
REVISED

General Committee

Date: May 24, 2023
Time: 9:30 AM
Location: Council Chambers, Civic Centre, 2nd Floor
300 City Centre Drive, Mississauga, Ontario, L5B 3C1
And Online Video Conference

Members

Mayor Bonnie Crombie	
Councillor Stephen Dasko	Ward 1
Councillor Alvin Tedjo	Ward 2 (CHAIR)
Councillor Chris Fonseca	Ward 3
Councillor John Kovac	Ward 4
Councillor Carolyn Parrish	Ward 5
Councillor Joe Horneck	Ward 6
Councillor Dipika Damerla	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Martin Reid	Ward 9
Councillor Sue McFadden	Ward 10
Councillor Brad Butt	Ward 11

Participate Virtually, Telephone OR In-Person

Advance registration is required to participate and/or make a comment in the meeting. Questions and/or Presentation Materials must be provided in an advance of the meeting. Comments submitted will be considered as public information and entered into public record.

To register, please email allyson.dovidio@mississauga.ca and for residents without access to the internet, please register by calling Allyson D'Ovidio at 905-615-3200 ext. 8587 **no later than Monday, May 22, 2023 before 4:00 PM**. Directions on how to participate will be provided.

An asterisk (*) symbol indicates an Item that has been either Revised or Added.

Contact

Allyson D'Ovidio, Legislative Coordinator, Legislative Services
905-615-3200 ext. 8587 | Email: allyson.dovidio@mississauga.ca

Find it Online

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

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1. **CALL TO ORDER**

2. **INDIGENOUS LAND STATEMENT**

“We acknowledge the lands which constitute the present-day City of Mississauga as being part of the Treaty and Traditional Territory of the Mississaugas of the Credit First Nation, The Haudenosaunee Confederacy the Huron-Wendat and Wyandotte Nations. We recognize these peoples and their ancestors as peoples who inhabited these lands since time immemorial. The City of Mississauga is home to many global Indigenous Peoples.

As a municipality, the City of Mississauga is actively working towards reconciliation by confronting our past and our present, providing space for Indigenous peoples within their territory, to recognize and uphold their Treaty Rights and to support Indigenous Peoples. We formally recognize the Anishinaabe origins of our name and continue to make Mississauga a safe space for all Indigenous peoples.”

3. **APPROVAL OF AGENDA**

4. **DECLARATION OF CONFLICT OF INTEREST**

5. **MINUTES OF PREVIOUS MEETING**

5.1 General Committee Minutes - May 10, 2023

6. **PRESENTATIONS - Nil**

7. **DEPUTATIONS**

Each Deputation to Committee is limited to speaking not more than 10 minutes.

Pursuant to Section 57.1 of the Council Procedure By-law 0044-2022, as amended:

Deputations shall be received and the matter shall be referred to staff for a report, unless there is a resolution or recommendation passed to “receive” the Deputation. After a Deputation is completed, Members shall each have one opportunity to make a preamble statement and ask questions to the Deputant(s) or staff for clarification purposes only, and without debate.

7.1 Item 10.1 - Meric S. Gertler, President, University of Toronto and Alexandra Gillespie, Vice President, University of Toronto and Principal, University of Toronto Mississauga

7.2 Justyna Zammit, Resident regarding tree height at 4070 Claypine Rise (Ward 3)

*7.3 Item 10.2 - Dan Sadler, Supervisor, Accessibility Planning and Compliance
*Presentation attached

7.4 Item 10.3 - Catherine Parsons, Planner, Planning Innovation

*7.5 Item 10.7 - John Dunlop, Manager of Indigenous Relations and Councillor Veronica King-

Jamieson, Mississaugas of the Credit First Nation

8. PUBLIC QUESTION PERIOD - 15 Minute Limit

Public Comments: Advance registration is required to participate and/or to make comments in the public meeting. Any member of the public interested in speaking to an item listed on the agenda must register by calling 905-615-3200 ext. 8587 or by emailing allyson.dovidio@mississauga.ca by **Monday, May 22, before 4:00PM.**

Pursuant to Section 58 of the Council Procedure By-law 0044-2022, as amended:

General Committee may grant permission to a member of the public to ask a question of General Committee, with the following provisions:

1. Questions may be submitted to the Clerk at least 24 hours prior to the meeting;
2. A person is limited to two (2) questions and must pertain specific item on the current agenda and the speaker will state which item the question is related to;
3. The total speaking time shall be five (5) minutes maximum, per speaker, unless extended by the Mayor or Chair; and
4. Any response not provided at the meeting will be provided in the format of a written response.

9. CONSENT AGENDA

10. MATTERS TO BE CONSIDERED

- 10.1 Collaborating for the Future – City and University of Toronto Mississauga Memorandum of Understanding
- 10.2 Multi-Year Accessibility Plan – 2023-2028 and 2022 Accessibility Annual Status Update
- 10.3 Canada Mortgage and Housing Corporation (CMHC) Housing Accelerator Fund (2023) Application
- 10.4 2022 Progress Report on Equity and Inclusion
- 10.5 AMO Conference 2023
- 10.6 Traffic Calming – Ward 2, Ward 7 and Ward 11
- 10.7 Annual Reconciliation Report
- 10.8 Surplus Land Declaration for the purposes of disposal of City-owned lands located on the southwest corner of Eglinton Avenue West and Ninth Line (Ward 8)
- 10.9 Assumption of Municipal Works - Industrial Subdivision Servicing Agreement, Registered Plan 43M-1930, ProLogis Canada LLC (Ward 9)

11. ADVISORY COMMITTEE REPORTS

- 11.1 Heritage Advisory Committee Report 5 - 2023 - dated May 9, 2023

11.2 Governance Committee Report 1 - 2023 - dated January 30, 2023 (Housekeeping)

11.3 Environmental Action Committee Report 2 - 2023 - dated May 16, 2023

12. CORRESPONDENCE - Nil

13. MATTERS PERTAINING TO REGION OF PEEL COUNCIL

14. COUNCILLORS' ENQUIRIES

15. OTHER BUSINESS/ANNOUNCEMENTS

16. NOTICES OF MOTION

Notices of Motion listed on the General Committee agenda are for information and will be listed on the next Council agenda for Council's consideration. Members of the public may speak to the Notice of Motion at the Council meeting.

*16.1 Notice of Motion to request that the Province establish a Transition Board with respect to the Region of Peel dissolution to be listed on the May 31, 2023 Council agenda (Councillor Parrish)

17. CLOSED SESSION

(Pursuant to Section 239(2) of the *Municipal Act, 2001*)

17.1 Personal matters about an identifiable individual, including municipal or local board employees:

Approval of the election of a Director to the Tourism Mississauga Board of Directors for a three year term

17.2 A proposed or pending acquisition or disposition of land by the municipality or local board:

Management and Operation Agreement with The Erin Mills Co-operative Nursery School Inc. for use of the City-owned Property located at 2264 Council Ring Road (Ward 8)

*17.3 Personal matters about an identifiable individual, including municipal or local board employees:

Verbal Update

18. ADJOURNMENT

TOPIC: Neighbor complaint; reduce height of trees in front of our fence to 2 meters (6'7)

WELCOME TO

4070 CLAYPINE RISE

MISSISSAUGA

Property Owners: Justyna & Mark Zammit

Trees Lining Backyard

- ▶ Purchased our home in April 2016



Privacy

- ▶ Corner lot home
- ▶ We have 3 small children (ages 6,4 & 2) who play in the backyard all year round and we feel a sense of privacy and safety for our kids when they are back there knowing no pedestrians or neighbours can see into our backyard.
- ▶ We have a swimming pool
- ▶ Catwalk directly across from our home which leads to Etobicoke Creek Trail (high foot traffic in the area by visitors)
- ▶ Sidewalk to the east side of our property where pedestrians walk and visitors to the area or those accessing Etobicoke Creek Trail park their vehicles along.

For all the above mentioned, our trees serve as a privacy and safety screen.

Current State of Backyard

Vehicles park along this side of our backyard



Neighbour to our south side complaining



Our west side neighbour does not have an issue with the existing tree height

Environmental Impact

- ▶ Cutting the trees down to a max height of 2 meters (6'7) would cause severe injury that would cause a decline in tree health, structural integrity and death to the subject trees.
- ▶ We have landscapers who manage our property on a weekly basis and perform spring and fall cleanup (including pruning of trees)
- ▶ An Arborist Report will be attached separately and distributed to Council.

(From Jordan Barker, M.Sc, Arborist, Davey Resource Group).

Conclusion

- ▶ We would like to receive a height variance/exemption to the City Bylaw for the previously mentioned reasons.
- ▶ We grew up in the area as kids and have our family living within minutes of us. We moved here because we fell in love with the home and property, including all the beautiful mature trees. We have built a family home here and a true backyard oasis for our family.

2023-2028 Multi-Year Accessibility Plan

Corporate Services

Facilities & Property Management

Facilities Planning & Accessibility

May 24, 2023



Our community

2017 Canadian Survey on Disability

- 24% have a disability
 - 43% in 65-and-over age group
 - 54% among those 75 and over
- 58% people with disabilities employed, compared to 81% of people without disabilities being employed

EVOLUTION OF ACCESSIBILITY

2001 - Ontarians with Disabilities Act became law

2003 - City establishes Accessibility Advisory Committee



2001

2003

2005



2016 - City establishes Staff Accessibility Resource Team

2015 - City's Facilities Accessibility Design becomes standard



2012 - City's 1st Multi-Year Accessibility Plan (MYAP)



2016

2015

2012

2018 - City's 2nd MYAP and undertakes Facility Accessibility Audits

2018



2020 - Launched accessible website



2018 - City embraces Dynamic Symbol of Accessibility



2019

2020

2021

2023

2019 - City Hall Modernization Project completed

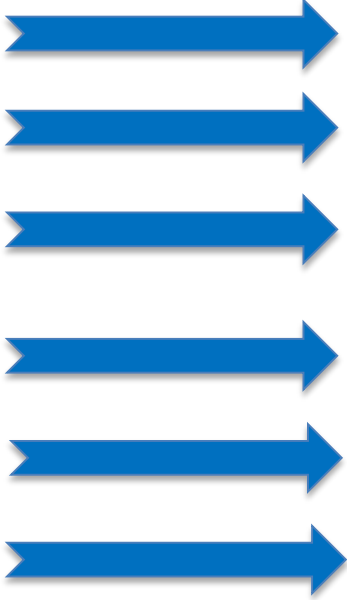
2021 - Conducted inclusive employment review

2023 - FADS update and 3rd MYAP

Past accomplishments (2018-2022)

MYAP section	Number of commitments	Completed by 2022
General requirements	9	9 (100%)
Customer service	6	6 (100%)
Information and communications	11	10 (91%)
Employment	9	9 (100%)
Transportation	10	10 (100%)
Design of public spaces	19	19 (100%)
Total	64	63 (98.4%)

What's changed? Accessible...

- Governance
 - Customer service
 - Information and Communications
 - Employment
 - Transportation
 - Design of Public Spaces
- 
- Accountability & Reporting
 - Equitable customer service
 - Digitally-inclusive communications
 - Inclusive employment
 - Accessible movement
 - Universally-designed facilities and public spaces

Accountability and Reporting

Key outcomes

- Culture of equity and inclusion
- Staff has support and tools to identify, prevent and remove barriers
- Clear roles and accountability

Accountability and reporting

Our commitments

- Review and update City's Accessibility Policy in 2026
- Evaluate City programs and services to ensure equitable participation
- Provide annual updates to AAC and Council

Equitable customer service

Key outcomes



Equitable customer service

Our commitments

- Renew and enhance mandatory accessibility training
- Continue to expand therapeutic programs to all community centres
- Implement new assistive technologies that provide enhanced accessibility to services

Digitally-inclusive communications

Key outcomes



Digitally-inclusive communications

Our commitments

- Develop a digital accessibility standard
- Launch digital accessibility education strategy to build expertise among staff
- Develop resources for accessible public engagement

Inclusive employment

Key outcomes



Inclusive employment

Our commitments

- Continue partnerships with Ready, Willing and Able and the Discover Ability Network
- Develop tools to ensure inclusive hiring
- Expand mental health resources and services including for staff with disabilities

Accessible movement

Key outcomes



Accessible movement

Our commitments

- Implement Pedestrian Master Plan
- Integrate accessibility considerations in standard requirements for temporary construction conditions
- Continue to improve accessibility with the installation of passenger landing pads

Universally-designed facilities and public spaces

Key outcomes



Universally-designed facilities and public spaces

Our commitments

- Update City accessibility design standards
- Expand and improve multi-use trails
- Introduce enhanced interior signage and wayfinding at City facilities
- Enhance park and playground accessibility

National AccessAbility Week

May 28 – June 3



Fresh Air
Fitness



Movie Night at
Celebration
Square



Digital
Accessibility
Awareness

Thank you

For your continued support and contributions to make a difference!





CMHC Housing Accelerator Fund (HAF)

General Committee Meeting – May 24, 2023



What is the Housing Accelerator Fund (HAF)?

- Broad Federal funding program for municipalities
 - Only single and lower tier municipalities can apply but can partner with regional governments
- Announced last year but criteria only recently established
- Mississauga identified as a growth leader
 - Likely to receive funding in excess of its national population share



Stated HAF Objectives



What does this mean on the ground?

- Dwelling construction & incentives
- Pre-zoning, e-permitting
- Infrastructure to create shovel ready environment
- Affordable housing

Requirements for Funding

Securing Funding

- Scoring is based on:
 - Commitment to achieving growth
 - Relevance and effectiveness of initiatives
 - Demonstration of need
- Strong Action Plan required
 1. Seven (7) or more new initiatives – draw from *Growing Mississauga*
 2. Growth targets
 3. Housing Needs Assessment (complete)

CMHC requires Action Plan to be approval by Council or delegated authority

Proposed Initiatives

1. Incentivize affordable rental housing
2. Expand as-of-right permissions in residential neighbourhoods
3. Increase capacity for additional units in neighbourhoods
4. Accelerate housing through systems improvements and catered services
5. Optimize government land for affordable housing



#2 - Increase housing options

Proposed Initiatives

6. Partner with Region of Peel on new housing
7. Identify opportunities for multi-unit development on key sites
8. Identify opportunities for multi-unit development on existing employment lands
9. Unlock growth by making strategic investments in transit and multi-modal oriented development
10. Educate community on housing / affordable housing



#6 – Support Region of Peel affordable housing projects (example: 360 City Centre Drive)

Growth Target and Funding Methodology

- Cities will be allocated funding based on targets set
- Aim: create additional growth of 1,000 to 1,500 net new units / year for 3 years
- Must identify type of units targeted, which determines funding as per Table 1

Table 1 – Per Unit Funding Amount

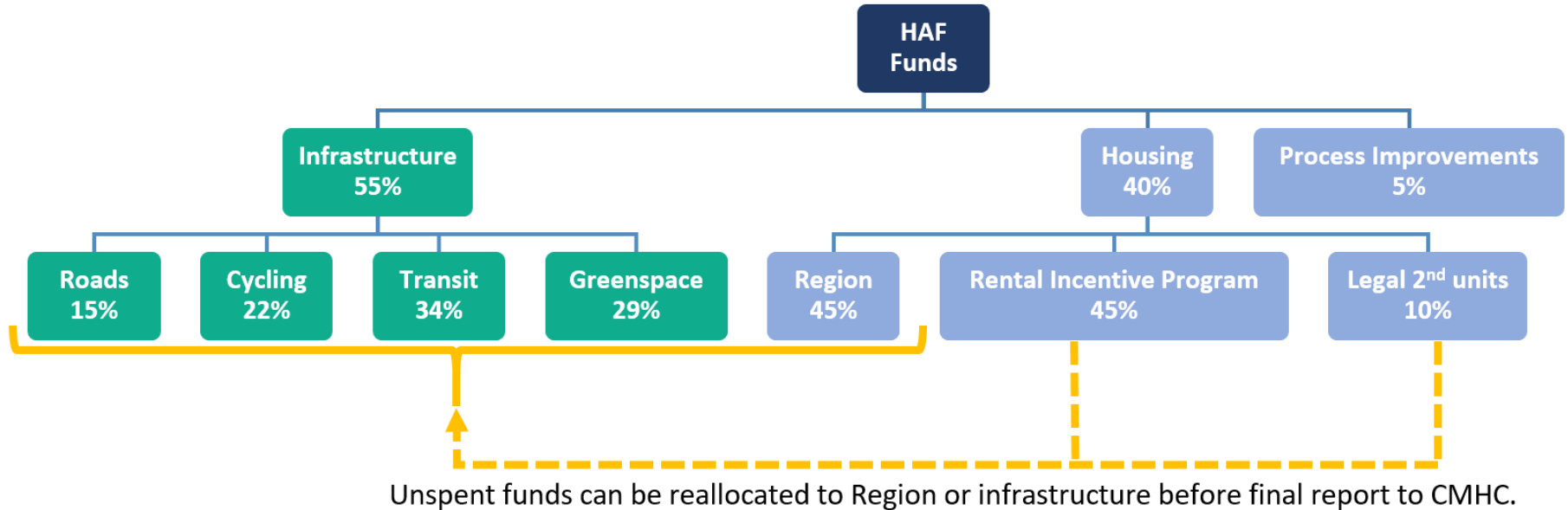
Type	Market (\$ / unit)	Affordable (\$ / unit)
Detached units	\$20K	\$39K
Multi-unit housing (Other)	\$27K	\$46K
Multi-unit housing ('Missing Middle')	\$32K	\$51K
Multi-unit housing (close to rapid transit)	\$35K	\$54K

Spending the Funds

Broad Permissions to Spend Funds

- CMHC will allocate funding to cities based on an effective Action Plan and commitment to unit growth
- However, the funds can be broadly spent on projects beyond Initiatives identified in the submitted Action Plan
- There are four permitted funding categories, all of which contribute to housing supply growth
- Must provide CMHC with progress reports, and final funding allocation is dependent on whether targets are being achieved

Proposed Funding Breakdown



Other Details and Next Steps

Next Steps

- **Submit Application:**
 - Approve final Action Plan
 - Requesting delegated approval authority to Chief Administrative Officer
 - Application due June 14
- **If successful:**
 - Enter into Contribution Agreement by end of July, 2023
 - Report back to Council re. funding allotment to Mississauga
 - Anticipated first funding advance in August, 2023 or later

City of Mississauga Reconciliation Report and Mississauga Nation Pow Wow

Presented by John Dunlop,
Manager, Indigenous Relations, City of
Mississauga

May 24, 2023



City of Mississauga and Reconciliation

Reconciliation is the journey that all of Canada is undertaking to seek justice and understanding with the Indigenous People of this land.

Reconciliation involves respecting the Treaties and the People we signed them with.

The City of Mississauga is actively seeking Reconciliation in multiple ways;

**Upholding Indigenous Rights,
Making space within Treaty areas,
Combatting erasure**

Notable Actions

- Raising Mississaugas of the Credit Flag, Every Child Matters Flag.
- Partnering in the Moccasin Identifier Project, Moccasin Crosswalk
- National Indigenous Peoples Day Celebration and Gidinawendimin
- Indigenous Art Walk and exhibit of the 175th anniversary of the departure of MCFN from the Credit
- Antrex Site commemoration, The Land That Sustains Us, and CCAB membership



Across the City



**EQUINOX
SUNRISE
CEREMONY**

On this morning, we choose to celebrate the beginning of Spring. We give thanks to the Creator for the great gifts of life, intelligence, free will and intuition. For all of these, we are grateful.

We invite everyone to join us for an Equinox Sunrise Ceremony led by Métis Elder Clayton Cadeau, Mississaugas of the Credit, and other First Nations.

Sunday March 19, 2023

**GATHER AT 6:15 A.M.
FIRE LIT AT 6:30 A.M.
CEREMONY: 6:45 A.M.**

LOCATION: THE GRANGE, (1921 DUNDAS STREET W. MISSISSAUGA- CORNER OF DUNDAS ST W AND SIR JOHN'S HOMESTEAD, ONE BLOCK WEST OF MISSISSAUGA RD)

COST: FREE EVENT

No Alcohol or Drugs Permitted.

Contact: 905-828-8411 ext 31, info@heritagemississauga.org



UTM's first-ever Indigenous repatriation advisor seeks rightful owners of 40,000-artifact collection

University Professor Eileen Gray is UTM's first-ever repatriation advisor for the 40,000 artifacts housed at the University of Toronto's Department of Anthropology. Photo by Steve Lachance.



Eagle Spirits of
the Great Waters
Indigenous Arts and Cultures



The
Indigenous
Network



Michi Sagiig- We Are All United Pow Wow



June 21st, Celebration Square from 12pm-4m
 followed by the City and MCFN's Indigenous Peoples Day Celebration 6-930 pm

Questions/Comments

City of Mississauga Corporate Report



<p>Date: May 9, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, City Manager and Chief Administrative Officer</p>	<p>Meeting date: May 24, 2023</p>

Subject

Collaborating for the Future – City and University of Toronto Mississauga Memorandum of Understanding

Recommendation

That the Mayor and City Clerk or designate be authorized to execute a Memorandum of Understanding between The Corporation of the City of Mississauga and The Governing Council of the University of Toronto, as represented by the University of Toronto Mississauga, and any necessary amendments and ancillary documents, as outlined in the corporate report entitled “Collaborating for the Future – City and University of Toronto Mississauga Memorandum of Understanding”, dated May 9, 2023, from the Acting City Manager and Chief Administrative Officer, in a form satisfactory to Legal Services.

Executive Summary

- The City and the University of Toronto Mississauga (UTM) have a longstanding positive relationship, working together on many initiatives.
- Strategic collaborations between the City and UTM have created new opportunities and ways to work together.
- Together the City and UTM can achieve shared priorities towards the betterment of Mississauga and UTM.
- A memorandum of understanding (MOU) is an appropriate framework to establish a foundation for this future relationship.

Background

With UTM's establishment in Mississauga dating back to 1965, both the City and UTM have grown and evolved through the years, along with their working relationship. There have been many positive outcomes as a result of this relationship.

In particular, the City's Economic and Development Office (EDO) has had a longstanding relationship with UTM with a view to expanding and sustaining the City's innovation economy. This focus has led to identified opportunities for skills and program development in areas of talent needs in the local and regional economy. As an example, Mississauga's Life Sciences Consortium, UTM and local business worked together to create the UTM IMix Pharma Certificate in 2020 in response to a skills shortage in the industry. EDO and UTM continue to grow the entrepreneur ecosystem through EDO's IDEA Mississauga role supporting start-ups in concert with ICUBE UTM (Inspiration, Ideation, Innovation hub at UTM).

Research collaborations between the City and UTM and University of Toronto (U of T) have been and will be instrumental for the City to move forward on initiatives. The City is developing a Mississauga Diabetes Strategy in collaboration with, and utilizing the UTM's Novo Nordisk Network for Healthy Populations research expertise. As part of Cities Changing Diabetes, Council committed to help prevent diabetes in signing the Urban Diabetes Declaration. The City's MiWay is working towards a research partnership and collaboration with the U of T Transit Analytics Lab for feasibility studies of on-route charging and on-demand transit. These transit projects are priorities to enable the City to meet the Mississauga Climate Change Action Plan of zero emissions by 2050.

The City has also benefited from UTM's experiential learning programs through intern placements and capstone projects completed by students. In some instances, these opportunities have created a talent pipeline for the City where students have been hired into full time City positions.

Mississauga and UTM have worked closely together on many projects and initiatives, including: 2022 Ontario Summer Games partnership; Library Services' "Lecture Me" series with UTM Faculty; "The Work of Wind, Air, Land, Sea" environmental art festival and public engagement; MiWay Universal Transit Pass for UTM students; Mississauga Fire and Emergency Services Fire safety education for post-secondary students including providing free smoke and CO2 alarms.

Comments

The UTM's Strategic Framework combined with the President's Three Priorities for the U of T set the foundation to expand the nature and scope of working together. The President's Three Priorities are to "leverage our urban location(s) more fully, for the mutual benefit of University and City; strengthen and deepen key international partnerships by means of a well-defined strategic focus; and re-imagine and reinvent undergraduate education".

The City's Strategic Plan and implementing strategies, such as the Mississauga Economic Development Strategy, recommend harnessing the significant innovation potential of the University and building on the University's significant contributions within the city's social and urban landscape.

The City and UTM's positive working relationship continues to expand and lead to new initiatives. The formalization of this relationship through a MOU is appropriate at this time to look to future opportunities and meet shared goals.

The proposed MOU between the City and UTM will address such matters as:

- Shared goals of promoting Truth and Reconciliation, combatting racism, advancing a prosperous future, building sustainable communities and fostering healthy populations
- Collaborating on strategic initiatives including:
 - Advancing equity, diversity and inclusion
 - Promoting innovation and research support across the University's three campuses
 - Considering City capacity building
 - Exploring experiential learning opportunities
 - Promoting connections of the teaching mission with local economy needs
 - Expanding the entrepreneurship ecosystem
 - Coordinating international industry and business engagement
 - Aligning joint advocacy on shared priorities
 - Inspiring student engagement in the city
 - Showcasing thought leaders and experts
- Creating a Strategic Collaborations Table to drive future planning for strategic initiatives. The Table's core membership will include City directors of Strategic Communications & Initiatives and Economic Development along with UTM's director of External Relations. Expanded membership will evolve relative to the strategic initiatives under review.
- Establishing a process, through an Operational Collaboration Table, to address local and operational collaborations within the "neighbourhood" including the student experience, transit, housing, noise, health and safety, fire and enforcement. The membership of this Table will include the City and UTM directors identified for the Collaborations Table and additional as needed to represent and take action on identified matters.

Roles and responsibilities related to the MOU implementation over a five-year renewable period, regular meetings, and reports to City Council and the UTM Campus Council.

Strategic Plan

The proposed MOU formalizes and enhances the City's relationship with UTM helping the City to achieve the Strategic Plan's transformative actions around fueling the innovation economy and retaining and attracting youth, aligned with the Prosper and Belong pillars.

Financial Impact

There are no financial impacts associated with this report.

Conclusion

The City and UTM have a long history of working together to achieve mutually beneficial results. UTM's contributions to Mississauga's social, economic and urban environments are instrumental to the city's bright future. The execution of a MOU between the City and UTM will be an important milestone to establishing a strong foundation to leverage future opportunities to meet shared goals.



Shari Lichterman, CPA, CMA, City Manager and Chief Administrative Officer

Prepared by: Ruth M. Marland, MCIP, RPP, Strategic Leader, Engagement, Strategic Communications and Initiatives

City of Mississauga Corporate Report



<p>Date: May 2, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Meeting date: May 24, 2023</p>

Subject

Multi-Year Accessibility Plan – 2023-2028 and 2022 Accessibility Annual Status Update

Recommendation

That the “Multi-Year Accessibility Plan – 2023-2028 and the 2022 Accessibility Annual Status Update” report dated May 2, 2023 from the Commissioner of Corporate Services and Chief Financial Officer, be received for information.

Executive Summary

- The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to identify, prevent and remove barriers to make Ontario accessible by 2025.
- Establishing a multi-year accessibility plan is a requirement under the AODA. The City's new Multi-Year Accessibility Plan 2023-2028 (included as Appendix 1) is the City's third plan and builds on the success of the previous plans, outlining new and continued initiatives to meet and go beyond AODA requirements.
- In addition to the new multi-year accessibility plan, this report provides a status update on the final year of the 2018-2022 plan, included as Appendix 2, highlighting that 98% of the 64 commitments were completed.
- The 2022 MiWay Annual Accessibility Report included as Appendix 3, highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone.
- The impacts of the COVID-19 pandemic have continued to impact the way the City operates as an organization but ensuring access to City programs and services for people with disabilities continues to be a priority and forms part of the City's commitment to accessible customer service.

Background

Everyone should have the opportunity to participate fully in society. More than 173,600 Mississauga residents have a disability – that's nearly one quarter of the population and at

some point, most of us will likely face some type of temporary, situational or permanent disability. People with disabilities can face multiple barriers to accessing goods, services, facilities and employment and the need for accessible services will continue to rise as the population ages. Planning for accessibility helps create a more vibrant city that all residents, visitors and employees can enjoy.

The goal of the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is to identify, prevent and remove barriers to make Ontario accessible by 2025. To meet this goal, the Act outlines accessibility requirements so people with disabilities can participate in all areas of daily life. The requirements are applied under five standards:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

Establishing a multi-year accessibility plan is a requirement under the AODA. The City's 2023-2028 Multi-Year Accessibility Plan (Appendix 1) outlines the actions the City will take to meet and go beyond its legislated obligations to identify, prevent and remove barriers for people with disabilities. An accessibility plan is a road map for the City. Its commitments translate into increased opportunities to access employment and to fully participate in the social, cultural, recreational economic and political life of Mississauga.

The plan also demonstrates the City's commitment to creating a barrier-free environment for all residents, visitors and employees.

City staff work in partnership with the Accessibility Advisory Committee to review and seek feedback on City programs and services and promote awareness in the community.

The City continues to encourage local businesses and organizations to meet accessibility requirements and prevent and remove barriers, however, the City has no official role in enforcing these requirements. Ensuring these requirements are met is the responsibility of the Ontario government.

Present Status

The City's new 2023-2028 Multi-Year Accessibility Plan includes both new and continuing initiatives that will help the City's commitment to an inclusive community where all residents, visitors and employees have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

The initiatives fall under six key areas stemming from legislative obligations:

- Governance and Reporting

- Equitable customer service
- Digitally-inclusive communications
- Inclusive employment
- Accessible movement
- Universally-designed facilities and public spaces

These requirements operate in addition to the duty to accommodate under the [Ontario Human Rights Code](#) and the [Ontario Building Code](#).

2022 Accessibility Annual Status Update

Every year the Facilities & Property Management Accessibility Planning & Compliance team provides an update on the accessibility achievements from the previous reporting year. The 2022 Accessibility Annual Status Update (Appendix 2) highlights the City's completed 2022 initiatives which have improved accessibility for everyone.

Meeting our commitments

In the final year of the 2018-2022 Multi-Year Accessibility Plan, the City continued to make goods, services, facilities and employment more accessible for everyone.

MYAP Standards	Number of commitments	Completed by 2022
General requirements and governance	9	9 (100%)
Customer service	6	6 (100%)
Information and communications	11	10 (91%)
Employment	9	9 (100%)
Transportation	10	10 (100%)
Design of Public Spaces	19	19 (100%)
Total	64	63 (98%)

Year five saw 98% of the 64 commitments completed with one exception, related to accessible websites and content. In 2021, the city was required to ensure that all websites and web content are accessible, meeting the international Web Content Accessibility Guidelines (WCAG) 2.0 Level AA standards. This requirement has proven difficult to meet and the City is aware of an unprecedented number of public sector organizations also reporting non-compliance with this requirement in 2021. Many of these organizations have provided feedback to the province requesting the province to re-examine how web compliance is assessed moving forward.

To meet this final requirement, the City continues to invest a significant amount of time and resources into making the City's websites, web content and applications more accessible. Staff

have launched multiple training courses on creating accessible documents and web content, expanded website information governance and publishing standards and are currently developing a digital strategy to meet WCAG 2.0 Level AA requirements. Staff will continue to work on website accessibility and provide updates on meeting this requirement to the province.

