
General Committee

Date: February 24, 2021
Time: IMMEDIATELY FOLLOWING the completion of Special Council
Location: Online Video Conference

Members

Mayor Bonnie Crombie	
Councillor Stephen Dasko	Ward 1
Councillor Karen Ras	Ward 2
Councillor Chris Fonseca	Ward 3
Councillor John Kovac	Ward 4
Councillor Carolyn Parrish	Ward 5
Councillor Ron Starr	Ward 6
Councillor Dipika Damerla	Ward 7
Councillor Matt Mahoney	Ward 8
Councillor Pat Saito	Ward 9
Councillor Sue McFadden	Ward 10
Councillor George Carlson	Ward 11 (Chair)

Participate Virtually and/or via Telephone

Advance registration is required to 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.

To register, please email allyson.dovidio@mississauga.ca or deputations.presentations@mississauga.ca and for Residents without access to the internet via computer, smartphone or tablet, can register by calling Allyson D'Ovidio at 905-615-3200 ext. 8587 **no later than Monday, February 22, 2021 before 4:00PM**. You will be provided with directions on how to participate from Clerks' staff.

Contact

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

Find it Online

<http://www.mississauga.ca/portal/cityhall/generalcommittee>
Meetings of Council streamed live and archived at Mississauga.ca/videos

1. CALL TO ORDER

2. APPROVAL OF AGENDA

3. DECLARATION OF CONFLICT OF INTEREST

4. PRESENTATIONS

5. DEPUTATIONS

5.1. Margaret Dunn, Resident to request the Removal of a City's Easement

5.2. Item 7.1 - Ivana Di Millo, Director, Strategic Communications and Lindsay Noronha, Sr. Communications Advisor

5.3. Item 9.1 - Jack Gibbons, Chair, Ontario Clean Air Alliance

5.4. Item 9.2 - Shari Lichterman, Commissioner of Community Services and Karl Hale, Premier Racquet Club

5.5. Item 9.3 - Dan Sadler, Accessibility Supervisor

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. 8587 or by emailing allyson.dovidio@mississauga.ca or deputations.presentation@mississauga.ca by **Monday, February 22, 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 speaking time shall be five (5) minutes maximum, per speaker, unless extended by the Mayor or Chair; and
4. Any response not provided at the meeting will be provided in the format of a written response.

7. MATTERS PERTAINING TO COVID-19

7.1. Civic Awards of Recognition Rebranding to COVID Heroes Program in 2021

7.2. Procurement Authority for a Two-Year Period to Obtain COVID-19 Personal Protective

Equipment (PPE) and Supplies for Mississauga Fire & Emergency Services

8. CONSENT AGENDA

9. MATTERS TO BE CONSIDERED

- 9.1. Interim GHG Cap and Phase-Out of Gas-Fired Electricity Power Generation
- 9.2. Proposal for Indoor Tennis Facility at Churchill Meadows Sports Park
- 9.3. Multi-Year Accessibility Plan – 2020 Accessibility Annual Status Update
- 9.4. All-Way Stop – Pine Avenue North at Queen Street West (Ward 1)
- 9.5. All-Way Stop – Kirwin Avenue and Little John Lane (Ward 7)
- 9.6. Community Engagement – State of the City
- 9.7. Canada Healthy Communities Initiative (To be distributed when available)
- 9.8. Provincial Gas Tax Report - City of Mississauga 2020-2021 Allocation
- 9.9. Annual Report on Commodity Price Hedging Agreements for 2020 (Electricity and Natural Gas)
- 9.10. Single Source Designation for the Supply and Delivery of City Standard Intelight Traffic Signal Controllers from Tacel Ltd

10. ADVISORY COMMITTEE REPORTS

- 10.1. Environmental Action Committee 1-2021 - February 2, 2021
- 10.2. Accessibility Advisory Report 1 - 2021 - February 8, 2021
- 10.3. Heritage Advisory Committee Report 1-2021 - February 9, 2021
- 10.4. Mississauga Cycling Advisory Committee Report 2 - 2021 - February 9, 2021
- 10.5. Diversity and Inclusion Advisory Committee Report 1 - 2021 - February 10, 2021

11. MATTERS PERTAINING TO REGION OF PEEL COUNCIL

12. COUNCILLORS' ENQUIRIES

13. OTHER BUSINESS/ANNOUNCEMENTS

14. CLOSED SESSION

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

- 14.1. A proposed or pending acquisition or disposition of land by the municipality or local board:
Land Lease Extension and Amending Agreement with Square One Property Corporation and OMERS Realty Management Corporation for a Portion of the City Centre Bus Transit Terminal (Ward 4)

- 14.2. A proposed or pending acquisition or disposition of land by the municipality or local board;
Authority to negotiate for the acquisition of property located in Ward 6, Z Area 38 W6

15. **ADJOURNMENT**

Mississauga. Strong. Ready.

COVID Heroes Campaign

February 24, 2021

mississauga.ca/recovery

COVID Heroes Campaign

Program Purpose

To recognize Mississauga residents that have contributed to helping their community in a fundamental way during the COVID-19 pandemic.

*Thank
you*

COVID-19 Heroes Campaign

Program Overview

- Rebrand the City's Civic Recognition Program to the official COVID Heroes program in 2021.
 - The official Civic Recognition Awards Ceremony that normally takes place in the spring of each year will be paused this year.
 - **Note:** Updates to the Civic Recognition Policy and webpage will indicate that the program will be paused in 2021.
- The goal of the COVID Heroes Program is to recognize Mississauga residents/groups
- The program will be broken down into three key phases:
 1. Promotional period/Nomination callout
 2. Nomination review and approval
 3. Pre-recorded Recognition Ceremony

The ceremony will be presented during the Council meeting on Wednesday, April 21 as part of National Volunteer Week (April 18 to 24).

COVID-19 Heroes Campaign

The Anatomy of a COVID Hero

- A Mississauga resident that went above and beyond their regular day-to-day or work commitments to help their neighbours and/or the community during the pandemic.
- A dedicated volunteer whose COVID-related work took place in Mississauga.

COVID-19 Heroes Campaign

Promotional Period

- Open from February 26 through March 19, 2021.
- The program will be communicated through various channels.

COVID-19 Heroes Campaign

Nomination Review and Self-declaration

- An honour system will be in place for this program.
- The information in the nomination must include:
 - Contact info of nominator and nominee
 - Address and Ward information
 - A 300-word overview of the nominee's work
- The nominee will be asked to sign-off on the information that was provided in the nomination form as being accurate and truthful.

COVID-19 Heroes Campaign

Award Ceremony

The City's official recognition of the COVID Heroes includes three key elements, as outlined below.

- 1. Ceremony:** The Mayor and Councillors will host a pre-recorded appreciation ceremony from Mississauga Celebration Square. The ceremony will be shared at the Council meeting and on the City's social media channels on Wednesday, April 21 as part of National Volunteer Week.
- 2. Place-making Structure:** A free-standing, temporary place-making piece will be unveiled on the Square in honour of the City's COVID Heroes.
- 3. Certificates:** Each COVID Hero will receive a certificate signed by the Mayor. Printed copies of the certificates will be sent to all award recipients after the recognition ceremony has been presented at Council on April 21.

COVID Heroes Campaign

Temporary Place-making Piece

- The COVID Heroes program will showcase the purple colour scheme adopted from the City's recovery campaign.
- A Mississauga-based company will create a 3D sculpture from the design provided.



COVID-19 Heroes Campaign

Program Summary

TACTIC	DATE
Promotional period/Nomination callout	February 26 to March 19
Nomination review approval	March 22 to April 1
Virtual Recognition Ceremony (Filming)	Week of April 5
Council Meeting, including presentation of virtual recognition ceremony	April 21 Note: April 18 to 24 is National Volunteer Week

Thank You

Ontario's Growing Climate Crisis

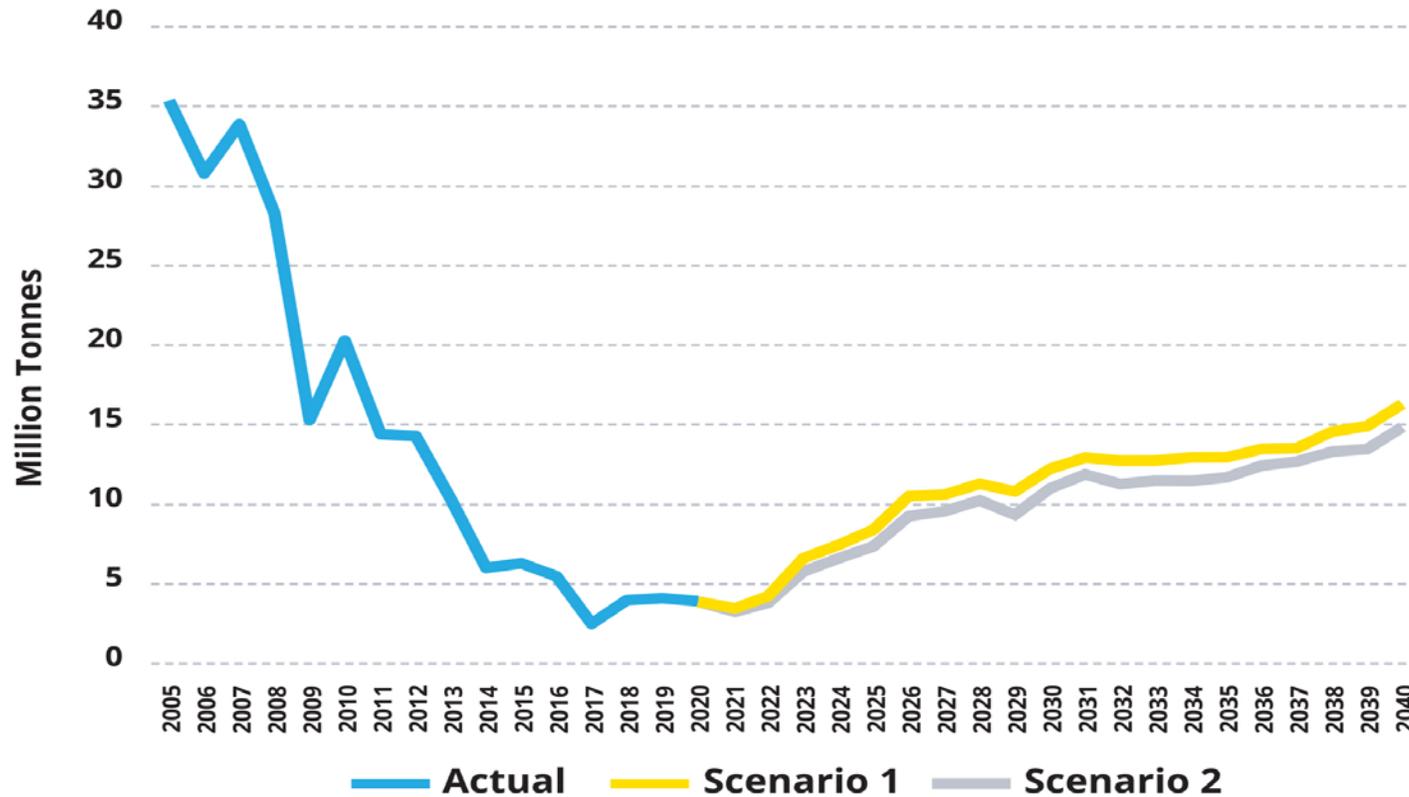
**Gas Plant Pollution
to increase by more
than 300%**



ONTARIO
CLEAN AIR
ALLIANCE

Ontario's rising emissions

Ontario's
Historic
and
Forecast
GHG
Pollution
from its
Electric
Power
Plants



(IESO)

What's behind these rising emissions?

- ▶ Ontario's demand for electricity will rise by about 1% per year.
- ▶ The Pickering Nuclear Station will close in 2025.
- ▶ Virtually all of our need for new electricity resources will be met by ramping up province's gas-fired power plants.



Reaching Ontario's 2030 Climate Target

- ▶ According to Ontario's Auditor General, we need to implement measures that will reduce our greenhouse gas pollution by an additional 7.3 to 14 million tonnes per year to achieve our 2030 climate target.
- ▶ A phase-out of Ontario's gas plants would provide our province with all or virtually all of the incremental pollution reductions that it needs to achieve its 2030 climate target.

Historic and Forecast GHG Pollution and Electricity Generation from Ontario's Gas-Fired Power Plants

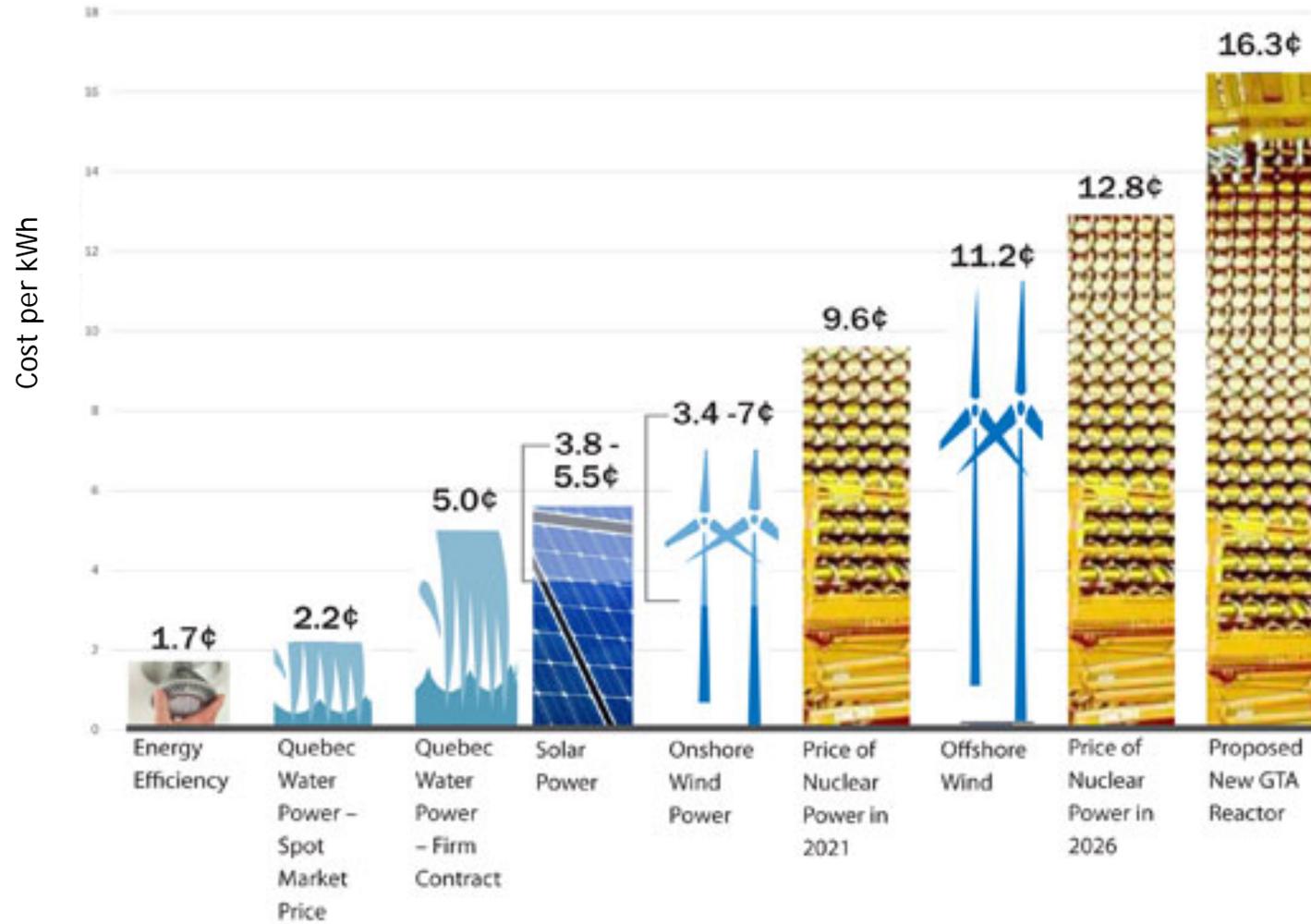
Year	2017	2018	2019	2020	2025	2030	2040
GHG Pollution (Million Tonnes)	2.5	4	4.1	4.2	7.3 - 8	10.9-12.2	15 - 16.3
Electricity Generation (billion kWh)	5.9	9.6	9.5	9.7	18.5 - 20.6	27.9 - 31.3	39.0 - 42.3

How can we phase out Ontario's gas plants?

