



City of Mississauga

2018 Annual Report of the Multi-Year Accessibility Plan

This report is available in alternate, accessible formats upon request.

Prepared by:

Jennifer Cowan, Accessibility Specialist
Asset Management & Accessibility
905-615-3200 ext. 4902, TTY: 905-615-3411
Jennifer.Cowan@mississauga.ca

Division: Facilities & Property Management
Department: Corporate Services

Table of Contents

Executive Summary/Background	3
Legislation.....	3
City of Mississauga	3
Accessibility Advisory Committee.....	5
2014-2018 Mississauga Accessibility Advisory Committee Members	6
Facility Accessibility Design Subcommittee	6
Accessible Transportation Subcommittee.....	6
Staff Accessibility Resource Team (StART)	7
2018 Achievements	8
Accessibility Advisory Committee	9
2018 Community Engagements.....	10
General Accessibility Successes	11
Accessible Customer Service Successes	14
Information and Communications Successes	18
Employment Successes	20
Transportation Successes.....	21
Built Environment Successes.....	23
Additional Accessibility Successes.....	28
Conclusion and Next Steps	29
Appendix 1.0 – MiWay 2018 Annual Accessibility Report	30
Appendix 2.0 – 2018 Elections Accessibility Report.....	30

Executive Summary/Background

This 2018 Annual Report of the Multi-Year Accessibility Plan has been prepared in accordance with the Accessibility for Ontarians with Disabilities Act (AODA, 2005) and represents the City of Mississauga's 16th Annual Report. The Report summarizes the achievements the City of Mississauga has made in 2018 by removing barriers to persons with disabilities that live, work, play and travel in Mississauga. By removing barriers for persons with disabilities, we are removing barriers for everyone!

The Multi-Year Accessibility Plan (2018-2022 Initiatives), was approved by Council in May, 2018. The Plan lists projects that are associated with accessibility standards under the AODA.

The 2018 Annual Accessibility Report prepared by MiWay is included as an Appendix to the 2018 Annual Report of the Multi-Year Accessibility Plan. This report outlines improvements made to City of Mississauga transportation system to ensure its services and operations are accessible to everyone. .

Legislation

Under the AODA, the Province has developed five regulations:

1. Accessible Customer Service
2. Information and Communications
3. Employment
4. Transportation
5. Design of Public Spaces

The accessibility achievements provided in this report highlight all achievements, including legislative requirements and any additional work completed by the City of Mississauga to ensure equal access to facilities and services.

City of Mississauga

The City of Mississauga (the City) works closely with the Mississauga Accessibility Advisory Committee (AAC) which advises, recommends and assists the City in promoting and facilitating a barrier-free Mississauga for citizens with disabilities. Their role is to review municipal policies, programs and services and to assist with the identification, removal and prevention of barriers faced by persons with disabilities.

The City's Staff Accessibility Resource Team (StART) and the AAC have been working diligently to comply with the legislation and implement accessibility improvements.

This Annual Report demonstrates the City's commitment to making accessibility a part of everyday business and integrating it into the City's long term plans. Barriers have been removed in many areas including: City owned buildings, parks, transit and recreation services.



Accessibility Advisory Committee

As outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), municipalities with a population of 10,000 or more must establish an Accessibility Advisory Committee. At the City, the AAC is comprised of ten dedicated citizen volunteers and two Councillor Representatives. Members are persons with disabilities, represent a family member with a disability or a part of a community agency or sector within the accessibility field.

AAC Members sit on the committee for up to four years. At the end of each term, a new committee is formed from the community through an application process. The Mississauga Accessibility Advisory Committee (AAC) is an advisory committee to Council through reports to General Committee.

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

2014-2018 Mississauga Accessibility Advisory Committee Members

- Carol-Ann Chafe: Chair
- Melanie Taddeo: Vice-Chair
- Clement Low: Citizen Member
- Naz Husain: Citizen Member
- Rabia Khebr: Citizen Member
- Asim Zaidi: Citizen Member
- Mashkoor Sherwani: Citizen Member
- Alfie Smith: Stakeholder Member
- Sally Wall: Stakeholder Member
- Mandi Buckner: Stakeholder Member
- Pat Saito: Councillor Ward 9
- Matt Mahoney: Councillor Ward 8

The Accessibility Advisory Committee (AAC) has developed subcommittees in order to address specific issues, and then report to the Accessibility Advisory Committee. The following subcommittees met in 2018:

Facility Accessibility Design Subcommittee

The Facility Accessibility Design Subcommittee met 4 times to review various capital projects where the emphasis is on the built environment. Staff make presentations, highlighting the technical requirements as outlined in the Facility Accessibility Design Standard, and seek feedback to ensure facilities and public spaces are accessible for people with disabilities.

Accessible Transportation Subcommittee

The Accessible Transportation Subcommittee met once in 2018 to review work that the City is doing to ensure accessible taxicab service is provided. The meeting included a presentation from MiWay outlining the development of an accessibility training video to help Transit operators provide exceptional customer service to people with disabilities.

Staff Accessibility Resource Team (StART)

In addition to subcommittees, the AAC receives support from the Staff Accessibility Resource Team (StART). This is achieved by:

- Ensuring that the accessibility lens is applied within each Department or Division.
- Promoting accessibility awareness throughout the City of Mississauga; and,
- Assisting in the development of the Annual Accessibility Report of the Multi-Year Accessibility Plan, which highlights achievements from across City Departments

StART meets approximately four times a year and has representation from each City Department.



2018 Achievements

Each year, the City of Mississauga, in conjunction with the AAC and StART, report on initiatives undertaken by City Departments which outline all the great work that is being done to make Mississauga an even more accessible City. This work includes both work that is legislatively required by the Province of Ontario, and additional work to go above and beyond in making the City accessible to people with disabilities. The following sections outline those achievements:

Accessibility Advisory Committee

The Accessibility Advisory Committee meets throughout the year, and provides advice to the City of Mississauga on matters related to accessibility. In 2018, the AAC received presentations on the following items:

- **Dynamic Symbol of Access:** The AAC made a recommendation for the City to adopt the symbol, after receiving a presentation by The Forward Movement. The Dynamic Symbol is an improvement to the International Symbol in that it shows movement, which emphasizes different abilities, and the goal is to reframe the way that society views and interacts with people with disabilities. The Dynamic Symbol is being used for parking pavement markers throughout the City as well as:
 - Wayfinding within facilities – unless otherwise legislated by the Ontario Building Code
 - Change rooms or dressing rooms that don't include a washroom
 - Information, reception and service counters
 - Accessible seating
 - To identify the location of accessible picnic tables
 - Accessible players boxes within an arena
 - Bus stop signage
 - On City correspondence
- **Multi-Year Accessibility Plan:** The AAC reviewed the 2017 Annual Report of the Multi-Year Accessibility Plan & 2018-2022 Multi-Year Accessibility Plan, as well as the 2017 MiWay Annual Accessibility Report and provided recommendations. These reports were adopted by General Committee in May 2018
- **Specialized Transportation:** The AAC received a presentation from TransHelp (Peel Region) in regards to accessible transportation, and provided feedback which will help improve TransHelp service delivery
- **Accommodation Practices:** The AAC received a presentation from Employee Health Services outlining the City of Mississauga Accommodation Practices. The



presentation highlighted the program itself and how employees with disabilities are accommodated during the course of their employment

- **Transportation Master Plan:** The AAC received a presentation on the Transportation Master Plan. The presentation provided the AAC with an update on the status of this project and outlined next steps
- **National Access Awareness Week:** To celebrate National Access Awareness Week, the Clock Tower at the City's Civic Centre was lit up blue. The week is marked by organizations throughout Canada to promote and foster a community of inclusion
- **Facility Accessibility Design Standards (FADS) Subcommittee:** The FADS subcommittee reviewed the following building projects in 2018:
 - Mount Charles Park Transit Washrooms
 - Iceland Arena Renovations
 - Male and Female washrooms
 - Office / Information Desk
 - Concession / Snack Bar
 - Traffic By-Law
 - Westwood Mall Washrooms

2018 Community Engagements

In 2018, the City of Mississauga and the Accessibility Advisory Committee participated in the following community events:

- **Coalition for Persons with Disabilities – Connections Resource Fair:** Every year, the Connections Resource Fair brings together 50 organizations that provide products or services for persons with disabilities within the community. This year, Accessibility Planning hosted a booth on behalf of the City and the AAC
- **Councillor Saito's Annual Senior's Fair:** In June 2018, Councillor Saito held the 6th Annual Senior's Fair at the Meadowvale Community Centre, in order to commemorate senior's month. The fair included 40 exhibitors, which brought hundreds of senior's together to learn about the various programs, services and organizations that support seniors throughout the City

General Accessibility Successes

The following is a list of accessibility successes and achievements based on the requirements found under the General Standards Section of the IASR.

