississauga.ca/animalservices for valuable safety tips and bite prevention information for parents, children and pet owners.

Order to Muzzle

If a dog has bitten an animal or person and is deemed to be dangerous, the Manager of Animal Services can, with the cooperation of a witness, order a dog to be muzzled and/or restrained.

City Clerk

The Office of the City Clerk acts as the secretariat to Council and its Committees, maintains the City's records, conducts municipal elections and administers the Provincial Offences Court in Mississauga. The Clerk's Office is also responsible for issuing marriage licences, registering births and deaths, providing assessment roll information to the public and handling requests and providing information under the Municipal Freedom of Information and Protection of Privacy Act.

The Clerk's Office is located on the third floor of the Mississauga Civic Centre.

Council and Committees

The Office of the City Clerk provides administrative support to Council and its Committees.

Committees reporting to Council and supported by the Office of the City Clerk include:

General Committee, Budget Committee and Planning and Development Committee, comprising all members of Council; Accessibility Advisory Committee, Audit Committee, Environmental Advisory Committee, Heritage Advisory Committee, Mississauga Cycling Advisory Committee, Museums of Mississauga Advisory Committee, Public Vehicle Advisory Committee, Safe Driving Committee, and Traffic Safety Council. There are some Ad Hoc Committees which meet when required. In addition, the office of the City Clerk supports the Appeal Tribunal, Committee of Revision, Election Campaign Finances Committee, and Property Standards Committee which hold hearings related to legislated matters.

A calendar of meetings/events and agendas and minutes can be accessed on the City of Mississauga website at www.mississauga.ca/portal/cityhall/calendar. Further information about Council and Committee meetings can be obtained by calling 905-896-5000.

Copies of Mississauga By-laws

The City of Mississauga maintains a registry of by-laws enacted by Council. Copies of by-laws are available from the Office of the City Clerk between 8:30 am and 4:30 pm There is a photocopying fee of \$0.50 per page or a set fee for some consolidated by-laws.

Some by-laws are also available on the City's website at www.mississauga.ca/portal/cityhall/bylaws. For more information, call 905-896-5000.

Municipal Elections

The next regular Municipal Election will be held November 2010. For further information regarding municipal elections contact our Election Office at 905-615-VOTE(8683) or www.mississaugavotes.ca

Keep your voting information updated & ensure your name is on the voters' list:

Have you recently moved to/within the City of Mississauga?

Have you turned 18 year of age since the 2006 Municipal Election?

Has your child/children moved away since 2006?

If you answered yes, to one or more of the above questions contact the Municipal Property Assessment Corporation (MPAC) at www.mpac.ca or call the MPAC Customer Contact Centre at 1-866-296-MPAC (6722)

City Clerk

Provincial Offences Court

The Office of the City Clerk administers the Provincial Offences Court at 950 Burnhamthorpe Rd. W.. Offences under this Act include charges laid under the *Highway Traffic Act*; *Compulsory Automobile Insurance Act*; *Liquor Licence Act*; *Trespass to Property Act*, as well as City by-law infractions.

Further information can be obtained by calling 905-615-4500.

Birth Registrations

As of December 10, 2007, Newborn Registrations for babies born in Mississauga are handled by the Province of Ontario. As a result of the new Provincial initiative, the City of Mississauga no longer processes birth registrations. You may now submit your baby's Statement of Live Birth in one of two ways:

Electronically via the internet: Go to www.serviceontario.ca/newborn. For further information on on-line registration, please refer to the information provided to you by Credit Valley Hospital, Trillium Health Centre—Mississauga or your Midwife.

Paper Format via mail service: You can send your completed Statement of Live Birth form directly to the Office of the Registrar General at the following address:

Birth Registrations
Office of the Registrar General
P.O. Box 4600
189 Red River Rd.
Thunder Bay ON P7B 6L8

If your baby was born prior to December 10, 2007, you can still register the birth with the City of Mississauga. In order for the registration to be completed by the municipality, the Statement of Live birth must be accurately completed and accompanied by an administration fee of \$25.00. The payment can be made by cheque or money order payable to the "City of Mississauga," as well as Visa, MasterCard and American Express if the Statement is sent via mail. If delivered in person to the City Clerk's Office, payment by cash or debit is also accepted.

If the Statement of Live Birth is accurately completed, the City of Mississauga immediately forwards it to the Province of Ontario, Office of the Registrar General where the official registration takes place. The Registrar General will take approximately three (3) months to complete the registration and will send a "Notice of Birth Registration." Do not apply for a birth certificate until such confirmation is received.

Birth Travel Letters

For all babies born in Mississauga after December 10, 2007, Newborn Registrations are handled by the Province of Ontario. As a result of this new Provincial initiative, the City of Mississauga no longer processes birth registrations or Birth Travel Letters. If you have any questions regarding the issuance of a Birth Travel Letter please call the Province of Ontario, Office of the Registrar General at 1-800-461-2156 or 416-325-8305.

A Birth Travel Letter can only be issued by the City of Mississauga—Office of the City Clerk for babies born in the City of Mississauga between January 01, 2007 and December 09, 2007, and only for those babies registered for less than three months. If you have any questions regarding the issuance of a Birth Travel Letter please contact the Office of the City Clerk at 905-896-5000.

Birth, Death and Marriage Certificates

Birth, death and marriage certificates are issued directly by the Provincial Registrar General. Applications and information on applying for these certificates can be obtained from the Office of the City Clerk or the Registrar General website at www.serviceontario.ca. If you wish to inquire about the status of a birth, death or marriage certificate, please call 1-800-461-2156 or 416-325-8305. Do not call the City of Mississauga for this purpose as we are unable to assist.

Certificates can also be obtained from the Toronto Walk-in Office located at McDonald Block, Parliament Buildings, 900 Bay St., second floor (Bay and Wellesley), Toronto. You must attend this office in person—mail-in applications are not accepted at this location. Business hours are 8 am to 4:30 pm Monday to Friday.

Marriage Licences

Persons getting married in the Province of Ontario require a provincial marriage licence. The licence can be obtained anywhere in the province.

Marriage licences are issued to persons 18 years of age and over upon completion of an application and payment of the \$135 fee (fee is subject to change). The licence can be issued only to the parties involved, at least one of whom must attend in person although attendance of both is encouraged. The marriage licence application form must be signed by both parties.

The licence is valid only in the Province of Ontario for a period of three months from the date of issue. No waiting period is required. Two pieces of identification must be provided for each party, regardless of which one may be in attendance. The following documents are acceptable and at least one of the two pieces must contain a current photo: original birth certificate; any change of name certificate; record of landing; permanent residency card; current driver's licence and current passport. All identification, must be original (photocopies will not be accepted).

If either party has been divorced in Canada, the original or court certified copy of the Decree Absolute or Certificate of Divorce must be shown to the issuer. Photocopies are not acceptable.

If either party has been divorced outside of Canada, additional forms are required which must be requested from the Office of the City Clerk or you can download the forms and procedure from the Ontario website: www.serviceontario.ca

Under-age applicants (16–17 years of age) require both parents' consent. A specific consent form (Form 6) can be obtained from the Clerk's Office and must be completed by the parents/guardians and sworn in front of the Marriage Licence Issuer or a Commissioner of Oaths.

Marriage licences can be obtained at the Mississauga Civic Centre, on the third floor, Monday to Friday from 8:30 am to 4:30 pm Monday to Friday with the exception of statutory holidays. Marriage licence application forms can be accessed from the City of Mississauga website at www.mississauga.ca/portal/cityhall/marriagelicences

For further information, call 905-896-5000.

Wedding Chapel

The Mississauga Civic Centre has a wedding chapel located on the second floor. For information or reservations, please call the Central Booking Office at 905-615-4100. If you wish to attend the booking office in person, it is located on the ground floor of the Central Library located to the south of the Civic Centre.

Civil Marriage Services

The Office of the City Clerk provides Civil Marriage Services (based on availability), Monday to Friday, from 8:30 am to 4:00 pm for a fee of \$250.00. Wedding Services are available, within the Civic Centre at the Chapel and Great Hall Conservatory and weather permitting, the Queen Elizabeth Jubilee Gardens.

Further information regarding Civil Marriage Services is available by calling 905-896-5000 and will soon be available at www.city.mississauga.on.ca/portal/cityhall/officeofthecityclerk.

Applicants are required to book their wedding location with the Central Booking Office. For information or reservations, please call the Central Booking Office at 905-615-4100. If you wish to attend the booking office in person, it is located on the ground floor of the Central Library located to the south of the Civic Centre.

Committee of Adjustment

The Committee of Adjustment is composed of citizen members, who are appointed by the Council of the City of Mississauga. The Committee of Adjustment is authorized by the Ontario Planning Act to grant minor variances from the provisions of the Zoning By-law relating to development of land and to permit extensions, enlargements or variations of existing legal non-conforming uses. The Committee's consent is required when an owner of land wishes to sell, convey or transfer an interest in "part" of their lands and when the terms of an agreement, such as a lease, easement or mortgage commits the land to a use for a period in excess of 21 years. In addition to Consent, the Committee of Adjustment has also been delegated the power to issue a "Certificate of Validation" and to give "Approval of a Foreclosure of or an Exercise of a Power of Sale in a Mortgage or Charge."

How to Apply:

If you wish to apply to the Committee of Adjustment, you should obtain and complete the appropriate application form. The application forms outline the requirements for submitting an application for minor variance or consent. The requirements include a site plan or survey which will indicate the location of the property, the setbacks of all buildings or structures on the property and sufficient information to clearly identify the variance required. The number and size of the site plans is outlined on the application form. If you are acting as an agent for the purposes of the application, a letter of authorization is required from the registered owner of the property. Application packages, fee information and agendas are available at the Committee of Adjustment Office or the City's website at www.mississauga.ca/committeeofadjustment. For more information, call 905-896-5000.

City Clerk/City Souvenirs

Boundary (Division) Fences

By-law 0075-2004 gives property owners the tools needed to reach an agreement regarding the construction of a division fence relating to the type of fence, the apportionment of costs and the recovery of costs. The By-law sets out a procedure to determine how the cost of division fences shall be apportioned and provides that any amount apportioned shall be recoverable under the *Provincial Offences Act*. The City of Mississauga is not a party to the process and has no involvement in the Division Fence process.

The by-law, together with procedures that can be used by property owners, is available on the City's web site at www.mississauga.ca/portal/cityhall/bylaws

For more information, call 905-896-5000.

Assessment Roll Information

Assessment is the value assigned by the Municipal Property Assessment Corporation (MPAC) to all property including land and buildings. The assessed value of a property multiplied by the tax rate set each year by the City, determines the taxes each property owner pays. This rate includes the taxes levied by the Region of Peel and the school boards.

Assessment Roll information is available to the public during the hours 8:30 am to 4:30 pm, Monday to Friday, with the exception of statutory holidays. The assessment roll lists all property in Mississauga, including owners' names, addresses, legal description and the assessed value of the property.

Touch screen computers are available in the Clerk's office to assist the public. Telephone inquiries can be made by calling 905-896-5450.

Assessment information is also available by street address or assessment roll number on the City of Mississauga website at www.mississauga.ca/portal/services/property

Municipal Freedom of Information and Protection of Privacy Act

The Municipal Freedom of Information and Protection of Privacy Act provides the right of access to records held by the municipality and requires that an individual's personal information is protected. Persons wishing to access any records held by the City of Mississauga should first contact the department which holds the records and if access is denied through normal channels, a formal written request under the Act can be filed.

The City of Mississauga endeavours to provide as much information as possible to the public without the necessity of submitting a formal request under the Act.

For more information visit the City's web site at www.mississauga.ca/portal/cityhall/freedomofinformation or contact the Office of the City Clerk at 905-896-5000. The Information and Privacy Commissioner Ontario maintains a very comprehensive site at www.ipc.on.ca

City Souvenirs



The City's souvenir line offers a range of items including lapel pins, key chains, mugs and a variety of unique collectibles bearing the Civic Mark or dynamic souvenir logo.

Whether you are looking for a keepsake for a visitor or a one-of-a-kind item for yourself, check out the City's souvenir merchandise.

Souvenirs are available through the eStore on the City of Mississauga's website. Go to Services Online at www.mississauga.ca to place your order anytime. If you don't have access to the internet, call 905-615-5000 for souvenir information.

Civic Centre Tours/Compliance and Licensing Enforcement

Civic Centre Tours

Join us for a tour of the City's most recognizable landmark in the heart of downtown Mississauga.

Enjoy a multimedia presentation highlighting Mississauga's past, present and future then take in a panoramic view of the City from the top of the clock tower. You'll visit the beautiful Council Chambers, where City Council debates the issues that affect your community and you will learn about the Legend of the Bear and the Seven Hunters, whose story decorates the Council Chamber's ceiling.

While you're here, grab a snack in the Tower Garden Café, wander leisurely through the Art Gallery or visit the Central Library located just across the Civic Centre Square.

Civic Centre Tours

Civic Centre Tours are held Monday to Friday at the Mississauga Civic Centre, 300 City Centre Dr. Tours require at least five business days advance booking and must have a minimum of five and a maximum of 30 people. Evening tours are available upon request. For more information or to book a tour, please call 905-896-5000 or e-mail us at civiccentre.tours@mississauga.ca

Library Tours

While in the heart of downtown, take a tour of the Mississauga Central Library, one of the busiest central libraries in Canada. If your organization, school class or business would like to book a tour of the Library and its many resources, call 905-896-3500 to make the arrangements.

Compliance and Licensing Enforcement: 905-896-5655

This section is responsible for enforcing the provisions of City by-laws relating to issues of land use, property maintenance and occupancy as well as the licensing of certain businesses which require a municipal licence. It is also responsible for the issuance of Certificates of Approval and inspection of violations related to swimming pool enclosures. This office is open Monday to Friday, 8:30 am to 4:30 pm

For more detailed information on the matters indicated here or current issues please visit our website at: www.mississauga.ca/enforcement

Noise

The Noise Control By-law 360-79 regulates the time that certain types of noise are permitted. Application for noise exemptions may be granted by Council for special community events (e.g. street parties) or other activities, such as construction projects. Some types of noise that create a nuisance considered as disturbing to area residents are prohibited under City of Mississauga Nuisance Noise Control By-law 785-80. If neighbours are unable to resolve their differences the City of Mississauga recommends mediation

as a more effective tool for lasting resolutions than court proceedings. Professional mediators are available free of charge to all Mississauga residents simply by contacting Peel Community Mediation Services at 905-273-4884. Peel Community Mediation Services assists people in recognizing the value of collaborative approaches as a means to examine the underlying reasons associated with conflict.

Fencing

The Fence By-law 397-78 regulates the height and description of fences on private property to ensure public safety and to avoid sight obstruction for traffic and pedestrians. It does not regulate the placement of fences. The Fence By-law limits residential lot and commercial lot fencing to a height of 2 metres or 78 inches. This provision generally applies to most rear and side lot fencing. Some restrictions apply to front yard and corner lot fencing where a sight obstruction may occur. The fence height is then limited to a 1.5 metres or 59 inches for open style fencing such as chain link or wrought iron, or a 1 metre or 39 inches in height for closed style wood fencing. The maintenance of fences and hedges are regulated under the Property Standards By-law 654-98.

The Division Fences By-law 75-04 is another by-law regulating fences. It provides a mechanism to property owners which can settle financial disputes pertaining to the construction and re-construction of boundary line fences. Compliance and Licensing Enforcement Section does not administer or enforce this by-law. The by-law, together with procedures to be followed can be accessed on the City's website and is also available from the Office of the City Clerk. For more information, call 905-896-5000.

Adequate Heat

Landlords are required to provide an adequate heat level of a minimum of 20 °C in all rental dwelling units, from September 15 to June 1 each year, under the provisions of the Adequate Heat By-law 365-95.

Property Standards

The Property Standards By-law 654-98 outlines the standards of maintenance and occupancy that apply to all properties in Mississauga. Property owners are responsible to ensure their property adheres to these standards. If you live in a rental dwelling unit, you must advise your landlord of any required repairs prior to contacting the Compliance and Licensing Enforcement Office.

Tenants are required to keep their units in a clean and sanitary condition and must co-operate with the landlord in complying with the by-law.

The Property Standards By-law also requires speed bumps and speed humps to be distinctly marked to be clearly visible to approaching pedestrian and vehicular traffic.

Compliance and Licensing Enforcement

Debris

The City's Debris and Anti-Littering By-law 219-85 requires that all properties be kept clean of garbage and debris. In addition, any areas which permit ponds of water which are health or safety hazards or any other dangerous situations, must be drained and/or filled to eliminate the hazards.

Graffiti

Graffiti is a premeditated, and sometimes highly organized, form of vandalism with a very well-developed subculture behind it. It's often motivated by a desire for fame which accounts for the same "tag" (stylized signature or marker) or "masterpiece" being seen over and over again.

