
Accessibility Advisory Committee

Date

2019/02/25

Time

2:00 PM

Location

Civic Centre, Committee Room A - Second Floor,
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members Present

Councillor Matt Mahoney, Ward 8
Councillor Pat Saito, Ward 9
Carol-Ann Chafe, Citizen Member (Chair)
Naz Husain, Citizen Member
Rabia Khedr, Citizen Member
Clement Lowe, Citizen Member
Asim Zaidi, Citizen Member
Alfie Smith, Stakeholder Member
Sally Wall, Stakeholder Member

Members Absent

Melanie Taddeo, Citizen Member (Vice-Chair)
Mashkooor Sherwani, Citizen Member

Find it online

<http://www.mississauga.ca/portal/cityhall/accessibilityadvisory>

Staff Present

Jennifer Cowan, Accessibility Specialist

Daniel Saddler, Supervisor Accessibility

Darlene Utarid, Manager, Asset Management and Accessibility

Michelle Berquist, Project Leader Transportation, Transportation & Works

Rob Cummins, Manger, Digital Strategy & Experience

Megan Palmateer, Digital Content Consultant, Digital Strategy & Experience

Pamela Shanks, Corporate Policy Consultant, Corporate Performance

Carolina Garcia Alonso, Co-Op Student (College), Capital Planning & Asset Management

Keith Sheardown, Video Production Contractor, Transit Academy

Virginia Kalapaca, Project Leader Landscape Architect, Parks Program Delivery

Ivana Di Milo, Director, Strategic Communications

Marie-France Chartrand, Legal Counsel Labour & Employment, Legal Services

Karen Morden, Legislative Coordinator, Legislative Services

Dayna Obaseki, Legislative Coordinator, Legislative Services

1. **CALL TO ORDER** – 2:06 p.m.

Carol-Ann Chafe, Chair, requested everyone present at the meeting introduce themselves.

2. **APPROVAL OF AGENDA**

The order of deputations was amended at the approval of agenda and the minutes below reflect the actual order of appearance.

Rabia Khedr, Citizen Member and Carol-Ann Chafe, Chair, requested time to speak under “Other Business”.

Approved, as amended (N. Husain)

3. **DECLARATION OF CONFLICT OF INTEREST** – Nil.

4. **MINUTES OF PREVIOUS MEETING**

4.1. Accessibility Advisory Committee Minutes - June 18, 2018

Approved (A. Smith)

5. **DEPUTATIONS**

Note: The meeting order was amended due to scheduling. The minutes below reflect the order in which items were considered.

5.3. Digital Modernization Project

Rob Cummins, Manager, Digital Strategy & Experience and Megan Palmateer, Digital Content Consultant, presented an overview of the Digital Modernization Project noting that the intended deadline is September 2020, however the initial launch will be April 8, 2019, where both websites will be consecutively running. Ms. Palmateer noted the use of the POUR Model: Perceivable, Operable, Understandable, and Robust to guide the project.

Members of the Committee spoke to the matter and raised the following concerns:

- The headers/labels at the top of each page that provides screen readers users how far each individual has navigated into the website.
- Not all screen reader programs pick up the headers at the top of the page.
- Suggested a side bar outline as an alternate option to headers.
- Suggested providing a visual ASL Interpreter to sign as an option to just reading as the language may be high in content and a high reading level.

RECOMMENDATION

That the deputation and associated presentation by Rob Cummins, Manger Digital Strategy & Experience presenting on the Digital Modernization Project be received.

Received (R. Khedr)

Recommendation AAC-0001-2019

5.1. MiWay Training Video

Keith Sheardown, Video Production Contractor from Transit Academy provided a brief overview of the intent behind the video and noted that he is looking for volunteers to participate in the video. All members wishing to volunteer should contact the Accessibility Specialist and/or the Legislative Coordinator.

RECOMMENDATION

That the deputation by Keith Sheardown, Video Production Contractor, Transit Academy requesting volunteers to be in the MiWay Training Video be received.