MiWay has also prepared the 2022 MiWay Annual Accessibility Report, which is included as Appendix 3 and highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone.

Financial Impact

There are no financial impacts resulting from the Recommendations in this report.

Conclusion

This report introduces the City's new 2023-2028 Multi-Year Accessibility Plan and provides a status update on the 2022 initiatives of the previous multi-year accessibility plan. Annual status updates are posted on the City's website in an accessible format.

In addition to the requirements under the AODA, this status update highlights a number of City initiatives completed, to support the City's commitment to providing accessible programs, services and facilities in the communities.

Attachments

Appendix 1: Multi-Year Accessibility Plan – 2023-2028

Appendix 2: 2022 Accessibility Annual Status Update

Appendix 3: 2022 MiWay Annual Accessibility Report



Shari Lichterman, CPA, CMA, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Daniel Sadler, Supervisor, Accessibility Planning & Compliance, Facilities & Property Management

City of Mississauga

2023–2028

Multi-Year Accessibility Plan

Creating a Better City for Everyone

If you require this information in an alternate format, please contact the Accessibility Planning and Compliance team at accessibility.info@mississauga.ca.

Executive Summary

Everyone should have the opportunity to participate fully in society. More than 173,600 Mississauga residents have a disability – that’s nearly one quarter of the population and at some point, most of us will likely face some type of temporary, situational or permanent disability. People with disabilities can face multiple barriers to accessing goods, services, facilities and employment and the need for accessible services will continue to rise as the population ages. Planning for accessibility helps create a more vibrant city that all residents, visitors and employees can enjoy.

Under the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA), the City of Mississauga is required to develop a multi-year accessibility plan to help make Ontario accessible by 2025. This is the City’s third multi-year accessibility plan (MYAP) and builds on what the City has accomplished since introducing our first multi-year plan in 2012.

In Mississauga, we have made progress towards identifying, preventing and removing barriers for people with disabilities, but we know more progress is needed. The City’s new 2023-2028 Multi-Year Accessibility Plan is a roadmap to creating a better city for everyone. It outlines key actions to meet and go beyond legislative obligations to support the City’s commitment to an inclusive community. The goals and the approach laid out in the plan translate into increased opportunities for people with disabilities to access employment and to fully participate in the social, cultural, recreational economic and political life of Mississauga.

An accessible Mississauga means:

- Persons with disabilities receive quality goods and services in a timely manner
- Information and communications are available in accessible formats to all City employees, residents, visitors and customers
- Persons with disabilities can participate fully and meaningfully as City employees
- There is greater accessibility in City facilities and public spaces
- City employees can continually identify barriers to accessibility and seek solutions to prevent or remove them

This plan is based on best practice research, as well as input from the City’s Accessibility Advisory Committee, Staff Accessibility Resource Team, people with disabilities, accessibility stakeholders and staff.

Past Accessibility Accomplishments

In 2012, the City established its first multi-year accessibility plan outlining the actions the City would take to meet its legislative requirements. Since then, the City has worked hard to meet

and go beyond those requirements. Some of the accomplishments over the past decade include:

- Eliminating physical barriers in City facilities and other public spaces by:
 - Continuing to implement the City’s Facility Accessibility Design Standards in all building project designs including new construction, additions, renovations and capital replacements
 - Continuing to enhance the accessibility of new and redeveloped parks and playgrounds
 - Including accessible pedestrian signals when installing new traffic signals or replacing existing traffic signals
 - Improving accessibility of bus stops and ensuring sidewalk connections
 - Providing accessible parking, pathways and entrances into all City facilities
- Servicing the City of Mississauga better by:
 - Providing mandatory accessibility training for City staff and volunteers on how to provide quality service to persons with disabilities
 - Forming the Staff Accessibility Resource Team to help raise accessibility awareness across the organization
 - Delivering more accessible digital services
 - Providing training on creating accessible websites, social media and documents to support accessible communications
 - Improving the accessibility of MiWay transit system through enhanced driver training, accessibility awareness campaigns, designated seating and visual and auditory on-boarding
 - Introducing enhanced bus shelters and redesigning transit stations
 - Providing inclusive and adapted recreation programs
- Improving employment opportunities by:
 - Continuing to implement the City’s Workforce Diversity and Inclusion Strategy and implementation plan to further diversify our talent pool and leadership ranks
 - Launching the Workplace Psychological Health and Safety Strategy and expanding virtual mental health resources
 - Building awareness about accommodating employees with disabilities through manager and executive training
 - Partnering with both the Discover Ability Network and the Ready, Willing and Able organization

2023-2028 Accessibility Initiatives

The new five-year accessibility plan includes both new and continuing initiatives that will help the City’s commitment to an inclusive community where all residents and visitors have access to City services, programs and facilities in a manner that is integrated and promotes dignity and independence.

Accessibility is everyone’s responsibility and will be incorporated by design into the work of all City Departments.

The initiatives fall under six key areas stemming from legislative obligations:

- Governance and Reporting
- Equitable customer service
- Digitally-inclusive communications
- Inclusive employment
- Accessible movement
- Universally-designed facilities and public spaces

These requirements operate in addition to the duty to accommodate under the [Ontario Human Rights Code](#) and the [Ontario Building Code](#).

Note: The planned initiatives listed in this MYAP are subject to annual budget allocations.

Governance and Reporting

Establishing a corporate accessibility governance structure and accountability framework is a key component to overseeing the implementation of the multi-year accessibility plan.

Key outcomes:

- Clear roles and accountability at all levels of the organization
- Employees are supported to build capacity to deliver on accessibility commitments
- An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities
- City employees, residents and visitors are aware of available resources and accommodations when accessing City goods, services and facilities

Success will be monitored through annual reporting to the City's Accessibility Advisory Committee, senior leadership and Council. The City will continue to share annual status reports on mississauga.ca to provide progress updates.

Initiatives:

- Continue to implement a corporate accessibility governance structure and accountability framework to oversee the implementation of the MYAP
- Develop, maintain and monitor accessibility guidelines and tools to support implementation and legislative compliance
- Provide annual status updates on the City's MYAP to both the City's AAC and Council and post on the City's website
- Promote accessibility awareness within the organization
- Renew and enhance mandatory accessibility training
- Review and update the City's Accessibility Policy in 2023 to be more inclusive and promote the delivery of accessible customer service
- Develop, train staff and implement the use of an Equity Lens to consider equity impacts of all City initiatives
- Continue to ensure City purchases include accessibility design, features and criteria

Equitable Customer Service

The [Customer Service Standards](#) requires the City to provide accessible services for people with disabilities so they can access goods, services or facilities.

Key outcome:

- People of all abilities receive seamless, dignified, and equitable access to services in a timely manner and City staff have access to resources to support accessible customer service

Initiatives:

- Develop and consult AAC on an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials
- Create an Accessibility Report, highlighting the accessibility achievements of the 2026 election and demonstrating the City's commitment to ongoing improvements in the future
- Develop and implement strategies to support front-line employees in providing accessible customer service
- Renew and enhance mandatory accessible customer service training
- Continue to explore and implement assistive technologies that provide enhanced accessibility to City programs, services and facilities
- Continue to expand therapeutic programs across City community centres
- Develop resources for employees on accessible public engagement and consultations
- Continue to evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City programs

Digitally-Inclusive Communications

The [Information and Communications Standards](#) require the City to communicate and provide information in ways that are accessible to people with disabilities.

Key outcomes:

- Residents, visitors and employees of all abilities are provided with equitable access to City information
- City staff have the expertise to develop and provide information in accessible formats

Initiatives:

- Implement a digital strategy to meet WCAG 2.0 Level AA requirements
- Expand website information governance and publishing standards
- Monitor and improve website content for accessibility

- Create and implement the Accessibility Literacy Strategy to build digital accessibility expertise
- Provide training to staff on creating accessible documents, as required
- Expand accessibility website publishing training and resources, as required
- Expand digital content offered by City of Mississauga Libraries
- Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities
- Conduct annual reviews of the City’s digital strategy and update to reflect current best practices in digital accessibility

Inclusive Employment

The [Employment Standards](#) under the IASR sets out accessibility requirements that the City must follow to support the recruitment and accommodation of employees.

Key outcome:

- Candidates and City staff with disabilities have the support to join, work effectively, experience career growth, and have opportunities for learning, development, and progression
- Ensure equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers

Initiatives:

- Implement a targeted outreach strategy for recruiting people with disabilities by continuing partnerships with Discover Ability and Ready, Willing and Able that support the employment of people with disabilities
- Implement a hiring manager recruitment course to help reduce bias in the hiring process
- Develop and implement strategies to help with promotion and career development of people with disabilities
- Develop and implement Job Posting Inclusivity Tool, the Candidate Interview Essentials Checklist and Hiring Manager Interview Guide to ensure recruitment is done through an inclusive lens
- Continue the practice of preparing individualized accommodation and emergency response plans for City employees with disabilities
- Streamline and integrate employment accommodations

- Expand mental health resources and services, including for staff with disabilities
- Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans

Accessible Movement

The [Transportation Standard](#) under the IASR requires the City to prevent and remove barriers to public transportation, making it easier for everyone to travel in Mississauga.

Key outcomes:

- Improved access to a range of accessible transportation and related services in the City that are accessible, affordable, convenient and are safe for people with disabilities
- Increased awareness and integration of accessibility in the City's transportation-related strategies, planning and policies

Initiatives:

- Continue to integrate accessibility considerations in the design and implementation of the City's Pedestrian Master Plan
- Continue to fulfill requests for Accessible Pedestrian Signals and install with all new traffic signals and replacements of existing traffic crossing signals
- Install Tactile Walking Surface Indicators at all corners during state of good repair road rehabilitation projects
- Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks
- Continue facility, service and operation improvements to enhance the universal design of the transit system
- Install new barrier-free enhanced bus shelters at transit stops
- Design and begin construction of the Dundas BRT
- Continue to integrate accessibility in the implementation of Hurontario Light Rail Transit (LRT)
- Continue to integrate accessibility considerations in the City's cycling network, including the City's Bicycle Parking Program
- Continue to redesign existing major collectors as a part of the City's Integrated Road Projects that improve road safety and accessibility
- Continue to integrate accessibility considerations in the standard requirements for temporary construction conditions

- Ensure accessibility is considered in the implementation of the City’s Micromobility Project
- Continue to implement accessibility guidelines when building or redesigning parking spaces
- Enhance accessible parking spaces with the addition of an alternate accessible parking space design
- Include accessibility considerations in the City’s Vision Zero Action Plan

Universally-Designed Facilities and Public Spaces

The [Design of Public Spaces Standards](#) under the IASR applies to newly constructed or redeveloped outdoor public spaces to ensure facilities and public spaces are accessible and usable by everyone.

The City also complies with the Ontario Building Code’s requirements for accessibility in the built environment, often exceeding the requirements through the application of the City’s Facility Accessibility Design Standards (FADS).

Key outcome:

- Improved accessibility of facilities and public spaces by incorporating accessibility into the design of new/redeveloped facilities and public spaces so that residents, visitors and employees of all abilities feel welcome

Initiatives:

- Update the Facility Accessibility Design Standards to align with best practices and universal design principles
- Develop Classification System based on accessibility audits to help prioritize and remove existing barriers throughout the city
- Develop training courses to build expertise around universal design for indoor and outdoor spaces
- Continue to renovate and redesign facilities to enhance accessibility features to support access for all
- Continue to implement accessibility improvements as part of state of good repair capital and maintenance programs
- Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation

- Continue to install mobility device charging stations in new and redeveloped public spaces
- Continue to enhance the accessibility of new and redeveloped playgrounds
- Continue to expand and improve multi-use trails

Conclusion

As the City of Mississauga continues to identify, prevent and remove accessibility barriers, monitoring and reporting on the progress and results in meeting the plan’s commitments are important. Council and the public are able to track the City’s progress through annual status updates and compliance reports to the province every two years. These reports are available on the City’s website.

Contact Information

We welcome your feedback. Please let us know what you think about the 2023-2028 Multi-Year Accessibility Plan:

- By email: accessibility.info@mississauga.ca
- By phone: 311 (905-615-4311 outside City limits)
- TTY: 905-615-3411

If you require this information in an alternate format, please contact the Accessibility Planning and Compliance team at accessibility.info@mississauga.ca

City of Mississauga

Multi-Year Accessibility Plan

2022 Accessibility Annual Status
Update

If you require this information in an alternate format, please contact the Accessibility Coordinator at accessibility.info@mississauga.ca.

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Department: Corporate Services

Executive Summary

Everyone should have the opportunity to participate fully in society. More than 173,600 Mississauga residents have a disability – that’s nearly one quarter of the population and at some point, most of us will likely face some type of temporary, situational or permanent disability. People with disabilities can face multiple barriers to accessing goods, services, facilities and obtaining gainful employment and the need for accessible services will continue to rise as the population ages. Planning for accessibility helps create a more vibrant city that all residents and visitors can enjoy.

The goal of the [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#) is to identify, prevent and remove barriers to make Ontario accessible by 2025. To meet this goal, the Act outlines accessibility requirements so people of all abilities can participate in all areas of daily life.

One of the regulation’s requirements is to develop a multi-year accessibility plan that outlines how the City will meet its obligations under the legislation and remove barriers for people with disabilities. The 2018-2022 Multi-Year Accessibility Plan (MYAP) is a roadmap that shows how the City is going above and beyond its legislative obligations. The plan’s achievements translate into improved accessibility in City polices, services and facilities, creating a more accessible and inclusive community that benefits everyone.

This five-year plan was developed with feedback from the City’s Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART), persons with disabilities, accessibility stakeholders and staff and is organized around the AODA’s accessibility standards.

This annual status report highlights key areas of progress made in 2022 and is not meant to be an inventory of accomplishments.

The City continues to encourage local businesses and organizations to meet accessibility requirements and prevent and remove barriers, however, the City has no official role in enforcing these requirements. Ensuring these requirements are met is the responsibility of the Government of Ontario.

Mississauga Accessibility Advisory Committee

The Mississauga Accessibility Advisory Committee (AAC) is a citizen committee that acts as an advisory body for Council. Its mandate is to advise on the identification, removal and prevention of barriers to people with disabilities in municipal programs, services, initiatives and facilities. City staff works with the AAC to review initiatives and promote awareness about accessibility and celebrate inclusion.

Each member of the AAC is a volunteer with the exception of Council representatives. The majority of AAC members are people with disabilities. The AAC is supported by the Accessibility Planning and Compliance team and the Clerk's Department.

The AAC members bring a wide range of personal and professional experiences and understanding of the challenges faced by people with disabilities. They provide invaluable advice as we continue to work toward a barrier-free Mississauga. For more information about the AAC, its initiatives and members, please see the [City of Mississauga's AAC page](#).

In 2022, the AAC and its subcommittees received several presentations and provided feedback on the following key initiatives:

- 2021 annual status update to the City's Multi-Year Accessibility Plan
- MiWay Annual Accessibility Report
- Mississauga Election Accessibility Plan including a demonstration of the ExpressVote Unit
- City of Mississauga Workforce Diversity & Inclusion Strategy
- Treat Accessibly
- Micromobility Project Phase 1 Update
 - Staff presentations along with deputations from Bird Canada, Neuron Mobility Canada and AODA Alliance
- Vision Zero Memorial

Accessibility Governance

The Accessibility Planning and Compliance (APC) team provides policy and strategic advice to City Departments and facilitates compliance with the AODA. The team works with staff to ensure accessibility is incorporated into all proposed initiatives to provide maximum accessibility over minimum compliance. To ensure the City continues to meet or exceed the requirements of the AODA, APC continues to stay informed about legislation and participates in accessibility networks such as the Rick Hansen Foundation Accessibility Certification Taskforce, Ontario Network of Accessibility Professionals (ONAP) and the Peel Region accessibility networking group (made up of the region and three local municipalities). Membership in these groups ensures the City is abreast of current developments and other municipal initiatives.

APC continued as the staff liaison to the AAC and facilitator of site plan and municipal project reviews by the FADS Subcommittee.

Staff Accessibility Resource Team

The City's Staff Accessibility Resource Team (StART) is made up of representatives from each division across the organization and meets quarterly. These individuals act as champions and promote awareness of accessibility and inclusion throughout the organization and community. They support accessibility at the City by:

- Ensuring that an accessibility lens is applied to every initiative
- Promoting accessibility awareness throughout the City
- Assisting in the development of the City's annual accessibility status update

2018-2022 Multi-Year Accessibility, progress to date

MYAP Standards	Number of commitments	Completed by 2022
General requirements and governance	9	9 (100%)
Customer service	6	6 (100%)
Information and communications	11	10 (91%)
Employment	9	9 (100%)
Transportation	10	10 (100%)
Design of Public Spaces	19	19 (100%)
Total	64	63 (98%)

By the end of year five (2022), 98 per cent of the 64 commitments were met, translating into improved accessibility in City services, programs and facilities for residents, employees and visitors. These accomplishments demonstrate the City's commitment to incorporating accessibility into the work of all City Departments.

General Requirements and Governance

Key outcome: clear roles, accountability and barrier-free policies, programs, services and facilities

100% complete: 9 out of 9 governance and policy commitments achieved

The City continued to build accessibility accountability into all levels of the City, with defined roles and responsibilities. This means that senior leadership in all areas and at all levels of the organization are accountable for advancing accessibility in their areas of responsibility. All staff, volunteers and anyone who participates in developing City policies or provides goods, services or facilities on behalf of the City receive training on the requirements of the accessibility standards and the Ontario Human Rights Code. This training ensures employees at all levels of the City know what their obligations are and work towards creating a more accessible organization.

2018-2022 Goals

- ✓ Establish a corporate accessibility governance structure and accountability framework to oversee the implementation of the multi-year accessibility plan (MYAP)

- ✓ Provide annual status updates on the City's MYAP to the City's AAC and Council and post on the City's website
- ✓ Promote accessibility awareness within the organization and community
- ✓ Demonstrate leadership in accessibility by meeting or exceeding timelines of provincial legislation
- ✓ Ensure City purchases include accessibility design, features and criteria
- ✓ Provide training on the IASR and the Ontario Human Rights Code to all new employees, volunteers, anyone who participates in developing City policies or provides goods, services or facilities on behalf of the City
- ✓ Adopt and implement the Dynamic Symbol of Access at City facilities, where feasible
- ✓ Update Corporate Accessibility Policy in 2020 as part of the City's policy review process
- ✓ Increase the number of accessibility audits for City facilities

2022 Key Actions

- Provided annual status update on the City's Multi-Year Accessibility Plan 2018-2022 to the City's AAC, outlining the initiatives the City has taken to ensure compliance with the AODA
- Performed accessibility audits on venues for the 2022 Ontario ParaSport and Ontario Summer Games
- Promoted accessibility awareness through hosting and attending multiple events including International Day of Persons with Disabilities and National AccessAbility Week
- Developed accessible procurement guidelines
- Conducted accessible virtual meetings for Council and Committees

Customer Service

Key outcome: people with disabilities receive goods and services in a timely manner

100% complete: 6 out of 6 customer service commitments achieved

The City continued to be in compliance with the standard and ensuring that City goods and services are accessible for everyone in Mississauga, including people with disabilities.

2018–2022 Goals

- ✓ Explore assistive technologies that make City programs and services more accessible including, but not limited to:
 - Assistive listening devices
 - Assistive devices
 - Charging stations for mobility devices
 - CART captioning
- ✓ Train staff, Council, volunteers and those who provide goods, services or facilities on the City's behalf on an ongoing basis, as required
- ✓ Monitor customer service to ensure we are maintaining and improving upon the level of accessibility we provide in programs, services and facilities
- ✓ Provide notice of service disruptions
- ✓ Develop and consult AAC on an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials
- ✓ Create Accessibility Report after the 2022 election highlighting key accomplishments and identifying challenges

2022 Key Actions

- Implemented 2022 Municipal Election Accessibility Plan
- Posted the 2022 Municipal Election Accessibility Report
- Exhibited artwork created by adults with intellectual disabilities at Bradley Museum on December 3rd in honour of International Day of Persons with Disabilities
- Held an inclusive Fresh Air Fitness Program during National AccessAbility Week
- Developed a plan to expand the Therapeutic programs to all community centres
- Provided training for staff on inclusive physical literacy, which explored the benefit of universally accessible programs and how to develop them
- Offered customers the ability to purchase accessible seats online rather than calling the box office for programs at the Living Arts Centre
- Offered driveway snow windrow clearing program for seniors 65 years and older and people with physical disabilities or medical conditions that are unable to clear the windrow on their own

Information and Communications

Key outcome: accessible information and communication supports are delivered to all employees, residents and visitors

91% complete: 10 out of 11 information and communication commitments achieved

The global pandemic and the need to provide an increased number of services remotely required the City to move more services online. This increased the importance of maintaining the City's accessible website and ensuring the City increases the availability of accessible information for residents, visitors and employees. The City maintains an accessible public facing website – Mississauga.ca – in addition to an accessible internal website platform for employees – Inside Mississauga.

2018–2022 Goals

- ✓ Maintain a process for receiving and responding to feedback in ways that are accessible to people with disabilities
- ✓ Notify the public about the availability of accessible formats and communication supports
- ✓ Provide accessible formats and communication supports, upon request
- ✓ Provide emergency information in alternative formats, upon request
- ✓ Maintain an accessible website
- ✓ Develop resources for employees on accessible public engagement and consultations
- ✓ Review documents and templates to ensure they are accessible
- ✓ Provide training to staff on creating accessible documents, as required
- ✓ Expand digital content offered by City of Mississauga Libraries
- ✓ Develop a strategy to meet WCAG 2.0 Level AA requirements
- Ensure documents and content posted online are in accessible formats

2022 Key Actions

- Expanded the use of Siteimprove, a website scanner tool that can monitor websites for search engine optimization and accessibility issues. Training was provided to staff and website content issues are monitored weekly
- Launched a new Mississauga municipal election website. The new website exceeds accessibility legislation by meeting web content accessibility guidelines (WCAG) Level A, AA, and AAA compliance and WAI-ARIA best web practices
 - The City uses Siteimprove to monitor and measure website compliance and mississaugavotes.ca has an accessibility score of 98.3 out of 100 (government benchmark is 81.4)
- Continued to enhance website navigation with improved descriptive alternative text for logos and identifiers to meet website best practices

- Continued to ensure that web content and print material on MiWay’s website are accessible. Activities included:
 - Adherence to the City's new design principles integrating accessibility
 - Adaptation of the POUR accessibility principles (perceivable, operable, understandable and robust) to ensure language and code are more inclusive to all users
 - Application of a customer lens (focus) on all web content to implement the use of plain language and to optimize for accessibility making it easier for assistive technology users
 - Updated brand guidelines with digital design colours and fonts that adhere to WCAG 2.0 AA standards
- Redesigned the Open Data Hub to meet accessibility requirements
- Continued to improve online forms and surveys to meet accessibility guidelines
- Incorporated improved image text description in social media
- Updated templates and trained staff to ensure public notices are accessible
- Launched courses on the creating accessible Microsoft Word documents, PowerPoint presentations and converting and remediating PDFs to meet accessibility guidelines
- Created accessible Microsoft Word templates for the creation of the 2023-2026 Business Plan and 2023 Budget
- Implemented the speech-to-text tool on iPads to communicate with people wearing masks and with people with hearing disabilities
- Continued to digitize history books and local history microform documents allowing users to magnify content and search documents from home
- Expanded accessible technology and equipment including DAISY players and increased the number of library locations with accessible computer stations
- Reviewed Homebound Service and developed plan to expand eligibility and improve mail delivery and pick-up service
- Resumed courier deliveries of library material to long-term care homes
- Continued to connect customers with the Centre for Equitable Access (CELA)

Employment

Key outcome: accommodation practices are implemented to ensure people with disabilities are able to fully and meaningfully participate as City employees

100% complete: 9 out of 9 employment commitments achieved

The unemployment rate for people with disabilities in Ontario age 25 to 64 is 50% higher than for people without disabilities. To address this, the City strives to show leadership in accessible recruitment and employment.

The goal of employment accommodation is to enable people with disabilities to participate fully in their work environment. The City is currently in the process of implementing 10 recommendations from a third-party review as part of our Workforce Diversity and Inclusion Strategy. Implementing these recommendations will help the City address systemic employment barriers in the recruitment and succession planning.

2018–2022 Goals

- ✓ Notify applicants about the availability of accessibility accommodations in the recruitment process
- ✓ Advise successful applicants about the availability of accommodations for employees with disabilities
- ✓ Make policies on accommodating and supporting employees with disabilities available to all employees
- ✓ Provide accessible formats and/or communication supports to employees with disabilities who require it
- ✓ Document individual accommodation plans for employees with disabilities
- ✓ Offer a return to work process for employees with disabilities
- ✓ Continue to regularly review corporate policies and practices to ensure applicants and employees with disabilities receive the proper support
- ✓ Train staff on mental health awareness program The Working Mind, created by the Mental Health Commission of Canada
- ✓ Provide training to staff on the City's new Workforce Diversity and Inclusion Strategy

2022 Key Actions

- Continued partnerships with both the Ready, Willing and Able organization and the Discover Ability Network. Both organizations connect employers and people with disabilities seeking employment while providing support and resources throughout the process
- Developed a Job Posting Inclusivity Tool for hiring managers to ensure job postings are inclusive and free of systemic barriers
- Introduced the Candidate Interview Essential Checklist for candidates participating in City interviews. The checklist is intended to support psychological safety of candidates by preparing them for an interview

- Developed the Hiring Manager Interview Guide on how to conduct an interview through an inclusive lens
- Developed hiring manager recruitment course detailing the phases of recruitment and highlighting ways to reduce bias in the hiring process
- Launched the Workplace Psychological Health and Safety Strategy
- Offered Diversity and Inclusion Fundamentals and Diversity and Inclusion Unconscious Bias courses
- Trained 90% of City leaders The Working Mind, a mental health awareness program created by the Mental Health Commission of Canada

Transportation

Key outcome: the City continues to support the development of a barrier-free transportation system

100% complete: 10 out of 10 transportation commitments achieved

Transportation is a vital link for people with disabilities to take part in their communities. It enables participation in education, work, recreation and access to services, like healthcare. The City continues to ensure all vehicles and equipment meet the technical requirements of the regulation and that training is provided to all new staff.

2018–2022 Goals

- ✓ Procure vehicles and equipment that meet the technical requirements of the regulation
- ✓ Provide training to all new staff
- ✓ Make information about accessible equipment available using multiple formats of communication
- ✓ Develop and implement City Parking Master Plan
- ✓ Continue facility, service and operation improvements to enhance the universal design of the transit system
- ✓ Monitor taxi owners and operators in Mississauga to ensure they are meeting the requirements of the regulation
- ✓ Conduct accessible taxicab “On-Demand Solutions” study as recommended by Public Vehicle Advisory Committee
- ✓ Continue to integrate accessibility considerations in the design and implementation of the City’s Cycling Master Plan
- ✓ Continue to integrate accessibility considerations in the design and implementation Dundas Connects
- ✓ Finalize design of Hurontario Light Rail Transit (LRT)

2022 Key Actions

- Ensured transit stops remained accessible during construction through the review and installation of temporary platforms at transit stops
- Installed passenger landing pads at 85 bus stop locations
- Developed a new standard to install detectable warning surfaces (tactile plates) at the mixing zone of active transportation infrastructures (such as bike lanes, cycle tracks and multi-use trails) with transit stops (pedestrian landing pads and shelters)
- Designed new barrier-free enhanced shelters to be installed at transit stops in 2023. The shelters will have an enclosed heated area with wave sensors for automatic doors and heaters and will include digital screens
- Launched awareness campaign of transit accessibility features to encourage customers to be considerate of others. The campaign uses clear and simple messaging in a friendly and non-judgemental way to educate transit riders about accessibility features, such as priority seating and service animals. It also reminds people that not all disabilities are visible
- Introduced fleet improvements with “Smart Rider Lite” buses which offer accessible boarding and increased stability through the elimination of varying slopes that are created when ramps are deployed along uneven road surfaces

The AODA identifies extensive requirements for conventional and specialized transit. The MiWay 2022 Annual Accessibility Report outlines the accomplishments and current initiatives to provide accessible transportation to the community.

Design of Public Spaces

Key outcome: greater accessibility in and around City facilities and public spaces

100% complete: 19 out of 19 Design of Public Spaces commitments achieved

Accessible public spaces include specific features that make it easier for everyone, including people with disabilities, to use public spaces. The City continued to prioritize retrofitting existing built environment barriers at facilities under the City’s management to comply with the City’s Facility Accessibility Design Standards, while also incorporating it in all new construction and development projects. The City also maintained accessible elements through monitoring and regularly planned maintenance, notifying the public whenever a temporary service disruption occurred.

