



MINUTES

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

MONDAY, APRIL 20, 2009

PROGRAM ROOM 1, MISSISSAUGA VALLEY COMMUNITY CENTRE
1275 Mississauga Valley Boulevard, Mississauga, ON L5A 3R8
www.mississauga.ca

Members Present:

Councillor Pat Saito, Ward 9
Rabia Khedr, Citizen Member (Chair)
Naz Husain, Citizen Member (Vice-Chair)
Kristine Beavis, Citizen Member
Hans Bueschleb, Citizen Member
Carol-Ann Chafe, Citizen Member
Clement Lowe, Citizen Member
Glenn Barnes, Citizen Member
Jim Hardman (The Canadian Hearing Society)

Members Absent:

Councillor Katie Mahoney, Ward 8
Nazira Remtulla, Citizen Member
Al Cormier, Chair Transportation Accessibility Standards Development Committee

Staff Present:

Lori-anne Bonham, Project Coordinator, Landscape Architecture
Finola Pearson, Public Affairs Specialist
Lawrence Franklin, Urban Designer, Development & Design Division
Diana Simpson, Accessibility Coordinator
Frank Spagnolo, Manager, Building Engineering & Inspection
Nigel Roberts, Manager Departmental Systems IT
Raymond Lau, Roadway Planner
Maurice Swaby, Business Advisor, Planning, Development & Business Services
Ruth Marland, Team Leader, Long-Term Planning, Planning and Heritage
Mickey Frost, Manager, Transit Operations
Jessica Reid, Legislative Coordinator, Office of the City Clerk
Evelyn Eichenbaum, Legislative Coordinator, Office of the City Clerk

CALL TO ORDER – 2:14 p.m.

DECLARATIONS OF DIRECT (OR INDIRECT) PECUNIARY INTEREST - NIL

DEPUTATIONS

A. Update on Future Directions – Library, Recreation, Parks & Natural Areas Master Plan

Committee agreed to add this item to the agenda and hear the deputation at the beginning of the meeting.

Michael Swaby, Business Advisor - Planning, Development & Business Services and Ruth Marland, Team Leader, Long-Term Planning, Planning and Heritage, provided an overview on Future Directions – the Library, Recreation, Parks & Natural Areas Master Plan. Mr. Swaby explained that the last master plan was reviewed in 2004, and plans are reviewed every 5 years. The goal of the plan is to be fiscally responsible on a 5-year planning horizon with a 25-year outlook.

Mr. Swaby explained that after research and public input, an interim report will be presented to General Committee in June 2009. Public information sessions will be held in September and October and a final report will go to Council by December 2009.

Ms. Marland indicated that the study will encompass all of the City's facilities: parks, community centres, arenas and pools. Public surveys are available online and in hard copy. Staff will bring back the interim report with draft recommendations to the AAC.

Naz Husain asked whether accessibility is included in the survey and Ms. Marland replied that access to facilities is included in the survey. Rabia Khedr inquired whether the survey was the only method of research and whether consultation is scheduled with the diverse community. Ms. Marland responded that 500 groups have been targeted for the April 20, 2009 master plan open house and ethnocultural groups had been invited to the event.

MATTERS CONSIDERED:

1. Administrative Matters:

1.1 Confirmation / Additions to the Agenda of this Meeting

The following items were added to the agenda under "Other Business":

- 8.2 AAC Regional Forum - June 1, 2009
- 8.3 Canadian Association of Muslims with Disabilities – Planning for the Future symposium - May 24, 2009
- 8.4 Tetra Gizmo awards – July 17, 2009

Approved (Kristine Beavis)
MG.26

1.2 Minutes of Previous Meeting – March 9, 2009

On a motion by Naz Husain, the minutes of the Accessibility Advisory Committee meeting held on March 9, 2009 were adopted as presented.

Adopted (Naz Husain)
MG.26

2. Business Arising out of Previous Meetings

2.1 Mississauga Transit Operators Announcing All Stops

Mickey Frost, Manager, Transit Operations, advised that all Mississauga Transit drivers have been trained on announcing bus stops. Mr. Frost indicated that there is ongoing messaging to drivers on the importance of announcing stops. Five compliance audits have taken place since June 2008 and compliance levels have ranged from 18% to 37%. Meetings take place with audited drivers to discuss the results.

Mr. Frost explained that the automated bus stop system is on target to be fully operational within 6 months of the December 2009 implementation date. The automated system will announce all stops orally and visually in strategic locations on the bus. The system will be completely remote from the operator.

Hans Bueschleb noted that he recently travelled the Route 1C bus and the announcements were very thorough including stops, major intersections and major stores. Mr. Bueschleb emphasized how important the calling of stops is for clients with disabilities.

In response to an inquiry about positive or negative feedback from customers, Mr. Frost indicated that although he does not have that information, he is not aware of any overwhelming feedback.

Kristine Beavis questioned the low level of compliance from drivers. Mr. Frost noted that the importance of calling stops being part of their job is communicated regularly to drivers. Rabia Khedr emphasized the need for compliance by drivers because of the importance of this issue for seniors, newcomers, and people with language difficulties. Once the automated system is in place, technology may break down and require the manual calling of stops.