Graffiti must be dealt with before it has a chance to "breed." This means removing graffiti as soon as possible and thereby depriving the graffiti vandal of their most basic reward—fame. This may mean taking additional measures in highly visible and accessible locations that are particularly prized by graffiti artists.

Here's how you can make a difference:

- Report any graffiti on private or public property to the Compliance Unit at 905-896-5655 or the 24hr Parks Watch Security number at 905-615-4060 or visit the City's website at www.mississauga.ca/enforcement/forms
- Report suspicious behaviour to Peel Regional Police at 905-453-3311.

CMHC Residential Rehabilitation Assistance Program (RRAP) and Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-Disabilities)

Canadian Mortgage and Housing Corporation (CMHC) offers financial assistance to low-income homeowners to repair their homes and make them safer and healthier. If your home requires major repairs, you may be eligible for RRAP assistance to bring it up to minimum health and safety standards and extend its useful life.

The CMHC also offers financial assistance to homeowners and landlords to undertake accessibility work to modify dwellings occupied or intended for occupancy by low-income persons with disabilities. Properties must meet minimum health and safety standards. Modifications must be related to housing and be reasonably related to the disabled occupant's disability. For more information, visit the CMHC website at www.schl.ca, or contact Compliance and Licensing Enforcement at 905-896-5655.

Financial assistance to low-income homeowners is also available where energy retrofit measures are required. Energuide for Low-Income Households Program will make contributions to improving energy efficiency where the house or building was built before 1980. Common retrofits that can be completed with the program are: air sealing, weather stripping, insulation and high efficiency heating systems.

Accessory Dwelling Unit

An accessory dwelling unit (commonly referred to as an in-law suite, granny flat, or basement apartment) is generally not permitted in the City of Mississauga. However, if a unit was in existence on November 16, 1995, the property owner may attend at the Compliance and Licensing Enforcement Section to make an application for exemption from prosecution for this additional unit. For more information, visit www.mississauga.ca/enforcement

Rooming Houses

Rooming/lodging houses are generally not permitted in the City of Mississauga unless the lodging house is a federally or provincially licensed or regulated group home and in compliance with other Zoning By-law requirements. Non-permitted rooming/lodging houses will be subject to enforcement and prosecution.

Nuisance Weed and Tall Grass

The Nuisance Weed and Tall Grass Control By-law 267-03 seeks to protect the health and safety of City residents and the natural environment. Under this by-law every owner of land is required to cut and maintain tall grass to a height not exceeding 30 centimetres (12 inches).

For complaints involving private property with a building/dwelling unit, call Compliance and Licensing Enforcement at 905-896-5655. For complaints pertaining to vacant property, call the Boulevard Maintenance Section, Nuisance Weed Control at 905-615-4100.

Encroachments

The unauthorized use of public land is regulated under the Encroachment By-Law 057-04. Examples of encroachments include play structures, gazebos, stairs, the unauthorized cutting or pruning of public groundcover or commercial uses of City boulevards.

For more information, visit www.mississauga.ca/bylaws

Swimming Pool Enclosure By-law

The Swimming Pool Enclosure By-law 115-04 outlines fencing requirements for residents planning to install a swimming pool or hot tub. If the City deems the pool enclosure safe and in compliance with the By-law specifications, a Certificate of Approval will be issued to the pool owner. Pre-pool construction inspections are not conducted by City staff.

Please see our website for further information and the "To Do" list of procedures at www.mississauga.ca/enforcement

Other Issues

Questions regarding the *Smoke Free Ontario Act*, Waste Collection and pick-up, and the West Nile Virus can be directed to the Region of Peel at 905-791-7800 or visit the Region of Peel website at www.region.peel.on.ca

New Business

To operate a business in Mississauga, you may be required to obtain a municipal licence. An application procedure exists for those businesses that require licences. Whether it is a take-over of an existing business, starting a new one, or filing a complaint about the service you received, the Compliance and Licensing Enforcement Section may assist you.

Trades Person Licensing

The City requires that certain trades persons be licensed before they commence work in Mississauga. For work done around your home or place of business, ensure that the person or company you hire is licensed by the City.

Trades that require municipal licences include, but are not limited to: building renovators; heating and paving contractors; heating installers and plumbers. To view the Business Licensing By-law 001-06, see www.mississauga.ca/bylaws

Charity Gaming

Charity fundraising by bingo events, raffles (including 50/50 draws), bazaars or the sale of Nevada (break open) tickets requires a municipal licence to ensure that the money raised by the charities helps the local community. To be eligible the group must demonstrate one of the following purposes: the relief of poverty; the advancement of education; the advancement of religion; or any purpose beneficial to the community.

Before your next fundraising activity, make sure you have the proper licence. Contact 905-896-5657 or 905-896-5559, Monday to Friday, 8:30 am to 4:30 pm for more information.

Mobile Licensing Enforcement

For more detailed information on the matters indicated here please visit our website at www.mississauga.ca/business/mobilelicensing

The Mobile Licensing Enforcement Section is located on the ground floor of City Hall. It is responsible for the regulation and enforcement of by-laws governing four classes of vehicles: taxicab/livery cab and airport limousines; tow trucks; refreshment vehicles and driving schools; and hawkers, peddlers and vendors of foodstuffs, such as ice cream.

Vehicle owners, drivers and operators are licensed and must follow certain requirements, including vehicle standards.

Taxicab/Livery Cab, Airport Public Transportation Vehicles (Airport Limousines)

Trips commencing within the municipal boundaries are calculated by the meter rate. The initial tariff is \$3.25 for the first 170 metres and 25 cents for each subsequent 170 metres. Waiting time is calculated at 25 cents for every 33 seconds. When a destination falls outside the municipal boundaries, a mutually agreed upon flat rate may be established between the driver and passenger prior to departure. Taxicabs and limousines with Airport Permits operate to and from Lester B. Pearson International Airport on a flat rate tariff. Luxury

limousine owners and drivers are also licensed by the City and available for hire on an hourly rate by private companies.

Tow Trucks

Both the tow truck owner and the driver require a municipal licence. Licenced towing companies are authorized to charge an all-inclusive flat rate of \$200 plus taxes, with no additional charges for towing services within the Region of Peel. All towing companies must also file their schedule of rates for towing services outside the boundaries of Mississauga. The driver is required to show the appropriate schedule of rates to the potential customer. Both parties must complete a "Permission to Tow a Vehicle" form which indicates the name of the licensed operator and the customer's desired destination for the towed vehicle. City Inspectors and Peel Regional Police Officers enforce this by-law with a focus on accident scene-related issues.

Driving Schools and Refreshment Vehicles

Driving school vehicles must display the municipal plate and also a roof sign while engaged in driver instruction. Both the instructor and the vehicle owner require a licence. Rates for each company are filed with the City.

Refreshment vehicle owners and drivers are licensed by the City and must comply with Region of Peel Health Regulations. All vehicles must meet annual Ministry of Transportation inspection requirements prior to a licence being issued.

Hawkers, Peddlers and Vendors

Refreshment carts and vendors (hot dog carts, flower vendors, etc.) are licensed for certain private property locations. The Recreation and Parks Division also allows vending carts to operate in certain parks throughout the City by permit to holders of a City licence.

Ice cream truck vendors must be licensed and limit their operation to City parks and private property. By-law 127-95 prohibits all types of vendors from operating on City streets.

To Register Complaints

Mobile Licensing Enforcement staff maintain records on all licensed vehicles, owners, drivers and operators and require that the operators maintain their vehicles to a certain standard. Staff also oversee the training of taxicab drivers, the conduct of all licencees, investigate complaints and take appropriate action for those operators who contravene a municipal by-law.

For general information on Mobile Licensing Enforcement, or if you have a complaint about any of the previously identified Mobile Licensing services, please call 905-896-5655, Monday to Friday 8:30 am to 4:30 pm After hours, please call 905-615-3000 or visit our website at www.mississauga.ca/business/mobilelicensing

my mississauga

**CELEBRATE
AT CITY CENTRE!**

**FREE OUTDOOR
EVENTS**

Details: www.mississauga.ca
Call Hotline: 905-615-3200 ext.2403

MISSISSAUGA
Leading today for tomorrow

167/2007

2008/2009 Events & Community Festivals

Museums

The museums in the City of Mississauga offer many special events throughout the year. Refer to page 258. Call 905-615-4860 or visit www.museumsofmississauga.com

My Mississauga

Various outdoor events and activities take place at the City Centre in the heart of Mississauga. Call 905-615-3200, ext. 2403 or visit www.mississauga.ca

September 21 & 22—Car Free Day

September 21—Community event sponsored by the City of Mississauga, Smart Commute Mississauga and Sierra Club of Canada, Ontario Chapter. Enjoy an afternoon of free fun and learn what you can do to be a part of the Car Free Day Challenge on September 22. Call 905-615-3200, ext. 5941 or visit www.smartcommutemiss.ca

September 27—Doors Open Mississauga—Meadowvale

Explore the hidden treasures of our built heritage from 11 am to 5 pm Call 905-896-5314 or visit www.mississauga.ca/doorsopen

October 20—Mississauga Arts Awards

Join the Mississauga Arts Council in celebrating the best of the local arts world at the “Martys” the 14th Annual Mississauga Arts Awards. The red carpet gala includes a buffet dinner, show, silent auction and awards taking place at Mississauga’s Stage West All-Suite Hotel Theatre. Call the box office to order tickets at 905-238-0042. Call 905-615-4278 or visit www.mississaugaartscouncil.com

November 20—Christmas Marketplace

Stroll through the Civic Centre’s Great Hall between 10 am and 7 pm and visit over 50 artisans featuring jewellery, pottery, children’s clothing, jams, chocolates and much more. Call 905-896-5314 or visit www.mississauga.ca

November 21—Tree Lighting Celebration

Come and see the dazzling light display as the Civic Square is transformed for the annual Lighting of the Square. Join Mayor McCallion and members of Council as they celebrate the start of the festive season. Enjoy free entertainment and refreshments. Call 905-896-5000 or visit www.mississauga.ca

November 30—Mississauga Santa Claus Parade in the Village of Streetsville

The 21st annual Santa Claus Parade sets off on its journey South down Queen St. S. from Britannia Rd. to Old Station Rd. at 1 pm Floats, bands, walking groups, mascots, horses, dogs and much, much more. Call 905-858-5974, e-mail mississaugasantaclausparade@gmail.com or visit www.villageofstreetsville.com

My Mississauga/Events & Community Festivals

December 6th—Carolling in the Grange

Celebrate the Season with Heritage Mississauga. Join us round the open fire for an old fashioned carolling, and help us celebrate our 48th birthday. While you are here visit the latest exhibit in our Discovery Centre or research part of your own heritage in our Resource Centre, 6:00pm–9:00pm. Call 905-828-8411, e-mail info@heritagemississauga.org or visit www.heritagemississauga.com

December 15—Carolling in the Park

Come and enjoy an old fashioned Christmas, carolling with the church choirs of Port Credit and the Salvation Army. Bring your own candle and mug. Free hot cider.

Visit www.portcredit.com

January 1—Mayor's New Year's Day Levee

Start the year off with the Mayor and members of Council at the Civic Centre from 2 pm to 5 pm Enjoy free refreshments, outdoor skating, or watch local entertainers as they capture the City's heritage and ethnic diversity. Call 905-896-5000 or visit www.mississauga.ca

February 23 to 28—Mississauga Sports Week

Sports week is an action packed week full of events, displays, demonstrations and work-shops celebrating sport and active living for the whole family. Call 905-267-3536 or visit www.sportsmississauga.org

April—Mississauga's 20-minute makeover

Make a commitment to the environment by cleaning up the property around your business or school or gather your friends and neighbours and clean up your street, boulevard, local park or wood lot. Call 905-896-5000 or visit www.mississauga.ca/environment

2009 Spring & Summer Events—Sneak Peak

My Mississauga at City Centre



Call 905-615-3200, ext. 2403 or visit www.mississauga.ca

May—Mississauga Youth Week

Visit www.mississauga.ca/myac

May—Spring Marketplace Craft Sale

Call 905-896-5314 or visit www.mississauga.ca

May 8 to 10—Mississauga Marathon

Call 905-949-2931 or visit www.mississaugamarathon.com

May 22 to 24—Carassauga: Mississauga's Festival of Cultures

Call 905-615-3010 or visit www.carassauga.com

June 5 to 7—Streetsville Bread and Honey Festival

Call 905-816-1640 or visit www.breadandhoney.com

June 19 to 21—Mississauga Waterfront Festival

Call 905-891-0002 or visit www.mississaugawaterfrontfestival.com

July 1—Canada Day Celebration

Call 905-896-5000 or visit www.mississauga.ca

More Information

For more information about Community and City festivals/ events taking place in 2008 and 2009, call 905-896-5000 or visit www.mississauga.ca

Because your neighbourhood should be a nice, clean spot!



Get your students, school or group to adopt a local street or park

Join others who have registered their commitments for 6 litter cleanups over 2 years. We provide training and equipment, and your group will receive a Mayoral Certificate.

For more LitterNot information please call 905-896-5056

Don't be a LitterBug! Visit www.mississauga.ca/litterbug

Even a little Litter not

MISSISSAUGA
Leading today for tomorrow



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Mississauga Business Enterprise Centre/Mississauga's Heritage

Mississauga Business Enterprise Centre



Thinking of starting a Business?

One-Stop Resource Centre

Is this you? You have great ideas for a new business, but don't know how to get started? Look to the Mississauga Business Enterprise Centre to assist you with all your business start-up or expansion needs.

Funding Programs

We'll show you how to apply for start-up loans to get your business up and running. If you are between the ages of 15–29 and returning to school, we can help connect you with funding programs like Summer Company, Business Plan Challenge and the Canadian Youth Business Foundation.

Business Training

You have the idea. We have the training. Let our seminars help you get started. MBEC's seminars and training programs are developed to match the specific needs of the small business owner. Automated registration of training is now available through your Active Mississauga Guide and the Mississauga eStore.

Expert Advice

You'll get the answers you need from professionals in the field. MBEC partners include legal and accounting experts who advise MBEC clients for a small fee.

10 Services to Help You Succeed in Business!

1. FREE information sessions on starting a new business
2. FREE face-to-face advice and assistance
3. FREE use of resources including the Mississauga Business Directory
4. FREE use of computers and on-line resources
5. FREE use of resource centre books, magazines and information
6. FREE assistance to help you learn about start-up loans and programs
7. FREE business plan consultations (by appointment only)
8. Affordable seminars and training programs
9. Networking opportunities to promote your business
10. Professional consultations with industry experts at a nominal fee (by appointment only)

MBEC is conveniently located in downtown Mississauga

On the 4th floor of the Mississauga Central Library, adjacent to the Business Department. Visit us at 301 Burnhamthorpe Rd. W.

For hours of operation and more information, contact the Centre at:

Telephone: 905-615-4460

Fax: 905-615-4447

E-mail: mbec@mississauga.ca

Website: www.mississauga.ca/mbec

Mississauga's Heritage

History of Mississauga

Introduction

Mississauga can trace its roots back before European settlement—over 200 years. In the early 1600s, French traders encountered Native peoples, the Mississaugas, around the North Shore of Lake Huron. The Mississaugas were an Ojibwa band, and by the early 1700s had migrated south and settled in the area around the Etobicoke Creek, Credit River and Burlington Bay. “Mississauga” translates as meaning “River of the North of Many Mouths.”

The First Purchase

On August 2nd, 1805, near the mouth of the Credit River, representatives for the British Crown and the Native Mississaugas signed a treaty—Treaty 13A—which surrendered a vast tract of land to the British Crown. Referred to as the “Mississauga Purchase” or the “First Purchase,” the Crown acquired over 74,000 acres of land excluding a 1 mile strip on each side of the Credit River from the waterfront to the base line (modern Eglinton Avenue), and this became known as the Credit Indian Reserve. This tract of land surveyed in 1806, known as the “Old Survey,” was named Toronto Township, and opened up the area for settlement.

The Second Purchase & Other Treaties

Additional treaties were signed between the Mississaugas and the British Crown, allowing the Crown to acquire title to more land. On October 28th, 1818, Treaty 19—known as the “Second Purchase”—was signed, surrendering over 600,000 acres of land, which included most of today's Region of Peel. This vast area was surveyed and opened for settlement in 1819. Known as the “New Survey,” this area was divided into the townships of Toronto, Chinguacousy, Caledon, Albion and Toronto Gore. The Mississaugas signed two other treaties

on February 28th, 1820. The “Credit Treaties” 22 and 23, surrendered much of the Credit Indian Reserve lands set aside in 1805. The Mississaugas relocated in 1847 and settled on the New Credit Reserve at Hagersville near Brantford.