- ▶ Energy efficiency
- ▶ Quebec water power
- ▶ Wind and solar energy

- ▶ Distributed resources can create jobs in every community
- ▶ Quebec water power can back-up wind and solar energy

Ontario Electricity Options: A Cost Comparison



Kitchener council calls on province to phase out gas-fired power production

Kitchener City Council voted unanimously on Monday to join Halton Hills in calling on the Government of Ontario to phase-out the province's gas-fired power plants by 2030.

about 10 hours ago By: [Casey Taylor](#)



Lennox Power Station near Bath, Ontario, Canada. November 2010.

Municipal Leadership



U.S. electricity
grid carbon
pollution-free by
2035



Phasing-Out Ontario's Gas-Fired Power Plants:

A ROAD MAP



ONTARIO
CLEAN AIR
ALLIANCE



Let's get to work!

Jack Gibbons
jack@cleanairalliance.org

Angela Bischoff
angela@cleanairalliance.org

CleanAirAlliance.org
OntarioClimateAction.ca

MISSISSAUGA INTERNATIONAL TENNIS CLUBS

PRESENTER:
KARL HALE



Executive Summary

There are a mere 750 accessible covered courts in all of Canada, which results in only one court for every 50,000 Canadians. In Europe on the other hand, there is one court for every 15,000 people. With a number of rising Canadian stars on the ATP & WTA tours, the sport is continuing to grow nationwide, especially among youth and teens. Participation in tennis across the country grew by 14% from 2015- 2016 alone. There is a significant need, now more than ever before, for covered tennis courts in Canada.

We are proposing to establish the Mississauga International Tennis Club as a community based, self-sustaining, winterized year round tennis facility in Mississauga by improving and utilizing the existing municipal-owned tennis facilities.

The Mississauga International Tennis Club will serve the needs of recreational and competitive players in the community and also provide opportunities for hosting provincial, national and international events that will bring visitors to showcase our talent in Mississauga.

The Mississauga International Tennis Club will be lead by internationally recognized tennis leader Karl Hale, Tournament Director Rogers Cup largest one-week professional tennis event in the world, President of the PTR (20,000 coaches worldwide), former Davis Cup and Fed Cup coach.

Given that there is limited winter tennis courts and a need for more summer tennis courts in Mississauga. The city requires a new international tennis centre covered with a bubble.

The Mississauga International Tennis Club will become the focal point of community-based tennis in Mississauga. In order to ensure that the facility is accessible and affordable, it is important that the Centre is built in partnership with the city of Mississauga.

The project is a public/private endeavor with Karl Hale and the City of Mississauga - to have a facility (Mississauga International Tennis Club) on municipal-owned land under a long term, low cost lease arrangement with the City of Mississauga.

Karl Hale will fund bubble capital costs privately and seasonal operating costs. The estimate for a 6-court bubble is \$1,200,000 (generally \$200,000 per court covered).

Environment

The City of Mississauga currently has a shortage of indoor and outdoor tennis facilities. The existing summer and one indoor facility are overcapacity and new facilities are required to fill the demand and showcase Mississauga locally, provincially, nationally and internationally.

New residents to Mississauga are more inclined to participate in tennis vs. other sports such as hockey. This as well as the growth of our sport currently and our rising stars (World #4 Bianca Andreescu from Mississauga) will see a tremendous need for tennis courts over the next 10 years.

Tennis players are forced to either battle for the rare available 7am or 10pm court time at one of the above-mentioned clubs.



Tennis Canada

Tennis Canada is the national sport governing body for tennis. Tennis Canada is the owner of the Rogers Cup, and the Women's and Men's professional tour events, which are two of the largest and most successful professional tournaments in the world. As well, Tennis Canada has overall responsibility for the development of the sport all across the country.

Tennis Canada has had significant experience with facilities. Over the last 15 years, Tennis Canada has constructed two major tennis stadiums and training facilities in Montreal and Toronto. These facilities house professional tournaments and provide training opportunities for high performance athletes. The facilities in Toronto and Montreal cost more than \$80 million and were built by Tennis Canada with the support of the federal, provincial and municipal governments. In 2004, Tennis Canada embarked on an ambitious new agenda to be a "leading tennis nation" in the world.

One of the key components to reaching this goal is to increase participation in the sport in all parts of the country. In order to increase participation, it is necessary to ensure that accessible, affordable facilities are available in every major city. Tennis Canada is working with community groups in virtually every province of Canada to develop these not-for-profit facilities. Tennis Canada also believes that Canada is capable of developing training programs that can consistently produce world-class players. However, this vision requires both national and regional training Centre's. Tennis Canada believes that Mississauga requires more indoor facilities to support the growth of the sport. Tennis Canada endorses this proposal.

Industry Background

Tennis Growth and Popularity

Tennis is experiencing its greatest period of growth since the 1970s. Tennis is a sport of a lifetime played equally by male and female participants with a high participation from different ethnic groups. A participation survey conducted by the Sports Manufacturers Association of Canada in March 2009, showed that tennis has grown by 43% from 2000 to 2008, making it the highest growth sport in Canada.

One of the greatest challenges that tennis faces in keeping up with the growth and popularity of the sport is providing accessible, affordable facilities. The vast majority of participants play on public courts on a seasonable basis. Accessible year round facilities will help to ensure that people interested in tennis stay active and engage with the sport year round. In addition to being one of the fastest growing sports in Canada, tennis is among the top sports in terms of general participation. In a survey conducted by the Charlton Strategic Research Inc. in 2010, tennis was the fourth highest participation sport in Canada after golf, soccer and hockey.

Tennis is also one of the most popular sports worldwide. The International Tennis Federation has over 200 member countries that actively participate in this game. In Europe, tennis only ranks behind soccer in terms of participation. In addition, tennis is one of the fastest growing sports in all of Asia.

Tennis Growth in Numbers

<i>Participation Numbers - U12 Canadians ONLY</i>				
	2015	2016	2018	Growth Rate (2015 to 2018)
Played in the Past Year	436,000	486,000	514,000	18%
Tennis Player	304,000	348,000	366,000	20%
Frequent Player	165,000	162,000	198,000	20%
<i>Participation Numbers - All Canadians</i>				
	2015	2016	2018	Growth Rate (2015 to 2018)
Played in the Past Year	5,736,000	6,532,000	6,547,000	14%
Tennis Player	3,944,000	4,354,000	4,522,000	15%
Frequent Player	2,151,000	2,177,000	2,936,000	36%

Played in the Past year: played tennis at least once in the past year

Tennis Player: played tennis at least four times in the past year

Frequent Player: played 1+ times per week during their most active 8 consecutive weeks (i.e. played at least once a week during the tennis season).

*** Covid numbers USA sport growth 2019-2020

Tennis 17 million -21 Million
Pickleball 3.45 million-4.4 million

There is momentum for Canadian tennis, which will continue to drive demand. We have international stars for the next ten years that will become household names and propel the sport:

Canadian Tennis Stars



Milos Raonic
Wimbledon Finalist
World #3 Career High
28 years old



Denis Shapovalov Rogers
Cup Semi Finalist
World #15 ATP
19 years old



Felix Auger-Aliassime
250 Champion
World #18 ATP
18 years old



Bianca Andreescu Grand
Slam Champion #4
World Ranking 18 years
old



Genie Bouchard
Wimbledon Finalist
World #5 Career High
24 years old



Francoise Abanda
Challenger Winner World
#111 Career High 21 years
old

The following statistics were provided by Tennis Canada and compiled from a third party research report they commissioned with Charleton Strategic Research Inc. in 2011:

Tennis participation in Canada continues to grow with the number of Canadians who play tennis at least once per year - 4,900,000 in 2011, up 3% in 2011 (versus 2010)

1,795,000 (6%) are Tennis Players (play at least 4+ times/year). Also, 1,196,000 (4%) are Frequent Players (2+ times/month from May-October) - a 26% increase in frequent play in 2011

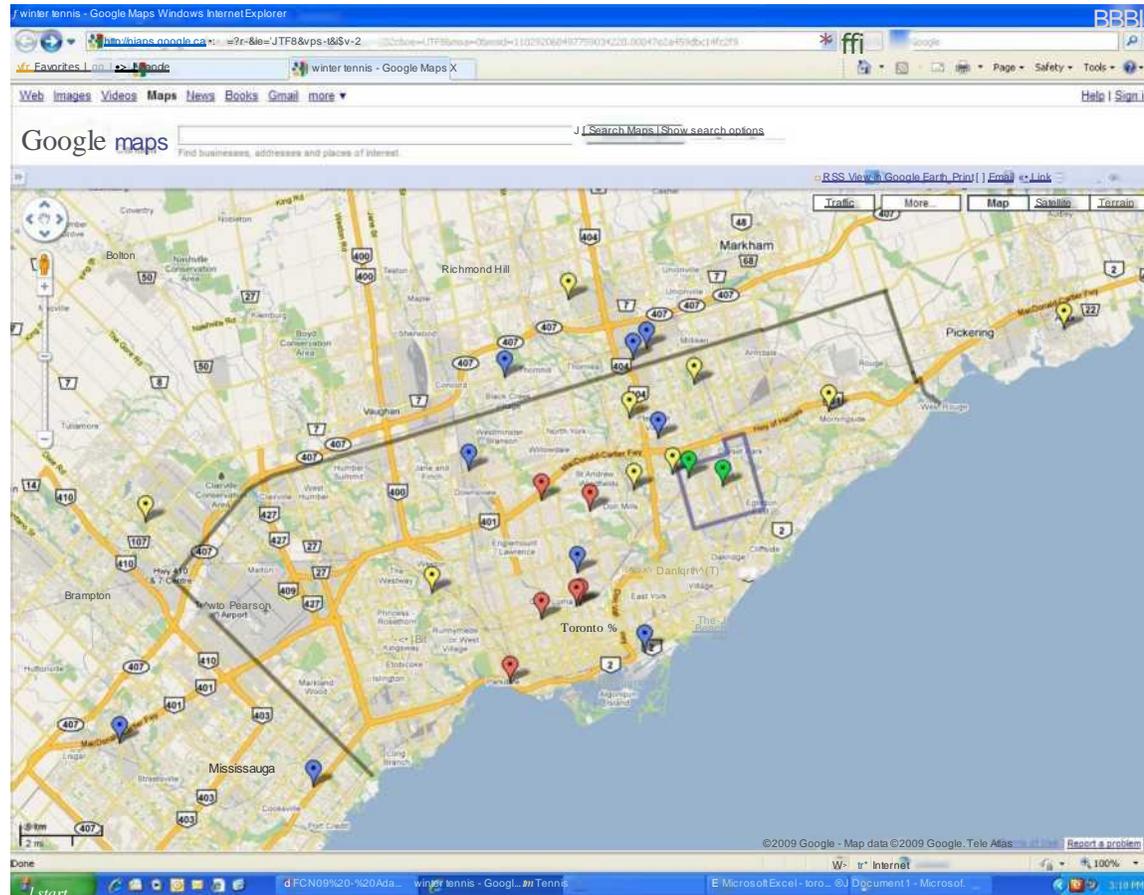
Since 2008, the growth in tennis participation is 22.5% in terms of actual players (played in the past year)

Frequent tennis play (2+ times/ month) has increased significantly (1,196,000 in 2011 from 951,000 in 2010) an impressive 26% increase

One half of Tennis Players rate “increasing the number of children playing tennis” as very important

“Increasing the number of children playing tennis” (18%) and “developing world-class players” (15%) are also considered important initiatives.

There are only two tennis bubbles in the Mississauga region with a total of 10 courts.



- Red: Country Club-Very High Fees
- Blue: Permanent Facility-Very Expensive
- Yellow: Bubble on Municipal Courts-Inexpensive



Operations

Our Vision

We are proposing to establish the Mississauga International Tennis Club at the new park (Ninth Line and Tacc Drive). in Mississauga. A self-sustaining facility with no additional ongoing maintenance or operational costs to the city.

In so doing we would not only increase accessibility and participation, but also deliver on a bigger vision - a vision that sees ordinary citizens of Mississauga, from all walks of life, all communities and all ages, having access to this sport of a lifetime. The spin-off benefits from the facility are significant: in addition to enhancing sport infrastructure in our community, the events that could be hosted by the proposed facility will increase tourism and visibility of this sport and provide a world class facility and management to a local Mississauga community. This facility will serve the needs of recreational and competitive players in the community and also provide opportunities for hosting provincial, national and international events that will bring visitors to showcase our talent and city.

The Mississauga International Tennis Club would be a new facility 6 court indoor year round facility providing a winterized tennis facility which would allow for year round.

Our organization will foster the following values in both our staff and our members:

Inclusiveness

We believe all Mississauga residence, regardless of age, location, financial means, or physical ability should be given an opportunity to participate in, and enjoy the game of tennis.

Teamwork

We believe in the notion of teamwork and its importance for both the development of tennis players and enthusiasts and the advancement of the sport in general in our communities.

Personal Development

We believe in instilling positive personal values through competition and training. We will encourage the highest possible level of sportsmanship in our programs and activities.

Integrity

We believe that all of our activities and related events should be carried out with the utmost integrity.



Scope of the Project

Site location

Mississauga has been selected as the ideal location for the following reasons:

- Growing Community
- Lack of indoor tennis facilities
- Lack of pickleball facilities
- Proximity to schools
- Proximity to residential area that would be greatly enhanced by a new public tennis facility.
- Accessibility to public transit
- Parking is available free of charge.



Facility Operation and Programs Mississauga International Tennis Club will be operated as a year round tennis centre (Pickleball will be offered as well) with covered courts for 12 months.

The goal of this facility is to provide members of our community access to this lifelong sport. The new facility will offer a variety of affordable, competitive and recreational programs that will serve tennis enthusiasts and attract new players from all social and economic backgrounds. As such, it is very important to offer programming in the form of lessons, leagues and tournaments at an accessible rate. This will also allow us to offer accessible programs to schools. It is expected that this facility would service 800 to 1,000 frequent players, as well as thousands of other participants through schools' programs, tournaments, clinics and special events.

Through a combination of membership dues, user and programming fees there will be no requirement for annual City provided subsidies and no additional cost to taxpayers.

Currently there are many active tennis players in Mississauga who are seeking a facility for their recreational enjoyment and for competitive play. Therefore, this facility will directly benefit those who currently play tennis and will accommodate many new players who wish to be introduced to the game or play tennis year round. The Mississauga International Tennis Club would offer a variety of programs for all ages and abilities.

Some of these programs include:

- Junior and senior team tennis
- Under 8, under 10, under 12 and under 14 provincial programs
- Recreational grassroots programs
- Elementary school programs
- Sanctioned tournaments and organized leagues
- Pickleball leagues and tournaments

Community

The Mississauga International Tennis Club will be committed to serving the community and the City of Mississauga.

Karl Hale has demonstrated his passion and ability to give back in many ways and has succeeded in raising over \$1,000,000 for charity via the Daniel Nestor Charity Event and Helping Hands Jamaica Foundation (www.helpinghandsjamaica.com) building 20 schools. These two charities that he is founder of, respectively, support the sport of tennis in Canada and provide funds for improving education in his birth country, Jamaica.

Schools

This facility would also provide an opportunity to expand school-based programs.

Seniors

When the first of the baby boomers turn 65 in the year 2012, have seen a change in demographic in Mississauga. Tennis can be played at almost any age. Tennis Canada organizes regional and national competitions for seniors throughout the country. We want to build a partnership with seniors to cater to this growing demographic and to encourage healthy, active lifestyles. Unlike most other major sports, tennis is played from age five to 85. We think that we can target new players in the over 50-age group. This facility can provide an opportunity for active lifestyles and social gatherings for seniors. Currently only 12 per cent of our seniors over age 65 are considered to be physically active. Making tennis programs available to more people will improve the health and quality of life for seniors.



Persons with disabilities

Unlike the majority of existing courts around Ontario, the proposed facility would address the needs of physically disabled players by providing accessible training and recreational play opportunities. Wheelchair tennis programs will become one of the priorities of the facility. We feel that wheelchair tennis is an underserved part of our sport in this region. Now that tennis is a Paralympic sport, we think that we can provide a program that will facilitate this participation. Tennis Canada has a world-class program for wheelchair athletes that this facility will utilize. Also Karl Hale has worked with wheelchair athletes and is a strong proponent of creating accessible facilities and programs for all interested players.



Management Summary



Karl Hale

Karl will use his 35 years in the tennis business to make the centre a tremendous success.

