
Accessibility Advisory Committee

Date: June 17, 2024
Time: 2:00 PM
Location: Online Video Conference

Members

Councillor Matt Mahoney	Ward 8
Councillor Martin Reid	Ward 9
Carol-Ann Chafe	Citizen Member (Chair)
Asim Zaidi	Citizen Member (Vice-Chair)
Alessia Commisso	Citizen Member
Amanda Ramkishun	Citizen Member
Clement Lowe	Citizen Member
Mary Daniel	Citizen Member
Moneira Salic	Citizen Member
Naz Husain	Citizen Member
Paul Wilk	Citizen Member
Steven Viera	Citizen Member

To Request to Speak on Agenda Items - Advance registration is required. To make a Deputation please email Martha Cameron, Legislative Coordinator at martha.cameron@mississauga.ca or call 905-615-3200 ext. 5438 no later than **Thursday, June 13, 2024 before 4:00 PM.**

Questions for Public Question Period – To pre-register for Public Question Period, questions may be provided to the Legislative Coordinator at least 24 hours in advance of the meeting. Following the preregistered questions, if time permits, the public may be given the opportunity to ask a question on an agenda item. Virtual participants must pre-register.

Virtual Participation - Meetings of the Accessibility Advisory Committee are not streamed live. To speak during the virtual meeting or if you do not have access to the internet, contact the Legislative Coordinator and you will be provided with directions on how to participate. Comments submitted will be considered as public information and entered into the public record.

Contact

Martha Cameron, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5438

Email: martha.cameron@mississauga.ca

Find it Online

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

Staff Accessibility Resource Team (StART)

Alana Tyers, Manager Service Development, MiWay
Amina Menkad, Planner, Official Plan Review
Amr Merdan, Urban Designer, Urban Design
Amy Camara, Communication Advisor, Employee Communications and Events
Anthony Frigo, Building Plans Examiner, Building
Brad Jakubowski, Landscape Technologist
Dan Sadler, Manager, Compliance, Training and Compliance
Darlene Utarid, Manager Asset Management Accessibility & Workplace Strategy
David DeForest, Corporate Policies Analyst, Corporate Performance and Innovation
Janette Campbell, Chair, Digital Strategy and Experience
Jenna Prokop, Community Development Coordinator, Parks Services
Jess Soobramanie, Manager, Recreation - Golf and Arenas
Joanne Southam, Web Coordinator, Library Social Engagement
John Domitrovich, Manager, Mobile Licensing Enforcement
Julie Phan, Digital Coordinator, Website Operations
Laurel Schut, Manager, Corporate & Department Communications
Mattea Turco, Active Transportation Coordinator
Monika Kennedy, e-Commerce Specialist, Digital Services
Nelson Paiva, Project Coordinator Construction & Special Projects
Ptryk Malczewski, Traffic Signals Technician
Robert Travassos, Supervisor Venue Services
Shazia Kalia, Senior Buyer, Material Management - External
Stefan Szczepanski, Manager Parks Development
Taghreed Alz, Accessibility Specialist
Tusma Sulieman, EDI Advisor
Uzma Shakir, Strategic Leader Diversity & Inclusion
Victoria Ho, Financial Strategies
Virginia Kalapaca, Project Leader Landscape Architect, Parks Program Delivery
Wesley Booker, Legal Counsel Labour and Employment, Legal Services
Zainab Abbasi, Planner Culture
Zoe Danahy, Event Producer, Event Planning
Martha Cameron, Legislative Coordinator, Legislative Services

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 Draft Accessibility Advisory Committee Minutes – April 15, 2024

6. **DEPUTATIONS**

Any member of the public interested in making a deputation to an item listed on the agenda must register by calling 905-615-3200 ext. 5438 or by emailing martha.cameron@mississauga.ca by Thursday, June 13, 2024 before 4:00 PM.

Each Deputation to Committee is limited to speaking not more that 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.

