

REVISED

Accessibility Advisory Committee

Date: December 2, 2024
Time: 2:00 PM
Location: Council Chambers, Civic Centre, 2nd Floor
300 City Centre Drive, Mississauga, Ontario, L5B 3C1
and 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
Naz Husain	Citizen Member
Mary Daniel	Citizen Member
Moneira Salic	Citizen Member
Steven Viera	Citizen Member
Paul Wilk	Citizen Member

Participate Virtually, Telephone OR In-Person

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, November 28, 2024 before 4:00 PM.**

Questions for Public Question Period - Questions for Public Question Period should be provided to the Legislative Coordinator at least 24 hours in advance of the meeting.

Comments submitted will be considered as public information and entered into the public record.

Please note the Accessibility Advisory Committee will be streamed and a video will be posted afterwards.

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 dated June 17, 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, November 28, 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 Jordan Lee and Caleigh McInnes, Bill 185 Changes, Implications on the Requirement for Accessible Parking

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) 2025 Work Plan

9.4 Resignation of Alessia Commisso, Citizen Member

9.5 Martha Cameron, Legislative Coordinator verbal update regarding the Accessibility Advisory Committee Appreciation Luncheon

9.6 2025 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates

*9.7 Disability Without Poverty Initiative

10. SUBCOMMITTEE REPORTS

10.1 Facility Accessibility Design Subcommittee Report 4- 2024 - dated July 29, 2024

That the deputation and associated presentation by Hagit Waisman, Architect, Ward 99 Architects Inc., regarding the Malton Community Centre Renewal Project on July 29, 2024, be received for information.
(FADS-0004-2024)

10.2 Facility Accessibility Design Subcommittee Report 5 - 2024 -dated October 28, 2024

That the deputation and presentation by Hagit Waisman, Architect and Tina Ranieri-D'Ovidio, Architect, of Ward 99 Architects regarding the design for Fire Stations 103 and 111, be received for information.

(FADS-0005-2024)

11. INFORMATION ITEMS

11.1 Steven Viera, regarding an update on the Transit Advisory Committee

12. OTHER BUSINESS

13. DATE OF NEXT MEETING

FADS – FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE

Monday, January 20, 2025 at 1:30 pm

AAC – ACCESSIBILITY ADVISORY COMMITTEE

Monday, February 10, 2024 at 2 pm

14. ADJOURNMENT

Accessibility Advisory Committee

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

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

Staff Present
 Dan Sadler, Manager, Compliance & Standards
 Janette Campbell, Leader Projects DSX
 Martha Cameron, Legislative Coordinator

1. **CALL TO ORDER** - 2:03 PM

Councillor Matt Mahoney, Acting Chair called the meeting to order at 2:03 PM

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.”

Councillor Matt Mahoney, Acting Chair 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 – April 15, 2024

Approved (C. Lowe)

6. **DEPUTATIONS**

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

Suzanne Holder, Manager, Customer Experience and Initiative, MiWay spoke to the benefits and increased awareness and inclusion that the Sunflower Initiative would provide for people with invisible disabilities and noted how to obtain a Sunflower button or lanyard. Further, S. Holder spoke to the roll out of the program in the Fall, communication of the program to the public and how it would be measured through feedback from customers.

Committee members inquired how to obtain a Sunflower lanyard or button and if bus drivers would have them on hand to distribute. Further, Members discussed the promotion of the program to create greater awareness and public education.

RECOMMENDATION AAC-0010-2024

Moved By A. Ramkishun

That the deputation and presentation by Suzanne Holder, Manager, Customer Experience and Initiative and Mary-Lou Johnson, Senior Manager Business Development, MiWay to the Accessibility Advisory Committee regarding the The Sunflower Initiative, be received.

Received

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

There were no questions registered 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 regarding the Accessibility for Ontarians with Disabilities Act.

9.2 **Region of Peel Accessibility Advisory Committee Update**

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

9.3 **Accessibility Advisory Committee (AAC) Work Plan**

There were no updates provided on the Accessibility Advisory Committee Workplan.

10. **SUBCOMMITTEE REPORTS - Nil**

11. **INFORMATION ITEMS - Nil**

12. **OTHER BUSINESS**

Councillor Matt Mahoney provided direction to staff to have MiWay attend the October meeting to address various concerns with wheelchair access.

Dan Sadler, Manager, Standards Training & Compliance spoke to the request from communications for volunteers to pose for photos during Canada Day events and during a movie night at the end of summer to show diversity and promote accessibility.

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

Committee Members were advised that the August meeting would be cancelled and that the next meeting date would be October 21, 2024.

14. ADJOURNMENT - 2:27 PM

(N. Husain)

DRAFT

Zoning Initiatives Update

December 2, 2024

Accessibility Advisory Committee

Zoning Initiatives Update

1. **City of Mississauga Zoning By-law Amendment required to address the disconnect between how accessible parking spaces are calculated in the Zoning By-law versus in *Accessibility for Ontarians with Disabilities Act (AODA)***
2. Bill 185 Elimination of Parking Requirements within Major Transit Station Areas - Implications for Accessible Parking

Mississauga Zoning By-law 0225-2007

Table 3.1.3.1 - Accessible Parking Regulations
(0190-2014), (0144-2016), (0018-2021)

Column	A	B	C
Line 1.0	TOTAL NUMBER OF REQUIRED NON-RESIDENTIAL PARKING SPACES	TOTAL NUMBER OF REQUIRED VISITOR PARKING SPACES	MINIMUM NUMBER OF REQUIRED ACCESSIBLE PARKING SPACES
2.0	1-12	1-12	1.0 space ⁽¹⁾
3.0	13-100	13-100	4% of the total ⁽¹⁾⁽²⁾
4.0	101-200	101-200	1.0 space plus 3% of the total ⁽²⁾
5.0	201-1 000	201-1 000	2.0 spaces plus 2% of the total ⁽²⁾
6.0	1 001 and greater	1 001 and greater	11.0 spaces plus 1% of the total ⁽²⁾