2018–2022 Goals

- ✓ Consult the Mississauga Accessibility Advisory Committee, the public and people with disabilities prior to redeveloping or constructing new public spaces under this Standard
- ✓ Incorporate public consultations into existing processes wherever possible
- ✓ Meet or exceed the technical requirements of DOPS
- ✓ Continue to maintain and update the Mississauga Facility Accessibility Design Standards
- ✓ Continue to prioritize and retrofit existing built environment barriers at facilities under the City’s management to comply with Facility Accessibility Design Standards
- ✓ Continue to implement accessibility improvements as part of state of good repair capital and maintenance programs
- ✓ Continue to maintain accessible elements in public spaces through monitoring and regularly planned preventative maintenance of accessible elements
- ✓ Continue to respond to temporary disruptions when accessible elements in public spaces are not in working order by notifying the public and prioritizing remediation
- ✓ Explore the inclusion of mobility device charging stations in new and redeveloped public spaces
- ✓ Increase the number of accessible picnic tables at parks
- ✓ Continue to implement Park Bench Arm Rest Addition Program
- ✓ Continue to enhance the accessibility of new and redeveloped playgrounds
- ✓ Continue to fulfill requests for accessible pedestrian signals and install with all new traffic signals and replacements of existing traffic crossing signals
- ✓ Continue to install tactile walking surface indicators at all corners during state of good repair
- ✓ Improve accessibility at City Centre Transit Terminal by adding sliding doors at the terminal platform, elevator upgrades and replace escalator
- ✓ Install two operators for public washroom at BraeBen Golf Course
- ✓ Install three automatic door operators at Burnhamthorpe Library site
- ✓ Replace elevator/lift at Burnhamthorpe Community Centre and Huron Park Recreation Centre
- ✓ Install automatic door operators at Paramount Fine Foods Centre

2022 Key Actions

- Installed sliding doors at the following facilities:

- Living Arts Centre
- Mississauga Senior Centre
- City Centre Transit Terminal
- Enhanced interior signage and wayfinding at the Hazel McCallion Central Library
- Added protective bollards at the following facilities:
 - Meadowvale Community Centre
 - Churchill Meadows Community Centre
 - Meadowvale Theatre
- Installed protective bollard system on all points of entry to Mississauga Celebration Square (West Gate at Living Arts Drive and East Gate at Duke of York)
- Improved accessibility at several City facilities through targeted renovations:
 - Streetsville Kinsmen Hall:
 - Replaced exterior accessible ramp
 - Widened entrance and vestibule
 - Mississauga Seniors Centre
 - Upgraded accessibility of main reception desk
 - Installed new vestibule sliding doors
 - Meadowvale Theatre Renovation:
 - Installed new accessible and universal washrooms
 - Installed automatic door operators (interior doors)
 - Enhanced signage to support wayfinding
 - Installed off-street accessible parking
 - Added passenger loading zone enhancements
 - Square One Innovation Hub:
 - Installed automatic door operators at entrance doors
 - Added accessible washroom
 - Created accessible path of travel by ensuring accessible door widths and interior ramps in renovation design
 - Installed accessibility washroom upgrades at Lakeview Golf Course
- Developed accessible multi-use trail from Mississauga Road to Stavebank Road with crossing structure over Credit River that includes accessible signage, commemorative plaques, benches and rest areas
- Enhanced surfacing to meet trail standards of 55 park trails, totalling over 25 km
- Installed Fresh Air Fitness benches and instructional exercise signage, benches with armrests, paved connections and bench pads at:
 - Trapper's Green (distance markers also installed)
 - Ridgewood Park (distance markers also installed)

- Pine Tree Hill Park
- Sawmill Creek Park
- Installed outdoor fitness equipment, including instructional signage, engineered wood mulch safety surfacing, paved trail connections, and ramps at the following locations:
 - Ron Lenyk Springfield
 - Brookmede
 - Crawford Green
 - King's Masting
 - Floradale
 - Dr. Martin L. Dobkin
 - Carriage Way
 - Fred Halliday Memorial
- Added accessible spray pads at Garnetwood, Lisgar Green and Mississauga Meadowvale Rotary Parks and additional accessibility enhancements:
 - Paved surfaces including paved connection to existing park trails
 - Flush mounted and uprights spray features
 - Shade options including accessible umbrella tables
 - Accessible benches
 - Reduced distance to park washroom and parking lot
- Improved accessibility at four community playgrounds through targeted improvements including accessible swing seats, transfer platforms, engineered wood fibre safety surfacing, paved access route and park benches with armrests on concrete pads
- Completed phase 2 of construction at new accessible park, Scholars' Green which provides:
 - Open lawn areas comprised of natural grass and artificial turf
 - Outdoor fitness area
 - Fixed ping pong tables
 - Outdoor café-style seating and lounge areas
 - Walkways with specialty pavements and tree plantings
 - Streetscape improvements including a multi-use trail along Rathburn Road West Boulevard
- Installed access to accessible umbrella and chess tables at 13 locations through improved accessible pathways
- Installed 14 new accessible pedestrian signals
- Constructed 6.1 kilometres of accessible sidewalks throughout the City
- Consulted the AAC and FADS subcommittee for design input on:

- Enhanced Bus Shelter Designs
- Use of Braille on Universal Washroom Signage
- Vimy Park Landscape Improvements
- Vision Zero Memorial
- Update of the City's Facility Accessibility Design Standards
- Installed 163 tactile walking surface indicators to sidewalk ramps and pedestrian crossovers in the City as part of the 2022 Sidewalk Program

Continuing Progress

Accessibility innovation in the City goes above and beyond the commitments in the multi-year accessibility plan. Across the City, accessibility champions seek ways to make Mississauga more accessible.

In five years, the City has completed 98% of its 64 commitments in our 2018-2022 Multi-Year Accessibility Plan. We know that more progress is needed in order to make the City a more accessible organization that helps people with disabilities participate fully in their life and work. Forging new partnerships and innovative ways of working will enable the City to remove more barriers and continue driving towards becoming a more accessible employer and service provider.



2022 Annual **Accessibility Report**

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EXECUTIVE SUMMARY

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

The 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 Annual Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 6th, 2023.

A final copy of MiWay's Annual Accessibility Report will be posted on MiWay's website (www.miway.ca/accessibility) and will be available in alternate accessible formats, upon request.

1.0 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 and Milton 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.

2.0 MIWAY'S CUSTOMER CHARTER

Launched in 2021, MiWay's Customer Charter is a public commitment on what transit customers can expect from MiWay.

MiWay's Customer Charter consists of four commitments:

- *Safety first:* The safety of customers, employees and all those who come in contact with our transit service is important to MiWay. MiWay is focused on wanting everyone to feel safe and secure while riding the bus and sharing the road with other vehicles.
- *Reliable and on time:* MiWay is focused on providing a dependable transit service by being on time, minimizing delays and acting quickly when service disruptions or delays occur.
- *Excellent customer service:* MiWay is focused on making every experience a positive one. The team is committed to providing excellent customer service, treating everyone with courtesy and respect.
- *Keeping customers informed:* Whether it's communicating delays or providing customers with information to help them plan their journeys better. MiWay is focused on ensuring accurate, up-to-date service information is available online and with customer service representatives.



3.0 MIWAY'S MISSION, VISION, VALUES AND THE BASICS PROGRAM

A number of significant improvements took place with MiWay's Mission, Vision, Values and Basics (MVV+B) program. These improvements contributed to the advancement of improving accessibility at MiWay.

The MVV+B initiative was created to ensure that all employees have the same understanding of the organization's direction, and to bring an inspiring vision for the future.

Our Mission contains three main statements:

- We help connect people to their destinations with ease;
- We are people who care about people; and,
- We help make life in our City better.

Our Vision also defines MiWay's purpose, focusing on its goals and aspirations:

MiWay will provide a safe, reliable, and efficient travel choice that delivers an excellent customer experience.

Our Values help MiWay employees guide their decisions and actions. MiWay employees live by our corporate values of Trust, Quality and Excellence, and employees are also guided by two additional values that help MiWay deliver quality service to our customers:

- Teamwork - The sense of purpose employees have at MiWay, working and sharing across all groups to deliver an excellent experience to our customers.
- Commitment - MiWay is committed to working with passion in our individual contributions and with dedication to our team effort.

Our Basics are our guideposts and support tool for everyday decision-making. They are:

1. *We are Safe* - we practice safe behaviour and understand that safety always comes first
2. *We are compassionate* - we serve with compassion for others, including customers and coworkers
3. *We are efficient* - we perform work efficiently
4. *We are environmental* - we are mindful of the internal and external environments



CONVENTIONAL SERVICES – 2021 SERVICE PROFILE

Types of Services	<p>Conventional fixed route transit service.</p> <p>School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.</p>
Service Area	<p>Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)</p>
Hours of Operations	<p>Monday to Friday: 24 Hour Service</p> <p>Saturday: 3:52 AM to 2:53 AM</p> <p>Sunday: 5:50 AM to 2:18 AM</p>
Annual Passenger Boardings	48 Million
Annual Revenue Ridership	35.7 Million
Annual Revenue Service Hours	1.34 Million
Annual Vehicle Hours	1.43 Million
Annual Revenue Kilometres	30.0 Million
Number of Routes	<p>72 Routes (as of Dec. 2022):</p> <ul style="list-style-type: none"> • 7 Express Routes • 57 Regular Routes • 8 School Routes
Fleet Composition	471 accessible buses (as of Dec. 2022)



4.0 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.

5.0 ONGOING IMPROVEMENTS

5.1 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. A bus stop is considered to be accessible only if there is a hard surface bus pad (passenger landing 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 2022, 35 bus stop locations have been improved through Capital Work Projects and 38 bus stop locations were improved through the Works Operations and Maintenance Team. In addition, 1 bus stop location was further improved by providing a hard surface connection (i.e. sidewalk link) to the existing sidewalk network as part of the 2022 sidewalk program.

To ensure that throwaway costs are minimized and to capitalize on other planned projects within the City, MiWay also implements on-street stop improvements (e.g., stop relocation, stop consolidation, addition of stop infrastructure) through on-going Active Transportation and Regional Road Projects. As such, 6 stops were improved as part of the 2022 Active Transportation Project and 5 stops are currently being constructed as part of regional intersection improvement contract. In total, approximately 85 bus stop locations have been completed with such passenger landing pads installed as part of the Annual MiWay Bus Pad Program.

As of the last service change board period, October 24, 2022, there are a total of 3,238 active bus stops in the city. With the improvements noted above, approximately 2.4% (78 of 3,238) of stops serviced by MiWay are inaccessible. It is of note that approximately 60 of the 78 (77%) stops are inaccessible due to the absence of

sidewalks. MiWay will continue to collaborate with Active Transportation to address the missing sidewalk links and upgrade the inaccessible stops where feasible.

To improve accessibility for our customers, MiWay reviews all roadway construction projects and coordinates with the contractors to ensure minimal impacts to the transit stops or provide temporary stop pad installations (using asphalt or rubber mats) to provide accessible conditions during the construction projects.



5.2 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. 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 Infrastructure Planning and Engineering 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.



5.3 Red Plastic Treatment Program

As Mississauga continues to develop into a multi-modal city with an emphasis on transit-oriented development, it is important to designate bus only on-street infrastructure in order to mitigate impacts to bus operations. MiWay has an annual Red Plastic Treatment Program where a red surface treatment is applied to bus bays, bus-only lanes and terminal/station egresses to prevent other vehicles from using the infrastructure and impeding bus operations. By designating the bus only infrastructure with the red plastic treatment, these areas are more visible and therefore increases safety for operators and customers. Due to supply chain issues, 2022 locations have been deferred to 2023.



5.4 Hurontario LRT Temporary Transit Infrastructure

With construction ongoing for the Hurontario LRT project, the majority of the corridor has impacts due to construction within boulevards and roads, which include lane reductions/shifting, etc. To minimize the impact of this construction on transit service/infrastructure and customers, MiWay sought out and achieved the implementation of temporary transit infrastructure to ensure access to transit service is maintained.

Where existing accessible transit stops were disrupted due to construction along boulevard areas, temporary pads/connections were requested and installed to accommodate accessibility. This solution has been particularly beneficial at major intersections where significant transfers occur. Where construction impacts have included lane reductions and/or lane shifting, preventing transit vehicles from servicing transit stops along the boulevard, temporary pedestrian landing pad platforms and connections have been implemented during the HuLRT heavy civil construction.

The result of successful internal design collaboration, these plans accommodate pedestrians between existing and temporary stops using a series of protected walkways and ramps at transition points such as curbs. These walkways/ramps connect to temporary transit platforms that have been safely positioned so that transit vehicles can service an accessible hard surface and allow for the safe boarding/alighting customers. This concept will be in use along the entire Hurontario Street corridor within the City of Mississauga from Park Street East to Top Flight Drive /Derrycrest Drive.





In 2022, Hurontario LRT construction significantly impacted transit operations at the City Centre Transit Terminal. These impacts have led to multiple bus bay and terminal closures. During these phases temporary landing pad platforms and walkways/ramps have been installed to ensure accessible transit service is maintained.

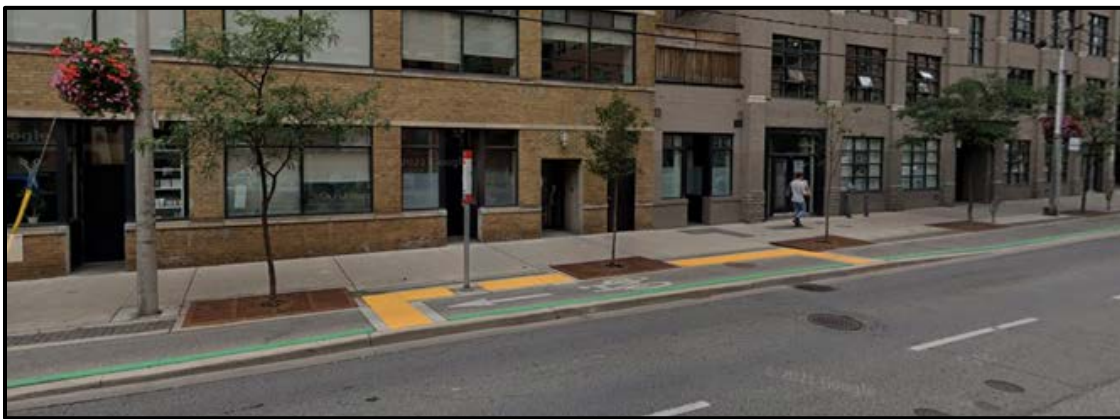


5.5 Transit and Active Transportation Integrated Infrastructure: Tactile Plates

MiWay updated the transit standard drawings for various stop configurations as part of the MiWay Infrastructure Growth Plan. The update included the development of standards that integrated active transportation infrastructure (e.g., bike lanes, cycle tracks and multi-use trails) with stop infrastructure (e.g., pedestrian landing pads and shelters).

Two configurations were developed for each integrated standard, a preferred and a constrained version, whereby the applicable standard would be dependent on the available right-of-way. For the constrained version of the standard drawing for integration with cycle tracks, the 15m by 2m concrete pedestrian landing pad is incorporated into the cycle track and is delineated by a painted yellow line and is referred to as the mixing zone as it will be used by both transit riders and cyclists.

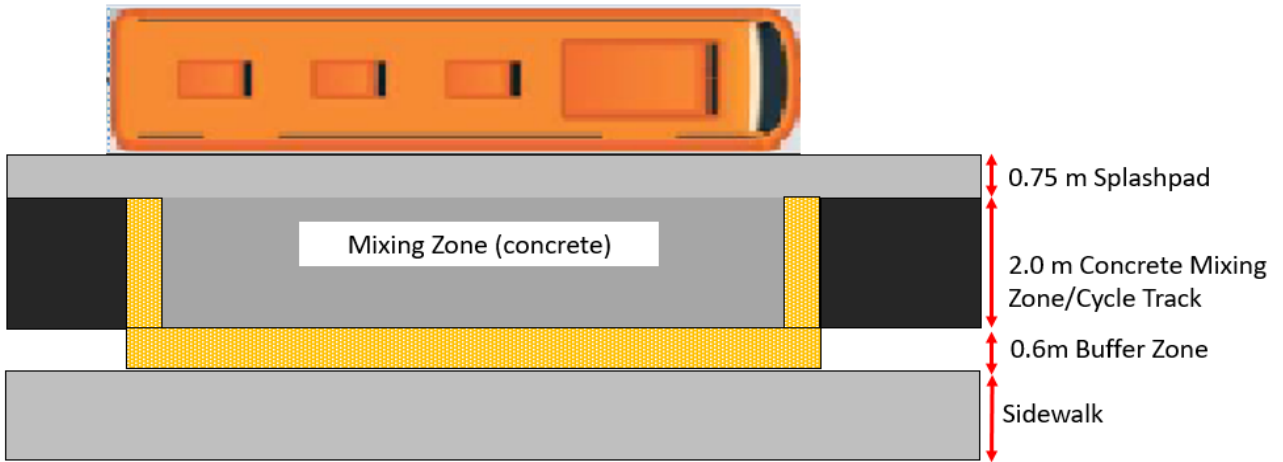
In an effort to increase awareness between the various users of the mixing zone, MiWay proposed the installation of a detectable warning surface (i.e., tactile plates) to delineate the mixing zone. The tactile plates would provide warning to transit riders that they are entering an area of potential cyclist presence and vice versa for cyclists who would be entering a passenger boarding and alighting area. The preferred layout of the tactile plates with respect to the mixing zone is shown in the figure (Mixing Zone-Preferred) below.



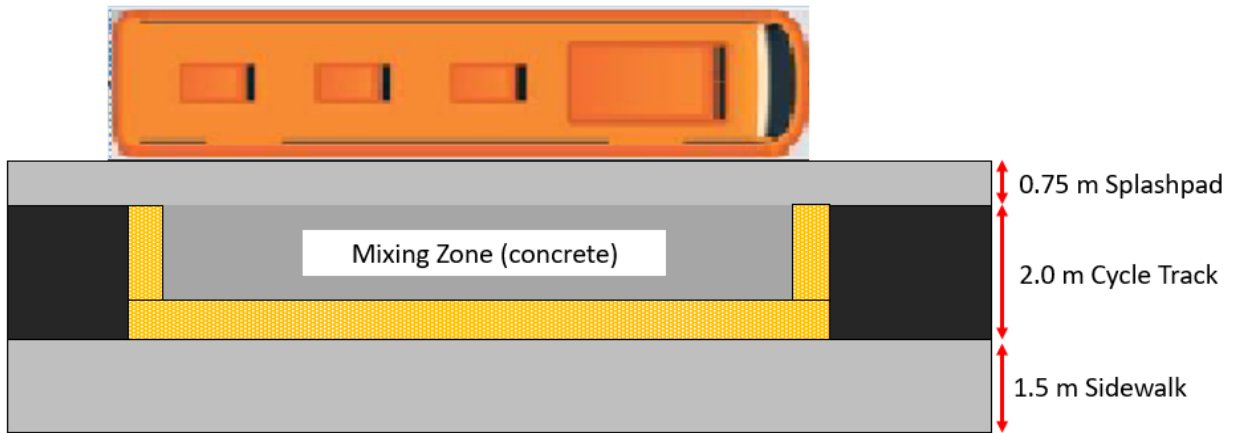
In situations whereby there are limitations with the available right-of-way and the preferred layout for the tactile plates cannot be accommodated, a constrained version was also developed as shown in figure (Mixing Zone-Constrained). The constrained version was developed in consultation with the Accessibility Group with the understanding that the tactile plates could be placed on the mixing zone within the 15m by 2m concrete area. The standard drawings will need to be updated to reflect the addition of the tactile plates; however, MiWay has been working with Active Transportation to ensure this surface treatment is included in all forthcoming projects.



Mixing Zone- Preferred



Mixing Zone- Constrained





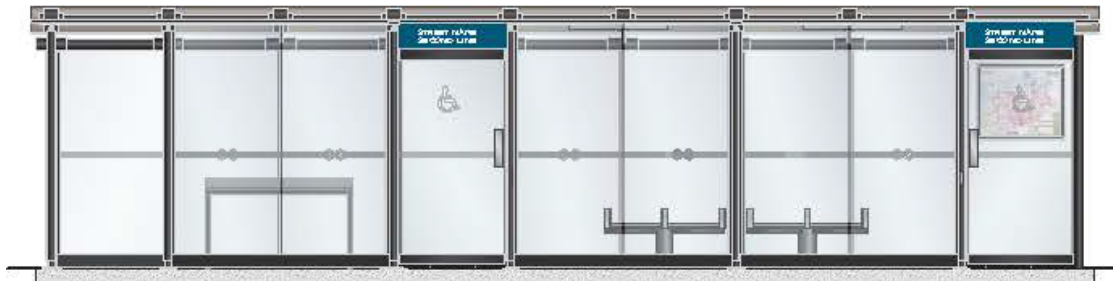
5.7 Enhanced Shelter Program

As part of the Investing in Canada Infrastructure Program (ICIP), MiWay received funding for the implementation of enhanced shelters along major corridors with existing or future express routing. These enhanced shelters would be larger than the existing on-street standard shelters and incorporate enclosed heated areas and the provision of digital schedule information. The size of the on-street enhanced shelters would be dependent on available property with the length of the shelters ranging between 8m, 12m and 16m. To ensure the provision of barrier free amenities at MiWay's on-street stops, the enhanced shelters were designed to be in compliance with AODA requirements and the City's accessibility guidelines for clear space, reach requirements and viewing heights. Furthermore, the enclosed areas are provided with wave sensors as well as for the heaters. Design concepts of the three different sizes of enhanced shelters are provided below:

8m by 2m Enhanced Shelter



12m by 2m Enhanced Shelter

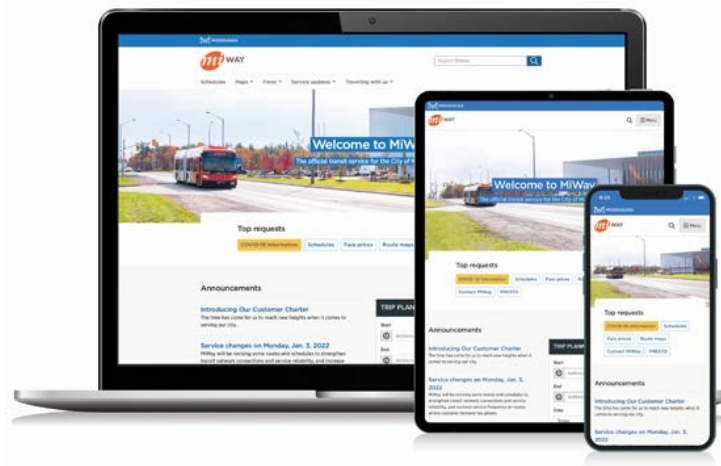


16m by 2m Enhanced Shelter



6.0 INFORMATION & COMMUNICATION

With the recent improvements to MiWay's Accessible Services, MiWay continues to ensure its web content and print material are accessible to customers.



Our goal is to be fully compliant with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines version 2.0 level AA.

On-going activities to ensure compliance include:

- Adherence to the City's new design principles which integrates accessibility.
- Adherence to the City's consistent design language in which they've adapted the POUR accessibility principles in order to make our design language and code more inclusive to users of all abilities.
- All web content is written with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.
- Updated brand guidelines with digital design colours and fonts are in use that adhere to WCAG 2.0 AA standards.

Accessible Bus Services

MiWay plans to continue these activities to remain compliant:

- Reviewing MiWay's Accessible Services webpage at miway.ca/accessibility. Information pertaining to accessible services, policies and procedures is available online for all customers.
- Customers can use the Google Translate feature on MiWay's webpage to view the information in multiple languages.

MiWay's 2022 Accessibility Plan – Status Report



- Provide web descriptions for screen readers such as image ALT tags and web link title attributions.
- New website content is developed to ensure that it is accessible to web users. Regular site improve website reports are also reviewed to identify and resolve any potential issues (e.g. ALT tags, heading structure, etc.).
- ALT tags are now added to images on MiWay's social media channels (Twitter and Facebook).

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.

New transit accessibility campaign - In 2022, MiWay launched a new campaign to raise awareness of transit accessibility features and encourage customers to consider the needs of others.

This campaign was developed by the Ontario Public Transit Association in partnership with various local transit agencies that also shared it in 2022 to promote compliance with Ontario's accessibility standards.

The campaign uses clear and simple messaging in a friendly and non-judgemental way to educate transit riders about accessibility features, such as priority seating and service animals. It also reminds people that not all disabilities are visible.

MiWay will continue to share the campaign messages on buses and on MiWay's social media channels.



7.0 FLEET IMPROVEMENTS

MiWay continues to make improvements to its fleet to ensure accessible service is provided to all customers.

Staying on top of industry improvements, MiWay's new bus deliveries will include an electric accessibility ramp. The "Smart Rider Lite" is an industry-first in fully accessible boarding. The new ramp enables buses to kneel at variable heights, minimizing the slope difference between a low floor ramp and the bus floor. The ramp automatically deploys and the bus proceeds to kneel keeping the ramp more level as opposed to on an incline (up-hill) into the bus.

This improvement provides increased stability, and eliminates the varying slopes that are created when ramps are deployed along uneven road surfaces.



8.0 TRAINING

8.1 Operator Training and Communication Improvements

After the pandemic slowed down the delivery of some of our training programs, 2022 focussed on relaunching them with higher frequency and larger class sizes once again. The MiWay Learning Centre ran a total of ten *New Transit Operator Training Program* classes for new recruits and five *Refresher Training Program* classes for existing Transit Operators. Accessible customer service continues to be an important module covered in both of these programs.

The new hire program's accessibility module is a four-hour course that includes classroom training on MiWay's accessibility policies and procedures, the expectations of a Transit Operator, the impact of both visible and non-visible disabilities, as well as roleplaying and on-the-bus simulations. The City of Mississauga's eLearning *Accessibility for Ontarians with Disabilities* is a prerequisite for this course, and there are additional follow-up exercises completed ahead of time and reviewed together in the classroom. Discussion focusses on potential barriers in transit, tips for communication with passengers with various disabilities and how best to provide service to passengers with various disabilities. New Transit Operators also practise their role in accessibility and the technical functionalities of the accessibility ramp through the on-the-road component of the training program.

The refresher program's accessibility module reviews MiWay policies and procedures to remind existing Transit Operators of their role in accessible customer service, emphasizes the impact of language choices and discusses the transit experience for passengers with non-visible disabilities in particular.

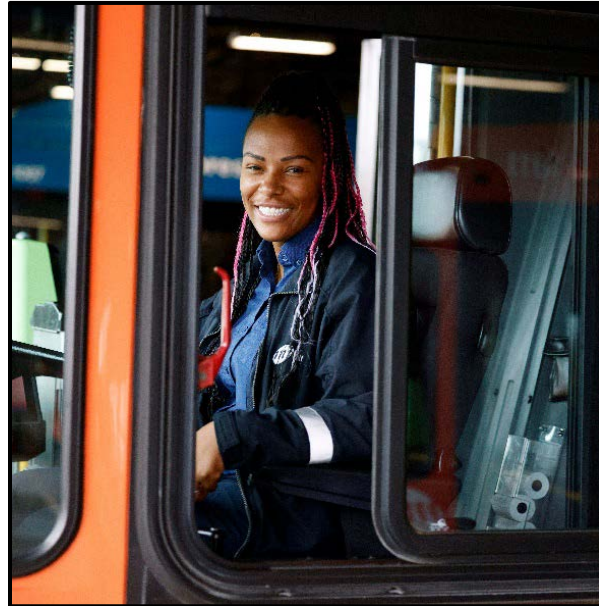
In addition to Transit Operator training programs, MiWay continues to deliver the Route Supervisor Refresher Program. Day 2 of this 5-day program focused on serving with compassion and reviewed the City of Mississauga's *Accessibility for Ontarians with Disabilities* eLearning course.

In all three of these programs, what continues to stand out most are the videos created in partnership with Accessibility Advisory Committee (ACC) members. Feedback from Training Officers, Transit Operators, and Route Supervisors validate how impactful these videos are for our learners. Additionally, the City's *Words with Dignity – People First Terminology* resource also continues to be a highlight of our programs. Discussion on the power of words is a key lesson for many of our participants.

Furthermore, the Learning Centre executed the recruitment process for new Transit Operators in 2022. With this recruitment, testing questions and interview questions

were both revised. An integral component of these questions is customer service, including accessible customer service, to ensure we are recruiting individuals with a strong background in service and a positive attitude towards helping people.

In the spirit of continuous improvement, the MiWay Learning Centre team looks forward to its ongoing development of its recruitment and training programs with future accessibility enhancements.



8.2 Customer Service Staff Training and Accessible Service

Accessible customer service is an integral part of the Customer Service Training Program and how we deliver service. The new and refresher training course includes an e-learning component, “Accessibility for Ontarians with Disabilities” and a classroom discussion focused on dignity, respect, and available support for the customer and the employee. We encourage open dialogue to learn from one another and reaffirm our commitment to accessible service for all.

Our Customer Service staff provide additional support for customers who may have accessible needs. They are trained to use tools to improve and enhance communication using simple tactics such as speaking in plain language, writing instructions and key words on paper, and provide a simple diagram to help direct customers in their travels. In addition, Customer Service staff work with other MiWay staff such as Route Supervisors and Transit Enforcement Officers to get the customer on board the right bus. When requested, they may also escort customers to their bus stop should they need assistance with wayfinding.

MiWay's 2022 Accessibility Plan - Status Report



In 2019, the BRAVO customer service model was introduced. It is the City of Mississauga's new customer interaction model for staff. The program was established to create greater consistency in customer service interactions across the City. Since launch, Customer Service staff follow this new model and receive refresher training annually.

The City of Mississauga has a long history of providing responsive services to its citizens. In 2017, the City launched a Workforce Diversity and Inclusion Strategy. It recognizes the importance of the uniqueness of individuals and creating an environment that values and respects them for their talents, skills and abilities. To promote diversity and inclusion, the City has launched a number of programs aimed to further employee understanding and knowledge. The goal is to remove barriers for employees in order for them to thrive in the workplace and serve its citizens. The Customer Service team continues to learn and find new ways to adapt to its customers' needs with each interaction. The team constantly looks at ways to remove barriers in the workplace to provide excellent service for all.



MiWay is looking to improve the way we deliver customer service. In 2022, MiWay started working with an independent consulting company to review our Customer Service Program. This review will include a full current state review using research and benchmarking best practices. We will be conducting customer surveys and focus group sessions to gain a better understanding of all our customers' user experience including those with accessible needs. This project will provide long-term customer service improvements and recommendations. As a way forward, the MiWay Customer Service team will continue to focus on making improvements in how we deliver service to all our customers.

9.0 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 6th, 2023).

10.0 PLAN APPROVAL & COMMUNICATION STRATEGY

Transit Management Team approved the 2022 Accessibility Report at its January 17th, 2023 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 2022 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

11.0 CONCLUSION & NEXT STEPS

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2022 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.

12.0 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, Customer Service Representatives are available:

Weekdays:	7:00 am to 7:00 pm
Weekends:	9:30 am to 5:00 pm
Holidays:	9:30 am to 5:00 pm
E-mail:	miwayhelps@mississauga.ca

To provide customer feedback, customer service representatives are available:

Weekdays:	7:00 am to 7:00 pm
Saturdays:	9:30 am to 5:00 pm
Sundays/Holidays:	Closed
Online Form:	Online Feedback Form

MiWay – Website: [MiWay Website](#)

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

Follow us on Twitter: @MiWayHelps

Follow us on Facebook: miwaymississauga

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



City of Mississauga
Corporate Report



<p>Date: May 8, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files: CD.06.HAF</p>
<p>From: Andrew Whittemore, M.U.R.P., Commissioner of Planning & Building</p>	<p>Meeting date: May 24, 2023</p>

Subject

Canada Mortgage and Housing Corporation (CMHC) Housing Accelerator Fund (2023) Application

Recommendation

1. That the Action Plan in support of Mississauga's application for the CMHC Housing Accelerator Fund, outlined in Appendix 1 of the report "Canada Mortgage and Housing Corporation (CMHC) Housing Accelerator Fund (2023) Application," dated May 8, 2023, from the Commissioner of Planning and Building, be approved-in-principle.
2. That the Chief Administrative Officer be authorized to approve any changes to the Action Plan in support of Mississauga's application for the CMHC Housing Accelerator Fund, on behalf of The Corporation of the City of Mississauga, prior to finalizing the application.
3. That all necessary by-laws be enacted.

Executive Summary

- CMHC recently announced details on the Housing Accelerator Fund (HAF). The primary objectives of HAF are to encourage housing supply growth and enhance certainty in development approvals.
- To secure funding the City must demonstrate how HAF funds will achieve additional housing units beyond what will otherwise be achieved without HAF funding.
- The Action Plan is an integral component of the application and must consist of a seven (7) or more new initiatives as well as housing targets over a three (3) year period. Council approval of the Action Plan is required prior to signing the contribution agreement.
- The application deadline is June 14, 2023. Contribution agreements will be signed in July 2023 and the first funding advance is targeted for August 2023 at the earliest. Due to short timelines, staff recommend that final approval of the detailed Action Plan be delegated to the Chief Administrative Officer.

- The HAF funds may be spent in a variety of ways, provided they fall under one of the four categories of permitted uses, including Action Plan initiatives, affordable housing, housing-related infrastructure, and community-related infrastructure.