Karl has an accomplished tennis history:

- Tournament Director of the Rogers Cup Toronto (14 years) 150,000 attendees and 6 million viewers. World largest one-week tennis event.
- President PTR (Professional Tennis Registry) 20,000 tennis coaches' worldwide. Largest tennis coaching association in the world.
- Head Racquets Professional Donalda Club-One of Canada's most prestigious country clubs.
- Founder CPS Canadian Pickleball Series. Largest series of pickleball events across Canada from Burnaby to Peterborough.
- Former Fed Cup and Davis Cup Coach
- Former Davis Cup Player and top ranked Canadian
- Charities founded-Daniel Nestor Charity Event over \$1,000,000 raised/Helping Hands Jamaica Foundation \$2,000,000 raised and 20 schools built.
- Awards include: Pro of the Year PTR 2006, Humanitarian of the Year 2017 PTR, City of Toronto Award 2005 contribution to tennis, Distinguished Service Award Tennis Canada 2008.

Testimonials

World #1 Rafael Nadal



"Karl is a good friend and one of the best tournament directors in the world."

World #1 Serena Williams



"Karl is highly regarded in the tennis world. He has taken me 4 times to Jamaica and we built a school together in Jamaica. He's respected for work on and off the court."

CEO ATP Tour Chris Kermode



Karl is Rogers Cup Tournament Director highly respected and one of the best in the business.

President WTA Tour Micky Lawler



Karl is a trailblazer in our industry, trustworthy, hardworking and a leader in our sport.

Daniel Nestor Canadian Tennis Star



Karl and I raised over \$1,000,000 together with the Daniel Nestor Charity Event. Karl is a Canadian Tennis Champion and international regarded.

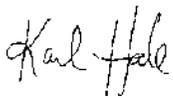
Conclusion

The Mississauga International Tennis Club will be providing a new 1st class Tennis Centre in Mississauga. The 5 key areas we focused on are:

1. Bringing the right team together. Karl Hale, Canada's leading Head Teaching Professional and Tournament Director of the Rogers Cup,
2. A tremendous community year round facility (under a bubble). This facility will encourage juniors, adults, seniors and wheelchair by having another healthy activity for them to participate in. Additionally, Karl will put forward an annual community charity event to raise funds for a community initiative. Very similar to their Daniel Nestor Charity Event which has raised over \$950,000 for North York General Hospital and Tennis Canada Go for Gold.
3. Addition of the fastest growing sport in North America-Pickleball will be played at facility. Leagues and tournaments will be offered. Karl runs the largest pickleball tournaments across Canada.
4. We are using space that is currently not being used in the winter and enhancing for community participation (tennis bubble).
5. Tennis Canada endorsed facility. We will be hosting international, provincial and local events.
6. A long term lease 25 years to establish a world class International Tennis Facility.

This is a facility that the community will be proud of.

Sincerely,



Karl Hale 416 662 8869

Multi-Year Accessibility Plan 2020 Accessibility Annual Status Update

Corporate Services

Facilities & Property Management

Asset Management & Accessibility

February 24, 2021



Our community

2020 Accessibility Annual Status Update



EVOLUTION OF ACCESSIBILITY

2001 - Ontarians with Disabilities Act became law

2003 - City establishes Accessibility Advisory Committee



Making the City of Mississauga Inclusive for All Residents



2001

2003

2004

2005

2006

2008

2010

2011

2012

2013

2015

2016

2017

2018

2019

2020



2015 – City's Facilities Accessibility Design handbook becomes standard

2016 - City establishes Staff Accessibility Resource Team

2018 - City embraces Dynamic Symbol of Accessibility



2016 - Meadowvale Community Centre opens and receives award for barrier-free design

2018 – City's 2nd Multi-Year Accessibility Plan and undertakes Facility Accessibility Audit for approximately 100 facilities

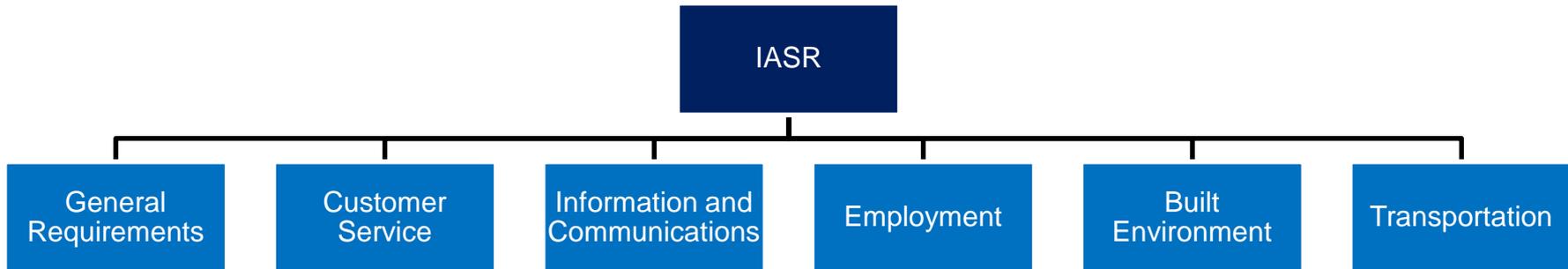
June 2019 - Celebrate five days of events for National AccessAbility Week

2020 and beyond - everyone contributes to make a difference!

Partnering for success

2020 Accessibility Annual Status Update





MYAP section	Number of commitments	Completed by 2020
General requirements	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%)



reported
100% compliant

Customer service

67% commitments achieved



Employment

100% commitments achieved

Transportation

90% commitments achieved

Design of Public Spaces

89% commitments achieved



City of Mississauga
Corporate Report



<p>Date: February 2, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Meeting date: February 24, 2021</p>

Subject

Civic Awards of Recognition Rebranding to COVID Heroes Program in 2021

Recommendation

That Council endorse the COVID Heroes program and the plan to pause the traditional Civic Awards of Recognition program in 2021, as outlined in the report dated February 2, 2021.

Report Highlights

- Throughout the COVID-19 pandemic, many Mississauga residents have gone above and beyond, contributing to helping their fellow residents in a fundamental way.
- To recognize these individuals, staff, in partnership with the Mayor's Office, has developed a COVID Heroes campaign.
- The City's annual Civic Awards of Recognition program will be rebranded in 2021 to the official COVID Heroes program.
- The goal of the COVID Heroes Program is to recognize residents who made outstanding contributions to their communities during the pandemic.
- The program will be broken down into three key phases:
 - Nomination and promotional period
 - Nomination review and approval
 - Recognition ceremony and place-making piece
- Recognition will be given through:
 - A pre-recorded, virtual ceremony on Mississauga Celebration Square
 - A commemorative place-making piece featuring a short message on behalf of Mayor Crombie and Council
 - Certificates of recognition

Background

Each year, the Mayor and Members of Council recognize the efforts and achievements of Mississauga residents and volunteers through the City's Civic Awards of Recognition Program.

Traditionally, residents, community groups, organizations or businesses are nominated for a Civic Recognition Award as per [Civic Recognition Policy](#) (06-04-01). Eligible nominees must meet the criteria outlined in the Civic Recognition Program, including proof that the nominee's actions or work directly served Mississauga and its residents.

Over the course of the past year during the COVID-19 pandemic, the spirit of residents going above and beyond to serve their community has never been stronger. Since March 17, 2020 when Premier Ford declared a state of emergency in Ontario, residents have stepped up at work, at home, at school and in their communities to show their commitment to keeping Mississauga strong, thriving and resilient.

Recognition campaigns have been popping up both locally and internationally in recent months to shine a spotlight on those who have gone above and beyond during the pandemic. With the City's primary focus on the challenge of managing the number of COVID-19 cases down over the past year, Mississauga is now ready to officially celebrate and recognize the many COVID Heroes who live "without capes" but with the power to make their co-workers, friends and neighbours' daily lives better.

To ensure that appropriate recognition focus is placed on the City's COVID Heroes, it is recommended that the annual Civic Awards of Recognition program be rebranded in 2021 to the official COVID Heroes program.

To communicate this change, a message will appear on the Civic Recognition nomination web page indicating that the 2021 program will be dedicated to COVID Heroes. A COVID Heroes promotional campaign will also run throughout the duration of the nomination period on the City's corporate channels.

Any recognition submissions outside of the scope of COVID Heroes will be considered for the 2022 traditional Civic Awards of Recognition program.

Comments

In 2021, staff recommends that the City's traditional Civic Recognition Awards program shift to specifically highlight the work done by residents who have supported others during the COVID-19 pandemic.

The recognition program, branded as COVID Heroes, will be celebrated through a virtual ceremony led by Mayor Crombie and Members of Council and a temporary place-making piece

on Mississauga Celebration Square (MCS) showcasing the Heroes. The place-making piece will remain on the Square until the end of 2021.

The program will be broken down into four key phases:

1. Promotional period and Nomination Call-out (February 26 to March 19)
2. Nomination review approval (March 22 to April 1)
3. Virtual Recognition Ceremony (Filming during week of April 5)
4. Council Meeting, including presentation of virtual recognition ceremony (April 21)

Given that National Volunteer Week is April 18 to 24, staff are recommending that the COVID Heroes are recognized during the April 21 Council Meeting by presenting the pre-recorded recognition ceremony and unveiling of the place-making piece.

The pre-recorded ceremony will feature the Mayor and Council onsite from MCS, of course respecting all the health and safety restrictions in place at that time. The ceremony will be shared through the City's social media channels.

During the ceremony, the following will take place:

- The names of all COVID Heroes will be displayed on the MCS ribbon screens for one month following the ceremony.
 - A temporary, free-standing place-making piece will be unveiled on the Square. The piece will be constructed by a Mississauga-based company that specializes in custom 3D displays and will feature a design that embodies heroism in Mississauga. The piece will include a short message on behalf of Mayor Crombie and Council.

Engagement and Collaboration

In order to ensure all supporting City departments understand the elements of the COVID Heroes program that impact them, the following group has been consulted:

- Culture - Mississauga Celebrations Square (MCS)
 - The pre-recorded ceremony will take place on MCS. The names of all Heroes will be put in the rotation for the ribbon boards for one month following the ceremony.
 - The temporary, freestanding place-making piece will remain on the Square until the end of 2021.
 - No significant concerns were raised.

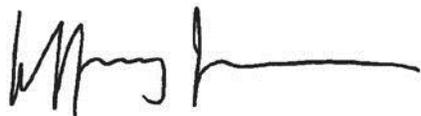
Financial Impact

The annual operating budget of \$3,400 for the Civic Awards of Recognition will be allocated to this program.

The creation of the temporary place-making piece (approximately \$8,000) will be funded by the Culture Division, Culture Planning Operating – Professional Services 21135-715601.

Conclusion

It is an ideal time for the City to recognize its residents who have gone above and beyond to make the lives of all Mississauga residents better. To give this program the attention it deserves, it is essential to pause the City's traditional Civic Awards of Recognition program in 2021 to focus on recognizing those deserving COVID Heroes. The perfect opportunity to recognize local heroes is in conjunction with National Volunteer Week (April 18 to 24).



Jeff Jackson, Director of Finance and Treasurer on behalf of
Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Lindsay Noronha, Senior Communications Advisor, Employee Communications and Events

City of Mississauga
Corporate Report



<p>Date: January 22, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, Commissioner of Community Services</p>	<p>Meeting date: February 24, 2021</p>

Subject

Procurement Authority for a Two-Year Period to Obtain COVID-19 Personal Protective Equipment (PPE) and Supplies for Mississauga Fire & Emergency Services – (PRC 002601) (PRC 002693) (PRC 002574) (PRC 002462)

Recommendation

1. That Council approve the procurement authority request for COVID-19 related PPE as detailed in the Corporate Report entitled "Procurement Authority for a Two-Year Period to Obtain COVID-19 Personal Protective Equipment (PPE) and Supplies for Mississauga Fire & Emergency Services – (PRC 002601) (PRC 002693) (PRC 002574) (PRC 002462)" dated January 22, 2021 from the Commissioner of Community Services.
2. That the Purchasing Agent or designate be authorized to extend and/or increase the contracts with Canadian Safety Equipment Inc., TM Safety Supply, CDK Packaging and Ecolabs on a single source basis to maintain a stable supply of COVID-19 related personal protective equipment (PPE) for a two year period, ending December 31, 2022.

Report Highlights

- The COVID-19 pandemic has resulted in global supply chain shortages for personal protective equipment (PPE) and supplies.
- A temporary Mississauga Fire & Emergency Services PPE Pandemic Supply has been established to stockpile critical items: masks, gowns, and disinfecting wipes.
- 3M, K95 masks and other supplies are based on Provincial allocation, and currently there is minimal stock available to first responders.
- The City has contracts in place with vendors, which were established on a single source basis due to scarcity of products in the market. Mississauga Fire & Emergency Services has transitioned into a half mask with P100 filters to be able to sustain service levels for medical calls; tiered response with the Region of Peel Ambulance.

- This report seeks authority for the Purchasing Agent to increase the contracts as required and to execute and/or increase contracts with suppliers on a single source basis to maintain stock of PPE – Sundstrom half masks, filters and other supplies.
- The request is for a term of two years ending December 31, 2022.

Background

The COVID-19 pandemic has resulted in global supply chain shortages, particularly affecting personal protective equipment (PPE) and supplies. It has been difficult for the City to obtain critical PPE and supplies: 3M KN95 masks, medical grade gowns, disposable masks and disinfecting wipes.

A temporary PPE Pandemic Supply has been established with the aim of maintaining a constant stockpile of PPE supplies as market availability allows. The estimated cost of a two year supply of Sundstrom half masks, filters, medical grade gowns, disposable masks and disinfecting wipes is approximately \$500,000. The benefits of the Mississauga Fire Stores:

- Timely access to PPE during recovery and in the event of delivery delays associated with a second wave of COVID-19 infections;
- Anticipated cost savings related to bulk purchasing;
- Ensuring that suppliers and products are screened properly; and
- Service levels for medical calls be maintained and to ensure the safety of Fire Personnel and the residents of the City of Mississauga.

Mississauga Fire & Emergency Services, Capital Assets, Stores Section is located at Fire Station 101, 15 Fairview Road West, Mississauga.

Comments

The City has contracts in place with Canadian Safety Equipment., TM Safety Supply, CDK Packaging and Ecolabs which were established with a single source justification and includes the MFES's normal requirements for PPE and supplies. The contracts will require an increase of the upset limits to ensure sufficient supply of the PPE stockpile for the 2021 and 2022 calendar years.

Orders have been placed on an emergency basis; however, as the COVID-19 situation continues, a longer-term plan and authority are required. Obtaining the procurement authority that is required under the City's normal approval processes will cause delays.

Authority for the Purchasing Agent is requested:

- To increase the contracts as required to maintain supply of COVID-19 related PPE – half masks, filters and supplies.

This authority is requested for a two-year period ending on December 31, 2022 to cover current recovery and in preparation for subsequent waves of COVID-19.

Purchasing By-Law Authorization

The recommendation in this report is made in accordance with the Purchasing By-Law 374-06, Schedule "A" 1 (a) *The Goods and/or Services are only available from one supplier by reason of: (ii) scarcity of supply in the market.*

Financial Impact

There are no financial impacts resulting from the recommendations in this report. The estimated costs of approximately \$500,000 over the two-year period will be absorbed by existing budget.

Conclusion

Mississauga Fire & Emergency Services, Capital Assets, Stores Section has been established to ensure a continuous supply of COVID-19 related PPE and disinfecting supplies during recovery and in preparation for subsequent waves of COVID-19. Quantities of PPE have been estimated by MFES and a constant stockpile of PPE supplies is recommended.

Due to uncertainty and supply chain instability, staff are requesting authority from the Purchasing Agent to increase the existing contracts with Canadian Safety Supply, TM Safety Supply, CDK Packaging and Ecolabs on a single source basis as required to ensure continuous supply and enable staff to secure orders promptly when appropriate supplies and suppliers are located. This request is for a two-year period, ending December 31, 2022. In that time cost of the contracts for the supply of PPE is estimated at \$500,000. The recommendation in this report is made in accordance with the Purchasing By-Law 374-06, Schedule "A" 1. (a) *The Goods and/or Services are only available from one supplier by reason of: (ii) scarcity of supply in the market.*

Attachments

Appendix 1: Statement of Work



Shari Lichterman, CPA, CMA, Commissioner of Community Services

Prepared by: John Crozier, Assistant Chief, Capital Assets

Appendix 1

Statement of Work

Procurement Authority for a Two-Year Period to Obtain COVID-19 Personal Protective Equipment (PPE) and Supplies for Mississauga Fire & Emergency Services – (PRC 002601) (PRC 002693) (PRC 002574) (PRC 0022462)

1.0 Background

The COVID-19 pandemic has resulted in global supply chain shortages, particularly affecting personal protective equipment (PPE) and supplies. It has been difficult for the City to obtain critical PPE and supplies: 3M KN95 masks, medical grade gowns, disposable masks and disinfecting wipes.