Accessibility for Ontarians with Disabilities Act

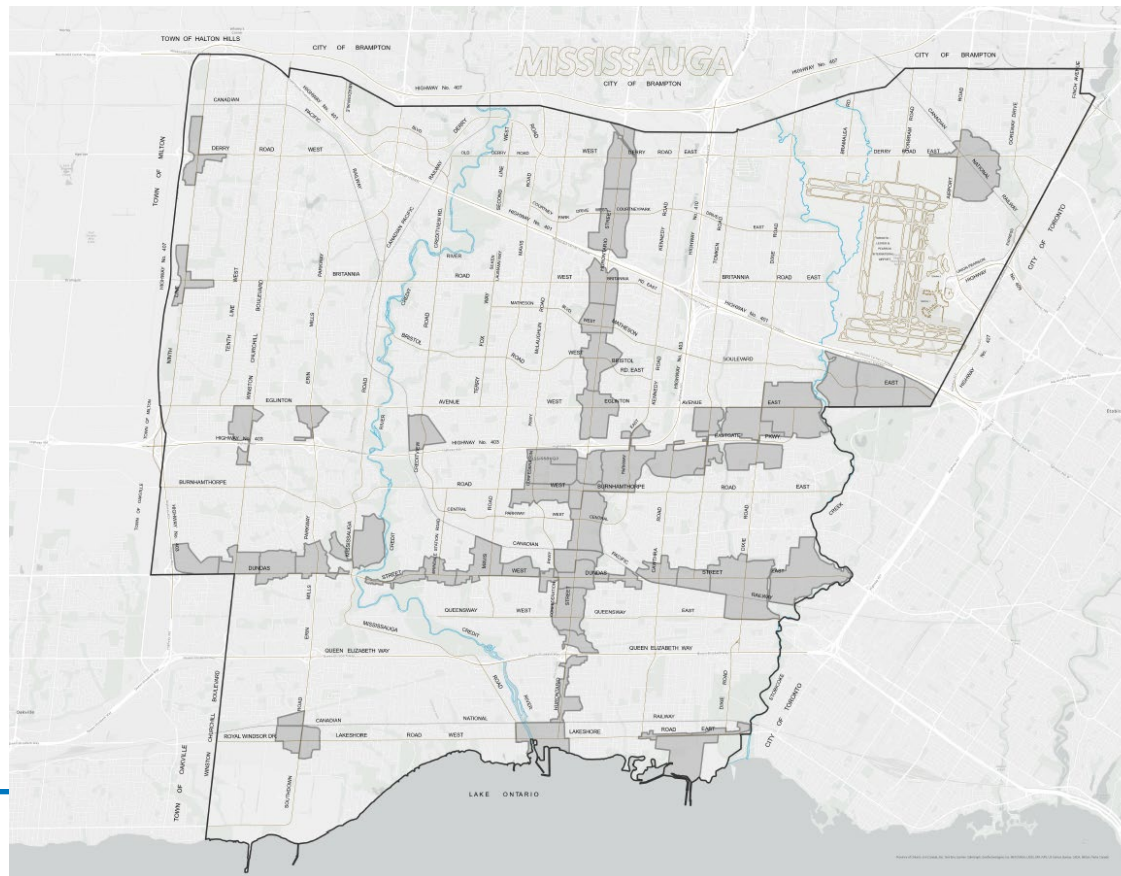
Table 68 - Minimum numbers of accessible parking established in regulation

Total number of parking spaces in parking facility for public use	Total number of accessible parking spaces required	Type A spaces	Type B spaces
1-12	1	1	0
13-100	4%	<ul style="list-style-type: none"> • <u>For lots with an even number of accessible parking spaces</u> – provide an equal number of Type A and Type B spaces. • <u>For lots with an odd number of total accessible parking spaces</u> – provide an equal number of Type A and Type B spaces. The additional space may be a Type B space. 	
101-200	3% + 1		
201-1000	2% + 2		
1001 +	1% + 11		

Zoning Initiatives Update

- ~~1. City of Mississauga Zoning By-law Amendment required to address the disconnect between how accessible parking spaces are calculated in the Zoning By-law versus in *Accessibility for Ontarians with Disabilities Act (AODA)*~~
- 2. Bill 185 Elimination of Parking Requirements within Major Transit Station Areas - Implications for Accessible Parking**

Major Transit Station Areas (MTSA)



What are the consequences of Bill 185?

- Reduced number of total parking spaces already proposed in planning applications, but not 0 parking spaces
- Number of accessible parking spaces in new development will be fewer due to reduced parking provided on a lot

Proactive approach to impacts of Bill 185

- Information/Recommendation Report & Public Meeting at PDC
- Advocacy from the Accessibility Advisory Committee to Council and the Province to address potential shortfalls in accessible spaces
- Continued negotiations with developers to provide parking and other community benefits

What are the next steps?

- Implementing Zoning By-law at a future Council meeting
- Revise accessible parking regulations to be based on parking provided rather than required

Thank you – Questions?

ACCESSIBILITY ADVISORY COMMITTEE 2025 WORK PLAN ITEMS

Project Name	Project Description	AAC Involvement	AAC Members	Contact	Status	Budget	Recommendation Number / Proposed Date
2025 Accessibility Advisory Committee Appreciation Luncheon	Appreciation luncheon		AAC	Martha Cameron	December 2025	\$400.00	
2024 National Accessibility Awareness Week	May 28 and 29, 2024 NAAW event	Slides displayed at CC and library	PAWS		Completed		
2025 National Accessibility Awareness Week	May 25-31			Accessible concert with Xnia	In progress		Proposal TBD
Facility Accessibility Design Guidelines update	Updating the FADS manual	Update and consultation	AAC	Dan Sadler, Janette Campbell Taghreed Alz Alicia Burlon	In progress – exterior guidelines nearing completion		
2024 Annual Accessibility Status Update	Accessibility updates and progression	Update	AAC	Dan Sadler			February
MiWay 2024 Annual Accessibility Plan	Accessibility updates and progression	Update	AAC	MiWay			February
Carmen Corbasson Community Centre	Update on the project: millwork, signage	Progress	FADS	CDC			

Project Name	Project Description	AAC Involvement	AAC Members	Contact	Status	Budget	Recommendation Number / Proposed Date
South Common Community Centre and Library	Update on project: millwork design	progress	FADS	CDC			
MiWay stops	Challenges	Consultation	FADS	MiWay Tim Su			Contact the PM
Micromobility	Project status update	Progress	AAC	Active Transportations Matthew Sweet Mattea Turco			Contact the PM
Patios Projects		progress	FADS	Susy Costa			Contact the PM
Hancock Woodlands Park		progress	FADS	Michael Myhal			Contact the PM
Wayfinding – Mississauga downtown		progress	AAC/FADS	Claire Loughheed			Contact the PM
Courtneypark Library (2 Projects)		progress	FADS	Tara Habibi			Contact the PM
Arenas Study		progress	FADS	Ryan Marlow			Contact the PM
Accessible Parking Permit Program	Determine whether to abolish program	Consultation	AAC	Jo-Ann Sutherland			Contact the PM
MTSA and parking	Discuss impact on accessible parking due to provincial introduction of MTSA's	Update	AAC	Tim Lee			Contact the PM

Sent: Sunday, September 8, 2024 4:15 PM

To: Martha Cameron <Martha.Cameron@mississauga.ca>

Subject: [EXTERNAL] Resigning from AAC

Hello Martha

I am saddened to send out this email.
However, effective immediately I will be resigning from AAC.

I look forward to joining this group once again in the future.
Best Regards
Alessia

--

City of Mississauga
Memorandum



Date: November 25, 2024

To: Chair and Members of the Accessibility Advisory Committee

From: Martha Cameron, Legislative Coordinator

Meeting date: December 2, 2024

Subject: **2025 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Schedule**

The 2025 meeting dates for the Accessibility Advisory Committee have been scheduled as follows:

Accessibility Advisory Committee

Monday, February 10, 2025
 Monday, April 14, 2025
 Monday, June 16, 2025
 Monday, August 18, 2025
 Monday, October 6, 2025
 Monday, December 1, 2025

Facility Accessibility Design Subcommittee

Monday, January 20, 2025
 Monday, March 31, 2025
 Monday, May 26, 2025
 Monday, July 28, 2025
 Monday, September 29, 2025
 Monday, November 17, 2025

Accessibility Advisory Committee meetings will be both in person and hybrid while Facility Accessibility Design Subcommittee meetings will be held virtually through webex.