Background

The Canada Mortgage and Housing Corporation (CMHC) recently released details on the Housing Accelerator Fund (HAF). HAF is a \$4 billion incentive program targeting local (lower-tier) municipal governments, with an anticipated outcome of 100,000 additional building permits issued in Canada.

The aim of the program is to encourage new municipal initiatives that will increase housing supply at an accelerated pace and enhance certainty for developers in the approvals and building process, resulting in transformational change to the housing system. Other program objectives include developing complete, low-carbon and climate-resilient communities that are affordable, inclusive, equitable and diverse.

To access funding, municipalities are required to submit an application to CMHC. The application requires a Council-approved (or approval by a delegated authority) Action Plan demonstrating commitment to new initiatives and growth targets that will result in additional unit growth over a 3-year period from 2024-2026. The purpose of this report is to provide an overview of HAF funding details and seek General Committee's approval-in-principle of the Action Plan. Due to short timelines, the approval authority of the final Action Plan is recommended to be delegated to the Chief Administrative Officer.

Comments

Securing Funding

CMHC has identified Mississauga as a growth leader with a greater ability to achieve new housing supply. Funding eligibility is determined by the strength of the Action Plan submitted to CMHC, which must consist of seven (7) or more new initiatives, housing targets, and a housing needs assessment. The initiatives and targets are scored against evaluation criteria to determine initial funding eligibility. Staff's proposed initiatives are outlined in Appendix 1. Most of the proposed initiatives were included in *Growing Mississauga – An Action Plan for New Housing*, which was approved by Council in February, 2023.

Action Plans will be scored higher if they:

- Demonstrate a commitment to increasing housing supply (max. 10 points);
- Support the objectives of the HAF program (qualitative measures);

General Committee	2023/05/08	3
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- Include initiatives that are effective at increasing housing supply¹ (max. 20 points); and,
- Demonstrate a need for increased housing supply through the submission of a needs assessment (0 points = no assessment included; 5 points = assessment included).

The Region of Peel completed a housing assessment as part of the Housing Strategy (2018) as well as a data update (2021), both of which will be included in the application.²

Funding to Mississauga determined by Targets Set

If successful in the evaluation, Mississauga will be awarded funding based on an overall projected number of additional new units that will occur as a result of the HAF funding. The methodology is outlined in Table 1 and is based on the quantity and type of units targeted. Multi-unit housing in close proximity to transit will receive the most per unit funding, followed by 'Missing Middle' built form multi-unit housing, other multi-unit housing, and detached homes. An affordable housing bonus of \$19K / unit is also available. In total, per unit funding will range from \$20K to \$54K per unit.

Table 1 – Funding Methodology

Housing Type	Description	Market (\$ / unit)	Affordable (\$ / unit)
Multi-unit housing (close to rapid transit)	Within 1500m of rapid transit, which operates frequent service with high capacity and priority over other modes of transportation typically achieved through an exclusive right-of-way.	\$35K	\$54K
Multi-unit housing ('Missing Middle')	Ground-oriented housing types that exist between single-detached and mid-rise apartments, including garden suites, secondary suites, plexes, row houses, courtyard housing, low-rise apartments (less than 4 stories).	\$32K	\$51K
Multi-unit housing (Other)	Other multi-unit housing that is not close to rapid transit or 'Missing Middle'	\$27K	\$46K
Detached units	A building containing 1 dwelling unit, which is completely separated on all sides from any other dwelling or structure.	\$20K	\$39K

¹ Effectiveness is assessed based on:

- Implementation: Time it will take to complete initiative;
- Timeliness: Time it will take to start to achieve additional permitted units as a result of initiative;
- Supply Impact: Extent to which initiative will improve housing and community outcomes; and,
- System Impact: Extent to which initiative increases stability / predictability in the housing system.

² Housing Strategy: <https://www.peelregion.ca/officialplan/review/pdf/2018-housing-strategy.pdf>

Data update: <https://www.peelregion.ca/officialplan/review/pdf/2021-04-Apr-Housing-Strategy-Data-Update-for-IZ-Assessment-Report.pdf>

Staff are projecting that the HAF funding could incentivize between additional 1,000 to 1,500 units per year beyond normal growth levels for a total of 3,000 to 4,500 additional units between 2024-2026. Staff anticipate the proposed initiatives will have a long-term positive impact on supply system, however the short-term impact (within program timeframe) may be dependent on a number of factors outside of the City's control, e.g. market conditions. The majority of units will fall into the multi-unit housing categories noted in Table 1.

Additional Supporting Materials

An attestation letter from Chief Financial Officer (or equivalent, e.g. Treasurer), audited financial statements, and an integrity letter is also required as part of the application.

Spending the Funds

The application to CMHC requires an upfront estimate of how the funds will be spent. However, CMHC does not require Council (or delegated authority) approval of the funding allocation to Mississauga projects.

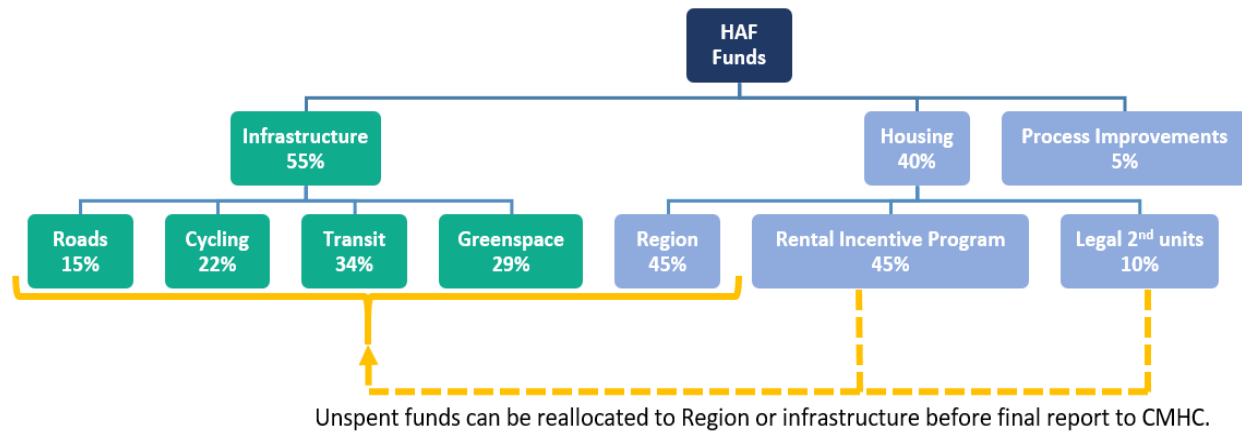
The permitted uses of HAF funds are broad, as identified in Table 2. The City has the discretion to determine how much of the funding will be put towards Action Plan *initiatives*, versus how much of the funds can be spent on other capital *projects*, provided the uses are permitted.

Table 2 – Permitted Uses of HAF Funding

Category	Sub-category	
HAF Action Plans	<ul style="list-style-type: none"> Any CMHC approved initiative in proponent's Action Plan 	
Affordable housing	<ul style="list-style-type: none"> Construction, repair or modernization Land / building acquisition, incentives 	
Housing-related infrastructure	<ul style="list-style-type: none"> Public transit Water, WW, SWM Community energy systems 	<ul style="list-style-type: none"> Capacity building Broadband Brownfield redevelopment Disaster mitigation
Community-related infrastructure	<ul style="list-style-type: none"> Local roads, bridges Sidewalks, bike lanes 	<ul style="list-style-type: none"> Landscaping, greenspace Fire halls

Staff are proposing a balanced funding allocation for Council's consideration, as identified in Figure 1, and will report back with a more detailed plan once funding is allotted to the City.

The City must show progress towards implementing Action Plan initiatives and achieving unit growth targets, or program funding may be at risk. Staff are proposing that 45% of funds be directed to housing and process improvements to support projects in the Action Plan that have the most direct link to new affordable housing / multi-unit building permits. This includes a proposed transfer of funds to Peel Housing for the creation of new units in Mississauga.

Figure 1 – Proposed Funding Allocation

If program uptake on the incentive program initiatives is not as strong as anticipated, funds can be reallocated to Regional housing or other City infrastructure projects. Staff suggest 55% of the funds be allotted to support development enabling infrastructure within transportation and park services.

Funding Advances and Reporting

Funding is advanced in four equal payments, the first of which is issued upfront after the contribution agreement is signed, and the remaining payments occurring once annually on the anniversary date. The fourth and final installment will be awarded based on achievement of targets.

Municipalities are required to periodically report on the progress of the Action Plan and achievement of targets. Reports are required 6 months after the initial advance and annually on the anniversary date of the agreement. A total of 5 reports are required. The reports will cover:

- Progress on initiatives and commitments;
- Permit data;
- How HAF funds were spent; and,
- Attestation letter that the City is on track with initiatives.

Next Steps

Applications are due by June 14, 2023 and if successful, the City will enter into a contribution agreement with CMHC no later than end of July, 2023. If successful in securing funding, staff will report back on more specific plans to allocate funds to City projects.

The first funding advance is expected to occur in August or shortly thereafter. All funds must be spent by final reporting to CMHC in late 2027.

Strategic Plan

Housing stems from the Strategic Plan “Belong” Pillar. Two strategic goals relate to housing affordability – “Ensuring Affordability and Accessibility” and “Support Aging in Place.” Action 1 – “Attract and keep people in Mississauga through an affordable housing strategy” connects to the work on the City’s Housing Strategy and *Growing Mississauga*.

Financial Impact

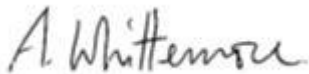
There is no financial impact resulting from this report. Securing the HAF funding will allow the City to advance *Growing Mississauga* initiatives and fund other projects that support and encourage growth. The funds are advanced in four equal installments over the program and failure to show progress on the Action Plan or comply with program requirements may put program funding at risk.

Conclusion

In preparation for a CMHC HAF application, staff are seeking Council’s approval-in-principle of the proposed Action Plan outlined in this report, as required by CMHC. Approval of the final Action Plan is proposed to be delegated to the Chief Administrative Officer. The City is well-positioned as a large and fast-growing municipality to secure HAF funding. The HAF funding will encourage transformational change and create positive impacts on housing supply and affordable housing in Mississauga.

Attachments

Appendix 1: Proposed Action Plan Initiatives for CMHC HAF Application



Andrew Whitemore, M.U.R.P., Commissioner of Planning & Building

Prepared by: Catherine Parsons, Planner, City Planning Strategies Division

Appendix 1: Proposed Action Plan Initiatives for CMHC HAF Application

Table 1: Draft Initiatives for Housing Action Plan

Initiative	Sub-initiative (Milestones)
1. Incentivize affordable rental housing	1a. Development Community Improvement Plan for Affordable Rental Housing; stack with Regional Incentives
	1b. Reduce / eliminate planning application fees for non-profit applicants
2. Expand as-of-right permissions in residential neighbourhoods	2a. Update official plan and zoning to allow 3 units per lot and multi-plexes
	2b. Allow temporary garden suites
	2c. Collapse residential official plan designations to increase flexibility for housing
3. Increase capacity for additional units in neighbourhoods	3a. Coordinate incentives for 2nd units with Region of Peel
	3b. Implement on-street permit parking and lower driveway boulevard parking
4. Accelerate housing through system improvements and catered services	4a. Establish Permit Approval Team for targeted residential proposals including accessory dwelling units
	4b. Create new Development Liaison role to facilitate residential applications
	4c. Streamline approval process to meet new Bill 109 timelines
5. Optimize government land for affordable housing	5a. Pre-qualify housing providers for joint-venture projects
	5b. Explore co-development of housing & facilities on municipally-owned lands
	5c. Explore opportunities for Community Land Trusts
6. Partner with Region of Peel	6a. Pre-zone Housing Development Master Plan sites
	6b. Support Regional Housing Development Master Plan projects
7. Identify opportunities for additional multi-unit residential development on key sites	7a. Work with conservation authorities to update flood policies
	7b. Complete Dixie Outlet Mall policy review
	7c. Explore opportunities for development permissions on sites ≥ 1 hectare
	7d. Implement Reimagining the Mall as-of-right zoning permissions
8. Identify opportunities for additional multi-unit residential development on existing employment lands	8a. Study employment lands to identify conversion opportunities
9. Unlock growth by making strategic investments in transit and multi-modal oriented development in Downtown Mississauga and	9a. Conduct Environmental Assessment for expanded Downtown LRT loop
	9b. Improve cycling and active transportation infrastructure

Initiative	Sub-initiative (Milestones)
along intensification corridors (Dundas, Lakeshore)	9c. Investigate opportunities for increasing greenspace
	9d. Expand transit and add dedicated (Dundas and Lakeshore corridors)
10. Educate community on housing and affordable housing	10a. Educate industry and community on housing issues, opportunities, programs, initiatives

City of Mississauga
Corporate Report



<p>Date: May 1, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, City Manager and Chief Administrative Officer</p>	<p>Meeting date: May 24, 2023</p>

Subject

2022 Progress Report on Equity, Diversity and Inclusion

Recommendation

That the Equity, Diversity and Inclusion 2022 Progress Report attached as Appendix 1 to the corporate report dated May 1, 2023 entitled "2022 Progress Report on Equity, Diversity and Inclusion" from the City Manager and Chief Administrative Officer be received for information.

Executive Summary

- The Report (Appendix 1), outlines actions that fulfill corporate priorities on EDI, respond to Council direction, show progress on recommendations from the Workforce Diversity and Inclusion Strategy, and highlights other initiatives that promote and entrench EDI into all corporate practices.
- Initiated in response to direction from General Committee on May 12, 2021, this report is now an annual occurrence and for the first time includes actions taken from across the Corporation to advance and entrench EDI within the organization.
- EDI initiatives in the Report have been categorized under four themes:
 - **Supporting Change:** initiatives that support systemic change in the Corporation
 - **Supporting a Culture of EDI Learning and Development:** learning tools; training; presentations; consultations that make divisions aware of fundamental EDI principles and concepts and how to apply them to their line of business
 - **Developing EDI Policy and Governance:** projects that advance EDI through redesign of policy/program/service
 - **Identifying and Addressing Systemic Barriers:** tools and resources that support staff in their effort to embed EDI in their work

- The Report provides an overview of EDI work that will continue through 2023 and into 2024.

Background

The City has been undertaking the recommendations from the Workforce Diversity and Inclusion Strategy since 2017. Many more actions outside of the strategy have been taken as well. Staff dedicated to EDI have also been hired and are actively working across the corporation to enhance the City's commitment to equity and inclusion.

Several major milestones underpin the City of Mississauga's (City) work on Equity, Diversity and Inclusion including the:

- City's commitment under the Workforce Diversity and Inclusion Strategy and its recommendations.
- City's commissioning of the KPMG report on Human Resources Recruitment and Leadership Succession Planning Processes Review with EDI Lens.
- Council approval of the report on City's Asset Naming Policy Review through an EDI Lens.
- City's commitment to Truth and Reconciliation.
- Council approval of the Black Caucus report in 2022.
- City's legislative compliance obligations under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

Comments

EDI Annual Report

This year's Report showcases the EDI work across the Corporation that has evolved into a 'decentralized' governance and reporting structure. This includes the work that has been done by Strategic Communications and Initiatives, City Manager's Office, Human Resources, Facilities and Property Management, and Culture. By intentionally collaborating as a 'community of practice' these disparate EDI functions have strategically merged.

While decentralized in structure, all EDI practitioners in the corporation share a common purpose, namely, facilitating systemic change within the corporation based in EDI considerations. Appendix 1 provides an overview of the work done in 2022 to advance EDI throughout the corporation.

2022 Employee Engagement and Demographic Survey

As an update, the City conducted its 2022 Employee Engagement and Demographic Survey. The 2022 Survey is an industry leading best practice amongst Canadian municipalities as it uses three unique lenses to analyze data: engagement, demographic and psychosocial factors.

The City achieved an overall engagement score of 67.4% with a City response rate of just over 47%, with 58% of permanent employees and 30.4% of temporary employees responding.

Given it has only been two years since the last Workforce Diversity and Inclusion Survey, the results remain relatively unchanged. However, there is some data of note:

- There remains a significant discrepancy between BIPOC, White, Immigrant, Non-Immigrant representation in the workforce when compared to availability in the City generally (according to Statistics Canada 2021 Census for Mississauga)
- The City continues to show under-representation of most equity-deserving groups in positions of leadership
- Consistent with the 2020 demographic survey, equity-deserving groups remain less assured of the City's commitment to equity, diversity and inclusion. Notably, Black respondents are less assured of the City's commitment to EDI
- On a positive note, in 2022 survey 56% of employees (other than heterosexual/straight) responded that they feel comfortable disclosing their sexual orientation in the workplace compared to 32% that do not and 12% who responded prefer not to answer. In the 2020 survey, only 39% of employees felt comfortable disclosing their identity as opposed to 42% who did not.

Financial Impact

There is no financial impact as a result of this report.

Conclusion

The City is open and committed to doing more to realize two fundamental goals of EDI:

1. Fulfill the Workforce Diversity and Inclusion Strategy's vision of creating a respectful and supportive workplace that attracts, retains and develops a talented workforce reflective of our communities and citizens.
2. Embed EDI considerations in a meaningful manner into all City policies, programs and services to bring about systemic change.

Progress was made in 2022 and will continue to be made in 2023 on EDI initiatives across the corporation.

Attachments

Appendix 1: Equity, Diversity and Inclusion 2022 Progress Report



Shari Lichterman, CPA, CMA, City Manager and Chief Administrative Officer

Prepared by: Uzma Shakir, Strategic Leader, Diversity & Inclusion, Strategic Communications
& Initiatives, City Manager's Office

EQUITY, DIVERSITY AND INCLUSION

2022 PROGRESS REPORT



MISSISSAUGA



Over the last year the City of Mississauga’s Equity, Diversity and Inclusion (EDI) work has organically evolved into a ‘decentralized’ governance and reporting structure.

In response to the recommendations from the 2017 Workforce Diversity and Inclusion Strategy and the City’s commitment to EDI, dedicated EDI Subject Matter Experts (SMEs) have been hired and placed both in the City Manager’s Office and Human Resources. This is complimented by the City’s pre existing specialists focusing on the City’s legislative obligations under Accessibility for Ontarians with Disabilities Act (AODA) in Facilities and Property Management and Indigenous Relations in Culture. By intentionally collaborating as a Community of Practice these seemingly disparate EDI functions have emerged as a unique and effective grassroots “model”, decentralized in structure but with a shared purpose, namely, facilitating systemic change within the Corporation that is based in EDI considerations.

The following SMEs and their management team have been integral in the City's committed journey to EDI:

- EDI Strategic Leader, Strategic Communications and Initiatives Division, City Manager's Office
- EDI Consultant, Talent Management, Human Resources
- Mental Health Consultant, Employee Health Services, Human Resources
- Talent Diversification and Inclusion Specialist, Talent Acquisition, Human Resources
- Accessibility Supervisor, Facilities and Property Management
- Heritage Planning and Indigenous Relations Manager, Culture
- Management Consultant, Corporate Business Services, Corporate Services (on a project basis)

The City's EDI work is further supported by the following committees; strategic actions and policies:

- Committees of Council: Accessibility Advisory Committee (AAC); Diversity and Inclusion Advisory Committee (DIAC)
- Employee Equity Advisory Committee (EEAC)
- Staff Accessibility Resource Team (StART)
- Strategic EDI actions taken by the Mayor's Office: Black Caucus; Diabetes Strategy
- Divisional EDI Plans: Transit MiWay and Animal Services
- Sustainable Procurement Policy

Categorized under four themes, this report provides a salient summary of the notable EDI activities from across the Corporation with a particular focus on the collaboration between the City Manager’s Office and Human Resources. The report outlines actions that fulfill corporate priorities on equity, diversity and inclusion, respond to Council directions, show progress on recommendations from the Workforce Diversity & Inclusion Strategy and other initiatives that promote and entrench EDI into all corporate practices. These initiatives are either completed or in progress. It is followed by a brief list of anticipated actions for 2023–2024.

Theme	Description
Supporting Change	Initiatives that support systemic change in the Corporation
Supporting a Culture of EDI Learning & Development	Learning tools; training; presentations; consultations that build divisional knowledge and skills to understand fundamental EDI principles and concepts and apply them to their line of business
Developing EDI Policy & Governance	Projects that advance EDI through redesign of policy/program/service
Identifying and Addressing Systemic Barriers	Tools & resources that support staff in embedding EDI in their work in order to reduce systemic barriers

SUPPORTING CHANGE

Implementing “First Steps”

A community driven report by the Black Caucus that went to Council in April and identifies a wide range of recommendations to be implemented across the Corporation in order to address the needs of the Black community in Mississauga. (In progress)

Implementing Employee Resource Groups (ERG)

ERGs aim to increase engagement and inclusivity in the workplace. They are considered industry best practice in organizations committed to EDI and are voluntary employee-led groups who share a common identity, lived experience and/or set of interests and who self organize to support the personal growth and professional development of their members. (To be launched in 2023)

Building EDI webpages

EDI webpage on Inside Mississauga (the internal employee internet site) has been developed to produce a centralized resource on EDI at the City. (Completed) EDI external page is being developed. (To be launched in 2023)

Developing EDI Plans

EDI plans have been developed for specific divisions that have requested a customized plan for their unique line of business. (e.g. Transit; Animal Services - ongoing)

Hiring a Talent Diversification & Inclusion Specialist

This role is focussed on implementing the recommendations of the KPMG report commissioned by Human Resources to focus on building outreach relationships and partnerships both internally and externally, while tackling sourcing challenges and supporting EDI initiatives related to Talent Acquisition. (Completed)

Total Rewards Enhancements

Recently the City has implemented a number of changes focussing on positive mental health including enhancements to psychology services benefit coverage, adding more flexibility to the Wellness Account and expanding Employee and Family Assistance program. (Completed)

Accessible Facilities and Public Spaces (Ongoing)

Accessibility has been improved at several City facilities and public spaces through targeted renovations to remove existing built environment barriers. The most notable improvements are:

- Mississauga Seniors Centre: New entrance sliding doors and accessible reception desk
- Meadowvale Theatre: New universal and accessible washrooms, automatic door operators on interior doors and enhanced signage to support wayfinding
- Living Arts Centre: New sliding doors at three entrances
- New Square One Innovation Hub: New automatic door operators at entrance and interior doors, accessible washroom and accessible path of travel including interior ramps and improved door widths

Museum Tours

Organized virtual tours of all physical Museum exhibitions providing an option for individuals who cannot visit the museum or prefer to learn virtually. (Ongoing)

New outreach Partnership

Built partnership with Indigenous Works to assist in attracting, hiring, and retaining Indigenous employees and fulfill City's commitment to reconciliation. (Completed)

Under TRC Calls to Action #45- Treaty Relationships (Ongoing)

- City of Mississauga permanently raised the Mississaugas of the Credit First Nation (MCFN) flag in Council Chambers
- The City collaborated with MCFN on our first annual National Indigenous Peoples Day celebration
- The City partnered with the MCFN and the National Centre for Truth and Reconciliation for Gidinawendimin (We are All Related) targeting youth across Canada

DEVELOPING POLICY & GOVERNANCE

A review of the City's Asset Naming Policies through an EDI Lens

A review is underway to develop new commemoration and recognition policies for the City of Mississauga with an equity, diversity and inclusion perspective by defining guiding principles for asset naming, refining the existing seven asset naming policies and updating the streets name registry. (To be completed in 2023).

Recognizing Dates and Events at the City of Mississauga

A project has been initiated to ensure greater coordination across the City by creating a centralized process for recognizing dates and events, including planning events and developing consistent branding. (To be rolled out in 2023).

Integrating EDI in Internal Audit activities

A partnership between Strategic Communications and Internal Audit has been established to integrate relevant aspects of EDI in the Internal Audit engagements, in order to raise awareness on EDI obligations, gather information about current state of EDI awareness and support the creation of a state of readiness across the City for future Equity Audits. (To be explored further in 2023).

Employee Equity Advisory Committee (EEAC)

A permanent community of practice was created to connect employees who are 'equity thinkers/practitioners' at the City to each other and leverage their lived experience/knowledge/wisdom to help build a corporate culture of shared responsibility for advancing equity, diversity and inclusion at all levels of the corporation and produce a shared narrative and practice of EDI. (Ongoing).

Workplace Psychological Health and Safety Strategy (WPPHSS)

In February 2022 this strategy was approved to advance the City as a psychologically healthy and safe workplace. It promotes employees psychological well-being and actively works to prevent harm to employee psychological health. The strategy includes three foundational pillars - Prevention, Promotion and Resolution, and three goals focused on organizational process, leaders and employees. (Ongoing).

Place-making (Ongoing)

Over the past year, the City has focused on “place-making” by returning Indigeneity to the City which bears an Anishinaabe name by:

- Establishing meetings with the Mississaugas of the Credit and Six Nations of the Grand River to discuss land planning, economic development and City-building projects
- Permanently raising the Every Child Matters flag over Celebration Square to mark the survivors of Residential schools as well as those children that did not make it home
- Partnering with the Moccasin Identifier Project to become one of the largest activators of the project, creating a Moccasin crosswalk in Lakeview and stenciling dozens of moccasins at City events, locations and programs
- Passing a motion to partner with Indigenous communities to commemorate the Antrex village; a 700 year-old village located in Ward 5
- Unveiling the Flame of Life, an Anishinaabe art mural at Fire Station 104 and on the trucks operating from that station depicting the Indigenous relationship to fire

SUPPORTING A CULTURE OF EDI LEARNING & DEVELOPMENT

Continuing with Equity Alerts

A micro-learning tool that outlines definitions and key concepts related to Equity, Diversity and Inclusion in a progressive manner going from basic to more complex topics. To date 19 Equity Alerts have been produced and managers and supervisors across the corporation are using them to conduct team discussions on EDI. (Ongoing)

Introduced Equity Alert Cafes

In 2022 Equity Alert Cafes were introduced to all employees that provide a monthly opportunity for employees to meet virtually and collectively unpack information outlined in Equity Alerts. Facilitated by EDI minded leaders, Equity Alert Cafes provide an opportunity to connect diverse employee voices from various divisions to further their learning process. (Ongoing)

Continuing Foundational EDI Training

This training provides a review of basic EDI terminology including: the difference between equity and equality; understanding different levels of privilege; unconscious bias; micro-aggressions. (Ongoing)

EDI Speakers (Ongoing)

In 2022, City employees were invited to attend sessions with three EDI Speakers:

- Selam Debs is a singer-songwriter, poet, holistic life coach, yoga & meditation expert, writer and inspirational speaker. She is known for telling her compelling story of overcoming adversity and naming and addressing anti-black racism specifically and racialization generally
- Kendall Netmaker is an award-winning entrepreneur, author, and gifted keynote speaker who is on a mission to empower and motivate people worldwide by sharing his story that regardless of where you come from and what challenges you face, you have the power to enact change
- Phyllis Webstad is the Founder and Ambassador of the Orange Shirt Society, and tours the country telling her story and raising awareness about the impacts of the residential school system. She has published two books, the “Orange Shirt Story” and “Phyllis’s Orange Shirt” for younger children

Talent Management Knowledge Hub

Implemented a Talent Management Knowledge Hub webpage for all employees providing various learning resources including EDI resources. (Completed)

Job Required Leader Curriculum (In Progress)

Developed components of the job required (mandatory) Leader Curriculum that include:

- Securing Truth and Reconciliation Deep Dive Learning for Leaders (5 modules)
- Development of a Hiring Manager EDI Recruitment e-Learning module

Initiated the Working Mind

Endorsed by the Mental Health Commission of Canada, it is an evidence-based program designed to promote mental health and reduce the stigma around mental illness in the workplace. To date approximately 90% of the City's people leaders have successfully completed this program. (Ongoing)

Indigenous Cultural Awareness Learning

Secured Indigenous Cultural Awareness e-Learning Modules for all employees (mandatory legislative curriculum). The modules include:

- Module 1 Indigenous Peoples and Places
- Module 2 The Road to Colonization
- Module 3 Land and Rights

These modules will be introduced to employees beginning in 2023.

Accessible Training Courses

Launched three new training courses on creating accessible documents and presentations along with new guides on creating accessible social media, videos and podcasts. (Completed)

Truth and Reconciliation Calls to Action (Ongoing)

The Mississaugas of the Credit Strategic Plan speaks to have greater awareness about the culture and history of their people within the territory. To this end, the City has taken the following steps:

- Created and implemented Truth and Reconciliation tour at Museums of Mississauga, in partnership with the Mississaugas of the Credit
- Created an exhibit marking the 175th anniversary of the Mississaugas of the Credit being forced to leave present-day Mississauga. This exhibit has been requested at multiple events within and outside the City, by the Mississaugas of the Credit
- Initiated Indigenous reading lists and author series in the Library
- Developed unique social media content during Indigenous Peoples History Month, the week leading up to the National Day of Truth and Reconciliation and Treaties Week

EDI Presentations (Ongoing)

EDI Subject matter Experts delivered customized presentations to individual divisions on EDI principles, corporate EDI priorities, EDI resources, tools and strategies available to divisional staff to embed EDI into different lines of business. 195 employees participated in formal training (tracked through Insight Learning). In addition, another 15 presentations were made to groups of leaders and employees in various divisions.

EDI Consultations (Ongoing)

- SMEs engage in focused discussions and offer advice to staff on how to integrate EDI considerations into key corporate plans and policies like Future Directions; the Official Plan; the Strategic Plan; Smart City; Sustainable Policy Review; developing protocols/strategies for EDI based crisis intervention
- Accessibility Advisory Committee (AAC) was consulted on key corporate initiatives, for example, an Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training to election officials

IDENTIFYING AND ADDRESSING SYSTEMIC BARRIERS

Equity Lens

Research is underway on Equity Lens best practices that can be customized for the City to help staff embed EDI in all their policies, programs and services. (To be launched Q4 2023)

EDI Dashboard

A template for an EDI Dashboard is being developed to make Disaggregated EDI Data, based on census data and other available data sources, accessible to the Corporation. (To be launched end of Q2 2023)

EDI Charter

Developing an EDI Charter as a consistent statement of intent that clarifies the areas of focus for all divisions and the public and allows for coherent application of EDI principles and practices across the Corporation. (To be completed in 2023)

Corporate wide Employee Engagement & Demographic Survey

The survey was administered to all employees in November, 2022. It is the first year that the survey includes demographic, psychosocial and inclusivity questions. These questions will provide disaggregated data that shows who our employees are and how engaged and satisfied they are with their work and the corporation as a whole. (Completed)

Leadership Succession Planning Program

Developed a new Leadership Succession Planning program following the recommendations from the Succession Planning review conducted by KPMG in 2021. (In Progress)

Update to External Career Webpage

Created Ask a Recruiter page on external career website that features the AskHR contact information so that external candidates may be supported through the application process. (Completed)

Job Posting Inclusivity Guide

This guide was developed to support with creating job postings that are more inclusive and free of any systemic bias/barrier. (Completed)

Inclusive Interview Checklist

A tool developed to support Hiring Managers with conducting an interview in which the candidate feels empowered to be their authentic self. (Completed)

Candidate Interview Essentials Guide/Checklist

Distributed to all candidates in advance of scheduled interview appointment. It is used to help candidates navigate the interview process. (Completed)

Accessibility Audits

Performed accessibility audits on venues for the 2022 Para Sport and Ontario Summer Games to ensure all athletes, volunteers and visitors could participate. (Ongoing)

Respectful Workplace and Workplace Violence Policies Review

Conduct a 3rd party review of the City's Respectful Workplace and Workplace Violence policies and Employee Compliant Procedure to identify any systemic barriers and supporting recommendations. (In Progress)

WHAT'S NEXT IN 2023-2024?