A temporary PPE Pandemic Supply has been established with the aim of maintaining a constant stockpile of PPE supplies as market availability allows. The estimated cost of a two year supply of Sundstrom half masks, filters, medical grade gowns, disposable masks and disinfecting wipes is approximately \$500,000. The benefits of the Mississauga Fire Stores:

- Timely access to PPE during recovery and in the event of delivery delays associated with a second wave of COVID-19 infections;
- Anticipated cost savings related to bulk purchasing;
- Ensuring that suppliers and products are screened properly; and,
- Service levels for medical calls be maintained and to ensure the safety of Fire Personnel and the residents of the City of Mississauga.

Mississauga Fire & Emergency Services – Capital Assets Stores Division is located at FS101, 15 Fairview Rd. W., Mississauga.

2.0 Deliverables

The vendor will provide all PPE and supplies on a mutually agreed upon date with MFES. MFES will pay for the PPE and supplies upon receipt of the Deliverables.

Payment is conditional on satisfactory acceptance of the Deliverables by the Project Authority.

3.0 Performance Standards and Quality Assurance

The vendor will provide warranty replacements against defective materials or replacement of the unit or its parts.

4.0 Financial Impact

Vendor	PRC Number	Current Upset Limit (to date)	Proposed Change Adjustment to Upset Limit
Canadian Safety Supply Sundstrom Half Mask and Filters	PRC 002601	\$116,800	\$250,000
TM Safety Supply Level 3 Medical Gowns	PRC 002574	\$35,150	\$100,000
CDK Packaging Level 2 Disposable Masks	PRC 002693	\$22,500	\$50,000
Ecolabs Disinfecting Wipes	PRC 002462	\$49,300	\$100,000
Total		\$223,750	\$500,000

The cost to the City is estimated to be approximately \$500,000 for the two-year period intended to be covered by this report. Funds for this purpose are available in the existing operating budget within Mississauga Fire and Emergency Services.

City of Mississauga
Corporate Report



<p>Date: February 9, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, Commissioner of Community Services</p>	<p>Meeting date: February 24, 2021</p>

Subject

Interim GHG Cap and Phase-Out of Gas-Fired Electricity Power Generation

Recommendation

That the corporate report dated February 9, 2021 entitled "Interim GHG Cap and Phase-Out of Gas-Fired Electricity Power Generation" from the Commissioner of Community Services be received for information.

Report Highlights

- According to the Independent Electricity System Operator's Annual Planning Outlook (Jan 2020), greenhouse gas (GHG) emissions from Ontario's electricity grid are expected to rise in the coming years as the Province increasingly relies on gas-fired power plants to help meet electricity demand.
- According to the Ontario Clean Air Alliance increased reliance on gas-fired power plants to generate electricity will increase GHG emissions by more than 300% by 2030 and by 500% or more by 2040.
- This will decrease the benefits achieved from the phase-out of coal-fired power plants. In 2017, GHG emissions from Ontario's electricity sector totalled 2.5 megatonnes (MT), a decrease of 93% since 2005.
- After declaring a climate emergency in June 2019, the City approved its first comprehensive Climate Change Action Plan (CCAP) in December 2019. That plan sets out ambitious goals, including reducing GHG emissions 80% (compared to 1990 levels) by 2050 with the long-term goal of becoming a net-zero community.
- To ensure that municipalities, including the City of Mississauga, are able to meet their GHG reduction targets, Ontario's electricity grid must remain clean and low carbon.
- As of February 4, 2021 thirteen municipalities in Ontario, including Hamilton, Burlington and Kingston, have all passed motions calling on the province to phase out gas-power electricity production.

Background

Ontario's demand for electricity is increasing. According to the Independent Electricity System Operator (IESO), demand for electricity in Ontario is projected to increase 1% per year for the next 20 years. To meet this demand, the Province purchased three gas-fired power plants¹ and is planning to re-build ten of Ontario's aging nuclear reactors. The projected costs for these initiatives is almost \$30 billion.²

The Province's approach to meeting electricity demand will result in increased GHG emissions. According to the Ontario Clean Air Alliance, GHG emissions from Ontario's electricity grid fell by 93% from 2005 to 2017 due to the phase-out of Ontario's coal-fired power plants. The Province's plan to increase the use of gas-fired power plants for electricity generation is expected to increase GHG emissions by more than 300% by 2030 and by more than 500% by 2040. This will reverse more than one third of the GHG emission reductions that were achieved by phasing out Ontario's coal plants.³

On December 8, 2020, Jack Gibbons from the Ontario Clean Air Alliance presented to the Environmental Action Committee. In his presentation, Mr. Gibbons provided background information about the significant increases in GHG emissions that are expected from electricity generation in the coming years. He identified three ways that gas-fired power plants could be phased-out in Ontario:

- Focus on energy efficiency activities;
- Increase the amount of clean hydroelectric power from Quebec; and
- Increase wind and solar energy.

Comments

The City of Mississauga has set ambitious GHG reduction targets. After declaring a climate emergency in June 2019, the City approved its first comprehensive Climate Change Action Plan (CCAP) in December 2019. The CCAP provides a path forward for climate action in the City over the next ten years. It also sets a target of reducing GHGs 80% by 2050, with the long-term goal of becoming a net zero community.

The expected increase in GHG emissions from electricity generation will limit the City's ability to meet its GHG targets under the CCAP. It is important to note that the increased emissions from electricity generation will also impact the City's ability to meet its targets under the latest Five

¹ <https://finance.yahoo.com/news/tc-energy-completes-sale-ontario-203010266.html?guccounter=1>

² IESO, Annual Planning Outlook, (January 2020). The three gas power plants cost \$2.8 billion and the forecasted cost of re-building the ten aging nuclear reactors is \$25.8 billion.

³ Ontario Clean Air Alliance, Phasing-Out Ontario's Gas-Fired Power Plants – A Road Map (Updated February 2021).

Year Energy Conservation Plan (2019-2023). Under that plan, the City has targeted a 1% reduction per year in energy use and GHG emissions in its facilities, over the next five years. It will be increasingly difficult to meet these annual targets as Ontario's electricity grid becomes more carbon intensive. To ensure that the City is able to meet its GHG reduction targets under this plan and the CCAP, Ontario's electricity grid must remain low carbon.

Provincial and Federal Climate Commitments

The provincial and federal governments have also made climate change commitments. In 2018, under the Made-in-Ontario Environment Plan, the Province committed to reducing GHG emissions 30% below 2005 levels by 2030, a target that aligns with the federal government's goal and the Paris Accord. Further, the federal government has announced its intention to develop a plan to achieve "a prosperous net-zero emissions future by 2050."

Increasing GHG emissions from the electricity sector will significantly restrict the ability of the provincial and federal governments to meet these commitments.

Previous Role of Municipalities in Phasing-out Coal-Fired Power Plants in Ontario

The Ontario Clean Air Alliance notes that municipal councils played an important role in the phase-out of coal more than two decades ago, stating that "eleven municipal councils called for a coal phase out to improve local air quality and reduce climate pollution." Through a press conference in March, 2000, the City of Mississauga called on the then Premier of Ontario, Mike Harris, to phase-out Ontario's coal-fired power plants.

Thirteen Ontario municipalities have already passed motions, including:

Municipality	Motion and Date
City of Kitchener	October 26, 2020 Kitchener City Council unanimously called on the Government of Ontario to phase-out Ontario's gas-fired power plants by 2030 to ensure that the province can meet its 2030 climate target.
Town of Halton Hills	October 26, 2020 Halton Hills Town Council unanimously requested the province "to reverse its plan for increased power production at its gas-fired power plants" and instead invest in energy efficiency, wind and solar energy and to "begin negotiations with the Province of Quebec to purchase clean hydro electricity" to replace power from the Pickering Nuclear Station, which is scheduled to close in 2024.

City of Hamilton	<p>November 11, 2020</p> <p>The City of Hamilton unanimously passed a resolution calling on the Government of Ontario to phase-out the province's gas-fired power plants by 2030</p>
City of Burlington	<p>November 23, 2020</p> <p>City of Burlington council unanimously supported a resolution regarding phasing out natural gas for electricity generation.</p>
City of St. Catharines	<p>December 2, 2020</p> <p>City of St. Catharines calls for gas plant phase-out by 2030</p>
City of Guelph	<p>December 14, 2020</p> <p>City of Guelph passed a motion that Ontario establish an interim cap of 2.5 Megatonnes per year on our gas plant's greenhouse gas pollution and develop a plan to phase out all gas-fired electricity generation by 2030 to ensure Ontario meets its climate targets</p>
City of Waterloo	<p>January 18, 2021</p> <p>City of Waterloo requests the Government of Ontario to place a cap on greenhouse gas pollution from gas plants</p>
City of Kingston	<p>January 20, 2021</p> <p>City of Kingston calls for the phase-out of Ontario's natural gas-fired power plants</p>
City of Toronto	<p>March 10, 2021</p> <p>A motion is expected to be brought forward by Councillors McKelvie and Layton and will be discussed at the March 10th, 2021 Council meeting.</p>

Financial Impact

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

Conclusion

The Province's approach to meeting electricity demand will result in increased GHG emissions. According to the Ontario Clean Air Alliance, GHG emissions from Ontario's electricity grid fell by 93% from 2005 to 2017 due to the phase-out of Ontario's coal-fired power plants. The Province's plan to increase the use of gas-fired power plants for electricity generation is expected to increase GHG emissions by more than 300% by 2030 and by more than 500% by 2040. This will reverse more than one third of the GHG emission reductions that were achieved by phasing out Ontario's coal plants.

It is important to note that the increased emissions from electricity generation will also impact the City's ability to meet its targets under the CCAP and the Five Year Energy Conservation Plan (2019-2023). If the City is to meet its targets, it is imperative that the Ontario electricity grid remain clean and low carbon.



Shari Lichterman, CPA, CMA, Commissioner of Community Services

Prepared by: Leya Barry, Climate Change Supervisor

City of Mississauga
Corporate Report



<p>Date: January 15, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, CMA, Commissioner of Community Services</p>	<p>Meeting date: February 24, 2021</p>

Subject

Proposal for Indoor Tennis Facility at Churchill Meadows Sports Park

Recommendation

1. That the Commissioner of Community Services be authorized to negotiate an agreement with Premier Racquet Club to construct and operate an indoor tennis facility at Churchill Meadows Sports Park, as outlined in the Corporate Report dated January 15, 2021, from the Commissioner of Community Services and in a form satisfactory to Legal Services.
2. That staff consult with the tennis community during the negotiation period to receive feedback on the proposal and report back to Council with the final agreement and a summary of feedback received.

Report Highlights

- The sport of tennis is experiencing its most significant growth since the 1970's, bolstered by the international success of Canadian tennis players including Mississauga's Bianca Andreescu. Mississauga has met the demand over the years for outdoor tennis courts but has not invested in indoor tennis facilities.
- With the rapid increase in interest for the sport of pickleball, the demand for indoor and outdoor courts has grown, and residents have expressed a need for the City to address this. The City has done so by lining all renovated public outdoor tennis courts with pickleball lines and by expanding indoor programming through the use of gymnasiums, however demand still exceeds supply.
- A number of residents and tennis clubs have recently contacted the City to encourage investment in an air-supported structure over tennis courts, in order to allow for year-round play. This type of facility has not been identified in the Recreation or Parks and Forestry Future Directions Master Plans and is not in the capital budget at this time. While there is community interest in this amenity, there has been no offer of community or tennis club investment in it.

- The City has received an unsolicited proposal from Karl Hale of Premier Racquet Club to partner on an indoor tennis facility, supported by Tennis Canada. Mr. Hale proposes to fund part of the cost of the facility and would operate it year-round under a ground lease.
- The business plan for this facility identifies opportunities to ensure affordable public access to tennis and pickleball, and also supports sport tourism events, generating a local economic impact.
- After reviewing existing tennis court locations in Mississauga, staff and Premier Racquet Club have identified the planned tennis courts at Churchill Meadows Sports Park (Park 459) as the best location for this facility. The courts are part of Phase 2 of the park project.
- Staff recommends entering into an agreement with Premier Racquet Club to develop this indoor tennis facility, with his investment supplementing the City's plans for the tennis courts to fund the expanded amenity, including additional courts, air-supported structure and clubhouse.

Background

The sport of tennis is experiencing its most significant growth since the 1970's, bolstered by the international success of Canadian tennis players including Mississauga's Bianca Andreescu. Mississauga has met the demand over the years for outdoor tennis courts but has not invested in indoor tennis facilities. The primary indoor tennis facility in the City is the privately-owned, membership-based Ontario Racquets Club.

The City has a long history of partnering with community tennis clubs to operate outdoor tennis courts. These partnerships typically require City capital investment with operation and basic maintenance provided by the tennis clubs. A number of residents and tennis clubs have recently contacted the City to encourage investment in an air-supported structure over tennis courts, in order to allow for year-round play. This type of facility has not been identified in the Recreation or Parks and Forestry Future Directions Master Plans and is not in the capital budget at this time. While there is community interest in this amenity, there has been no offer of community or tennis club investment in it.

With the rapid increase in interest for the sport of pickleball, the demand for indoor and outdoor courts has grown, and residents have expressed a need for the City to address this. The City has done so by lining all public outdoor tennis courts with pickleball lines and by expanding indoor programming through the use of gymnasiums, however demand still exceeds supply.

Present Status

The City has received an unsolicited proposal from Karl Hale of Premier Racquet Club to partner on an indoor tennis and pickleball facility, supported by Tennis Canada. Karl Hale is currently Tournament Director for the Rogers Cup – the largest one-week professional tennis

event in the world, President of the Professional Tennis Registry, and a former Davis Cup and Fed Cup coach.

Comments

As proposed, the facility will be operated as a year round tennis and pickleball centre with covered courts for 12 months. The new facility will offer a variety of affordable, competitive and recreational programs that will serve tennis enthusiasts and attract new players from all social and economic backgrounds. The proposal's plan is to offer programming in the form of lessons, leagues and tournaments at an accessible rate. It is expected that this facility would service 800 to 1,000 frequent players, as well as thousands of other participants through schools' programs, tournaments, clinics and special events. Through a combination of membership dues, user and programming fees there will be no requirement for annual City provided subsidies for this facility.

Currently there are many active tennis players in Mississauga who are seeking a facility for their recreational enjoyment and for competitive play. Therefore, this facility will directly benefit those who currently play tennis and will accommodate many new players who wish to be introduced to the game or play tennis year round. The facility would offer a variety of programs for all ages and abilities.

Some of these programs include:

- Junior and senior team tennis
- Under 8, under 10, under 12 and under 14 provincial programs
- Recreational grass roots programs
- Elementary school programs
- Sanctioned tournaments and organized leagues
- Pickleball leagues and tournaments

Sport Tourism and Tennis Canada

Mr. Hale's proposed facility plan is supported by Tennis Canada, the national governing body for tennis. The plan calls for a number of Tennis Canada sanctioned tournaments which aligns with the City's Sport Tourism Strategy and will have an economic impact from a tourism perspective. The facility will serve the needs of recreational and competitive players in the community and also provide opportunities for hosting provincial, national and international events that will bring visitors to showcase the talent in Mississauga.

Churchill Meadows Sports Park Location

City staff reviewed a number of existing tennis court locations for the proposed facility, which would have six tennis courts with lights covered with an air-supported structure. Air-supported structures can have a significant aesthetic impact on a neighbourhood, and many existing tennis courts are located in communities closely surrounded with single-family homes and parkland. In addition, adding the structure to the site generates significant parking requirements as well as fire access – most existing tennis court sites cannot meet these requirements.

After reviewing existing tennis court locations in Mississauga, staff and Mr. Hale have identified the planned tennis courts at Churchill Meadows Sports Park (Park 459) as the best location for this facility as it meets the site requirements for parking, setbacks and washroom facilities, there is already an air-supported structure on the nearby soccer field, and there are funds in the Parks capital budget for tennis courts at this location.

Phase 1 of the project includes an air-supported structure over one of the two artificial turf soccer fields, along with a multi-use trail and other park amenities. The tennis courts are part of Phase 2 of the park project and initial plans were to fund two unlit courts on the site for public use.

Financial Impact

The proposed terms of the agreement are as follows, subject to negotiations and final costing.

The Parks capital forecast is currently carrying a committed budget of \$1.664M for the tennis courts in Phase 2 of Park 459 in 2022-2023. The Premier Racquet Club proposal would fund the incremental cost to increase the facility from 2 to 6 courts, add lighting and an air-supported structure currently estimated to be \$2.65M.