Meetings may be cancelled at the call of the Chair due to insufficient agenda items or lack of quorum.

Please kindly contact the Legislative Coordinator in advance of the meeting if you will be absent or late so that quorum issues can be anticipated and dealt with accordingly.

Martha Cameron

Prepared by: Martha Cameron, Legislative Coordinator

Carolyn Parrish
 Mayor, City of Mississauga
 T 905-896-5555 F 905-896-5879
 mayor@mississauga.ca



Office of the Mayor

City of Mississauga
 300 City Centre Drive
 MISSISSAUGA ON L5B 3C1
 carolynparrish.ca

The Right Honourable Justin Trudeau, P.C., M.P.
 Prime Minister of Canada
 Office of the Prime Minister
 Ottawa, ON
 K1A 0A3

November 29, 2024

Re: Reform of the Canada Disability Benefit to assist individuals with disabilities living in poverty

Dear Prime Minister Trudeau:

On November 27, 2024, Mississauga City Council passed a resolution to support Disability Without Poverty's call for stronger federal action to combat rising poverty rates among Canadians with disabilities. In line with this resolution, and on behalf of City Council, I urge the Federal Government to reform the Canada Disability Benefit (CDB) by increasing the amount paid and expanding the program's eligibility. This change is necessary to ensure that our most vulnerable residents receive the support they need to lead dignified and independent lives. No person with a disability should live in poverty.

Disability Without Poverty and Campaign 2000 have launched the *2024 Disability Report Card*, which assigns Canada a failing grade for its lack of progress in addressing poverty among people with disabilities. The report reveals that 1 in 6 Canadians with disabilities live in poverty, with rates more than double those of people without disabilities. In a survey, 97% of disabled people said an adequate CDB would transform their lives and lift them out of poverty, and 98% requested that the federal government include them in developing, implementing and monitoring the program. I've attached the full survey for your review.

As Canadians, we need to acknowledge the harsh realities and challenges faced by individuals with disabilities. Food Bank usage is at all time highs, rising monthly as people struggle to meet their basic needs. With the rising cost of living, the housing affordability crisis, and growing food insecurity, our communities are struggling. These challenges are felt even more by people with disabilities, who face systemic barriers in securing decent work, housing, income supports and access to public services. It is time to take decisive action to support those who are struggling and ensure that everyone has access to the resources, programs, services and funding they need to succeed.

The City of Mississauga recognizes these struggles, and we are doing everything we can, locally. But the impact of this issue is felt Canada-wide, making it a national priority that demands federal leadership and action. While the Canada Disability Benefit provides some

relief, it has fallen short of meeting the expectations and needs of its recipients. The benefit amount is inadequate, and the eligibility criteria is too narrow and restrictive. Many recipients have shared that the CDB is insufficient enough to cover rent, let alone other basic necessities. As a result, poverty rates for this group are twice as high as those without disabilities.

Reforming the Canada Disability Benefit is a starting point in building a more inclusive society, where Canadians of all abilities can live meaningful lives. Thank you for your consideration and your commitment to ending poverty in Canada.

Regards,



Carolyn Parrish
Mayor

- cc. The Hon. Pierre Poilievre, Leader of the Conservative Party of Canada and the Official Opposition
Jagmeet Singh, Leader of the New Democratic Party of Canada
Elizabeth May, Leader of the Green Party of Canada
Yves-Francois Blanchet, Leader of the Bloc Quebecois
Mississauga MPs
Mississauga City Council
Geoff Wright, City Manager and CAO, City of Mississauga

SHAPE THE CDB

SEVEN COMPONENTS FOR A SUCCESSFUL CANADA DISABILITY BENEFIT

1. URGENCY:

The current situation is critical. Disabled people living in poverty are facing extreme hardship and life-threatening challenges.

2. DIGNITY:

97% of survey respondents feel the CDB could transform their lives if it is adequate enough to lift them out of poverty.

3. ADDED COSTS:

The Canada Disability Benefit Act states that additional costs associated with living with a disability must be taken into consideration regarding the amount of the benefit.

4. INCLUSIVE ELIGIBILITY:

96% of survey respondents agree that disabled people who already receive a federal, territorial or provincial benefit should get immediate access to the CDB.

5. SIMPLE APPLICATION:

Over 95% of survey respondents want an application process that is easy, seamless, fast and simple.

6. A FAIR BENEFIT:

95.5% of survey respondents feel the CDB needs to be responsive to the changing circumstances of applicants.

7. KEEP DISABLED PEOPLE INVOLVED:

98% of survey respondents agree that the government must include people with disabilities in developing, implementing and monitoring the CDB program.

Take Action!

The current CDB is not good enough.
People with disabilities deserve better. Much, much better.

Elected officials at all levels of government, we implore you to reach out to Prime Minister Trudeau, Finance Minister Freeland, Disability Minister Khera, and other members of the cabinet to make changes to this CDB now – it is not too late to turn around the misguided steps in the budget to make this into a truly historic benefit.

Name:

Location:

Contact:

Read the full report



disabilitywithoutpoverty.ca



disabilitywithoutpoverty



DisabilityWithoutPoverty



Disability_WP

#BetterTheBenefit

#TooLittleForTooFew

#EndDisabilityPoverty

#DisabilityWithPossibility

#Only25K

#WeAreThe27Percent



disability
without
poverty

le handicap
sans
pauvreté



MISSISSAUGA

RESOLUTION 0247-2024
 adopted by the Council of
 The Corporation of the City of Mississauga
 at its meeting on November 27, 2024

0247-2024 Moved by: Councillor C. Fonseca Seconded by: Councillor M. Mahoney

That Council support the request from Rabia Khedr, National Director, Disability Without Poverty regarding the needs of those with disabilities living in poverty and that a letter be sent to the Prime Minister and all party leaders regarding the City’s support of the initiative.

Recorded Vote	YES	NO	ABSENT	ABSTAIN
Mayor C. Parrish	X			
Councillor S. Dasko	X			
Councillor A. Tedjo	X			
Councillor C. Fonseca	X			
Councillor J. Kovac	X			
Councillor N. Hart	X			
Councillor J. Horneck	X			
Councillor D. Damerla				X
Councillor M. Mahoney	X			
Councillor M. Reid	X			
Councillor S. McFadden	X			
Councillor B. Butt	X			

Carried

REPORT 4 - 2024

To: CHAIR AND MEMBERS OF THE ACCESSIBILITY ADVISORY COMMITTEE

The Facility Accessibility Design Subcommittee presents its fourth report for 2024 and recommends:

FADS-0004-2024

That the deputation and associated presentation by Hagit Waisman, Architect, Ward99 Architects Inc., regarding the Malton Community Centre Renewal Project on July 29, 2024, be received for information.