The EDI Community of Practice (with specific focus on the work of the City Manager's Office and Human Resources) will continue their EDI work in 2023/2024 focussing on the following key initiatives, but not limited to:

- Design and implement Equity Lens tools/resources for the Corporation
- Develop standardized EDI KPIs and outcome measurements for divisions to customize and use in their line of business
- Design and develop a Positive Space Mississauga project to build awareness within the organization on how to be a safe space for 2SLGBTQ+ employees and communities
- Conduct EDI Employee programming on the following Days of Significance:
 - January- Mental Health
 - February- Black History
 - March- International Women's Day
 - June- Indigenous Heritage Month
 - June 21 - National Indigenous Peoples Day
 - July - PRIDE
 - September - National Truth & Reconciliation
- Build EDI webpage on City of Mississauga external site showcasing corporate wide EDI initiatives
- Begin the next iteration of Workforce Diversity & Inclusion Strategy using the results of the Employee Engagement and Demographic survey
- Employee Engagement & Demographic Survey (including psychosocial factors) results will be analyzed and collaborative action planning will commence

Recruitment & Succession Planning

- Build EDI webpage on external career site that shows the City's commitment to be an equitable and inclusive employer
- Develop and implement a Candidate experience survey for all candidates
- Streamline Credential Verification process for Hiring Managers
- Continue to develop our outreach partnership targeting different equity-deserving groups
- Include Strategic Inclusion Conversation checklist into the Strategic Planning Framework between Hiring Managers and Recruitment Specialist
- Develop Hiring Panel composition guidelines for all recruitment competitions
- Implement new Leadership Pathway Program (formerly Leadership Succession Planning Program) for full-time non-union employees

Learning & Development

- Develop the Equitable Leader module which is another component of the job required (mandatory) Leader Curriculum
- Implement the Hiring Manager EDI Recruitment e-Learning module
- Implement Truth and Reconciliation Deep Dive for Leaders
- Implement EDI e-Learning Modules: Indigenous Cultural Awareness Learning for all employees (mandatory legislative curriculum)

Indigenous Relations & Accessibility

- Continue markings and/or celebrations of NIPD and the National Day of Truth and Reconciliation
- Continue to refine the City's Indigenous Relations Plan
- Continue to meet the City's obligations under AODA
- Launch updated Accessible Design Standards for facilities and public spaces

City of Mississauga
Corporate Report



<p>Date: May 4, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, City Manager and Chief Administrative Officer</p>	<p>Meeting date: May 24, 2023</p>

Subject

AMO Conference 2023

Recommendation

That the Corporate Report entitled "AMO Conference 2023", dated May 4, 2023, from the City Manager and Chief Administrative Officer, be endorsed.

Executive Summary

- The AMO Conference is scheduled to take place from August 20-23, 2023 in London.
- The Conference brings together municipal and provincial officials to work to overcome municipal challenges and plan for the future.
- In addition, municipal staff and officials have the opportunity to request municipal delegation meetings with key provincial officials and ministries, including Cabinet Ministers and opposition party leaders.
- This conference is a good opportunity for municipalities to advance advocacy priorities with Cabinet Ministers and senior staff
- It is recommended that the 2023 delegation meetings be used to advance the City's advocacy priorities of housing, public transit; sustainable funding for municipalities; supports for the local economy; and climate change;
- For the 2023 AMO Conference, staff recommend requesting ten (10) delegation meetings with government ministries and three (3) delegation meetings with the opposition party leaders.
- City staff will engage with Region of Peel staff and surrounding area municipalities to seek joint delegations on shared priorities.

Background

Each year, the Association of Municipalities of Ontario holds Ontario's largest municipal conference, bringing together municipal and provincial officials in order to overcome municipal challenges and plan for the future.

The City of Mississauga has sent a delegation of Mayor, Councillors and senior staff since 2015. Over time, Mississauga's delegation has successfully advocated and worked with provincial officials to tackle some of Mississauga's largest challenges such as changes to the Payment in Lieu of Taxes (PILT) formula, secured transit and infrastructure funding, and advanced the City's policy objectives.

This conference is a cornerstone of the City's annual advocacy efforts with the provincial government as it offers an opportunity to meet with all relevant ministries in a concentrated period of time to advocate on behalf of the City's most significant priorities.

Pre-Budget Submissions

The City of Mississauga's annual advocacy priorities are detailed in the Provincial Pre-Budget Submission (Appendix A), which was approved by Council and submitted to the Province in February of this year. This document contained 10 recommendations grouped under three themes: City Building, Housing Affordability and Local Economy. These recommendations form the foundation for the City's 2023 delegation meetings at AMO. Delegation meetings at AMO will not only be used to advocate on behalf of the City but also to gain clarification on the details, funding and timing of legislation that has passed, and potentially pending.

Comments

AMO Conference – Priority Issues

Mississauga has a comprehensive list of advocacy priorities. It is recommended that the Mississauga delegation focus on the following advocacy themes and accompanying priorities during the AMO Conference and ministerial delegation meetings:

- **Investments in Public Transit**
 - Building the Downtown Loop to the Hurontario LRT
 - Provincial support for Two-Way, All-Day Service on the Milton GO Rail Corridor
 - Eglinton Crosstown West Extension Light Rail Transit to the Airport
 - Downtown Mississauga Terminal and Transitway Connection
 - Moving ahead with the Dundas Bus Rapid Transit Corridor

Ministries: Ministries of Transportation; Infrastructure; Housing; Municipal Affairs; and Finance

- **Housing Affordability**

The government has introduced and passed several housing bills in recent years, most notably Bills 109, 3, 23, 39, and 97. The City has significant concerns with the impact

these bills will have on City finances and the uncertainty the bill has created with many terms still lacking definition. Mayor and Council and senior staff will address the following concerns during the delegation meeting:

- Recovery of the close to \$1 billion in revenue projected to be lost from development charge and cash in lieu of parkland changes as a result of Bill 23, and that compensation not be tied to a City's ability to meet their housing targets, as cities can only approve development, but cannot build housing.
- Supports need to advance the City's Housing Plan to reaching the Province's housing target of 120,000 homes.
- The need for changes to ensure more affordable housing is actually built
- The infrastructure that is needed to support the building of 120,000 units in 10 years, instead of 30.
- The City's progress on implementing changes resulting from Bill 109

Ministries: Municipal Affairs, Finance, Housing

- **Sustainable Operating and Infrastructure Funding for Municipalities**

- Funding to maintain City assets in a state of good repair
- Long-term, predictable and sustainable infrastructure funding
- Resources for Climate Change adaptation and mitigation

Ministries: Finance; Municipal Affairs; Infrastructure

- **Targeted Support for the Local Economy**

- Continued supports for business recovery, including:
 - Small businesses
 - Tourism and cultural industries
 - Air travel
 - Port Credit Harbour Marina
- Invest in local business innovation and competitiveness
- Invest in talent development and access
- Prioritize investments that support a fair and inclusive economic recovery
- Maintain the suspension of the GTAA Payment in Lieu of Taxes cap

Ministries: Economic Development, Job Creation and Trade; Finance; and Tourism, Culture and Sport

- **Investments that Mitigate the Impacts of Climate Change**

- Transition of bus fleet to zero-emission vehicles
- Bus maintenance and storage facility zero-emission conversion
- Solar power and green building standards for municipal facilities (*keep or drop?*)

Ministries: Environment, Conservation and Parks; Transportation; and Infrastructure

- **Resources for Mississauga's Courts**

- Additional Justices of the Peace to address the growing backlog of Provincial Offence Notices in our court system.

Ministries: Attorney General and Finance

- **Regional Governance Review**

If a decision is not made before the AMO conference, the following will be requested:

- Urge the province to appoint facilitators immediately and complete the regional governance review as quickly as possible
- Promote Mississauga's position that a preferred outcome of this review be an independent, single tier Mississauga
- Offer Mississauga support by way of information sharing and a say on the terms of reference for the review

Ministries: Municipal Affairs and Housing

Most of the City's delegation meetings will reference the City's Housing Plan and our commitment to building 120,000 units in 10 years. At the same time, the delegation meetings will also reference the urgent need for provincial support to achieve these targets, and the need for greater clarity on recent planning legislation and the impact it is having on the City's ability to do its job as a planning authority.

Staff will submit delegation requests to Ministries that align with and advance the outlined priorities before the deadline in early June. In addition, staff will begin to prepare relevant materials and briefing notes to support the requested delegation meetings. Staff will also liaise with Region of Peel staff and surrounding area municipalities to seek joint delegations on shared priorities.

Financial Impact

There is no financial impact associated with the items listed in this report.

Conclusion

The 2023 AMO Conference is a significant opportunity for the City to advance its priorities with ministers, senior staff and opposition party leaders. This conference also enables the City to demonstrate its willingness to continue to collaborate and innovate with the provincial government as it continues to implement its mandate, policy and its economic priorities.

Attachments

Appendix: 2023 Provincial Pre-Budget Submission



Shari Lichterman, CPA, CMA, City Manager and Chief Administrative Officer

Prepared by: Jordan Hambleton, Government Relations Advisor

2023

PROVINCIAL

PRE-BUDGET

SUBMISSION



MISSISSAUGA



Mayor's Letter

On behalf of our Council and the residents of the City of Mississauga, I am pleased to submit our 2023 provincial pre-budget submission. As you prepare Ontario's 2023 Budget, we ask that you keep in mind our priorities and recommendations, many of which are shared by municipalities across the province. I know that by working collaboratively to develop solutions to the challenges we face, we will continue to advance our efforts to ensure that as we continue to grow, that Mississauga remains a city with a great quality of life – a place where people can and choose to be.

The City of Mississauga is deeply appreciative of the continued investments that the provincial government has made in our community, including funding for the new state-of-the-art Peter Gilgan Mississauga Hospital. Investments in transit, including joint funding of more than \$675 million for public transit with our federal counterparts, will help us get shovels in the ground for bus rapid transit along Dundas Street while helping us green our fleet. Significant progress is also being made along the provincially funded Hazel McCallion Line, with tracks now being laid along Hurontario Street. Projects like these will support our local economy and help us progress our goal of creating more livable, walkable and accessible communities for our residents that are regionally integrated with our neighbours.

For many of our residents, affordability and the cost of living remains top of mind and one of the greatest challenges we must work collectively to address. As we look to the year ahead, Mississauga will continue to face challenges associated with the current economic climate. Supply chain issues, increased material prices and a high inflation rate have placed substantial pressures on our budget. That's why the City passed a lean, "no frills" budget designed to minimize new spending and the overall impact on the taxpayer while maintaining existing service levels.

With building at a 30-year all-time high in our city, we share the province's goal of building more homes that are affordable for Mississaugans and we thank you for your commitment to making



cities whole as a result of the losses face from Bill 23. Without compensation, and limited revenue tools at our disposal, the City and our taxpayers could be facing an even more difficult year ahead.

At City Hall, we continue to find efficiencies, refine processes and develop our operations with LEAN principles in mind, and are on track to find \$3.5 million in savings this year. Over the past 12 years, we've managed to find over \$77 million in efficiencies and savings without impacting service levels. Mississauga has become the "poster child" for government savings and we will continue to do our part to run efficiently and effectively. This is one of the many reasons why Mississauga welcomes the province's efforts to review the regional governance structure in Peel. Independence for our City would cut red tape, reduce duplication and facilitate further growth in our communities.

All levels of government have a responsibility to work together to ensure that we deliver the services, housing and infrastructure that our residents need, and that we do so in a fiscally responsible manner.

Council has approved the information and recommendations contained within, which reflect our City's top priorities as they relate to the provincial government. We stand ready and willing to work with your government to deliver for our residents and businesses.

Thank you for your consideration.

Sincerely,

Bonnie Crombie
Mayor

Executive Summary

Strong Cities Build a Strong Province

The role of local government has never been more important. During the pandemic, the federal and provincial governments have been strong partners with municipalities. In Mississauga, funding received to date has been used to offset our operating deficit and ensure that we offer consistent, and reliable services to our residents.

Moving forward, we need continued support and collaboration from our government partners. Strong, long-term, and predictable funding partnerships are essential to ensuring that Mississauga can deliver the services, build and maintain critical infrastructure, and provide the amenities that make our community a great place to live.

MISSISSAUGA TODAY

Canada's seventh largest city and home to over 800,000 people



Economic Engine

More than 99,000 businesses, 77 Fortune 500 companies and 1,400 multinational firms.



Strength in Diversity

149 languages spoken and 57% of our residents born outside of Canada.



Canada's Most Connected City

828 km fibre optic network connecting 346 sites.



Quality of Life

3 major hospitals, 3 post-secondary campuses, 489 parks, 22 km of waterfront, 393 km trails, 373 sports fields, 3 beaches, 24 community centres, 25 ice pads, 19 pools, 18 libraries, 5 live event venues, and 3 museums.

STRONG MUNICIPAL PARTNER



Mississauga has a strong reputation for fiscal responsibility and budgetary planning.

- 19 years – AAA Credit Rating
- 33 years – GFOA award budget reporting
- 24 years – GFOA award financial reporting



Continuous Improvement

Mississauga's Continuous Improvement program drives efficiency with \$77.1 million in total cumulative savings since 2009. \$3.5 million in savings identified for 2023.

\$53.02 B

Economic output in Mississauga in 2021.

Our 10 Recommendations

CITY BUILDING

1

Pause the implementation of Bill 23 and fully compensate Mississauga for any and all financial losses incurred as a result of the legislation including, but not limited to, losses related to development charges and cash in lieu of parkland.

2

Work with municipalities to develop new revenue and funding tools, as well as predictable funding streams, to ensure cities can fulfill their responsibilities and properly invest in infrastructure growth and renewal.

3

Provide the additional Justices of the Peace required to address the growing backlog of Provincial Offences Act notices in our court system.

4

Provide the funding and support necessary to assist Mississauga in realizing its priority transit projects.

5

Provide investments in projects that mitigate the impacts of climate change and increase the resiliency and adaptability of our communities.

6

Partner with cities to fund and build affordable housing to close the supply gap and ensure everyone has a safe place to live.

HOUSING AFFORDABILITY

LOCAL ECONOMY

7

Continue targeted support for sectors hardest hit by the COVID-19 pandemic, including main street businesses, recreation, travel and tourism, creative sector and air travel. Support should be sector specific when appropriate and prioritize non-repayable financial assistance.

8

Invest in talent development and access.

9

Prioritize investments that support a fair and inclusive economic recovery.

10

Develop and fund education and skills retraining programs to ensure an adequate supply of labour in the trades and construction industry to meet the demands as a result of the province's housing target of 1.5M homes in 10 years (120,000 in Mississauga).

CITY

BUILDING

2023

PROVINCIAL

PRE-BUDGET

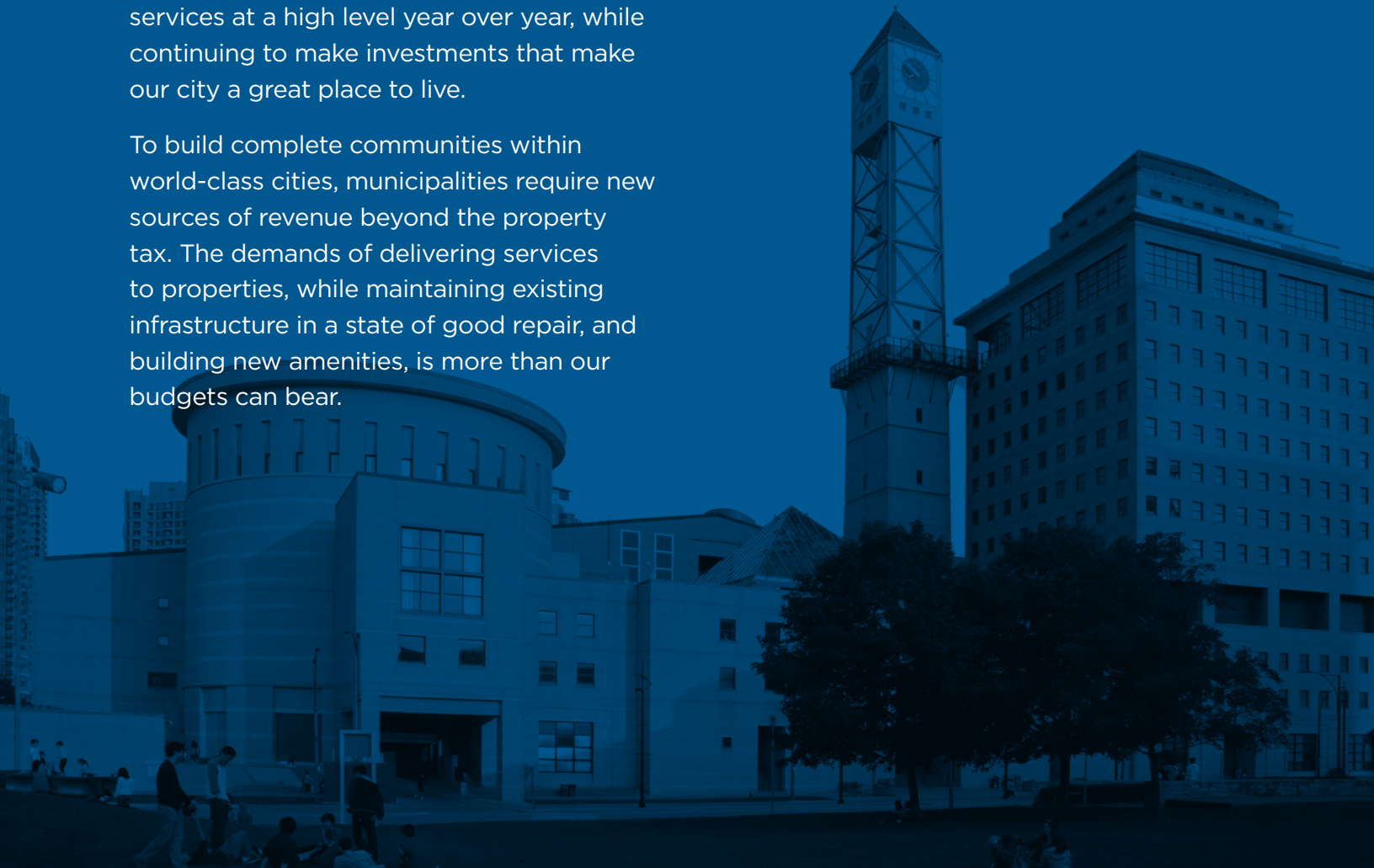
SUBMISSION

City Building

The City of Mississauga is a dynamic, diverse and growing city, home to almost 800,000 people and over 94,000 businesses. As the City continues to grow, we face increased challenges that go beyond the day-to-day pressures of a growing city, such as transit, aging infrastructure, climate change, and the need to address the growing backlog of Provincial Offence Notices in our courts. In addition, there is a growing demand for services that surpass the availability of revenue and resources to implement them. Mississauga runs an efficient and effective government and has maintained its 'AAA' credit rating for 19 years and has received multiple financial awards. While we are fiscally responsible, the growing challenges and responsibilities we face are making it increasingly difficult to continue to deliver services at a high level year over year, while continuing to make investments that make our city a great place to live.

To build complete communities within world-class cities, municipalities require new sources of revenue beyond the property tax. The demands of delivering services to properties, while maintaining existing infrastructure in a state of good repair, and building new amenities, is more than our budgets can bear.

Cities are faced with a host of new issues, such as responding to climate change, adapting to changes in the national and global economies, navigating global pandemics, and much more. Cities need the support of federal and provincial partners to not only fund critical infrastructure, but also provide support for our operations. The important role cities play and the fiscal instability we face has been made clear throughout the COVID-19 pandemic. All three levels of government must work together, and there must be a recognition that municipalities need greater powers or greater support to meet their responsibilities in the 21st century.



Recommendation 1

Pause the implementation of Bill 23, More Homes Built Faster Act and fully compensate Mississauga for any and all financial losses incurred as a result of the legislation including, but not limited to, losses related to development charges and cash in lieu of parkland.

Mississauga shares the province's goal of building 1.5 million new homes, and understands the critical need to bring new housing supply, especially affordable units, to the marketplace. As currently written, Bill 23 will make it even more difficult for cities to build the necessary infrastructure to service these new units.

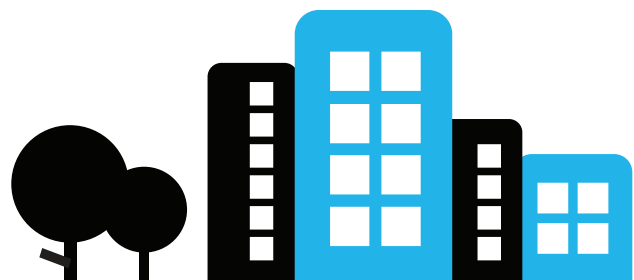
Mississauga stands to lose almost \$1 billion in revenue that we use to pay for new parks, as well as critical infrastructure like roads, trails, community centres, fire stations, libraries, and so much more that make a community livable. The Region of Peel is projecting \$2 billion in lost revenue which will further impact Mississauga residents. An estimated additional 8 to 10% property tax increase will be required to pay for the lost revenue.

The combined losses to the City and Region would mean an increase of \$500 or more on average on residential tax bills per home (valued at \$730,000) and an increase of at least \$180 on water bills. The savings, which includes up to \$560 million less for new parks and public spaces and \$325 million less for growth-related infrastructure (like roads, sewers, community centres, and more) over 10 years, will go directly to developers with no guarantee that homes will be built or that they'll be affordable.

The bill doesn't require developers to build homes, even if municipalities have provided approvals and granted discounts. The bill doesn't require any of the savings passed on to new homeowners.

Bill 23 removes the few tools the City has to deliver affordable housing, and build parks and green spaces to create complete communities.

- Cap on Inclusionary Zoning units means 40% fewer affordable units. It also makes affordable units less accessible than before.
- Caps the amount developers are required to pay for new parkland. Developers, not the City, would choose where to locate new parkland and would own those parks. Parkland is vital to our our communities well being – they need to be connected to the City's existing parkland network.
- Gives cities two years to review heritage properties to determine if they should be kept or removed from the registrar. Only properties on the registrar can be reviewed – no new properties can be added. This means reviewing over 1,000 properties, creating a significant workload and could actually cause development delays.
- Changes greenbelt boundaries to allow development on flood plains and protected lands and limits conservation authority powers, and sets a dangerous precedent.



Recommendation 2

Work with municipalities to develop new revenue and funding tools, as well as predictable funding streams, to ensure cities can fulfill their responsibilities and properly invest in infrastructure growth and renewal.

As a service provider, the City has scaled down services during the pandemic (recreation, transit, etc.) in response to lower revenues and public health measures. Despite Council taking decisive action and implementing measures including temporary hiring freezes, temporary lay-offs, reducing discretionary costs, and deferral of capital projects, the City continues to face a year-end deficit from COVID-19, of \$52.5M.

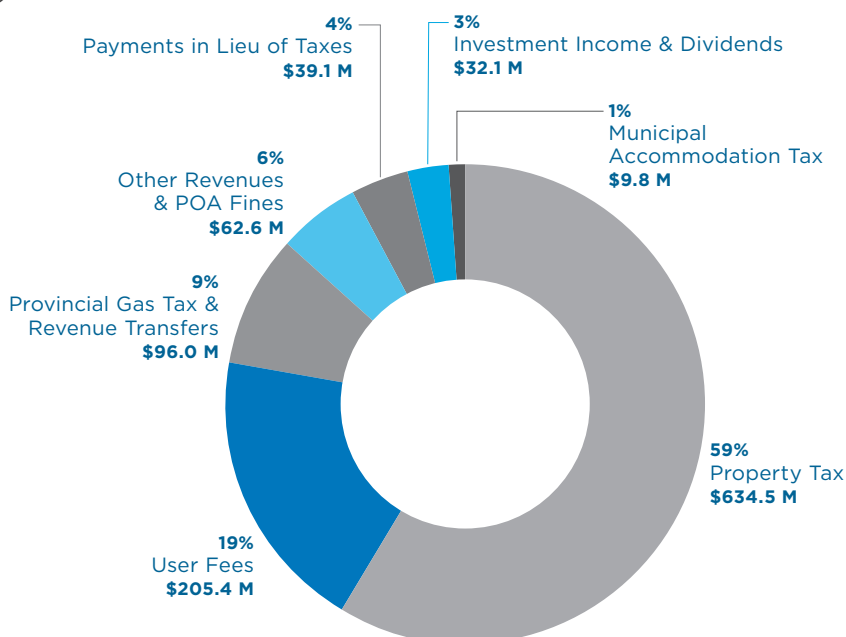
The City of Mississauga is appreciative of the \$156 million in support it has been allocated from the federal and provincial governments in the form of the Safe Restart Agreement as well as the removal of the 5 per cent cap on payments in lieu of taxes (PILTs) for the GTAA. It has helped lessen the financial impacts of this pandemic, and allowed us to continue to provide necessary services. This is still not enough. The rise of new variants signals that effects of this pandemic will be felt throughout 2023 and beyond. Mississauga will continue to incur financial pressures due to lower revenues from reduced air travel (PILTs), recreation and culture programming (fees), transit ridership (fares), and hotel occupancy (Hotel Occupancy Tax).

As we move forward in 2023 and through the stages of recovery from the pandemic, the City of Mississauga will need the continued support of both the provincial and federal governments in order to financially recover effectively over the next few years.

While we run an efficient and effective government, the City's main source of revenue is property tax, and tax rates must remain affordable for our residents and businesses, now more than ever. Currently, property taxes do not provide enough revenue for cities to deliver the critical services and 21st century amenities residents require.

Municipalities face a growing need for consistent and reliable funding sources as well as greater decision-making autonomy to deal with a growing list of issues. In order build a more sustainable, equitable, and prosperous economy, all three levels of government must work together to ensure municipalities are given the tools we need to do our jobs properly.

**City of Mississauga
Revenue Sources (\$M)**



Recommendation 3

Provide the additional Justices of the Peace required to address the growing backlog of Provincial Offences Act notices in our court system.

Due to the pandemic, the Chief Justice of Ontario and the Province of Ontario issued orders adjourning all court matters, suspending all Provincial Offence Act (POA) timelines and later extending these orders into 2021. In addition, the courts were closed for 85 days in 2022 due to a lack of judicial resources on top of the 85 days they were closed due to stat holidays, family day and March Break, summer closure breaks, conference breaks, etc. Revenues have steadily declined from \$11m in 2019 to \$6m in 2022 with even lower earnings during the COVID-19 pandemic.

over

140,000

outstanding court cases

As a result of these closures, court service operations have been significantly affected. The City of Mississauga faces a substantial POA backlog of early resolution and trial cases resulting in a significant reduction in revenues. Municipalities have very few revenue tools and a loss and/or decrease of any significant revenues, and potential acquittals, such POA notices, places further burden on the tax-base and Mississauga's residents. It is critical that additional judicial resources be provided to the Mississauga and the Central West Region. This backlog cannot be addressed without the support of the provincial government through the Ministry of the Attorney General.



Recommendation 4

Provide the funding and support necessary to assist Mississauga in realizing its priority transit projects, including:

The City of Mississauga requires a reliable, efficient and sustainable inter-regional transit system. In order to construct our major transit priority projects outlined below, we require a committed provincial partner.

i. Restoring the downtown loop to the Hurontario LRT project

In March 2019, the Ontario government announced scope changes to the project that removed a key component of the Hurontario Light Rail Transit (HuLRT), the downtown loop. In order to help the City realize the full potential of downtown Mississauga, the downtown loop must be considered a funding priority.

Currently, thousands of jobs, businesses, and housing units are located along the Hurontario corridor and Canada's largest development by Oxford Properties will be built in Mississauga's downtown Square One District.

Moving forward with the HuLRT project inclusive of the downtown loop represents major steps towards transformational transit improvements that our residents and businesses within the downtown and along the Hurontario corridor are depending on.

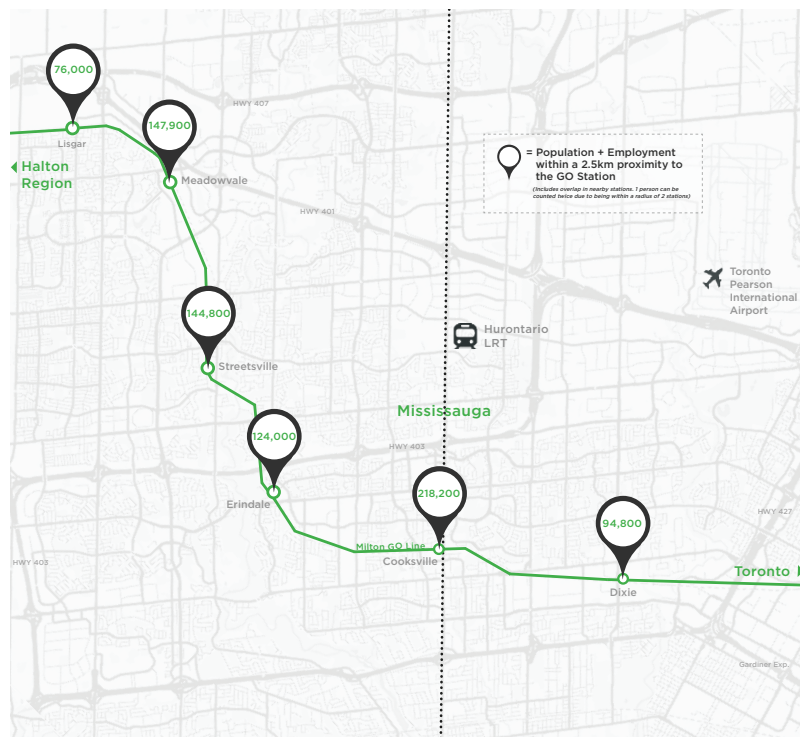
The Loop is critical to supporting the growth of the City's downtown core, which will grow by 50,000 people in the years to come. The Loop will allow people to live without a car and help the city achieve its vision of a livable, walkable downtown core.



ii. Support on Two-Way All-Day Service on the Milton Go Rail Corridor

The Milton GO Rail Corridor is a key local and regional rapid transit corridor that, with increased two-way, all-day service, will help respond to growing traffic congestion, meet the demand for inter-regional transit service and support economic development. The introduction of two-way, all-day service will also allow for improved transit travel within Mississauga, given the six GO rail stations located in the City. The City was advised that discussions on increased passenger service were occurring with Canadian Pacific Railway (CP), who own the rail corridor and use it for freight purposes. In addition, in 2021, the federal government announced \$500M in support for increased service on the Milton Line. **We ask that this commitment remain in 2023 and that the provincial government match it.**

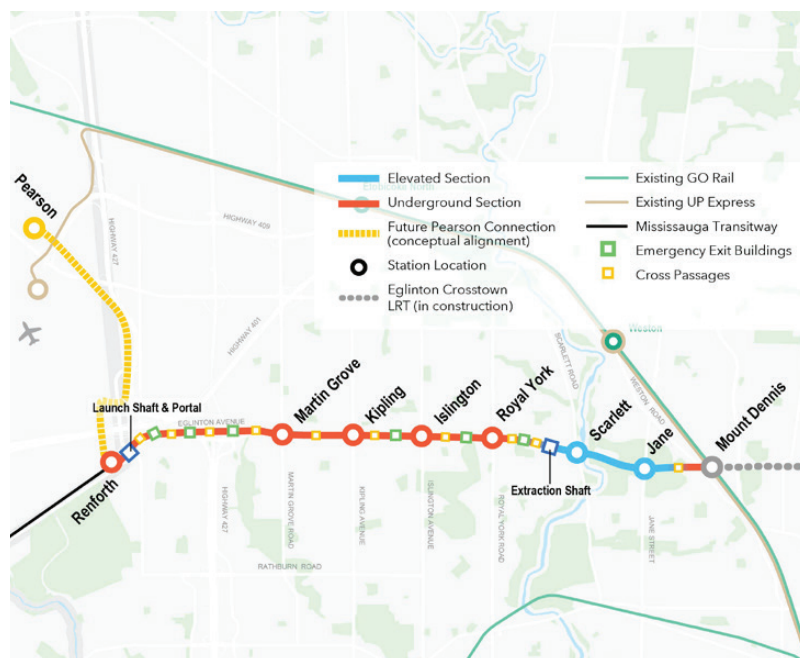
These are positive steps towards realizing increased service on this critical rail line, both for Mississauga and the GTHA. The City encourages the Government of Ontario to continue these discussions and develop a plan for implementing increased passenger service on the Milton GO line as soon as possible.



iii. Eglinton Crosstown West Extension Light Rail Transit to the Airport

The Eglintown Crosstown West Extension (ECWE) Light Rail Transit (LRT) will extend from the Mount Dennis station in Toronto to the Renforth Station in Mississauga. Mississauga is a net importer of jobs and this key connection to the Mississauga Transitway will provide higher order transit options for Toronto residents working in Mississauga. This segment is currently under construction. The Eglinton West LRT is also proposed to extend to the Regional Passenger and Transit Centre (RPTC) at Pearson Airport.