The proposal includes operating the facility year-round under a long-term ground lease at Premier Racquet Club's expense.

Conclusion

Tennis and pickleball are both growing sports in Canada and demand locally is growing for affordable indoor facilities for these sports. A partnership that is endorsed by Tennis Canada and aligns with Mississauga's Sport Tourism Strategy will benefit the City and its residents.



Shari Lichterman, CPA, CMA, Commissioner of Community Services

Prepared by: Jodi Robillos, Director, Parks, Forestry and Environment

City of Mississauga
Corporate Report



<p>Date: January 29, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Meeting date: February 24, 2021</p>

Subject

Multi-Year Accessibility Plan – 2020 Accessibility Annual Status Update

Recommendation

That the report dated January 29, 2021 from the Commissioner of Corporate Services and Chief Financial Officer entitled, “Multi-Year Accessibility Plan - 2020 Accessibility Annual Status Update” be received for information.

Report Highlights

- The goal of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to identify, prevent and remove barriers to make Ontario accessible by 2025
- Establishing a multi-year accessibility plan is a requirement under the AODA. The City's Multi-Year Accessibility Plan 2018-2022, describes the actions the City will take to meet AODA requirements. Cumulatively, 88% of the 64 commitments were completed by the end of year three (2020)
- The Multi-Year Accessibility Plan - 2020 Accessibility Annual Status Update highlights the City's completed 2020 initiatives which have identified and removed barriers to people of all abilities
- The 2020 MiWay Annual Accessibility Report highlights improvements made to the City's transportation system to ensure its services and operations are accessible
- The City achieved 100% compliance on a 2020 AODA Audit from the Government of Ontario
- The COVID-19 pandemic has impacted the way the City operates but ensuring access to City programs and services for people with disabilities continues to be a priority and forms part of the City's commitment to accessible customer service

Background

Making our community accessible to everyone is both a vision and a goal. Accessibility impacts people's daily lives, families, careers and opportunities and we want to make it easier for everyone to participate more fully in our community. In Ontario, almost one in four people has a disability, which equates to about 173,600 Mississauga residents, and 43 per cent are also seniors. 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 five standards:

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

Establishing a multi-year accessibility plan is a requirement under the AODA. The 2018-2022 Multi-Year Accessibility Plan (Appendix 1) outlines the actions the City will take to meet its obligations under the legislation, prevent and remove barriers, and when it will do so. These achievements translate into improved accessibility in City programs, services and facilities for residents, visitors and employees. As our population ages, a more accessible City is more inclusive for everyone, including seniors and people with disabilities.

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

Present Status

Every year the Facilities & Property Management Accessibility Planning & Compliance team provides an update on the accessibility achievements from the previous reporting year. The Multi-Year Accessibility Plan - 2020 Accessibility Annual Status Update (Appendix 1) highlights the City's completed 2020 initiatives which have improved accessibility for people of all abilities.

Meeting our commitments

Year three saw 88% of the 64 commitments in the City's five-year accessibility plan completed. These achievements translate into improved accessibility in City services, programs and facilities and demonstrate the City's commitment to making accessibility a part of everyday business and integrating it into the City's long-term plans.

General Committee	2021/01/29	3
-------------------	------------	---

MYAP section	Number of commitments	% complete in 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.

In addition to updating the status of the City's Multi-Year Accessibility Plan, this report highlights three key achievements by the organization in 2020: improving the accessibility of virtual meetings and events in response to COVID-19, launching an accessible website and the City receiving 100% compliance rating following an AODA Phase 2 Desk Audit from the Government of Ontario.

MiWay has also prepared the 2020 MiWay Annual Accessibility Report which is included as Appendix 2 and highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone.

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.

In response to the pandemic, the Mayor has provided public health information related to COVID-19 through weekly virtual press conferences. To ensure these press conferences are accessible, the City provides ASL interpreters, closed captioning and provides information from the press conferences in alternate formats upon request. Additionally, all Council meetings have been held virtually since the start of the pandemic and have included closed captioning to improve their accessibility.

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.

Launching an accessible website

One of the City's goals is to increase the availability of accessible information for residents, visitors and employees. Launching and maintaining a website that is accessible and usable for everyone is a key step in the City's plan to meet this goal. Making the City's website accessible ensures that people with visual, hearing, motor and cognitive difficulties can understand and effectively use our content and services through assistive technology, such as screen readers, screen magnification software and navigation assistance. Ensuring everyone can use the City's website allows us to serve as many people as possible.

When developing the City's new website, rigorous evaluation was done throughout the development process to identify accessibility issues and address them. In addition to automatic assessments to review the website and test accessibility, staff also consulted with the AAC and hosted individual testing sessions with AAC members. Some of the features incorporated to make the website accessible include:

- Providing text alternatives for non-text content like images
- Making content easy for people to see and hear through larger, clearer text and ensuring good colour contrast
- Ensuring the website is easy to navigate using just a keyboard and making information easy to find
- Using plain language and ensuring content is easy to understand
- Making the website adaptable so it can be used with different devices, browsers and assistive technologies
- The new site was released in stages starting in 2019 and completely replaced the old site in September 2020

Staff continue to monitor accessibility levels with automation software, using the data to improve accessibility in future software release cycles.

Successful provincial accessibility audit

In 2020, the City filed a successful accessibility compliance report with the Government of Ontario. The report indicated the City was compliant with all AODA legislated requirements to-date. In the year following the submission of a compliance report, the Ministry for Seniors and Accessibility conducts Phase 2 Audits on approximately one-third of public sector organizations, which are selected at random, to confirm they are in compliance with the AODA.

On November 17th, the City received a notice of audit focusing on seven regulatory requirements:

1. Accessibility Advisory Committee
2. Accessibility policies
3. Multi-year accessibility plan
4. Procurement and self-service kiosks
5. Training

6. Accessible feedback
7. Accessible employment policies

The requested information was provided to the ministry by the December 2nd deadline. On January 4th, 2021, the City received confirmation from the ministry that the audit was concluded and the City had demonstrated 100% compliance.

Council and the public are able to track the City's progress through annual status reports and compliance reports to the province every two years. The City is compliant with all requirements to-date, filing successful reports in 2013, 2015, 2017 and most recently in 2019. The City's next provincial compliance report will be filed in 2021.

Conclusion

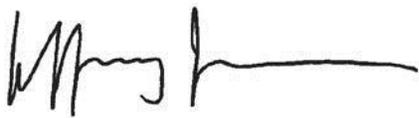
This report provides a status update on the 2020 initiatives to implement the City's multi-year accessibility plan. Annual status updates are posted on the City's website in an accessible format.

In three years, the City has completed 88% of its 64 commitments in our 2018-2022 Multi-Year Accessibility Plan. We know that more progress is needed in order to make the City a more accessible organization that helps people with disabilities participate fully in their life and work. Forging new partnerships and innovative ways of working will enable the City to remove more barriers and continue driving towards becoming a more accessible employer and service provider.

Attachments

Appendix 1: Multi-Year Accessibility Plan - 2020 Accessibility Annual Status Update

Appendix 2: 2020 MiWay Annual Accessibility Report



Jeff Jackson, Director of Finance and Treasurer on behalf of
Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

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

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

City of Mississauga
2020 Accessibility
Annual Status Update



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

City of Mississauga
**2020 Accessibility
 Annual Status Update**



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.

City of Mississauga
**2020 Accessibility
 Annual Status Update**



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

City of Mississauga

2020 Accessibility Annual Status Update



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.

City of Mississauga

2020 Accessibility Annual Status Update



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	% complete in 2020
General requirements and governance	9	89%
Customer service	6	67%
Information and communications	11	82%
Employment	9	100%
Transportation	10	90%
Design of public spaces	19	89%
Total	64	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.

City of Mississauga

2020 Accessibility Annual Status Update



This training ensures employees at all levels of the City know what their obligations are and work towards creating a more accessible organization.

2018-2022 Goals

- ✓ Establish a corporate accessibility governance structure and accountability framework to oversee the implementation of the multi-year accessibility plan (MYAP)
- ✓ Provide annual status updates on the City's MYAP to the City's AAC and Council and post on the City's website
- ✓ Promote accessibility awareness within the organization and community
- ✓ 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

City of Mississauga

2020 Accessibility Annual Status Update



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*
- 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

- ✓ 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
- ✓ 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
- 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

City of Mississauga

2020 Accessibility Annual Status Update



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

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 – in addition to an accessible internal website platform for employees – InsideMississauga.

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 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

City of Mississauga

2020 Accessibility Annual Status Update



- 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
- 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

City of Mississauga

2020 Accessibility Annual Status Update



- ✓ 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 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

City of Mississauga

2020 Accessibility Annual Status Update



- ✓ 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

- 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.

City of Mississauga
**2020 Accessibility
 Annual Status Update**



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

- ✓ 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

City of Mississauga

2020 Accessibility Annual Status Update



- ✓ 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:
 - 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 Braeben 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

City of Mississauga
**2020 Accessibility
Annual Status Update**



- 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

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 88% of its 64 commitments in our 2018-2022 Multi-Year Accessibility Plan. We know that more progress is needed in order to make the City a more accessible organization that helps people with disabilities participate fully in their life and work. Forging new partnerships and innovative ways of working will enable the City to remove more barriers and continue driving towards becoming a more accessible employer and service provider.



2020 Annual Accessibility Report

December 2020



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.

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

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.

Attention Customers

Bus Stop 0324 will be out of service for construction

This stop will not be serviced until further notice

Board your bus approximately 50 metres North

Visit miway.ca/alerts for more information.

905-615-INFO (4636)

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.

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.



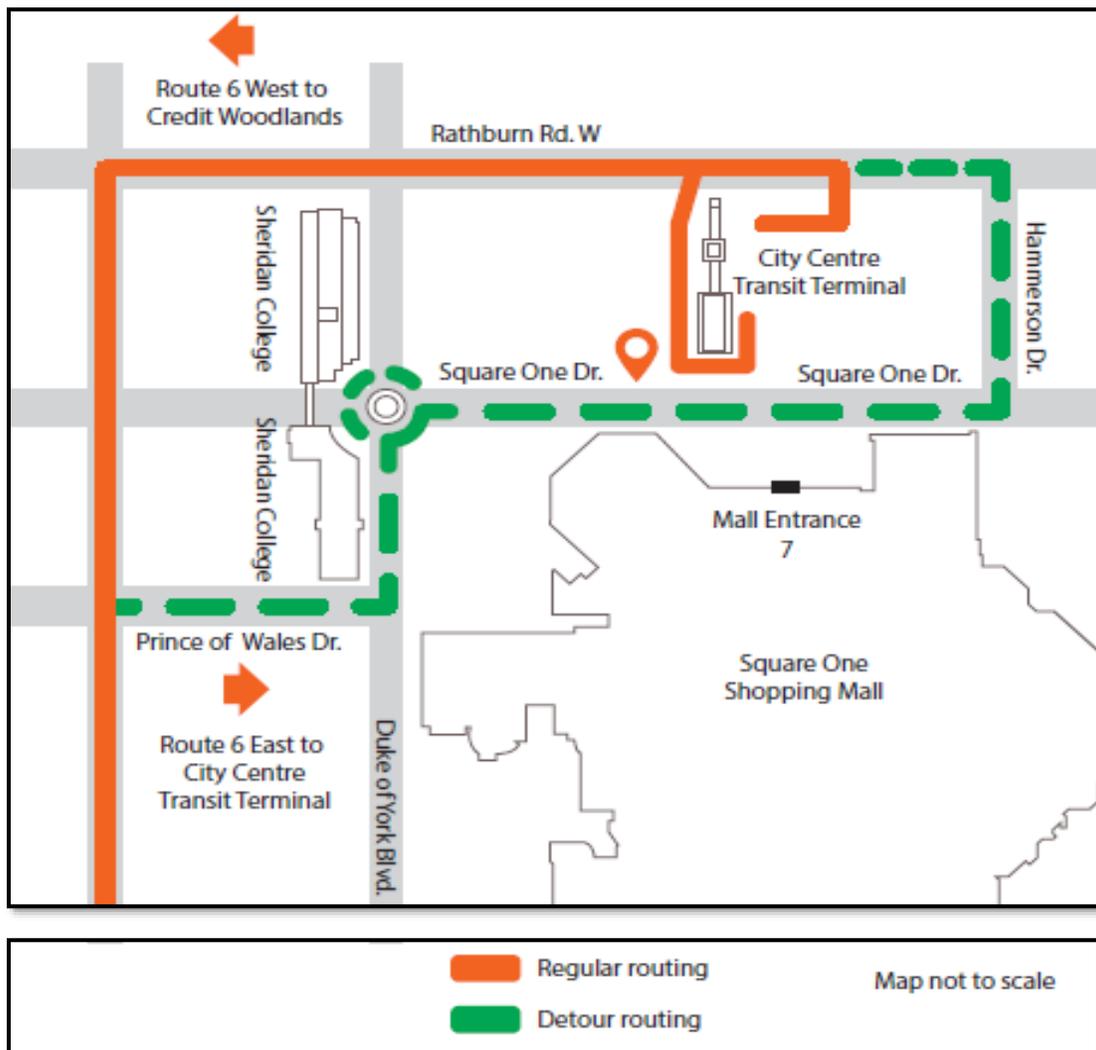
2020 Annual Accessibility Report



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

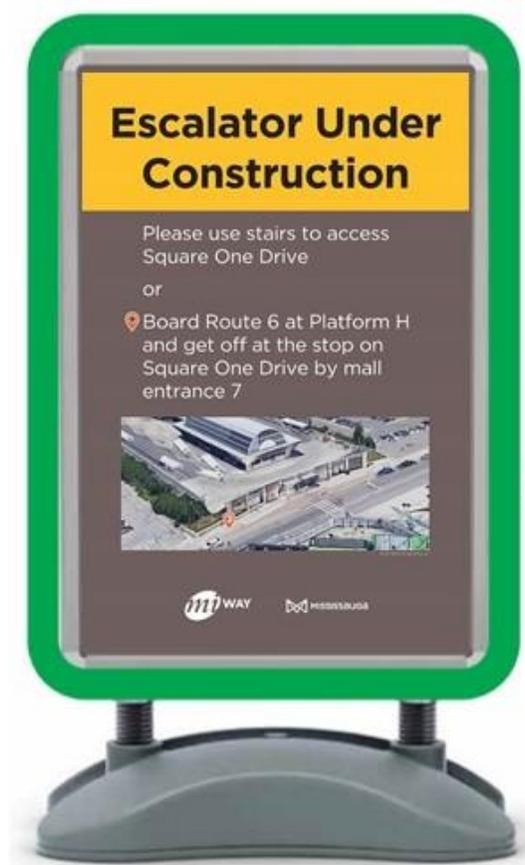
As part of the renovation, improvements to the existing elevator and escalators resulted in significant disruption for several months. The absence of elevators and escalators meant customers no longer had an accessible alternative to travel from the lower level of the City Centre Transit Terminal along 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



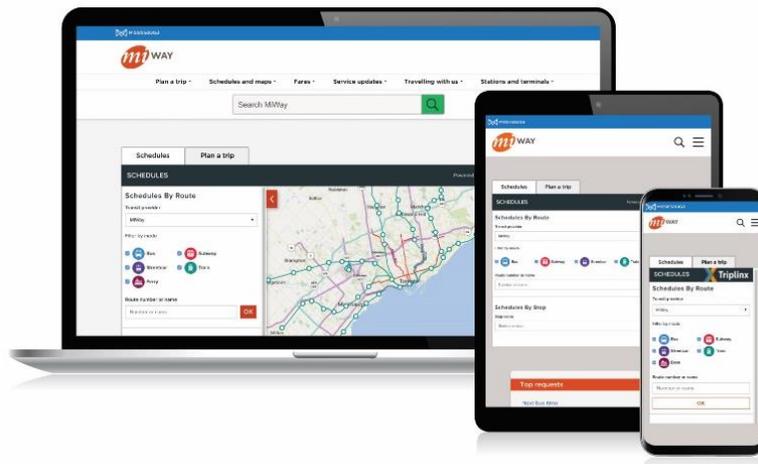
4.4 Information & Communication

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).

City of Mississauga
Corporate Report



<p>Date: January 20, 2021</p> <p>To: Chair and Members of General Committee</p> <p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Originator's files: MG.23.REP RT.10.Z-08</p>
	<p>Meeting date: February 24, 2021</p>

Subject

All-Way Stop – Pine Avenue North at Queen Street West (Ward 1)

Recommendation

That an all-way stop control not be implemented at the intersection of Pine Avenue North at Queen Street West, as outlined in the report from the Commissioner of Transportation and Works, dated January 20, 2021 and entitled “All-way Stop – Pine Avenue North at Queen Street West (Ward 1)”.