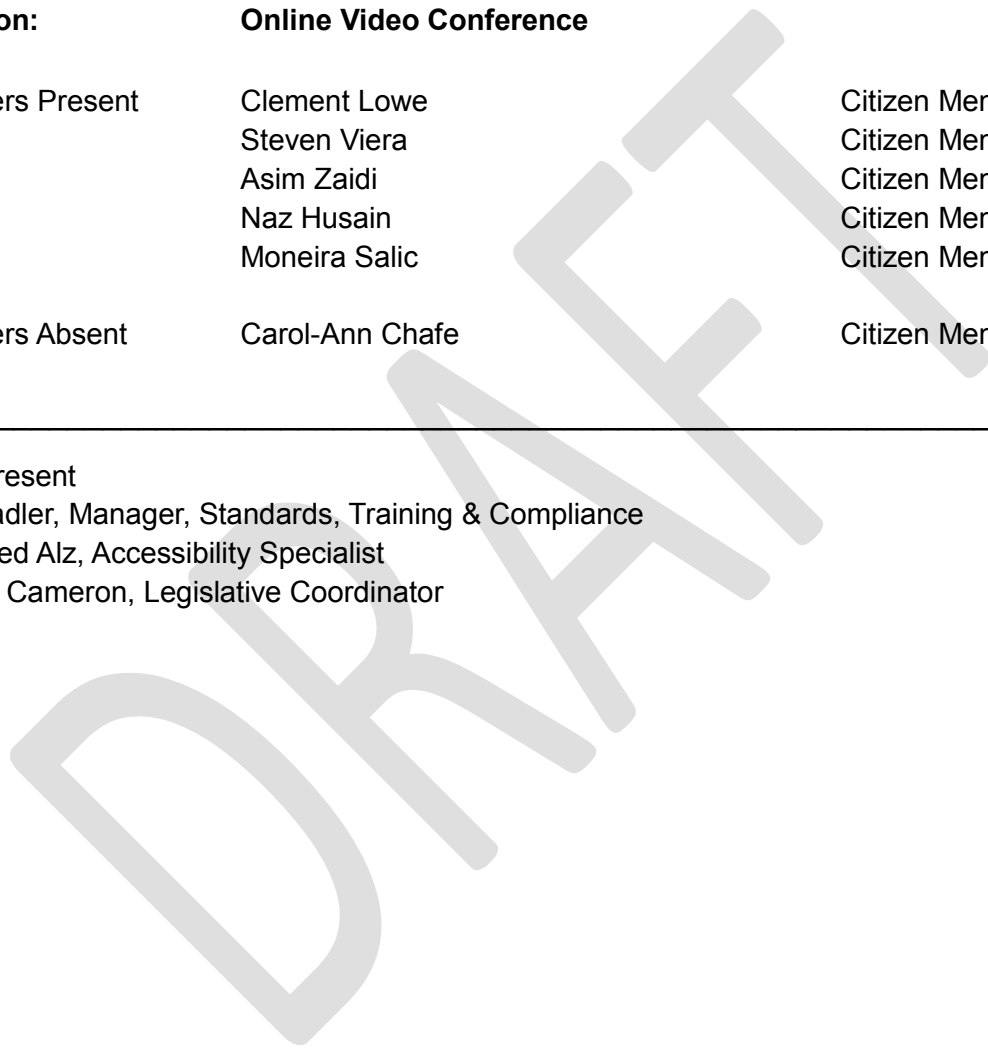
(FADS-0004-2024)

Facility Accessibility Design Subcommittee of the Mississauga Accessibility Advisory Committee

Date: July 29, 2024
Time: 1:30 PM
Location: Online Video Conference

Members Present	Clement Lowe	Citizen Member (Chair)
	Steven Viera	Citizen Member
	Asim Zaidi	Citizen Member
	Naz Husain	Citizen Member
	Moneira Salic	Citizen Member
Members Absent	Carol-Ann Chafe	Citizen Member

Staff Present
Dan Sadler, Manager, Standards, Training & Compliance
Taghreed Alz, Accessibility Specialist
Martha Cameron, Legislative Coordinator



1. CALL TO ORDER

The meeting was called to order at 1:30 PM

2. INDIGENOUS LAND STATEMENT

Martha Cameron, Legislative Coordinator recited the Indigenous Land Statement.

3. APPROVAL OF AGENDA

Approved (A. Zaidi)

4. DECLARATION OF CONFLICT OF INTEREST - Nil**5. DEPUTATION****5.1 Hagit Waisman, Architect, Ward99 Architects Inc., regarding Malton Community Centre Renewal Project**

Hagit Waisman, Architect for Ward 99 Architects Inc., spoke to the scope of work for the proposed renovations and the replacement of mechanical and electrical equipment for cost effectiveness.

Subcommittee members addressed signage and design for universal washrooms, tactile surfaces, colour contrasting, ramps and accessible features used in libraries.

H. Waisman further noted that the FADS standards would be applied for the renovation project and a sound system upgrade.

RECOMMENDATION FADS-0004-2024

Moved By S. Viera

That the deputation and associated presentation by Hagit Waisman, Architect, Ward99 Architects Inc., regarding the Malton Community Centre Renewal Project on July 29, 2024, be received for information.

Received

6. PUBLIC QUESTION PERIOD

There were no questions registered by the public.

7. MATTERS TO BE CONSIDERED

There were no matters to be considered.

8. PROJECT UPDATES

There were no project updates.

9. DATE OF NEXT MEETING

September 23, 2024 at 1:30 PM

10. **ADJOURNMENT** - 2:00 PM

(N. Husain)

DRAFT

REPORT 5 - 2024

To: CHAIR AND MEMBERS OF THE ACCESSIBILITY ADVISORY COMMITTEE

The Facility Accessibility Design Subcommittee presents its fifth report for 2024 and recommends:

FADS-0005-2024

That the deputation and presentation by Hagit Waisman, Architect and Tina Ranieri-D'Ovidio, Architect, of Ward 99 Architects regarding the design for Fire Stations 103 and 111, be received for information.

(FADS-0005-2024)

Facility Accessibility Design Subcommittee of the Mississauga Accessibility Advisory Committee

Date: October 28, 2024
Time: 1:30 PM
Location: Online Video Conference

Members Present	Carol-Ann Chafe	Citizen Member
	Steven Viera	Citizen Member
	Naz Husain	Citizen Member
	Moneira Salic	Citizen Member
Members Absent	Clement Lowe	Citizen Member (Chair)
	Asim Zaidi	Citizen Member

Staff Present

Dan Sadler, Manager, Standards Training and Compliance
Taghreed Alz, Accessibility Specialist, Standards Training and Compliance
Alicia Burlon, Accessibility Specialist, Standards Training and Compliance
Martha Cameron, Legislative Coordinator

1. **CALL TO ORDER** - 1:37 PM

Martha Cameron, Legislative Coordinator called the meeting to order at 1:37 PM

2. **INDIGENOUS LAND STATEMENT**

Martha Cameron, Legislative Coordinator recited the Indigenous Land Statement.

3. **APPROVAL OF AGENDA**

Approved (S. Viera)

4. **DECLARATION OF CONFLICT OF INTEREST** - Nil

5. **DEPUTATION**

5.1 **Hagit Waisman, Architect and Principal, Ward 99 Architects and Tina Ranieri-D'Ovidio, Architect and Principal Ward 99 Architects regarding Design for Fire Stations 103 and 111**

Tina Ranieri-D'Ovidio spoke to the scope of the project, design and objective for both fire stations and provided a background of the 10-year plan to renovate existing fire stations. Further, T. Ranieri-D'Ovidio spoke to the proposed site plan, barrier free entrance and parking space and various accessible renovations within both fire stations 103 and 111 to include universal barrier free washrooms, kitchen and entrances.