This connection would run through the Airport Corporate Centre and provide access to the Airport Megazone employment area, Canada's second largest employment zone outside of Downtown Toronto. The City supports the addition of an LRT station in the Airport Corporate Centre to provide a direct transit link to jobs in this area. It is important the Government of Ontario fund the detailed design for the Pearson Airport connection to facilitate planning, design and construction efficiencies with the current ECWE LRT project.



All alignments and stations are conceptual and subject to change.
Image Credit: Metrolinx

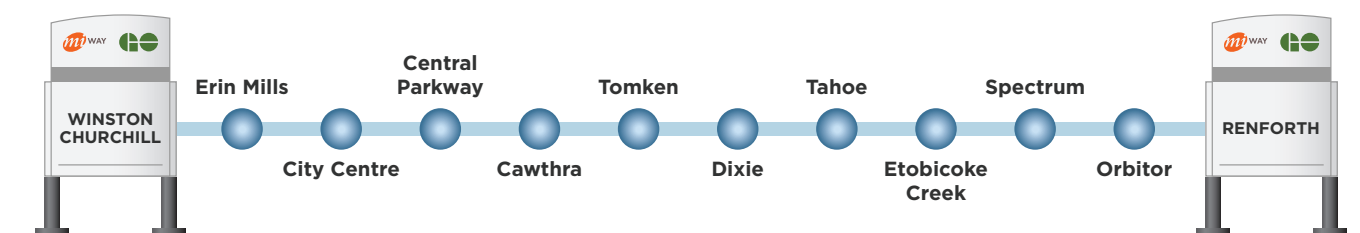
iv. Downtown Mississauga Terminal and Transitway Connection

Mississauga's 18 km, 12-station transitway has made it faster and easier for commuters to travel to, from and through Mississauga and across the region. While the west and east portions of the transitway have access to dedicated lanes, the downtown portion experiences delays because it relies on accessing local city streets.

The completion of the downtown segment of the Mississauga Transitway, with a dedicated transit corridor and new bus terminal, would provide for a continuous transitway that would maximize the benefits and success of previous investments.

This new terminal will support the Hurontario LRT, future growth in Downtown Mississauga and the urban context that is expected to be achieved in a city the size of Mississauga.

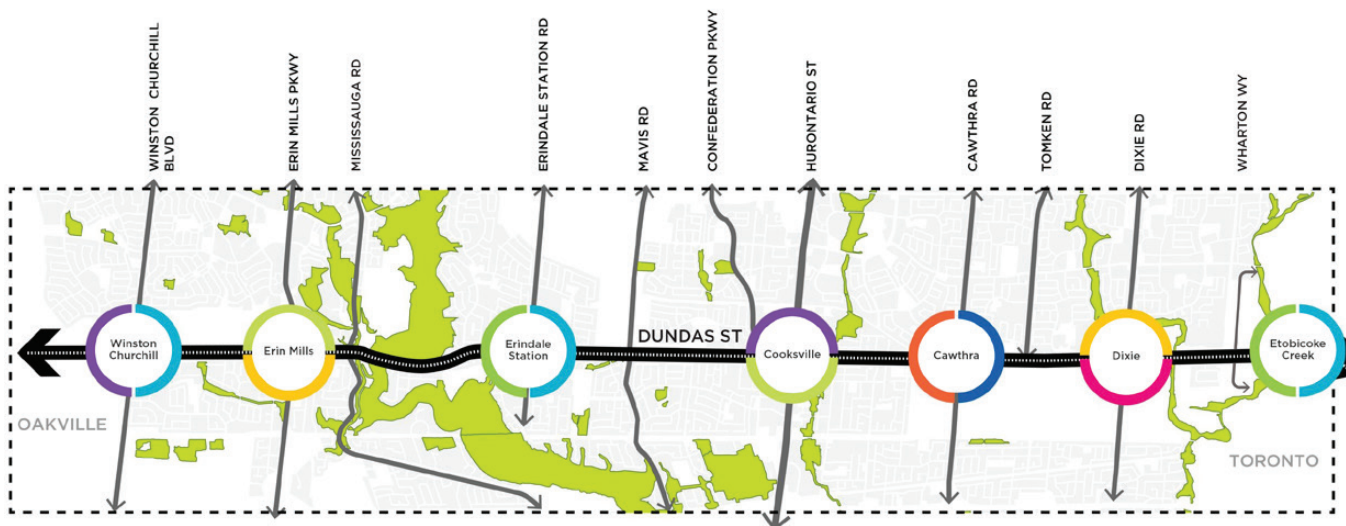
An Initial Business Case (IBC), jointly led by the City and Metrolinx, was completed in 2020. The next phase of study is the preparation of a Preliminary Design Business Case that requires funding to move forward. This is a critical step in supporting the continued development of Mississauga's downtown as well as transit connections to the western GTHA and Pearson International Airport.



v. Moving ahead with the Dundas Bus Rapid Transit Corridor

The City's Dundas Connects project produced a Master Plan for the Dundas Corridor, which makes recommendations on land-use intensification and rapid transit for Dundas Street. Specifically, the Master Plan recommends a Bus Rapid Transit facility for the entire length of Dundas Street. This supports major improvements to transportation, land use and the public realm along the Dundas Street Corridor.

The next steps in advancing this transit initiative are the completion of a Transit Project Assessment Process leading to detailed design and construction. Federal and provincial funding for this work, such as through ICIP - for which the City has applied, would ensure that rapid transit would be available to support the growth and redevelopment along Dundas.



Recommendation 5

Provide investments in projects that mitigate the impacts of climate change and increase the resiliency and adaptability of our communities.

Mississauga is taking action on climate change with its [Climate Change Action Plan](#). This 10-year plan focuses on both community and corporate actions that decrease greenhouse gas (GHG) emissions and help the City become more resilient to changing climate conditions. These actions include:

- Decreasing GHG emissions from our buildings, transport sectors and city vehicles;
- Building our resilience to the expected impacts of climate change;
- Increasing our capacity to deal with climate events;
- Accelerating discovery and driving innovation in regards to climate action to create jobs;
- Enhancing sustainable infrastructure investments and management practices to improve local resilience; and
- Supporting low carbon district energy systems and piloting hydrogen technology in our transit system.

We all have a role to play, and tackling it requires global action, and collaboration. Mississauga is seeking committed funding from all levels of government to help advance transformative climate action projects, which are described on the following page.



i. Supporting the transition of the City's bus fleet/storage and maintenance facility to zero-emission technology; and

In order to operate Zero-Emission Buses (both Battery-Electric and Hydrogen Fuel Cell), MiWay must convert their traditional diesel facilities to a facility that will accommodate charging or fueling infrastructure. This will require extensive structural overhauls, and in most cases, existing facilities may need to be completely rebuilt and future facilities constructed.

The cost for this is currently unfunded. In the case of battery-electric buses, there are two charging options, which include depot charging and on-route charging. If on-route charging is a viable option, this will lead to additional infrastructure required on-street and within terminals and stations. For hydrogen fuel cell buses, MiWay may need to install electrolyzers and fueling infrastructure.

From a maintenance perspective, Zero-Emission Bus technology is relatively new and will require technicians to learn new skills including high voltage systems. The estimated cost of this project is between \$200-250 million. In order for our infrastructure to accommodate such a transition, support from higher order levels of government is required.

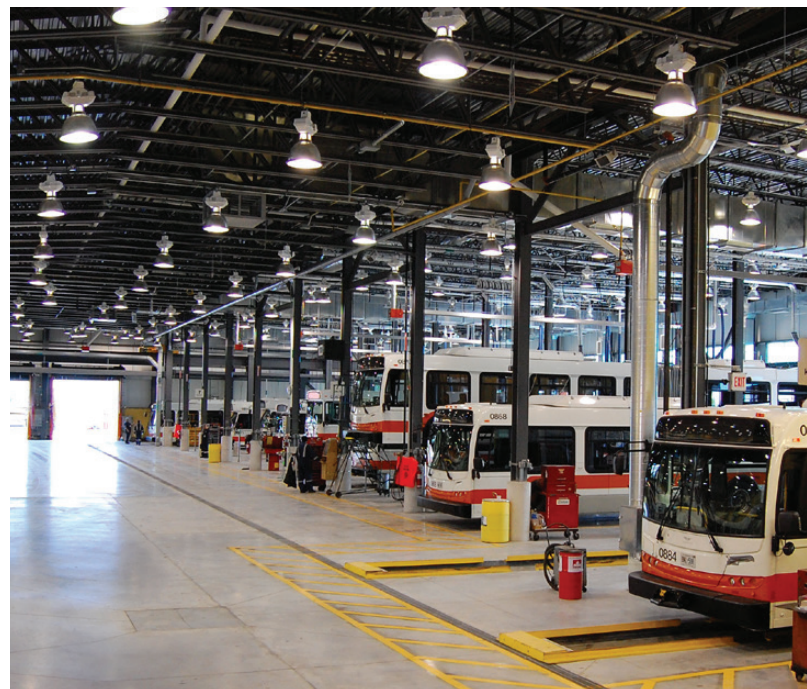


ii. Providing funding for the City's proposed hydrogen fuel cell bus pilot.

Mississauga Transit ('MiWay') is committed to reducing overall GHG emissions significantly over the next decade. As of 2020, roughly 70 per cent of the City's GHG emissions stem from public transit buses alone and MiWay must decrease emissions by 40 per cent by 2030 and 80 per cent by 2050.

In order to meet this target, MiWay will no longer purchase conventional diesel buses, and will be required to purchase zero-emission buses at some point over the next decade.

The cost of this premium is around \$200 million. Federal and provincial investments are necessary in order to transition the fleet and cover the premium. Environmentally-friendly, zero-emission buses have many benefits: they produce little to no greenhouse gas emissions; are simpler to maintain; easier to drive; and produce less noise pollution. The federal government has committed \$10.9M to the project. We ask that the province commit \$10.5M to make this pilot a reality.



HOUSING

AFFORDABILITY

2023

PROVINCIAL

PRE-BUDGET

SUBMISSION

Housing Affordability

The City of Mississauga has had a long-standing role in supporting the delivery of a range of housing. Our comprehensive land use planning policy program, “Making Room for the Middle” articulates a strong vision for diverse, inclusive, mixed-use communities. Planning tools have been adopted to facilitate new housing and communities.

As a result, Mississauga has earned a reputation as a great city. Mississauga's growth can largely be attributed to middle income earners – young professionals and families seeking the quality of life and affordable housing that was available. However, as the city continues to grow, the very qualities that made Mississauga great are increasingly at risk of being compromised. The cost of housing is increasing; rental vacancy rates are incredibly low; the supply of vacant land is dwindling and rising in price; and the cost of infrastructure to support development is increasing.

Collectively, this poses a significant challenge. Housing and its affordability must be at the forefront of our thinking. The provision of a range of housing choices for all household incomes is critical for the long term health and viability of our city.

Increasingly, middle income households are struggling to find housing appropriate to their needs and income level. Our research shows this will not improve without an intervention by the City and other partners

Since April 2022, four pieces of housing-related legislation have been passed by the provincial government – Bills 109, 3, 23, and 39. Each has directly impacted the ability of cities like Mississauga to bring more supply, and in particular, more affordable supply to the market. While the housing crisis is provincial and national in scope, much of the burden to address it has fallen to municipalities. Mississauga needs federal and provincial governments to provide more funding for affordable housing, to increase housing supply, and to enable municipalities to build complete communities.



Recommendation 6

Partner with cities to fund and build affordable housing to close the supply gap and ensure everyone has a safe place to live.

The City of Mississauga has been a leader in reaching its density targets and providing affordable housing units. To truly close the supply gap, support is needed through the following funding and policy changes:

- 1. Remove the arbitrary 10% cap for Inclusionary Zoning that will result in 40% fewer affordable units built in Mississauga than originally planned**
- 2. Lower the Inclusionary Zoning affordability threshold as the planned 80% of city average is too high for middle income households**
- 3. Provide direct funding to municipalities from sources such as the Housing Accelerator Fund to offset municipal financial incentives provided for affordable housing**
- 4. Leverage the potential of Provincially and Federally-owned land by:**
 - Requiring a minimum number of affordable units be provided when selling surplus land to developers;
 - Offering surplus land to non-profit housing providers for a below market price; and
 - Evaluating co-development of provincially- and federally-owned lands with affordable housing uses.
- 5. Update HST tax rebates to be more reflective of current market, particularly for rental units**
- 6. Provide more funding for affordable housing producers**



LOCAL

ECONOMY

2023

PROVINCIAL

PRE-BUDGET

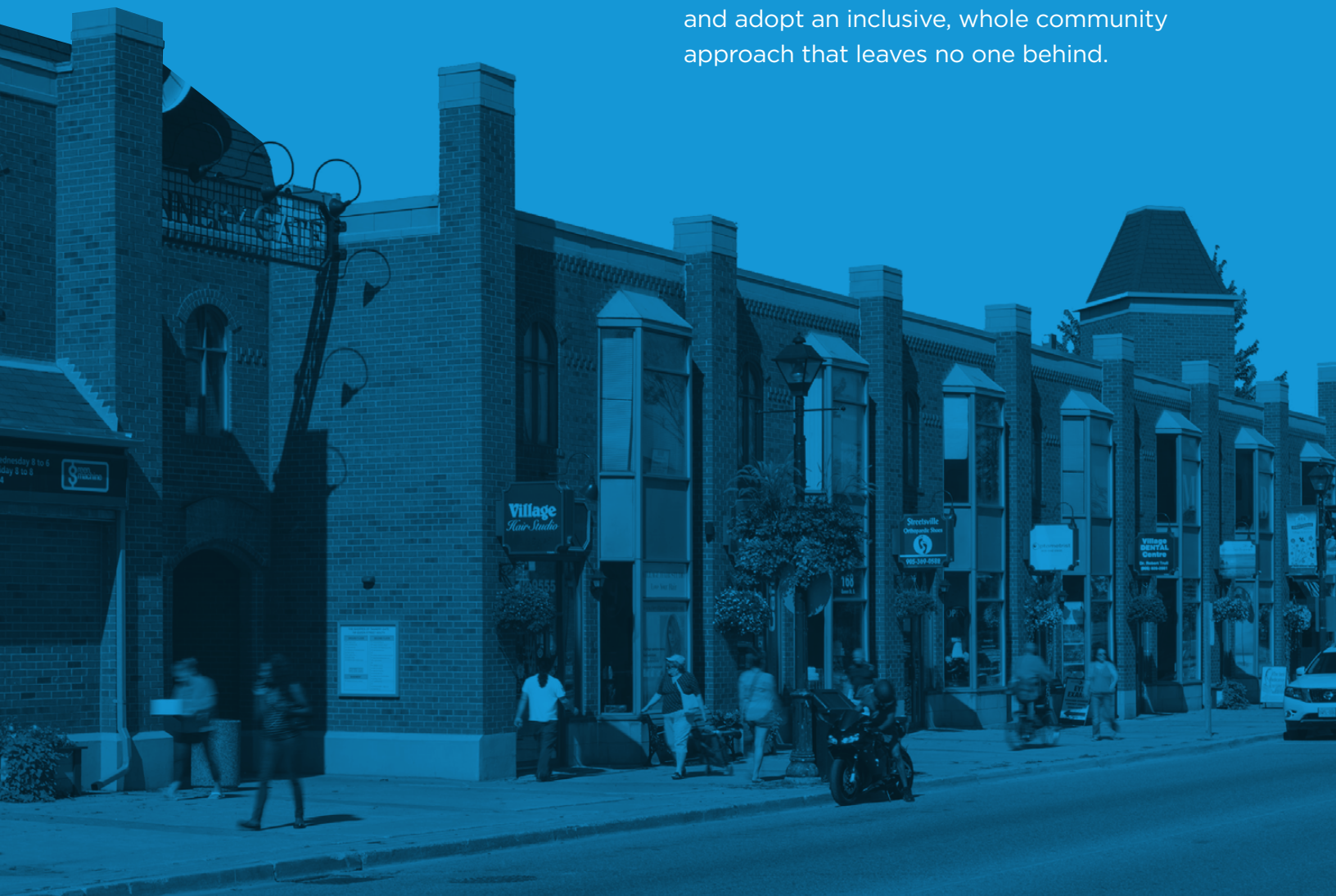
SUBMISSION

Local Economy

The City of Mississauga has a strong local economy, comprised of a highly diverse business community that reaches across a wide variety of sectors. Home to over 94,000 businesses, with a GDP of over \$50 billion, the City is a major contributor to the Greater Toronto Area economy. It is imperative that we remain responsive to the needs of the business community as recovery unfolds.

At the same time that provincial and federal governments are assisting the municipal sector, they must also continue to assist our business community. Some sectors (life sciences, healthcare, etc.) fared well through the pandemic, while other sectors (aerospace, hospitality, and manufacturing) were hard hit. In particular, small businesses, tourism, creative industries, and the air travel sector have experienced unprecedented losses.

While the City of Mississauga has and will continue to play a key role in helping the local economy, especially those hardest hit, we need active and engaged provincial and federal partners to work with the City and our local businesses to build back better; and adopt an inclusive, whole community approach that leaves no one behind.



Recommendation 7

Continue targeted support for sectors hardest hit by the COVID-19 pandemic, including main street businesses, recreation, travel and tourism, creative sector and air travel. Support should be sector specific when appropriate and prioritize non-repayable financial assistance.

i. Small Business Supports

The City of Mississauga recognizes that small businesses are the foundation of the economy. From traditional main street small businesses to local manufacturing, the economic health and vitality of these establishments directly impact the overall well-being of the local economy. Businesses within these sectors account for 11% of businesses and 13% of total employment in Mississauga and continue to face uncertain markets as we recover from the impact of COVID-19 and feel the impact of external global factors. Inadequate support for local business risks long term negative local economic impacts such as:

- loss of livelihoods by local business owners and their employees;
- reduced neighbourhood vitality; and
- reduced overall attractiveness of Mississauga as a place to live, work and play.

It is imperative that all levels of government remain responsive to the needs of the business community as recovery unfolds. Mississauga's small businesses and local economy need ongoing federal and provincial support to address their specific challenges and needs.



ii. Tourism and Cultural Industry Support

The COVID pandemic took a particularly heavy toll on the arts, entertainment, tourism and recreation industries. Relative to its size, this sector lost more jobs than any other sector. One in four workers from these sectors lost their job during the pandemic.

In Mississauga, the story is no different. Local creative industries and entrepreneurs have not seen their markets fully recover. There continue to be many unknowns about the future. Organizations are unsure of sustainable funding opportunities such as government and sector specific grants and if they will be able to cover costs as they continue to navigate the recovery.

In the Tourism sector, purchased accommodations continue to be impacted due to the industry not fully recovering and staffing shortages. For hoteliers and short-term accommodation owners, revenues are still down resulting in lower Municipal Accommodation Tax (MAT) revenue in 2022. Any resemblance of pre-pandemic MAT revenue, which is used to support the tourism industry, is highly dependent upon continued emergence from the pandemic and the public's willingness to travel.

As such, sustainable funding for the Tourism and Cultural industry is required from the federal and provincial governments. Not only will this support drive more people to our City but it will also help the local economy through tourism spending. Ensuring Mississauga remains competitive and attractive to film and music production is also a vital component of Mississauga's recovery efforts.



Illumi Mississauga. Image Credit: Tourism Mississauga

iii. Air Travel Support

Airports are recognized as economic catalysts for the communities they serve, delivering jobs and investments to the local municipalities. The impact of international airports is even greater; they provide links to global markets while fostering trade, investment and tourism.

Mississauga is home to Canada's largest airport. Prior to the pandemic, serving 50.5 million passengers annually, Toronto Pearson International Airport is a major global hub, providing Canadians with a gateway to the world. With over 330,000 surrounding jobs, the airport is home to the second largest employment zone in the country.

As the fourth largest global entry point into the U.S., it boards flights to 210 destinations and more than 22 million trans-border passengers annually. Unfortunately, due to COVID-19, passenger activity at Pearson International Airport fell by 69.5 per cent during 2020 and has yet to recover.

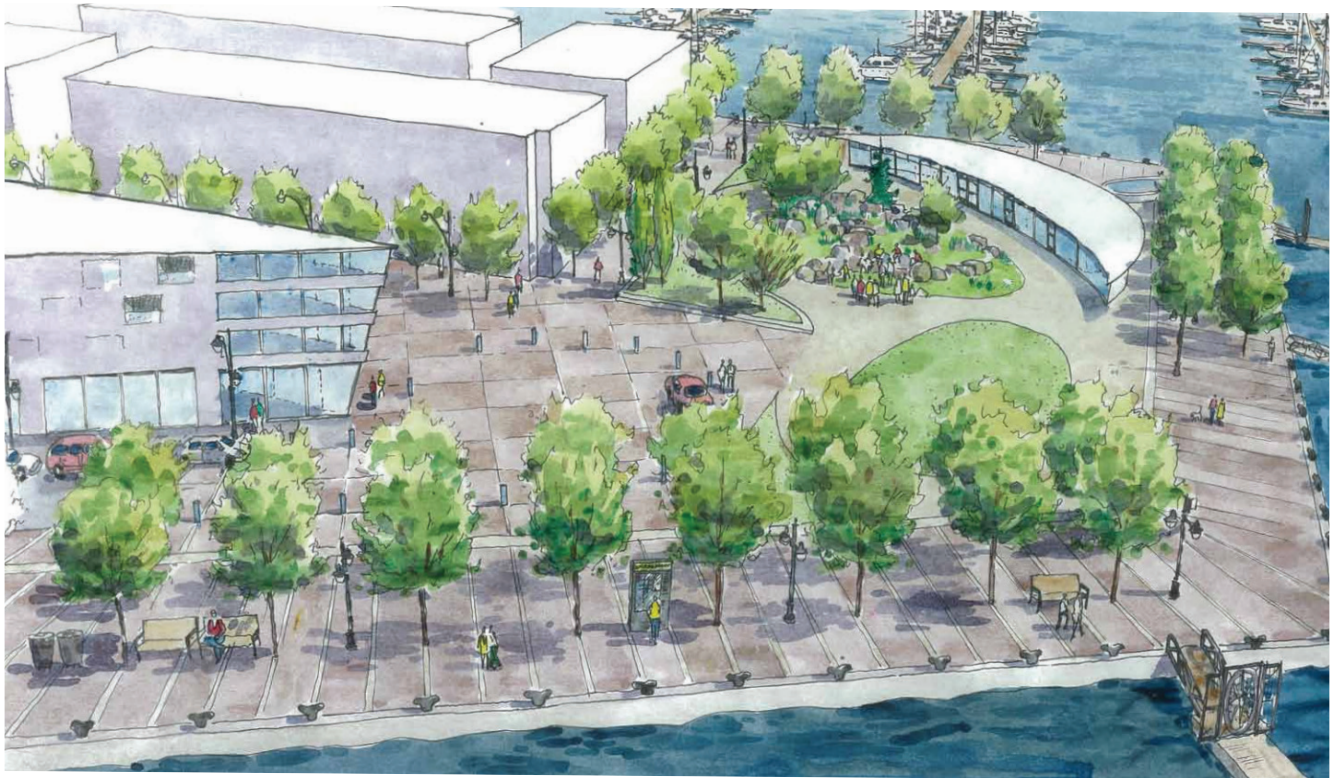
The impacts of the pandemic continue to be felt by the airline and aerospace industries. Continued support, as has been seen in other countries around the world, needs to continue to ensure this economic engine continues to run and support our local, provincial and national economy.



iv. Port Credit Harbour Marina

Through the [Inspiration Port Credit Charting the Future Course - 1 Port Street East Master Plan](#) process, community support to “keep the port in Port Credit” was established and reinforced the need for a future public marina and waterfront park at 1 Port Street East. The comprehensive Master Plan, which articulated a concept for the future revitalization and redevelopment of the site into a vibrant mixed use neighbourhood,

ensures the historic marina function and jobs are preserved while providing public access to our valuable natural asset. The City is completing the required Environmental Assessment which will be submitted to the Province in 2023. Continued collaboration with the Provincial and Federal Government will be required to ensure the full vision of the site can be realized.



Recommendation 8

Invest in talent development and access.

Access to talent is a critical determinant of Mississauga's ability to retain, expand and attract businesses. Over 80% of Canadian business leaders have indicated labour shortages as the primary obstacle to meeting demand in today's market. The COVID-19 pandemic worsened pre-existing labour market challenges related to a lack of skilled talent and workforce aging and has not recovered to pre-pandemic levels. The federal and provincial governments must work together to ensure that Mississauga has a strong labour market so businesses can grow, prosper, and thrive.

The following actions will be critical to ensure that Mississauga businesses have access to the talent they need:

- Enhance existing and introduce new funding programs to address labour shortages that are locally appropriate and developed in partnership with industry, education, regional and municipal representatives; and
- Improve and expand pathways for immigrants to address industry and professional talent shortages.



Recommendation 9

Prioritize investments that support a fair and inclusive economic recovery

The COVID-19 pandemic disproportionately impacted populations that are already disadvantaged by pre-existing socioeconomic structures. A full and inclusive economic recovery requires dedicated funding and targeted programming to address barriers experienced by each population. The federal and provincial governments must work with municipalities to ensure that everybody has an equal opportunity to thrive in our country, province and municipalities. We must work together. This is why Mississauga proposes the following actions to be taken to support a fair and inclusive recovery:

- Ensure access to affordable childcare;
- Keep our workers safe by providing adequate sick pay;
- Enhance existing and introduce new funding programs to identify and address barriers to the full participation of women, racialized and indigenous people and those with disabilities in entrepreneurship and labour markets; and
- Take proactive measures to ensure government support programs and procurement processes are open and accessible to under-represented groups, including women, racialized and indigenous people and those with disabilities, as well as small and medium enterprises.

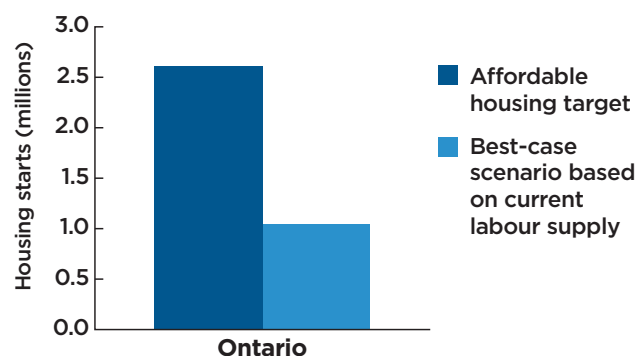


Recommendation 10

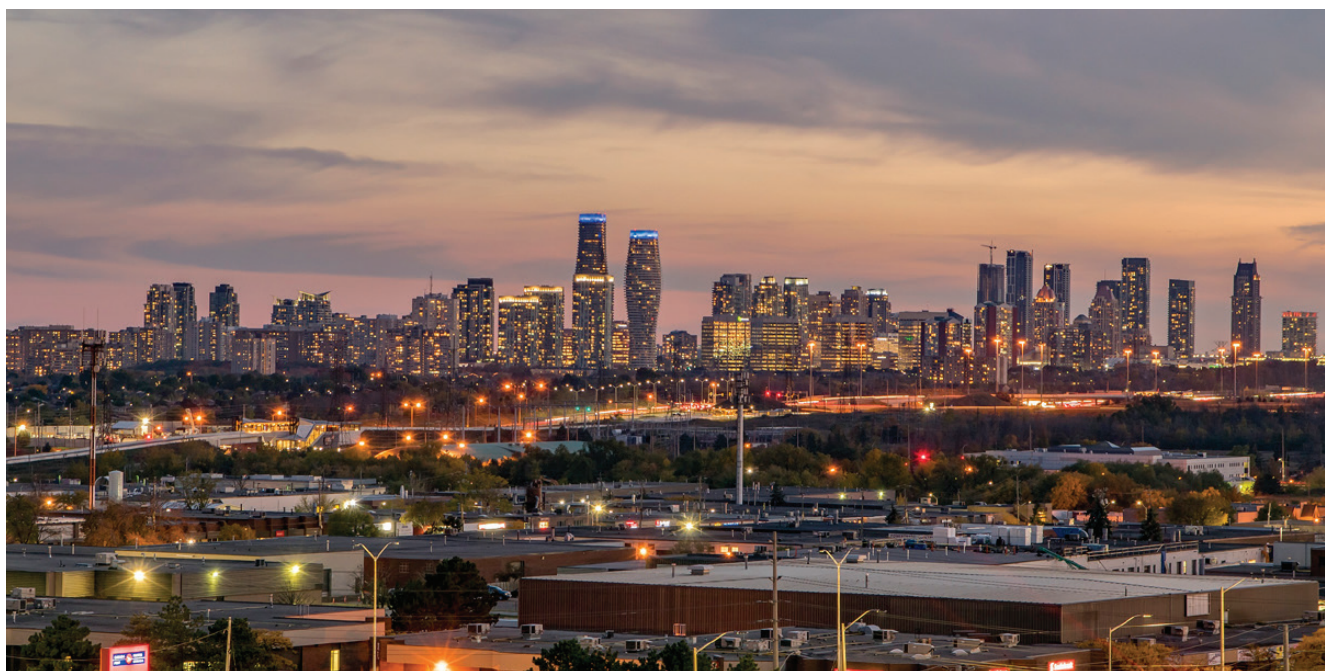
Develop and fund education and skills retraining programs to ensure an adequate supply of labour in the trades and construction industry to meet the demands as a result of the province's housing target of 1.5M homes in 10 years (120,000 in Mississauga).