Background

The Transportation and Works Department has been requested by the Ward Councillor to submit a report to General Committee regarding the implementation of an all-way stop at the intersection of Pine Avenue North at Queen Street West.

Currently, the intersection of Pine Avenue North at Queen Street West operates as a three-leg intersection with a stop control northbound on Pine Avenue North. A location map is attached as Appendix 1.

Comments

A manual turning movement count was completed to determine the need for an all-way stop control based on traffic volumes. The results are as follows:

Pine Avenue North at Queen Street West

	<u>Warrant Value</u>
Warrant 1: Volume for All Approaches	100%
Warrant 2: Minor Street Volume	71%

In order for an all-way stop control to be warranted based on traffic volumes, both Warrants 1 and 2 must equal 100%. A review of the collision history at this intersection did not reveal any reported collisions within the past three years. For an all-way stop control to be warranted based on collision frequency, at least five collisions must occur in a 12-month period, provided the collisions are of the type considered correctable by the use of an all-way stop (i.e. turning movement, angle collisions).

Therefore, an all-way stop is not warranted based on the turning movement count results and collision history.

Financial Impact

In the event that an all-way stop is required, costs associated with the sign installations can be accommodated by the 2021 Operating Budget in cost center 23978.

Conclusion

Based on the manual turning movement count results and collision history at this intersection, the Transportation and Works Department recommends against the installation of an all-way stop at the intersection of Pine Avenue North at Queen Street West.

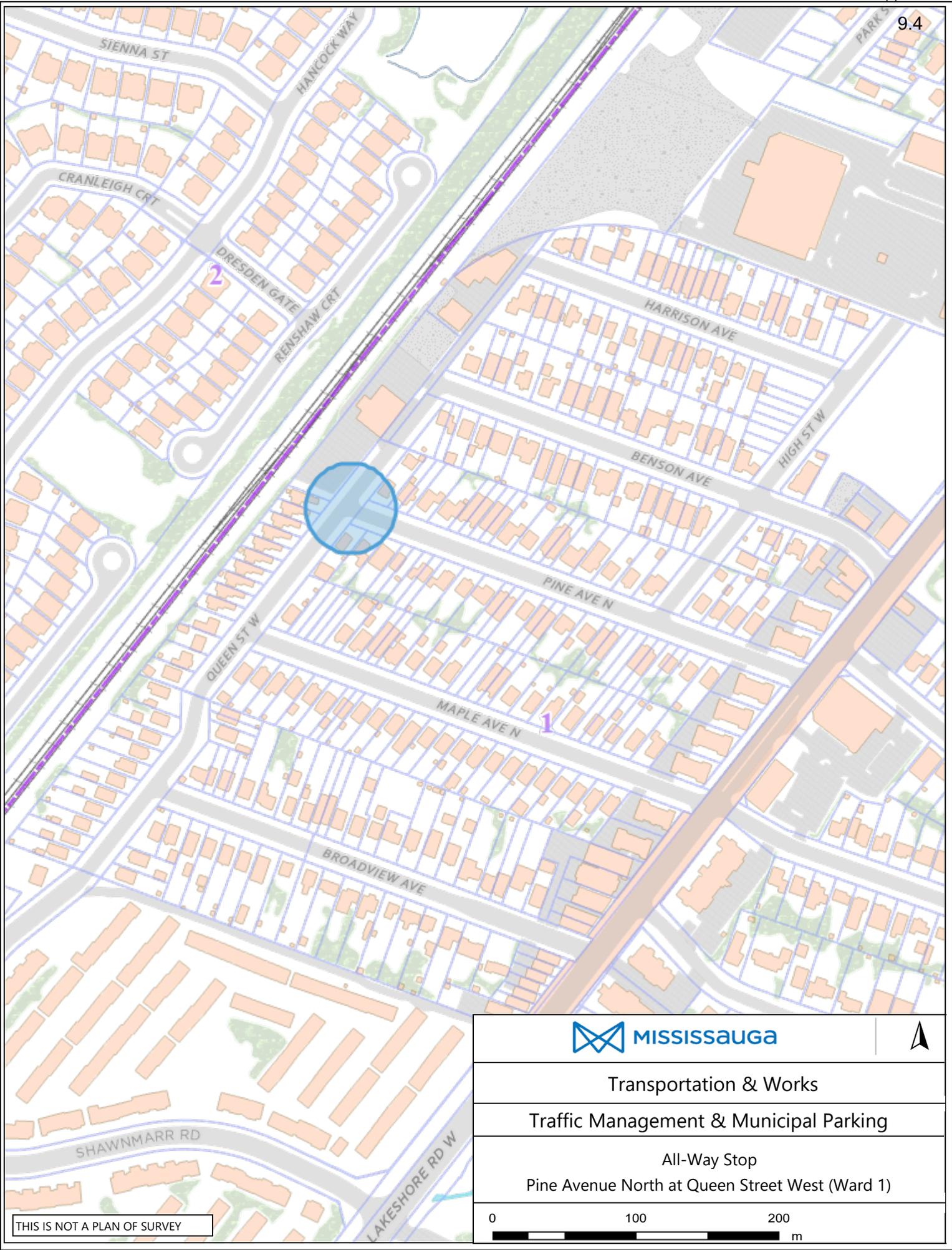
Attachments

Appendix: Location Map – All-Way Stop – Pine Avenue North at Queen Street West (Ward 1)



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

Prepared by: Milan Pavlovic, Traffic Operations Technician



THIS IS NOT A PLAN OF SURVEY

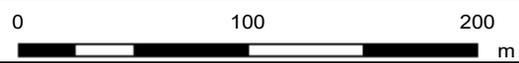


Transportation & Works

Traffic Management & Municipal Parking

All-Way Stop

Pine Avenue North at Queen Street West (Ward 1)



City of Mississauga
Corporate Report



<p>Date: January 18, 2021</p> <p>To: Chair and Members of General Committee</p> <p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Originator's files: MG.23.REP RT.10.Z-21</p>
	<p>Meeting date: February 24, 2021</p>

Subject

All-Way Stop – Kirwin Avenue and Little John Lane (Ward 7)

Recommendation

That an all-way stop control not be implemented at the intersection of Kirwin Avenue and Little John Lane, as outlined in the report from the Commissioner of Transportation and Works, dated January 18, 2021 and entitled “All-way Stop – Kirwin Avenue and Little John Lane (Ward 7)”.

Background

The Transportation and Works Department has been requested by the Ward Councillor to submit a report to General Committee regarding the implementation of an all-way stop at the intersection of Kirwin Avenue and Little John Lane.

Currently, the intersection of Kirwin Avenue and Little John Lane operates as a three-leg intersection with a stop control southbound on Little John Lane. There is an existing westbound channelized right turn with a yield control to northbound Little John Lane. A location map is attached as Appendix 1.

Comments

A manual turning movement count was completed to determine the need for an all-way stop control based on traffic volumes. The results are as follows:

Kirwin Avenue and Little John Lane

	<u>Warrant Value</u>
Warrant 1: Volume for All Approaches	100%
Warrant 2: Minor Street Volume	41%

In order for an all-way stop control to be warranted based on traffic volumes, both Warrants 1 and 2 must equal 100%. A review of the collision history at this intersection did not reveal any reported collisions within the past three years. For an all-way stop control to be warranted based on collision frequency, at least five collisions must occur in a 12-month period, provided the collisions are of the type considered correctable by the use of an all-way stop (i.e. turning movement, angle collisions).

Therefore, an all-way stop is not warranted based on the turning movement count results and collision history.

In the event that an all-way stop is approved at this intersection, staff recommend a review of this location for intersection improvements. In the immediate term the yield control will be maintained. However, this is not an ideal operation and should be removed along with physical improvements that would remove the right turn channel at the intersection.

Financial Impact

In the event that an all-way stop is required, costs associated with the sign installations can be accommodated by the 2021 Operating Budget in cost center 23978. Costs associated with potential intersection improvements will be determined once reviewed.

Conclusion

Based on the manual turning movement count results and collision history at this intersection, the Transportation and Works Department recommends against the installation of an all-way stop at the intersection of Kirwin Avenue and Little John Lane.

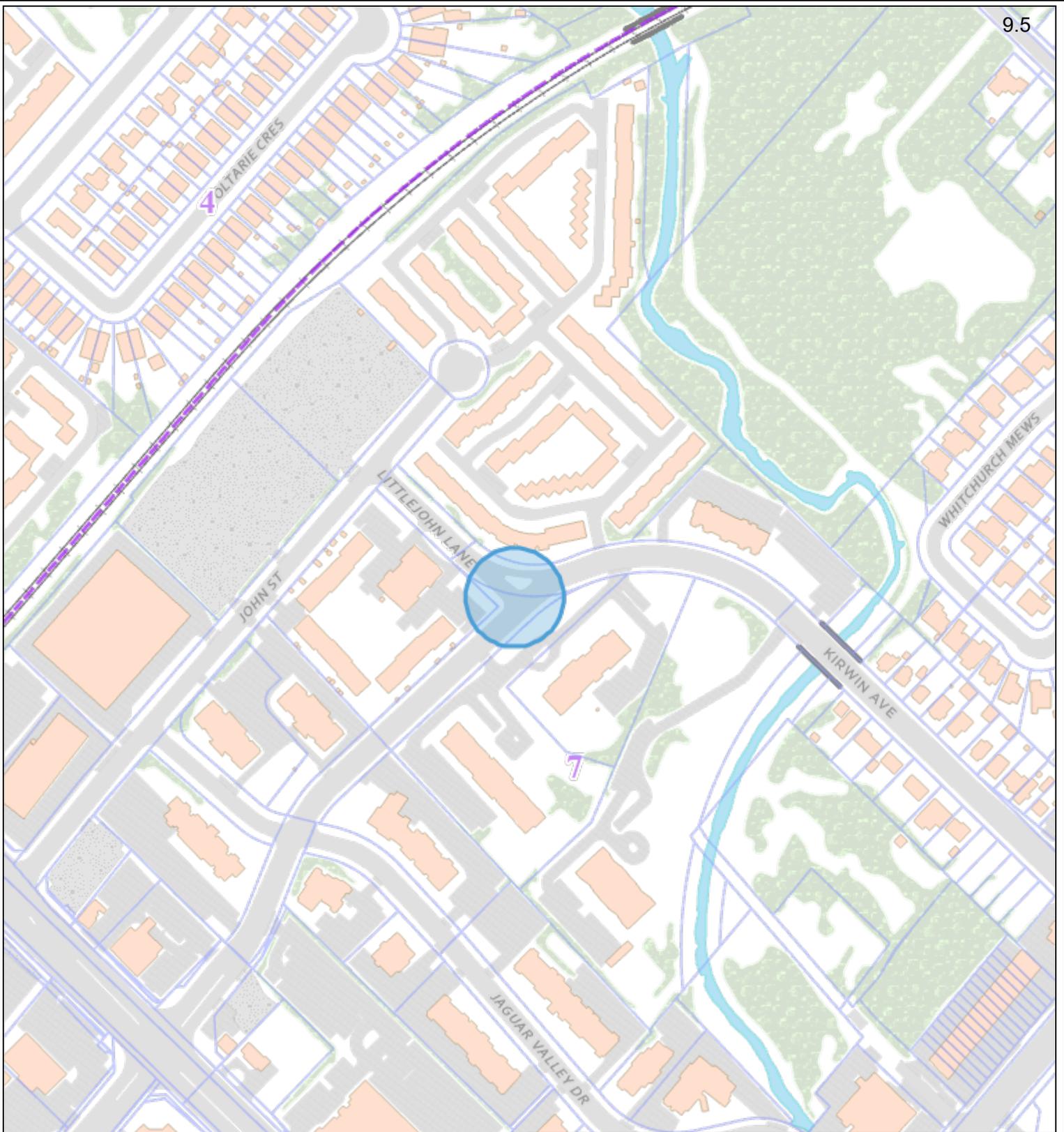
Attachments

Appendix: Location Map – All-Way Stop – Kirwin Avenue and Little John Lane (Ward 7)



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

Prepared by: Milan Pavlovic, Traffic Operations Technician



 MISSISSAUGA 
<p>Transportation & Works</p>
<p>Traffic Management & Municipal Parking</p>
<p>All-Way Stop Kirwin Avenue & Little John Lane (Ward 7)</p>
<p>0 100 200 m</p> 

THIS IS NOT A PLAN OF SURVEY

City of Mississauga Corporate Report



Date: February 12, 2021

To: Chair and Members of General Committee

From: Andrew Whitemore, M.U.R.P., Commissioner of
Planning and Building

Originator's files:
CD.21.COM

Meeting date:
February 24, 2021

Subject

Community Engagement – State of the City

Recommendation

That the report titled “Community Engagement – State of the City”, dated February 12, 2021, be received for information.

Background

Community engagement as part of City-led projects is a key part of the City's decision-making process. In-keeping with the Community Engagement Strategy's commitment to meaningful engagement every time, staff continue to measure engagement performance through participant evaluations and project data.

Comments

The COVID-19 pandemic caused the City to initially pause community engagement associated with City projects in March/April 2020. Council subsequently endorsed principles to transition to non in-person forms of consultation. This included virtual community meetings in addition to an increased use of online engagement tools such as surveys, polls, questions/answers, forums, and idea walls. Traditional communication approaches such as direct mail, phone and email were available for those participants less comfortable with online engagement.

Many other innovative solutions were developed including:

- virtual interactive community meetings, with recordings for anytime viewing
- online narrated presentations for Public Information Centres
- “on-demand” open house with interactive display boards
- a digital feedback tool that measures customer experience online
- a virtual open data challenge spanning three weeks
- a virtual student ambassador program

- virtual “in-classroom” youth workshops
- survey process flexible for online or mail in responses

The 2020 performance measures for community engagement were adjusted to reflect the transition of engagement to virtual mediums with a focus on online tools. The results are presented in Appendix 1 and exclude community meetings associated with development applications under the *Planning Act*. Not surprisingly, the number of in-person and virtual engagement events was 67 less than in 2019. However, there were a comparable number of in-person or virtual event attendees in 2020 as there were in 2019.

Appendix 2 shows initial satisfaction and demographic data from a modest number of respondents. The data indicates that participants were satisfied with the engagement experiences. However, participants were not as satisfied with the information provided in advance to prepare them for the engagement sessions. This will be a point of emphasis for staff to improve on in 2021. The majority of participants who provided feedback forms were over the age of 55 years.

There are an estimated 72 City-led projects that will include community engagement for 2021 (see Appendix 3). This information will assist staff to look for collaboration and resource alignment opportunities.

Next Steps

Virtual and online community engagement practices developed in 2020 to accommodate for the pandemic will remain as part of the City’s ongoing engagement toolkit. These practices increase accessibility and flexibility for many participants. However, it is acknowledged that virtual approaches do not fully replicate the sense of community, intimacy and informal chats that are often present at in-person engagement sessions.

Staff will continue to build engagement capacity through training, ongoing refinement of tools and templates, community of practice and industry best practices. Specifically, staff will continue to strengthen outreach and awareness of participants to achieve a more inclusive and informed audience. It is intended that the participation results and project data from all City-led community engagement meetings, including those associated with development applications, be included in the future annual reporting to Council. Staff will report back to Council on when/how to restart in-person engagement once it is allowed by public health authorities.

Strategic Plan

The Strategic Plan’s Connect Pillar speaks to building socially and physically connected communities. Community engagement helps to build social connections and a sense of place.

Financial Impact

No financial impact at this time.

Conclusion

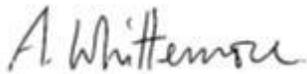
Public input continued to be received on many important City-led projects over the last year. The feedback and experience gained during the pandemic has resulted in many improved community engagement techniques that will be used well into the future.

Attachments

Appendix 1: 2020 Engagement Report

Appendix 2: 2020 Initial Satisfaction and Demographic Data

Appendix 3: 2021 Planned Community Engagement Initiatives



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

Prepared by: Ruth M. Marland, MCIP, RPP, Manager, Community Relations, City Planning Strategies Division



Our Community Engagement Strategy 2020 Engagement Report

The following statistics represent the engagement results for City initiated and led studies or initiatives. These statistics exclude community meetings associated with development applications under the *Planning Act*.