- **Policies and Procedure Review:** The Civic Recognition Program Corporate Policy and Procedure, which recognizes volunteers, was revised to include recognition for improvements to accessibility. The program added the following criteria for the Civic Award of Recognition:
 - Businesses, community groups or individuals, who have contributed to removing physical, social or systemic barriers for individuals with disabilities.
- **Policies and Procedure Review:** Council adopted the Outdoor Maintenance Subsidy Corporate Policy and Procedure, which provides a subsidy of up to \$350 per year to eligible low-income seniors or low-income person with a disability. The intent is to offset the cost of hiring a service provider to perform outdoor maintenance services. The program itself isn't new, but was previously capped at \$200. Initially the program only allowed the individual to use the funding towards grass cutting and snow removal. With the expanded program, individuals can use the funding for other lawn and gardening maintenance. By amending the program, this initiative will allow people with disabilities a greater amount of freedom.
- **Election Accessibility:** In 2018, the City of Mississauga held a Municipal Election. In accordance with the Municipal Elections Act, the City implemented the following to ensure the elections were accessible to people with disabilities:
 - The Elections Accessibility Plan was created by the Elections Office in collaboration with Accessibility Planning & Compliance and was updated to ensure best practices were identified.
 - Inspections were conducted for various voting locations in order to identify any barriers for participation.
 - Various methods of voting were used to ensure that people with disabilities had the opportunity to participate fully in the 2018 Municipal Election.
 - Elections workers received accessible customer service training.
 - To ensure that people with disabilities could independently vote in the 2018 Municipal Election, all advanced poll locations used the AutoMARK Voter Assist Terminal.
 - To further assist electors with limited mobility, magnifying cards were provided at each voting location.

-
- **Elections Accessibility Plan:** A draft of the Accessibility Plan for the 2018 Municipal Election was presented to the AAC. Over the next five years, in coordination with Accessibility Planning and the AAC, Elections will continue to develop and implement an accessibility plan for every future election.
 - **Materiel Management:** Accessibility requirements were included in the following procurements:
 - PRC000467 - RFP for Transportation Study
 - PRC000731 -- RFP for Britannia Road East - Remediation and Risk Assessment
 - PRC000750 - RFP for Class EA Study on Remond Road, Webb Dr. and the Exchange
 - PRC000792 - RFP for SWMF Sediment Removal Design
 - PRC000574 - RFT for Surplus Vehicle and Equipment Auction Services
 - PRC000941 – RFP for City of Mississauga Office Space Strategy
 - PRC000896 – RFP for MiWay Infrastructure Growth Plan;
 - PRC000833 - RFP for Etobicoke Creek Erosion Control - behind Pony Trail Drive to Bloor Street;
 - PRC000971 – RFP for Sheridan Park lands feasibility study;
 - PRC000887 – RFP for Detailed Designs for Rehabilitation of Corrugated Metal Storm Sewers;
 - PRC001179 - RFP for Consulting Services for McKechnie Woods Spray Pad Redevelopment.
 - PRC000467 - RFP for Transportation Study
 - PRC000731 - RFP for Britannia Rd E. Remediation and Risk Assessment
 - PRC000750 - RFP for Class EA Study on Remond Rd, Webb Dr. and the Exchange, Mississauga
 - PRC000792 - RFP for SWMF Sediment Removal Design
 - PRC000574 - RFT for Surplus Vehicle and Equipment Auction Services
 - PRC000896 - MiWay Infrastructure Growth Plan
 - PRC000833 - Etobicoke Creek Erosion Control - behind Pony Trail Drive to Bloor Street
 - PRC000971 - Sheridan Park lands feasibility study
 - PRC000887 - Detailed Designs for Rehabilitation of Corrugated Metal Storm Sewers
 - PRC000945 - 2018 (4) bridge detailed condition survey/design
 - PRC001111 - Engineering Services for Stormwater Management Facility Maintenance Plan
 - PRC001231 - Public Consultation for TNC
 - PRC001263 - Applewood Creek Erosion Control Project at lakeview Golf course

-
- PRC00269 - Licence & Operation for Harding Waterfront Estate
 - PRC001019 - Study on Community and Educational needs within Downtown Cooksville
 - PRC000950 - Consulting for Pheasant Run Park
 - PRC0001054 - Consulting for Pedestrian Bridge Redevelopment
 - PRC000803 - Consulting for Record of Site Condition for Scholar's Green
 - PRC000934 - Customer Service Training (Consulting)
 - PRC000389 - Hand & Body Soaps (Online Ordering)
 - PRC001165 - Office Supplies & Stationary (Online Ordering)
 - PRC001213 - Temp. Staffing Services
 - PRC000459 - Property Management Services
 - PRC000788 - Contract Guard Services
 - PRC000863 - Design Services for Hershey Wayfinding Signs
 - PRC000875 - Replacement of Three Ground Floor Automatic Slider Doors at Central Library
 - PRC000885 - Municipal Green Building Standard Development for New Construction and Major Renovations
 - PRC000939 - Pre-fabricated Washroom Building
 - PRC000941 - Consulting Services - Office Space Strategy
 - PRC001100 - Threat, Risk and Vulnerability Assessment: Civic Precinct
 - PRC000053 - Roster for Real Estate Acquisition & Negotiation Services
 - PRC000241 - Consulting Services for Interior Design for construction work in the Mayor's and City Manager's office
 - PRC000254 - Council Chambers Audio Visual System
 - PRC000385 - Facility Condition Assessments
 - PRC001339 - Parking Lot Lighting Condition Assessments
 - PRC001343 - Sportsfield Lighting Condition Assessments
 - PRC001262 - Outdoor Pool Building Condition Assessment



Accessible Customer Service Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Accessible Customer Service Standard Section of the IASR. Successes related to Accessible Customer Service standard might include: a review of the “May I Help You?” training module, or the development of a new policy that helps staff better understand how to work with customers with service animals.

- **MiWay Training:** The AAC reviewed MiWay’s plan to provide additional Customer Service training to staff. This training will be delivered as a video and will highlight challenges that people with disabilities face when accessing transportation.
- **Library:** The Library has added two accessible work stations at Central Library. New software includes: JAWS, Kurzweil 3000, ZoomText and Dragon Naturally Speaking. The work station also includes a height adjustable desk.
- **Library:** Library has made 34 DAISY Disc Players available to patrons. DAISY is a digital talking book standard for people who are blind or have print-related disabilities.

-
- **Library:** In 2018, the Library added 371 large print books, 656 audio book titles, 2006 eBooks and eAudio books and 108 new Talking Book (Daisy Disc) titles to its collection.
 - **Library:** The Library provides people with disabilities access to the Centre for Equitable Library Access (CELA). The goal is to ensure that people with print disabilities are able to access library materials.
 - In 2018, 25 new customers registered for CELA access.
 - In 2018, 15 Daisy players will be available for customer use.
 - The Library maintains Homebound Services for customers who are unable to attend the Library. In 2018, 85 customers received shipments prepared by staff and delivered by friends, family or volunteers.
 - Staff work with valuable partners such as AMICA, Trillium Health Partners, and CNIB to inform and educate users about library services for people with disabilities.
 - **Culture:** The new Manic Monday program at Small Arms Inspection Building (SAIB) provides free access to meeting space for artists. This program attracts people from diverse communities. SAIB has transparent Equity of Access guidelines that are highly visible on their website.
 - **Culture:** All City programs at SAIB are now free to the public until June 2019. This will provide for greater access to the programs.
 - **Culture:** Meadowvale Theatre recently installed accessible chairs for the theatre auditorium. There is an increased number of accessible parking spots available during show times. When visitors purchase tickets they are now able to get a 360 digital view of the auditorium online. This can help visitors with disabilities gain a better understanding of how to navigate the space prior to their visit.
 - **Culture:** Both Bradley Museum and Benares Historic House now offer 360 digital tours. Visitors are able to view the space online prior to planning a visit. This can help visitors with disabilities gain a better understanding of how to navigate the space prior to their visit.
 - **Culture:** In 2018, 658 people registered for Culture programs using Active Assist. The Active Assist program helps to remove financial barriers for individuals who want to access Culture programs.
 - **Culture:** Five Culture Program staff participated in training provided by the Recreation Inclusion team. This training helps staff to be better equipped to provide one-to-one support for people with disabilities. Staff who received

training have been able to apply their skills in classes with participants with disabilities.

- **Recreation:** As part of the Inclusion Resource Team Pilot Project, which was a partnership with Community Living Mississauga, and funded by Ministry of Community & Social Services, the City was able to provide training for Recreation staff in order to support City efforts to provide inclusive recreation programming and services.- Three training sessions were provided with the goal of increasing the knowledge and understanding of inclusion for municipal staff and to increase their confidence in working with and supporting individuals with disabilities, and specifically adults who have an intellectual disability.
- **Recreation:** The Summer Inclusion Team has a goal of increasing accessibility for children with disabilities in camp and to ensure that all participants have a safe and fun camp experience. A program to help achieve this has been in place since 2015. The program provides access to an Inclusion Facilitator to provide 1:1 support to participants for 8 hours a day to support individual needs during camp programming. The Inclusion Support program is a cost-share program where the City provides 50% of the support staff's wages and the family provides the other 50%.
- **Recreation:** The City partners with school boards and community agencies to provide recreation volunteer opportunities to individuals with disabilities. Some of these opportunities include: volunteering at City Fitness Centres and with Operations and Parks Development. One goal is to help individuals with disabilities gain valuable job interview skills.
- **Recreation:** Recreation has started to implement the Safe and Inclusive Recreation project recommendations. The project is an exploration into how to make recreation more accessible to members of the 2SLGBTQ communities.
- **Strategic Communications:** The City's Customer Service Strategy aims to create better interactions between the City and all of its customers in the most effective way possible. The plan was approved by Council in 2017, and the implementation phase of the Strategy began in 2018 and will continue into 2022. As the fifteen initiatives outlined in the Strategy are rolled out, accessibility is a key consideration for both internal and external clients.
- **311 Citizen Contact Centre (Strategic Communications):** Until recently, the City of Mississauga had three physical TTY devices being used. A TTY is a teletypewriter device that is used by people who are Deaf in order to make telephone calls. The City has been able to replace these three physical devices

with the TextNet TTY solution, which is an internet based system that brings TTY functionality to the PC. Phase 1 includes the implementation of the TextNet TTY solution for the 311 Citizen Call Centre. Phase 2 of this project includes the implementation of the TextNet TTY solution for the MiWay Customer Service Centre.