A report from the Canadian Housing and Mortgage Corporation found that even in the best case scenarios, there will only be enough labour to increase housing starts above their baseline projections by 36% in Ontario. This would fall well short of the target set by the Government of Ontario and the City of Mississauga does not have the tools or authority to address this problem.

Significant action is required to address labour shortages that make housing targets beyond Mississauga's and the construction industry's capabilities.



Source: Provincial authorities, Statistics Canada, CMHC



Conclusion

Municipalities play a vital role in the delivery of critical services that residents rely on, and are on the frontline of the continuing economic recovery. The City of Mississauga's Leadership Team and Council continue to deliver value for money and exceptional customer service to the residents of Mississauga.

The provincial and federal governments are important partners in ensuring the City meets its objectives, realizes its vision, and achieves its city-building priorities, specifically through proper funding mechanisms. Our recovery plans and supporting actions will need to remain agile to respond to changing external forces such as the lingering affects of the pandemic, inflation, global conflicts and supply shortages. One thing we can be certain of, whatever challenge we face, we can only overcome it if we work together.

For more information visit mississauga.ca or email us strategicinitiatives@mississauga.ca

2023

PROVINCIAL

PRE-BUDGET

SUBMISSION

City of Mississauga
Corporate Report



<p>Date: May 1, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files: RT.10.ZVAR</p>
<p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Meeting date: May 24, 2023</p>

Subject

Traffic Calming – Ward 2, Ward 7 and Ward 11

Recommendation

1. That the report from the Commissioner of Transportation and Works, dated May 1, 2023 and entitled “Traffic Calming – Ward 2, Ward 7 and Ward 11”, be approved.
2. That the report from the Commissioner of Transportation and Works, dated May 1, 2023 and entitled “Traffic Calming – Ward 2, Ward 7 and Ward 11” be referred to the Mississauga School Traffic Safety Action Committee, Cycling Advisory Committee and the Mississauga Road Safety Committee for information.

Executive Summary

- Indian Grove, King Street East, and Erin Centre Boulevard are being recommended for the installation of physical traffic calming measures.
- Speeding issues were identified by staff on the three roadways that met the thresholds identified in the Traffic Calming Policy and warranted corrective measures.
- Majority support was received from each community as part of the consultation process for each of the recommended traffic calming locations.
- All costs associated with the traffic calming construction on the three roadways will be accommodated through the 2019 Traffic Calming Program Capital Budget.
- Emergency services and MiWay were consulted and have no objections to the proposed traffic calming plans.

Background

The Traffic Services and Road Safety Section regularly conducts reviews regarding speeding, aggressive driving, and traffic infiltration on City roadways to determine if physical traffic calming measures are warranted based on the City's Traffic Calming Policy (10-09-03).

Once a speeding concern is identified, Road Safety staff utilize a number of passive traffic calming techniques to reduce vehicle operating speeds. These passive traffic calming measures can include the implementation of painted edge/centre lines, the use of a speed awareness device and enforcement.

If an ongoing identified concern cannot be resolved through other more passive traffic calming measures such as signs and pavement markings, it will be prioritized on a list of traffic calming locations.

In consultation with the local Ward Councillors, and based on a prioritized warranted list provided by Road Safety staff, the following locations in Wards 2, 7 and 11 were identified as candidates for physical traffic calming measures:

- Indian Grove between South Sheridan Way and Indian Road (Appendix 1)
- King Street East, between Hurontario Street and Cliff Road (Appendix 2)
- Erin Centre Boulevard, between Erin Mills Parkway and Mississauga Road (Appendix 3)

The results of the most recent speed reviews at each of the above locations are as follows:

Indian Grove	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between South Sheridan Way and Indian Road	40	55

King Street East	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between Catherine Jean Lane and Shepard Avenue	40	61
Between Donnavale Drive and Edenhurst Drive	40	59

Erin Centre Boulevard	Posted Speed (km/h)	85th Percentile Speed (km/h)
Between Elmridge Drive and Roanoke Court	40	58
Between Forest Hill Drive and Forest Ridge Drive	40	67

Comments

Once candidates for the installation of physical traffic calming measures are identified, preliminary plans for the neighbourhood were developed. Staff considered different types of traffic calming devices and overall roadway characteristics to achieve operating speeds, which are consistent with the posted speed limit. These factors include traffic calming type, spacing, layout and impacts the installation of physical traffic calming devices may have on local residents and City services.

Public Consultation

To determine the level of support and to refine the traffic calming plan for the neighbourhood, notification of the proposed projects was sent to area residents. The traffic calming proposals were presented to the locally impacted residents who were then given the opportunity to provide feedback and vote on their support for the proposed plan. The results of the virtual public engagement consultations are as follows:

- Indian Grove:
 - 80% of respondents were supportive of the proposed measures along Indian Grove. These measures include a series of speed cushions and raised crossing that will be installed between South Sheridan Way and Indian Road.
- King Street East:
 - 94% of respondents were supportive of the proposed measures along King Street East. These measures include a series of speed cushions, raised crossing and flexible bollards that will be installed between Hurontario Street and Cliff Road.
- Erin Centre Boulevard:
 - 80% of respondents were supportive of the proposed measures along Erin Centre Boulevard. These measures include a series of speed cushions and flexible bollards that will be installed between Erin Mills Parkway and Mississauga Road.

Sufficient support was received from local residents at all locations listed above. Based on the results of the public consultation, staff recommend proceeding with the implementation of physical traffic calming measures as outlined above.

Emergency services and MiWay were also consulted as part of the public engagement to ensure there would be no significant negative impact on their service delivery. No objections were received regarding the proposed traffic calming plans.

Financial Impact

The estimated cost associated with the proposed traffic calming projects are as follows:

Indian Grove	\$65,000
King Street East	\$61,000
Erin Centre Boulevard	\$67,500
	\$193,500

The total estimated cost of \$193,500 for delivering the three traffic calming projects outlined above can be accommodated within the Traffic Calming Program capital projects PN #19199.

Conclusion

Through consultation with the Ward Councillors and local residents, staff are recommending the installation of physical traffic calming measures on Indian Grove, King Street East, and Erin Centre Boulevard.

Attachments

Appendix 1: Location Map – Indian Grove between South Sheridan Way and Indian Road

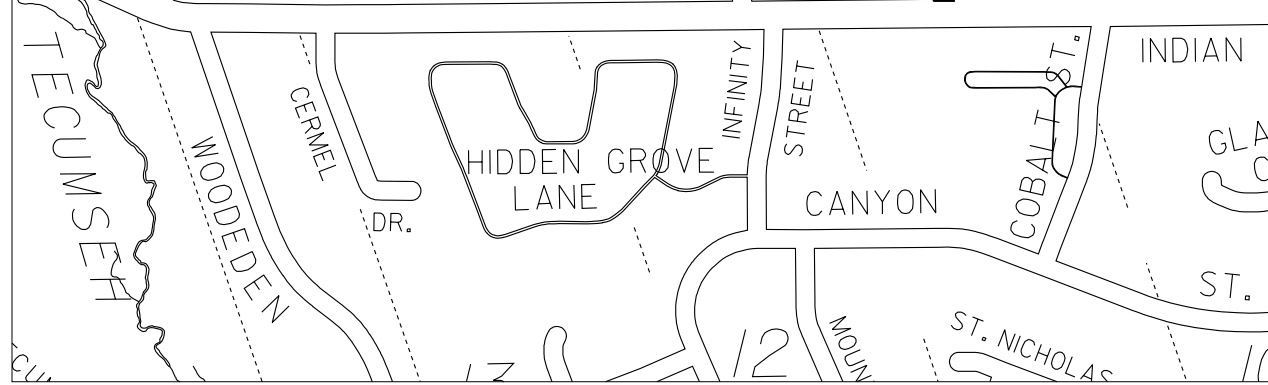
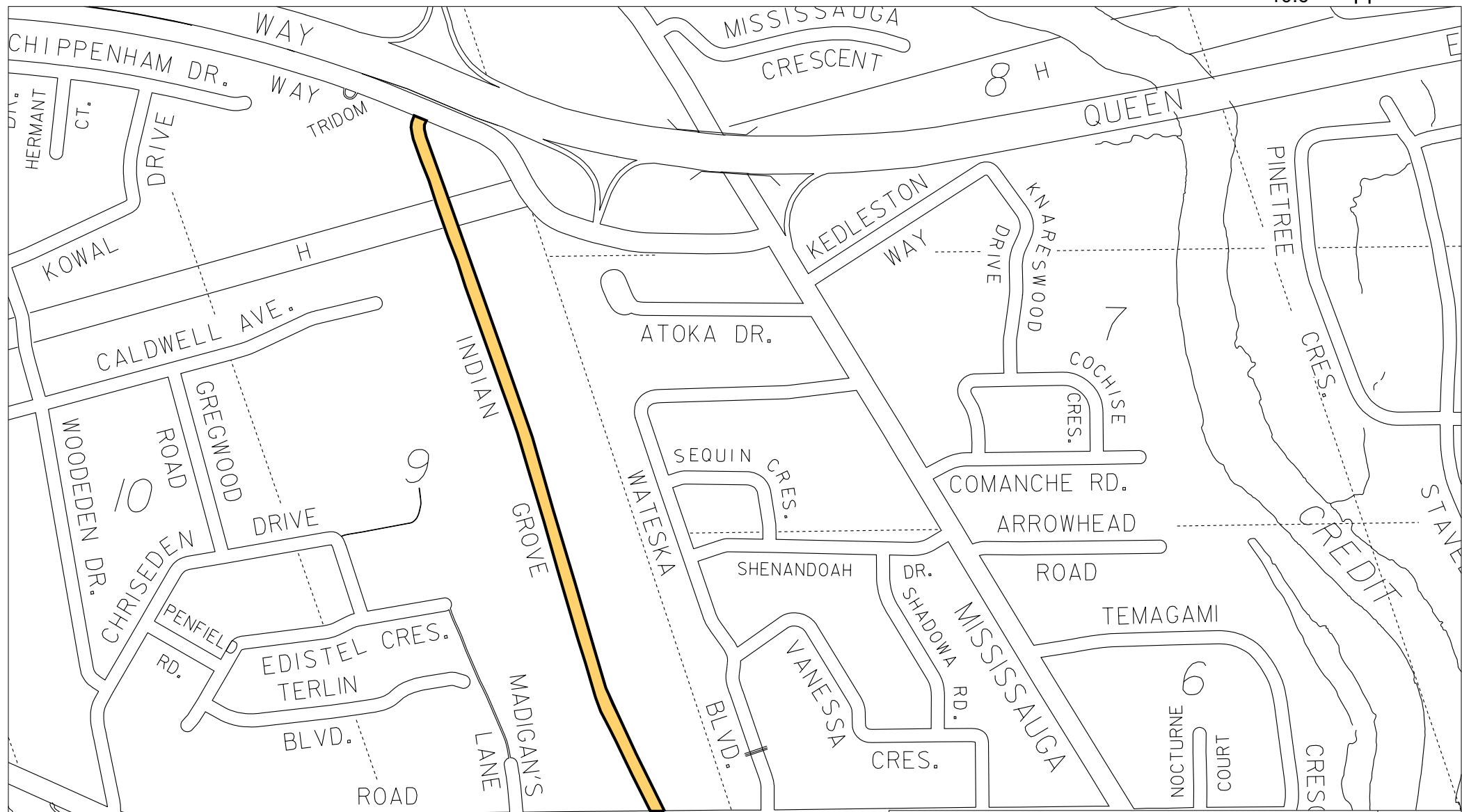
Appendix 2: Location Map – King Street East, between Hurontario Street and Cliff Road

Appendix 3: Location Map – Erin Centre Boulevard, between Erin Mills Parkway and Mississauga Road



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

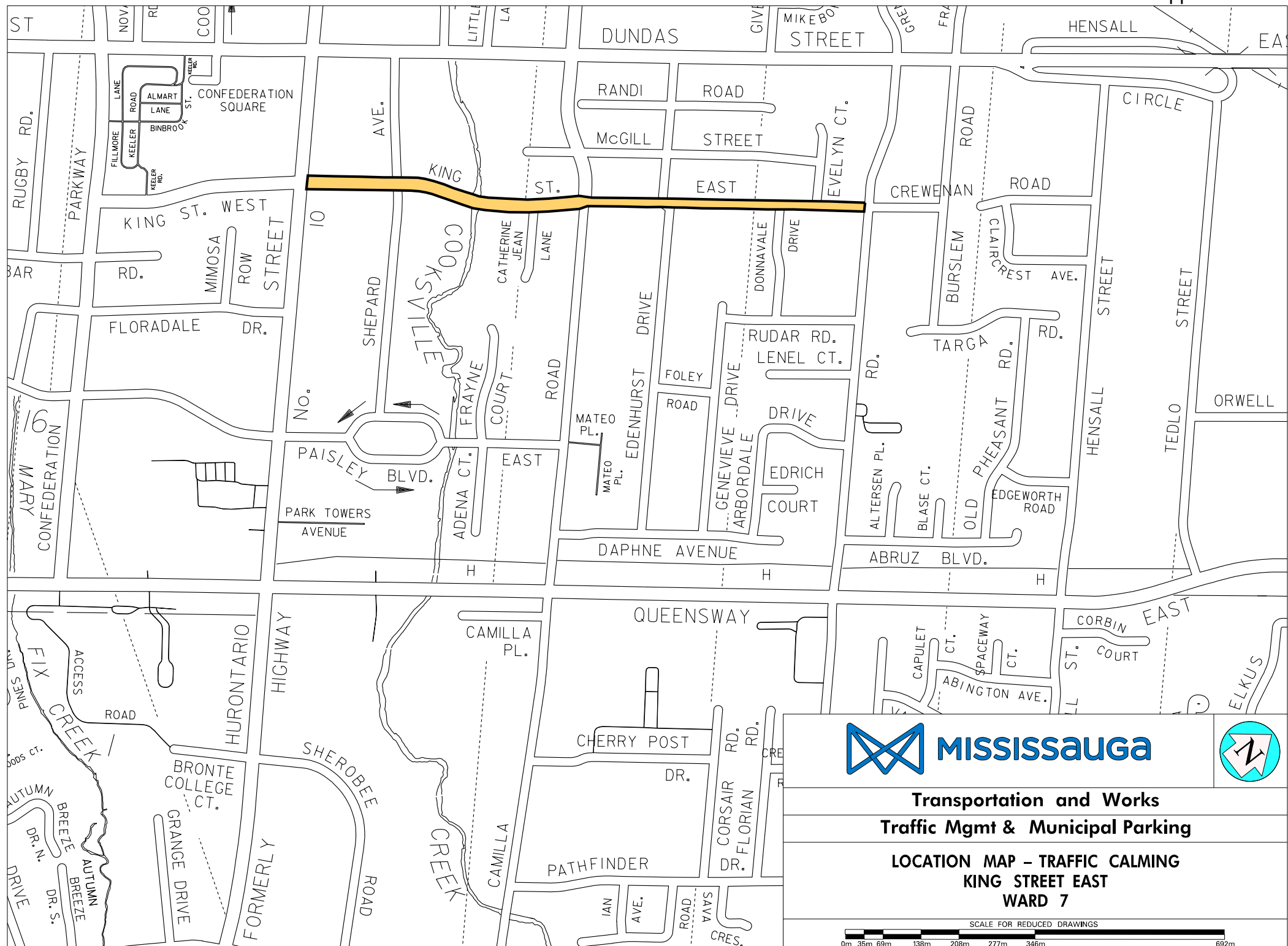
Prepared by: Magda Andrejas, C.E.T., Road Safety Technologist
William Wright, C.E.T., Road Safety Technologist



**Transportation and Works
Traffic Mgmt & Municipal Parking**

**LOCATION MAP - TRAFFIC CALMING
INDIAN GROVE
WARD 2**

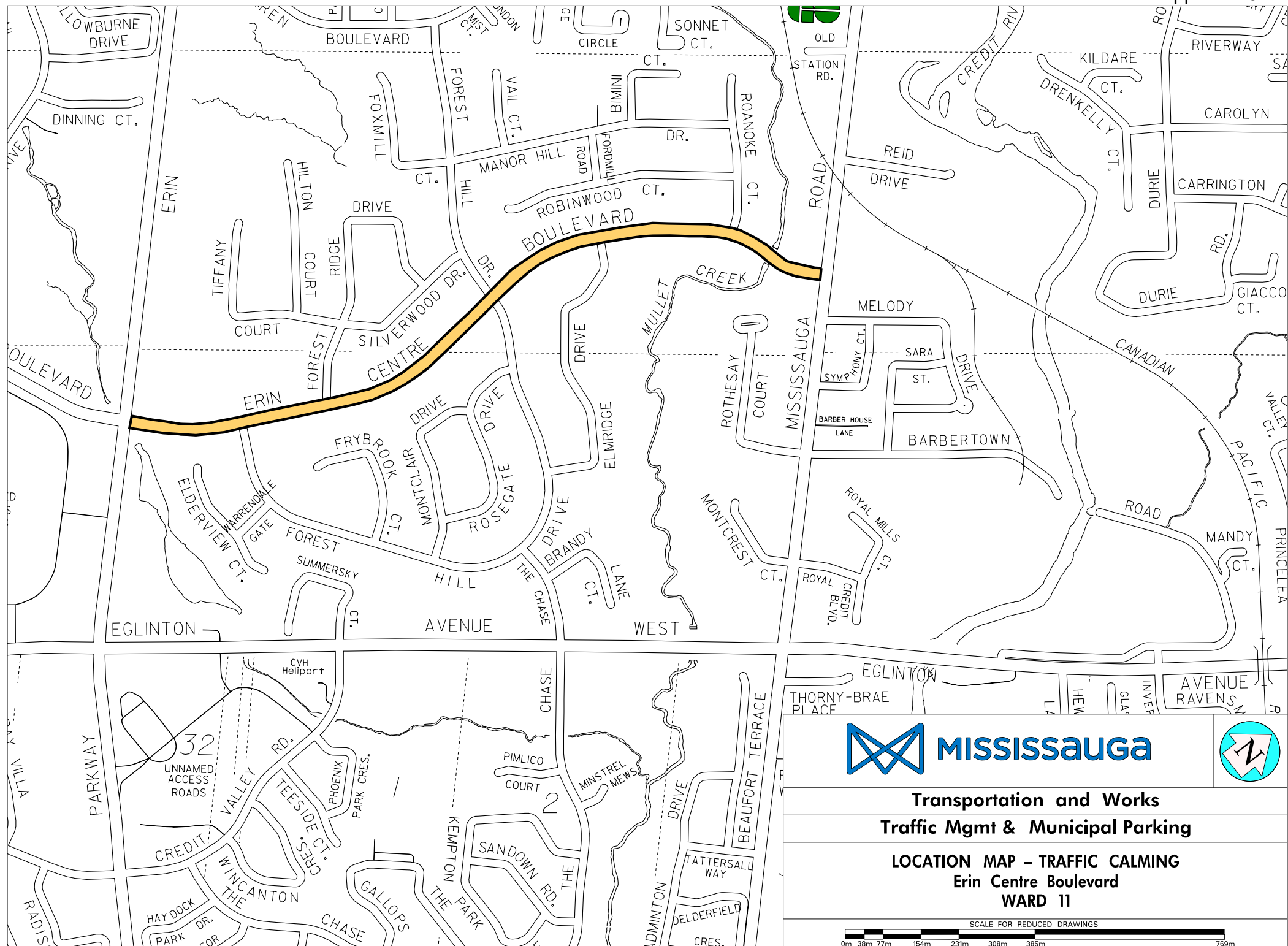




**Transportation and Works
Traffic Mgmt & Municipal Parking**

**LOCATION MAP - TRAFFIC CALMING
KING STREET EAST
WARD 7**





MISSISSAUGA



**Transportation and Works
Traffic Mgmt & Municipal Parking**

**LOCATION MAP - TRAFFIC CALMING
Erin Centre Boulevard
WARD 11**



City of Mississauga
Corporate Report



<p>Date: April 26, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Jodi Robillos, Commissioner of Community Services</p>	<p>Meeting date: May 24, 2023</p>

Subject

Annual Reconciliation Report

Recommendation

1. That the corporate report dated April 26, 2023 entitled "Annual Reconciliation Report" from the Commissioner of Community Services be approved and that the report be filed with the National Centre for Truth and Reconciliation.
2. That the City of Mississauga remains committed to Truth and Reconciliation and that the City continue to renew its relationship with its Treaty partners.
3. That the City of Mississauga continue to take action on the Truth and Reconciliation Calls to Action and the Calls for Justice for Missing and Murdered Indigenous Women and Girls as outlined in the corporate report dated April 26, 2023 entitled "Annual Reconciliation Report" from the Commissioner of Community Services.

Executive Summary

- The Indigenous Relations Office continue to advise and guide Council and Staff on all matters regarding Reconciliation and the City's Relationship with our Indigenous Partners.
- The City is taking action on 13 of the TRC Calls to Action and taking action on municipal-specific Calls for Justice in the MMWIG report.
- The City's efforts focus on combating erasure and ensuring that the Indigenous culture and history of the land are shared and celebrated, as well as endeavours regarding economic Reconciliation.
- In 2022, the City took part in multiple events and activations; including the raising of the Every Child Matters flag, the Mississaugas of the Credit Flag, the Moccasin Identifier Crosswalk, National Indigenous Peoples Day, the Moccasin Identifier Project and Gidinawendimin – We Are All Related.

- Reconciliation is everyone's responsibility, and Indigenous Relations is working with every Ward, Department and Division across the City to see our commitments met.

Background

The City of Mississauga formally created the Indigenous Relations Unit within the Culture Division in 2020. The mandate of the unit is to provide advice and guidance to Council and staff on matters pertaining to work with our Indigenous Treaty partners and residents and to manage our relationship with our Indigenous partners. Over the past three years, the City has answered and taken action on the 2015 Truth and Reconciliation Calls to Action, worked to mark the continual documentation of Residential School graves, brought forward awareness campaigns around Missing and Murdered Indigenous Women and Girls. The City has continued to work on strengthening our relationships with the Mississaugas of the Credit First Nation, Six Nations of the Grand River and the Haudenosaunee Confederacy, and the Huron-Wendat Nation.

The relationship between Canada and Indigenous Peoples is a Nation-to-Nation relationship. The Crown has held that relationship for many years through legislation such as the Indian Act. Over the past few years, municipalities have become more active in this relationship as we all travel together on the path towards Reconciliation.

Mississauga has a lengthy relationship with the Mississaugas of the Credit First Nation (MCFN). As the location of their reserve until its forced closure in 1847, the Mississaugas were the occupants of the lands prior to settlement. The Mississaugas of the Credit have an indelible relationship with the same places as the City's current residents. A ceremony was held in 1968, when the Township adopted the name Mississauga with MCFN. A scroll was exchanged with a "Freedom of the Town" Grant to mark the occasion. Two other exchanges in the form of Friendship Treaties were signed in 1979 and 2005 respectively, marking the continued relationship between First Nations and City.

Presently, the City collaborates and cooperates with MCFN on all manner of events, activities, policies and projects. Any and all Indigenous themed program, offering or event run by the City involves collaboration and Indigenous guidance and leadership.

Comments

Recent events have brought to light truths regarding the ongoing nature, and history, of Canada's relationship with Indigenous Peoples. The tragic documentation of unmarked burials at multiple Residential Schools, combined with ongoing boil water advisories and the legal action through appeals against decisions for survivors have raised the challenges faced by Indigenous Peoples to a national level.

Our Relationships

We have a long history and relationship with the Mississaugas of the Credit First Nation. Our work together is bringing forward stronger awareness and consideration across the City. In November, Council permanently raised the MCFN flag in Council Chambers to fly alongside all other flags as an acknowledgment to our relationship, the Treaties that made way for the City and their history on the land. City Leadership also took part in a visit to the Mississaugas of the Credit community for a day of learning and sharing to better know each other and find ways to work together.

In a demonstration of our relationship, the City, collaboration with the Mississauga Nation, will host their first ever joint Pow Wow in Celebration Square on June 21st, 2023. The Pow Wow is shared by six Mississauga First Nations; the Mississaugas of the Credit, Scugog Island, Hiawatha, Mississauga First Nation, Alderville and Curve Lake. The Pow Wow will be part of the City's National Indigenous Peoples Day celebrations and is the first Pow Wow jointly-hosted by all six First Nations and held in Celebration Square.

Place making and Activations

To date, our work as a City has focused on combatting the erasure facing Indigenous Peoples across Canada. It is well documented that Indigenous erasure is strongest within the GTA, where Reserves and settlements such as the Credit Mission Village were forced to close to make way for settlement.

Place making and activations are a strong method of combatting this erasure by physical returning Indigenous culture back to a landscape where it had been removed;

- The City has worked on several such initiatives; including the raising of the Every Child Matters flag in Celebration Square to act as a reminder and marker to those that did not return from Residential Schools.
- We have also partnered with the Moccasin Identifier Project, created and led by Carolyn King. The Moccasin Identifier Project is an activation tool which seeks to return Indigenous footprints across the landscape from whence they had been removed. Operated through the Museums, the Moccasin Identifier is prominently used at major City events, at our facilities, and through our Summer Camp programs. The Moccasin Identifier is also featured prominently in a permanent location at the Moccasin Crosswalk at Lakefront Promenade and Lakeshore Road and in the ice pads at Iceland Arena.
- Council passed a motion to formally commemorate the Antrex Site in the new park replacing Grand Highland golf course. The Antrex Site was a prominent village 800 years ago and was located, prior to excavation, immediately adjacent to the proposed new park.
- City has embarked on an ambitious project of an Indigenous Art Walk along the waterfront which will tell the story of the Mississaugas of the Credit and other Indigenous peoples who have lived in these lands. Highlights of this walk include the Flame of Life

at Fire Station 104 and Dancer, a private contribution at the FRAM corporate offices in Port Credit.

Events

The City hosted two major events last year; our first annual National Indigenous Peoples Day celebration in Celebration Square, in collaboration with the Mississaugas of the Credit First Nation and Gidinawendimin – We Are All Related, in collaboration with the National Centre for Truth and Reconciliation.

Training and Education

The City is committed to furthering our learning on Indigenous culture and Canada's history. We continue to work on this by providing mandatory cultural awareness training provided through NVision, ongoing Equity Alerts and an up-to-date Indigenous Learning Toolkit. We have also had a series of Grandmothers, Elders and speakers such as Peter Schuler, Kim Wheatley, Carolyn King, Tanya Talaga, and Phyllis Webstead speak to staff to further our collective understandings. The City's Leadership also paid their respects at the Woodland Cultural Centre, formerly the Mohawk Institute or 'Mush Hole', the oldest and one of the longest running Residential Schools in Canada and the site of current work by the Survivor Secretariat documenting the unmarked graves of the victims of that school.

Economic Reconciliation

Last year, the City became a member of the Canadian Council of Aboriginal Business. This membership allows us access to the growing Indigenous marketplace and source directly from Indigenous owned businesses.

Consultation and Engagement

Consultation and engagement are the legislative requirements set forth under Section 35 of the *Constitution Act* that recognize the inherent rights of Indigenous Peoples to be consulted on a wide range of matters, including impacts to the lands and waters in their territory, as well as the cultural heritage and other legislative matters. Over the past five years, the Province has increased the amount of regulation and legislation that moves this requirement from the Province down to the municipality. Meeting these requirements is a key part of our relationship with our Indigenous partners and we continue to work towards a process that will make this work more efficient for our partners and ourselves.

The City is currently piloting a process of regularly scheduled meetings with MCFN's Department of Consultation and Accommodation to ensure we are informing and consulting as early and effectively as possible. We are currently meeting and discussing the City's Official Plan, Future Directions, the Archaeological Management Plan as well as a variety of other projects from Capital Infrastructure, Parks, Forestry and the Environment to ensure that our projects include Indigenous perspectives and concerns. The City also meets regularly with Six Nations of the Grand River First Nation and on a project by project basis with the Huron-Wendat Nation and the Haudenosaunee Confederacy as required by regulation. The City acts with

integrity in all consultation matters and ensures participation on all relevant projects and addresses concerns as they arise.

Missing and Murdered Indigenous Women and Girls

This year the City's Library and Museums worked to bring the REDress project to Mississauga. This project seeks to highlight the disproportionate loss of Indigenous women and girls across Canada and the very real issues of abuse, violence and human trafficking which take place across the country. The REDress project addresses calls for justice from the Missing and Murdered Indigenous Women and Children Report, calling on all levels of government to raise awareness to this ongoing injustice.

Financial Impact

There is no financial impact for adopting the Truth and Reconciliation Calls to Action in this report as funds for the initiatives have already been approved in the operational budgets of various departments across the City.

Conclusion

The City of Mississauga continues to work towards Reconciliation. The process of Reconciliation involves reconsidering many of the standard practices which govern municipal processes and hearing truths which are uncomfortable and challenging. It is in taking these actions that the City continues to honour and respect the Treaties which were signed for the land, and the Indigenous Peoples who have lived here since time immemorial.