Subcommittee members addressed accessibility for employees, location of toilets in the universal barrier free washrooms, automated light switches and voice over and colour contrasting to meet the Facility Accessibility Design Standards.

6. **PUBLIC QUESTION PERIOD**

There were no questions registered by the public.

7. **MATTERS TO BE CONSIDERED**

There were no matters for consideration.

8. **PROJECT UPDATES**

Subcommittee members spoke to the update to the Facility Accessibility Design Guidelines and its completion date. Staff spoke to the review of washroom projects and ensuring the Guidelines are in line with the recent Ontario Building Code updates and noted increased site visits and processes being implemented.

9. **DATE OF NEXT MEETING**

November 25, 2024 at 1:30 PM

10. **ADJOURNMENT** - 2:38 PM

(C. Chafe)

2023

Report to the
Community



**“MiWay has
always been
a reliable way
for me to
get around
the city.”**

2023 customer satisfaction
survey comment



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A year of rapid customer growth

In 2023, MiWay experienced remarkable growth in demand for transit service. We supported 59 million customer boardings to help riders reach destinations such as work, school, medical appointments, sports events, entertainment and more. The rate of growth presented challenges to service delivery, leading to a number of instances of closed doors and reduced reliability for customers on overcrowded routes. MiWay is committed to solving these challenges, improving our services, listening to our customers and employees to enhance experiences for all. We're grateful to both our loyal and new riders who embraced transit as their mode of transportation last year. We appreciate the support from our leaders and community to build a reliable transit system for Mississauga, both now and into the future.

“I love ❤️ MiWay. I have had nice experiences with MiWay since I came to Canada in 2002 and I still use MiWay now.”

2023 customer satisfaction survey comment



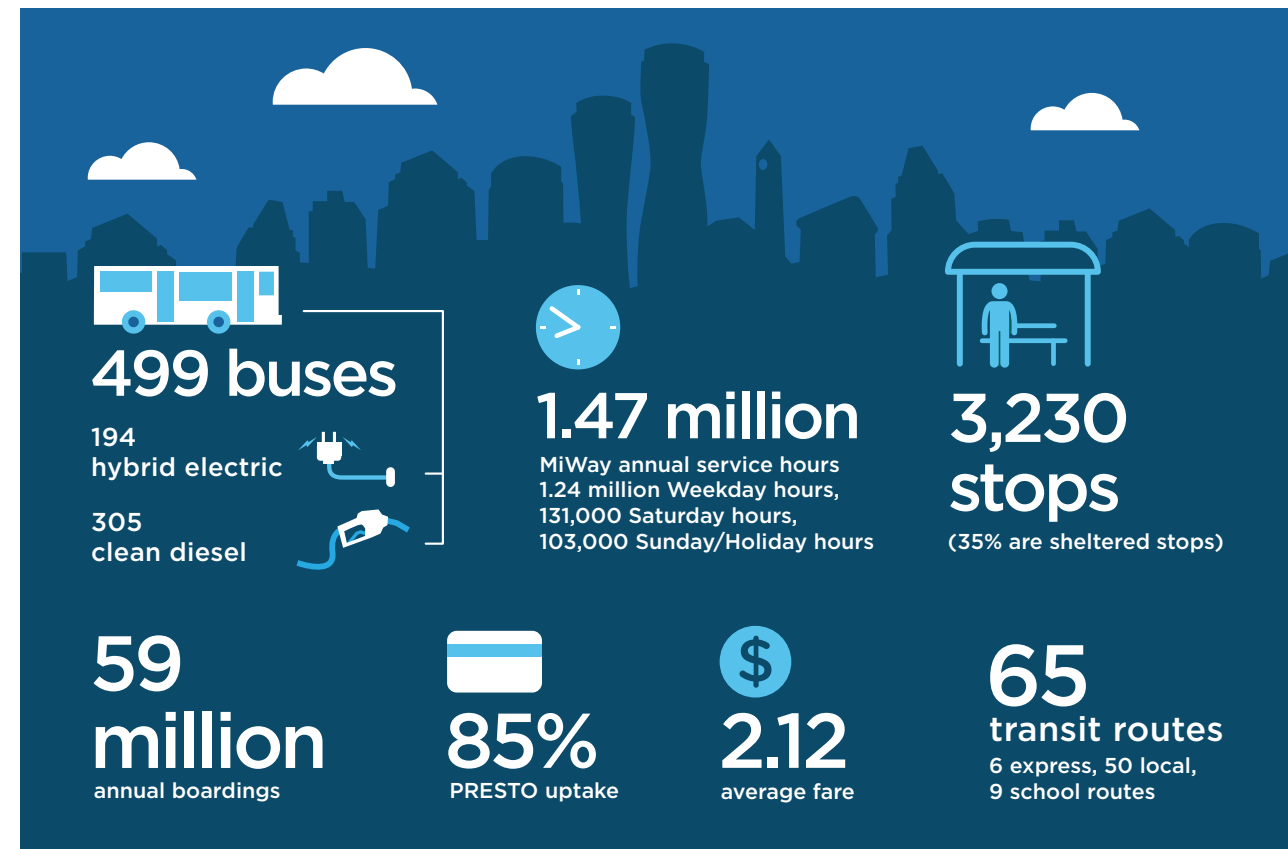
New leadership In 2023, the City of Mississauga welcomed Eve Wiggins as the new Transit Director. Eve brings fresh perspective, innovative vision and a people-first approach to transform and shape the future of MiWay by building a world class transit system for our community.





Investing in service MiWay is the third largest public transit provider in Ontario. We are focused on making strategic investments that will have the greatest impact to improve transit in Mississauga. We're investing in service frequency to increase reliability and reduce overcrowding while upgrading transit infrastructure and customer amenities. Most importantly, we focus on enhancing the customer experience at every stage of the journey.

MiWay by the numbers (January–December 2023)



“I am always safe when I use MiWay.”

