

REVISED

Accessibility Advisory Committee

Date: February 8, 2021
Time: 2:00 PM
Location: Online Video Conference

Members

Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Naz Husain	Citizen Member (Chair)
Carol-Ann Chafe	Citizen Member (Vice-Chair)
Asim Zaidi	Citizen Member (Vice-Chair)
Emily Daigle	Citizen Member
Rabia Khedr	Citizen Member
Clement Lowe	Citizen Member
Steven Viera	Citizen Member
Anita Binder	Stakeholder Member
Alfie Smith	Stakeholder Member
Sally Wall	Stakeholder Member

Participate Virtually and/or via Telephone

Advance registration is required to attend, participate and/or make a comment in the virtual meeting. Questions for Public Question Period are required to be provided to Clerk's staff at least 24 hours in an advance of the meeting. Any materials you wish to show the Committee during your presentation must be provided as an attachment to the email. Links to cloud services will not be accepted. Comments submitted will be considered as public information and entered into public record. **Please note the Accessibility Advisory Committee will not be streamed or video posted afterwards.**

To register, please email dayna.obaseki@mississauga.ca and for Residents without access to the internet via computer, smartphone or tablet, can register by calling Dayna Obaseki at 905-615-3200 ext. 5425 **no later than Thursday, February 4, 2021 before 4:00PM**. You will be provided with directions on how to participate from Clerks' staff.

Contact

Dayna Obaseki, Legislative Coordinator, Legislative Services
905-615-3200 ext. 5425
Email dayna.obaseki@mississauga.ca

Find it Online

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

Staff Accessibility Resource Team (StART)

Abraham Binder, Emergency Management Specialist, Emergency Management
Alana Tyers, Manager Service Development, MiWay
Amina Menkad, Planner, Official Plan Review
Amr Merdan, Urban Designer, Urban Design
Andrew Noble, Manager, Recreation - Golf and Arenas
Anthea Foyer, Planner Culture, Culture Planning
Anthony Frigo, Building Plans Examiner, Building
Bryan Sparks, Communications Advisor, Employee Communications and Events
Cyrus Hiranandani, Traffic Signals Technician, Traffic Signals
Dan Sadler, Accessibility Supervisor, Asset Management and Accessibility
Daniela Paraschiv, Manager Asset Management, Accessibility and Energy Management
Dayna Obaseki, Legislative Coordinator, Legislative Services
Ingrid-Keuper-Dalton, Community Development Coordinator, Central Library and Community Development
Jamie Ferguson, Manager Parks Services, Parks Services
Jane Gallant, Project Management Support Office Analyst, Corporate Performance and Innovation
John Domitrovich, Supervisor, Mobile Licensing Enforcement
Julie Phan, Digital Coordinator, Website Operations
Keisha McIntosh-Siung, Senior Communications Advisor, Employee Communications and Events
Matthew Sweet, Manager Active Transportation, Transportation and Works
Megan Palmateer, Digital Content Consultant, Website Operations
Michael Foley, Manager, Mobile Licensing Enforcement
Monika Kennedy, e-Commerce Specialist, Digital Services
Nadia Dawe, Manager, Transit Operations
Pam Shanks, Corporate Policies Analyst, Corporate Performance and Innovation
Rob Trewartha, Director, Strategic Initiatives
Robyn Heibert, Emergency Management Specialist, Emergency Management
Sabrina Davidson, Active Transportation Coordinator, Active Transportation
Sarah Baker, Researcher, Community Relations
Shazia Kalia, Senior Buyer, Materiel Management - External
Stefan Szczepanski, Manager, Parks Development
Swetha Gadwal, Project Leader Senior Capital Projects, Capital Project Management
Vikas More, Senior Project Manager, Capital Project Management
Virginia Kalapaca, Project Leader Landscape Architect, Parks Program Delivery
Wesley Booker, Legal Counsel Labour and Employment, Legal Services
Yousef Malic-Elhereich, Traffic Signals Technician, Traffic Signals

1. **CALL TO ORDER**

2. **APPROVAL OF AGENDA**

3. **DECLARATION OF CONFLICT OF INTEREST**

4. **MINUTES OF PREVIOUS MEETING**

4.1. Accessibility Advisory Committee DRAFT Minutes – November 9, 2020

5. **DEPUTATIONS**

5.1. Dan Sadler, Accessibility Supervisor to present on the Multi-Year Accessibility Plan 2020 Accessibility Annual Status Update (Related to Item 8.3)

5.2. Alana Tyers, Manager, Service Development to present on the 2020 MiWay Annual Accessibility Plan (Related to Item 8.4)

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

Public Comments: Advance registration is required to participate and/or to make comments in the virtual 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. 5425 or by emailing dayna.obaseki@mississauga.ca **by Thursday, February 4, 2021 before 4:00PM.**

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, 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 shall 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 public question period time is 15 minutes maximum and shall not be extended by the Chair; and
4. Any response not provided at the meeting will be provided in the format of written response.

7. **CONSENT AGENDA**

Please note: This category is a new addition to all advisory committee agendas. The Consent Agenda is used for those items that all Accessibility Advisory Committee Members deem appropriate to approve or deal with together without discussion or individual motions because they are deemed routine and/or non-contentious.

8. MATTERS TO BE CONSIDERED

8.1. 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).

8.2. Region of Peel Accessibility Advisory Committee Update

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

8.3. * Multi-Year Accessibility Plan: 2020 Accessibility Annual Status Update (Related to Item 5.1)

8.4. 2020 MiWay Annual Accessibility Report (Related to Item 5.2)

8.5. Accessibility Advisory Committee (AAC) Work Plan

9. SUBCOMMITTEE REPORTS

9.1. Facility Accessibility Design Subcommittee Report – November 16, 2020

10. INFORMATION ITEMS

10.1. Erin Mills Twin Arena Elevator Upgrades (Verbal)

11. OTHER BUSINESS

12. DATE OF NEXT MEETING

AAC – ACCESSIBILITY ADVISORY COMMITTEE

Monday, March 22, 2021 at 2pm

Virtual Online Conference

FADS – FACILITY ACCESSIBILITY DESIGN SUBCOMMITTEE

Monday, March 29, 2021 at 1:30pm

Virtual Online Conference

13. ADJOURNMENT

Accessibility Advisory Committee

Date: November 9, 2020
Time: 2:00 PM
Location: Online Video Conference

Members Present	Councillor Matt Mahoney	Ward 8
	Councillor Pat Saito	Ward 9
	Naz Husain	Citizen Member (Chair)
	Carol-Ann Chafe	Citizen Member (Vice-Chair)
	Asim Zaidi	Citizen Member (Vice-Chair)
	Emily Daigle	Citizen Member
	Rabia Khedr	Citizen Member
	Clement Lowe	Citizen Member
	Alfie Smith	Stakeholder Member
	Sally Wall	Stakeholder Member
Members Absent	Steven Viera	Citizen Member
	Anita Binder	Stakeholder Member

Staff Present

Dan Sadler, Accessibility Supervisor
Jennifer Cowan, Accessibility Specialist
Alex Legrain, Project Leader, Transportation Planning
Mojan Jianfar, Project Lead, Planner, City Planning Strategies
Matthew Sweet, Manager, Active Transportation
Dayna Obaseki, Legislative Coordinator

1. CALL TO ORDER

Naz Husain called the meeting to order at 2:05PM. Dayna Obaseki, Legislative Coordinator provided a preamble.

2. APPROVAL OF AGENDA

Approved (C. Chafe)

3. DECLARATION OF CONFLICT OF INTEREST – Nil.**4. MINUTES OF PREVIOUS MEETING****4.1 Accessibility Advisory Committee DRAFT Minutes – September 21, 2020**

Approved (A. Smith)

5. DEPUTATIONS**5.1 Discover Ability Network**

Lisa Kelly, Program Manager, Ontario Chamber of Commerce
Louie DiPalma, Vice President, SME (small to mid-size enterprise) Programs, Ontario Chamber of Commerce

Ms. Kelly and Mr. Palma provided an overview on the Discover Ability Network and the benefits of being an inclusive employer. The Discover Ability Network is a job matching platform that connects businesses with persons with disabilities (PwD) seeking employment, offers free training on inclusive recruiting and accessible accommodations as well as a networking platform. They spoke to the talent shortage in a number of businesses experience and the untapped talent pool. Ms. Kelly and Mr. DiPalma noted that 77% of small business stated that hiring persons with disabilities (PwD) have met and/or exceeded expectations as well as produced a positive overall effect that had minimal accommodation costs. They spoke to the partnership between the Ontario Chamber Commerce and the Mississauga Board of Trade.

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

- Inquired if there are any monitoring procedures;
- Expressed concerned regarding ensuring the employees are being treated fair and equitable;
- Inquired about job retention;
- Noted the challenges of individuals with multiple disabilities finding employment; and
- The Committee expressed their support of the program.

Ms. Kelly, Mr. DiPalma and Brad Butt, Vice President, Government and Stakeholder Relations responded to questions from the Members of the Committee;

- Monitoring is outside of the scope of the program, however the Discover Ability Network works with numerous agencies that may monitor equity and long term job retention.
- The program focuses on the hiring processes, policies and practices that encompass equity and treatment of employees.
- Noted that all the positions post have been fact checked and verified for authentication purposes.
- Noted that a number of the employers within the Discover Ability Network are typically looking for long-term employment and strive to avoid high turnover positions.

RECOMMENDATION AAC-0009-2020

Moved By Councillor P. Saito

1. That the deputation and associated presentation by Lisa Kelly, Program Manager, Ontario Chamber of Commerce and Louie DiPalma, Vice President, SME (small to mid-size enterprise) Programs, Ontario Chamber of Commerce regarding the Discover Ability Network be received.
2. That the Accessibility Advisory Committee are in support of the Discover Ability Network Program and recommend endorsement from General Committee.
3. That Accessibility staff investigate a potential partnership with the Mississauga Board of Trade and the Ontario Chamber of Commerce regarding joining the Discover Ability Network program and to report back to General Committee.