Attachments

Appendix1: Responses to the Truth and Reconciliation Calls to Action



Jodi Robillos, Commissioner of Community Services

Prepared by: John Dunlop, Manager, Indigenous Relations and Heritage Planning

Annual Reconciliation and Relationship Report

Truth and Reconciliation Calls to Action and Adopted City Actions

TRC Call to Action	Recommended City of Mississauga Initiatives to satisfy the Call to Action
<p>Jordan’s Principle #3</p> <p>We call upon all levels of government to fully implement Jordan’s Principle.</p>	<p>City Council passed a motion in June, 2021, calling upon the Federal Government to cease its appeal of the Human Rights Tribunal decisions related to Jordan’s Principle.</p>
<p>Access to health services #20</p> <p>In order to address the jurisdictional disputes concerning Aboriginal people who do not reside on reserves, we call upon the federal government to recognize, respect, and address the distinct health needs of the Métis, Inuit, and off-reserve Aboriginal peoples.</p>	<p>The City’s Open Window Hub partners with the Region of Peel and the Indigenous Network to ensure that Indigenous peoples seeking assistance are provided with culturally appropriate services.</p>
<p>Missing and Murdered Indigenous Women #41. We call upon the federal government, in consultation with Aboriginal organizations, to appoint a public inquiry into the causes of, and remedies for, the disproportionate victimization of Aboriginal women and girls. The inquiry’s mandate would include:</p> <ul style="list-style-type: none"> i. Investigation into missing and murdered Aboriginal women and girls. ii. Links to the intergenerational legacy of residential schools. 	<p>The Library and Museum brought the REDress project to the City in May, 2023, raising awareness of these concerns.</p>
<p>United Nations Declaration on the Rights of Indigenous Peoples #43. We call upon federal, provincial, territorial, and municipal governments to fully adopt and implement the United Nations Declaration on the Rights of Indigenous Peoples as the framework for reconciliation.</p>	<p>Council formally recognized UNDRIP in 2021 and it is anticipated that the Federal Government will unveil a more fulsome plan on its implementation in 2024.</p>
<p>Treaty Relationships #45. We call upon the Government of Canada, on behalf of all Canadians, to jointly develop with Aboriginal peoples a Royal Proclamation of Reconciliation to be issued by the Crown. The proclamation would build on the Royal Proclamation of 1763 and the Treaty of Niagara of 1764, and reaffirm the nation-to-nation relationship between Aboriginal peoples and the Crown. The proclamation would include, but not be limited to, the following commitments:</p> <p>iii. Renew or establish Treaty relationships based on principles of mutual recognition,</p>	<p>The City continues to strengthen our relationship</p>

TRC Call to Action	Recommended City of Mississauga Initiatives to satisfy the Call to Action
mutual respect, and shared responsibility for maintaining those relationships into the future.	
<p>National Council for Reconciliation #55. We call upon all levels of government to provide annual reports or any current data requested by the National Council for Reconciliation [NCR] so that it can report on the progress towards reconciliation. The reports or data would include, but not be limited to:</p> <ul style="list-style-type: none"> i. The number of Aboriginal children—including Métis and Inuit children—in care, compared with non-Aboriginal children, the reasons for apprehension, and the total spending on preventive and care Services by child-welfare agencies. ii. Comparative funding for the education of First Nations children on and off reserves. iii. The educational and income attainments of Aboriginal peoples in Canada compared with non-Aboriginal people. iv. Progress on closing the gaps between Aboriginal and non-Aboriginal communities in a number of health indicators such as: infant mortality, maternal health, suicide, mental health, addictions, life expectancy, birth rates, infant and child health issues, chronic diseases, illness and injury incidence, and the availability of appropriate health services. v. Progress on eliminating the overrepresentation of Aboriginal children in youth custody over the next decade. vi. Progress on reducing the rate of criminal victimization of Aboriginal people, including data related to homicide and family violence victimization and other crimes. vii. Progress on reducing the overrepresentation of Aboriginal people in the justice and correctional systems. 	<p>It is recommended that the City provides Council with annual reporting of progress towards reconciliation. This report will be available to the public, including the National Council for Reconciliation.</p>
<p>Indigenous Education to Public Servants #57. We call upon federal, provincial, territorial, and municipal governments to provide education to public servants on the history of Aboriginal peoples, including the history and legacy of</p>	<p>The City has implemented mandatory cultural awareness training. The City has featured Indigenous speakers for staff as education opportunities including Peter Schuler, Kim</p>

TRC Call to Action	Recommended City of Mississauga Initiatives to satisfy the Call to Action
<p>residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, Treaties and Aboriginal rights, Indigenous law, and Aboriginal–Crown relations. This will require skills based training in intercultural competency, conflict resolution, human rights, and anti-racism.</p>	<p>Wheatley, Carolyn King, Tanya Talaga, and Phyllis Webstead</p> <p>The City has also released several Equity alerts focusing on Indigenous topics such as land acknowledgments and Residential Schools, as well as an Indigenous Toolkit for staff to further their learning.</p>
<p>Recognition of Indigenous Holidays #80. We call upon the federal government, in collaboration with Aboriginal peoples, to establish, as a statutory holiday, a National Day for Truth and Reconciliation to honor Survivors, their families, and communities, and ensure that public commemoration of the history and legacy of residential schools remains a vital component of the reconciliation process.</p>	<p>It is recommended that the City should continue to officially recognize annual Indigenous holidays including:</p> <ul style="list-style-type: none"> a) National Indigenous History Month (June) b) Canada’s National Indigenous Peoples Day (June 21st) c) Orange Shirt Day/ National Day for Truth and Reconciliation (September 30th) d) Treaties Recognition Week in Ontario (First week of November) <p>The City hosted two major events in collaboration with MCFN and the National Centre for Truth and Reconciliation; National Indigenous Peoples Day and Gidinawendimin – We Are All Related</p>
<p>Indigenous Athletes #87. We call upon all levels of government, in collaboration with Aboriginal peoples, sports halls of fame, and other relevant organizations, to provide public education that tells the national story of Aboriginal athletes in history.</p>	<p>City Council endorsed resolution 0193-2019 on Sept 11th 2019. As a result, the City will continue to not permit the display of any Indigenous images in the City’s sport and recreation facilities that are related to non-Indigenous sports organizations and will work with Indigenous and community sports groups to proactively build awareness of this policy through open communication and education. It is recommended that the City continues on this course of action.</p> <p>The Moccasin Identifier was also installed in the ice of all four ice pads at Iceland Arena, in advance of the LNHL tournament. The Moccasins provide positive imagery in places where harmful imagery were once displayed.</p>
<p>Indigenous Athletes #88. We call upon all levels of government to take action to ensure long-term Aboriginal athlete development and growth, and continued support for the North American Indigenous Games, including funding to host the games and</p>	<p>The City hosted and continues to host the Little National Hockey League Tournament and engage with Indigenous communities for large sporting events. It is recommended that the City continue to host this important tournament and provide a safe space for the sport to be played.</p>

TRC Call to Action	Recommended City of Mississauga Initiatives to satisfy the Call to Action
for provincial and territorial team preparation and travel.	
<p>Indigenous Business Opportunities #92. We call upon the corporate sector in Canada to adopt the United Nations Declaration on the Rights of Indigenous Peoples as a reconciliation framework and to apply its principles, norms, and standards to corporate policy and core operational activities involving Indigenous peoples and their lands and resources. This would include, but not be limited to, the following:</p> <p>ii. Ensure that Aboriginal peoples have equitable access to jobs, training, and education opportunities in the corporate sector, and that Aboriginal communities gain long-term sustainable benefits from economic development projects.</p>	The City became a member of the Canadian Council of Aboriginal Business in 2022, to further procurement opportunities with Indigenous owned businesses.
<p>Oath of Citizenship #94 We call upon the Government of Canada to replace the Oath of Citizenship with the following: I swear (or affirm) that I will be faithful and bear true allegiance to Her Majesty Queen Elizabeth II, Queen of Canada, Her Heirs and Successors, and that I will faithfully observe the laws of Canada including Treaties with Indigenous Peoples, and fulfill my duties as a Canadian citizen.</p>	The City adopted the new Oath of Citizenship in its Canada Day event to formally recognize the Treaties with Indigenous Peoples.

City of Mississauga Corporate Report



<p>Date: May 4, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files: PO.11.NIN</p>
<p>From: Shari Lichterman, CPA, CMA, Commissioner of Corporate Services & Chief Financial Officer</p>	<p>Meeting date: May 24, 2023</p>

Subject

Surplus Land Declaration for the purposes of disposal of City-owned lands located on the southwest corner of Eglinton Avenue West and Ninth Line (Ward 8)

Recommendation

1. That the City-owned lands located on the west side of Ninth Line, south of Eglinton Avenue West, having an area of approximately 0.284 hectares (0.702 acres), legally described as road allowance between Lots 5 and 6, Concession 2, North Dundas Street (Trafalgar), on Reference Plan 20R-18446, under the *Land Titles Act* as part of PIN #24930-0137, in the City of Mississauga, Regional Municipality of Peel (Ward 8) (the "City-owned Lands"), be declared surplus to the City's requirements and offered for sale on the open market at fair market value as outlined in the corporate report dated May 4, 2023, entitled "Surplus Land Declaration for the purposes of disposal of City-owned lands located on the southwest corner of Eglinton Avenue West and Ninth Line (Ward 8), from the Commissioner of Corporate Services and Chief Financial Officer.
2. That Realty Services staff be authorized to proceed to dispose of lands described as road allowance between Lots 5 and 6, Concession 2, North Dundas Street (Trafalgar), on Reference Plan 20R-18446, under the *Land Titles Act* as part of PIN # 24930-0137, in the City of Mississauga, Regional Municipality of Peel (Ward 8), on the open market, at fair market value.
3. That all steps necessary to comply with the requirements of Section 2. (3) of the City Notice By-law 215-08 be taken, including giving notice to the public by posting a notice on the City of Mississauga's website for a two-week period, where the expiry of the two week period will be at least one week prior to the execution of an agreement for the sale of the subject lands.

Executive Summary

- ☐ • Transportation and Works staff confirmed that the City-owned Lands, comprising an

area of approximately 0.284 hectares (0.702 acres) are not required for the approved future Ninth Line road widening and the potential future widening of Eglinton Avenue West, and that, provided that right-of-way setback requirements are maintained, the un-traveled road allowance can be declared surplus to its requirements.

- A circulation to the various City departments confirmed that the City-owned Lands are not required for any other City purpose and may be declared surplus to the City's requirements.
- It is proposed that the City-owned Lands be declared surplus for the purpose of sale on the open market, at fair market value.
- An Agreement of Purchase and Sale to convey the City-owned Lands will be processed and it is anticipated that the market value of the property will exceed the limits of Delegated Authority by-law 0136-2022, and in this event, staff shall report to Council to seek authority to execute an Agreement of Purchase and Sale.

Background

The City is the registered owner of the road allowance between Lots 5 and 6, Concession 2, North of Dundas Street, Trafalgar (Ninth Line Road) lying between Old Base Line Road and Burnhamthorpe Road East. The Province of Ontario, Minister of Affairs, transferred the Lands to the City and Housing Annexation Order dated December 17, 2009. The Order was registered on title on February 4, 2010 by Instrument No. HR817684.

Comments

Realty Services has completed its circulation and received confirmation that there are no concerns with the lands being declared surplus to the City's requirements and sold on the open market, at fair market value. The lands shall be sold as is.

Transportation and Works completed the Ninth Line Municipal Class Environmental Assessment (MCEA) Study (Eglinton Avenue West to Derry Road West) and advised that the City-owned Lands are outside of the approved Ninth Line improvements area, and there is no objection to the City-owned Lands being declared surplus, provided that the City retains sufficient lands to meet the right-of-way requirements as per the City's Official Plan. In this regard, the successful purchaser will have to submit a draft reference plan for review and approval by the City Surveyor.

Planning and Building/Zoning advised that the City-owned Lands is zoned "D", which effectively permits nothing and the onus will be on the successful purchaser to zone and designate that portion of the road allowance parcel upon acquisition.

A circulation to various utility companies has been undertaken and easement protection over the subject lands shall be granted, if required.

Prior to the sale of the subject lands, public notice will have been given by the posting of a notice of proposed sale on the City of Mississauga's website for a two week period, where the expiry of the two week period will be at least one week before the execution of the agreement for the sale of the said lands. This notice satisfies the requirement of the City Notice By-Law 0215-2008, as amended by By-Law 0376-2008.

Financial Impact

There are no financial impacts resulting from the Recommendations in this report. Revenue to the City will be generated by any subsequent sale.

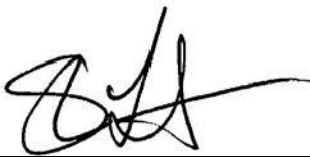
Conclusion

As the City lands identified in this report are not required for municipal purposes, it is reasonable to declare the parcel surplus to the City needs. Easement protection shall be retained in advance of disposition, as required.

Attachments

Appendix 1: Approximate location of the lands to be declared surplus

Appendix 2: Sketch of the City-owned Lands to be declared surplus

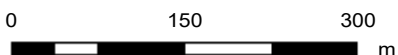


Shari Lichterman, CPA, CMA, Commissioner of Corporate Services & Chief Financial Officer

Prepared by: Susy Costa, Project Leader, Realty Services, Corporate Business Services



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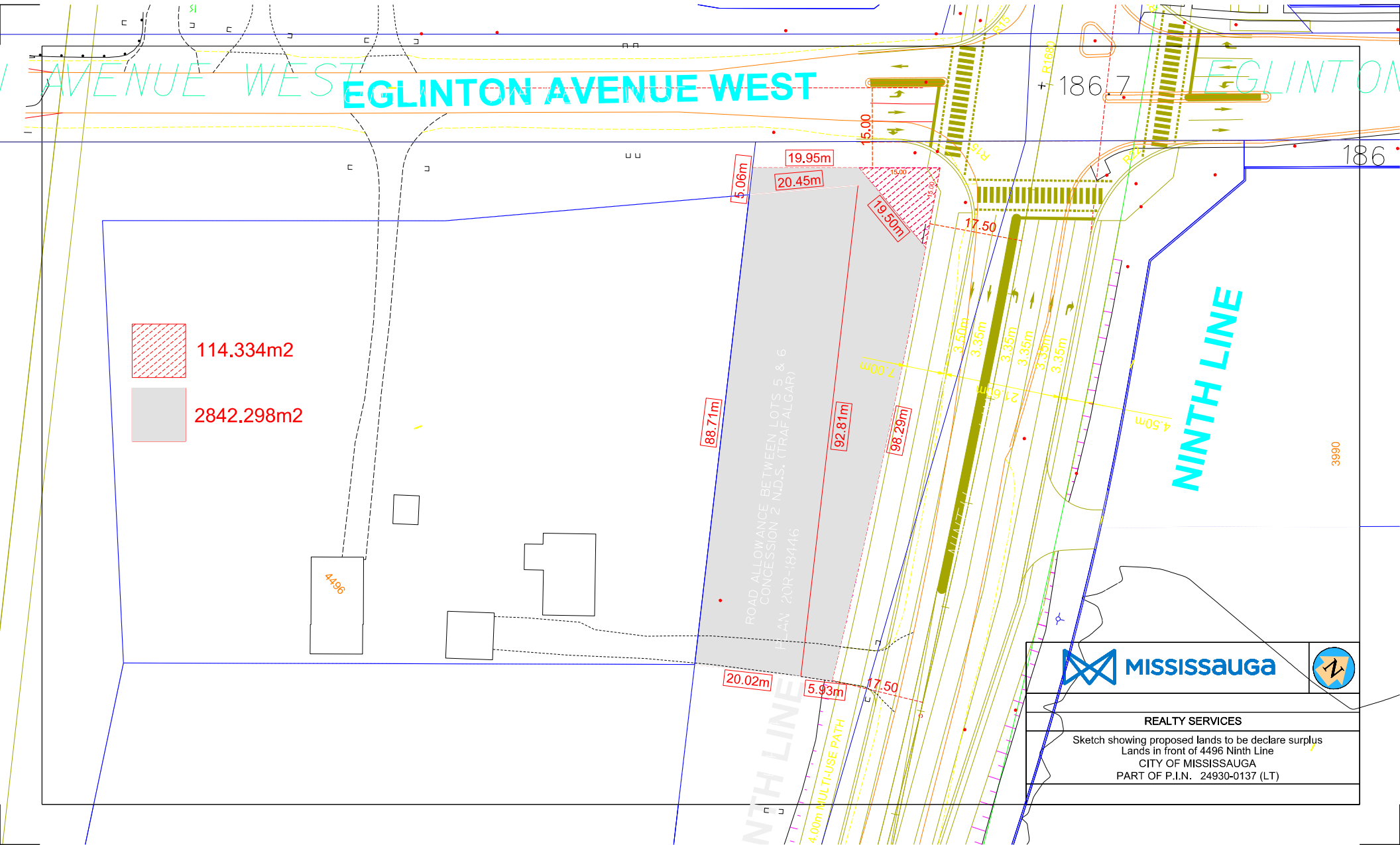




THIS IS NOT A PLAN OF SURVEY



Realty Services, Corporate Business Services

Approx. location of City-owned Lands to be declared surplus, west side Ninth Line (PO11NIN)



 **MISSISSAUGA** 

REALTY SERVICES

Sketch showing proposed lands to be declare surplus
Lands in front of 4496 Ninth Line
CITY OF MISSISSAUGA
PART OF P.I.N. 24930-0137 (LT)

City of Mississauga Corporate Report



<p>Date: May 2, 2023</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files: M-1930</p>
<p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Meeting date: May 24, 2023</p>

Subject

Assumption of Municipal Works - Industrial Subdivision Servicing Agreement, Registered Plan 43M-1930, ProLogis Canada LLC (Ward 9)

Recommendation

1. That the City of Mississauga assume the municipal works as constructed by ProLogis Canada LLC under the terms of the Industrial Subdivision Servicing Agreement for Registered Plan 43M-1930 (Ward 9), lands located east of Ninth Line, west of Tenth Line, north of Derry Road and south of Highway 401, known as the Argentia Road Industrial Subdivision, Phase 1 (Appendix 1) as outlined in the corporate report dated May 2, 2023 entitled "Assumption of Municipal Works - Industrial Subdivision Servicing Agreement, Registered Plan 43M-1930, ProLogis Canada LLC (Ward 9) from the Commissioner of Transportation and Works.
2. That the Letter of Credit in the amount of \$1,895,345.38 be returned to ProLogis Canada LLC (Appendix 2).
3. That a by-law be enacted to assume the road allowances within Registered Plan 43M-1930 as Public Highway and part of the municipal system of the City of Mississauga.

Background

To support the creation of an industrial development for 43M-1930, ProLogis Canada LLC entered into a Subdivision Servicing Agreement with the City of Mississauga and Region of Peel on February 6, 2013 to construct the extension of Argentia Road. The municipal infrastructure included:

- Underground services comprising of a storm sewer, sanitary sewer and watermain
- Road construction and boulevard surface works, and
- Stormwater Management Facility

The location of the industrial subdivision is shown in Appendix 1 and a summary of the relevant subdivision assumption information has been provided in Appendix 2.

Comments

The developer has completed the construction of the required municipal works in accordance with the terms of the Subdivision Servicing Agreement.

Transportation and Works supports the assumption of the municipal work within the Argentia Road Industrial Subdivision, Phase 1 (43M-1930) based on the following criteria:

- Final inspections completed and approvals issued by Transportation and Works
- Final approvals received from the Region of Peel
- Final certification of the works received from the Engineering Consultants, and
- Terms of the warranty period have been fulfilled.

Financial Impact

The financial impact resulting from the adoption of the report recommendations (maintaining the assumed roads, storm sewer infrastructure and stormwater management facility) can be accommodated in the existing 2023 Roads Service Area and Stormwater Service Area Operating Budgets.

With the assumption of the municipal works associated with the Argentia Road Industrial Subdivision, Phase 1 (43M-1930), the City will now be required to provide maintenance of 655 metres (2,149 feet) of roadway and 1,100 metres (3,609 feet) of storm sewer.

Conclusion

It is in order to assume the municipal works associated with the Argentia Road Industrial Subdivision, Phase 1 (43M-1930) and return the associated Letter of Credit to the developer.

Attachments

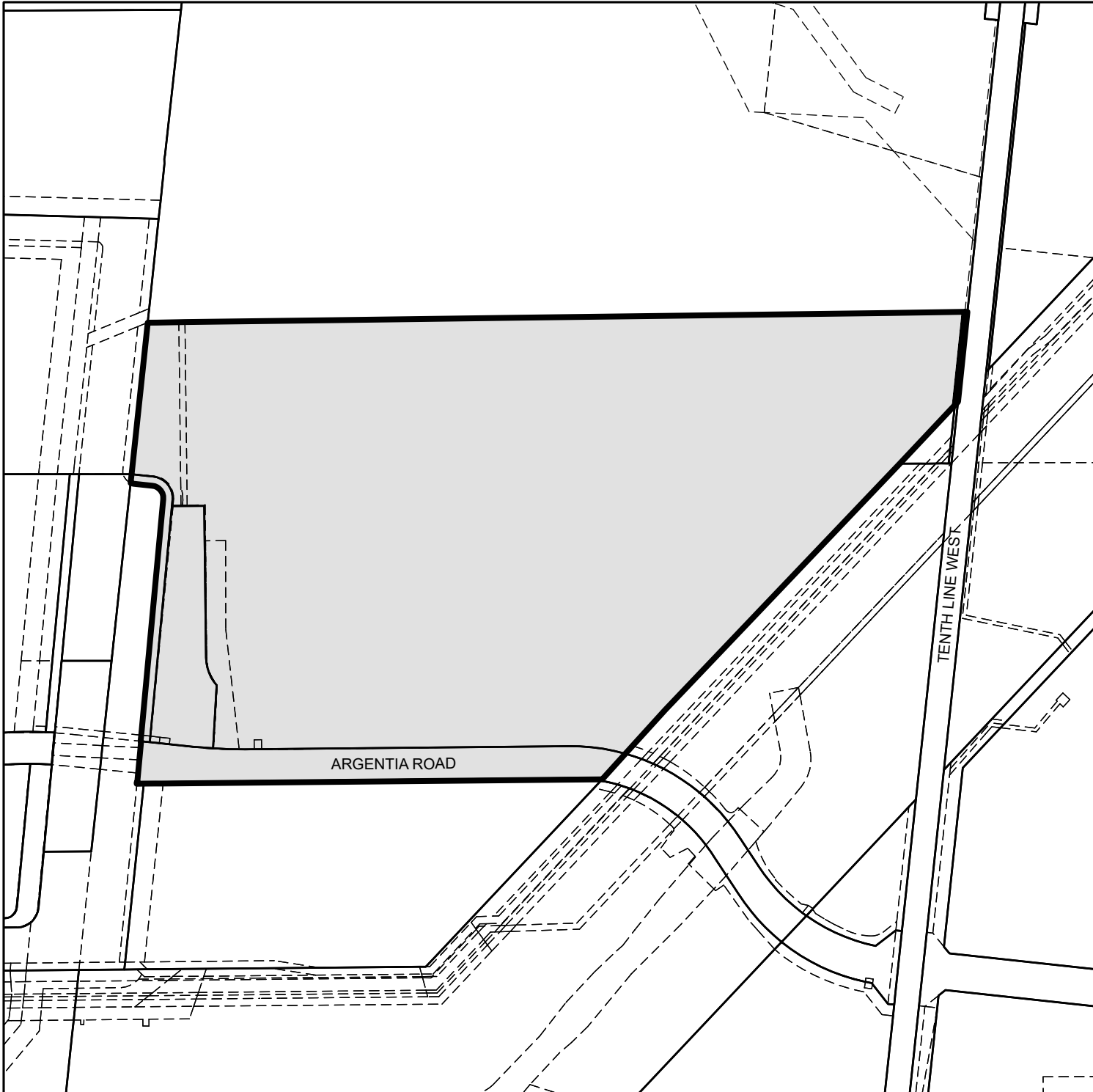
Appendix 1: Approximate location of the Argentia Road Industrial Subdivision, Phase 1, 43M-1930

Appendix 2: Table of Assumption 43M-1930



Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works

Prepared by: Donna Waters, Development Construction Area Supervisor

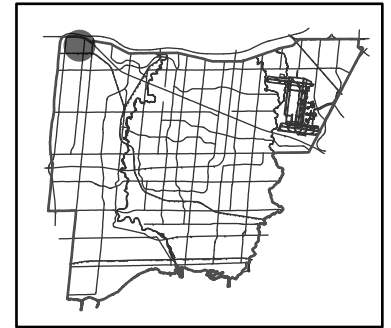


APPENDIX 1

THIS IS NOT A
PLAN OF SURVEY



KEY MAP



TRANSPORTATION AND WORKS

INFRASTRUCTURE PLANNING &
ENGINEERING SERVICES

Assumption of Municipal Works
Industrial Subdivision Servicing
Agreement

REGISTERED PLAN 43M-1930

ProLogis Canada LLC

Ward 9

FILE NO.	LOCATION	DEVELOPER'S ADDRESS	SERVICING AGREEMENT DATE	SECURITIES TO BE RELEASED
43M - 1930	East of Ninth Line, west of Tenth Line, north of Derry Road and south of Highway 401	ProLogis Canada LLC, 185 The West Mall, Suite 700, Toronto, ON M9C 5L5 Attention: Mr. Ross Cronkwright	November 25, 2015	\$1,895,345.38

REPORT 5 - 2023

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Heritage Advisory Committee presents its fifth report for 2023 and recommends:

HAC-0021-2023

The following items were approved on consent at the Heritage Advisory Committee meeting on May 9, 2023:

- Item 9.1 - Request to Alter a Heritage Designated Property at 47 John Street South (Ward 1)
- Item 9.3 - Request to Alter a Heritage Designated Property at 1352 Lakeshore Road East (Ward 1)
- Item 9.4 - Proposed Heritage Designation of 1470 Pinetree Crescent (Ward 1)

(HAC-0021-2023)

HAC-0022-2023

That the Request to Alter a Heritage Designated Property at 47 John Street South (Ward 1) as per the Corporate Report dated April 11, 2023 from the Commissioner of Community Services be approved.

(HAC-0022-2023)

(Ward 1)

HAC-0023-2023

That the Request to Alter a Heritage Designated Property at 680 Silver Creek Boulevard (Ward 4) as described in the report dated April 11, 2023 from the Commissioner of Community Services 2023, be approved.

(HAC-0023-2023)

(Ward 4)

HAC-0024-2023

That the Request to Alter the heritage designated property at 1352 Lakeshore Road East (Ward 1) as outlined in the Corporate Report dated April 11, 2023 from the Commissioner of Community Services be approved.

(HAC-0024-2023)

(Ward 1)

HAC-0025-2023

That the property at 1470 Pinetree Crescent (Ward 1) be designated under Part IV of the Ontario Heritage Act for its contextual, associative and physical value and that the appropriate City officials be authorized and directed to take the necessary action to give effect thereto.

(HAC-0025-2023)

(Ward 1)

HAC-0026-2023

That the strategy to address the City's Heritage Register resulting from the amendments of the Ontario Heritage Act, as outlined in the Corporate Report dated April 14, 2023 from the Commissioner of Community Services be approved.

(HAC-0026-2023)

REPORT 1 - 2023

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Governance Committee presents its first report for 2023 and recommends:

GOV-0001-2023

That the Public Education Session conducted by Robert J. Swayze, Integrity Commissioner with respect to the Council Code of Conduct, be received.

GOV-0001-2023

REPORT 2 - 2023

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Environmental Action Committee presents its second report for 2023 and recommends:

EAC-0004-2023

That Councillor Matt Mahoney be appointed Chair of the Environmental Action Committee for the term ending November 2026 or until a successor is appointed.

(EAC-0004-2023)

EAC-0005-2023

That Councillor Stephen Dasko be appointed Vice-Chair of the Environmental Action Committee for the term ending November 2026 or until a successor is appointed.

(EAC-0005-2023)

EAC-0006-2023

That the 2023 Environmental Action Committee Orientation on Policies and Procedures presented by Michelle Sanstra, Legislative Coordinator on May 16, 2023 to the Committee Members, be received.

(EAC-0006-2023)

EAC-0007-2023

That the 2023 Environmental Action Committee Orientation presented by Dianne Zimmerman, Manager, Environment, Leya Barry, Supervisor, Climate Change, Diane Gibson, Supervisor, Climate Risks and Teresa Chan, Supervisor, Environmental Outreach on May 16, 2023 to the Committee Members, be received.

(EAC-0007-2023)

EAC-0008-2023

That the Draft Environmental Action Committee Work Plan 2023-2026 presented by Dianne Zimmerman, Manager, Environment, be approved as discussed at the May 16, 2023 meeting of the Environmental Action Committee.

(EAC-0008-2023)

EAC-0009-2023

1. That the Environmental Action Committee Terms of Reference Update presented by Michelle Sanstra, Legislative Coordinator at the May 16, 2023 Environmental Action Committee meeting be received and:
2. That the Terms of Reference Membership be amended to include the addition of one Councillor and one Citizen member and;
3. That the Terms of Reference be updated to reflect the housekeeping amendments to the Mandate, Objectives/Goals, Work Plan, Role of Chair and Role of Committee Members.

(EAC-0009-2023)

EAC-0010-2023

1. That the members of the Environmental Action Committee have selected and the Legislative Coordinator will contact Ecosource, Credit Valley Conservation (CVC), Partners in Green Project and ACER (Association of Canadians Educational Resources) to appoint a representative to EAC.
2. That the Environmental Action Committee have selected and that the Legislative Coordinator will contact Green Sacred Spaces, MBOT (Mississauga Board of Trade) and Sawmill Sid Inc. to select a representative to attend EAC meetings as a non-voting member.

(EAC-0010-2023)

EAC-0011-2023

1. That the Environmental Action Committee meetings take place in a hybrid format.
2. That if hybrid meetings are not feasible, the committee shall hold in person meetings, until a hybrid option becomes available.
3. That the committee allow for fully virtual meetings at the call of the chair or by recommendation of the committee.

(EAC-0011-2023)

EAC-0012-2023

That the Environmental Action Committee meeting date memo for 2023, be received.

(EAC-0012-2023)

Notice of Motion - May 31, 2023

Moved by: Councillor Parrish
Seconded by: Councillor Butt

Whereas the Hazel McCallion Act was introduced by the Province May 18, 2023 to set the stage for the dissolution of the Region of Peel by January 1, 2025; and

Whereas the Region of Peel currently employs 5,063 full time staff - excluding Police Services - who will be affected by that dissolution; and

Whereas the Provincial Government, through investing in Volkswagon EV and Stallantis, clearly understands that 5,500 jobs created through that investment will be important economic drivers for the surrounding communities; and

Whereas the result of the separation of the three municipalities of Brampton, Caledon and Mississauga has created serious uncertainty for Region of Peel employees in difficult economic times; and

Whereas many of the employees impacted by the Hazel McCallion Act are residents of Brampton, Caledon and Mississauga and their future is a huge concern for the three municipalities; and

Whereas a Transition Board will be appointed by the Province to facilitate and make recommendations regarding: the employment of these staff, the disbursement of programs and departments to municipalities, the services that will continue to be shared by the three municipalities and the financial rationalizations between the municipalities; and

Whereas “the unknown” is incredibly stressful for current staff employed by the Region of Peel as well as their families as they make every day decisions such as the renewal of mortgages, children going to university and other financially dependent life decisions;

THEREFORE BE IT RESOLVED:

The Province be requested to establish the Transition Board with all urgency and establish a work plan that makes obvious decisions quickly, to ease concerns for Peel Regional staff; and further

The Transition Board be tasked with making the future employment of the current workforce of the Peel Region a priority regarding job security- separating out known services that will be transferred to the municipalities from others that will likely continue to operate on a shared service basis; and further

The three municipalities agree to establish a guiding principle that all positions that become vacant in each of the three municipalities be assessed by their Leadership Teams, and only filled if they are essential services such as transit or fire, for the first six months of the process to allow the Transition Board to be established and begin its work; and further

The three municipalities review this principle every six months with the objective of accumulating a significant number of vacant positions that will first be advertised to those Regional employees that the Transition Board have clearly declared as no longer having positions associated with the Region of Peel as of January 1, 2025.