2023 customer satisfaction survey comment

Maximizing resources to increase service

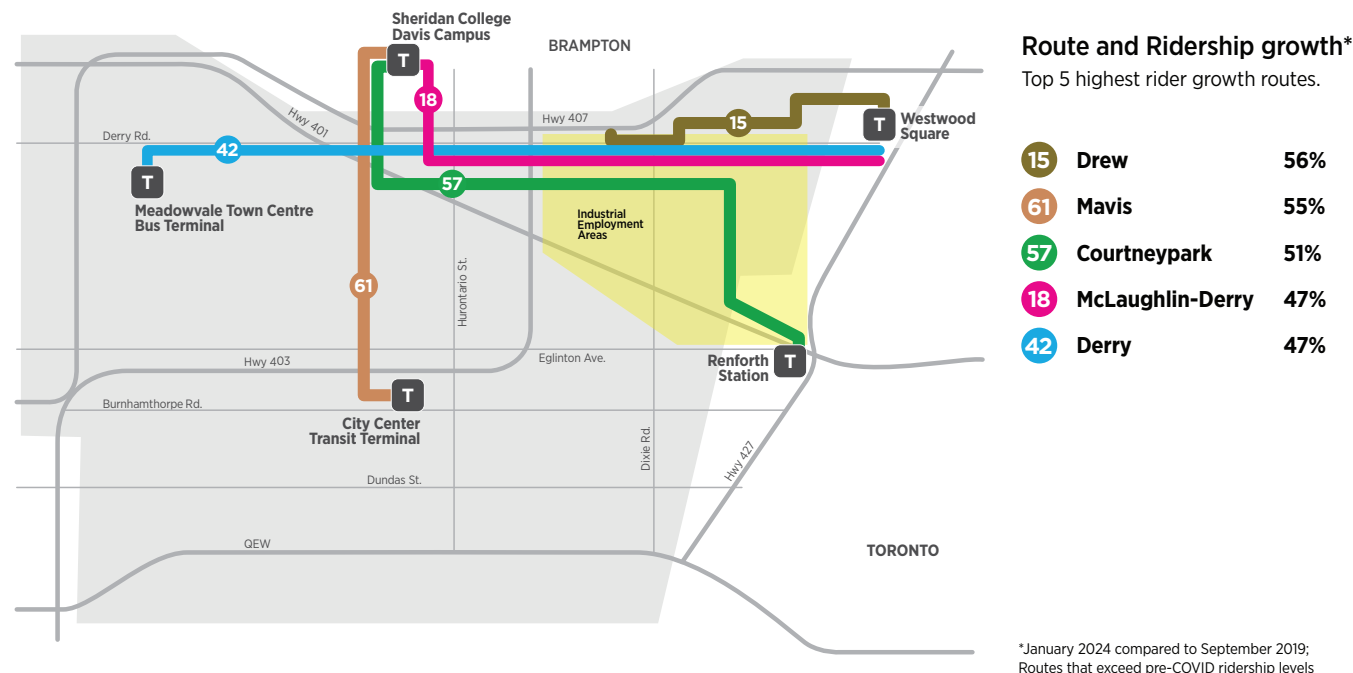
MiWay regularly monitors rider patterns to adapt and anticipate customer travel needs. Our teams have employed innovative ways to support rider growth and respond to evolving travel demands; designing within current available resources and maximizing opportunities as new resources become available. We are dedicated to enhancing our services to meet customer travel needs and foster continued rider growth and satisfaction.

“MiWay is easy for new immigrants and other people without cars.”

2023 customer satisfaction survey comment

The map highlights the top 5 MiWay bus routes that have experienced the greatest increase in weekday ridership. The primary factor driving rider growth in the North-East quadrant of Mississauga is the attractiveness of the employment lands with workers commuting to jobs in the area. Several employers have added evening and weekend shifts that attract workers to use MiWay’s services during these traditional off-peak periods contributing to overall increased ridership.

Map of Increased Rider Growth



MiWay travel trends:

Changing travel patterns

- We are seeing new patterns emerging with transit riders traveling between municipal boundaries, frequently using terminal connection points with Brampton, Oakville, Milton and Toronto to move seamlessly throughout the GTA network.
- MiWay’s busiest terminals are those shared with other transit systems, including the Toronto Transit Commission (TTC), GO Transit, Brampton Transit, and Oakville Transit. Every terminal has become an interagency hub for riders making connections throughout the GTA.

Shifting employment schedules

- Hybrid and flexible work hours continue to transform commuter schedules and create fluctuations in demand for service.
- Expansion of evening shift work in the industrial employment lands has increased service demand during traditionally off-peak times, particularly 7 p.m. to 1:00 a.m.

MiWay customer needs are changing; reflecting a vibrant community always on the move.





Student life

- Many post-secondary students are looking to MiWay to provide an affordable and reliable means of travel for in-person studies, on-campus activities, leisure activities and part-time jobs.
- We have built an excellent partnership with University of Toronto Mississauga to support post-secondary students with an affordable transit U-Pass program to enhance student life and offer travel convenience.

Changing behaviours

- High inflation, cost of living and car ownership costs (estimated at \$16,000/year) are driving more people to seek affordable transportation options.
- More people are adopting urban lifestyles and making environmentally conscious choices to support sustainability.

“I believe it’s a great way to get to places at a cheap cost especially as a student to save money and help the environment.”

2023 customer satisfaction survey comment



16,500

University of Toronto
Mississauga students
participate in the
U-Pass program

MiWay's promise to customers



Safety first

The safety of our customers, employees and all those who come in contact with our service is important to us. We want you to feel safe and secure while riding with us or sharing the road with our vehicles.



Excellent customer service

All our employees are ready to make your experience a positive one. We commit to providing you with excellent customer service and to treat everyone with courtesy and respect.



Reliable and on time

We'll provide you with dependable transit service by being on time, minimizing delays and acting quickly when service disruptions or delays occur.







Keep you informed

Whether it's delay alerts, or information to help you plan your journey better, keeping you informed is key. We'll make sure accurate and up-to-date service information is available online and with our customer service representatives.

MiWay's customer service commitments report card

MiWay is committed to delivering on our commitments through our customer charter. We value customer feedback and appreciate the survey responses we received in 2023. By listening to our customers, we are making changes to better serve and improve the overall customer experience with MiWay.

Here is what customers told us about our performance against the Customer Charter Commitments:

Customer Charter Commitment	Overall Satisfaction Score	Highlights	Key Actions
 Safety first	80%	<ul style="list-style-type: none"> Customers feel safe riding the bus Overall safe driving by transit operator 	<ul style="list-style-type: none"> Stay focused on safety
 Reliable and on time	58%	<ul style="list-style-type: none"> Low reliability, particularly with bus frequency, ability to make connections, and buses arriving on schedule 	<ul style="list-style-type: none"> Expand services Increase service frequency Improve operations oversight and route management
 Excellent Customer Service	72%	<ul style="list-style-type: none"> Less satisfied with digital service experiences 	<ul style="list-style-type: none"> Improve the lost & found experience Expand our customer service ambassador program
 Keep You Informed	69%	<ul style="list-style-type: none"> Timely communication of route changes Improve experiences and offer enhanced features with digital communication channels. 	<ul style="list-style-type: none"> Explore new technology to improve customer access to route alerts and changes in real time



Customer Charter

Engaging with the community

We enjoy being out in the community to connect with our riders, provide education and promote transit services. In 2023, we were delighted to participate in 21 community events including community celebrations, post secondary fairs, business BBQs and senior events. MiWay employees engaged in conversations with over 6,000 individuals to increase awareness about transit options and gather valuable feedback for ongoing improvements.