96

in-person engagement or virtual engagement events



10,090

in-person engagement or virtual engagement event attendees

39

projects represented across eleven City divisions

17,000

participants in online engagement



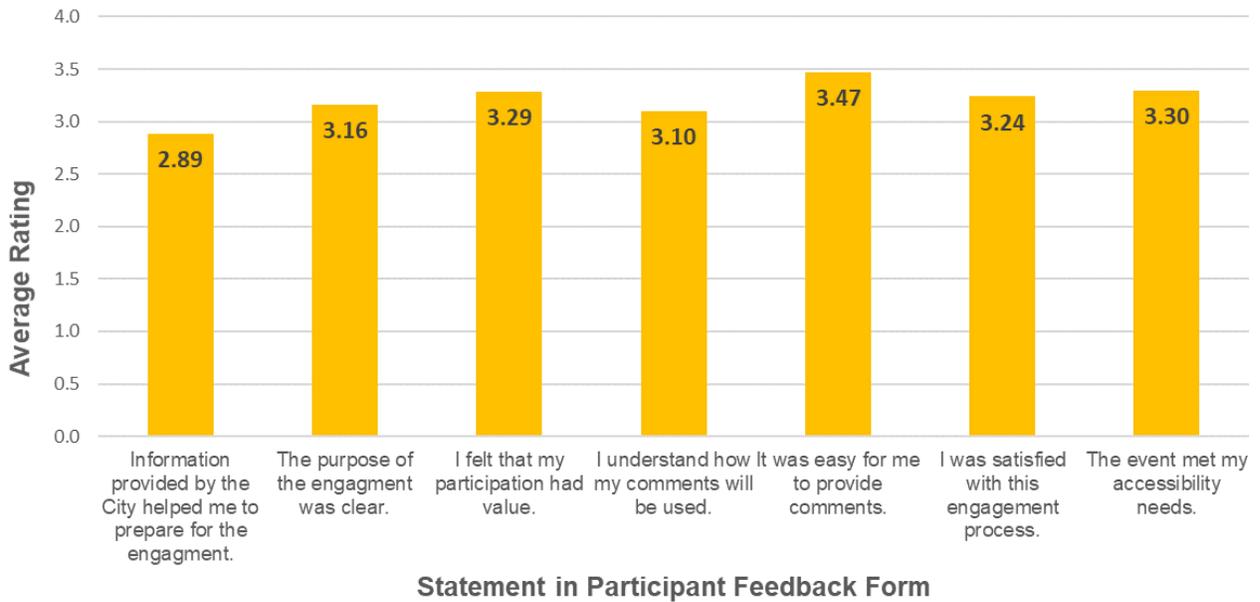
Key Engagements Undertaken

2019-20 MiWay Student Ambassador Program | 2020-21 MiWay Student Ambassador Program | 2021 Budget | Burnhamthorpe CC Redevelopment | Changing Lanes | Clarkson and Lakeshore Road Intersection Improvement EA | Climate Change Program | Community Tennis Network | Credit Meadows EA | Digital Modernization Project | Dixie-Dundas Flood Mitigation Study | Downtown Movement Plan | Downtown Parks | Engaging on Engagement | Erin Centre Trail | Lakeview Village Parks | Little Etobicoke Creek Flood Evaluation Study | Masks Mandatory on MiWay Buses | Mississauga Music Strategy | MiWay Customer Satisfaction Survey | MiWay New Priority Seating Pilot | MiWay Service Transition | Noise Control Program Review | Official Plan Review | Older Adult Plan for Recreation | One Port Street East Marina EA | Pedestrian Master Plan | Physical Expressions of Pride | Port Credit Harbour West | Rathburn Road East and Ponytrail Drive Integrated Road Project | Short Term Accommodation By-law | Smart City | Sport User Network | The Collegeway Cycling Improvements Study | Thorncrest Park | Traffic Calming Public Engagement | Transit and Road Infrastructure Plan | Uptown Node Character Area OPA | Youth Plan for Recreation

Appendix 2: 2020 Initial Satisfaction and Demographic Data

The following statistics represent engagement results based on input by 83 participants collected at City-led in-person engagements and virtual engagements held over videoconferencing platforms. These statistics exclude community meetings associated with development applications under the *Planning Act*.

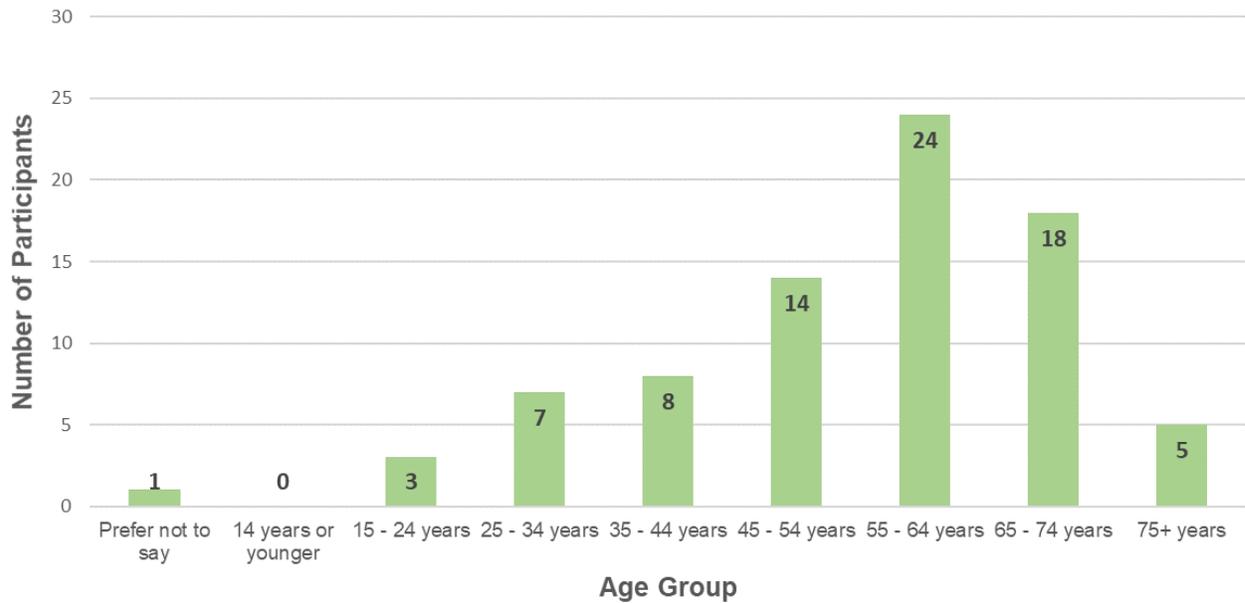
Participant Rating of In-Person and Virtual Engagement (Average Rating out of 4) *



* Participants were asked to rate 7 statements from 1 to 4, with 1 being strongly disagree and 4 being strongly agree. This satisfaction data was collected at 5 different in-person engagement events and 8 different virtual engagements, with a combined total of 83 submissions.

Satisfaction data was collected through hardcopy Participant Feedback Forms at in-person engagement events and through an online version of the Forms for virtual engagements.

Age Group of In-Person and Virtual Engagement Participants



Participant Feedback Forms also included a question regarding age group of participants. 80 of the 83 participants who completed Participant Feedback Forms offered data on their age group. The most represented age group among participants in in-person and virtual engagements was the 55-64 years group followed by the 65-74 years group.

Appendix 3: 2021 Planned Community Engagement Initiatives

(Preliminary List and Timing)

City of Mississauga Project Name	Dept./Division	2021 Upcoming Engagements				
		Q1	Q2	Q3	Q4	TBD
Innovation District	City Manager's Office, Economic Development Office					
Archaeology Master Plan	Community Services, Culture & Heritage Planning					
Cultural Heritage Landscape Inventory	Community Services, Culture & Heritage Planning					
Cultural Investment in Neighbourhood Main Streets	Community Services, Culture & Heritage Planning					
Culture Districts Implementation	Community Services, Culture & Heritage Planning					
Public Art Master Plan	Community Services, Culture & Heritage Planning					
SAIB North Building Redevelopment	Community Services, Culture & Heritage Planning					
1 Port Street E. Proposed Marina EA	Community Services, Parks, Forestry and Environment					
Brightwater Parks	Community Services, Parks, Forestry and Environment					
Cooksville Community Garden	Community Services, Parks, Forestry and Environment					
Cooksville Four Corners	Community Services, Parks, Forestry and Environment					
Dog Waste	Community Services, Parks, Forestry and Environment					
Downtown Parks (Phase 2)	Community Services, Parks, Forestry and Environment					
Gullden Park Redevelopment	Community Services, Parks, Forestry and Environment					
Lakeview Public Parks (Phase 2)	Community Services, Parks, Forestry and Environment					
Litter	Community Services, Parks, Forestry and Environment					
Single Use Plastics	Community Services, Parks, Forestry and Environment					
Urban Agriculture Strategy	Community Services, Parks, Forestry and Environment					
Washroom Pilot: Tobias Mason	Community Services, Parks, Forestry and Environment					
BIA Relationship Agreement	Community Services, Recreation					
Carmen Corbasson CC Redevelopment	Community Services, Recreation					

City of Mississauga Project Name	Dept./Division	2021 Upcoming Engagements				
		Q1	Q2	Q3	Q4	TBD
CLASS Replacement	Community Services, Recreation					
Sports Users Network	Community Services, Recreation					
Youth Friendly Communities Application	Community Services, Recreation					
Smart City Hub	Corporate Services, Information & Technology					
Smart City Innovation Challenge	Corporate Services, Information & Technology					
Smart City Podcast	Corporate Services, Information & Technology					
Smart City Policy	Corporate Services, Information & Technology					
2022 Budget	Corporate Services/Strategic Communications					
Digital Customer Experience	Corporate Services/Strategic Communications					
City-Wide Major Transit Station Areas (MTSAs)	Planning & Building, City Planning Strategies					
Clarkson Transit Station Area Study	Planning & Building, City Planning Strategies					
Downtown Fairview, Cooksville and Hospital Policy Review	Planning & Building, City Planning Strategies					
Downtown Strategy	Planning & Building, City Planning Strategies					
Dundas Connects Implementation OPA	Planning & Building, City Planning Strategies					
Inclusionary Zoning	Planning & Building, City Planning Strategies					
Increasing Housing Choices in Neighbourhoods	Planning & Building, City Planning Strategies					
Lakeshore East Corridor Study	Planning & Building, City Planning Strategies					
Meadowvale Neighbourhood Character Area Study	Planning & Building, City Planning Strategies					
Official Plan Review	Planning & Building, City Planning Strategies					
Parking Regulations Study	Planning & Building, City Planning Strategies					
Bloor Street Integrated Roads Project (Central Parkway W. to east limit)	Transportation & Works, Infrastructure Planning & Engineering Services					

City of Mississauga Project Name	Dept./Division	2021 Upcoming Engagements				
		Q1	Q2	Q3	Q4	TBD
Build Beautiful Stormwater Master Plan	Transportation & Works, Infrastructure Planning & Engineering Services					
Carolyn Creek Erosion Control Study	Transportation & Works, Infrastructure Planning & Engineering Services					
Changing Lanes	Transportation & Works, Infrastructure Planning & Engineering Services					
Derry Road E. and Alstep Drive Road Improvements EA	Transportation & Works, Infrastructure Planning & Engineering Services					
Dixie-Dundas Flood Mitigation Study	Transportation & Works, Infrastructure Planning & Engineering Services					
Downtown Movement Plan	Transportation & Works, Infrastructure Planning & Engineering Services					
Dundas Street Bus Rapid Transit (BRT)	Transportation & Works, Infrastructure Planning & Engineering Services					
Glen Erin Drive Integrated Roads Project (Britannia to Derry)	Transportation & Works, Infrastructure Planning & Engineering Services					
Lakeshore Road Higher Order Transit (HOT)	Transportation & Works, Infrastructure Planning & Engineering Services					
Lakeshore Road W. at Clarkson Road Intersection Improvements EA	Transportation & Works, Infrastructure Planning & Engineering Services					
Lisgar District Pumping Station EA	Transportation & Works, Infrastructure Planning & Engineering Services					
Loyalist Creek Erosion Control Study – Thorn Lodge Drive	Transportation & Works, Infrastructure Planning & Engineering Services					
Malton Flood Mitigation Study	Transportation & Works, Infrastructure Planning & Engineering Services					
Micromobility Program Development	Transportation & Works, Infrastructure Planning & Engineering Services					
Mimico Creek Erosion Control Study – Etude Dr. to Derry and Rena Roads	Transportation & Works, Infrastructure Planning & Engineering Services					

City of Mississauga Project Name	Dept./Division	2021 Upcoming Engagements				
		Q1	Q2	Q3	Q4	TBD
Mississauga Valley SWM Facility Information PIC	Transportation & Works, Infrastructure Planning & Engineering Services					
Ninth Line Road Improvements EA (Eglinton Ave. W. to Derry Rd. W.)	Transportation & Works, Infrastructure Planning & Engineering Services					
Port Credit Drainage Study	Transportation & Works, Infrastructure Planning & Engineering Services					
Rathburn Road E. and Ponytrail Drive Integrated Roads Project (Dixie Road to east limit / Burnhamthorpe Road E.)	Transportation & Works, Infrastructure Planning & Engineering Services					
Sawmill Creek Erosion Control Study	Transportation & Works, Infrastructure Planning & Engineering Services					
Sheridan Creek Erosion Control Study	Transportation & Works, Infrastructure Planning & Engineering Services					
Southdown Stormwater Servicing and Environmental Master Plan	Transportation & Works, Infrastructure Planning & Engineering Services					
Storm Sewer By-law Update	Transportation & Works, Infrastructure Planning & Engineering Services					
Stormwater Charge Credit Review	Transportation & Works, Infrastructure Planning & Engineering Services					
Transit and Road Infrastructure Plan	Transportation & Works, Infrastructure Planning & Engineering Services					
Traffic Calming Public Engagement	Transportation & Works, Traffic Management & Municipal Parking					
2020-21 MiWay Student Ambassador Program	Transportation & Works, Transit					
2021-22 MiWay Student Ambassador Program	Transportation & Works, Transit					
MiWay Customer Charter	Transportation & Works, Transit					
Quarterly Measures for Charter by external customer research	Transportation & Works, Transit					

City of Mississauga
Corporate Report



<p>Date: February 2, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Meeting date: February 24, 2021</p>

Subject

Provincial Gas Tax Report - City of Mississauga 2020-2021 Allocation

Recommendation

1. That the report of the Commissioner of Corporate Services and Chief Financial Officer dated February 2, 2021 entitled "Provincial Gas Tax Report - City of Mississauga 2020-2021 Allocation" be received for information.
2. That a by-law be enacted to authorize the Mayor and the Commissioner of Corporate Services and Chief Financial Officer to execute, on behalf of The Corporation of the City of Mississauga, the letter of agreement with Her Majesty the Queen in right of the Province of Ontario, represented by the Minister of Transportation for the Province of Ontario, under the Dedicated Gas Tax Funds for Public Transportation Program (2020/2021), which agreement is attached as Appendix 1 to the corporate report dated February 2, 2021 from the Commissioner of Corporate Services and Chief Financial Officer.

Background

On June 13, 2013, Provincial Gas Tax funding was made permanent when the Dedicated Funding for Public Transportation Act, 2013 received Royal Assent. Annually, the Minister of Transportation advises each municipality of the amount of gas tax funds it is eligible to receive.

Comments

Provincially, total available funding for the year is based on a sharing formula of \$0.02 per litre. The Ministry has agreed to provide funding to the City of Mississauga to a maximum amount up to \$18,957,329. This is \$640,543 more than identified in last year's agreement. The program allocation formula remains unchanged and is based on 70% ridership and 30% population. In any given year based on the mix of municipalities, a municipalities allocation could fluctuate up or down.

The 2020/2021 Provincial gas tax funding may only be used for operating and capital expenditures for transit services, unchanged from the previous year's program. The City of Mississauga's 2020/21 annual allocation of \$18.9 million will be deposited into a dedicated Provincial Gas Tax Reserve Fund account. MiWay's 2021 operating budget includes an allocation of approximately \$18.5 million from the Provincial Gas Tax Reserve Fund to cover the costs of service expansion and improvements. The additional funding received will remain in the Provincial Gas Tax Reserve Fund and be used to offset unforeseen pressures in the Transit Operating Budget at year end.

To secure the City's share of funding from this program, the Ministry of Transportation must receive a signed letter of agreement. The agreement must be accompanied by a municipal by-law permitting the municipality to enter into the letter of agreement. A copy of the agreement is attached as Appendix 1.

Financial Impact

Total provincial gas tax funding from the province for 2020/2021 is \$18,957,329. The Ministry of Transportation will process a payment for \$14,217,997 (75%) when they receive the authorizing municipal by-law and signed agreement. The remaining \$4,739,332 (25%) will be paid at a later date.