Settlement & “Lost Villages”

Gradually settlers began to take up lots throughout the new and old surveys, and over time small settlements became established. These settlements developed into the villages of Clarkson, Cooksville, Dixie, Erindale, Malton, Meadowvale Village, Port Credit and Streetsville. Over time, communities blossomed too at Lakeview and Lorne Park, while others—the “lost villages,”—disappeared entirely: the hamlets and villages of Barberton, Britannia, Burnhamthorpe, Derry W., Elmbank, Frogmore, Hanlan, Harris’ Corners, Hawkins’ Corners, Lisgar, McCurdy’s Corners, Mount Charles, Nunan’s Corners (also known as the Catholic Swamp), Palestine, Pucky’s Huddle, Richview, Sheridan, Snider’s Corners, Summerville and Whaley’s Corners.

Clarkson

Settlement initially began in Clarkson in 1808, shortly after the first Mississauga Purchase. Among the first settlers were the Bradley, Greeniaus, Hammond, Jarvis, Merigold, Monger, and Thompson families, many of whom were United Empire Loyalists and were among the founding families of the Merigold’s Point settlement here in Mississauga. Warren Clarkson arrived in 1808 at the age of 15, and in 1819 he built a house and farm; the house still stands and is believed to be one of the oldest surviving buildings in Mississauga. The Clarkson family also operated a general store and post office. In 1855 the Great Western Railway came through the area and the station “Clarkson’s Corners,” later shortened to “Clarkson.” In its heyday, Clarkson was known as the “Strawberry Capital of Canada,” and Strawberry Socials were a focal point of life in the early community. Both of the Museums of Mississauga, Bradley Museum and Benares Historic House, are located in Clarkson. The community of Clarkson is celebrating its 200th anniversary in 2008. For information about ongoing activities, visit www.clarkson1808celebration.ca.

Cooksville

Cooksville became a hub of commercial activity in the early township, centered on the intersection of two important early roads, Dundas Street and Hurontario St.. It also became the early administrative centre for the surrounding township. The village of Cooksville was originally known as “Harrisville,” named after its first settler Daniel Harris, who arrived in 1808. Jacob Cook arrived in 1819. By 1820 Cook was awarded a contract to carry mail between York and Niagara and was operating a stagecoach service throughout much of Upper Canada. He was awarded a tavern licence in 1829, and immediately built an inn. The village was renamed “Cooksville” in 1836 and it continued to grow until 1852, when a fire destroyed a large portion of the village. Cooksville rebounded, and became the centre for civic, industrial, commercial and education interests in Toronto Township.

Dixie

If Cooksville enjoyed civic and commercial success, Dixie revelled in its importance as a place of worship and an agricultural centre. Protestants in the southeastern section of Toronto Township worshipped at the early Union Chapel for many years. The community was originally dubbed “Irishtown” for the many Irish Catholics who chose to settle here. It was later named “Sydenham,” before adopting the name of “Dixie” in honour of a prominent Welsh pioneer doctor, Beaumont Wilson Bowen Dixie. While Dixie’s close proximity to Cooksville prevented it from developing a strong commercial character of its own, Dixie became a prosperous agricultural produce-oriented community, with garden markets dotting the Dundas Highway. Dixie was also home to Toronto Township’s first indoor ice rink, Dixie Arena, the Dixie Beehives, and the Dixie Cold Storage facility.

Erindale

Erindale was established around the once vital crossroads of Dundas St., Mississauga Rd., and the Credit River. Erindale first came into being in 1822 when Thomas Racey, a land speculator, bought the centre block of land to build a mill and establish a village. When Racey was unable to meet his payments, the land was auctioned off to eager settlers. By 1827, a saw and flour mill were operating, a post office established, a new church built, and a burgeoning village was coming to life. Erindale has had many names over its existence: it was first called Toronto, but when the post office was established, the name Credit was chosen. By the mid 1830s the area became known as Springfield, and then later as Springfield-on-the-Credit. In 1890, the new name of Erindale was chosen after the estate of Reverend James Magrath, an early influential settler. He had named his estate “Erindale” in reference to his homeland—Ireland. Erindale was also home to Price’s dairy, the first dairy to produce pasteurized milk in Canada in 1904. The power of the Credit River was harnessed to produce hydro-electricity in 1910, briefly forming “Lake Erindale.” In 1919 a fire destroyed much of the central portion of the village, although many reminders of the past remain. The Robinson-Adamson Grange, home to Heritage Mississauga, is located on Dundas St. in Erindale.



Mississauga's Heritage

Malton

The first recorded settler in Malton was Samuel Moore, who arrived in 1823. Among other early settlers was Richard Halliday, a native of Malton in Yorkshire, England, who had arrived in this area in 1819. By the late 1830s, Halliday had gained sufficient influence, being the only blacksmith in town, to have his new home named after his birthplace. The community of Malton developed around the “four corners” of Derry Rd. and Airport Rd., and by 1850 the village had a general store, a cobbler shop, a small hotel and a blacksmith. The arrival of the Grand Trunk Railway in 1854 provided local farmers with easier access to market, and the railway helped to turn Malton into a major grain handling and export centre. Malton was awarded the county seat in 1859, which it held for a year, and was incorporated as a police village in 1914. In 1937 Malton was chosen as the site for a new airport—now known as Lester B. Pearson International Airport.



Meadowvale Village: Ontario's first Heritage Conservation District

Meadowvale Village

Settlement of Meadowvale Village began in 1819, but without the conveniences of a store or mills nearby, ownership of lands around Meadowvale changed frequently. In 1831 saw and grist mills were established, and the area enjoyed a period of commercial and industrial prosperity. Increased settlement culminated in 1844 with the arrival of Francis Silverthorn, who bought and enlarged the mill complex. By the 1850s, Meadowvale had two hotels, a wagon shop, a foundry, and a school. Due to the well-preserved historic character of the area, Meadowvale Village earned the distinction of becoming Ontario's first Heritage Conservation District in 1980. With the realignment of Creditview Rd. and Derry Rd., Meadowvale Village retains the charm of a 19th century village.

Port Credit

In 1796, near the mouth of the Credit River, the British Government erected an inn and trading post, known as the Government Inn. The river takes its name from the custom

of trading with natives based on a system of credit. On August 2nd, 1805, the British Crown signed a land treaty with the Mississaugas at the River Credit in which the Natives retained a one-mile strip on either side of the river. It was only in 1834 that the village plot for Port Credit was surveyed and harbour construction began in earnest. Port Credit experienced a number of economic booms and busts throughout its history. The arrival of the St. Lawrence Starch Company in 1889 and other large industries boosted the area's prospects. The village of Port Credit was incorporated in 1914, gained town status in 1961, and joined the City of Mississauga in 1974. Old Port Credit Village, located on the west side of the river and south of Lakeshore Rd., was designated as a Heritage Conservation District in 2005.

Streetsville

When the survey of the northern portion of Toronto Township was completed in 1819, survey contractor Timothy Street received permission to build saw and grist mills. James Glendinning built the first small sawmill in the area on the Mullet Creek, but the building of the larger mills by Street on the Credit River attracted settlers to the area. Soon a small village had developed around the site. Street's initial business ventures marked the beginning of a long tradition of milling in Streetsville that is still strong today. The many Streetsville structures form the City's largest concentration of historic buildings, and makes a pleasant walk or guided tour. The BIA has regularly scheduled walking tours of the historic village, and Streetsville is home to the annual Bread & Honey Festival.

On Saturday, September 15th, the Village of Streetsville will be celebrating the 150th anniversary of its incorporation. Go to www.villageofstreetsville.com for details of the event.

Faith In Our Future

The Town of Mississauga was created in 1968, and the City of Mississauga was incorporated in 1974, through the amalgamation of the Town of Mississauga and the villages of Port Credit and Streetsville, together with portions of the townships of Toronto Gore and Trafalgar. Mississauga has grown to be Canada's sixth largest city.

Heritage Resources in Mississauga

Cemeteries

In 1974, care and administration of the cemeteries was turned over to the City of Mississauga. These sites are repositories of history and cultural record. They are veritable outdoor museums which offer a collection of rare three dimensional artifacts that commemorate generations and illustrate community history.

The City of Mississauga currently maintains Streetsville Public Cemetery and a number of pioneer cemeteries. Administration for the cemeteries is performed through the Recreation and Parks Division, Community Services Department, City of Mississauga. Interment rights information and burial records are kept on file at the cemetery office. For further information or inquiries, please call 905-615-4100. www.mississauga.ca

Doors Open Mississauga—Meadowvale

This year's Doors Open Mississauga is being celebrated in Meadowvale from 11 am to 5 pm on Saturday, September 27th. Participating heritage and cultural buildings include Meadowvale Museum & 19th Century Miniature Village, the Gooderham Estate, Meadowvale Village Hall, Meadowvale Theatre, Meadowvale Korean United Church, and Fo Guang Shan Buddhist Temple of Toronto as well as walking tours of Old Meadowvale Village and the Glassford Trail. Free admission. For more information about Doors Open Mississauga, visit www.mississauga.ca/doorsopen or call 905-615-3200, ext. 4065. You can also find out about Doors Open events in other communities across the province at www.doorsopen.on.ca.

Heritage Conservation

The heritage team, Planning and Heritage, Community Services, identifies and protects Mississauga's heritage through listing and designation. Staff monitor properties, designated under the *Ontario Heritage Act*, to ensure that changes are sympathetic to each property's heritage attributes. Such property includes built heritage, cultural landscapes and heritage conservation districts.

There are approximately 270 designated properties in Mississauga. About 170 of these form part of the city's two heritage conservation districts: Meadowvale Village and Old Port Credit Village. Many more properties are listed on the City's Heritage Register. The Heritage Advisory Committee, comprised of volunteers appointed by Council, makes recommendations on these matters. To learn more about heritage planning at the City visit www.mississauga.ca/heritage. To suggest a property for listing or designation, call Planning & Heritage at 905-896-5382.

Heritage Mississauga

Heritage Mississauga is a not-for-profit charity located in the historic Robinson-Adamson Grange. Heritage Mississauga works closely with many other organizations to provide unique and complementary resources and contacts within the heritage community, focusing on assisted and independent research relating to Mississauga's history and modern developments.

- Conducts special research projects and oral history interviews
- Publishes and produces material relating to Mississauga's historical development
- Advocates for the protection and preservation of our city's heritage legacy
- Presents educational outreach programs, heritage presentations and walking tours
- Organizes the annual Heritage Showcase, Heritage Awards and events
- Produces heritage exhibits and displays



Archaeological artifact from Benares Historic House collection

The resource centre is comprised of extensive textual and newspaper records, books, archival and modern photograph collections, slides, and PowerPoint presentations. You can reach Heritage Mississauga:

Telephone: 905-828-8411

Email: info@heritagemississauga.org

www.heritagemississauga.com

Mississauga Library System—Local History Collection

Discover the history of Mississauga and area by visiting The Canadiana Reading Room of the Mississauga Central Library, 301 Burnhamthorpe Rd. W. An extensive collection of fine, old and specialized items is available for in-library use and knowledgeable staff will assist you with genealogical and historical questions. Resource choices include books, newspapers, files, scrapbooks, maps, photographs and electronic databases.

You can explore the Canadiana collection online at www.mississauga.ca/portal/residents/localhistory or on the award-winning Historic Images Gallery at www.mississauga.ca/historicimages. For more information, call or email:

Telephone: 905-615-3500, ext. 3660

Email: library.history@mississauga.ca

Museums of Mississauga

The Museums of Mississauga “shed light on the past” at the Bradley Museum, restored to reflect daily life in the 1830s, and at Benares Historic House which captures life in this community in the early twentieth century. These historic house museums bring history to life through:

- Curriculum-based educational and badge programming and tours for all age groups
- Family special events such as Fall Fair, Maple Magic, Shakespeare Under the Stars
- Pre-registered programs, workshops and day camps
- Changing and permanent exhibits
- Artifact Collection Management
- Facility rentals

Mississauga's Heritage/Mississauga Fire & Emergency Services



Visit the The Log Cabin at Bradley Museum

Both Museums are owned and operated by Community Services, City of Mississauga. Located at 1620 Orr Rd., Bradley Museum opened in 1967, and was originally restored and run by volunteers of Heritage Mississauga. Benares Historic House, at 1507 Clarkson Rd. North, opened to the public in 1995, and was originally donated to the Ontario Heritage Trust by three descendants of Captain James Harris: Geoffrey Harris Sayers, Dora Sayers Caro, and Barbara Sayers Larson. The Museums' rich artifact collections go well beyond just the two historic homes, and encompass the history of all of Mississauga.

Mississauga City Council appoints 2 Councillors and 8 citizens to the Museums of Mississauga Advisory Committee to provide leadership, vision, advocacy, and continuity of purpose for the Museums of Mississauga. The museums

are also supported by the Friends of the Museums of Mississauga, whose mission is "to engage volunteers and enhance community awareness through promotion, participation and fundraising to ensure the integrity of the Museums." You can reach the Museums at 905-615-4860 or www.museumsofmississauga.com or explore the Museums' rich artifact collection at www.virtualmuseums.ca or www.mississauga.ca/historicimages.

For more information about the events and programs of the Museums of Mississauga, please turn to page 258.

Other Heritage Organizations

Other organizations, each with their own focus, include the Mississauga South Historical Society, Streetsville Historical Society, Friends of the Britannia Schoolhouse (www.britanniaschoolhousefriends.org), Friends of the Library, Oakville Historical Society, The Mazo Society (www.mazo.ca), Trafalgar Township Historical Society, Etobicoke Historical Society and the Halton-Peel Branch of the Ontario Genealogical Society, amongst many others. In addition, the Peel Heritage Complex in Brampton is home to the Region of Peel Archives, Art Gallery of Peel, and the Region of Peel Museum (www.peelheritagecomplex.org).

For contacts and links to other local heritage groups visit: www.mississauga.ca/heritagefour

Mississauga Fire & Emergency Services

Fire Suppression

Fire suppression services are delivered by highly trained crews of firefighters grouped together at 20 firehalls located throughout Mississauga. Firehalls have been historically located to provide a consistent and acceptable response time to emergencies throughout the city. However, due to changing population densities, demographics, major development projects and other variables, firehall locations are constantly being reviewed by senior staff to ensure acceptable service to the citizens of Mississauga.

Firehalls are staffed 24-hours per day, 365 days per year. Depending on its location, and the surrounding occupancies, a firehall can house a pumper and/or an aerial (ladder or platform) as well as other specialty equipment. In addition, some firehalls also have special rescue squads.

Emergency Medical

In addition to the "traditional" services of suppression and prevention, Mississauga Fire & Emergency Services (MF&ES) has developed special services to meet evolving needs. Mississauga Fire & Emergency Services has provided emergency pre-hospital medical care for several years. The department has a tradition of providing emergency medical intervention. Under the current system, MF&ES provides the first responder services to the local, a "tiered response" medical emergency response system in cooperation with the ambulance service.



Historic Images Gallery

www.mississauga.ca/historicimages

An award-winning searchable database of heritage images and artifacts of Mississauga.

A joint project of:

Mississauga Library System
 Museums of Mississauga
 Planning & Heritage and
 Administration & Cemeteries Sections,
 City of Mississauga Community Services Department

Although Fire & Emergency Services has provided medical service for many years, in 1992 the Department began implementing the “First Responder” program. This provincially mandated system requires the certification of emergency response personnel to three possible levels.

Our members are trained to assess the emergency scene and provide basic life support, including cardiopulmonary resuscitation.

Automatic External Defibrillation

Advancements in emergency medical technology, an aging population, pressures on municipal finances and the public demand for increased services have combined to encourage the City of Mississauga to more effectively use the available time of service personnel. Automatic defibrillation has been provided by MF&ES since 1995. Mississauga is seen as a leader in the delivery of fire-based emergency medical service.

Technical Rescue

The Department is involved in a number of technical rescue areas including confined space, high angle, auto extrication, ice and fast water rescue. For a number of years we have had teams place consistently high in international extrication competitions. In fact, we are considered among the best in the world at auto extrication.

Hazardous Materials Response

Hazardous materials provide unique challenges to emergency personnel. Special equipment and operating techniques are required to safely control these incidents. The Mississauga Fire and Emergency Services has trained all personnel in basic hazardous materials response. In addition, MF&ES also has a specially trained hazardous materials response team.

In-Service Inspections

All fire crews carry out scheduled fire prevention inspections in their particular response districts. This serves a dual purpose of fire code enforcement and crew familiarization with occupancies they may have to respond to under emergency conditions. They also visit single family residences under the “Home Safe Home” program, which includes a voluntary fire hazard check of the home.

“Home Safe Home” Program

The goal of this program is to reduce the number of fires and resulting deaths in residential buildings in Mississauga. Firefighters from local fire stations will be in all neighbourhoods offering a FREE home fire safety survey. The intent of the program is to increase the awareness of everyday hazards that may cause a fire in homes today. The cost of fire impacts all of us, both financially and personally.

In Ontario, 92 per cent of all fire deaths occur in the home. Furthermore, senior citizens and children are twice as likely as adults to die in a house fire. In fact, fire and burns are, by far, the leading cause of accidental death in the home for children up to 14 years of age.

Education is the key to reducing fires and fire deaths. Participation in the “HOME SAFE HOME” program will increase awareness of potential fire hazards in your home.