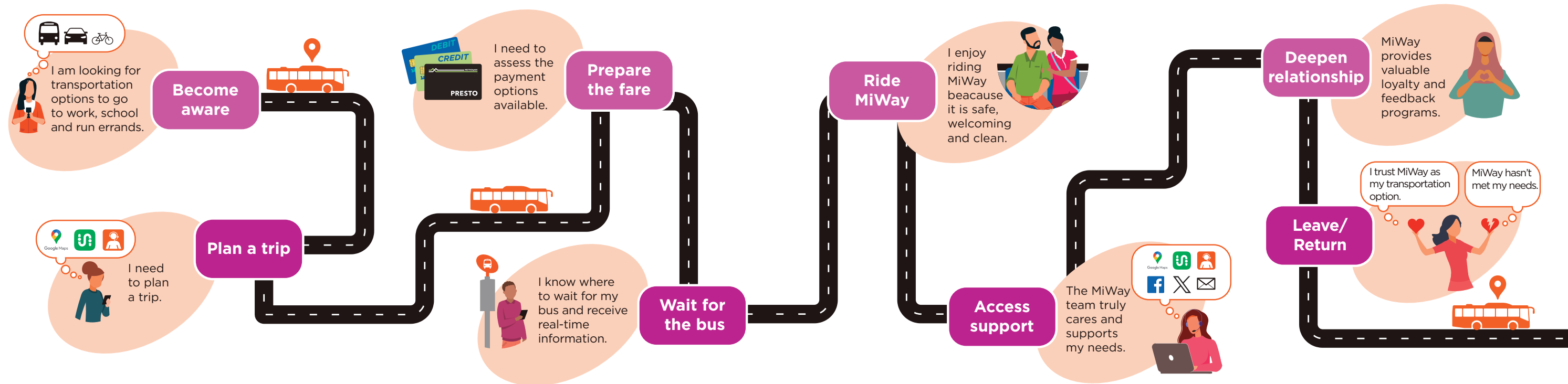
Caring for our Customers:

MiWay's customer care team provides a supportive and responsive transit experience and responds to riders' needs by assisting with inquiries, feedback, planning, fares and more. We are proud to have delivered support to:

- 11,300 customer visits to the City Centre Transit terminal
- 170,000 visits to the fares booth
- 100,000 customer phone calls
- 757,000 inquiries using Citylink for automated next bus information

MiWay Customer Journey Map

In 2023 we refreshed our customer journey map, seeking to understand our customers' needs and experiences with all of the touchpoints along the customer journey. We use customer journey maps and human-centered design tools to build empathy within the MiWay team to inspire and identify areas for improvement.



MiWay hosts customer events to thank our loyal customers for their continued support.



67%

of MiWay riders
use transit seven
days a week

11.1

89% of customers indicate
satisfaction with bus cleanliness

84% of customers indicated
satisfaction with their ability to
find a seat or space on the bus

80% of riders are satisfied
with the safe driving by
Transit Operators

Improving experiences

Delivering service excellence: MiWay riders want transit to be a safe, easy and affordable option to get to their destination on time. In 2023, MiWay implemented changes to enhance the overall customer experience to support the needs of our growing ridership:

The Transit Advisory Committee formed in 2023 to provide stakeholder and external perspectives on Mississauga's public transit services and infrastructure. The committee provides valuable insights and advice with respect to enhancing the customer experience on-board transit vehicles, at stations, terminals and stops and during interactions with frontline employees. The recommendations of the advisory committee are considered by the General Committee and then sent to City Council for final decisions. The advisory committee consists of Council members and citizen representatives.

Fares booth: The City Centre Transit Terminal fares booth extended hours of operation to serve morning commuters better.

Bus cleaning: New enhanced bus cleaning protocols are helping to ensure a safer and more enjoyable experience.

“I find that the bus is on time and gets me where I want to within Mississauga because I do not have a car right now.”

2023 customer satisfaction survey comment





Improving transit infrastructure

We're building infrastructure today to increase rider convenience, comfort and accessibility to support future growth that will take us into the future.

25 enhanced shelters were added to the network in 2023. Enhanced shelters are 2-3 times larger than standard shelters to accommodate more people and provide inside seating. Additional amenities include improved signage and a heated enclosed space for added comfort during inclement weather. These enhanced shelters are located along existing and future express corridors including Erin Mills Parkway, Southdown Road, Dixie Road, Derry Road, and Burnhamthorpe Road.

“I love MiWay. I am very comfortable riding with MiWay.”

2023 customer satisfaction survey comment

Digital screens for enhanced shelters: MiWay is exploring various digital displays to provide real time bus information to our customers. This testing will determine the best product to install to support our customers with timely and relevant bus information.

Construction: We understand infrastructure construction impacts our community and riders and causes inconvenience when transit vehicles can not safely service stops. For your comfort and safety we have added temporary pedestrian landing pads, connections, walkways and ramps to ensure accessible transit service is maintained.

Building the Hazel McCallion Line: Will add 18 km of light rail transit to the MiWay network to create a rapid North-South travel corridor through Mississauga.

PRESTO payment enhancements

Improving technology to support riders and employees

Real-time information: MiWay supports several third-party apps including TripLinX, Transit app and Google by providing data to drive real-time schedule information for riders. These apps provide up to the minute information so you know when your bus will arrive.

Bus control system upgrades: Customers and employees benefit from behind-the-scenes enhancements to on-bus communications and monitoring systems resulting in improved responsiveness and reducing the impact of real-time road conditions and detours.

Payment system updates: The successful rollout of PRESTO payment enhancements played a foundational role in making customer payments easier, faster and more convenient. Benefits of PRESTO include:

- Two-hour free transfers between MiWay and the TTC.
- It's the least expensive way to pay your fare, ride free when you connect with GO Transit using your PRESTO card.
- Eligibility for MiWay's PRESTO loyalty program discount.
- Instantly load and manage your PRESTO card with autoload, auto renew, balance recovery and overdraft trip.

We also launched open payment which enables riders to pay a cash fare using a contactless (tap feature enabled) debit card, credit card and mobile wallets on smartphones, such as Apple Pay, Google Pay, Samsung Pay, and more. Benefits of open payment include:

- Transfer for free between MiWay and the TTC within the two-hour transfer period.
- You can pay a cash fare if you don't have exact change or a PRESTO card.



Real-time next bus information

- No need to ask for a paper transfer. PRESTO machines will be able to know if you paid your fare using a debit card, credit card or mobile wallet within the transfer period.
- Ride free on MiWay when you connect with GO Transit using the same open payment method within the transfer period.
- You can add a credit card to your PRESTO account online to track your transaction history.

Maintenance equipment improvements: Eight life cycle replacement bus hoists improved our capacity to maintain buses while minimizing downtime. Reliable maintenance equipment improves our ability to deploy additional buses, in the event of unexpected service needs which supports our commitment to delivering reliable service.



Improving the employee experience

We prioritize safety and are building a culture where employees feel seen, heard, valued, and have a sense of belonging. Providing consistent and reliable transit service to our community within a dynamic and complex system demands exceptional teamwork, coordination, and daily commitment to excellence. Our employees are the heartbeat of sustainable growth, innovation, and ensuring high-quality service delivery to our community every day.

Safety-first culture: Each team member plays a vital role in ensuring the well-being of our passengers and colleagues. Ensuring our workplace is a safe environment for all employees is our top priority.

Customer-focused: Team members support customers and each other, going the extra mile because they care about delivering exceptional service to the community and each other.

Communication: Leaders are committed to keeping employees informed. We listen to our employees and make changes based on their feedback.

Onboarding, training and development programs: MiWay is committed to welcoming, training and supporting new employees so that they are positioned for success in their roles and continue to grow and develop their skills and knowledge.

Fostering continuous improvement and innovation: We have one of the most diverse workforces that is reflective of the unique tapestry of Mississauga's community and contributes to inclusivity, sharing and appreciation of different ideas, perspectives and lived experiences. We listen to and implement employee ideas to affect operational change, increase effectiveness and improve experiences. In 2023, we implemented 145 ideas with 94 additional ideas in progress that were brought forward by our employees including; improvements to scheduled run times, platform changes at Meadowvale Town Centre to better accommodate articulated buses, a dedicated parking spot for expectant mothers, new training topics and awareness campaigns such as rear door operating procedures.