Naz Husain suggested reminders being placed in the buses. Mr. Frost explained that 80% of stops have a prompter sign in place as a reminder for the drivers.

Councillor Saito expressed frustration with the non-compliance and has asked the Commissioner of Transportation and Works to look into the issue. Council gave specific direction in this regard and strong action should be taken against non-compliance. This initiative affects all customers, not just people with disabilities. Ms. Khedr suggested providing training or aids to help drivers that may experience difficulty with this task. Councillor Saito indicated that drivers change routes every 6 to 8 weeks and this turnover may be one cause for non-compliance.

Glenn Barnes noted that Mississauga is proactive with this issue. There is no approved Transportation Standard in place yet. Current compliance is better than what was previously in place and there is a need to aim for 100% compliance.

2.2 Update on Access Awareness Event

Memorandum from Diana Simpson, Accessibility Coordinator, dated April 9, 2009, providing an update on the Access Awareness Event

Diana Simpson gave an overview of the National Access Awareness Event on June 3, 2009. Invitations have been sent to the Honourable David Onley, Lieutenant Governor of Ontario and Alfred Spencer, Director, Education & Partnerships, Accessibility Directorate of Ontario (ADO) to appear as a keynote speaker at the event. No responses have been received. Suggestions were made to invite David Lepofsky, Chair, AODA Alliance or Helen Henderson, Toronto Star columnist as potential speakers. Ms. Simpson will provide an overview of the status of AODA standards and City accessibility initiatives at the event. Ms. Khedr offered to act as Master of Ceremonies if necessary and Glenn Barnes, Jim Hardman and Kristine Beavis and Rabia Khedr will participate on an accessibility panel. Naz Husain will provide closing remarks. Mayor and members of Council will be invited to the event.

Transit, Accessibility planning, AAC, Recreation & Parks, Library, and Transportation & Works displays will be set up. Other local AACs will be invited. The event will take place in the Bank of Montreal Room, on the upper level of the Living Arts Centre starting at 7:00 p.m., with doors open at 6:30 p.m. for viewing of displays.

Received for Information (Hans Bueschleb)
See Recommendation AAC-0021-2009
MG.26.PRO

3. New Business - Nil

4. Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Standards

4.1 General – AODA

Letter from Madeleine Meilleur, Minister of Community and Social Services, sent by e-mail on March 6, 2009, providing an update on accessibility standards in Ontario.

4.2 Transportation Accessibility Standard - Nil

4.3 Ontario Regulation 429/07 - Accessibility Standard for Customer Service

Diana Simpson indicated that in addition to having trained transit operators and temporary parks staff, summer parks staff and facility operators will be trained at the beginning of May. Content of the Customer Service e-learning module is being finalized. The corporate policy on the Provision of Services to Persons with Disabilities was approved by Council. The process for temporary disruptions is still being developed.

4.4 Built Environment Accessibility Standard

Communiqué regarding the Accessible Built Environment Standards Development Committee Meeting #8 on April 7 and 8, 2009.

Diana Simpson noted the Standard Development Committee met in April to discuss various sections of the technical standard. Many details are being considered around the various elements. At the May 11th and 12th meeting, the Committee will vote clause by clause on the draft standard.

4.5 Employment Accessibility Standard

Diana Simpson indicated that Human Resources and Legal Services staff have been involved in discussions with the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO) regarding the Employment Standard. A corporate report will be presented to General Committee in May. AMCTO will provide feedback to the province on behalf of the City of Mississauga. The City's concerns focus around timelines and resources.

Naz Husain indicated that she had been part of a group that met with David Lepofsky to discuss shortcomings of the draft standard. Lepofsky will work on a brief to be presented to the government. Individuals will be able to endorse that brief through the AODA Alliance's website instead of submitting their own input.

4.6 Information and Communications Accessibility Standard

Letter dated February 26, 2009 from Mayor McCallion sent to the Minister of Community & Social Services concerning the Proposed Initial Accessible Information and Communication Standard.

Received for Information (Hans Bueschleb)
See recommendation AAC-0021-2009
CS.12.DIS / CS.12.INF

5. Subcommittee Reports

5.1 Facility Accessibility Design Subcommittee Report dated March 26, 2009 – Port Credit Arena

Recommendation:

1. That the proposed site plan and floor plan for the Port Credit Arena as presented by Susan Lennox of ZAS Architects and Fernando Moraes, Project Manager, Facilities & Property Management, to the Facility Accessibility Design Subcommittee at its meeting on March 26, 2009, be received for information.
2. That subject to the suggestions contained in Facility Accessibility Design Subcommittee Report dated March 26, 2009 concerning the Port Credit Arena, the Facility Accessibility Design Subcommittee is satisfied with the proposed site plan and floor plan as presented.
3. That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following construction of the Port Credit Arena and report to the Accessibility Advisory Committee.