The program runs May through October, 7 pm to dusk, Monday to Friday. It is up to you and your family to put this information to good use. Together we can make the City of Mississauga and your residence a “HOME SAFE HOME.”

Fire Prevention 905-896-5908

Fire Prevention is responsible for various functions including fire investigation, plans review, code enforcement in buildings under construction and in existing buildings, public education and inspection duties. The following is a brief description of each area.

Fire Investigation

In Mississauga, all fire incidents are investigated, regardless of dollar loss, to determine the cause. Protocol requires a Fire Prevention Officer to attend the scene to investigate when fire loss exceeds \$100,000, when the District Chief feels further investigation is necessary, to secure evidence, or, when the Fire Marshal’s investigator is required to attend the scene.

If an investigation identifies that the fire was caused by arson, the scene becomes a crime scene. The Peel Regional Police and the Ontario Fire Marshal Investigators are then called in to prepare the case to bring the offender to trial.

Plans Review

The Plans Review Section ensures that all fire and life safety requirements of the Ontario Building Code and the Ontario Fire Code are addressed prior to the issuance of a building permit.

As part of the development process, the Plans Review Section reviews drawing submissions for fire access routes, site servicing, fire alarm systems, automatic fire sprinkler systems, emergency power systems, emergency lighting systems, specialized process operation and protection, subdivision agreements, land division agreements and Committee of Adjustment rezoning applications.

Current technology is used to track the status of the building permit. A Mississauga Approval Xpress System (MAX) is in place to assist in tracking permits and correspondence. This streamlines and ultimately reduces processing time.



Mississauga Fire & Emergency Services

Inspections Program

The City of Mississauga is divided into four inspection areas. Each area has a captain and a number of inspectors. The role of the inspector is to enforce the minimum life safety standards of the Ontario Building Code and the Ontario Fire Code within all buildings in his/her jurisdiction. Identified high life risk occupancies such as hotels, motels, hospitals and nursing homes are inspected on an annual basis.

Public Education 905-615-4377

The Public Education unit is responsible for the implementation of educational programs directed at the various cultures that make up this community of more than 700,000 residents.

Both Learn Not To Burn Preschool and Curriculum Programs are used extensively throughout the community. Other areas that are addressed are Seniors, Home Fire Safety, Evacuation Procedures, Fire Extinguisher Training, Industrial Fire Safety and Girl Guide Fire Safety.

The mobile Fire Safety House is used to enhance all programs presently offered by our Public Fire Safety Educators.

The Public Education unit is also involved in The Arson Prevention Program for Children (TAPP-C) and offers help to families whose children are involved in “fire play.” This confidential and free service can be reached by calling the Peel Children’s Centre at 905-451-4655.

For additional information check out the Fire Emergency Services website at: www.mississauga.ca/fire

Carbon Monoxide Detector By-law

Mississauga residents should be aware that on March 1, 2000 the City of Mississauga enacted a Carbon Monoxide Detector By-law which requires the installation of a carbon monoxide detector in every household and multi-unit dwelling with a fuel burning appliance, including all dwellings located on the same floor as an active fuel burning appliance. In addition, all service rooms with a fuel burning appliance in a multi-unit dwelling must have a carbon monoxide detector installed with a remote indicator located in a supervised area.

Carbon monoxide (CO) is known as the “silent killer” and is a deadly gas that is odourless, colourless, and tasteless. Symptoms of CO poisoning include: headaches; fatigue; dizziness and nausea.

For more information on carbon monoxide or the by-law, please call 905-615-4377.

Open Air Burning By-Law

The Open Air Burning By-law helps ensure outdoor fires are safe and do not prevent others’ enjoyment of the outdoors. Highlights of the by-law are listed below.

Open Air Burning Not Permitted:

During Smog Alerts

No open air fires, including instances where a permit has been issued, can take place when a smog alert has been issued by the Ministry of Environment for the Regions of Halton and Peel.

If It Is A Nuisance To The Public

All open air burning, including instances where a permit has been issued, must cease if it is considered a nuisance. Nuisance is defined as excessive smoke, smell, airborne sparks, or embers that is likely to disturb others.

Chiminea Use:

Chimineas are now included under the by-law and may be used without a permit. They can be used between sunrise and 11 pm if they follow the requirements of the Open Air Burning By-law, a smog alert is not in effect and if they do not create a nuisance. These fires must be constantly attended and the owner must have a means available to extinguish the fire.

Open Air Burning By-Law Requirements:

- The revised by-law increases the distance a fire must be from structures, objects, roadways and property lines to 50 metres.
- Suitable means of extinguishment must be on site while the fire is burning.
- The fire must be constantly attended by the permit holder.
- A copy of the permit must be available on site for review. Fire & Emergency Services has the authority to direct the permit holder to extinguish the fire if the requirements of the by-law are not met.

Permits can be obtained at the Civic Centre, 8th floor, Fire Prevention Office or at Fire Headquarters, 15 Fairview Rd. between 8:30 am and 4:30 pm Identification such as a drivers licence is required.

For the complete Open Air Burning By-law, visit www.mississauga.ca

Smoke Alarms

As of March 1, 2006, the Ontario Fire Code requires a working smoke alarm on every storey of a dwelling. Additional information is available by calling 905-615-4377 or on our website.

How to Contact Us

EMERGENCY—CALL 911

Non-emergency inquiries
call Communications 905-456-5700

Administration Office
Business Hours—8:30 am to 4:30 pm
Monday to Friday
Call—905-615-3777
After hours—905-456-5700

Fire Prevention Office—905-896-5908

Fireworks Display Bylaw 0293-2001

The City of Mississauga, Fireworks Bylaw, permits residents to set off 7.2.1. Family Class Fireworks, for a private display on their own property without the need for a permit, only, on Victoria Day and Canada Day (or a rain date the day after). For all other dates, types/classification of Fireworks/Pyrotechnics, locations other than private residential properties, and public displays, a permit is required.

The application process for obtaining a permit and fire department acceptance for the event involves the following requirements:

- The appropriate application form(s) must be completed by the fireworks setter/supervisor.
- For other than private displays, a certified Fireworks Supervisor or certified Pyrotechnician must be retained for the display event.
- An application fee of \$30.00, made payable to the City of Mississauga, must accompany applications prior to processing.
- Applications must be submitted 14 days in advance of the event date to allow for processing.
- Proof of \$5,000,000.00—(five million dollars) liability insurance naming the City of Mississauga as a co-insured, to cover a public display event.
- A letter of consent from the property owner, if owned by other than the applicant.
- A photocopy of the Fireworks Supervisor/Pyrotechnician Card bearing the name and expiry date corresponding to the applicant who must be the firing supervisor.
- A diagram showing site location, with dimensions indicating the firing area, set back distances from spectator barricade locations, clearance to any street, building, structure, overhead obstructions or tree/shrub.
- Applications must identify proposed methods of extinguishment to be made available during the event.
- For events where facility parking lots are to be used, no obstruction of a required fire access route shall be permitted.
- If display events are proposed for indoor venues, no fire or life safety system shall be impaired/disabled without permission of the Chief Fire Official.

For further information please refer to <http://www.mississauga.ca/portal/residents/firesafety> or contact the Fire Prevention Offices at 905-896-5908.

Fire Communications

The Communications Division of Mississauga Fire and Emergency Services partners with Brampton Fire and Emergency Services to deliver emergency fire communications service to the City of Mississauga, the City of Brampton, the Town of Caledon as well as contracted areas of service in Milton, Halton Hills and Mono Township.

The Communications Centre is staffed 24 hours per day, 365 days per year by Communications staff who are responsible for receiving emergency and non-emergency telephone calls, ensuring adequate resources are assigned to all incident responses, tracking the movement of emergency vehicles, contacting outside agencies and service groups as needed, dealing with media inquiries and ensuring ongoing and timely redistribution of available emergency vehicles to provide the best possible fire service coverage of the City of Mississauga at all times.

The Communications Centre annually handles over 45,000 emergency calls for service and over 200,000 non-emergency inquiries or fire alarm systems status updates. Fire Communications staff maintain radio contact with responding fire crews through the Region of Peel VCOM radio network which also allows Fire Service staff to communicate with Police or Public Works crews if needed.

The City of Mississauga Emergency Plan

The City of Mississauga is well prepared to handle emergencies. The City of Mississauga Emergency Plan ensures that appropriate plans and procedures are in place to fulfill municipal emergency mandates. The plan defines the roles and responsibilities of municipal officials, staff and other agencies who may need to be involved in a variety of emergency situations.

For more information visit, <http://www.mississauga.ca/portal/residents/mississaugasemergencyplan>

Mississauga Friendship Association



The City of Mississauga is proud to have celebrated 26 years of friendship with its Sister City, Kariya, Japan.

The benefits of sister city partnerships go well beyond friendship. They are a way for both cities to enhance their global reputation and trade, to provide learning opportunities for governments and business, and to provide a cultural and educational exchange between both cities. The City boasts over 80 Japanese companies that contribute to our local economy.

In Kariya, the Kariya International Friendship Association was developed to support our Sister City relationship in 1983, while in Mississauga, the Mississauga Friendship Association (MFA) was established in 1993. Together, they have hosted over 10 cultural exchanges involving more than 150 delegates.

For more information about the Mississauga Friendship Association, visit www.mississauga-fa.ca

Mississauga Library System

Mississauga Library System



All About the Library

Your library card is the key! A library card is FREE for residents of Mississauga or those who work, attend school, or own property in Mississauga.

You can use your card to borrow materials from any library location. (For a library location near you, see Facility Maps Section pages 67/68.) To get a library card, bring in identification with your name and address on it. If any changes occur, such as a change of name, address or phone number, please inform staff right away. Fees are charged for lost, damaged, forgotten or stolen cards.

About borrowing: Most books, cassettes, CDs and CD-ROMs may be borrowed for three weeks. Most DVDs, videos and magazines may be borrowed for one week.

You can borrow...

Books

Over one and a half million items are available in the Mississauga Library System.

Magazines

Access is provided to more than a thousand periodicals.

DVDs, Videos and CDs

A wide range of material is available, including multilingual audio-visual material. Collections of music and spoken word recordings are also provided in audio cassette and CD formats.

Lightning Loans

This collection gives customers an opportunity to find a current best seller or high demand item on the shelf even though it may have a lengthy list of customers waiting to borrow it. Lightning loans are available at all branch locations. Books may be borrowed for 7 days. DVDs may be borrowed for 3 days. Lightning loans cannot be reserved or renewed.

If the item you want is out

You can place a hold yourself using the on-line catalogue from home or at the library. When it is available, you will be notified. You will be charged for holds not picked up on time. Items not in the Mississauga Library System catalogue may be obtained through inter-library loan. Please ask staff for help.

Renewing Library Materials

Most library materials may be renewed. Even if an item is overdue, it may be renewed and the late charges will be added to your record. Materials are renewed from the day of renewal not from the original due date. DVDs, videos and magazines will be renewed for seven days. All other items will be renewed for three weeks. Renew items by using:

- the catalogue from home or at the Library
- a touch tone telephone (905-615-3500, press 2)

An item cannot be renewed if it:

- is a Lightning Loan
- has been requested by someone else
- has been renewed twice already
- is a DVD, video or magazine that has been renewed once already

If an item cannot be renewed, it should be returned by the due date.

Returning Library Materials

The dates items are due back are printed on the receipt given to you at check out. Items should be returned to the Library by closing time on the day that they are due. Please return your library materials on time so other people can borrow them. Book drops are available at each location for your convenience. Materials borrowed from one branch may be returned to any other branch in the library system.

Late Charges

You are responsible for items taken out on your card. Charges will be assessed for each day or part day after the due date.

All library materials (except as below) ...	\$0.35/day (\$14 maximum/item)
Videos, Magazines and most Paperbacks \$0.35/day (\$8 maximum/item)
DVDs	\$2.25/day (\$14 maximum/item)
Lightning Loans	\$2.25/day (\$25 maximum/item)

Service Charges (plus taxes as applicable)

Non Resident	\$70/year with ID
Forgotten Card	\$1 with ID
Replacement Card	\$5 with ID
Holds Not Picked Up on Time	\$2/hold
Damaged or Lost Item	Library's replacement cost of the item
Collection Agency Fee	\$12.80
Reserve a Computer Temporary Card	\$1/day
	\$5/week
	\$15/month

The Library endeavours to collect all unpaid charges. The Library uses the services of a collection agency for substantial and past due balances. Accounts submitted to the collection agency are subject to an additional fee.

Something for Everyone

Programs for All

For Young Children—Most Library locations offer storytimes for young children from birth to age five.

For School-Age Children—Reading clubs, special events and summer programs are held at most library locations.

For Teens—Special events are held at some locations.

For Adults—Libraries have speakers, demonstrations, book clubs and seminars about a variety of topics.

For Older Adults—Special events and book clubs are held at some locations.

For a calendar of Library programs, events and services, check it out at the Library's website at www.mississauga.ca/library

Reference Services

All branches have basic reference materials, including encyclopaedias and dictionaries. In-depth reference materials are available at the Mississauga Central Library, including company reports, government documents, street and trade directories.

Photocopying

Photocopiers are available at all library locations. Copying is subject to copy-right laws.

Art Shows and Exhibits

Displays and regular art exhibits can be found in most branches. Art gallery and display cases can be rented by the month. For booking information contact your local branch library.

Flyer and Poster Distribution

Want to promote your workshop, show or display to the community? Need more members or volunteers for your community or non profit group? The Library will distribute flyers and posters, for community and non profit groups, to its branch locations. For commercial posting information, contact the Library's Community Development Office at 905-615-3200, ext. 3471.

Meeting Rooms

Need a room to hold a monthly meeting? The Library has meeting rooms and an auditorium for rent. For booking information contact the City of Mississauga, Customer Service Centre at 905-615-4100.

Book a Tour of Mississauga Central Library

Tours of the Mississauga Central Library, one of the busiest central libraries in Canada, are offered regularly. If your organization, school class or business would like a tour of the Mississauga Central Library and its many resources, phone 905-615-3500 to make the arrangements.

Local History

An extensive collection of fine, old and rare materials, dealing with the history of Mississauga and Peel County, is available for in-library use and includes scrapbooks, microfilm, local archives, and a large collection of photographs. Genealogical materials in the collection include the International Genealogical Index TM and Ancestral File TM.

Mississauga Central Library, Business Department

Find new customers or a new employer in Canada, the United States and elsewhere using dozens of trade directories, electronic and print. Learn how to start and run a new business, using the Small Business Collection. Keep it legal using an extensive law collection. Invest your profits wisely by consulting the many investment newsletters.

Special Services

Homebound Service—Homebound service is provided to shut-in library users. Phone 905-615-3500 ext. 3544 for more information.

Languages—The Library offers materials in 22 languages and community support is welcomed. You can get course kits to learn many languages from all branches.

Large Print Books—They are available from all branches. Some of the books rotate from branch to branch, so there is always a selection of new titles.

Computers for Public Use

Public access to the Internet and word processing is available at all library locations.

Workstations support USB keys.

Reserve a Computer

You can book a session to use a library computer with a valid library card, from home or at the Library.

E-Resources

Search more than 60 e-resources covering a variety of topics including health, business, world news, literature, sports, arts, and entertainment.

Go to www.mississauga.ca/library

- Click on the Library Catalogue (right side of the screen)
- Click on Research Resources (one of the top tabs)
- Click on Find articles and more.....
- Scroll down to find a list of all of the resources available

WirelessMississauga

Access the Internet at most Mississauga Library locations for free, with your own wireless capable laptop and valid library card. Confirm availability with staff at your local library.

Mississauga Transit

Mississauga Transit

mississauga transit 



Trip Planning Online

Now it's only 2 clicks to anywhere

Your destination is now only a mouse click away. Here's how Mississauga Transit's online trip planner works:

- Enter your origin and destination, day and time of travel
- Choose the quickest route, fewest transfers, shortest walk or accessible routes
- Print a detailed trip itinerary that includes bus connections, times and directions, or print only the bus stop schedule you need

Visit mississaugatransit.com and get clicking

Trip Planning By Phone

905-615-INFO (4636) for all your transit needs

- Press 1—Travel Times and Route Planning
- Press 2—Feedback
- Press 3—Lost and Found
- Press 4—City Link bus stop arrival times
- Press 5—Staff Directory

Mississauga Transit is a convenient and efficient way to travel around the city, with service located within walking distance of most homes and offices. Get the most up-to-date route information, online trip planning, service changes, ticket agent locations and more by visiting our website at www.mississaugatransit.com

Transit Customer Information Centre: 905-615-INFO (4636) open seven days a week, for general information about schedules, fares, routes and services. Customer Service Representatives are available: Weekdays: 7:00 am–6:55 pm, Saturdays, Sundays and Holidays: 8:00 am–5:55 pm

TTY Phone for the deaf, deafened or hard of hearing: 905-615-3886.