Information and Communications Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Information and Communications Standard Section of the IASR. Successes related to the Information and Communications standard might include: an audit of the city's websites, along with recommendations and an action plan for making it accessible, or reviewing City procedures on emergency procedures for people with disabilities.

- **Strategic Communications:** The newly redesigned Mississauga.ca will meet WCAG 2.0 Level AA compliance by ensuring the following:
 - Sufficient colour contrast between foreground and background objects.
 - Using minimum 16 point font and relative text sizes so that fonts can be resized up to 200%
 - Using ARIA attributed as needed to make sure interactive components on a page can be recognized by assistive technologies
 - Writing content that's inclusive and plain language
 - Keeping our content as consistent and clear as possible
 - Using the correct HTML elements for content
 - Testing the site across different browsers, with assistive technology and using automated tools like SiteImprove to identify any potential accessibility issues
- **Recreation:** Implementation of a new online Volunteer Management System that allows participants to obtain information and apply for volunteer opportunities available throughout the City.
- **Culture:** The Culture Division provided 1200 copies of the Celebration Square summer calendar translated into Arabic, Urdu and Traditional Chinese. The calendar was designed in accordance with the CNIB Clear Print Guideline in an attempt to increase accessibility to various communities in Mississauga. In addition, 2000 copies of the Museums of Mississauga Flyer followed the same guidelines.
- **Library:** Staff provided demonstrations on DAISY players and provided information on the Centre for Equitable Library Access (CELA) program during several outreach events. This will help give more people information about the programs and services offered by the Library for people with disabilities.
- **Library:** Added a public address system in the outreach kits in order to ensure that all patrons can hear during the events that are organized by the Library.

-
- **Library:** included accessible book formats for Book Club materials.
 - **Office of Emergency Management:** The Office of Emergency Management is committed to providing information to residents with disabilities in the event of an emergency. As such, in 2018, the Office of Emergency Management, in conjunction with Accessibility Planning, simplified the process for obtaining ASL interpreters.

Employment Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Employment Standard Section of the IASR. Successes related to the Employment Standard might include: a review of recruitment processes and how they relate to people with disabilities along with recommended improvements.

- **Human Resources:** Development of the People Strategy. The goal of the People Strategy is to support the City's vision by attracting, retaining and engaging the right talent in a supportive work environment. The People Strategy will continue to address some trends, including:
 - Skills shortages in the labour market
 - Increased competition for talent
 - Eligibility for retirement
 - A diverse and inclusive workforce
- **Human Resources:** Progress on the new People Strategy with final strategy and communication aimed at early 2019.
- **Human Resources:** Human Resources has launched the eLearning module for all employees called "Diversity and Inclusion Fundamentals". The purpose is to build awareness around diversity and inclusion.



Transportation Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Transportation Standard Section of the IASR. For the full report on accessible transportation in the City of Mississauga, please refer to Appendix A – MiWay 2018 Annual Accessibility Report.



- **MiWay:** In January 2018, MiWay implemented a new Priority Seating Awareness Program on MiWay's new 2017 and 2018 Nova buses to remind customers that the Priority Seating area at the front of each bus is reserved for persons with disabilities. The awareness program includes new interior window decals

installed on the driver's side and curbside of MiWay buses, above the Priority Seating area:

- A "Show You Care" decal on the top window (that opens)
 - New "Priority Seating" window decals above each seat
- **MiWay:** The improved decals have greater visibility on-board buses and are consistent with the Priority Seating decals created in partnership with Ontario Public Transportation Association (OPTA). The new signage is compliant with the Integrated Accessibility Standards Regulation (IASR) and are currently used on Brampton Transit and TTC buses. MiWay will be installing these decals on 67 new buses as they are delivered in 2018 and prepared for service.
- **Accessibility Advisory Committee:** The AAC reviewed the City's Transportation Master Plan.
- **Accessibility Advisory Committee** The Transportation subcommittee met to discuss On-Demand Accessible Vehicles for Hire.
- **Culture:** The Culture Division provided free accessible bus service from Toronto to the Small Arms Inspection Building for the Forward Motion exhibit, and free accessible bus service to Bradley Museum for Shellie Zhang's exhibit.
- **Library:** Through a partnership with the Friends of the Library, free accessible transportation is provided as part of the Grade 4 Read to Succeed Class Program. Free transportation has been available, however, this is the first year that accessible transportation has been provided.



Built Environment Successes

The following is a list of accessibility successes and achievements based on the requirements found under the Design of Public Spaces Section of the IASR. Additional successes may be found in here that relate to how the City of Mississauga is improving physical access by implementing City of Mississauga Facility Accessibility Design Standards.

- **Parks & Forestry:** Parks Operations/ Maintenance staff have added 48 new standard park benches with arm rests and 6 new concrete pads to allow accessible seating at various parks City wide.
- **Parks & Forestry:** JJ Plaus Park - areas of inlaid stone pavement which had begun to dislodge were replaced with poured in place concrete.
- **Parks & Forestry:** As part of the Playground Replacement Program the following items were completed over the second quarter of 2018:
 - Benchfit signs
 - Cherry Hill Park fitness loop (2)
 - New park benches with armrests (installed on concrete pad)
 - Syed Jalaluddin Memorial Park (2)
 - New park benches with armrests (installed on grass) installed at:
 - Allison's Park (2)

-
- Sheridan Park (1)
 - Trooper Marc Diab Memorial Park (3)
 - Westacres Park (2)
 - Brentwood Park (1)
 - Glen Eden Park (2)
 - Godwick Green (1)
 - **Parks & Forestry:** The improvements for Zonta Meadows Park playground were focused on refining accessibility. All repairs and improvements were necessary to renew the playground and to continue to distinguish reputation of Zonta Meadows accessible playground as the first all-inclusive barrier free playground in the City of Mississauga. Improvements made to the Zonta Meadows Park playground include:
 - Repair existing play equipment and features
 - New water table
 - New sand table
 - Rubber surfacing
 - Widening asphalt park trail to 3.0m
 - Benches and picnic table
 - Repairs to concrete ramps
 - Improvements to surfacing at swings
 - **Parks & Forestry:** In addition, the Zonta Meadows Park trail was developed, which includes accessible footbridges, benches and rest areas for people with disabilities.
 - **Parks & Forestry:** Presentation of P-531 New Community Park Development to the Facility Accessibility Design Subcommittee.
 - **Parks & Forestry:** Sawmill Valley Trail link from Mississauga Road to existing Sawmill Valley Trail was substantially completed in August 2018. Accessibility improvements include: formalized trail entrance to Mississauga Road, detectable warning strips at sidewalk connection to Erindale campus, 2 to 3 % slope from Mississauga Road to interpretive sign node, slope to existing Sawmill Valley Trail ranges from 4.5 to 8%, firm and stable trail surface of limestone screenings, post and rail warning fence adjacent to bank edge.
 - **Parks & Forestry:** Shoreline repairs project for various waterfront parks was substantially completed in August, 2018. Accessibility improvements include pathway surface improvements at St. Lawrence Park and JJ Plaus Park.

-
- **Parks & Forestry:** The redevelopment of River Grove Community Centre All-Inclusive Playground is the sixth all-inclusive site completed from the City-Wide program of seven sites.
 - The improvements include updated new accessible play surface such as rubberized play surface and Engineered Wood Fibre surface, installation of new Inclusive play structures, sandbox and swings; installation of fabric shade structures, and new accessible seating.
 - **Parks & Forestry:** Partially constructed ORT 2 West Multi-Use Trail within Hydro 1 Corridor. The West portion of the ORT 2 West Multi-Use Trail from Winston Churchill Blvd to Westfield Drive, near the QEW. All trails, paths, bridges, benches, seating opportunities, railings, and street crossings that are part of this project were designed to be accessible.



- **Facilities & Property Management:** In 2018, the Customer Service Desk at South Common Community Centre was renovated in order to address accessibility, space constraints and security concerns. The innovative design of the service counter makes it a welcoming focal point for the public using the Community Centre.
- **Facilities & Property Management:** New exterior doors were installed at Civic Centre. The doors are now sliding, making it easier for a person with a disability to use the doors independently.
- **Facilities & Property Management:** Renovation of two Screening Rooms at the Ontario Court of Justice (950 Burnhamthorpe Rd W):
 - The goal of this project is to repurpose existing hearing and interview rooms into two screening rooms, one of which will become a dedicated accessible room. Accessibility features for the new accessible screening room include: wider doors for staff and public, automatic door operators, vision panel on doors, lower counter height for screening counters, and sufficient space to allow for wheelchair turning radius for both counters on public and staff side.