Carried

5.2 Downtown Movement Plan

Alex Legrain, Project Leader, Transportation Planning
Mojan Jianfar, Project Lead, Planner, City Planning Strategies

Mr. Legrain presented on the Downtown Movement Plan by providing a project overview and an update. The Downtown Movement Plan consists of a technical study on the Downtown Strategy and Action Plan and delivering Multi-Modal Transportation Master Plan. Mr. Legrain spoke to the Downtown 21 Master Plan and the six guiding principles. He outlined the phases of the Downtown Strategy and the Downtown Movement Plan. The received feedback from Phase 1 consisted of four themes; walking, cycling, transit and driving. The Downtown Movement Plan's next steps are to conduct a Public Meeting in Winter/Spring 2021 that will consist of reviewed public feedback and alternative solutions prior to reporting to Council.

Members of the Committee spoke to the matter and raised the following comments regarding creating a more accessible project website and having a map that outlines the locations of audible accessible crosswalks, elevator outrages, damaged sidewalks, construction zones and accessible bus stops.

Mr. Legrain and Ms. Jianfar responded to comments from the Members of the Committee.

RECOMMENDATION AAC-0010-2020

Moved By C. Chafe

That the deputation and associated presentation by Alex Legrain, Project Leader, Transportation Planning and Mojan Jianfar, Project Lead, Planner, City Planning Strategies regarding the Downtown Movement Plan be received.

Received

6. PUBLIC QUESTION PERIOD - 15 Minute Limit

David Lepofsky, Chair, AODA Alliance registered to speak on the matter of E-Scooters previously presented at the October 19, 2020 Accessible Transportation Subcommittee. Mr. Lepofsky urged the Committee to make a strong recommendation to ban electric scooters in the Municipality based on lack of safety standard and dangers associated with E-scooters. He further noted lack of accessibility associated with the current virtual platform. Members of Committee echoed Mr. Lepofsky's sentiment regarding the safety concerns surrounding E-scooters and the lack of accessibility with the virtual platform. Matthew Sweet, Manager, Active Transportation spoke to the City of Mississauga's Mircomobility study and provided further clarification on electric kick style scooters.

7. MATTERS CONSIDERED

7.1 Accessibility for Ontarians with Disabilities Act Update

No update was provided.

7.2 Region of Peel Accessibility Advisory Committee Update

No update was provided.

7.3 Treat Accessibly Update Memo

No discussion took place.

RECOMMENDATION AAC-0011-2020

Moved By C. Chafe

That the memo prepared by Dan Sadler, Supervisor, Accessibility Planning and Compliance regarding Treat Accessibly be received for information.

Received

7.4 Accessibility Advisory Committee (AAC) Work Plan

No discussion took place.

RECOMMENDATION AAC-0012-2020

Moved By S. Wall

That the Accessibility Advisory Committee Work Plan be approved as discussed at the November 9, 2020 Accessibility Advisory Committee meeting.

Approved

8. SUBCOMMITTEE REPORTS

8.1 Facility Accessibility Design Subcommittee Report – September 28, 2020

No discussion took place.

RECOMMENDATION AAC-0013-2020

Moved By C. Chafe

1. That the presentation regarding Burnhamthorpe Community Centre Accessibility Review to the Facility Accessibility Design Subcommittee on September 28, 2020, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives the City is undertaking with respect to the Burnhamthorpe Community Centre Accessibility Review.

Carried

RECOMMENDATION AAC-0014-2020

Moved By C. Chafe

1. That the presentation regarding Central Library Renovations to the Facility Accessibility Design Subcommittee on September 28, 2020, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives the City is undertaking with respect to the Central Library Renovations.

Carried

RECOMMENDATION AAC-0015-2020

Moved By C. Chafe

1. That the presentation regarding the COVID-19 Corporate Pillar Recover Plan to the Facility Accessibility Design Subcommittee on September 28, 2020, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives the City is undertaking with respect to the COVID-19 Corporate Pillar Recover Plan.

Carried

8.2 Accessible Transportation Subcommittee Report - October 19, 2020 (Related to Item 9.1)

Members of the Accessibility Advisory Committee expressed their concerns surrounding E-Scooters and the City's approach to Micromobility noting the lack of enforcement and safety. Matthew Sweet, Manager, Active Transportation spoke to Provincial Pilot Program and that staff are bringing forth a corporate report outlining an interim by-law. The Committee vocalized and strongly advocated for a ban on all electric scooters.

Councillor Saito stated that she would abstain from the vote on this matter as she could not support a full ban due to being the Chair of the Road Safety Committee that supports E-Scooters.

That the Recommendations contained in the Accessible Transportation Subcommittee Report dated October 19, 2020 be approved, with the exception of the matter on E-Scooters and Mississauga's Approach to Micromobility.

RECOMMENDATION AAC-0016-2020

Moved By S. Wall

That Emily Daigle be appointed Chair of the Accessible Transportation Subcommittee for the term ending November 14, 2022 or until a successor is appointed.

Carried

RECOMMENDATION AAC-0017-2020

Moved By R. Khedr

1. That the deputation by David Lepofsky, Chair, AODA Alliance regarding E-Scooters to the Accessible Transportation Subcommittee on October 19, 2020, be received;
2. That the Recommendations contained in the Accessible Transportation Subcommittee Report dated October 19, 2020 be approved, with the exception of the matter on E-Scooters, which is replaced with the following: That the Accessibility Advisory Committee recommends that The City of Mississauga maintains the current ban on all electric kick-style scooters.

Approved as Amended (R. Khedr)

RECOMMENDATION AAC-0018-2020

Moved By R. Khedr

1. That the presentation regarding Mississauga's Approach to Micromobility and E-Scooters to the Accessible Transportation Subcommittee on October 19, 2020, be received;

2. That Recommendations contained in the Accessible Transportation Subcommittee Report dated October 19, 2020 be approved, with the exception of the matter on E-Scooters, which is replaced with the following: That subject to the comments on the Mississauga's Approach to Micromobility and E-Scooters presentation, the Accessible Transportation Subcommittee recommends a ban on all electric kick-style scooters in the City of Mississauga.

Approved as amended (R. Khedr)

RECOMMENDATION AAC-0019-2020

Moved By S. Wall

1. That the presentation regarding Pedestrian Master Plan to the Accessible Transportation Subcommittee on October 19, 2020, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives the City is undertaking with respect to Pedestrian Master Plan.

Carried

9. INFORMATION ITEMS

9.1 Mississauga's Approach to Micromobility and E-scooters (Related to Item 8.2)

Previously discussed under Item 8.2.

RECOMMENDATION AAC-0020-2020

Moved By C. Chafe

That the information item on Mississauga's Approach to Micromobility and E-scooters be received for information.

Received

9.2 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee 2021 Meeting Dates

No discussion took place.

RECOMMENDATION AAC-0021-2020

Moved By A. Smith

That the memo regarding the 2021 Accessibility Advisory Committee and Facility Accessibility Design Subcommittee Meeting Dates be received for information.

Received

10. OTHER BUSINESS

Jennifer Cowan, Accessibility Specialist announced she has accepted a position with Scotiabank and will be leaving the City of Mississauga. Members of the Committee spoke to her hard work and dedication over the years at the City of Mississauga in Accessibility. The Members of Committee also vocalized and strongly recommended that the Committee switch virtual meeting platforms to Zoom, as they identify Zoom has a far more accessible virtual platform before the next Accessibility Advisory Committee meeting in 2021.

RECOMMENDATION AAC-0022-2020

Moved By R. Khedr

That the Members of the Accessibility Advisory Committee request a meeting with IT (Information Technology) including IT leadership to discuss the accessibility barriers pertaining to the City of Mississauga's current virtual platform and highly recommends utilizing and implementing a more accessible virtual platform by the next Accessibility Advisory Committee meeting on January 18, 2021.

Carried

11. DATE OF NEXT MEETING

- Accessibility Advisory Committee (AAC)
 - Monday, January 18, 2021 at 2:00 PM
 - **RESCHEDULED** to Monday February 8, 2021 at 2:00PM via Online Video Conference
- Facility Advisory Design Subcommittee (FADS)
 - **CANCELLED** - Monday, January 25, 2021 at 1:30 PM
 - Monday, February 22, 2021 at 1:30PM via Online Video Conference

12. ADJOURNMENT

4:18 P.M. (R. Khedr)