City Link—Schedule Information at your fingertips

City Link gives you the scheduled arrival times of buses at your stop for the whole week. When you want to travel, just dial 905-615-4BUS (4287), enter your bus stop number, the day and time you wish to travel and a real voice will give you the information you need. It's that easy. If you don't know your bus stop number, call 905-615-INFO (4636). Get Linked.

City Centre Transit Terminal

The City Centre Transit Terminal on the north side of Square One, opposite Zeller's, features a coffee stop, information booth, ticket and pass sales, lost and found, elevator for disabled patrons and washroom facilities.

Approximately 40,000 passengers board each day and make connections to 26 routes. The Terminal includes two linked shelters for protection from the elements and is security patrolled for customer safety. Across from the Terminal on Station Gate Rd. is a covered platform for customers making connections with GO Transit buses.

Lost and Found

City Centre Terminal (Square One): 905-615-INFO (4636)—Press 3

Weekdays: 7:00 am–9:30 pm

Saturday: 9:00 am–6:30 pm

Sunday: 11:00 am–6:30 pm

Other Transit Numbers

Brampton Transit	905-874-2999
Oakville Transit	905-815-2020
TTC	416-393-4636
GO Transit	416-869-3200
Transhelp	905-791-1015

Wherever life takes you

To ride Mississauga Transit you need a ticket, pass, transfer or exact change on all buses. Drivers do not sell tickets or passes, or make change. Transfers must be obtained when you pay your fare. The driver must see your entire pass without obstruction. Please have your fare ready before the bus arrives at your stop. The driver must see your entire pass and senior/student photo id without obstruction.

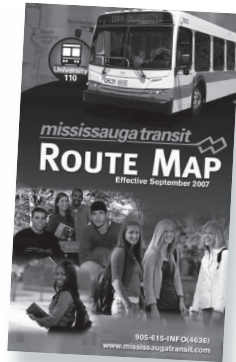
Where to purchase tickets and passes

Tickets and passes are available at Mississauga Transit's subway booth located at Islington Subway Station, the City Centre Transit Terminal, from more than 100 authorized agents throughout Mississauga and online at www.mississaugatransit.com (click on Bus Fares). Call Customer Information at 905-615-INFO (4636) for ticket agent locations.

Route Map

Mississauga Transit Route Maps are distributed free and are available on buses, at authorized ticket agents, numerous community facilities, or by calling Customer Information at 905-615-INFO (4636).

Large route maps are displayed in customer information panels located in most bus shelters.



Bus Fares

Fares shown are current as of February 26, 2007. All fares are subject to change.

Cash fares (exact fare required)	\$2.75
Pre-school childrenfree
(must be accompanied by a fare paying passenger)	
Visually impaired patrons (with CNIB card)free
Children (Grades 1 to 8)	
Cash Fares	\$2.75
Book of 5 Tickets	\$8.00
Book of 10 Tickets	\$16.00
Students (Grades 9 to 12, including full-time university and community college students. Must show current school ID)	
Cash Fares	\$2.75
Book of 5 Tickets	\$10.75
Book of 10 Tickets	\$21.50
Weekly Pass	\$22.50
Monthly Pass	\$93.00
Adults	
Cash Fares	\$2.75
Book of 5 Tickets	\$11.50
Book of 10 Tickets	\$23.00
Weekly Pass	\$24.00
Monthly Pass	\$99.00
Senior Citizens (65 years of age or older)	
Cash Fares	\$2.75
Book of 5 Ticket (Senior Photo ID required)	\$8.00
Book of 10 Tickets (Senior Photo ID required)	\$16.00
Monthly Pass (Mississauga Transit Senior Photo ID required) .	\$39.00
Annual Pass (Mississauga Transit Senior Photo ID required) .	\$390.00
Mississauga Transit Senior Photo I.D.	\$4.00
(new and replacement includes GST)	
GO Transit Fare Integration	
GO Ticket Pass (to and from GO Station)	deposit \$0.60
GO Sticker	\$23.00
(must use with GO Monthly Pass available at GO Stations)	
GTA Weekly Pass	\$47.00
(Unlimited travel within the Greater Toronto Area on these transit systems: Mississauga Transit, TTC, Brampton Transit, York Region Transit)	
City Centre Shuttle (Cash Fare—no transfer)	\$1.00
(Full cash fare, ticket or pass for transfer privileges)	
Canada's Wonderland Service (Seasonal service only)	
Cash Fares	\$6.50
Family of Four (1 adult 3 children, or 2 adults 2 children) ..	\$20.00
(No tickets, passes or transfers accepted on the Wonderland service)	

GST is not applicable to municipal transit

Tax Credit—Transit Passes

2007 Weekly and Monthly Mississauga Transit passes/Senior Annual passes are eligible for a 15.5% Federal tax credit. Keep your expired monthly transit passes to submit with your income tax return. Weekly passes must be submitted in blocks of four consecutive weeks to qualify for the tax credit. Your expired pass serves as your receipt. For more information visit www.transitpass.ca

Senior Passes

Mississauga Transit offers a special Seniors' Annual Pass for only \$390 and a monthly pass for \$39. The Seniors' passes are available to Mississauga residents 65 years of age or older and must be used with a Mississauga Transit photo identification card.



Seniors' photo ID cards (new and replacement) may be obtained for \$4.00 at the information counter in the City Centre Transit Terminal, 200 Rathburn Rd. W., Monday to Friday 7:00 am to 9:30 pm, Saturday 9:00 am to 6:30 pm and Sunday 11:00 am to 6:30 pm. You must present one piece of identification for proof of age (i.e.: Ontario Health Insurance Card (with photo), Ontario Driver's licence, birth certificate, passport. Passes are available at the ticket counter in the Terminal.

Transfers

If you require more than one bus route to reach your destination, you will require a transfer. The time expired transfer offers unlimited travel in any direction for the cost of one fare. Expiry time is two (2) hours from the route starting time.

ASK for your transfer at time of payment by ticket, cash fare, or pass, while boarding the bus. A transfer will not be issued if you forget.

KEEP your transfer.

SHOW your transfer to the driver each time you board the bus for verification that the transfer is still valid. Remember to keep your transfer if you are going to board another bus; do not give the transfer to the driver. Once the transfer has expired, you will be required to pay an additional fare when boarding another bus.

Transfers are valid only to the customer to whom it was issued.

In the event of a dispute, customers are requested to pay the correct fare and contact Customer Service at 905-615-INFO (4636). Keep the disputed transfer and record the bus number, and date and time of the occurrence.

Mississauga Transit

Transfer to Brampton and Oakville Transit

Mississauga Transit transfers can be used on Brampton Transit and Oakville Transit. Brampton Transit and Oakville Transit transfers are accepted by Mississauga Transit.

Mississauga, Brampton and Oakville Transit passes will be accepted as valid transfers where Mississauga Transit connects with Brampton and Oakville Transit. If your trip requires you to transfer again after making one of these connections, you must obtain a transfer upon boarding the connecting service.

Mississauga Transit transfers are not accepted by the Toronto Transit Commission (TTC).

Mississauga Transit GO Rail Customers

Effective February 25, 2008

The reduced 60 cent fare or Monthly Mississauga Transit

- 03 Long Branch
- 11 Port Credit
- 11 Dixie
- 11 Cooksville
- 12 Clarkson
- 12 Erindale
- 21 Streetsville
- 22 Meadowvale
- 23 Lisgar
- 31 Malton

sticker is valid to or from designated Mississauga GO Rail station stops including Long Branch.

GO RAIL ZONE

Valid Mississauga GO Rail stations:

For all other destinations, full fare is required.

60 CENTS

REDUCED CASH FARE—60 CENTS

Pay 60 cents and show any of the following valid GO Rail tickets/passes to the Mississauga Transit Operator:

If you are travelling to a GO Rail station

- 10-ride or 2-ride ticket with at least one “un-cancelled ride”
- Day GO Rail pass valid for the current day printed
- Monthly GO Rail pass valid for the current month

If you are travelling from a GO Rail station

- 10-Ride, 2-Ride and Single-Ride tickets must show a current date/time cancellation from the connecting GO train or GO bus at a GO Rail station
- Day GO Rail pass valid for the current day printed
- Monthly GO Rail pass valid for the month printed

Mississauga Transit Monthly Sticker for the Monthly GO Rail Pass

The Monthly Mississauga Transit sticker is valid to or from a Mississauga GO Rail station or Long Branch GO Rail station only.

- The Mississauga Transit sticker must be affixed directly on a valid GO Monthly Rail pass for Mississauga GO Rail stations including Long Branch station
- Your current valid Monthly Go Rail pass with Mississauga Transit sticker affixed directly on the GO Rail pass must be shown to the Mississauga Transit Operator

Reduced fare NOT accepted:

- On connecting GO buses at the City Centre Transit Terminal (Square One)
- On connecting GO buses outside any Mississauga GO Rail station
- With GO Transit group passes
- With GO Transit photo I.D. employee passes.

Transit Wave

If you are travelling westbound in Etobicoke or southbound in Brampton, please wave to alert the driver that you are waiting for the bus. Use the Transit wave at any Mississauga Transit stop with two or more routes using that stop. If the bus approaching is not your bus, take a step back to signal the driver that you are not waiting for that bus.



Accessible Transit

Mississauga Transit has introduced fully accessible service on some of its regularly scheduled routes throughout the city:

This accessible service will provide you with mobility options whether you use a wheelchair, a scooter, or if you find it difficult to climb stairs.

- Route 1 Dundas
- Route 1C Dundas-Collegeway
- Route 3 Bloor
- Route 4 Sherway Gardens
- Route 8 Cawthra-Indian Rd
- Route 9 Rathburn-Millers Grv
- Route 12 Rexdale
- Route 13 Glen Erin
- Route 16 Malton Loop
- Route 19 Hurontario
- Route 20 Rathburn
- Route 22 Finch
- Route 23 Lakeshore
- Route 26 Burnhamthorpe
- Route 28 Confederation
- Route 28 Confederation
- Route 29 Park Royal
- Route 33 Erin Centre Loop
- Route 34 Credit Valley
- Route 36 Colonial Pkwy
- Route 44 Mississauga Rd
- Route 48 Erin Mills
- Route 68 Windsor Hill
- Route 74 City Centre Shuttle

Breaking Down Barriers on Mississauga Transit

The front seats are designated for our elderly and disabled passengers. Be considerate of their needs and leave the front seats available. Together, we can make transit as accessible as possible for everyone.

Service Changes

Service change information regarding routes or schedules can be found on the courtesy panel in each bus located directly behind the driver. Detailed service change information is also available on the hooks directly over the rear doors or from your driver. Service change information can also be accessed by calling Customer Information at 905-615-INFO (4636) or by visiting our website at www.mississaugatransit.com

Travel Tips: How to make your trip a smooth one

Using Mississauga Transit is a safe, environmentally friendly and affordable way to travel in the city. Everyday approximately 158,000 riders use transit to get to their destinations. It takes the hard work of our drivers and the cooperation of you, the rider, to make each trip a smooth one. However, sometimes we all need to be reminded of what it takes to make your ride an enjoyable one.

Music—Listening to your music devices with earphones is permitted, as long as the volume of the device is at an acceptable level and does not disturb other passengers or the driver.

Smoking—Smoking is not permitted on any Mississauga Transit bus, in bus shelters, or inside bus terminal buildings.

Pets—Service dogs are permitted on board at any time. All other pets must be leashed and muzzled or contained in an animal carrier. For the comfort of other customers, the driver may refuse the transportation of animals. Exotic animals are not permitted.

Carriage/Stroller—At the driver's discretion, buggies, strollers and large articles are permitted when there is space and other customers are not inconvenienced. These items cannot block aisles for the safety of all customers. Passengers are required to carry on and carry off their buggies, strollers, and other large articles.

Roller Blades/Footwear—Wearing roller blades, roller skates, ice skates or the use of skateboards is not permitted on any Mississauga Transit bus, in bus shelters or at bus terminals.

Bicycles—At the driver's discretion, bicycles are permitted when there is space and other customers are not inconvenienced. Bikes must not block aisles for the safety of all customers.

Light Snacks—Light snacks are permitted. In consideration of others, all food and drink must be properly contained. All litter must be taken off the bus and disposed of appropriately.

Customer Safety—Customers are required to remain behind the yellow or white line. Customers are required to remain seated or to hold onto the handrail. Customers are to refrain from lengthy conversations with the driver.

Hazardous/Alcoholic Substances—Toxic, flammable or hazardous substances are not permitted on any Mississauga Transit bus, in bus shelters or at bus terminals. The consumption of alcohol or illegal drugs is not permitted on any Mississauga Transit bus, in bus shelters or at bus terminals.

Request Stop at Night

In the evening, if you have concerns for your safety, the Request Stop program allows you to exit the bus at locations other than regular Mississauga Transit bus stops.

1. Simply speak with your bus driver at least one stop ahead of where you wish to get off the bus and we'll let you off as close to your request as possible.
2. In order to meet with your request, your bus driver must be able to stop safely.
3. For added safety and security, please exit by the front doors at "requested" stops (available on all non-express routes).

Mississauga's Bus Rapid Transit (BRT) Project

The Mississauga BRT project, a cooperative effort between the City of Mississauga, GO Transit, the Province of Ontario and the Federal government, will see the creation of a dedicated east-west transit corridor (busway) across Mississauga. The busway will run along the Highway 403, Eastgate Parkway and Eglinton Avenue corridors, connecting Winston Churchill Blvd. in the west to Renforth Dr. in the east. Future BRT service, anticipated by 2012, will complement and connect with local bus service, inter-regional transit and the TTC subway, linking high-density development and employment centres across Mississauga. Designated stations along the BRT corridor will provide key connection points for passengers. For more information about the project, visit: www.mississauga.ca/brt.

New Residential Subdivisions

Builder and Developer Responsibilities

The Development Construction Section ensures that developers and their contractors install/construct the municipal services (i.e. sewers, roads, curbs and sidewalks) in accordance with Transportation and Works Department's building and construction standards.

The developer is responsible for the municipal services within the subdivision until the City assumes responsibility for the services. This typically occurs when the City is satisfied that the developer has fulfilled all obligations. This most often occurs after the final layer of pavement has been installed throughout the subdivision. This is known as the "assumption" of the subdivision by the City.

What is the developer's responsibility?

The developer is responsible for sewer and road construction, street lighting, sidewalks, parks and boulevard trees and to ensure that the building of your home complies to City standards (Noise Reduction).

What is the builder's responsibility?

The builder is responsible for the grading and sodding of the lots, paving of the driveway and maintaining clean roads and a clean building site. For information call 905-615-3200, ext. 5155.

Deposit Cheques

New Residential Subdivisions/Parking Enforcement

I gave my builder a deposit when I bought my home. The builder told me that the City is holding onto this money. When do I get my money back?

Typically the builder requires deposits prior to closing the sale of your home to ensure that the homeowner does not adversely alter the grading of the lot. The City does not require the builder to take these deposits as the City maintains the developers' securities for lot grading until they assume responsibility for the services in the development.

The homeowner should check the purchase and sale agreement with their builder as to when the builder returns the deposits.

I placed a deposit with the City some time ago. How do I get it back?

There are various reasons why the City may hold a deposit. A municipal service protection deposit is most common. This deposit is required as a condition of a pool permit, building permit, sales trailers or when construction access is required over the municipal boulevard.

Other common types of deposits are: topsoiling and sodding; lot grading; sedimentation control; retaining walls; and removal of excavated material. In order for your deposit to be refunded, we require the deposit number as indicated on your receipt and/or the address of the property applicable to the deposit. A final inspection of the property and in some cases certification by a Professional Engineer or Ontario Land Surveyor may be required to release the deposit. A small administrative fee is collected by the Transportation and Works Department to complete the final inspection and process the refund. For additional information, please refer to your deposit documentation.

Lot Flooding

I've lived in my home for more than 10 years and now my neighbour has changed the grading of his property and is flooding me out. Is he allowed to do this? What will the City do about it?

The City has no control over homeowners altering the grades of their property in established subdivisions. A City permit is not required to do this work and there are currently no City by-laws that can be enforced when such a situation arises.

The situation may be a civil matter as a contravention to the *Provincial Drainage Act* may have occurred. City staff are willing to talk to the neighbour and advise them of what has transpired because of their actions and suggest an amicable solution.

I have water sitting in my yard. How can I correct it?

City staff cannot carry out work on private lands; however, they frequently visit sites to offer advice and suggest possible solutions to resolve grading and drainage problems.

For additional information, visit: www.mississauga.ca/portal/residents/Sub-Divisions

Parking Enforcement

Visit us at our website at www.mississauga.ca/parking

Parking enforcement in the City of Mississauga is based on a policy of proactive enforcement for most parking offences, and reactive or complaint-based enforcement for parking on residential streets for longer than the authorized time limit and for parking on the paved boulevard. Parking Enforcement Officers patrol the city for offences such as parking in a designated fire route or disabled persons' parking space, parking within three metres of a fire hydrant, parking an unlicensed or immobile vehicle on a highway, parking in a prohibited area, parking a heavy truck in a residential area, or parking at an expired meter. Where an officer finds an offence under the related by-law, a parking infraction notice will be served, whether or not a complaint was received.