-
- **Facilities & Property Management:** Washrooms at Fallingbrook, Garnetwood and Erindale Parks have been designed and built in accordance with the City's Facility Accessibility Design Standards. These projects also included revisions to the pathway that serves the washroom buildings, as well as the addition of accessible parking in order to ensure that people with disabilities have greater access to these amenities.
 - **Facilities & Property Management:** New automatic door operators have been installed in the upper washrooms at Braeben Golf Course. A set of doors at the MiWay Administration Building (Semenyk Court) have been replaced in order to make them wider.
 - **Facilities & Property Management:** In 2018, Facilities Development & Accessibility renovated space for the Active Adult Centre of Mississauga on the second floor of the Central Parkway Mall. The goal of this project was to provide accessible space for this group, formerly known as the Square One Older Adult Centre (SOOAC).
 - **Facilities & Property Management:** In 2018, emergency call buttons were installed in the universal washrooms at the Living Arts Centre.
 - **Facilities & Property Management:** Small Arms Inspection Building was renovated in 2018. The Small Arms Inspection Building is a heritage facility which has been transformed into a community hub. The renovation includes new accessible washrooms, as well as open-plan space for events and shows.
 - **Recreation:** Updated signage at Mississauga Valley Community Centre to make it more accessible. This includes tactile and Braille markings for people with low vision, and consistent placement of signage to designate permanent rooms or spaces.
 - **Transportation & Works:** In 2018, audible pedestrian signals were added to 22 intersections throughout the City. This includes projects initiated through the Capital Road Projects, as well as requests received from the CNIB.
 - **Transportation & Works:** In 2018, 152 intersections in the City of Mississauga were retrofitted to include tactile warning surface indicators (TWSI). The installation of the TWSI's were funded in part by the Public Transit Infrastructure Fund from the Government of Canada. The contract for replacement started in 2017, and has added TWSI's to 327 intersections throughout the City of Mississauga.



Additional Accessibility Successes

Additional accessibility successes, which have not been captured under the projects listed above, are provided in this section. This is not a complete list as accessibility planning is integrated broadly across the City. These achievements assist people with many different types of disabilities. In whole, this list provides a sense of the varied successes that occurred throughout 2018, which help in making the City of Mississauga more accessible and inclusive.

- **Culture:** The Culture Master Plan was presented to the Accessibility Advisory Committee for feedback. Some members of the Accessibility Advisory Committee attended the public meetings, hosted by Culture. The feedback gathered was included in the development of the Plan in order to ensure the Plan supports an authentic cultural identity that is welcoming, inspiring and enriching.
- **Recreation:** Third Annual Older Adult Expo was held in June 2018. As the City of Mississauga hosted the OSG55+ Summer Games this past summer it was decided to use the expo to bring awareness to the games. The Expo added a countdown event, and a “try it” sports event. This provided the opportunity for older adults to try some sports in a comfortable environment. In total, there were 78 exhibitors that promoted and introduced visitors to their products, services

and programs. This was in addition to technology assistance and safety seminar that were available. A total of 1500 people attended.

- **Recreation:** Partnership with Humber College to integrate young adults with intellectual disabilities and provide the opportunity to experience college life and for the individual to practice skills related to their employment field of interest. The individual had the opportunity to work alongside the Exercise Councilor in the weight room and the Youth Engagement coordinator in the gym.
- **Parks & Forestry:** Parks & Forestry participated in a division wide event, where the theme was “See Something New/Try Something New”, which provided an opportunity to showcase the City’s accessible sports equipment and newly renovated facilities. This included wheelchair basketball, sledge hockey and pickleball in the triple gymnasium at Paramount Fine Foods Centre.

Conclusion and Next Steps

The accessibility vision for the City of Mississauga is:

“Mississauga – A Great Place to live, work, travel and play for everyone!”

The 2018 Annual Report of the Multi-Year Accessibility Plan realizes this vision by ensuring:

- Compliance with the Integrated Accessibility Standards Regulation (O.Reg 191/11).
- Access to accessible transportation.
- Older facilities, parks and trails are redeveloped and retrofitted in a way that eliminates barriers.
- Information is created in a way that is accessible to people with disabilities.
- Staff understand legislative requirements and are encouraged to proactively remove barriers once they have been identified.

In 2018, the City of Mississauga has accomplished so much in terms of becoming a more inclusive City, and we will continue that work by removing physical, informational, attitudinal and technological barriers in 2019 and beyond.

Appendix 1.0 – MiWay 2018 Annual Accessibility Report

Appendix 2.0 – 2018 Elections Accessibility Report



2018 Annual Accessibility Report

December 2018



Table of Contents

Executive Summary	3
1.0 MiWay's Accessibility Policy	4
2.0 MiWay's Service Profile	4
Conventional Services – 2018 Service Profile	5
3.0 Integrated Accessibility Standards Regulation (IASR):	6
3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2019)	6
4.0 2018 Initiatives and Ongoing Improvements	6
4.1 Dynamic Symbol of Access:	6
4.2 MiWay's New Bus Stop Marker Design	7
4.3 Transit Infrastructure Improvements	7
4.4 Sidewalk Program	8
4.5 Installation of Tactile Plates	9
4.6 Accessible Transit Facilities/Stations	9
4.7 Information & Communication	10
4.8 Priority Seating Pilot Program	11
4.9 Real Time Bus Updates	12
4.10 Operator Training Improvements	12
4.11 Customer Feedback	14
4.12 MiVoice	14
5.0 Kipling Bus Terminal	15
6.0 Hurontario Light Rail Transit (LRT)	16
7.0 Consultation of the Report	17
8.0 Plan Approval & Communication Strategy	17
9.0 Conclusion & Next Steps	17
10.0 For more Information	18
Appendix 1.0	19
Requirements for MiWay (Mississauga Transit) Transportation Standard	19
Requirements for MiWay (Mississauga Transit) Information & Communication Standard	24

Executive Summary

The City of Mississauga is committed to improving accessibility for people with disabilities. As part of this commitment, MiWay's 2018 Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay in 2018 to make all its services and facilities accessible.

The 2018 Annual Report fulfills MiWay's obligations under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the purpose of:

"...developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."

MiWay continues to provide a transportation system that ensures its services and operations are accessible to everyone. MiWay's plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

MiWay is committed to:

- The continuous improvement of accessible transit services;
- Working toward ensuring its facilities and premises are barrier free;
- Ensuring employment opportunities are barrier free; and
- Implementing communication services that respect the abilities of all customers, employees and the public at large.

Consistent with the requirements under the Integrated Accessibility Standards Regulation (IASR), MiWay's 2018 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 25, 2019.

A final copy of the 2018 Annual Accessibility Report will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

1.0 MiWay's Accessibility Policy

MiWay is committed to achieving an accessible transit system within the City of Mississauga. To meet the principles and goals outlined in the Accessibility for Ontarians with Disabilities Act (AODA), MiWay will ensure that:

- Its services are provided in a way that maintains and respects the dignity and independence of all customers;
- All infrastructure and services related to transit are developed with accessibility in mind;
- Policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

2.0 MiWay's Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. Accessible service is provided along all regularly scheduled routes.

As part of the Greater Toronto Area, MiWay connects to commuter rail and regional bus service provided by GO Transit, and integrates service with neighbouring municipalities. The system connects with Brampton Transit to the north, Oakville Transit to the west, and the Toronto Transit Commission (TTC) to the east, with direct connections to the Islington and Kipling Subway Stations.

MiWay has made substantial progress in achieving its goal of providing accessible service. Currently all MiWay terminals/transit hubs within the City of Mississauga are accessible, along with all of its routes. MiWay's entire fleet now consists of accessible buses – that is, all MiWay buses are low floor, kneeling buses equipped with ramps that allow passengers to board/exit with ease. MiWay buses are equipped with automated stop announcements and visual display.

Conventional Services – 2018 Service Profile

Types of Services

Conventional fixed route transit service.

School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.

Service Area

Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)

Hours of Operations

Monday to Friday: 3:56 AM to 3:21 AM
Saturday: 4:17 AM to 2:53 AM
Sunday: 6:19 AM to 2:09 AM

Annual Passenger Boardings

56.9 Million

Annual Revenue Ridership

40.4 Million

Annual Revenue Service Hours

1.50 Million

Annual Vehicle Hours

1.60 Million

Annual Revenue Kilometres

33.8 Million

Number of Routes

81 Routes (as of Dec. 2018):
9 Express Routes; 55 Regular Routes;
17 School Routes

Fleet Composition

500 accessible buses



Servicing express routes



Servicing local and school routes

3.0 Integrated Accessibility Standards Regulation (IASR):

MiWay's main focus for accessibility planning has been on the implementation of the requirements under the Integrated Accessibility Standards Regulation (IASR). MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2019)

There are no new transportation compliance initiatives in 2018. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

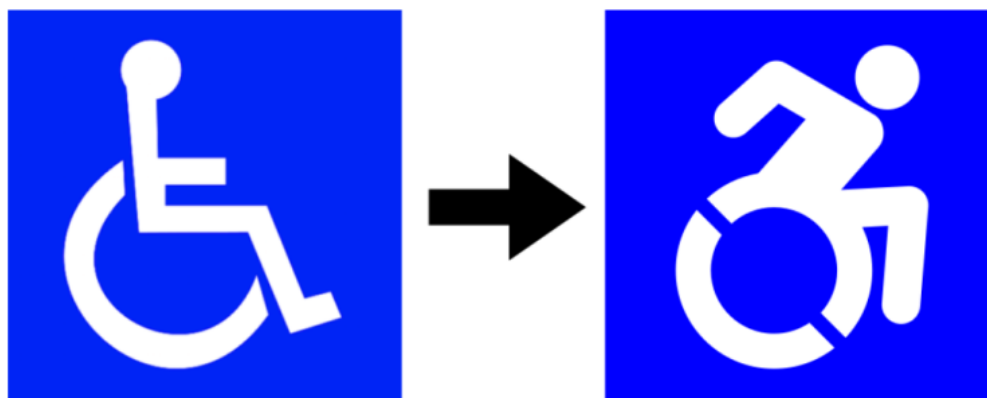
4.0 2018 Initiatives and Ongoing Improvements

4.1 Dynamic Symbol of Access:

On February 21, 2018, City Council adopted the use of the Dynamic Symbol of Access at City facilities. To help further disability rights in Ontario, the symbol is being advocated by The Forward Movement group which improves on the International Symbol of Access by showing a person in a wheelchair in a forward motion. It emphasizes movement and aims at changing how society views and interacts with people with disabilities.