Multi-Year Accessibility Plan

2020 Accessibility Annual Status Update

Corporate Services

Facilities & Property Management

Asset Management & Accessibility

February 8, 2021



Our community

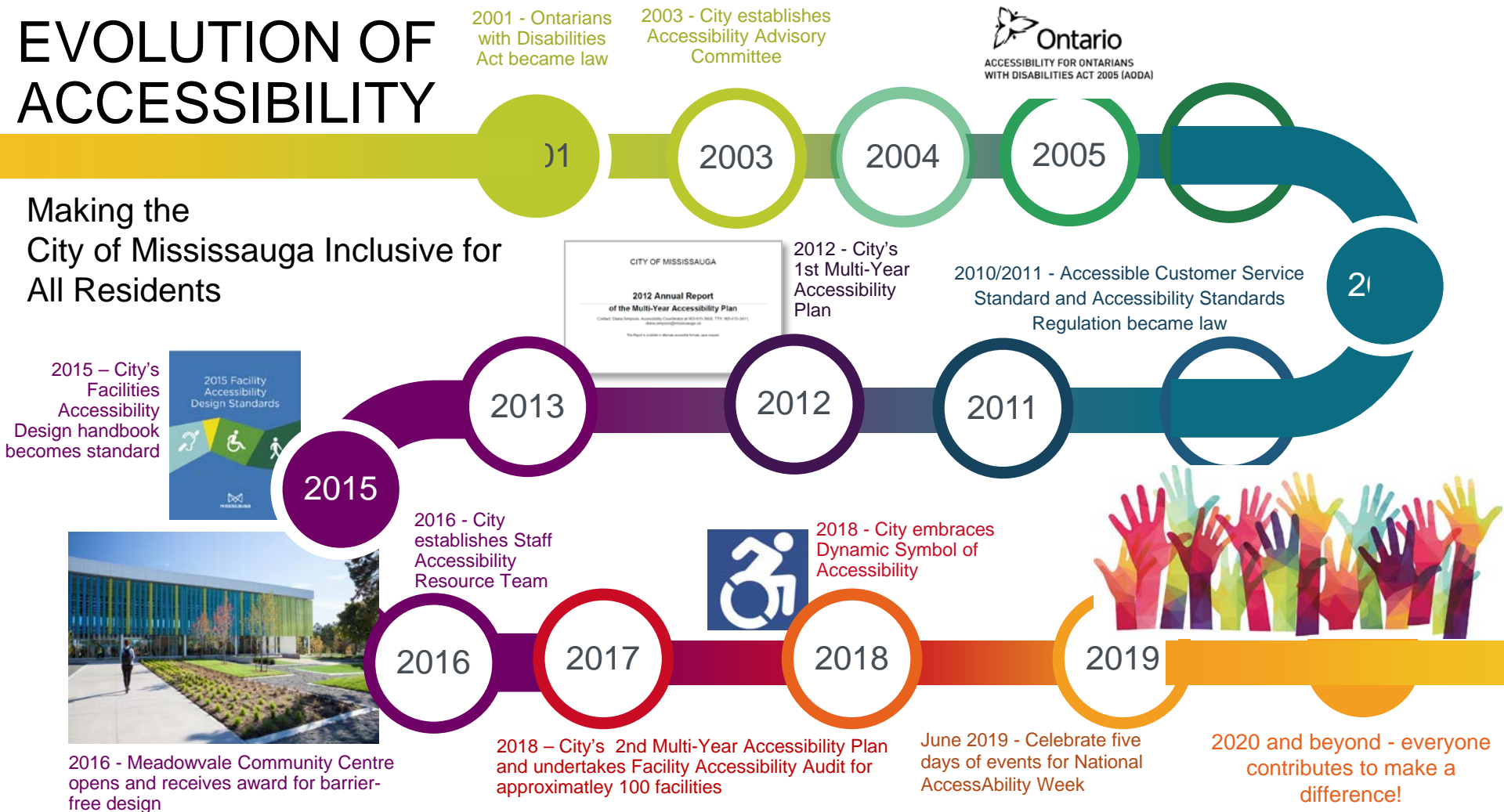
2020 Accessibility Annual Status Update

- 57% visible minority
- 53% immigrants
- **24% have a disability**
- 40 is the median age



EVOLUTION OF ACCESSIBILITY

Making the City of Mississauga Inclusive for All Residents



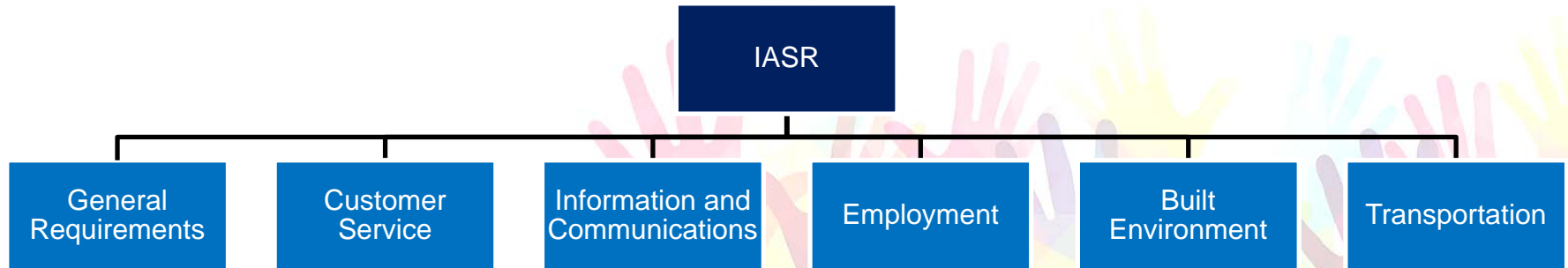
Partnering for success

2020 Accessibility Annual Status Update

- Accessibility Advisory Committee (AAC)
- Staff Accessibility Resource Team (StART)
- Facilities & Property Management – Accessibility Planning & Compliance

Integrated Accessibility Standards Regulation

2020 Accessibility Annual Status Update



Multi-Year Accessibility Plan, 2018-2022 (MYAP)

2020 Accessibility Annual Status Update

Six key areas of focus:

- General requirements and governance
- Customer Service
- Information and Communications
- Employment
- Transportation
- Public Spaces and Facilities

MYAP progress to date

MYAP section	Number of commitments	% complete in 2020
General requirements	9	89%
Customer service	7	57%
Information and communications	11	73%
Employment	9	100%
Transportation	10	90%
Design of public spaces	19	84%
Total	65	80%

Key achievements

2020 Accessibility Annual Status Update

- ✓ Virtual meetings
- ✓ Website
- ✓ 2020 provincial accessibility audit



Accessible virtual meetings



Accessible website (WCAG 2.0 Level AA)



Provincial Accessibility Audit

2020 Accessibility Annual Status Update



reported
100% compliant

Thank you

For your continued support and
contributions to make a difference!

Dan Sadler, Supervisor
Accessibility Planning
& Compliance

dan.sadler@mississauga.ca





2020 Annual Accessibility Plan

Transit Infrastructure Improvements

Concrete Bus Stop Pads:

- ❑ 3% (approximately 109 of 3341) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (approximately 89% of all inaccessible stops).
- ❑ In 2020, MiWay implemented 73 rear pads, that is the extension of the concrete pad to cover the rear doors of a bus.



Accessible Transit Infrastructure

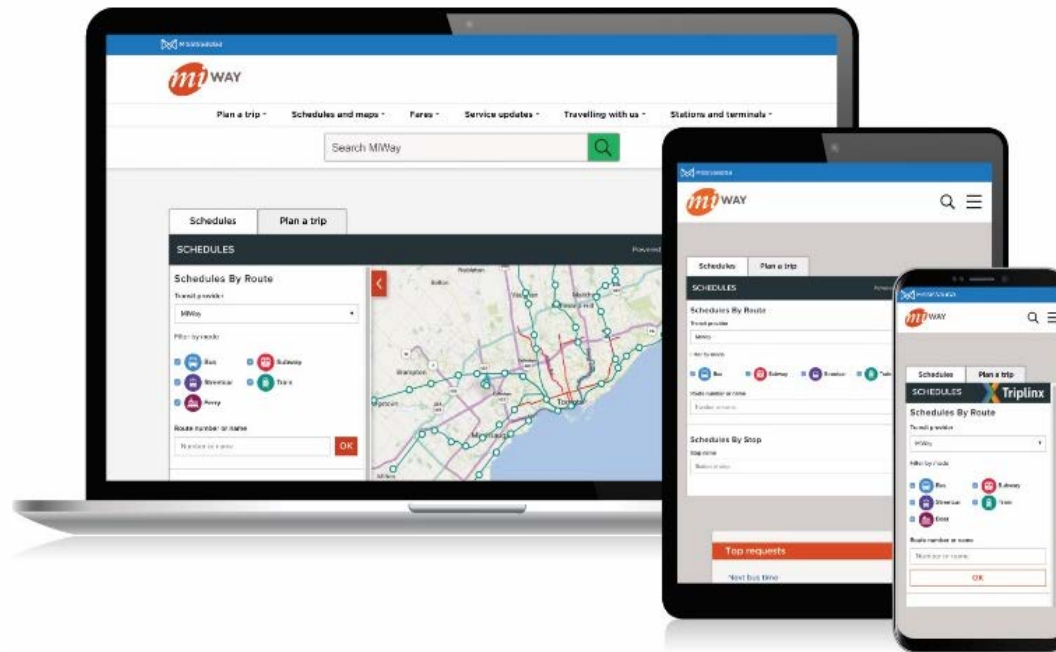
Transit Stops Impacted by Construction:

- ❑ Temporary hard surface bus pads installed where existing transit stops were disrupted due to construction.
- ❑ Where construction has resulted in lane reductions or lane shifting, preventing transit vehicles from servicing transit stops, temporary platforms have been introduced with accessible ramps.



New MiWay Website

- ❑ MiWay's new website launched on March 31, 2020.
- ❑ Includes a newly integrated trip planner, Triplinx which is WCAG 2.0 AA compliant.
- ❑ Content audit was completed to review all PDFs across the site.
- ❑ All web content has been rewritten with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.



Fleet Improvements

- ❑ New priority seat design installed as a pilot project on one bus.
- ❑ With the new design, individual seats fold up when not in use. This feature makes it possible to accommodate both seated customers and customers with a mobility device within the Priority Seating area.
- ❑ The current 'bench' seat design does not allow for only one priority seat to be down – all three seats must be either up or down at the same time.
- ❑ Survey was conducted to gather feedback from customers on the seat design.



Accessible Training

- ❑ Accessibility themed training videos introduced in consultation with and participation by the Accessibility Advisory Committee (ACC) members.
- ❑ Produced two videos:
 - ❑ One video focusses on non-visible disabilities and the impact they have on the transit experience for many of our passengers.
 - ❑ Second video has a theme of compassion and highlights the impact of the language MiWay uses and the service that MiWay provides.
- ❑ These two videos were incorporated into both the New Transit Operator Training Program and the Refresher Training Program.