Parking on City Streets

Parking on city streets is allowed for three hours, unless the street is signed otherwise to prohibit or extend the time limit. Should residents of a street wish to alter the parking time limits for their street, contact the Traffic Unit of Transportation and Works at 905-615-3200, ext. 5131 or the Ward Councillor or on-line at www.mississauga.ca/parkingpetition. A petition will be sent to the neighbourhood to determine interest, prior to a report to City Council to amend or retain the existing by-law.

Where parking is permitted on residential streets, enforcement of the designated time limit is based upon receipt of a complaint. In addition, Parking Enforcement will rely on a complaint for offences relating to paved boulevards adjacent to driveways on those streets where parking is currently permitted.

Parking Consideration

Effective January 1, 2008 residents will be limited to 14 temporary parking considerations per year with a 5 day maximum per permit, per municipal address. To get permission to park in excess of the three hour street parking limit, residents can call Mississauga Parking Enforcement at 905-896-5678 Monday to Friday 8:00 am to 4:00 pm Residents will be required to provide licence plate numbers of the vehicles which require the exemption.

Types of Parking Considerations

Special Event Considerations (For 1-5 days)—for weddings, funerals, home parties, school/church single day functions, short-term visitors which can be approved same day provided prohibited parking signs are not present. Staff would require the license plate number and vehicle description.

Five business days notice is required where prohibited parking signs are present. Approval will only be granted if it does not cause a safety concern, based on a review by Parking Enforcement personnel.

Parking Enforcement/Planning and Building

Extended Considerations (Not included in the 14 Per Year Consideration Limit)—for longer-term visitors, driveway paving/maintenance, home renovations maximum of 14 days may be granted. Staff will require the licence plate number and vehicle description and may be approved same day provided prohibited parking signs not present. Subject to approval and supporting documentation.

Five business days notice is required where prohibited parking signs are present. Approval will only be granted if it does not cause a safety concern based on a review by Parking Enforcement personnel.

“Parking considerations” will not be approved for unlicensed or immobile vehicles, commercial vehicles, school buses, vehicles displaying a “for sale” notice, fire routes or to block fire hydrants or obstruct driveways in any way.

Please note: This Consideration Policy may be temporarily suspended due to weather conditions, snow removal operations or other emergency situations.

How to obtain a Parking Consideration:

To obtain a parking consideration, call the Parking Enforcement Office at 905-896-5678 (Monday–Friday) any time from 8:00 am to 4:00 pm For weekend and after-hours requests, please call Transportation and Works After-hours Dispatch at 905-615-3000. Works Dispatch will grant considerations for 1–5 days only. Please note that After-Hours Dispatch will not issue Extended Considerations.

This information is for convenience and quick reference only. For more information, call the Parking Enforcement Office at 905-896-5678, (Monday–Friday) from 8:00 am to 4:00 pm

First Attendance Facility

Within 15 days of receiving a parking ticket you may select the First Attendance option. If you wish to dispute the ticket, you must book an appointment by telephone through the Parking Enforcement Office at 905-896-5678 in order to meet with an administrator. If unable to attend in person, you may send an authorized agent. If the meeting does not result in a resolution of the matter, you/your agent may then request a trial. Trial dates cannot be set by mail or telephone.

The First Attendance Facility is located in The Provincial Offences Court at 950 Burnhamthorpe Rd. and is open Monday to Friday from 8:30 am until 5:00 pm

Disabled Parking Permits

Provincial Disabled Permit

Individuals who hold a valid provincial disabled person’s parking permit may park at City parking meters and pay and display machines free of charge and may park in designated parking spaces.

City Disabled Persons Parking Permit

Mississauga residents holding a valid provincial disabled parking permit can now apply for a City Disabled Parking Permit. With this new permit a resident receives an exemption

to the three hour on-street parking restriction. Residents interested in a City disabled parking permit who hold a valid provincial disabled parking permit should contact Parking Enforcement, Operations Officer at 905-615-3200, ext. 4217 for details on the application process. Please note that a strict criteria applies for these permits and applications will be approved or denied based on the criteria and a site inspection.

Disabled visitors to the City who require on-street parking must use the City’s consideration process (see Parking Consideration on previous page) to obtain temporary exemption from on-street parking restrictions.

Planning and Building

General Information

The City’s Planning and Building Department administers the land development service within the City of Mississauga. The information found in the City Guide is intended to provide an overview of the services provided and descriptions of the process. The Planning and Building Department has placed significant investment in our eCity website. The content in this area of the City’s website can provide you with additional detailed information along with access to online service delivery channels.

Planning and Building Information

www.mississauga.ca/portal/residents/planningandbuilding

Plan and Build eServices

www.mississauga.ca/portal/services/planbuild

Residents can also contact staff during normal business hours. Contact information, along with website addresses, can be found below.

Community Planning

What is Community Planning?

Planning refers to the orderly development of land, ensuring that services such as roads and sewers are in place and ensuring that there is the right mix and location of uses such as housing, shopping and places to work. Planning also includes a concern for social issues such as housing needs, environmental protection and matters including public safety and aesthetic concerns. Planning helps make Mississauga a city where people like to live and work.

To support these functions, the Planning and Building Department undertakes research and maintains development-related data, such as population, housing, and employment projections and inventories of residential, commercial and employment lands.

Planning also refers to the process of determining how land will be developed. Cities have certain legislated responsibilities regarding planning. The Provincial Planning Act states what municipalities are required to consider

Planning and Building

when a development proposal is made. The Act sets out the planning tools that municipalities have available to them to establish the framework and process for development. It also sets out minimum requirements for public participation in the planning process.

Planning Tools

An Official Plan is a policy document which defines the basic goals, objectives and directions for long-term growth and development. There is an Official Plan for the Region of Peel which applies to Mississauga, Brampton, and Caledon. The Mississauga Official Plan, is referred to as Mississauga Plan, which applies to the City of Mississauga. Mississauga Plan is a strategic planning document developed with public input to guide development decisions. This includes the location and type of land uses, such as housing, employment areas, parks, schools, and hospitals; what services, such as public transit, roads, storm sewers, and fire protection, will be needed; and how natural areas and ecosystems will be protected.

A Zoning By-law regulates in detail, items such as specific use of land, lot size, density of development, height and location of buildings and parking requirements. Zoning will comply with the overall direction established in the City of Mississauga's Official Plan.

Development Process

The owner of a parcel of land can apply to change the use allowed in the Mississauga Plan and/or by the Zoning By-law. If the proposed use involves the creation of roads and lots for residential, commercial, industrial, or institutional development, an application for a plan or subdivision also must be submitted.

If the proposed development does not meet the requirements of the Zoning By-law and the change is considered minor in nature, eg., a reduction in a front yard setback to allow the construction of a porch, the owner may apply to the Committee of Adjustment for a minor variance rather than apply for a rezoning. Similarly, if a landowner proposes an uncomplicated land division, eg., to divide one lot into two lots, an application to the Committee of Adjustment may be submitted instead of a plan of subdivision application.

Prior to issuance of a building permit, if the property is along a major road, or a townhouse or apartment development is proposed, a site development plan application is required. The site development plan indicates the building's appearance and the location of the building, parking, landscaping, and entrance and exit points. For new detached dwellings and additions to existing detached dwellings in most of Wards 1 and 2, the Gordon Woods area in Ward 7, and the Doulton Dr. area in Ward 8, a site development plan prepared in accordance with design guidelines for those areas is required.

During or after construction, an application may be made for condominium registration. Condominium units may be offered for sale prior to registration, however, the transfer of title cannot occur before the condominium is registered.

Public Participation

The City of Mississauga involves the public whenever a review of all or part of the Mississauga Plan is undertaken, when an application is made to change the Mississauga Plan or a Zoning By-law or for a Plan of Subdivision.

All public meetings required by the Planning Act are advertised in The Mississauga News. In addition, you may receive a notice in the mail from the City of Mississauga. Another means of notifying the public is the placement of a notice sign on the property outlining the nature of the proposal.

An example of public input opportunities in the Development Application Process

Sign on property—This sign may be the first indication that a property may be under development. Call the telephone number for more information.



Ward Meeting—The Ward Councillor may hold an informal ward meeting early in the review process to provide preliminary information about the proposal.



Public Meeting—Residents in a 120-metre/400-foot radius of the planning proposal are sent a Public Meeting Notice 30 days in advance. A meeting notice will appear in the Mississauga News.



First Planning and Development Committee (PDC) Meeting—A report on the proposal is presented for information only. Residents in the immediate area and those who have asked to be on a mailing list are sent notices of the meeting.



Subsequent Planning and Development Committee (PDC) Meeting—City staff present their recommendation on the proposal and those on the mailing list are advised of this meeting.



Council Meeting—Council meetings are open to the public. Council may approve, defer, refuse or modify the staff recommendation on the proposal.

How Planning Decisions are Made

Planning recommendations are made to the Planning and Development Committee, which is a Committee of Council and is comprised of the Mayor and Ward Councillors. After hearing the professional opinion of staff and considering any other matters that it believes important, the Committee makes a recommendation to City Council. City Council makes the decision on zoning matters, amendments to Mississauga Plan and plans of subdivision. Where a Mississauga Plan amendment does not conform to the Region of Peel Official Plan, approval from the Region of Peel is also required. Decisions regarding official plan amendments, zoning by-laws or plans of subdivision may be appealed to the Ontario Municipal Board.

Approval of site development plans are made by staff. The Committee of Adjustment considers applications regarding minor variances to the Zoning By-laws and proposals involving uncomplicated divisions of land. Decisions of the Committee of Adjustment may also be appealed to the Ontario Municipal Board.

Purchasing a Property?

When purchasing a new home, a resale home, or a business, you should check with the Planning and Building Department to find out what is planned for the area. This should include checking the zoning to determine what is currently permitted and the Mississauga Plan designation so that you are aware of the approved long-term land use plan for the area. If you are buying a new property on a plan of subdivision, or a plan of condominium, you may want to inquire if the plan has been registered. Other matters, such as the location of schools, parks, retail, roads and various forms of housing that have been planned for the area may also be of interest. You may want to know if a land use review is underway for the community and how you can participate in that review.

This type of information can be obtained by visiting the Development and Design Division, Planning and Building Department on the 11th floor of the Civic Centre or call 905-896-5511.

Property information is also available online at www.mississauga.ca/portal/services/planbuild

Further Information

If you receive a notice in the mail, there will be a contact name and telephone number for further information. If you see a notice sign on a property, call 905-896-5511 for details regarding the development proposal. Information about policy studies can be obtained by contacting the Policy Planning Division at 905-615-3200, ext. 5538 or by visiting the City's website at: www.mississauga.ca/portal/residents/studies.

This new webpage contains information on our studies and reviews, including background information, surveys, discussions, reports, and public meeting schedules.

10th Floor, Policy Planning Division
 11th Floor, Development and Design Division
 Planning and Building Department
 Mississauga Civic Centre
 300 City Centre Dr.
 Mississauga ON L5B 3C1

Development Charges

What are development charges?

Development charges (levies) are charges imposed on new construction to help finance the costs of providing municipal facilities. City of Mississauga development charges are used to pay for new services such as community centres, major roads, libraries, fire stations and storm water management works.

Who can impose development charges?

City of Mississauga

The Development Charges Act provides municipalities throughout the Province of Ontario with the authority to impose charges on all types of development applications, such as: building permits; plans of subdivision; rezoning applications and land division applications.

Region of Peel/GO Transit

The Regional Municipality of Peel imposes development charges to cover the costs of capital works and the Region of Peel's share of the GO Transit capital expansion program.

School Boards

The City of Mississauga calculates and collects education development charges on behalf of the Peel District School Board and the Dufferin-Peel Catholic District School Board.

Payment of Development Charges

You may be required to pay development charges if you are constructing:

- A new residential dwelling unit;
- A new non-residential building/structure (including sheds, storage buildings, etc.);
- An addition to a non-residential building/structure (including mezzanines, etc.) with some exceptions.

Building Permit Approval & Development

As a condition of building permit, issuance development charges may be payable. Applicants will normally receive their formal notice of the amount of development charges payable after a building permit application has been filed.

The development charges payable are based on the information provided with the building permit application.

Development Charge Inquiries

Inquiries regarding development charges and education development charges should be directed to Development Services, 905-615-3200, ext. 5523.

Planning and Building

Building Division Services

The Building Division of the Planning and Building Department is responsible for the administration and issuance of building permit applications. This includes the administration of the Ontario Building Code Act and Regulations, the Mississauga Zoning By-law, the Building By-law and the City's Sign By-law.

Building Permit and Zoning Administration

Services provided include customer reception, receipt of permit applications and issuance of permits, Zoning By-law interpretation, zoning certificate issuance, and zoning plans review. For more information, call 905-896-5581 (zoning) or 905-896-5619 (permits).

If you need additional information or require information outside normal business hours, our eCity website is the place to go. The Building Permit pages provide information on the building permit process. "Frequently asked questions" are linked to our Forms Centre enabling you to download or fill in application forms. Also featured is our new Residential Building Permit Guide. This guide explains the process of applying for a building permit from the City of Mississauga for construction projects of residential use. These projects include the construction of, additions to and alterations of, single family dwellings, decks, sheds, gazebos, cabanas and other small buildings of residential use which are not more than 3 storeys in building height and not more than 600m² in building area.

Building Permit Information Online www.mississauga.ca/portal/residents/permits

Zoning Information Online www.mississauga.ca/portal/residents/zoningbylaw

This guide is available online at the following link www.mississauga.ca/portal/residents/permits or we can mail you a printed version by calling us at 905-896-5619.

Building Engineering and Inspections

Services provided include building permit application plan review for compliance with the Ontario Building Code for all issues related to architectural and structural requirements. Field inspections, after building permit issuance, are conducted to ensure compliance with permit documentation. For more information, call 905-896-5404.

Mechanical Engineering and Inspections

Services provided include permit application plans review for compliance with the Ontario Building Code for all issues related to plumbing, heating and air-conditioning. After building permit issuance, field inspections are conducted to ensure compliance with permit documentation. For more information, call 905-896-5612.

Building Permits



The Building Division processes applications for building permits for residential, commercial and industrial buildings and alterations, as well as sign permits and zoning certificates. The Division ensures adherence to the City's Zoning By-laws, the Ontario Building Code and other applicable laws.

A Zoning Plans Examiner reviews drawings for compliance with Zoning By-laws and other applicable law. Building Engineering Plans Examination reviews architectural and structural drawings for compliance with the Ontario Building Code and other applicable law. A Mechanical Engineering Plans Examiner reviews plumbing, heating and air conditioning plans for compliance with the Ontario Building Code and other applicable law. A building permit is issued upon compliance with all sectional requirements and when all fees are paid (i.e. Building Permit Fees).

Approvals from external agencies and other City departments may be required before a building permit is issued. Building Division staff will advise which approvals are necessary. Examples of other approvals are: Committee of Adjustment; Site Plan Approval; Conservation Authorities; and Lot Grading.

Other fees or deposits which may be applicable are: water connection fees; storm and sanitary services connection fees; municipal services protection deposit; lot grading deposit; parkland dedication fees and development charges. Additional information and helpful guides are available at the Building Division Counter or by calling 905-896-5622.

Important Notice

Most designers who prepare documents to be submitted with permit applications required under the Building Code Act and, who are not architects or Engineers must:

- Be registered with the Ministry of Municipal Affairs and Housing; and/or,
- Possess provincial qualifications; and,
- Provide information about their qualifications and registration on the permit application form and all design documents.

Municipalities can not issue permits unless designers meet these requirements. Some designers and projects may be exempt. For further information in this regard, contact the Ministry of Municipal Affairs and Housing, Building and Development Branch at 416-585-6666 or visit their website at www.obc.mah.gov.on.ca

Inspection Services

Inspection Services related to building permits are provided for your protection by the City in order to ensure compliance for fire, structural, and health and safety standards established by the Province and specified in the Ontario Building Code. This service is provided by the Building Division of the Planning and Building Department, and is performed by specialized Building, HVAC and Plumbing Inspectors. Inspections are required for any construction, alteration or demolition for which a building permit is issued. Inspections are not only provided when the appropriate building permit is obtained, but also to ensure that construction which requires a permit is not undertaken without the benefit of a permit. For existing buildings where no new construction has taken place, inspections also may be performed in order to determine if unsafe conditions exist and ensure that such conditions are remedied.

For further information regarding Inspection Services contact the Inspection Group at 905-896-5660.

For your convenience, we provide an online service to book inspection requests. This service allows you to book inspection 24/7. You can access a wealth of inspection services information from this page as well as book inspections. The City also offers a service to track your building permit inspection status and subscribe for email alerts as to changes in inspection sign offs.