Received (N. Husain)

Recommendation AAC-0002-2019

5.2. Mississauga Moves Update

Michelle Berquist, Project Leader Transportation, Transportation & Works provided an update on Mississauga Moves that outlined the Transportation Master Plan (TMP) as making the City of Mississauga accessible for people to get around without an automobile. Ms. Berquist provided the timeline on the project and spoke to the goals of the TMP, the action plan for implementation and partnerships. Ms. Berquist added that in spring 2019 the TMP will be presented to General Committee for approval and the implementation phase will began.

Naz Husain, Citizen Member inquired about accommodation for electric cars and Ms. Berquist noted that it would be included.

RECOMMENDATION

That the deputation and associated presentation by Michelle Berquist, Project Leader Transportation, Transportation & Works presenting on the Mississauga Moves Update be received.

Received (M. Mahoney)

Recommendation AAC-0003-2019

5.4. Annual Accessibility Report and MiWay Annual Accessibility Report

Jennifer Cowan, Accessibility Specialist presented on the Annual Accessibility Report and MiWay's Annual Accessibility Report by providing an overview of the successes of the past year. Ms. Cowan highlighted the different subcommittees that met in the previous year and how the StART meetings had demonstrated how involved staff are to ensuring accessibility. Additionally, Ms. Cowan noted the success behind the accessible voting during elections and the inclusion of accessibility factors in purchasing contracts. Ms. Cowan spoke to the MiWay's new bus stop markers that include the new dynamic symbol of access and the priority seating pilot program. Requested that committee members provide feedback regarding the by Annual Accessibility Reports by March 4, 2019.

Members of the Committee inquired about when the new dynamic symbol being replaced and the Humber College partnership. Ms. Cowan noted the symbol replacement was currently in progress and would provide further information regarding the Humber College partnership.

Councillor Saito noted that the City's 2019 Tourism Guide is now available <<https://www.discovermississauga.ca/visitorguide>> and highlighted the incorporation of accessibility in the guide by outlining the use of the new dynamic symbol beside hotels and attractions that are accessible and a plug for the Go Here application (www.go-here.ca) that provides the location of the nearest restroom in the area. Additionally, Councillor Saito requested accessibility feedback regarding the Discover Mississauga webpage.

RECOMMENDATION

That the deputation and associated presentation by Jennifer Cowan, Accessibility Specialist and Alana Tyers, Manager Service Development, MiWay presenting on Annual Accessibility Report and MiWay Annual Accessibility Report be received.

Received (Councillor Saito)
Recommendation AAC-0004-2019

6. **PUBLIC QUESTION PERIOD**

Emily Daigle, Mississauga Resident expressed her concern regarding the safety of unclear sidewalks during these recent winter months as it relates to Item 5.3 Mississauga Moves. Ms. Daigle further noted that she felt MiWay needed to reach out to persons with disabilities for suggestions and feedback to further improve their services and to include more individuals that have multiple disabilities.

Councillor Saito and Councillor Mahoney mentioned that this winter has been a rarity with the constant ice storms and that staff is working extra hard to ensure that all roads and walkways are clear. Jennifer Cowan, Accessibility Specialist indicated that she would contact the MiWay representative to have them reach out to the different communities to help achieve more accessibility.

7. MATTERS CONSIDERED

7.1. Accessibility for Ontarians with Disabilities Act

Jennifer Cowan, Accessibility Specialist will provide a brief verbal update with respect to the *Accessibility For Ontarians with Disabilities Act (AODA)*.

Ms. Cowan noted that she would provide an update within the next couple of months.

RECOMMENDATION

That the verbal update provided by Jennifer Cowan, Accessibility Specialist with respect to the *Accessibility For Ontarians with Disabilities Act (AODA)* be received.

Received (N. Husain)

Recommendation AAC-0005-2019

7.2. Region of Peel Accessibility Advisory Committee Update

Naz Husain and Carol-Ann Chafe, Citizen Members and Members of the Region of Peel Accessibility Advisory Committee will provide a brief verbal update.

Ms. Chafe provided a brief verbal update on the Raj Chopra becoming Chair and Mary Daniels becoming Vice-Chair of the Region of Peel Accessibility Advisory Committee.