Thank You

DRAFT

City of Mississauga

Multi-Year Accessibility Plan 2020 Accessibility Annual Status Update

Accessibility was considered in the design of this document. If you require an alternate format, please email daniel.sadler@mississauga.ca

2020 Accessibility Annual Status Update

DRAFT



Prepared by:

Dan Sadler, Supervisor, Accessibility
Asset Management & Accessibility
905-615-3200 ext. 4902, TTY: 905-615-3411
daniel.sadler@mississauga.ca

Division: Facilities & Property Management
Department: Corporate Services

2020 Accessibility Annual Status Update

DRAFT



Executive Summary/Background

Almost one in four people in Ontario has a disability, which equates to about 173,600 Mississauga residents or approximately 24 per cent of the population. It is expected that this number will continue to rise given the aging population. To increase sustainability and enhance the quality of life in Mississauga, the City is committed 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.

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. The requirements are applied under the Integrated Accessibility Standards Regulation (IASR) which has five standards:

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

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 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 policies, services and facilities, creating a more accessible and inclusive community that benefits people of all abilities.

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.

The 2020 Annual Status Report highlights some of the key areas of progress made in 2020 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.

2020 Accessibility Annual Status Update

DRAFT



COVID-19 and People with Disabilities

The impacts of the COVID-19 pandemic have resulted in many changes to the way the City operates as an organization. It has also had a disproportionate effect on vulnerable populations and people with disabilities. 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. To help facilitate access, the City created a COVID-19 information webpage and used its social media platforms to notify and share information with the community.

Continuing to provide programs and services has the majority of staff working from home and meeting with colleagues and residents virtually. Working and meeting remotely has exposed accessibility challenges for people with disabilities such as the accessibility of meeting platforms, captioning videos for events and the accessibility of websites and web content. These challenges and the solutions staff have been developing will extend beyond the timeframe of this report and help shape accessibility at the City moving forward.

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's term coincides with Council's term. Following the 2018 Municipal Elections, a new AAC was formed and will work within its mandate until 2022. The 2018-2022 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](#).

Due to the COVID-19 pandemic, AAC meetings were initially postponed before resuming virtually in September. Throughout the pandemic, staff continued to share information with the committee, particularly in relation to consultation opportunities. A

2020 Accessibility Annual Status Update

DRAFT



number of testing sessions were held with the committee on the City's virtual meeting platform prior to resuming committee meetings in September.

In 2020, the AAC and its subcommittees received several presentations and provided feedback on the following key initiatives:

- 2019 annual status update to the City's Multi-Year Accessibility Plan
- MiWay Annual Accessibility Report
- 2018-2022 AAC Work Plan
- AAC Manual
- Updated Corporate Accessibility Policy
- Burnhamthorpe Community Centre
- Central Library Transformation
- COVID-19: Corporate Pillar Recovery Plan
- Fire Station 120
- Accessible Parking Signage
- City's approach to Micromobility and E-scooters
- AODA Alliance - E-Scooters
- Downtown Movement Plan
- Pedestrian master Plan
- Ontario Chamber of Commerce - Discover Ability Network
- Treat Accessibly
- Rick Hansen Foundation – Accessibility Certification Program
- National AccessAbility Week brainstorming session

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 other Accessibility Coordinators in Peel and Halton Region through attendance at meetings and events.

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

2020 Accessibility Annual Status Update

DRAFT



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

Multi-Year Accessibility Plan 2018-2022, progress to date

MYAP section	Number of commitments	Completed by 2020
General requirements and governance	9	8 (89%)
Customer service	6	4* (67%)
Information and communications	11	9 (82%)
Employment	9	9 (100%)
Transportation	10	9 (90%)
Design of public spaces	19	17 (89%)
Total	64	56 (88%)

***The two outstanding customer service commitments will be completed in 2022.**

This plan's achievements translate into improved accessibility in City services, programs and facilities for residents, employees and visitors. They demonstrate the City's commitment to making accessibility a part of everyday business and integrating it into the City's long-term plans.

General Requirements and Governance

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

89% complete: 8 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.

2020 Accessibility Annual Status Update

DRAFT



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
- ✓ Continue to demonstrate leadership in accessibility by meeting or exceeding timelines of provincial legislation
- ✓ Continue to ensure City purchases include accessibility design, features and criteria
- ✓ Continue to 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

2020 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
- Received 100% compliance rating from Government of Ontario's AODA Desk Audit
- Conducted accessible virtual meetings for Council and Committees
- Updated Corporate Accessibility Policy as part of the City's policy review process
- Updated Purchasing By-Law and included additional accessibility language and considerations to Purchasing Policy
- Updated AAC Resource Manual

Customer Service

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

67% complete: 4 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. Accessible customer service for the public begins with well-trained City employees. Mandatory accessibility training at the City focused on how to provide quality service to people with disabilities. At a minimum, all employees must complete accessibility courses on the following topics:

- *Accessibility for Ontarians with Disabilities Act*

2020 Accessibility Annual Status Update

DRAFT



- Accessible Customer Service
- Integrated Accessibility Standards Regulation
- Ontario Human Rights Code
- Additional job-specific training (for example, training on creating accessible documents or the Mississauga Facility Accessible Design Standards)

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

2020 key actions

- Provided ASL interpreters and closed captioning for City Council meetings and the Mayor's COVID-19 press conferences
- Continued to rollout BRAVO Customer Service training for all City staff
- 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

82% complete: 9 out of 11 information and communication commitments achieved

2020 Accessibility Annual Status Update

DRAFT



The City is focused on increasing the availability of accessible information for residents, visitors and employees. One of the ways to accomplish this is to design and deliver more online digital services that meet the IASR's web accessibility requirements. The City maintains an accessible public facing website – [Mississauga.ca](https://mississauga.ca) – in addition to an accessible internal website platform for employees – [InsideMississauga](https://inside.mississauga.ca).

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

2020 key actions

- Launched newly designed City website to improve accessibility. Consulted with AAC and hosted individual accessibility testing sessions with AAC members. Applied new design to mississaugalibrary.ca, [Mississauga.ca/recreation](https://mississauga.ca/recreation) and MiWay
- Monitored website accessibility compliance through accessibility quality tool
- Developed tools and guides for staff to create accessible documents and presentations
- Created resources for employees on accessible public engagement and consultations
- Posted the Emergency Preparedness Guide and Disaster Management Plan in an accessible format online
- Implemented VEED.IO software that auto generates subtitles for video and allows users to edit to ensure City videos are inclusive and accessible
- Offered assistive listening devices at Paramount Fine Foods Centre and installed the Williams Sound Hearing HotSpot, which allows guests who require hearing assistance to listen to Wi-Fi audio streams from events on a mobile device
- Launched new computer workstation labs at Central Library and Burnhamthorpe Library, both equipped with accessible workstations

2020 Accessibility Annual Status Update

DRAFT



- Upgraded Enterprise, the Library's online public access catalogue to ensure compliance with AODA web content requirements
- Expanded digital content offered by City of Mississauga Libraries in a variety of formats such audiobooks, eBooks, eAudio, digital magazines and DAISY books.

Total resources added this year includes:

- 23,813 eBooks
- 4,569 eAudio
- 462 audiobooks

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 committed to the regular review and evaluation of recruitment, leadership development and accommodation practices. The City's first Diversity and Inclusion launched in 2020 and its results will provide data that will lead to increased understanding and better employee experiences.

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

2020 Accessibility Annual Status Update

DRAFT



2020 key actions

- Launched the City of Mississauga Diversity and Inclusion Survey
- 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

90% complete: 9 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
- Design and begin construction of Hurontario Light Rail Transit (LRT)

2020 key actions

2020 Accessibility Annual Status Update

DRAFT



- Developed new customer service training video showcasing members of the AAC highlighting challenges that people with disabilities face when using transit. Training video to be used as part of MiWay's Operator Training curriculum
- Launched Triplinx, MiWay's new accessible trip planner
- Reviewed over 250 Hurontario Light Rail Transit (HuLRT) concept drawings
- Improved accessibility at City Centre Transit Terminal (CCTT) by adding sliding doors at the terminal platform, accessible counters, improved signage, elevator upgrades and replaced escalator
- Implemented a temporary customer service trailer during CCTT renovation to ensure an accessible ramp and accessible doors were available
- Constructed 17 accessible bus shelters
- Upgraded 125 bus stop locations to meet accessibility requirements
- Implemented temporary pedestrian landing pads/connections during HuLRT construction where existing transit stops were disrupted or did not exist
- Consulted the AAC for input on:
 - E-scooters
 - Micromobility Plan
 - Temporary Sidewalk Specifications
 - Pedestrian Master Plan

The AODA identifies extensive requirements for conventional and specialized transit. The MiWay 2020 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

89% complete: 17 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 FADS, while also incorporate FADS 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

2020 Accessibility Annual Status Update

DRAFT



- ✓ 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 FADS
- ✓ Continue to prioritize and retrofit existing built environment barriers at facilities under the City's management to comply with FADS
- ✓ 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
- Install 24 automatic door operators on corridor doors leading to rinks and rink change rooms at Paramount Fine Foods Centre
- Replace elevator/lift at Burnhamthorpe Community Centre and Huron Park Recreation Centre

2020 key actions

- Completed construction of Fire Station 120 to the City's FADS requirements including accessible path of travel throughout, universal washroom with barrier-free shower area, accessible kitchenette and power door operators
- Improved accessibility at several City facilities through targeted renovations:

2020 Accessibility Annual Status Update

DRAFT



- Added new interior signage at Paramount Fine Foods Centre and Central Parkway Transit Building including Braille and colour contrast signs as part of new wayfinding system to improve accessibility
 - Installed automatic door operators on four doors at Burnhamthorpe Library providing barrier-free path of travel
 - Installed three new automatic door operators at Braeburn Golf Course to improve access to washrooms and barrier-free path of travel
 - Installed new automatic door operators at 950 Burnhamthorpe Road West to improve access to the second floor washrooms
 - Installed new LULA lifts at Clark Memorial Hall and Semenyk Court including automatic access (rather than keyed access) providing access to barrier-free path of travel
- Redeveloped spray pad at McKechnie Woods, including paved surfaces, installation of accessible benches and bulldog activators
- Improved accessibility of parking lot two at Leslie Log House by adding additional accessible parking spaces and paving sidewalk connection to building entrance
- Installed new umbrella table and paved pathways to park trail and accessible seating
- Completed 2019 multi-use trail program, including new wider boulevard paths (3.5 m) and intersection safety improvements such as new tactile warning surface indicators, reduced corner radii to slow turning vehicles, and shorter crosswalks
- Constructed 3.7 kilometres of accessible sidewalks throughout the City
- Installed 30 tactile walking surface indicators to sidewalk ramps and pedestrian crossovers throughout the City as part of the 2020 Sidewalk Program
- Completed installation of 17 accessible pedestrian signals (including eight based on requests from the CNIB)
- Consulted the AAC and FADS subcommittee for design input on:
 - Burnhamthorpe Community Centre
 - Central Library Transformation
 - COVID-19: Corporate Recovery Pillar
 - Downtown Strategy

2020 Accessibility Annual Status Update

DRAFT



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 three years, the City has completed 80% of its 65 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.