Information & Inspection Booking:
www.mississauga.ca/portal/residents/inspections

Building Permit Status
www.mississauga.ca/portal/services/buildapplications

Sign By-Law



The City’s Sign By-law governs all signs. This includes permanent, banner, sidewalk, window, directional, new development, construction, inflatable signs, sandwich and plywood boards, portable (mobile) signs, as well as the temporary signage home owners post to advertise private house sales, open houses and garage sales.

ALL SIGNS INCLUDING GARAGE SALE AND OPEN HOUSE SIGNS MUST COMPLY WITH THE SIGN BY-LAW

Under the Sign By-law, with some exceptions, all signs displayed, erected or altered on private or public lands within the City of Mississauga require a sign permit. Signs on public lands are prohibited unless specifically allowed under the Sign By-law.

In addition to the above signs, the by-law regulates the size and places time limitations on temporary signage typically posted in residential neighbourhoods. For example, a garage sale sign may not exceed 0.6 metres or two feet in any dimension, may not exceed a maximum sign area of 0.36 square metres or 3.9 square feet, may not be posted before 5 pm on the day immediately before the sale and must be removed by 7 am on the day immediately following the sale.

ENFORCEMENT AND PENALTIES

If a sign causes a safety hazard, the Sign By-law gives the City authority to immediately seize it. The applicable fee to retrieve a seized sign is \$200, plus a \$20 per day storage charge. A person who contravenes the by-law may be charged and upon conviction is subject to a fine not to exceed \$5,000 exclusive of costs.

In addition, the City may issue tickets to anyone who contravenes or causes someone else to contravene the Sign By-law. The set fine attached to a ticket, up to \$305, varies with the nature of the offense and does not include a provincially required victim surcharge. For more information or a copy of the full Sign By-law, call the City’s Sign Unit at 905-615-4046 or visit the City’s website at www.mississauga.ca/portal/residents/signsinthecity

Mississauga Plan

Mississauga Plan (Official Plan) for the City of Mississauga Planning Area, was modified and approved by the Region of Peel on May 5, 2003, save and except certain parts of the Plan where a decision was withheld and other parts of the Plan that were appealed to the Ontario Municipal Board.

ecity Plan and Build eServices Centre

Don’t stand in line—Go on-line to:

- View property information including assessment and mapping data
- View and manage building permit applications
- Schedule building permit inspections
- View and manage development applications
- Purchase property compliance reports and tax certificates
- Access statistical reports

www.mississauga.ca/portal/services/planbuild

Planning and Building/Property Tax Information

In this regard, there is currently only one appeal remaining to Mississauga Plan which relates to a site specific concern. For this location, the relevant parts of the City Plan (the previous Official Plan), originally approved by the Ministry of Municipal Affairs and Housing on July 8, 1997 and subsequently amended, will apply until the matter in question has been decided. Once this matter is decided, the City Plan will no longer apply.

Therefore, both Official Plans will need to be referred to. Once all matters have been decided, City Plan will no longer apply.

Mississauga Plan establishes City-wide policies for the long-term urban structure and the general development pattern of Mississauga. District Policies, a part of the Mississauga Plan, identify specific policies that only apply to individual districts. Mississauga Plan has been consolidated into one binder, and has been updated to February 2006.

The complete Mississauga Plan, along with land use mapping, is available online at:

www.mississauga.ca/portal/residents/mississaugaplan.

Questions about the City's Official Plan should be directed to our Policy Planning Division at 905-615-3200, ext. 5538. The Mississauga Plan is currently under review in accordance with Provincial Legislation.

Mississauga Zoning By-law

A new city-wide Zoning By-law was approved by City Council on June 20, 2007.

The new Mississauga Zoning By-law makes it easier for you to understand and access zoning information regarding current and future plans for your property and community. The new Zoning By-law is one, consolidated document that details the permitted uses across the entire city. This By-law has been written and organized in a more "user-friendly" format.

The Mississauga Zoning By-law along with all associated mapping can be found on the City's website at:

www.mississauga.ca/portal/residents/zoningbylaw

This page houses access to mapping information to determine property zoning. The page also contains the entire text of the Mississauga Zoning By-law in PDF format. The Planning and Building Department will soon be launching our new paperless version of the Mississauga Zoning By-law. This leading edge web-based application will allow residents and clients to quickly access zoning information in an interactive web-based environment. The By-law is available for purchase from our document vendor at www.orderline.com.

Mississauga's New Interactive Online Mapping Service

www.mississauga.ca/portal/services/maps

Planning and Building Department related mapping is now managed through our City's Geomatics Section. Almost all of our mapping is available by accessing the above link and navigating to Urban Development Maps page. You can also access our eMaps application. This application will allow you access to view the City's digital mapping along with aerial imagery.



Property Tax Information

Below is a list of commonly asked questions and answers related to property taxes. Please note all information is accurate at the time of print. For more specific information, please visit our website at www.mississauga.ca/tax

Tax Questions & Answers

Is property tax a municipal or provincial responsibility?

The municipality bills and collects property taxes, while the assessment of your property is the responsibility of the Municipal Property Assessment Corporation. Property taxes are calculated by multiplying the assessment value of your property by the appropriate tax rate.

How is my assessment determined?

The Municipal Property Assessment Corporation is required by provincial legislation to reassess all properties in Ontario every four years. Assessment values are updated based on the market value of a property on January 1 of the previous year. For 2009, the valuation date for assessment is January 1, 2008. For properties where assessment is increasing, the increase is phased in over a four-year period. For properties where assessment is decreasing, the decrease is applied immediately.

How do I appeal my assessment?

Residents receive Assessment Notices in December. The Notice contains information about how to appeal your assessment and the deadline to appeal. For more information, call the Municipal Property Assessment Corporation at 1-866-296-6722.

In addition, a written request for an adjustment to your current year's taxes may be made to the City of Mississauga for the following reasons:

- Changes in ownership to an exempt body
- Building razed by fire or demolished
- Repairs or renovations undertaken that rendered the property unusable for at least three months during the year

Please contact the City of Mississauga at 905-896-5575 for more information and deadlines to appeal.

Why does the City collect taxes for the Region of Peel and school boards?

The City is required to collect funds for the Region of Peel and boards of education through its tax bill in accordance with provincial legislation. Ontario’s Ministry of Finance sets a uniform education tax rate on a province-wide basis. For more information about how your taxes are used by the municipalities or school boards, please call directly:

- City of Mississauga 905-896-5575
- Region of Peel 905-791-7800
- Peel District School Board 905-890-1099
- Dufferin-Peel Catholic District School Board 905-890-1221
- Conseil Scolaire de District du Centre Sud Ouest . . . 416-614-0844
- Conseil Scolaire de District Catholique Centre Sud . 416-397-6564

Can I change the school board I support?

You may choose to support either the English or French, Public or Catholic school boards. Application forms are available from any school board or the Municipal Property Assessment Corporation if you wish to change your support. The last date for filing changes for the 2009 taxation year is November 1, 2008.

What is a Supplementary Tax bill? When can I expect to receive one?

A Supplementary Tax Bill is an additional tax bill issued which reflects any increase in taxes resulting from additions or improvements you have made to your property. The Municipal Property Assessment Corporation can issue supplementary assessments for the current and two previous years. If your property is newly constructed, you are likely to be assessed for the value of your land only. The Municipal Property Assessment Corporation will issue a supplementary assessment for the value of your home effective the date of occupancy. Subsequently, you will receive a Supplementary Tax Bill from the City. Supplementary taxes are due in three instalments.

What methods of payment are available to me?

Payments may be mailed to P.O. Box 3040, Station A, Mississauga, ON L5A 3S4. Postdated cheques may be provided and will be held for deposit as they become due. Payments may also be made at most banks and trust companies, or by cheque, cash, or direct debit at the Mississauga Civic Centre between the hours of 8:15 am and 4:45 pm A drop box is available for after hours payments. The City also offers five Pre-authorized Tax Payment Plans. For further details regarding these programs and an application form, please contact the City at 905-896-5575 or visit us online at www.mississauga.ca/tax

I have recently become a Senior Citizen. Do I qualify for a tax reduction?

Although a tax reduction is not available, the City of Mississauga does offer qualified candidates an interest-free loan to a maximum of \$500 each year. In addition, the City offers a deferral program for the amount of any tax increases. The loan is secured by a lien against the property and must be repaid upon the sale of the home. For more information about this program please call 905-896-5575.

To Inquire About property tax legislation please contact your Member of Provincial Parliament:

- Peter Fonseca, MPP Mississauga East 905-238-1751
- Tim Peterson, MPP Mississauga South 905-278-1557
- Harinder Takhar, MPP Mississauga Centre 905-897-8815
- Vic Dhillon, MPP Mississauga West (Brampton West) . .905-796-8669
- Dr. Kuldip Kular,
MPP Bramalea-Gore-Malton-Springdale 905-799-3939
- Bob Delaney, MPP Mississauga West 905-569-1643

Services Online

Tax Self-Service Centre (www.mississauga.ca/etax)

The Tax Self-Service Centre allows online users access to a variety of tax services with only a click of the mouse. The City of Mississauga is one of only a few municipalities in Ontario to offer these types of Tax services online. The service centre will offer users the ability to purchase Tax Receipts, fill out your “Preauthorized Tax Payment” form, change your tax account information and submit additional tax forms electronically.

Don’t stand in line—go online!

The Tax Self-Service Centre offers these services online:

- View your Tax Account Details
- View your Tax and Assessment Information
- Change your Mailing Address
- Change your Name/Ownership
- Change your “Preauthorized Tax Payment” Plan
- Change Mortgage Company/Agent Information
- Purchase a Tax Receipt
- Purchase a Tax Certificate
- Enrol in a “Preauthorized Tax Payment” Plan
- Manage your Tax PIN

For more information or assistance, please contact 905-896-5575 or tax@mississauga.ca.

Recognition/Riverwood

Recognition

Birthdays/Anniversary Recognitions

The City recognizes Mississauga residents celebrating milestone wedding anniversaries and birthdays. For more information, call 905-896-5000.



Civic Award of Recognition

Do you know a Mississauga resident who has spent 10 years or more volunteering? Do you know a local non-profit community or cultural group whose contributions have made a significant impact? Do you know someone whose ability in sports or the arts has been recognized at the national or international level?

If so, the City encourages you to nominate worthy individuals or groups for a Civic Award of Recognition. Award recipients are honoured by the Mayor and Members of Council at a special ceremony held once a year.

You can nominate a neighbour, friend, family member or colleague. It's easy. Here's how:

1. Pick-up a Civic Recognition Program brochure and nomination form at the Information Desk located on the ground floor of the Mississauga Civic Centre or visit the City's website at www.mississauga.ca/portal/cityhall/mayorsoffice.
2. Complete the nomination form as directed. Include the home address and phone number of the nominee and be sure to provide accurate, detailed information to support your nomination.
3. Submit your nomination(s) to the Communications Division, 3rd Floor, Mississauga Civic Centre. Nominations for the Civic Award of Recognition are reviewed annually.

You will be advised by mail of acceptance or rejection of your nomination. For more information about the City's Civic Recognition Program, call 905-896-5000.

Riverwood



Come explore, learn and enjoy!

Located in central Mississauga and nestled predominately along the east bank of the historic Credit River, the 60 hectare (150 acre) Riverwood property is a special place where

history, nature, beauty and peace blend together to create an enjoyable and lasting outdoor experience. With woodland trails, splendid wildlife and glorious views, Riverwood is the ideal site to observe and enjoy the best of what Mother Nature has to offer all year round!

The entrance to Riverwood is located at the intersection of Burnhamthorpe Rd. W. and The Credit Woodlands, conveniently serviced by Mississauga Transit. Upon arrival, you will find a new main entry driveway that will lead you to the new 132 car parking lot, just east of the existing wetland. From the parking area, a main pathway takes you to the refurbished MacEwan Barn and the newly renovated MacEwan House, with the one-storey Visual Arts Mississauga Centre setback between the barn and the house. These buildings are located on the MacEwan Terrace one of four historic properties that make up Riverwood. If you travel a little further along the winding driveway, a bridge crossing the MacEwan Creek takes you from the MacEwan Terrace to the Chappell Terrace and ends at the Chappell House. Pathways from designated parking areas to buildings on site are paved and accessible.

Riverwood is a distinctive site, where visitors can enjoy using the Culham Trail and the scenic footpath located on the eastern valley slope. The Culham Trail follows the natural meander of the Credit River, while the footpath follows an old pioneer trail and crosses the MacEwan and Chappell creeks by a series of raised boardwalks. Access to this footpath occurs from three spots the Fishermans parking lot on the lower tableland near the Burnhamthorpe Bridge, a footpath at the front of MacEwan House and from the Culham Trail to the north.

While on the trails visitors will experience spectacular views of wildlife and nature and some might be lucky enough to spot a deer or one of the 94 species of birds and other animals that make Riverwood their home. Known for its ecological diversity and rich history, Riverwood is divided into four terraces MacEwan, Chappell, Bird and Zaichuk, all named after the last property owner, plus the Credit River flood plain.

Garden development is underway at Riverwood and a detailed garden design plan that includes donor recognition elements is being developed. Construction on the gardens is anticipated to begin this fall and be completed in '09.

Being environmentally responsible is a City of Mississauga priority, and according to the Riverwood Master Plan approximately 40 ha (100 acres) of natural areas will be preserved and left in their natural state for passive use and enjoyment by the community.

The City of Mississauga works in partnership with Credit Valley Conservation (CVC), the Mississauga Garden Council (MGC) and Visual Arts Mississauga (VAM) to program, steward and manage the Riverwood property.

For more information on Riverwood and the garden development project, please visit mississauga.ca or call 905-615-4100.

VAM and MGC are located directly on site and offer a variety of classes, programs, camps, workshops, tours and volunteer opportunities. For more information and specific program opportunities, visit:

Visual Arts Mississauga www.visualartsmississauga.com or call 905-277-4313.

Mississauga Garden Council www.mississaugagardencouncil.org or call 905-279-5878.

Safe City Mississauga

Safe City Mississauga (SCM) is guided by the vision of a safe Mississauga in which to live, work and play and is mandated to provide programs, services and information that contribute to the reduction of crime in the City of Mississauga. The Association's core programs include:

1. The Crossroads Youth Program;
2. Counter-Act Anti-vandalism Program;
3. Neighbourhood Watch;
4. The Annual Safest City Report.

In addition to its own programming services, SCM is also engaged in an extensive program of community outreach, to work with other groups and organizations to keep our City safe. Examples of the Association's community involvement include: working with Mayor Hazel McCallion and the Mayor's Youth Advisory Committee (MYAC) to assist in the organization of the MYAC Youth Summit; working with the Mississauga Chinese Business Association in the presentation of Community Crime Awareness Day; advising the City of Mississauga through membership on the City's Safe Driving Committee and Crime Prevention Through Environmental Design Advisory Committee; and participating actively on the Steering Committee of the Region of Peel's Youth Violence Prevention Committee. SCM is strongly committed to working with others to keep our City safe.

SCM also conducts research comparing crime occurrences in Canada's nine largest cities. Over the last eight years in which this research has been conducted, Mississauga has had the lowest rate of crime occurrences per capita every year.

Be sure to visit www.safecitymississauga.on.ca for complete details of all SCM activities. The website also features an up-to-date crime occurrence map displaying crime occurrences in all Mississauga neighbourhoods. You may want to visit the site often for updates.

Founded in 1992, the Safe City Mississauga (formerly Mississauga Crime Prevention Association) is a dynamic partnership among the City of Mississauga, the Peel Regional Police, the Mississauga Board of Trade, the Peel District School Board and the Dufferin-Peel Catholic District School

Board. SCM's programs and services are made possible to a very significant degree by fundraising initiatives. Please show your support by making a charitable donation.

Community safety should be treasured, not taken for granted.

Transportation and Works



One of the City's largest departments, Transportation and Works, operates municipal transit services and provides engineering and works services for Mississauga.

The department is responsible for:

- operation of Mississauga Transit
- planning, maintenance, design and construction of City-owned roads, bridges, sidewalks, storm drainage system and watercourses
- fall leaf pick-up
- street sweeping
- winter works, including snow clearing
- traffic signal operation
- traffic and parking signage installation
- parking meters
- pavement marking
- crossing guard co-ordination
- City survey and departmental inspection and drafting services
- maintenance of the City's GIS base mapping
- service agreement management among developers, consulting engineers and home owners/business owners
- operation of the City's Service Centre, including acquisition of City-owned or leased vehicles
- development and monitoring of transportation plans and strategies
- management of spills and contaminated lands
- and enforcement of a variety of municipal by-laws, including Animal Care and Control, Traffic, Fire Route, Disabled Persons Parking, Business Licensing, Public Vehicle Licensing, and a variety of residential based by-laws (e.g. Zoning and Property Standards).

Road Watch

Road Watch



Do something about dangerous, aggressive driving

Participate in the City of Mississauga Road Watch program. Report dangerous, aggressive driving to the police.

The Road Watch Program is a City of Mississauga community initiative that gives residents and visitors an opportunity to report dangerous and aggressive drivers to the police.