Supported (Clement Lowe)
See recommendation AAC-0022-2009
MG.26.FAC

5.2 Facility Accessibility Design Subcommittee Report dated March 26, 2009 - Civic Centre 2nd Floor Counter Consolidations and Office Renovations

Diana Simpson provided an update from Lalita Goray, Project Manager, Facilities & Property Management, confirming that one of the 3 counters in the Clerks/Committee of Adjustment area will be lowered to an accessible height.

On a motion by Carol-Ann Chafe the following amendment was voted on and carried:

1. That the proposed floor plan for the Civic Centre 2nd Floor Counter Consolidation and Office Renovations as presented by Kelly Stobbe of Stantec Architects and Lalita Goray, Project Manager, Facilities & Property Management, to the Facility Accessibility Design Subcommittee at its meeting on March 26, 2009, be received for information.
2. That subject to the suggestions contained in Facility Accessibility Design Subcommittee Report dated March 26, 2009 titled Civic Centre 2nd Floor Counter Consolidations and Office Renovations, the Facility Accessibility Design Subcommittee is satisfied with the proposed floor plan as amended.

Supported (Carol-Ann Chafe)

See recommendation AAC-0023-2009

MG.26.FAC

5.3 Facility Accessibility Design Subcommittee Report dated April 2, 2009 - Riverwood – MacEwan Terrace Garden Park #331 project

Recommendation:

1. That the proposed site plan for the Riverwood – MacEwan Terrace Garden Park #331 project as presented by Rod MacDonald of The Landplan Collaborative Ltd. and Jill Goldie, Project Manager, Community Services Department, to the Facility Accessibility Design Subcommittee at its meeting on April 2, 2009, be received for information.
2. That subject to the suggestions contained in the Facility Accessibility Design Subcommittee Report dated April 2, 2009 titled Riverwood – MacEwan Terrace Garden park #331 project, the Facility Accessibility Design Subcommittee is satisfied with the proposed site plan as presented.
3. That the Facility Accessibility Design Subcommittee conduct an accessibility site visit following completion of the Riverwood – MacEwan Terrace Garden Park #331 project and report to the Accessibility Advisory Committee.

Supported (Carol-Ann Chafe)

See recommendation AAC-0024-2009

MG.26.FAC

6. Pending Work Plan Items

Pending Work Plan Items Report dated April 20, 2009 on the status of items emanating out of previous Accessibility Advisory Committee meetings.

Received for Information (Carol-Ann Chafe)

See recommendation AAC-0021-2009
MG.26.INF

7. Items for Information

Naz Husain moved that the following items be received for information. The motion was voted upon and carried.

7.1 Promotional material and application form for the 2009 Connections Resource Fair sent by the Coalition for Persons with Disabilities.

7.2 Invitation sent April 1, 2009 for AAC members to review and test the Launch 2 PRESTO farecard devices and software.

Received for Information (Naz Husain)

See recommendation AAC-0021-2009
MG.26.INF / TS.09

8. Other Business

8.1 Mississauga Transit Open House

The AAC has been asked to participate in the Mississauga Transit Open House scheduled for June 2, 2009 from noon to 3:00 p.m. following the official opening for the new bus garage at 10:30 a.m. Schools and households are being targeted to attend this event which will be a good opportunity to promote National Access Awareness Week and accessibility. Hans Bueschleb will attend and Carol-Ann Chafe may also be available. Finola Pearson will assist with the display.

8.2 AAC Regional Forum - June 1, 2009

Diana Simpson referenced the invitation from the Accessibility Directorate of Ontario for AAC members to attend a regional forum in Toronto on June 1, 2009. There is no cost to attend the event, and the City will cover transportation costs.

8.3 Canadian Association of Muslims with Disabilities – Planning for the Future symposium - May 24, 2009

Rabia Khedr provided an overview of the symposium taking place at the Islamic Centre of Canada on May 24, 2009. Information is available on the Association's website at www.camd.ca. Legal and financial professionals will present information on rights and responsibilities, estate planning, financial support, and home services. They hope to launch a family support network. The Honourable David Onley will be the keynote speaker.

8.4 Tetra Gizmo awards – July 17, 2009

Glenn Barnes advised that AAC members may be receiving an invitation to the Tetra Gizmo awards event scheduled for July 17, 2009 at the Rose Theatre in Brampton. The Honourable David Onley will be the keynote speaker.

PR.03 / PR.04

9. Date of Next Meetings:

Facility Accessibility Design Subcommittee:

Thursday, May 21, 2009 at 1:30 p.m.
Classroom 3 at the Central Library

Corporate Policies and Procedures Subcommittee:

Thursday, May 28, 2009 at 1:30 p.m.
Committee Room A, Civic Centre

Promotional Awareness Subcommittee:

Thursday, May 28, 2009 at 2:30 p.m.
Committee Room A, Civic Centre

Accessibility Advisory Committee:

Monday, June 8, 2009 at 2:00 p.m.
Program Room 1, Mississauga Valley Community Centre

ADJOURNMENT : 3:38 p.m.