6.1 Suzanne Holder, Manager, Customer Experience and Initiative and Mary-Lou Johnston, Senior Manager Business Development, MiWay regarding The Sunflower Initiative

7. **PUBLIC QUESTION PERIOD - 15 Minute Limit**

Public Comments: Members of the Public that have a question about an item listed on the agenda may pre-register by contacting the Legislative Coordinator at least 24 hours in advance of the meeting. Following the registered speakers, if time permits the Chair will

acknowledge members of the public who wish to ask a question about an item listed on the agenda. Virtual participants must pre-register.

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

The Accessibility Advisory Committee may grant permission to a member of the public to ask a question of the Accessibility Advisory 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.

8. **CONSENT AGENDA**

9. **MATTERS TO BE CONSIDERED**

9.1 Accessibility for Ontarians with Disabilities Act Update

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

9.2 Region of Peel Accessibility Advisory Committee Update

Councillor Mahoney, Carol-Ann Chafe, Vice-Chair and Mary Daniel, Citizen Member and Members of the Region of Peel Accessibility Advisory Committee will provide a brief verbal update.

9.3 Accessibility Advisory Committee (AAC) Work Plan

10. **SUBCOMMITTEE REPORTS - Nil**

11. **INFORMATION ITEMS - Nil**

12. **OTHER BUSINESS**

13. **DATE OF NEXT MEETING**

FADS – FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE

Monday, July 29, 2024 at 1:30 pm

Virtual Online Meeting

AAC – ACCESSIBILITY ADVISORY COMMITTEE

Monday, August 19, 2024 at 2:00 pm

Virtual Online Meeting

14. **ADJOURNMENT**

Accessibility Advisory Committee

Date: April 15, 2024
Time: 2:04 PM
Location: Online Video Pre-Hearing Conference

Members Present	Councillor Martin Reid	Ward 9
	Carol-Ann Chafe	Citizen Member (Chair)
	Asim Zaidi	Citizen Member (Vice-Chair)
	Mary Daniel	Citizen Member
	Naz Husain	Citizen Member
	Clement Lowe	Citizen Member
	Amanda Ramkishun	Citizen Member
	Steven Viera	Citizen Member
	Paul Wilk	Citizen Member

Members Absent	Councillor Matt Mahoney	Ward 8
	Alessia Commisso	Citizen Member
	Moneira Salic	Citizen Member

Staff Present
 Dan Sadler, Manager Standards Training & Compliance
 Janette Campbell, Leader Projects DSC
 Taghreed Alz, Accessibility Specialist
 Alana Tyers, Manager Service Department, Transit
 Martha Cameron, Legislated Coordinator

1. CALL TO ORDER

Carol-Ann Chafe, Chair called the meeting to order at 2:04 PM

2. INDIGENOUS LAND STATEMENT

Mary Daniel, Citizen Member recited the Land Statement.

3. APPROVAL OF AGENDA

Approved (P. Wilk)

4. DECLARATION OF CONFLICT OF INTEREST

Nil.

5. MINUTES OF PREVIOUS MEETING**5.1 Draft Accessibility Advisory Committee Minutes**

Approved (N. Husain)

6. DEPUTATIONS**6.1 Dan Sadler, Manager, Standards Training and Compliance regarding the 2023 Accessibility Annual Status Update**

Dan Sadler, Manager, Standards, Training and Compliance spoke to the 2023 Accessibility Annual Status Updates and noted the key areas of focus, updates and achievements incorporated throughout the City regarding accessibility to include park updates, employment, staff training, customer service, digital communications, and spoke to the evolution of accessibility at the City. Further, D. Sadler noted an 98.4% completion rate with the remaining focus on accessible websites and documents.

Naz Husain, Citizen Member spoke to the ability to reach 100% with accessible documents.

In response to N. Husain, D. Sadler noted that staff would look at different options and use of HTML for documents and further advised the Committee that the Facility Accessibility Design Guidebook would be completed by the end of the year and advised that different accessible features would be added to the guidebook to include Type C parking spaces and evaluation of accessible pathways.

RECOMMENDATION AAC-0005-2024

Moved By N. Husain

That the deputation and presentation by Dan Sadler, Manager, Standards Training and Compliance regarding the 2023 Accessibility Annual Status update on April 15, 2024, be received.

Received

6.2 Alana Tyers, Manager of Service Development regarding MiWay's 2023 Annual Accessibility Plan

This item was heard before 6.1.