2020 Annual Accessibility Report

December 2020



2020 Annual Accessibility Report



Table of Contents

Executive Summary	3
1.0 MiWay's Accessibility Policy	4
2.0 MiWay's Service Profile.....	4
Conventional Services – 2020 Service Profile.....	5
3.0 Integrated Accessibility Standards Regulation (IASR):.....	6
4.0 Ongoing Improvements	6
4.1 Introducing MiWay's Mission, Vision, Values and Basics Program	6
4.2 Transit Infrastructure Improvements.....	6
4.3 Accessible Transit Facilities/Stations.....	11
4.4 Information & Communication	14
4.5 Fleet Improvements.....	16
4.6 Operator Training Improvements.....	17
5.0 Consultation of the Report.....	18
6.0 Plan Approval & Communication Strategy.....	18
7.0 Conclusion & Next Steps.....	18
8.0 For more Information	19

2020 Annual Accessibility Report



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 8th, 2021.

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

2020 Annual Accessibility Report



1.0 MiWay's Accessibility Policy

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

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

2.0 MiWay's Service Profile

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

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

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

2020 Annual Accessibility Report



Conventional Services – 2020 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
Hours of Operations	Monday to Friday: 24 Hour Service Saturday: 4:15 AM to 2:54 AM Sunday: 6:19 AM to 2:09 AM
Annual Passenger Boardings	31.4 Million
Annual Revenue Ridership	21.9 Million
Annual Revenue Service Hours	1.51 Million
Annual Vehicle Hours	1.60 Million
Annual Revenue Kilometres	32.6 Million
Number of Routes	76 Routes (as of Dec. 2020): 8 Express Routes; 58 Regular Routes; 10 School Routes
Fleet Composition	509 accessible buses



Servicing express routes



Servicing local and school routes

2020 Annual Accessibility Report



3.0 Integrated Accessibility Standards Regulation (IASR):

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

4.0 Ongoing Improvements

4.1 Introducing MiWay's Mission, Vision, Values and Basics Program

A number of significant improvements took place with MiWay's Mission, Vision and Values & 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 Vision and that all goals and metrics support the organization's Vision statement for 2027.

Our Mission contains three main statements:

- We help to connect people to their destinations with ease.
- We are people who care about people number
- Helping make life in our city better.

Our Vision states that by 2027, MiWay will provide a trusted customer experience for 50 million annual revenue rides as part of the City's integrated urban mobility network by:

- listening to our customers, staff, partners and stakeholders;
- working together as a team; and
- Leveraging data and technology.

Also, the MVV+B acts as the "change agent" to help change employee behaviours and to drive and implement a new culture. This culture change is needed to promote and align with our external customer experience and with the launch of our MiWay Customer Charter in 2021.

4.2 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

2020 Annual Accessibility Report



without stepping down into mud or grass. In 2020, 73 of these stop locations were completed with such passenger landing pads installed.

Currently only about 3% (approximately 109 of 3341) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (approximately 89% of all inaccessible stops). The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2021, 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.



Hurontario LRT Temporary Transit Infrastructure

With construction commencing for the Hurontario LRT project, several segments of the corridor have been impacted 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 required and installed to accommodate accessibility. This solution has been particularly beneficial in high volume intersections such as Hurontario Street and Eglinton Avenue.

2020 Annual Accessibility Report



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.

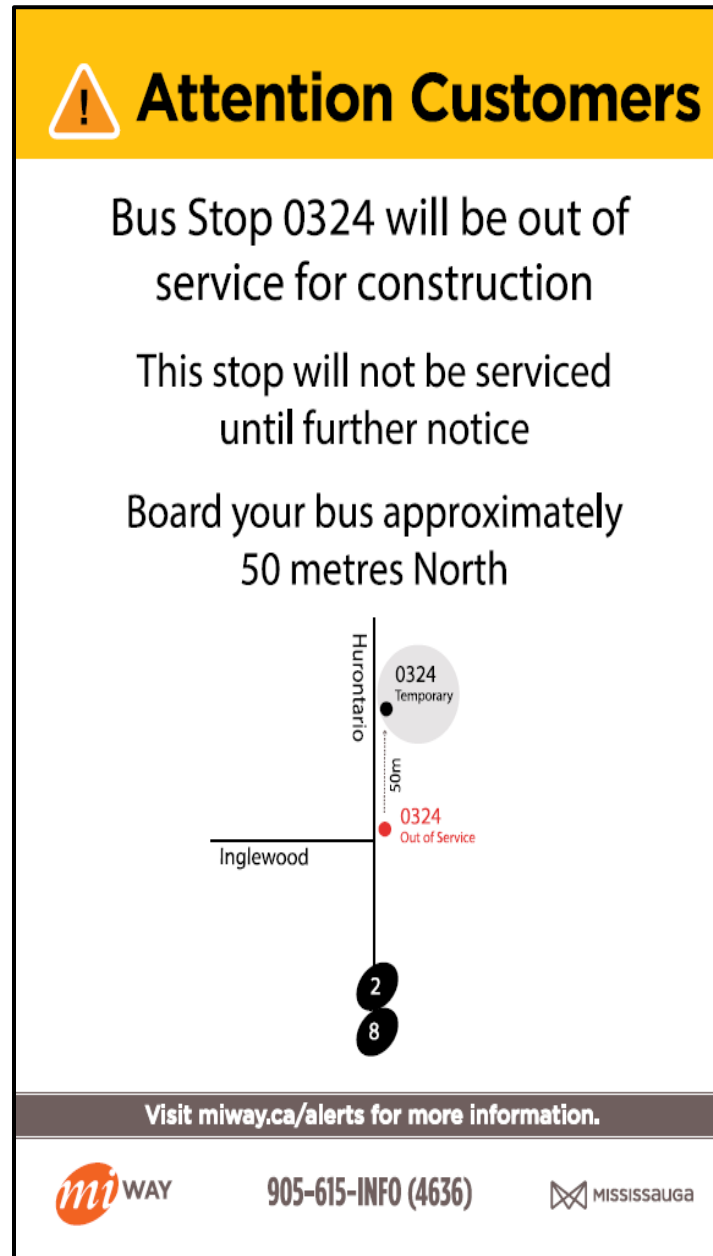


2020 Annual Accessibility Report



Enhanced Customer Service Posters

MiWay prepares and installs customer service posters at stops which are impacted by construction and road closures throughout the City. These posters have been inherently text based, informing customers of only the stop in question that is disrupted.



In an attempt to improve customer communication and provide more meaningful wayfinding information to assist customers, these customer service posters were redesigned and improved to include maps showing impacted and neighbouring stops, distance between existing and temporary stop locations, and information on alternate accessible locations for wayfinding purposes.

2020 Annual Accessibility Report



Sidewalk Program

MiWay has set a goal of creating an accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal. All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services.

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

In 2020, approximately 3,745 metres of new sidewalks were constructed within the City of Mississauga. Of this total, approximately 590 metres of the new sidewalks provided connections to existing MiWay bus stops.

2020 Annual Accessibility Report



4.3 Accessible Transit Facilities/Stations

City Centre Transit Terminal Interior Renovations

In 2020, the City Centre Transit Terminal starting undergoing a complete interior revitalization that aims transform the terminal into a modernized space with improved accessibility, connectivity and customer service to meet the growing and changing needs of the community. This work is anticipated to be completed by spring 2021.