“The drivers and staff are very friendly and happy to help people.”

2023 customer satisfaction survey comment



Supporting equity, diversity and inclusion

Affordability: MiWay understands that customers expect affordable public transit options to seamlessly connect within and throughout the GTA. MiWay works with other transit agencies and levels of government to create affordable payment options to meet a wide variety of customer needs.

“The current senior fare of \$1.00 is a significant factor in my choice to leave my car when commuting locally and beyond. MiWay helps a lot for seniors to save on transport costs.”

2023 customer satisfaction survey comment

Summary of 2023 MiWay fare support programs

<p>Seniors MiWay introduced a pilot program allowing seniors to travel all day for \$1 per ride.</p>	<p>Benefit: Supported 2.3 million senior rides during the pilot period.</p>
<p>Children Children ages 6-12 can ride free as part of the pilot program on MiWay.</p>	<p>Benefit: Supported 152,000 child rides during the pilot program.</p>
<p>UTM student U-Pass program UTM have the benefit of a U-Pass program discount price during the school term.</p>	<p>Benefit: 16,500 UTM students received a 70 per cent discount on MiWay monthly adult passes supporting 1.5 million U-Pass rides.</p>
<p>Affordable Transit program Residents of Mississauga who earn an income below the Low Income Measure (LIM) threshold may be eligible for the Affordable Transit Program which provides a 50 percent discount on adult and senior monthly passes using PRESTO.</p>	<p>Benefit: Provides low-income residents with access to affordable public transit in Mississauga and Brampton.</p>
<p>Food Bank discount program Mississauga food banks can purchase MiWay special purpose tickets at a 50 percent discount and provide them free to those who need transit.</p>	<p>Benefit: MiWay Supported food bank organizations with 20,170 discounted special purpose tickets.</p>
<p>MiWay Loyalty program The MiWay loyalty program on PRESTO allows customers to pay for 11 rides in a week and then ride free for the remainder of the week.</p>	<p>Benefit: Frequent riders were rewarded with free rides via the loyalty program on PRESTO.</p>

Affordable payment options for MiWay customers





Enhancing accessibility

We continuously seek out accessibility enhancements to improve our vehicles, infrastructure and customer amenities.

Kneeling buses: Each new bus includes an electric accessibility ramp. This *Smart Rider Lite* feature is an industry-first in fully accessible boarding. This improvement increases stability and eliminates varying slopes for our customers, ensuring safer and more comfortable boarding.

Destination sign screens: We've improved the screens on the front and side of new buses to make it easier for customers to read the destination and route number from a distance.

Accessible bus stops: In 2023, we improved 112 bus stops for walkability, accessibility and multi-use perspectives by changing the slope of the concrete bus stop pad to meet the City's Facility Accessibility Design Standards. We still have work to do with 16 per cent (506 of 3,230 stops) deemed inaccessible due to the absence of sidewalks, sidewalk connections or grade of slope.

Minimizing construction impacts: Temporary pedestrian landing pad platforms and connections were installed to accommodate accessibility at various locations where existing accessible transit stops were disrupted by construction.

MiWay bus fleet colours: Transitioning the MiWay bus fleet to one colour makes it easier for customers to identify MiWay buses at shared stops and provides consistency. As we continue to grow, we'll have greater fleet flexibility to respond to changes in customer demand and operational circumstances across the transit network.

In 2023 we improved 112 bus stops for walkability.



"I am disabled and the buses all have ramps to get on the bus and multiple areas for people with walkers and wheelchairs."

2023 customer satisfaction survey comment



Electrifying
support
vehicles

Contributing to Mississauga's Climate Change Action Plan

MiWay is committed to the environment and the City's climate change goals to create a more sustainable future for Mississauga. We're making considerable progress through our sustainability efforts, including replacing the bus fleet with low and zero-emission vehicles, pursuing zero-emission pilot opportunities, and monitoring new bus technologies to stay up to date with industry trends.

More hybrid-electric buses: MiWay completed the largest single-bus delivery in the City of Mississauga's history. With the newly procured 165 hybrid-electric buses officially in service, MiWay will soon reach an important milestone with more than 50 per cent of our fleet configured as second-generation hybrid-electric before the end of 2024.

Reducing fuel consumption: With the transition to hybrid-electric buses, we've reduced diesel fuel consumption by 30 per cent per year compared to the average fuel consumption of older diesel buses.

Electrifying our support vehicles: We replaced 24 fossil fuel vehicles with battery-electric vehicles bringing our fleet to more than 50 per cent zero-emission.

These and many more efforts collectively align us with the City's Climate Change Action Plan and our commitment to environmental sustainability as a municipal transit system.



Features of MiWay's new hybrid-electric buses

- Accessible seating area with theatre-style flip up seats offer more space and flexibility.
- USB outlets, located underneath the seats, offer mobile charging
- All-electric 'Smart Rider' accessible wheelchair ramp – capable of lateral kneeling and self-levelling to adjustable heights, delivering enhanced safety and independence to riders.
- Start-stop engine technology shuts down the engine while stopped and automatically restarts when the brake is released – reducing fuel consumption by 25 per cent compared to conventional diesel-powered buses.
- Electrically powered steering, HVAC, passenger door operation and air brake compressor for greater travel comfort.
- 'Plug and play' components reduce maintenance time to get buses back on the road in less time.

The road ahead: 2024 and beyond

A new MiWay strategic plan to transform Mississauga:

Our work over the next 36 months will see MiWay level up in professionalism, performance and partnership. We want the people of Mississauga and MiWay employees to love their transit system and advocate for investments to make it better. MiWay of the future is a vital part of a larger transportation and economic ecosystem. We are building strong partnerships today so we can build a better Mississauga together for everyone.

Listening to the Community: We're building up our community engagement and voice of the customer program to listen, measure, understand and tailor our services to deliver the best service and experiences possible for our riders.

One MiWay Transit team: It can not be overstated the importance and value of the work our employees do no matter what their role and part they play in delivering reliable and on-time transit service to our community. Our focus is on building a culture of courage, authenticity, service, truthfulness, love and effectiveness to create a bright future together.

Service and Infrastructure Masterplan: Developing the next plan to guide the short and long term growth and improvements to MiWay's transit system. The City is planning for nearly \$2 billion in capital work over the next 10 years to build more enhanced bus stops and shelters, maintain and expand transit infrastructure throughout the city and advance key transit projects, including Lakeshore Higher Order Transit and Dundas Bus Rapid Transit.

Integrated Transportation Network: We'll continue to advocate for integrated solutions for an interconnected transportation network that is easy and convenient to create seamless travel.

Exploring alternative fuels: MiWay is participating in a Hydrogen Fuel Cell Electric Bus (FCEB) trial. This trial is the only one of its kind in Ontario to understand how hydrogen-electric technology can advance the City's commitment to a zero-emission bus fleet. MiWay is participating in the Federal Zero Emission Transit Fund program to support this innovative project to buy and operate 10 hydrogen FCEBs, and to develop Canada's first local hydrogen ecosystem in Mississauga, capitalizing on a national network of manufacturing, production, knowledge innovation and design capabilities across the country.



**MiWay is growing
to meet the future
needs of the
community**

miWAY

 MISSISSAUGA