Alana Tyers, Manager of Service Development, MiWay spoke to the 2023 Annual Accessibility Plan and highlighted accessible bus stops and advised that staff would be looking at inaccessible bus stops and sidewalk improvements. Further, A. Tyers spoke to sidewalk improvement and bus pads, infrastructure adjustments to ensure accessible transportation, enhanced bus shelters with digital screens and audio announcements of real time next bus information, theatre seating on fleet buses and staff training on accessibility.

In response to M. Daniel, Citizen Member, A. Tyers advised she would take back her concern about accessible entry and time for seating on buses and spoke to spot markers and ramp deployment.

In response to N. Husain, Citizen Member, A. Tyers spoke to the location of the button to press for audio announcements and would take the request for braille back to staff.

In response to Carol-Ann Chafe, Chair, Jacqueline Elias spoke to the location of maps in bus shelters.

RECOMMENDATION AAC-0006-2024

Moved By M. Daniel

That the deputation and presentation by Alana Tyers, Manager of Service Development regarding MiWay's 2023 Annual Accessibility Plan on April 15, 2024, be received.

Received

7. PUBLIC QUESTION PERIOD - 15 Minute Limit

There were no questions submitted by the public.

8. CONSENT AGENDA

9. MATTERS TO BE CONSIDERED

9.1 Accessibility for Ontarians with Disabilities Act Update

There were no updates provided on the Accessibility for Ontarians with Disabilities Act.

9.2 Region of Peel Accessibility Advisory Committee Update

There were no updates provided on the Region of Peel Accessibility Advisory Committee.

9.3 Accessibility Advisory Committee (AAC) Action List and Work Plan Updates

There were no updates to the Work Plan.

10. SUBCOMMITTEE REPORTS

10.1 Facility Accessibility Design Subcommittee Report 2 - 2024 - dated February 26, 2024

RECOMMENDATION AAC-0007-2024

Moved By A. Zaidi

That the deputation and associated presentation by Wing-See Wu, Project Manager, Senior Capital Projects regarding South Common Community Centre and Library - Millwork Design to the Facility Accessibility Design Subcommittee on February 26, 2024, be received for information.

Approved

10.2 Facility Accessibility Design Subcommittee Report 3 - 2024 - dated March 25, 2024

RECOMMENDATION AAC-0008-2024

Moved By A. Zaidi

That the deputation and associated presentation by Jake Mete, Associate, Nak Design regarding Elmcrest Park Redevelopment Design to the Facility Accessibility Design Subcommittee on March 25, 2024, be received for information.

Approved

11. INFORMATION ITEMS

11.1 Steven Viera, Citizen Member regarding updates on the Transit Advisory Committee

RECOMMENDATION AAC-0009-2024

Moved By A. Ramkishun

That the written updates from Steven Viera, Citizen Member regarding the Transit Advisory Committee on April 15, 2024, be received.

Received

12. OTHER BUSINESS

There were no items for Other Business.

13. DATE OF NEXT MEETING

FADS – FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE

Monday, April 29, 2024 at 1:30 pm

Via ZOOM Online Meeting

AAC – ACCESSIBILITY ADVISORY COMMITTEE

Monday, June 17, 2024 at 2:00 pm

Via ZOOM Online Meeting

14. **ADJOURNMENT 3:01 PM**

(N. Husain)

DRAFT



Hidden Disabilities Sunflower Program

Suzanne Holder, Manager Customer Experience & Innovation

June 17, 2024



About the Program



1.3 billion people experience disability



Persons with disabilities find inaccessible and unaffordable transportation **15 times more difficult** than those without disabilities



80% of disabilities are hidden and may not immediately be obvious



Diverse Challenges: Over 1,200 different conditions considered hidden disabilities, each presenting unique challenges to the individual



Sunflower logo

Global Partnership:
Originating from Gatwick Airport, expanded to encompass 40,000 participating businesses across 40 countries, including Toronto Pearson, Air Canada and Metrolinx

The hidden disability sunflower illustrates all of these conditions to **make the invisible visible**



Examples

Sunflower program identifiers

Benefit to Riders


Improve the MiWay **customer experience for individuals with hidden disabilities** through creation of an inclusive environment that destigmatizes disabilities and ensures no individual feels overlooked.