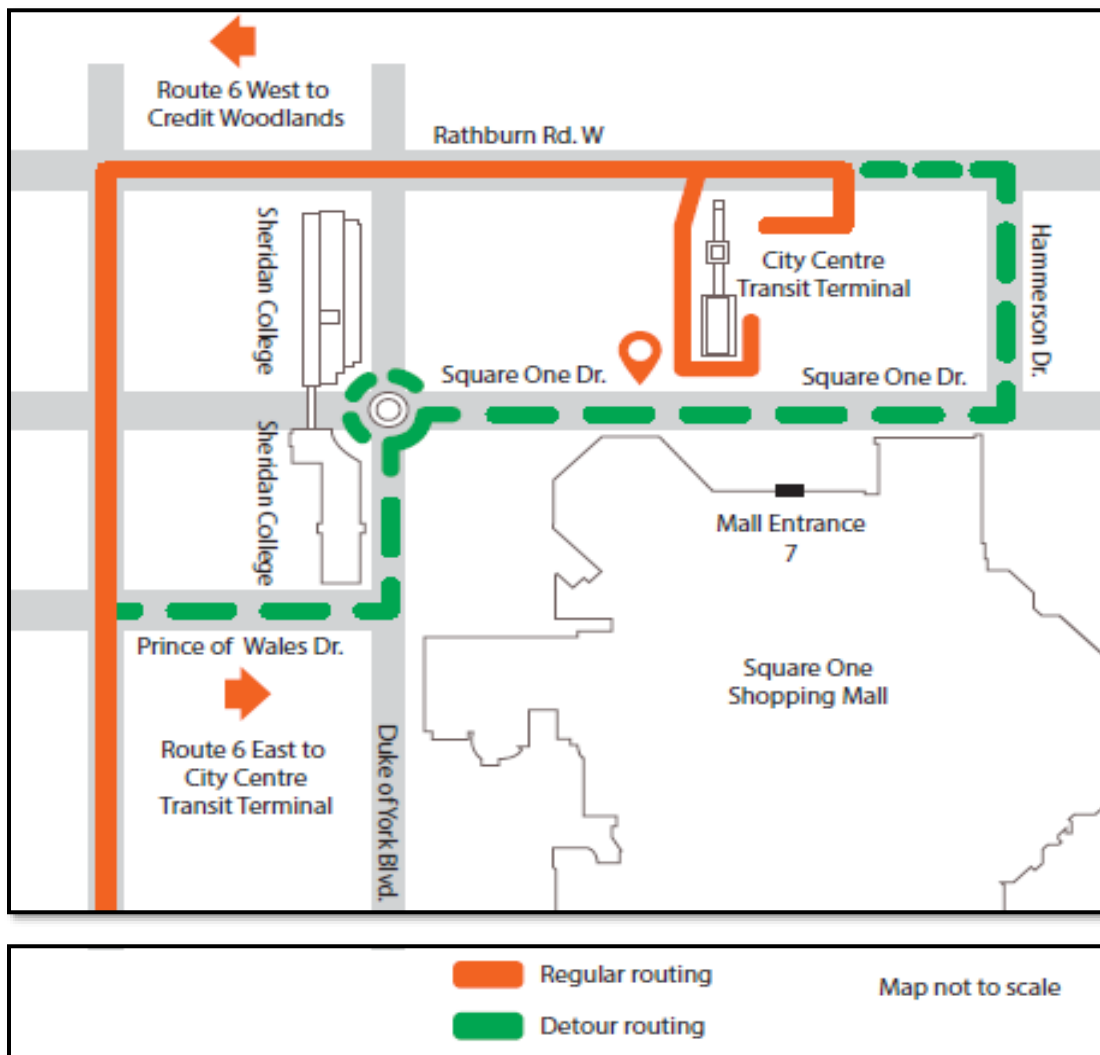
2020 Annual Accessibility Report



The terminal renovation was designed to include improved accessible infrastructure including accessible counters for customers at the Fares and Information Booths, accessible wayfinding, upgraded elevator features, a wider up escalator, and sliding doors at both the north platform level and Square One Drive street level. Sign faces, surfaces and finishes were also designed to conform to AODA standards. The new terminal design was presented to the Accessibility Advisory Committee's Facility Accessibility Design Subcommittee for their review and feedback.

Temporary Terminal Disruptions

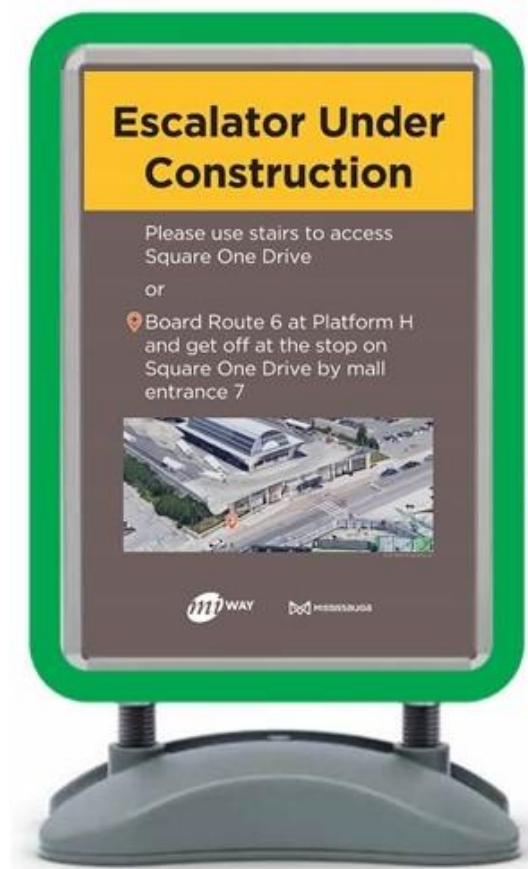
As part of the renovation, improvements to the existing elevator and escalators resulted in significant disruption for several months. The absence of elevators and escalators meant customers no longer had an accessible alternative to travel from the lower level of the City Centre Transit Terminal along Square One Drive to the upper level along Rathburn Road. In order to provide an accessible alternative for customers accessing both levels, MiWay revised the routing on Route 6 – Credit Woodlands and detoured the route along Square One Drive (lower level of Terminal) and Rathburn Road (upper level of terminal). See Route 6 detour routing below:



2020 Annual Accessibility Report



This service brought customers from with upper Terminal level along Rathburn Road to Square One Drive and vice versa. Accessible temporary stops were introduced to support the detour with signage throughout the terminal advising customers of the available service option while the elevator and escalators were out of service.



2020 Annual Accessibility Report



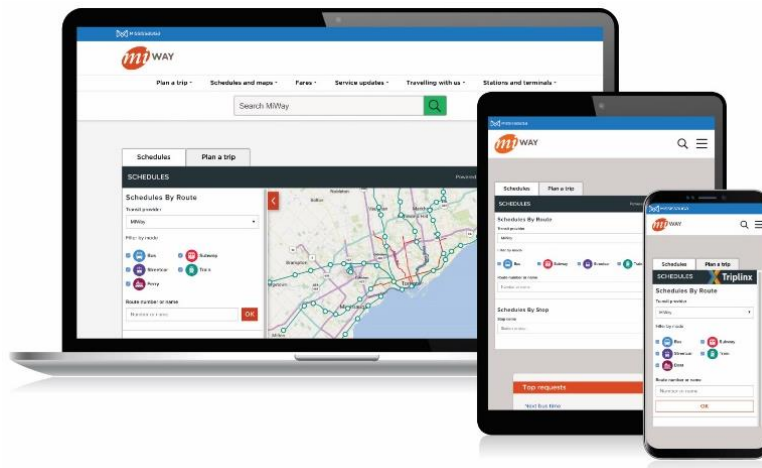
4.4 Information & Communication

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

New MiWay Website:

MiWay worked in collaboration with the City's Digital Strategy and Experience team to launch the new MiWay on March 31, 2020. This new site aims to better serve people of all abilities. The enhancements mean that people with visual, hearing, motor and cognitive difficulties can more effectively use our content and services through assistive technology, such as screen readers, screen magnification software and navigation assistance. The new website also has a newly integrated trip planner, Triplinx which is WCAG 2.0 AA compliant.

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



Activities completed 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.
- A content audit was completed to review all PDF across the site and 60% of content was identified as ROT (redundant, out of date and trivial information).
- All web content has been rewritten with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.
- Outdated icons and image headers will be removed from pages; new icons have been focused into a core set of six wayfinding icons in our navigation which aim to make navigation easy and translate to individuals of all abilities.
- Updated brand guidelines with digital design colours and fonts that adhere to WCAG 2.0 AA standards.

2020 Annual Accessibility Report



Accessible Bus Services

MiWay plans to continue these activities to remain compliant:

- Reviewing MiWay's Accessible Services webpage, which can be easily accessed through miway.ca. Information pertaining to accessible services, policies and procedures is categorized and distributed in multiple formats to ensure information is easily accessible for all customers.
- Provide web descriptions for screen readers such as image ALT tags and web link title attributions.
- New website content is made accessible by testing webpages for accessibility, including MiWay campaign microsites.

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

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



2020 Annual Accessibility Report



4.5 Fleet Improvements

New Priority Seating Design

In response to customer feedback regarding the unavailability of seats in the Priority Seating area, MiWay has installed a new seat design as a pilot project on one of its buses.

With the new design, the individual seats fold up when not in use. This feature makes it possible to accommodate both seated customers and customers with a mobility device within the Priority Seating area.

The current 'bench' seat design does not allow for only one priority seat to be down – all three seats must be either up or down at the same time.

A survey was conducted to gather feedback from customers on the seat design. MiWay is in the process of reviewing customer feedback to determine if changes should be made to seats on all buses.



4.6 Operator Training Improvements

The Accessible Customer Service training course is a part of MiWay's New Transit Operator Training Program. It is a 4 hour course that consists of a classroom module that reviews MiWay's policies and procedures that relate to accessibility, the role of the transit operator, the differences between visible and non-visible disabilities, as well as role play on-the-bus simulations. The course also requires the completion of the City of Mississauga's eLearning "May I Help You?"; "Understanding Accessible Customer Service" with follow-up question and answer exercises. Following completion of the course, new transit operators then practice these expectations and the technical functionalities of the accessibility ramp through their on-the-road training requirements. This course continued to be delivered in 2020 to new transit operators and those staff upgrading to a C Class licence.

The Refresher Training Program for existing transit operators includes an Accessibility module that reviews MiWay's policies and procedures that relate to accessibility, the power of language and word choices and the impact of non-visible disabilities in transit. This chapter includes group discussions concerning the transit experience for a passenger with a disability.

In the spirit of continuous improvement, the MiWay Learning Centre team regularly reviews this curriculum to make enhancements to these programs. As a result, accessibility themed training videos were introduced to enhance the training experience. In consultation with and participation by the Accessibility Advisory Committee (ACC) members, two videos were produced. One video focusses on non-visible disabilities and the impact that they have on the transit experience for many of our passengers. The second video has a theme of compassion and highlights the impact of the language MiWay uses and the service that MiWay provides. The strength of these videos is due to the contributions made by Carol-Ann Chafe, Emily Daigle, Naz Husain, Steven Viera and Asim Zaidi – our utmost appreciation goes to all of you and the time you dedicated to this project! These two videos were incorporated into both the New Transit Operator Training Program and the Refresher Training Program.