RECOMMENDATION

That the verbal update provided by Naz Husain and Carol-Ann Chafe, Citizen Members and Members of the Region of Peel Accessibility Advisory Committee be received.

Received (Councillor Mahoney)

Recommendation AAC-0006-2019

7.3. Update on the 2018 Annual Report of the Multi-Year Accessibility Plan for the City of Mississauga and MiWay

This item was previously discussed as it is related to Item 5.4.

RECOMMENDATION

1. That the memorandum by Jennifer Cowan, Accessibility Specialist dated February 1, 2019 with respect to the Update on the 2018 Annual Report of the Multi-Year Accessibility Plan for the City of Mississauga and MiWay be received for information.
2. That the 2018 Annual Report of the Multi-Year Accessibility Plan be approved.
3. That the MiWay 2018 Annual Accessibility Report be approved.
4. That the 2018 Municipal Elections Accessibility Report be approved.

Received (N. Husain)

Recommendation AAC-0007-2019

7.4. Council Resolution 0001-2019 pertaining to the guidelines related to City's festivals and events

Jennifer Cowan, Accessibility Specialist discussed the Council resolution regarding City festivals and events. Ms. Cowan noted that majority the events and festivals that take place within the city are hosted by various organizations and are not operated by the City. The main events that are run by the City of Mississauga follow the provincial guidelines.

Discussion ensued regarding whether the City of Mississauga should take on the project to create their own separate guidelines, however the Members of the Committee felt the current Provincial guidelines were sufficient enough.

Members of the Committee spoke to the matter and raised the following questions:

- Funding for ASL Interpreters at events and festivals; and
- City Hall creating water and relieving stations for service animals.

In response, Ms. Cowan clarified that Strategic Communications usually provide ASL Interpreter services at events and festivals hosted by the City of Mississauga. Ms. Cowan suggested having the Strategic Communications team speak to this matter in more detail at future AAC meeting date.

RECOMMENDATION

1. That the Council Resolution 0001-2019 pertaining to the guidelines related to City's festivals and events be received for information.

Received (N. Husain)

Recommendation AAC-0008-2019

7.5. AAC Terms of Reference

Dayna Obaseki, Legislative Coordinator spoke to the matter and noted this item as a housekeeping matter. Once the new members of the Accessibility Advisory Committee have been established the Terms of Reference will be re-reviewed and approved, if applicable.

RECOMMENDATION

That the updated Accessibility Advisory Committee Terms of Reference be approved.

Approved (R. Khedr)

Recommendation AAC-0009-2019

7.6. Accessibility Advisory Committee Work Plan

Dayna Obaseki, Legislative Coordinator spoke to the matter regarding closing out the work plan for the previous term of the council and to suggest moving all outstanding items to any future AAC work plan.

RECOMMENDATION

1. That the Accessibility Advisory Committee Work Plan, be received.
2. That staff update and complete the 2015-2018 Accessibility Committee Work Plan and forward any outstanding items to a future AAC Work Plan.

Received (A. Zaidi)

Recommendation AAC-0010-2019

8. **SUBCOMMITTEE REPORTS** – Nil.

9. **INFORMATION ITEMS** – Nil.

10. **COMMITTEE UPDATE/OTHER BUSINESS**

10.1 Rabia Khedr, Citizen Member announced that Stephen Lewis Secondary School is hosting a DEEN Talent/Variety Show on March 24, 2019 at 5pm. She noted it is ticketed event that is open to the public for free.

10.2 Carol-Ann, Chair provided a brief verbal update on the Lakeshore Connecting Communities Meetings and asked for feedback.

11. **DATE OF NEXT MEETING(S)**

Facility Accessibility Design Subcommittee on March 18, 2019 at 1:30pm in Committee Room D at the Civic Centre, 2nd Floor.

Accessibility Advisory Committee meeting has been rescheduled for May 6, 2019 at 2:00pm in Committee Room A, due to the original meeting date in April landing on Easter Monday.

Members of the Committee suggested that there be an opportunity to do an unofficial meet and greet with the new staff members of the Accessibility team and the StART members.

12. **ADJOURNMENT** – 3:53 p.m.