There is **no qualifying list** of invisible disabilities - you simply choose to wear the Sunflower to indicate that you may need additional support, help or simply a little more time.

MiWay places high priority on ensuring that everyone has **full access** to our transit services, ensuring travel across our transit network is safe, convenient and easy.



Benefit to MiWay Employees

- 
- The sunflower creates awareness and invites the employee to offer assistance.
 - Supports a safe and respectful work environment.
 - The Sunflower symbol doesn't focus on the invisible, it triggers a simple question 'How can I help you?'

Role of MiWay Employee



Sunflower logo

- Recognize the sunflower identifier and offer kindness:
 - Ask if you can help
 - Have patience, slow the pace
 - Be kind
 - Do not judge
 - Listen closely
 - Show respect



Measuring Success

- Customer satisfaction surveys
 - Overall satisfaction with MiWay services
 - Customer Charter *Excellent Customer Service*: Overall satisfaction with Customer Service
 - Customer Service: Overall satisfaction with customer service by operators / customer service team
 - Personal safety while travelling on the bus
- Net Promoter Score
- Voice of the Customer program

Next Steps

- **Summer 2024:** Raise employee awareness and training
- **Fall 2024:** MiWay launch of the Hidden Disabilities Sunflower program
- Sunflower lanyards will be available at
 - City Centre Transit Terminal Information Booth
 - MiWay's roaming ambassadors
 - Mailed upon request to miwayhelps@mississauga.ca.
- Partnerships with Metrolinx & Toronto Pearson will provide a coordinated customer experience for those using the Sunflower program.

HIDDEN disabilities



Sunflower logo

- MiWay is reducing barriers on transit, making it safer, easier and more convenient to travel throughout Mississauga improving the customer experience.

HIDDEN disabilities



Sunflower logo

Learn More

www.hdsunflower.com/ca



ACCESSIBILITY ADVISORY COMMITTEE 2024 WORK PLAN ITEMS

Project Name	Project Description	AAC Involvement	AAC Members	Contact	Status	Budget	Recommendation Number
20 th Anniversary Celebration	May 29 – celebration of 20 years of the Accessibility Advisory Committee	Budget approval; video creation; photo selection before and after; printing invitations	Carol-Ann Chafe, Clement Lowe, Asim Zaidi, Mary Daniel, Amanda Ramkishun, Moneira Salic	Staff – Janette Campbell, Martha Cameron	Completed	\$900.00	
2024 National Accessibility Awareness Week	May 28 and 29, 2024 NAAW event	Slides displayed at CC and library	PAWS		Completed		
Facility Accessibility Design Guidelines update	Updating the FADS manual		FADS Members to be updated	Dan Sadler, Janette Campbell, Taghreed Alz	In progress – exterior guidelines nearing completion		
2023 Annual Accessibility Status Update	Accessibility updates and progression	Update	AAC	Dan Sadler	Completed		AAC-0005-2024
MiWay 2023 Annual Accessibility Plan	Accessibility updates and progression	Update	AAC	MiWay	Completed		AAC-0006-2024
Carmen Corbasson Community Centre	Update on the project: millwork, signage	Consultation	FADS	FPM			
South Common Community Centre and Library	Update on project: millwork design	Consultation	FADS	FPM	Completed		AAC-0007-2024

Project Name	Project Description	AAC Involvement	AAC Members	Contact	Status	Budget	Recommendation Number
Elmcreek Park Redevelopment		Consultation	FADS	FPM	Completed		AAC-0008-2024
MiWay Tactile	Use of tactile at bus stops	Consultation	FADS	MiWay			
Micromobility	Project status update	Consultation	AAC	Active Transportations			
Cycling Master Plan	Update of the plan	Consultation	AAC	Active Transportation			
Fire Stations 103 & 111	Renovations and accessibility improvements	Consultation	FADS	FPM			
Sheridan Mall and Malton CC Libraries	Accessibility improvements: service counters	Consultation	FADS	FPM			
Malton CC	Renewal and washroom upgrade	Consultation	FADS	FPM			