The City of Mississauga is committed to creating accessible and inclusive communities for everyone. This initiative is one of many ways the City continues to remove barriers and create awareness around accessibility.

With the City of Mississauga implementing the use of the Dynamic Symbol of Access on a go-forward basis at all new City facilities (where signage is not legislated), MiWay has also taken steps to introduce the new symbol on our website (miway.ca), print material, as well as on MiWay's newly redesigned bus stop markers.



4.2 MiWay's New Bus Stop Marker Design

In 2018, MiWay redesigned its bus stop markers and included the new Dynamic Symbol of Access. The new bus stop markers include the MiWay logo, contact information (website and phone number), as well as stop identification number.

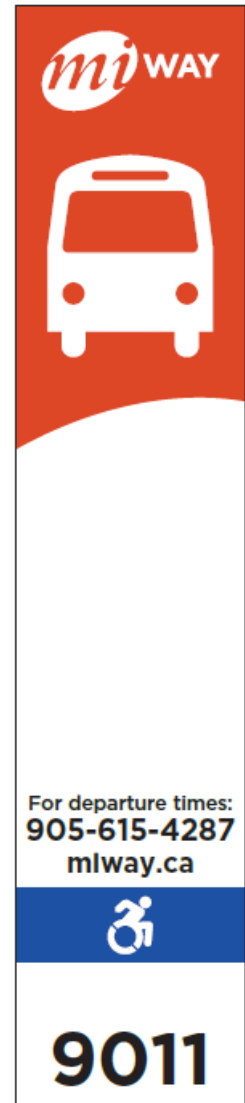
Detailed description of new MiWay bus stop marker:

- Dimensions of the MiWay bus stop sign are 5.81 inches wide by 28 inches high.
- At the top of the sign the MiWay logo and the icon of a bus are in white on an orange background. This portion takes up approximately one third of the entire sign.
- Below this there is a white background without any text or images that takes up another third of the sign.
- For the final portion of the sign, there is black text on white background that states "For departure times:" (this text is 37 points) "905-615-4287" (this text is 55 points) "miway.ca" (this text is 50 points). Underneath the text, there is a blue coloured horizontal bar with the Dynamic Access Symbol in the center in white.
- At the very bottom is the four digit stop number in black text at sized at 135 points on a white background.

MiWay's new stop marker designs were reviewed and supported by the City of Mississauga's Accessibility Advisory Committee (AAC).

The new signs complement MiWay's bus stop signage at terminals/transitway stations, and the express bus stop locations throughout the City. Installation of the new signage will occur along major roads first, as well as at new/damaged locations. Overall installation of these signs will take approximately 2-3 years (dependent on resources). Once completed, all 3,500 bus stops within the City of Mississauga will be updated with the new design.

In 2018, 115 pairs of stops were upgraded to these new bus stop markers (i.e., a total of 230 stops) with the installations continuing into 2019.



4.3 Transit Infrastructure Improvements

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stops, shelters, bus pads and sidewalk connections.

Dedicated bus lanes – ‘Red Carpet Treatment’ – As part of an initiative to enhance the visibility of bus-only lanes and address safety concerns raised by motorists incorrectly utilizing these bus-only lanes, MiWay has introduced the application of a red material to these bus only lanes. Since 2017, this red material was applied at 10 different key locations across the City to increase safety and awareness for these transit only lanes.

Passenger Landing Pads – A bus stop is considered to be accessible only if there is a hard surface bus pad at the stop which connects, via a hard surface, to the existing sidewalk network.

To further improve access to MiWay’s accessible conventional services, additions to existing concrete bus stop pads have been installed as well. Extending the concrete pad or the addition of a "tail" to the existing pad ensures passengers can safely exit from the back door of the buses without stepping down into mud or grass.



In 2018, 126 of these stop locations were completed with such passenger landing pads installed.

Currently only about 4% (approximately 142 of 3,428) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks. The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2019, where feasible. It is also noted that some of these 142 stops are located outside of the City and cannot be addressed by the City of Mississauga.

Installation of New Transit Shelters - As part of the Public Transit Infrastructure Fund (PTIF), MiWay identified a list of 100 transit stops as candidates for potential new shelter installation, in addition to MiWay’s existing annual shelter program (15 new shelters per year). These stops were identified based on factors such as ridership demand, customer request for shelters, and specific target areas for transit amenity improvement to add convenience to our existing customer and to promote transit usage.

In 2018, all 100 new shelters were installed across the City to provide improved amenities for our customers.

4.4 Sidewalk Program

MiWay has set a goal of creating an accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City’s Sidewalk Program budget was increased to assist in achieving this goal.

All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services.

The programming of sidewalks is led by the City of Mississauga's Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development Team. The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and City of Mississauga Council approval. As progress is made, and sidewalks are constructed to improve pedestrian linkages, MiWay will continue to install the necessary infrastructure to improve accessibility throughout our system.

In 2018, approximately 800 metres of new sidewalks were constructed along Tomken Road, which provides connections to the Mississauga Transitway. In 2019, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Approximately 2.5 kilometres of new sidewalk construction is being programmed for 2019. Since 2010, approximately 45 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

4.5 Installation of Tactile Plates

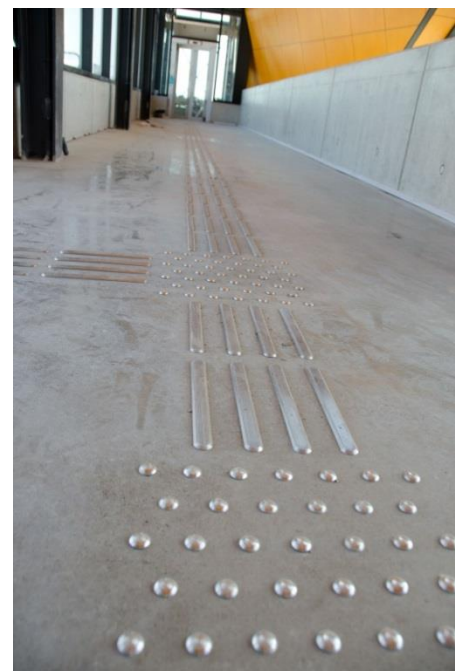
To make transit more accessible, the City of Mississauga has installed tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road. Additional tactile plates have been installed through 2018, at a total of 327 intersections.

This \$4 million project was funded by the city and the federal government, through the Public Transit Infrastructure Fund.

4.6 Accessible Transit Facilities/Stations

Aligned with the City's commitment to meet the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements, all Transitway stations are equipped with elevators (where required). Featuring accessible elements, they enable greater navigation within the station and a more convenient and comfortable experience.

Where required, stations feature safe crossing between platforms via ramps, designed with accessible features. Tactile way-finding strips have been incorporated at all Transitway stations for easier navigation inside the stations, between all entrances and elevators.















4.7 Information & Communication

With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

Web Content - In an effort to enhance usability, improvements are continuously made to MiWay's Accessible Services webpage, which can be easily accessed through miway.ca. Information pertaining to accessible services, policies and procedures is categorized and distributed in multiple formats to ensure information is easily accessible for all customers.

In addition, the accessible services icon has been updated to reflect the new Dynamic Symbol of Access. Providing education content, MiWay ensures easy step-by-step instructions on how to board/exit a MiWay bus for new riders.

 Schedules & Trip Planner	 Service Changes
 Maps	 Students
 Fares	 Mississauga Transitway
 Accessible Services	 Are you Ready To Ride
 About MiWay	 Business
 Alerts	 Contact Us

Web accessibility has been improved in 2018 with:

- Greater focus on accessible colour contrasts on graphics.
- Greater focus on limiting text on images on the website and email newsletter
- On the website, we avoid image headers to support accessible technologies
 - Examples of these improvements include refreshes of miway.ca/presto, miway.ca/transitway, miway.ca/airport, miway.ca/servicechanges, miway.ca/miwayfive

Web content is more accessible for visual aids and computer screen readers by creating consistent styles among headers/titles, links and lists to ensure they are distinct from paragraph copy. In addition to this, MiWay continues to provide web descriptions for screen readers such as image ALT tags and web link title attributions.

MiWay continues to ensure new website content is made accessible by testing webpages for accessibility, including MiWay's two new microsites, student.s.miway.ca and transitway.miway.ca.

Print Content - To improve accessibility in MiWay's print material, all print material produced continues to be reviewed to ensure font type, colour sizes, spacing, line height and contrast are accessible.

MiWay's Accessible Bus Services brochure, which contains the same information on policies and procedures as those available online, is frequently updated and is available at all City terminals. The Accessible Bus Services brochure is also made available on MiWay's website as well as in alternate accessible formats upon request.

4.8 Priority Seating Pilot Program

In early 2018, MiWay implemented a new Priority Seating Pilot Program on its newest Nova buses to remind customers that the Priority Seating area at the front of each bus is reserved for persons with disabilities.



The pilot program includes new interior window decals seen in the picture above, which will be installed and located above the Priority Seating area:

- A "Show You Care" decal on the top window (that opens)
- Bright new "Priority Seating" window decals above each seat

The new signage is compliant with the Integrated Accessibility Standards Regulation (IASR) and the decals were created in partnership with Ontario Public Transportation Association (OPTA).