If you observe dangerous and/or aggressive driving on Mississauga roads, please fill in the details on a Citizen Report Form. These forms can be faxed to Peel Regional Police Traffic Services at 905-456-5911, or dropped off at a community police station. For incidents observed on a Provincial Highway, the Citizen Report Form can be faxed to 905-278-5486, or dropped off at the Port Credit Ontario Provincial Police (OPP) detachment. Once the report has been filed with the police, an incident number is assigned and contact with the vehicle plate owner will begin.

At each contact point, an opportunity is given for the vehicle owner to provide feedback.

How the citizen report is processed

1. The first time a citizen report is received, a letter is sent to the vehicle plate owner describing the incident and location where the vehicle was observed to have been operated in a dangerous, aggressive manner. The letter highlights the date, location and the reported violation. A request is made to the registered owner of the vehicle to voluntarily cooperate and drive in a responsible manner and request this of any other driver of their vehicle.
2. The second time a citizen report is received on the same vehicle plate, a repeat letter is sent from the police followed by personal contact from a police officer to address the problem.
3. A third report/complaint directed at the same vehicle plate owner will result in a third letter and a personal visit from a police officer. Depending on the circumstances, charges will be considered and an officer may monitor the vehicle's actions to allow enforcement if the action is repeated.

When reporting through Road Watch, you will remain anonymous, unless you choose to pursue a detailed police investigation. This may result in charges being laid and require a court appearance.

When you send in the report form, it is important that you sign it and make it as complete as possible to safeguard the system against abuse. Unsigned Citizen Report forms will not be processed. Be assured that any personal information is for statistical use only and is held in the strictest of confidence by the OPP or Peel Regional Police under the provisions of the *Freedom of Information Act*. Your name will be kept confidential and not be disclosed.

Citizen Report Forms can be picked up or dropped off at any of the approved locations or faxed to Peel Regional Traffic Services at 905-456-5911 or faxed to 905-278-5486.

Peel Regional Police Divisions (open 24 hours)

Bloor Street Community Station

3461 Dixie Rd. (High Point Mall)
Mississauga ON L4Y 3X4
Phone: 905-456-5841
Mon-Sun 10 am–8 pm

Clarkson Community Station

2057 Royal Windsor Dr.
Mississauga ON L5J 1K5
Phone: 905-456-5820
Mon-Sun 10 am–8 pm

Cooksville Community Station

3038 Hurontario St.
Mississauga ON L5B 3B9
Phone: 905-306-8222
Mon-Sun 10 am–8 pm

Erin Mills Community Station

3476 Glen Erin Dr.
Mississauga ON L5L 3R4
Phone: 905-456-5818
Mon-Sun 10 am–8 pm

Lakeshore Community Station

268 Lakeshore Rd. E.
Mississauga ON L5G 1H1
Phone: 905-456-5840
Mon-Sun 10 am–8 pm

Malton Community Station

Westwood Mall
7205 Goreway Dr.
Mississauga ON L4T 2T9
Phone: 905-677-3534
Mon–Fri 10 am–8 pm
Saturday 10 am–6 pm
Sunday 10 am–5 pm

Meadowvale Community Station

6677 Meadowvale Town Centre Cir.
Mississauga ON L5N 2R5
Phone: 905-858-5970
Mon-Fri 10 am–8 pm
Saturday 10 am–6 pm
Sunday 10 am–5 pm

Square One Community Station

100 City Centre Dr.
Mississauga ON L5B 2C9
Phone: 905-456-5839
Mon-Sun 10 am–8 pm

Streetsville Community Station

85 Queen St. S.
Mississauga ON L5M 1K7
Phone: 905-456-5815
Mon-Sun 10 am–8 pm

Peel Police Community Stations

Port Credit

49 South Service Rd.
Mississauga ON L5G 2R8
Fax: 905-278-5486

Caledon East

6211 Old Church Rd.
Caledon East ON L0N 1E0
Fax: 905-584-2188

O.P.P. Detachments

Airport Division

Pearson International Airport
2951 Convair Dr.
Mississauga ON L5P 1C2

11 Division

3030 Erin Mills Parkway
Mississauga ON L5L 1A1

12 Division

4600 Dixie Rd.
Mississauga ON L4W 2R1

21 Division

185 Central Park Dr.
Brampton ON L6T 2V2

22 Division

7750 Hurontario St.
Brampton ON L6V 3W6

Roads and Traffic/Seasonal Services

Roads and Traffic

Currently, there are a number of major roads under construction in Mississauga. Operational requirements such as accommodating increased traffic volumes, servicing new developments and maintaining pavement condition are reviewed before construction begins. Curb, gutter and storm sewer construction also may be necessary as a result of road widening. For the most up-to-date service information, visit our website at www.mississauga.ca/portal/residents/roads

Asphalt refurbishing of city streets may include a full width overlay of the existing asphalt surface, road subgrade repairs, curb and sidewalk repairs and replacement of sod.

Road and Sidewalk Maintenance/Minor Repairs

Damaged sections of existing roadways, sidewalks and curbs are repaired on a priority basis as part of the Works Division's maintenance program.

To report emergency situations or request maintenance work, please call 905-615-3000.

Traffic Signals and Street Lighting

There are approximately 659 intersections throughout the city controlled by Mississauga's central traffic computer. The majority of these intersections utilize "pedestrian-activated crossing signals" which means that a pedestrian must push the signal button in order to activate the "walk" signal.

Who to call for information:

- Inquiries and malfunctioning traffic signals on City roadways call 905-896-5799
- To report a streetlight out, call Enersource Hydro Mississauga call 905-566-2718
- Inquiries and malfunctioning traffic signals on Region of Peel roadways call 905-791-7800

STEP by STEP Pedestrian Safety



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.



2. When the **walk** signal appears, begin crossing the street.



3. A flashing hand means if you are part-way across the street, keep walking until you have reached the other side. **Do not start** to cross the street.



4. A hand that is not flashing means **Do Not Cross.** Push the button and **wait for the walk signal.**

Traffic Operations

The Traffic Operations Section contributes to the safe movement of pedestrians, cyclists, transit users and motorists. If you require information regarding the following services, please call 905-615-3200, ext. 5131:

- Request for parking by-law changes: extended parking, lower driveway boulevard parking and parking prohibition requests
- Traffic sign deficiencies (missing, broken, defaced)
- Pavement markings and roadway construction signage
- Traffic count data
- Street party and banner permits
- Crossing guard personnel administration
- General traffic operational concerns (stop signs, speed limits)

If you require information on traffic operations on Region of Peel roadways, please call 905-791-7800.

Seasonal Services

Vacuum Leaf Pick-up

Curbside/ditch vacuum leaf pick-up is provided in selected areas during the fall season.

This service is available to residents receiving the special notice which indicates the specific weeks delivered leaves will be vacuumed. The schedule may vary depending on weather conditions and quantity of leaves in your area. This service ensures the roadway drainage ditches and catchbasins are cleared, minimizing the potential for flooding.

How do I prepare my leaves for vacuuming?

Rake your leaves into a neat pile at the curbside or in your ditch. To prevent hazards to the workers and damage to the equipment **DO NOT MIX** items such as wood, brick or brush with the leaves.

What if I miss the vacuuming?

Remember that you can compost your leaves by adding them to your compost piles or spread them around the base of your trees and shrub beds.



**ROAD WATCH
CITIZEN REPORT FORM**
FAX: (905) 456-5911

Incident No. _____



DO NOT ATTEMPT TO COMPLETE THIS FORM WHILE YOU ARE OPERATING YOUR VEHICLE.

Incident Date _____ Time _____ A.M. P.M.

Incident Location _____

UNSAFE DRIVER AND VEHICLE INFORMATION

Driver Description _____

Male Female Age _____ Hair _____

Auto Truck Bicycle Other _____

Plate # _____

Province _____ Vehicle _____

Make _____ Model _____

Colour _____ Other Features _____

DETAILS OF INCIDENT _____

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.

Name _____

Address _____

City _____ Postal Code _____

Phone _____ Bus# _____

Signature _____

**FOR EMERGENCIES
CALL 911**

Pedestrian Safety

Cross the street as if your life depends on it

Pedestrians still find themselves in a world dominated by motorists. Injury prevention and travel begin with a mutual respect between both motorists and pedestrians.

Don't die before you've lived

Peer group, cell phones, text messaging and using personal stereos can easily distract young pedestrians. If there is a collision, the pedestrian always loses.



- Obey traffic signals.
- Pushing the pedestrian signal will give you enough time to cross the street.
- Watch for cars.
- Where there are no signs or signals, wait until it is safe to cross. Keep your head up and make eye contact with motorists.
- When there are no sidewalks, walk facing traffic as far to the left as possible.

Teach your children by example

Teach traffic safety skills to children to help keep them safe. Help them develop the habits they will need to become safe road users for life.



- Obey traffic signals. Watch for traffic in all directions before you cross.
- Never run out on the street.
- Sidewalks are safest. Where there are no sidewalks, walk facing traffic as far to the left as possible.
- Before crossing the street, make sure traffic has stopped and make eye contact with motorists.
- Obey crossing guards. They are there for your safety.
- Never cross the street from between parked cars.
- Look left-right-left before crossing the street and continue looking as you cross.

The leaves will act as a buffer against extreme temperature changes and fertilize the soil. Note that oak leaves are difficult to compost.

Plastic bags are no longer accepted for yard waste collection in the Region of Peel. Residents are encouraged to place leaf and yard waste at the curb in open, rigid containers, open paper bags and bushel baskets for regular weekly yard waste collection by the Region of Peel. Yard waste will be collected until the end of November.

After your last leaf pick-up, please remove the leaves from the ditch to prevent flooding problems in the spring.

For information, please call 905-615-3000.

For additional information on yard waste collection, call the Region of Peel's WASTELINE at 905-791-9499.

Please remember to remove parked cars from the street during leaf collection weeks.

Winter Maintenance

The City of Mississauga establishes snow clearing standards taking into consideration public safety and budget availability. It is important to note that levels of snow clearing service differ from municipality to municipality.

When Snow is Forecasted

The City's Transportation and Works Department begins coordinating its crews and more than 200 pieces of equipment such as snow plows, salt/sand spreaders. We clear over 5,500 lane kilometres (3,430 miles) of roads and 1,260 km (777 miles) of sidewalks.

We ask our residents to:

- Ensure that you are prepared, if you know that there is a major snow fall forecasted.
- **Remove parked cars from the street prior to and during plowing or snow clearing operations.**
- Clear snow and ice from sidewalks as soon as possible after a snowfall to ensure that they are safe for all residents.
- Help others, especially seniors and disabled persons, to clear their driveways and sidewalks.
- Not place snow on the roadways - this could lead to a fine under City By-law No. 23-79 which prohibits the placement of snow from private property onto the public right-of-way.

During a snow event, the Transportation and Works Department is busy clearing our roads. As this is our first priority, calling the City during a storm to find out why your street has not yet been cleared, will not result in faster snow clearing service on your street. Remember, we have a big job to do and we will get to your street.

In the meantime, to find out more about our snow clearing operations, visit www.mississauga.ca or call 905-615-SNOW (7669) for snow clearing updates and information. Be patient and thoughtful. The City is out there working on your behalf. A little consideration and common sense can go a long way when weather conditions are difficult.

For updated snow clearing information, click on the "Snow Clearing Information" banner at www.mississauga.ca which is posted during the winter.

What City Crews Clear:

Major roads (like Burnhamthorpe Rd. and Dundas St.) are cleared first to ensure that emergency vehicles can travel through safely. If the snow accumulation is less than 8 centimetres (or 3 inches), roads are salted. If the snow accumulation is more, major roads are plowed and salted to achieve bare pavement.

Local roads are cleared after major roads. Within 24 hours after the end of a snowfall, if the accumulation is less than 8 cm (or 3 inches) and depending on the conditions, a sand mixture is applied. If more than 8 cm (or 3 inches) of snow has accumulated, the roads are plowed. Please note that local roads are not cleared to bare pavement—our objective is to make them safe and passable.

Cul de sacs, bends and dead end streets are left to the end of the snow clearing operations. Remember that our goal is to clear major roads first, local roads next and lastly cul de sacs, bends and dead end streets.

The City's objective is to complete snow clearing operations of roads within 24 hours after the end of a winter storm.

Heavy snowfalls of more than 15 cm (6") or back-to-back storms can extend snow clearing operations to 48 hours or more after the end of a winter storm.

Sidewalks accessing hospitals, schools, nursing homes, and public transit are cleared by the City. The City clears about 1250 kilometres or 777 miles of sidewalks (about 55 per cent of the total sidewalks in the city).

Sidewalks: When a snowfall is:

Less than 8 cm (3")

- Priority sidewalks are sanded
- No action on non-priority sidewalks

More than 8 cm (3")

- Priority sidewalks are plowed and sanded
- No action on non-priority sidewalks

The City will clear snow on sidewalks that have been designated a "priority sidewalk." Priority sidewalks are located on major roads, bus routes, and streets that access hospitals, schools and nursing homes. The City, in order to keep costs down, does not clear non-priority sidewalks. We ask residents to help keep these sidewalks in their neighbourhoods clear of ice and snow.

Because it is the City's priority to have roads and streets cleared first, snow clearing operation for priority sidewalks is normally completed within 36 hours after the end of a winter storm.

Seasonal Services

Heavy snowfalls of more than 15 cm (6") or back-to-back storms can extend snow clearing operations for priority sidewalks beyond 36 hours after the end of a winter storm.

What City Crews Don't Clear:

Neighbourhood sidewalks, except for those accessing hospitals, schools, nursing homes and public transit. We rely on residents and businesses to clear sidewalks in front of or adjacent to their property.

Windrows: A windrow is the snow that is left at the bottom of a driveway after a snowplow has cleared a road. This is due to snowplows having no place to push the snow except to the curb or shoulder of the road. The City does not clear windrows because it requires equipment and staffing resources which are very costly.

Our priority is keeping residents' taxes low and focusing our budget resources on clearing priority streets and sidewalks.

What about Regional roads?

Regional roads maintained by the Region of Peel are:

- Airport Rd.
- Britannia Rd. W. from Kennedy Rd. W. to the west limit of Mississauga
- Derry Rd. E. and W.
- Dixie Rd.
- Erin Mills Parkway, from North Sheridan Way to Mississauga Rd.
- Mississauga Rd. from Turner Valley to the north boundary

For information about snow removal on Regional Roads, call: 905-791-7800, ext. 4409 or go to the Region of Peel website at <http://www.region.peel.on.ca/pw/roads/index.htm>

Snow Clearing Damage

- The City is not responsible for damage to plants, driveway curbs or other items that have been placed within one meter (three feet) of the sidewalk or roadway.
- Damage to City-owned trees, sod and pavement will be repaired in the spring.

Snow Removal Subsidy Information

The City of Mississauga does not employ City staff to clear snow from seniors' sidewalks and driveways. However, the City does have a subsidy program for disabled persons who currently receive assistance under *Ontario Disability Support Program Act, 1997* or the *Ontario Works Act, 1997*, or seniors who currently receive the guaranteed income supplement under Part 2 of the *Old Age Security Act (Canada)*.

You may be eligible to receive up to \$100 to offset the cost to remove snow from your sidewalk or driveway if you hire someone. To qualify for the subsidy, you must be:

1. A Mississauga resident who resides as owner or legal tenant in the residential property for which the snow removal subsidy is required
2. Able to provide receipts or other documentation verifying the claim
3. Not living in a high-rise or similar multi-unit building
4. The only person making application for subsidy at this municipal address, and either
5. 65 years of age or more and in receipt of the monthly Guaranteed Income Supplement under Part II of the *Old Age Security Act (Canada)* or
6. Physically disabled in such a way to restrict his/her mobility and in receipt of benefits under the *Ontario Disability Support Program Act, 1997* or in receipt of assistance under the *Ontario Works Act, 1997*.

Additional information and the snow removal subsidy program registration and claim form is available on our website www.mississauga.ca or call 905-896-5000.

Spring Roadway Clean-up & Streetsweeping

The accumulation of sand and debris following the winter season requires the clean-up of walkways, traffic islands, boulevards, curbs and gutters. Curbed roadways are swept twice between mid-April to early June and ditched roadways are swept as required.

In addition to the spring clean-up, the Works Division maintains an ongoing streetsweeping program. From June to mid-October, Business Improvement Areas are swept weekly, industrial roads are swept once monthly, and commercial roads are swept twice monthly. All other streets are swept on an as required basis.

For street sweeping information, call 905-615-3000.

Stash Your Trash or Lose Your Cash



\$305 Littering Fine Enforced*

For more information on Mississauga's anti-litter initiative or to report a littering violation, see www.mississauga.ca/litterbug. A conviction on a littering charge is punishable by a fine up to \$5,000.

Help us keep Mississauga clean.

* The Corporation of the City of Mississauga By-law 219-85, as amended



 **MISSISSAUGA**
Leading today for tomorrow