The MiWay Learning Centre team is looking forward to continuing to identify opportunities where we can work in partnership with the ACC to make enhancements to our training programs.

2020 Annual Accessibility Report



5.0 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 8th, 2021)

6.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2020 Accessibility Report at its January 12th, 2021 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 2020 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

7.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2020 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.

2020 Annual Accessibility Report



8.0 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/Holidays: 8:00 am to 6:00 pm
E-mail: miwayhelps@mississauga.ca

To provide customer feedback, customer service representatives are available:

Weekdays: 7:00 am to 7:00 pm
Weekends/Holidays: 8:00 am to 6:00 pm
Online Form: [Online Feedback Form](#)

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).

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
AAC Work Plan	<ul style="list-style-type: none"> Facilities and Property Management (FPM) Accessibility 	AAC-0004-2020	<p>September 21 2020 – AAC Work Plan presented and approved</p> <p>March 23 2020 – Draft AAC Work Plan to be presented and approved – CANCELLED due to COVID-19</p>
Annual Status Update to the Multi-Year Accessibility Plan <ul style="list-style-type: none"> Corporate report Annual Status Update 	<ul style="list-style-type: none"> FPM Accessibility 		<p>March 23 2020 – CANCELLED due to COVID-19</p> <ul style="list-style-type: none"> Emailed to Committee
MiWay <ul style="list-style-type: none"> Mobility devices on MiWay buses Transit training overview Annual Accessibility Report Bus review Bus stop design/placement review Documentation & website 	<ul style="list-style-type: none"> MiWay 	<p>AAC-0044-2019</p> <p>AAC-0016-2019</p>	<p>March 23 2020 – MiWay Annual Accessibility Report - CANCELLED due to COVID-19</p> <ul style="list-style-type: none"> Emailed to Committee <p>December 2 2019 - Mobility Devices on MiWay Buses Memo</p> <p>May 6 2019 – <u>MiWay Training Video</u></p> <ul style="list-style-type: none"> Presented three (3) videos; Serving with Compassionate, Hidden Disabilities, and People First as stories to help the transit drivers better understand on a personal level <p>TBD – Bus Review – focus on sound system and seat layout</p> <p>TBD – Bus Stop/Design - AAC interested in way to provide advanced notice or improve visibility of person with disabilities for MiWay drivers</p> <p>TBD - Documentation & website</p>

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
			<p>2. That the staff investigate and report back on how to further implement adding an enforcement telephone number to all accessible parking signage on private property within the City of Mississauga</p> <p>TBD - To include accessible on-street parking, to know the locations and how they are determined</p>
Accessible Parks <ul style="list-style-type: none"> Beach Mats Trails 	<ul style="list-style-type: none"> Parks and Forestry (Parks) 	ACC-0032-2019	<p>June 19 2019 – <u>Accessible Beach Mats</u></p> <ul style="list-style-type: none"> Presented to the Facility Accessibility Design Subcommittee on May 27, 2019 <p>COMPLETED</p> <p>TBD - To achieve year-round use of parks and trails for people with disabilities</p>
Accessible Fitness Equipment	<ul style="list-style-type: none"> Recreation Parks 		TBD
National AccessAbility Week (NAAW)	<ul style="list-style-type: none"> Staff Accessibility Resource Team (StART) 		<p>February 24 2020 Promotional Awareness Subcommittee provided a 2019 wrap-up and discussed ideas for 2020 and 2021</p> <p>COMPLETED</p>
Accessibility Events	<ul style="list-style-type: none"> FPM Strategic Communications (Strat. Comm.) Recreation 		TBD
Dog Relief and Drinking Stations	<ul style="list-style-type: none"> Environment – 		TBD

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
	Waste Division		
Downtown Strategy Downtown Movement Plan	<ul style="list-style-type: none"> Planning T&W 	AAC-0010-2020	Presented at the November 9 2020 AAC Meeting
City's Web Content Accessibility Guidelines (WCAG) Strategy <ul style="list-style-type: none"> Accessible City website Accessible web content 	<ul style="list-style-type: none"> FPM Strat. Comm. 		TBD
Accessible Customer Service Plan	<ul style="list-style-type: none"> FPM Strat. Comm. 		TBD
Public Engagement & Promotion Strategy	<ul style="list-style-type: none"> FPM Strat. Comm. 		TBD
Accessibility Communications Plan	<ul style="list-style-type: none"> Strat. Comm. FPM 		TBD
City Recruitment Strategy	<ul style="list-style-type: none"> Human Resources (HR) 		TBD
External Deputations	<ul style="list-style-type: none"> Public Residents and Companies/ Organizations 	<p>AAC-0017-2020</p> <p>AAC-0009-2020</p>	<p>November 9 2020 AAC and October 19 2020 ATS - David Lepofsky, Chair, AODA Alliance spoke to E-Scooters. The AAC recommended that The City of Mississauga maintain the current ban on all electric kick-style scooters.</p> <p>November 9 2020 – Lisa Kelly and Louie DiPalma, Ontario Chamber of Commerce presented on the Discover Ability Network program. The AAC were in support of the Discover Ability Network program and recommended endorsement from General Committee.</p>

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
		AAC-0001-2020	September 21 2020 - Rich Padulo presented on the Treat Accessibly program. The AAC were in support of Treat Accessibly and having an accessible and inclusive Halloweens.
Other and Updates	<ul style="list-style-type: none"> Accessibility 		September 21, 2020 - Rick Hansen Foundation Accessibility Certification Program <ul style="list-style-type: none"> Emailed the Ontario Complimentary Ratings External Review Committee Application to the Committee in July 2020 COMPLETED
City Accessible Initiatives/Projects	<ul style="list-style-type: none"> All Departments 	AAC-0018-2020 AAC-0019-2020 AAC-0013-2020 AAC-0014-2020 AAC-0015-2020	2020 <ul style="list-style-type: none"> Micromobility and E-Scooters <ul style="list-style-type: none"> AODA Alliance spoke to E-scooters Staff presented at the Accessible Transportation Subcommittee on October 19, 2020. Members requested a ban on all e-scooters in the City of Mississauga Pedestrian Master Plan <ul style="list-style-type: none"> Presented to the Accessible Transportation Subcommittee on October 19, 2020. Burnhamthorpe Community Centre Accessibility Review <ul style="list-style-type: none"> CP&S Architects presented to the Facility Accessibility Design Subcommittee on September 28, 2020 Central Library Renovations <ul style="list-style-type: none"> RDHA Architects presented to the Facility Accessibility Design Subcommittee on September 28, 2020 Corporate Pillar Recover Plan

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
			<ul style="list-style-type: none"> - Presented to the Facility Accessibility Design Subcommittee on September 28, 2020.
		AAC-0015-2019	2019 <ul style="list-style-type: none"> • Council Chambers Handrails <ul style="list-style-type: none"> - Presented to the Accessibility Advisory Committee on May 6, 2019.
		AAC-0023-2019	<ul style="list-style-type: none"> • Accessible Garden Initiatives <ul style="list-style-type: none"> - Ecosource presented to the Facility Accessibility Design Subcommittee on March 18, 2019.
		ACC-0024-2019	<ul style="list-style-type: none"> • City Centre Transit Terminal Accessibility Upgrades <ul style="list-style-type: none"> - WZMH Architects presented to the Facility Accessibility Design Subcommittee on March 18, 2019. - Committee recommended overhead and stand-alone pillar signing be installed at the transit terminal for way-finding purposes.
		AAC-0025-2019	<ul style="list-style-type: none"> • Baker Turner Inc. Pheasant Run Park Expansion <ul style="list-style-type: none"> - Presented at the Facility Accessibility Design Subcommittee on March 18, 2019.
		AAC-0026-2019	<ul style="list-style-type: none"> • Civic Centre Great Hall Infill <ul style="list-style-type: none"> - Presented at the Facility Accessibility Design Subcommittee on March 18, 2019.
		AAC-0030-2019	<ul style="list-style-type: none"> • Bicycle Bypass Lanes at the Skymark Drive and Explorer Drive Roundabout <ul style="list-style-type: none"> - Presented at the Facility Accessibility Design Subcommittee on May 27, 2019.
		AAC-0031-2019	<ul style="list-style-type: none"> • Development of Park 524 and 525 <ul style="list-style-type: none"> - Presented to the Facility Accessibility Design Subcommittee on May 27, 2019.
		AAC-0033-2019	<ul style="list-style-type: none"> • Library Community Development presented on

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
		AAC-0040-2019	<p>Accessibility Services and CELA at the Library</p> <ul style="list-style-type: none"> LifeCycle Replacement – Lakefront Promenade Park <ul style="list-style-type: none"> Presented to the Facility Accessibility Design Subcommittee on June 24, 2019.
DIRECTION To Staff	<ul style="list-style-type: none"> All Departments 	AAC-0022-2020	That the Members of the Accessibility Advisory Committee request a meeting with IT (Information Technology) including IT leadership to discuss the accessibility barriers pertaining to the City of Mississauga's current virtual platform and highly recommends utilizing and implementing a more accessible virtual platform by the next Accessibility Advisory Committee meeting on January 18, 2021.
		AAC-0009-2020	<p>That Accessibility staff investigate a potential partnership with the Mississauga Board of Trade and the Ontario Chamber of Commerce regarding joining the Discover Ability Network program and to report back to General Committee</p> <p>October 19 2020 ATS – Request that MiWay staff come to an Accessible Transportation Subcommittee meeting to address the treatment of persons with disabilities during the COVID19 Pandemic.</p>
		AAC-0011-2020	<p>September 28 2020 FADS - Staff to provide updates on all project progression. Verbal and/or Memos can be provided at subsequent Facility Accessibility Design Subcommittee meetings.</p> <p>ADDED - Project Updates as a new section on the FADS Agendas</p>