At the end of 2018, as the Priority Seating Pilot Program comes to an end, MiWay launched a survey to gather feedback from customers regarding the success of this campaign and whether this program should be extended to the rest of the fleet or discontinued completely. The MiVoice survey was launched on December 3rd and will run for a month. The feedback received will be compiled and used to determine MiWay's final recommendation.

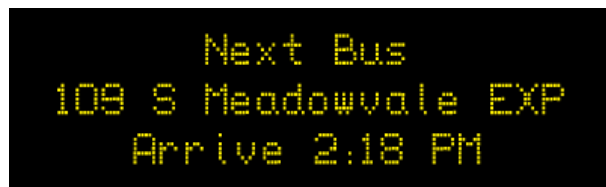


4.9 Real Time Bus Updates

Since 2016, MiWay customers have been receiving up-to-the-minute information about their next bus with real time schedule information on the Plan a Trip tool. Real-time uses data gathered from GPS technology to provide up-to-the-minute information about the next bus.

The new real-time feature available under the “Next Trip” section of Plan a Trip allows customers to see where their bus is on a map. Like the real-time bus arrival estimates, the position of the bus on the map is updated every 60 seconds. Real time bus updates is available on the any device including desktop, tablet, or mobile (responsive website).

This information is also available on digital signs at the City Centre Transit Terminal and at Mississauga Transitway stations. The digital signs at the Mississauga Transitway stations display up-to-the-minute next trip information.

A digital display with a black background and yellow text. The text reads: "Next Bus", "109 S Meadowvale EXP", and "Arrive 2:18 PM".

Next Bus
109 S Meadowvale EXP
Arrive 2:18 PM

Customers see:

The time the bus is scheduled to arrive

A digital display with a black background and yellow text. The text reads: "Arrive 2:18 PM".

Arrive 2:18 PM

Within 10 minutes of the bus arrival a real-time countdown will appear

A digital display with a black background and yellow text. The text reads: "Arrives 2 min".

Arrives 2 min

Lastly, when the bus is arriving in real-time

A digital display with a black background and yellow text. The text reads: "Arriving".

Arriving

4.10 Operator Training Improvements

The Accessible Customer Service Training course has been delivered to new transit operators training program since 2009. This course consists of in-class lesson and a role play on-the-bus simulation. Since 2017, the MiWay Training Department has set out a project mandate to review course curriculums to determine if and where improvements are required.

Based on a comprehensive needs analysis, a redesign of the learning approach to new operators was implemented aimed at improving their learning and retention of content, as well as to create an appreciation towards those with accessibility needs.

This led to a new course called Accessibility Customer Services Part 2. The goal of the training course was to reinforce the eLearning “May I Help You” and enhance the in-

class learning experience by connecting their learners to MiWay specific conversations, as well as, enhance the hands on-the-bus simulation role play with more time and activities.

The new course outline consists of:

- Mandatory Homework by the New Operators who shall complete the eLearning “May I Help You” Accessible Customer Service Module independently and complete 10 exercise questions that connect the eLearning module to the role of a Transit Operator
- In-Class session has the following topics: What is Accessible Customer Service at MiWay, What can I do as a Transit Operator, 5 Transit Specific Case studies Frequently Asked Questions, and What If stories.
- In-class emphasizes more on what a transit operator can do to help be more accessible customer service focused.
- The hands on-the-bus simulation consists of 1 hour role play where operators demonstrate and preform being a passenger in a wheel chair, a passenger with a Service Animal, a passenger with arthritis, a passenger who is blind and uses a cane.

Since the introduction of the Accessibility Customer Services Part 2 Operator Training Program, MiWay’s Training Department has continued to make improvements to this course. Further enhancements have been introduced such as:

- Dedicating an additional hour in the schedule to this course. The time allotted has increased from 3 hours to 4 hours.
- Including more detailed information concerning the role of Support Persons/Personal Care Attendants.
- Incorporating additional documentation on Service Animals showcasing their purposes, key tasks and types of disabilities they support while continuing to emphasize the MiWay related policies.
- Including information on Assistive Devices, highlighting varying types of devices used by people with different types of disabilities.

In addition to enhancements to the Accessible Customer Service lesson, MiWay’s Training Department have also introduced 3 new related courses:

- HEAT showcasing the customer service model Hear them, Empathize, Apologize, Take responsibility for action
- Dealing with Difficult Situations
- Resiliency

With a focus on continuously improving MiWay’s Training Curriculum, training staff also provided an overview of the existing training course to the City’s Accessibility Advisory Committee. Feedback from the AAC was requested so that further enhancements may be introduced to encourage our Transit Operators to show compassion and responsiveness towards all our passengers.

4.11 Customer Feedback

MiWay welcomes customer feedback. Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form, reach out to us through Twitter or see one of our Customer Service Ambassadors roaming our MiWay transit network.



MiWay Customer Service Ambassadors are available where customers are. They are roaming the MiWay transit network, riding busses and visiting terminals and various bus stops to assist customers. MiWay Customer Service Ambassadors can be easily identified from their bright orange t-shirts in the summer months, but as the temperature drops riders just need to spot the blue jackets for assistance.

Our Customer Service Representatives are adept at assisting customers in the development of individual travel plans that meet individual needs. In addition, the Customer Service Team will answer any general inquiries about all MiWay services. Inquiries about specific requests or concerns are logged and forwarded to the appropriate department for comment and follow up. Issues related to accessibility or accessible services are forwarded to the MiWay Service Development team for action.

MiWay has extended its customer services on our social media channel @MiWayHelp on Twitter. Here customers can participate in more conversations with MiWay about transit services, ask questions and provide feedback, with the aim of ensuring customers receive first contact resolution. Assistance is available 7 days a week, weekdays, 7 am to 7 pm, weekend/holiday, 8 am to 6 pm.

4.12 MiVoice

MiVoice is MiWay's online feedback forum. The purpose of this online forum is to provide an opportunity and a means for MiWay to hear our customers' thoughts on taking transit in Mississauga. Whether customers are daily or occasional riders, or have never taken MiWay before, their feedback will help inform how we shape and improve service for all our customers.

By joining MiWay's online panel, customers will have their voices heard as we continue to evolve and shape MiWay service offerings. Through MiVoice, MiWay will be hosting surveys on various topics and will invite registered users to participate. Based on customers' registration profiles they will be selected to participate in surveys that matter to them. As with all MiWay surveys, all responses are confidential – we will not share any information without your consent.

5.0 Kipling Bus Terminal

The Kipling Bus Terminal is a new inter-regional bus terminal that is currently being constructed by Metrolinx adjacent to the existing Kipling Subway station. The terminal will combine GO Transit and MiWay bus services into one location with direct connections to both GO rail service on the Milton GO corridor and the TTC.

At the proposed time of completion in Fall 2019, it is expected that MiWay routes that currently service Islington Subway station will be relocated to the Kipling Bus Terminal.



The terminal was designed in accordance with Metrolinx' Design Requirements Manual (DRM) which dictates the infrastructure that needs to be provided by GO bus and rail accessible services.

Accessible infrastructure included barrier-free parking, raised platform area for passengers to board the train (i.e., mini platform), accessible parking spaces, mountable curbs, accessible routes between all facilities at the terminal, accessible wayfinding, redundant elevators, etc. Sign faces, surfaces and finishes conformed to AODA and the City of Toronto's accessible materials standards.

6.0 Hurontario Light Rail Transit (LRT)

The Hurontario Light Rail Transit Project is a provincially-planned light rail system, developed by the cities of Mississauga and Brampton with Metrolinx. The Hurontario LRT (HuLRT) is located on Hurontario Street from Port Credit GO Station in the City of Mississauga to the Gateway Terminal in the City of Brampton. This Light Rail Transit (LRT) project will bring 20 kilometres of fast, reliable, rapid transit to the cities of Mississauga and Brampton along the Hurontario corridor.

New, modern light rail vehicles will travel in a dedicated right-of-way and serve 22 stops serving 2 urban growth centres, 4 mobility hubs, and connections to GO Transit's Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway.

The LRT will provide up to 5 minute service frequencies both ways during peak periods. Light Rail Vehicles will operate in a segregated guideway ensuring reliable and convenient service to passengers. LRV's will be fully accessible, with easy entry and room for wheelchairs, strollers and/or bikes.

Urban design for the Hurontario Light Rapid Transit (LRT) will incorporate universal design principles through the provision of:

- Pedestrian signals
- Step free access
- Wayfinding systems for people with visual disabilities
- Easy access for strollers and mobility devices
- Level boarding meeting accessibility standards
- Wide sidewalks with curb ramps at all intersections

The Hurontario LRT will be a significant benefit to the communities of Mississauga and Brampton, and be an integral component of the GTHA's broader transportation network.

Construction is scheduled to begin in 2019, with an anticipated completion in 2022. The project is funded through a \$1.4 billion commitment from the Province of Ontario.



7.0 Consultation of the Report

In the preparation of this plan, MiWay has conducted the following consultation activities:

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 25th, 2019); and

8.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2018 Accessibility Report at its January 22nd, 2018 meeting. The required communication of the plan will include the following:

- Release of the approved report to the City of Mississauga's Accessibility Advisory Committee;
- Inclusion of the approved report in the City of Mississauga's 2018 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2018 Annual Accessibility Report provides an update on activities undertaken to improve accessibility on all services and facilities.

Where feasible, MiWay is incorporating Universal Design Principles into the design of the system and the supporting infrastructure. By adopting these principles MiWay is confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population.

10.0 For more Information

Questions or comments about MiWay's Accessibility Plan or general inquiries on our Accessible Services are always welcome.

For Travel Times & Route Planning Assistance, Information Representatives are available:

Weekdays:	7:00 am to 7:00 pm
Weekends/Holidays:	8:00 am to 7:00 pm
E-mail:	miway.info@mississauga.ca

To provide customer feedback, customer service representatives are available:

Weekdays:	7:00 am to 7:00 pm
Weekends/Holidays:	8:00 am to 6:00 pm
Online Form:	Online Feedback Form

TTY Phone: 905-615-3886
(Tele-typewriter phone for persons who are Deaf, deafened, or hard-of-hearing)

Weekdays:	7:00 am to 7:00 pm
Weekends/Holidays:	8:00 am to 6:00 pm

MiWay – Website: [MiWay Website](#)

MiWay – Mailing Address: 3484 Semenyk Court
Mississauga, Ontario L5C 4R1

Follow us on Twitter: @MiWayHelps

If you require this document in an alternate format, please contact MiWay at miway.info@mississauga.ca or call (905) 615-4636 (INFO).

Appendix 1.0

Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit) Transportation Standard

Sec.	IASR Requirements	Compliance Deadline	Status
34	<p>Availability of information on accessibility equipment, etc.</p> <p>All conventional transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.</p> <p>Conventional transportation service providers shall, upon request, provide the information in an accessible format.</p>	January 1, 2012	<p>Completed</p> <p>MiWay's Accessible Services Guide contains information on its accessible services, policies, and procedures. This brochure is available in print as well as online at miway.ca</p> <p>Information on accessibility services is available in an accessible format, upon request.</p>
35	<p>Non-functioning accessibility equipment</p> <p>If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers shall take reasonable steps to accommodate persons with disabilities and the transportation service provider shall repair the equipment as soon as is practicable.</p>	July 1, 2011	<p>Completed</p> <p>MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p>
36	<p>Accessibility training</p> <p>Conventional transportation service providers shall conduct employee and volunteer accessibility training.</p> <p>The accessibility training shall include training on: (a) the safe use of accessibility equipment and features; (b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and (c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p>	January 1, 2014	<p>Completed / Ongoing</p> <p>The City of Mississauga's Human Resources division have developed a training design that outlines the learning objectives, and training content for the staff e-learning and in-class workshops. The IASR training was launched for all employees in June 2013.</p> <p>MiWay's Training Department completed a needs analysis which led to the redesign to the learning approach for new Transit Operators and improve their learning and retention of the content and create an appreciation toward those with accessibility needs.</p>

37	<p>Emergency preparedness & response policies</p> <p>Conventional transportation service providers,</p> <p>(a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and</p> <p>(b) shall make those policies available to the public.</p> <p>Conventional transportation service providers shall, upon request, provide the policies in an accessible format.</p>	January 1, 2012	<p>Completed</p> <p>The emergency preparedness and response policy document has been prepared and posted on miway.ca.</p> <p>Information is also available in an accessible format, upon request.</p>
38	<p>Fares, support persons</p> <p>No conventional transportation service provider shall charge a fare to a support person who is accompanying a person with a disability.</p> <p>It is the responsibility of a person with a disability to demonstrate their need for a support person to accompany them on the conventional service and to ensure that the appropriate designation for a support person is in place.</p>	January 1, 2014	<p>Completed</p> <p>MiWay's Support Person Policy allows customers who need assistance to board, pay their fare, access the seating area or exit, to be accompanied by a Support Person.</p> <p>MiWay defines a Support Person as a person whose presence is essential to provide care and assistance to a passenger with a disability, regardless of the nature of their disability.</p> <p>Only a single fare is required when a passenger with a disability travels with a Support Person (this includes CNIB card holders).</p>
41, 43	<p>Accessibility plans, conventional transportation services</p> <p>Conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback.</p> <p>Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and are given the opportunity to provide feedback.</p>	January 1, 2013	<p>Completed</p> <p>MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.</p> <p>The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.</p>

44	<p>General responsibilities</p> <p>Conventional transportation service providers shall,</p> <ul style="list-style-type: none"> (a) deploy lifting devices, ramps or portable bridge plates upon request; (b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities; (c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and (d) allow a person with a disability to travel with a medical aid. <p>Conventional transportation service providers shall, upon request, make information on the matters available in an accessible format.</p>	January 1, 2012	<p>Completed</p> <p>MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 191/11. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with disabilities; how to correctly operate the equipment when boarding or de-boarding customers with disabilities, particularly those who use assistive devices such as wheelchairs or scooters; and, sensitivity training on the provision of service to persons with disabilities.</p> <p>MiWay continually reviews the content, format, and delivery methods of its sensitivity, disability, and diversity training programs with a view towards improving their impact and effectiveness, and integrating improvements into its new and existing employee training programs.</p>
45	<p>Alternative accessible method of transportation</p> <p>Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation.</p>	January 1, 2013	<p>Completed</p> <p>Region of Peel's TransHelp services are available for customers who are unable to use conventional transit and acts as an alternative accessible method of transportation for passengers with disabilities.</p>
46	<p>Fares</p> <p>No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability.</p> <p>Conventional transportation service providers that do not provide specialized transportation services shall make available alternative fare payment options to persons with disabilities.</p>	<p>July 1, 2011</p> <p>January 1, 2013</p>	<p>Completed</p> <p>MiWay does not charge a higher fare for passengers with disabilities. The various fare media options available can be used by all customers.</p> <p>Presto System is available on all MiWay buses and acts as an easy alternative fare payment option for all passengers (when cash, passes, or tickets are not an option).</p>

47	<p>Transit stops</p> <p>Conventional transportation service providers shall ensure that persons with disabilities are able to board or deboard at the closest available safe location, as determined by the operator that is not an official stop, if the stop is not accessible.</p>	January 1, 2012	<p>Completed</p> <p>MiWay's existing policy allows customers to board or deboard a MiWay bus at the closest safe location if the official stop is inaccessible.</p> <p>Operators are also trained to notify Transit Control of any stop that is inaccessible.</p>
48	<p>Storage of mobility aids, etc.</p> <p>Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles.</p>	January 1, 2012	<p>Completed</p> <p>MiWay's existing policy allows customers to board with mobility aids and mobility assistive devices, as long as the aisles are kept clear at all times for emergency situations.</p>
49	<p>Courtesy seating</p> <p>Every conventional transportation service provider shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles.</p> <p>The courtesy seating shall be located as close as practicable to the entrance door.</p> <p>The courtesy seating shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.</p> <p>Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of courtesy seating.</p>	January 1, 2012	<p>Completed</p> <p>MiWay revised its existing Courtesy Seating Policy to state that the front seats on all MiWay buses were reserved for passengers with disabilities. This ensures that priority seating on buses is there for people who need it. People of all ages with mobility and other disabilities can be assured of easily accessible places to sit.</p> <p>New 'Priority Seating' decals were produced and installed on all MiWay buses.</p> <p>A Communication Plan was prepared and delivered through website, event, media releases and print.</p>
50	<p>Service disruptions</p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.</p>	July 1, 2013	<p>Completed / Ongoing</p> <p>MiWay issues alerts on route detours when they are known in advance. Information is made available at miway.ca, as well at affected terminals and stops.</p> <p>MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes.</p> <p>MiWay staff have launched a new Twitter account @MiWayHelps through which some communication updates are posted.</p>

51	<p>Pre-boarding announcements Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>Completed Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route name, number and direction. This is the same service information that is displayed on the destination sign.</p>
52	<p>On-board announcements Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles.</p> <p>Every conventional transportation service provider shall ensure that all destination points or available route stops, are announced through electronic means; and are legibly and visually displayed through electronic means.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p>Completed MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
78	<p>Duties of municipalities, general Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.</p> <p>Every municipality shall identify planning for accessible bus stops and shelters in its accessibility plan.</p>	<p>January 1, 2013</p>	<p>Completed The City of Mississauga's Accessibility Design Handbook was revised in 2015 to match the new Ontario Building Code and IASR, Design of Public Spaces requirements. The document is now referred to as the City of Mississauga 2015 Facility Accessibility Design Standards. This document has been prepared with the support of the Accessibility Advisory Committee. Details from this document are used in the design of MiWay Shelters.</p>

Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit) Information & Communication Standard

11	<p>Feedback</p> <p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2014	<p>Completed / Ongoing</p> <p>Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on miway.ca/contactus, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p>Accessible formats and communication supports</p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 st , 2016	<p>Completed / Ongoing</p> <p>Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible PDF documents being added to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well-structured PDF documents which can be read by screen readers.</p> <p>Accessible Document Training will continue to be provided to staff in 2019, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>

14	<p>Accessible websites and web content</p> <p>Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p>Completed / Ongoing</p> <p>New web content management system acquired, implementation goal is for WCAG 2.0, Level AA starting in 2016 as new content/features are implemented.</p> <p>The City has renewed with Site Improve for 2017 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>
----	---	---	---

Accessibility Report for 2018

Prepared by: Elections Office

Background

In accordance with section 12.1(3) of the *Municipal Elections Act, 1996*, following the 2018 municipal election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

Disability is defined by the Ontario Human Rights Code and AODA as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Report Highlights

- An Accessibility Plan was created in 2017 outlining the steps to be taken by the City of Mississauga's Elections Office to mitigate concerns related

to the accessibility of municipal elections and voting.