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
		AAC-0002-2020	September 21 2020 - Staff to determine the feasibility of drafting a Corporate Report to General Committee and/or to report back on the Treat Accessibly program and to benchmark with other municipalities regarding endorsement. COMPLETED - November 9 2020 AAC via Memo
		AAC-0043-2019	<p>September 21 2020 - staff to include a COVID-19 section and to send out a digital copy of the AAC Manual to all the AAC Members.</p> <p>September 21 2020 – Accessible Parking Signage</p> <ul style="list-style-type: none"> Any new Accessible Parking Signage is being installed or being replaced that Accessible Parking Signage include the City's General 311 line. That staff create a social media campaign to be included in a future report to General Committee regarding Accessible Parking Signage. <p>December 2 2019 – The Committee requested to include the City of Mississauga's Accessibility of Ontarians with Disabilities Act Compliance Report to be included in a future Accessibility Advisory Committee agenda.</p> <ul style="list-style-type: none"> Listed on the March 23 2020 AAC Agenda - CANCELLED due to COVID-19 <p>COMPLETED – September 21 2020 AAC</p> <p>September 23, 2019 – Resident requested Staff to further investigate about interlocking stones on the pavement in certain areas of the City of Mississauga and expressed concern that it causes damage to wheelchairs.</p>

Pending Work Plan Items – Mississauga Accessibility Advisory Committee

Updated for the February 2021 Accessibility Advisory Committee

WORK PLAN ITEM	RESPONSIBILITY	AAC RECOMMENDATION	STATUS
		AAC-0033-2019	September 23, 2019 – To include a brief overview on Accessible Materials and Services offered by the library to be forwarded to Councillor Saito's office to be included in the Councillor's E-Newsletter.
		AAC-0034-2019	September 23, 2019 – To further investigate a VRS (video relay service) for the deaf and hard of hearing community to be possibility included in the future development of accessible parking signs.

Facility Accessibility Design Subcommittee of the Mississauga Accessibility Advisory Committee

Date: November 16, 2020
Time: 1:30 PM
Location: Online Video Conference

Members	Clement Lowe	Citizen Member (Chair)
	Carol-Ann Chafe	Citizen Member
	Steven Viera	Citizen Member
	Asim Zaidi	Citizen Member
	Naz Husain	ex-officio

Members Absent	Emily Daigle	Citizen Member
-----------------------	--------------	----------------

Staff Present

Dan Sadler, Supervisor, Accessibility
Sonali Mazmanian, Project Leader, Senior Capital Projects
Tim Lai, Manager, LRT Stakeholder Communications
Alice Ho, Transit Priority Project Leader, MiWay
Alana Tyers, Manager, Service Development, MiWay
Megan Piercey, Legislative Coordinator, Legislative Services
Reanne Kasser, Committee Assistant, Legislative Services

1. **CALL TO ORDER**

Clement Lowe, Chair called the meeting to order at 1:30PM.

2. **ITEMS FOR CONSIDERATION**

2.1. **Meadowvale Theatre Renovation - Accessibility Review**

- *Susan Lewin, Principal, CS&P Architects*
- *Saeed Sadeghi, Associate, CS&P Architects*
- *Sonali Mazmanian, Project Leader, Senior Capital Projects*

Ms. Lewin and Mr. Sadeghi presented on the Meadowvale Theatre Renovation Accessibility Review. Construction will begin in April 2021 until April 2022. They highlighted the pedestrian pathways, accessible parking and entrances, auto door operators and washrooms.

Members of the Subcommittee raised the following questions and concerns:

- Concerned that persons with low to no vision may encounter a challenge navigating through the building due to the finishes inside and outside of the building not having a strong enough colour contrast;
- Concerned about the visibility of the signage;
- Inquired about the staircase in the control tower and if it could be made accessible;
- Inquired about the lighting inside, outside and on the pedestrian walkway with respect to the level of illumination;
- Inquired about the heights on the proposed benches;
- Inquired if the snack bar height was accessible;
- Inquired about adding an accessible door opener at the south patio door; and
- Noted that the Facility Accessibility Design Standards be utilized to adapt the design as much as possible.

Ms. Lewin and Mr. Sadeghi responded to the questions raised by the subcommittee:

- Advised the design will have light and dark concrete to have contrast with the floor;
- Advised the signage had not been finalized yet and that they were currently conducting signage study and will provide an update on the final signage proposal;
- Advised it would not be feasible to add an elevator to the control tower, as the design of the existing building and budget constraints make this request unattainable;
- Proposed that they could include less benches to create more loose seating and add adjustable arm rests;
- Confirmed that the snack bar would have multi-level desks for wheelchair height; and
- Confirmed that an accessible door opener could be added at the south patio door, outside the administration area and performer's entrance.

RECOMMENDATION

1. That the presentation regarding the Meadowvale Theatre Renovation - Accessibility Review to the Facility Accessibility Design Subcommittee on November 16, 2020, be received;
2. That the Committee recommends that automatic door opener be installed at the South Patio Door outside the Administration Area and Performer's Entrance.
3. That CP&S Architects and The City of Mississauga provide an update to the Subcommittee on the final signage proposal.
4. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that CP&S Architects and The City are undertaking with respect to the Meadowvale Theatre Renovation.

2.2. Hurontario LRT: Project Update

- *Leona Hollingsworth, Senior Manager, Community/Stakeholder Relations, Peel, Metrolinx*
- *Tim Lai, Manager, LRT Stakeholder Communications*

Ms. Hollingsworth provided an update on the Hurontario LRT Project by outlining the project scope, route, and timeline as well as accessibility during construction and design. The expected completion date is fall 2024 for a route that is compiled of 19 stops that is 18km from Mississauga to Brampton, which includes connections to GO Transit, MiWay and Zum stops. The LRT are electrically powered vehicles that produce near zero carbon emissions. The key facts in the Project involved are community improvements and social benefits.

Ms. Hollingsworth noted how to get around the construction sites and noted Metrolinx's commitment to a universal design. She further noted the accessibility improvements at pre-existing GO Stations, which included a new accessible pedestrian bridge, improved platform access, new yellow platform edge tactile tiles and elevator upgrades. Ms. Hollingsworth also highlighted the key accessibility features in all the LRTs would include center platform stops, tactile guidance tiles in stations, audible and visual next stop announcements, enhanced intercoms, elevator redundancy and all-door boarding on vehicles.

The next round of virtual open houses are from November 16 to December 4, 2020.

Members of the Subcommittee enquired about which virtual platform was used for the first round of the virtual open house meetings to ensure the meetings were accessible. The Subcommittee expressed concerned with the lack of advance notice when using the orange construction markers to indicate upcoming construction that requires the pedestrian to cross the street.

Ms. Hollingsworth and Mr. Lai responded by noting the City's WebEx virtual platform was used for the previous virtual open house meetings. They further noted that Metrolinx also utilizes their own virtual meeting platform and advised to report any issues or accessibility concerns to Ms. Hollingsworth.

RECOMMENDATION

1. That the presentation regarding the Hurontario LRT: Project Update to the Facility Accessibility Design Subcommittee on November 16, 2020, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives that Metrolinx and The City are undertaking with respect to the Hurontario LRT.

2.3. MiWay Infrastructure Growth Plan

- *Alice Ho, Transit Priority Project Leader, MiWay*
- *Alana Tyers, Manager, Service Development, MiWay*

Ms. Ho presented on the MiWay Infrastructure Growth Plan (MGIP) by providing an overview on the strategic plan to direct the effective allocation of the City of Mississauga investments to transit infrastructure. Ms. Ho noted the key facts of the study that include a background review, identifying existing conditions, infrastructure direction, opportunities, feasibility plans and implementation strategy. She highlighted the direction is to accomplish a comprehensive barrier-free transit infrastructure that enhances the customer experience, attracts new ridership and strengthens the transit connection. The evaluation focused on operational challenge, land requirements, routes and services, stop markers, concrete bus pads, passenger landing pad and sidewalk connection at the MiWay Terminals and MiExpress stops. The City's next steps are to prepare detail design of concepts and to coordinated with transit partners to minimize construction impacts.

Members of the Subcommittee raised the following questions and concerns:

- Noted that the length of the cross walk times are not long enough to be accessible;
- Concerned about the bus station located at Erin Mills Town Centre; noting the bus stop should move closer to the mall or have a designated path to the mall;
- Inquired if staff will be reviewing non-express routes for accessibility; and
- Concerned about the narrow landing at the Applewood terminal.

Ms. Ho and Ms. Tyers responded to the questions raised by the subcommittee:

- Advised that the Transit Infrastructure Team are reviewing other projects and addressing accessibility concerns with respect to the landing pads; and
- Advised that inaccessible bus stops are noted through the City's sidewalk program as part of the MGIP and noted that staff's priorities are to decrease the number of inaccessible stops.

RECOMMENDATION

1. That the presentation regarding the MiWay Infrastructure Growth Plan - Accessibility Review to the Facility Accessibility Design Subcommittee on November 16, 2020, be received;
2. That subject to the comments on the presentation, the Facility Accessibility Design Subcommittee is satisfied with the initiatives The City are undertaking with respect to the MiWay Infrastructure Growth Plan.

3. PROJECT UPDATES

Megan Piercey, Legislative Coordinator spoke briefly to this item by noting that this is a newly added section to the Facility Advisory Design Subcommittee (FADS) agendas as requested. This section will give staff the opportunity to provide brief updates pertaining to previously presented projects. At the November 16, 2020 FADS meeting, there were no project updates.

4. DATE OF NEXT MEETING

- **CANCELLED** - Monday, January 25, 2020 at 1:30PM
- Monday, February 22, 2021 at 1:30PM via Online Video Conference

Naz Husain, *Ex-Officio* noted that the inaccessibility surrounding the current virtual meeting platform. Dan Sadler, Supervisor, Accessibility advised the Subcommittee that staff is currently exploring more accessible meeting platforms.

5. ADJOURNMENT

3:29P.M.