- The Accessibility Plan was created by the City of Mississauga Elections Office in collaboration with the City of Mississauga Facilities Development and Accessibility Section and was updated as best practices were identified and new opportunities for improvement arose.
- In developing the Accessibility Plan, inspections were conducted for voting locations to identify any accessibility concerns.
- Various methods of voting were used to ensure that persons with disabilities or limited mobility had the opportunity to participate fully in the 2018 Municipal Election.
- To assist with carrying out the Accessibility Plan, election workers received training that included information on providing accessible customer service.

Comments

In addition to the action items outlined in the Accessibility Plan (Attached as Appendix 1), the following measures were taken to ensure that persons with disabilities or limited mobility had the opportunity to participate fully in the 2018 Municipal Election.

Voting Methods

To provide accessible and independent voting for electors, the AutoMARK Voter Assist Terminal was used at all advance poll locations. The AutoMARK Terminal allows the elector to indicate their preferences on the ballot independently. Throughout the 2018 Municipal Election advance polls 14 electors required the use of the AutoMARK Voter Assist Terminal.

To further assist electors with limited visibility, magnifying cards were provided at each voting location. The magnifying cards enlarged the names on the ballot to assist those with visual impairments. An alternative for future elections is to provide magnifying sheets which are larger in size and cover more space when viewing a ballot.

Voting Locations

All voting locations used on voting days met the accessibility standards set by the IASR. In addition, a voting location was provided on the premises of Long Term Care Facilities, Retirement Homes and both Mississauga hospitals in accordance with the criteria outlined in the *Municipal Elections Act, 1996*. In some of these locations, bedside voting was provided for persons with limited mobility to ensure those persons had an opportunity to vote.

Training

To aid persons with disabilities or limited mobility, election workers received training and reference materials that included information on providing accessible customer service and the Integrated Accessibility Standards Regulation (IASR).

Review

Prior to and during every election, the Elections Office researches and looks at ways of preventing and removing barriers to improve the voting experience for all users, this includes a review of technology and best practices.

Attachments

Appendix 1: 2018 Municipal Election Accessibility Plan

Appendix 1:



2018 Municipal Election Accessibility Plan



Table of Contents

Definitions1

Introduction3

Mandate4

Locations5

Voting Methods.....6

Training6

Definitions

Term	Definition
Accessibility Advisory Committee (AAC)	The Mississauga Accessibility Advisory Committee is an advisory committee to Council through reports to General Committee. The Mississauga Accessibility Advisory Committee advises, recommends and assists the City in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility) including persons with disabilities.
Accessible Formats	These may include but are not limited to, large print, recorded audio and electronic formats, Braille and other formats used by persons with disabilities.
Assistive Devices	Means technical aids, communication devices, or medical aids modified or customized for use in increasing, maintaining or improving the functional ability of a person with a disability and may include but are not limited to, wheelchairs, walkers, white canes used by people who are blind or who have low vision, note taking devices, portable magnifiers, recording machines, assistive devices for grasping. Assistive devices may accompany the customer or already be on the premises, and are used to assist persons with disabilities in carrying out activities or in accessing the services provided by the City of Mississauga's Elections Office.
Accessibility for Ontarians with Disabilities Act, 2005 (AODA)	This act requires organizations to establish policies, practices and procedures governing how the organization will achieve accessibility through meeting its requirements under the Regulations.
Disability	Disability is defined by the Ontario Human Rights Code and AODA as: <ul style="list-style-type: none">• Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and,

without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

- A condition of mental impairment or a developmental disability,
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- A mental disorder, or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Municipal Elections Act, 1996 (MEA)

This act sets rules, regulations, procedures and guidelines for how municipalities must conduct municipal elections.

Regulation 191/11

The **Integrated Accessibility Standards Regulation (IASR)** establishes the accessibility standards pertaining to information and communications, employment, transportation, built environment, and customer service.

AutoMARK Voter Assist Terminal (VAT)

Is a device used to assist electors who have low vision, have a physical or learning disability.

Institution

As per MEA, voting opportunities will be provided on the premises of an “Institution”, in which 20 or more beds are occupied by persons who are disabled, chronically ill or infirm.

Retirement Home

As per MEA, voting opportunities will be provided on the premises of a “Retirement Home” in which 50 or more beds are occupied.

1. Introduction

This Accessibility Plan outlines the steps to be taken by the City of Mississauga's Elections Office to mitigate concerns related to the accessibility of municipal elections and voting. It is a living document which was created by the City of Mississauga Elections Office in collaboration with the City of Mississauga Facilities Development and Accessibility Section and will be updated as best practices are identified and new opportunities for improvement arise.

The Municipal Elections Act, 1996, as amended states the following:

Section 12.1 (1)

A clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities. 2009, c. 33, Sched. 21, s. 8 (8).

Section 12.1 (2)

The clerk shall prepare a plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the plan available to the public before voting day in a regular election. 2016, c. 15, s. 11.

Section 12.1 (3)

Within 90 days after voting day in a regular election, the clerk shall prepare a report about the identification, removal and prevention of barriers that affect electors and candidates with disabilities and shall make the report available to the public. 2016, c. 15, s. 11.

Section 45 (2)

In establishing the locations of voting places, the clerk shall ensure that each voting place is accessible to electors with disabilities. 2009, c. 33, Sched. 21, s. 8 (23).

In addition, the City of Mississauga's corporate policy regarding accessibility states:

"The City of Mississauga is committed to implementing, maintaining and enhancing accessibility with respect to employment and the use of all City goods, services, programs and facilities in a timely manner for all persons with disabilities in a manner that:

- Respects dignity
- Ensures reasonable efforts are made to provide an opportunity equal to that given to others; and
- Allows persons with disabilities to benefit from the same services, in the same place, and in a similar way to others, to the greatest extent possible."

The measures outlined in this document are intended to ensure that the 2018 City of Mississauga Municipal Election is in compliance with the applicable legislation and the City of Mississauga's corporate policies and procedures.

2. Mandate

It is the goal of the City of Mississauga's Elections Office to ensure that persons with disabilities or limited mobility have the opportunity to participate fully in the 2018 Municipal Election.

For the 2018 Municipal Election the following actions are proposed to address barriers that affect electors and candidates with disabilities.

Actions
Assess past election administration practices, identify possible barriers to accessibility for candidates and electors and consider measures to mitigate or minimize barriers.
Gather comments and recommendations from the municipality's Accessibility Planning staff on methods to address accessibility needs.
Meet with the Accessibility Advisory Committee (AAC) to review initiatives and consider options based on the committee's feedback.
Review voting location site inspection checklist and include feedback from Accessibility Planning staff.
Continue to ensure that information is universally accessible through the use of appropriate fonts, text sizing, colours, spacing, and lighting.
Provide Election Workers with information relating to accessible customer service.

3. Locations

The City of Mississauga anticipates having over 120 voting locations although this has not yet been confirmed. Inspections are conducted for many older locations built before modern accessibility standards were in place. If an accessibility concern is identified, all reasonable measures will be considered to remove the barrier or an alternative location will also be considered within the ward.

Actions
<p>Conduct site visits of many older locations with potential accessibility issues to ensure accessibility. In the event that accessibility standards are not met, the following actions will be considered:</p> <ul style="list-style-type: none">-Hire hall monitors that can open doors and direct electors through the voting place.-Consider installing temporary ramps.-Consider temporarily identifying additional accessible parking spots if possible.
<p>Develop templates for voting location set-up to support accessibility which includes:</p> <ul style="list-style-type: none">-Set-ups to allow electors to maneuver as easily as possible through the polling location.-Have regard for the specific needs of election workers with disabilities.
<p>Provide voting locations on advance voting days with an AutoMARK Voter Assist Terminal (VAT).</p> <p>Ensure Operators are trained to provide assistance for individuals using the AutoMARK.</p>
<p>Address accessibility concerns with School Boards and consider steps that can be taken to address barriers such as erecting temporary ramps and providing staff to open doors with inaccessible door handles etc.</p>
<p>Provide appropriate signage at voting locations so that information is clearly visible to those with low vision.</p>
<p>Set up a process to facilitate notifications of any last minute disruptions in service or voting location changes, should an emergency occur including posting signage and having Hall Monitors relay information to electors upon entry to the voting location.</p>
<p>Identify designated or reserved parking for persons with disabilities at each voting location.</p>
<p>On voting day, a voting place shall be provided on the premises of Institutions and Retirement Homes according the criteria outlined in the MEA.</p>

4. Voting Methods

The City of Mississauga has undertaken various methods of voting to ensure that persons with disabilities or limited mobility have the opportunity to participate fully in the 2018 Municipal Election.

Actions
Traditional paper ballots and easy to grip and open markers to be provided. Consider the use of magnifiers.
Demonstrate the AutoMARK to the Accessibility Advisory Committee (AAC).
Audio ballots available using the AutoMARK.
Other assistive devices (sip and puff, rocker paddles, etc.) can be used in conjunction with the AutoMARK.
Staff able to assist all electors who desire assistance.

5. Training

To aid persons with disabilities or limited mobility, Election Officials will receive training that will include information on providing accessible customer service and the **Integrated Accessibility Standards Regulation (IASR)**.

Actions
Provide reference materials such as the City of Mississauga's "May I Help You? - Understanding Accessible Customer Service" and "Breaking Down Barriers - Understanding the Integrated Accessibility Standards Regulation (IASR) booklets.
Encourage election workers to approach an elector if it appears that the elector requires assistance maneuvering through the voting location etc. and offer to assist.
Check the access doors frequently to offer assistance and watch for electors unable to easily enter the building.