Conclusion

A municipal by-law permitting the municipality to enter into the letter of agreement needs to be completed and forwarded to the Ministry of Transportation. This will secure the City's share of provincial gas tax funding.

Attachments

Appendix 1: Letter of Agreement



Jeff Jackson, Director of Finance and Treasurer on behalf of
Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Carolyn Paton, Manager, Strategic Financial Initiatives

**Ministry of
Transportation**

Office of the Minister

777 Bay Street, 5th Floor
Toronto ON M7A 1Z8
416 327-9200
www.ontario.ca/transportation**Ministère des
Transports**

Bureau de la ministre

777, rue Bay, 5^e étage
Toronto ON M7A 1Z8
416 327-9200
www.ontario.ca/transports

January 14, 2021

Mayor Bonnie Crombie
City of Mississauga
300 City Centre Drive
Mississauga ON L5B 3C1

Dear Mayor Crombie:

RE: Dedicated Gas Tax Funds for Public Transportation Program

This Letter of Agreement between the **City of Mississauga** (the “Municipality”) and Her Majesty the Queen in right of the Province of Ontario, as represented by the Minister of Transportation for the Province of Ontario (the “Ministry”), sets out the terms and conditions for the provision and use of dedicated gas tax funds under the Dedicated Gas Tax Funds for Public Transportation Program (the “Program”). Under the Program, the Province of Ontario provides two cents out of the provincial gas tax to municipalities to improve Ontario’s transportation network and support economic development in communities for public transportation expenditures.

The Ministry intends to provide dedicated gas tax funds to the Municipality in accordance with the terms and conditions set out in this Letter of Agreement and the enclosed Dedicated Gas Tax Funds for Public Transportation Program 2020-21 Guidelines and Requirements (the “guidelines and requirements”).

In consideration of the mutual covenants and agreements contained in this Letter of Agreement and the guidelines and requirements, which the Municipality has reviewed and understands and are hereby incorporated by reference, and other good and valuable consideration, the receipt and sufficiency of which are expressly acknowledged, the Ministry and the Municipality agree as follows:

1. To support local public transportation services in the Municipality, the Ministry agrees to provide funding to the Municipality under the Program to a maximum amount of up to **\$18,957,329** (“the “Maximum Funds”) in accordance with, and subject to, the terms and conditions set out in this Letter of Agreement and, for greater clarity, the guidelines and requirements.
2. Subject to Section 1, the Ministry will, upon receipt of a fully signed copy of this Letter of Agreement and a copy of the authorizing municipal by-law(s) and, if applicable, resolution(s) for the Municipality to enter into this Letter of Agreement, provide the Municipality with **\$14,217,997**; and any remaining payment(s) will be provided thereafter.

-2-

3. If another municipality authorizes the Municipality to provide local public transportation services on its behalf and authorizes the Municipality to request and receive dedicated gas tax funds for those services also on its behalf, the Municipality will in the by-law(s) and, if applicable, resolution(s) described in Section 2 confirm that the Municipality has the authority to provide those services and request and receive those funds.
4. The Municipality agrees that any amount payable under this Letter of Agreement may be subject, at the Ministry's sole discretion, to any other adjustments as set out in the guidelines and requirements.
5. The Municipality will deposit the funds received under this Letter of Agreement in a dedicated gas tax funds reserve account, and use such funds and any related interest only in accordance with the guidelines and requirements.
6. The Municipality will adhere to the reporting and accountability measures set out in the guidelines and requirements, and will provide all requested documents to the Ministry.
7. The Municipality agrees that the funding provided to the Municipality pursuant to this Letter of Agreement represents the full extent of the financial contribution from the Ministry and the Province of Ontario under the Program for the 2020-21 Program year.
8. The Ministry may terminate this Letter of Agreement at any time, without liability, penalty or costs upon giving at least thirty (30) days written notice to the Municipality. If the Ministry terminates this Letter of Agreement, the Ministry may take one or more of the following actions: (a) cancel all further payments of dedicated gas tax funds; (b) demand the payment of any dedicated gas tax funds remaining in the possession or under the control of the Municipality; and (c) determine the reasonable costs for the Municipality to terminate any binding agreement(s) for the acquisition of eligible public transportation services acquired, or to be acquired, with dedicated gas tax funds provided under this Letter of Agreement, and do either or both of the following: (i) permit the Municipality to offset such costs against the amount the Municipality owes pursuant to paragraph 8(b); and (ii) subject to Section 1, provide the Municipality with funding to cover, in whole or in part, such costs. The funding may be provided only if there is an appropriation for this purpose, and in no event will the funding result in the Maximum Funding exceeding the amount specified under Section 1.
9. Any provisions which by their nature are intended to survive the termination or expiration of this Letter of Agreement including, without limitation, those related to disposition, accountability, records, audit, inspection, reporting, communication, liability, indemnity, and rights and remedies will survive its termination or expiration.
10. This Letter of Agreement may only be amended by a written agreement duly executed by the Ministry and the Municipality.
11. The Municipality agrees that it will not assign any of its rights or obligations, or both, under this Letter of Agreement.

- 12. The invalidity or unenforceability of any provision of this Letter of Agreement will not affect the validity or enforceability of any other provision of this Letter of Agreement. Any invalid or unenforceable provision will be deemed to be severed.
- 13. The term of this Letter of Agreement will commence on the date of the last signature of this Letter of Agreement.
- 14. The Municipality hereby consents to the execution by the Ministry of this Letter of Agreement by means of an electronic signature.

If the Municipality is satisfied with and accepts the terms and conditions of this Letter of Agreement, please print and secure the required signatures, and then deliver a fully signed pdf copy to the Ministry at the email account below. Subject to the province's prior written consent, including any terms and conditions the Ministry may attach to the consent, the Municipality may execute and deliver the Letter of Agreement to the Ministry electronically. In addition, all program documents are also to be sent to the following email account:

MTO-PGT@ontario.ca

Sincerely,



Caroline Mulroney
Minister of Transportation

I have read and understand the terms and conditions of this Letter of Agreement, as set out above, and, by signing below, I am signifying the Municipality's consent to be bound by these terms and conditions.

Municipality

Date

Name (print):
Title (head of council or
authorized delegate):

I have authority to bind the Municipality.

Date:

Name (print):
Title (clerk or authorized delegate):

I have authority to bind the Municipality.

City of Mississauga
Corporate Report



<p>Date: January 27, 2021</p> <p>To: Chair and Members of General Committee</p>	<p>Originator's files:</p>
<p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Meeting date: February 24, 2021</p>

Subject

Annual Report on Commodity Price Hedging Agreements for 2020 (Electricity and Natural Gas)

Recommendation

That the Corporate Report dated January 27, 2021 entitled "Annual Report on Commodity Price Hedging Agreements for 2020 (Electricity and Natural Gas)", from the Commissioner, Corporate Services and Chief Financial Officer be received for information.

Report Highlights

- The Ontario Regulation 653/05 "Debt-related financial instruments and financial agreements" under Municipal Act 2001 as it pertains to Commodity Price Hedging Agreements, requires that municipalities adopt a statement of policies and goals relating to the use of financial agreements to address commodity pricing and costs before the municipality enters into commodity price hedging agreements. City of Mississauga adopted Corporate Policy #03-06-07 Procurement of Electricity and Natural Gas. This report is to satisfy the requirements of this Policy.
- The goal of the electricity and natural gas procurement strategies is to mitigate the risk of price volatility and optimize the cost of the City's electricity and natural gas.
- Fixed Price Contract (Hedging) is a method of managing the electricity and gas price volatility.
- The total cost of electricity for the City of Mississauga in 2020 was \$12,974,992 (1.76% tax included). The market conditions and offerings did not favour hedging for electricity; therefore, this strategy was not considered in 2020.
- The total cost of natural gas for the City of Mississauga in 2020 was \$2,069,928 (1.76% tax included). The market conditions and offerings did not favour hedging for natural gas; therefore this strategy was not considered in 2020.

- For 2021, no feasible hedging options were recommended as the analysed factors seem to suggest normal rates with low volatility. This decision will be re-visited if the market conditions change and feasible hedging options become available.

Background

This Report is being provided to General Committee as required by Corporate Policy # 03-06-07 on Commodity Price Hedging Agreements on Electricity and Natural Gas. The Policy states that electricity and natural gas procurement will be undertaken in a manner that endeavours to balance the need to achieve the lowest cost with the need for price stability.

To assist in developing the City's electricity and natural gas procurement strategy, the City hired Jupiter Energy Advisors Inc. (Subject Matter Expert) as energy consultants. They are hired to advise on supplier contracts and market opportunities and to provide the City with ongoing market updates and support as required.

The Policy also requires that the Commissioner of Corporate Services and CFO provide a report to Council, on an annual basis that contains the information provided in this report.

Comments

Electricity

There are 3 major costs associated with Electricity use for the City:

- Commodity/Supply – The cost of purchasing the electricity from a Generator, Retailer, or the Local Distributing Company (LDC).
- Global Adjustment – Charge which includes compensation to Ontario Power Generation when market prices fall below an agreed base price but also the recovery of premium that the Province pays towards green power generation projects and conservation programs. Global Adjustment can be either Class A, Class B or embedded in the commodity rates for small accounts.
- Regulated Charges – Costs to deliver the electricity from the Generator to the LDC (Transmission) and from the LDC to the end user (Distribution) in addition to fixed connection and administrative fees.

In an effort to identify the most suited electricity procurement strategy which best optimizes the City's electricity cost and reduces the risk of adverse price movement, the City analyzes the previous year's strategy performance, the market conditions, new regulations and available procurement options offered by the LDC.

Hedging is a procurement strategy known to manage the price volatility. Hedging was not considered for the City's electricity purchase since 2004 when Global Adjustment was introduced. The reason for this is that retailers are currently only offering contracts to cover the

Hourly Ontario Electricity Price (HOEP) which is the commodity portion of the electricity price, and not the Global Adjustment. As the HOEP currently only makes less than 11% of the pricing, a hedge would still leave a majority of the City's electricity exposed to the volatility of the Global Adjustment.

The City also monitors Electricity accounts type. There are 307 electricity accounts in the City that can be divided into two main categories:

- Small accounts (less than 50kW, Residential and Small Commercial): Commodity rates for these accounts are regulated and can be either Time of Use (ToU) or Tiered price plans. There are 236 accounts in this category but they only represent around 10% of the annual electricity cost of the City. The City recently changed 25 of these accounts from ToU to Tiered to benefit from the Provincial Government announcement in 2020 that allowed customers to choose the optimum price plan for their usage. As the facilities re-open, the City will continue to monitor these accounts and select the best price plan for each one as required.
- Large account (50 to 499 kW, 500 to 4999 kW and Street Lighting): The City has 71 accounts in this category representing 90% of the annual electricity cost. Electricity rates for these accounts are based on Spot Market Rates (Hourly Ontario Energy Price – HOEP) and; for the majority of them; Global Adjustment Class B rates. The City has the option to select Global Adjustment Class A if the demand of the account is more than 1000kW and this has been selected for City Hall; the only account that is eligible for this option. Class A allows large Industrial and Commercial costumers to save on their Global Adjustment charges based on their ability to reduce demand in peak hours. The City will continue to monitor all large accounts and select the optimum strategy for each one as performance, eligibility criteria and requirements change over time.

2021 Strategy

With HOEP (Hourly Ontario Energy Price) (index rates) currently averaging about 1.35 cents per kWh year-to-date, the majority of the City's electricity charge is made up of the Global Adjustment (11.3 c/kWh). As such, no hedging is currently suggested as part of the procurement strategy for 2021. Should market conditions change and the risk of higher index price volatility increase, the strategy will be revisited.

Natural Gas

There are 3 major costs associated with Natural Gas use for the City:

- Commodity/Supply – The cost of purchasing the physical gas from a supplier.
- Transportation – The costs associated with moving the purchased gas from the point of purchase to the Local Distributing Company (LDC) at Dawn (Onatrio).
- Regulated Charges – Administrative charges and costs to deliver the gas from the LDC to the end user.

This report refers to the first two bullets as regulated charges are defined by Ontario Energy Board (OEB) and are not subject to commodity purchase strategies.

Similarly with electricity, the procurement strategy for gas aims to mitigate budget volatility while maintain an optimal cost for gas over time.

There are 3 representative strategies for commodity procurement:

- 100% Fixed Price (Hedge);
- 0% Fixed (100% Index or Spot Market);
- Blended strategies (a combination of the 2 above).

Statistics show that a 100% Fixed Price strategy lowers volatility but produces the highest prices. The 100% Index achieves the lowest price but with greater volatility relative to other strategies. Blended strategies provide a compromise between price and volatility.

The City used Blended strategies in the past years however, in 2020, the City did not purchase any of the required quantity on fixed price contracts (hedging). The decision was taken after reviewing historical market conditions and the future forecasted trends of the factors that impact gas prices. The City also reviewed hedging scenarios received from Jupiter Energy Advisors Inc. (Subject Matter Expert) and none of these scenarios was feasible. A summary of the purchase strategy used in 2020 is presented in the table below.

It should be noted that the decision to engage in different purchase strategies of gas is always based on the information at the time of the decision and the recommendations provided by Jupiter Energy Advisors Inc. (Subject Matter Expert), engaged by the City to advise on commodity procurement.

Year	Procurement Method	Period	Duration	Amount (% of total volume)	Volume of Natural Gas
2020	Hedging (contract)	Jan-Oct	10 Months	0%	0 GJ
		Nov-Dec	2 Month	0%	
	Daily Priced Index at AECO + Transportation to Dawn	Jan-Oct	10 Months	100%	322,017 GJ
	Daily Priced Index at Dawn	Nov-Dec	2 Months	100%	
	2020 Totals	Jan-Dec	12 Months	100%	322,017 GJ

Review of Natural Gas Strategy for 2020

The following hedging scenarios were analysed for 2020 natural gas purchasing:

Date of Analysis	Scenario	Percentage of Hedging	Duration	Cost compared to No-Hedging Scenario (Benefit)		
				Low Index Price	Middle Index Price	High Index Price
Dec 19	Hedging 10 Months	32%	Jan 20 to Oct 20	\$52,592.76	\$10,843.68	(\$55,954.85)
Dec 19	Hedging 3 Months	32%	Jan 20 to Mar 20	\$20,451.35	\$5,883.46	(\$17,425.15)
Aug 19	Hedging 12 Months	50%	Nov 19 to Oct 20	\$83,246.01	\$11,015.09	(\$104,554.4)
Aug 19	Hedging 12 Months + Winter Hedge	50%	Nov 19 to Oct 20	\$83,839.82	\$28,783.93	(\$59,305.50)
Indicative Probability of Occurrence				15%	55%	30%

As can be seen from the table, all hedging scenarios would result in additional costs if the prices were around the middle of the forecast range or below. The prices have combined probability of 70% to be in that range. The City would only save if prices were towards the higher end of the forecast range. The City also received a forecast of the expected market conditions at that time which indicated low price volatility during 2020.

Forecast and Recommendations

Gas prices are impacted by supply and demand factors. To anticipate gas prices, volatility and evaluate hedging options, the following factors were reviewed in the third quarter of 2019:

Storage – Normal to High

- Storage began recovering nicely in the spring of 2019 and continued through summer of 2019.
- Storage levels were on track to reach or exceed 5 year average levels by the end of October 2019.

Production Levels – High

- Production continued to hit historical new highs through 2019 and was expected to remain at a similar level for 2020.

Demand – Normal

- Natural gas exports were projected to have steady growth in 2020.
- Domestic use was projected to have steady to little growth in 2020.

Weather

- Weather forecasts indicated colder than normal fall and mild winter of 2019/2020.

An analysis of the above factors indicated that the risk of volatility is low and that the index prices would maintain recent trends. Additionally, no feasible hedging option was available at that time and the decision was made to purchase the entire City gas quantity at index price without any hedging.

Implemented Actions

- The entire natural gas quantity for the period from November 2019 to October 2020 was purchased at Index price at AECO.
- Transportation to Dawn (Ontario) was purchased for the entire quantity from November 2019 to October 2020 at a fixed price of \$1.2875/GJ.
- The remaining gas quantities for November and December 2020 were purchased at Index price at Dawn (Ontario). There was no need for separate transportation charges as they were imbedded in the commodity price.

Actual Conditions

Although actual market conditions were disturbed by the pandemic that impacted the majority of industries in 2020, the impact on gas prices was mild due to the following reasons:

Storage – Normal to High

- High storage levels at the end of 2019 coupled with reduced demand as a result of the pandemic ensured that storage levels remain high during 2020.

Production – Low to Normal

- The pandemic impacted gas production and delayed some of the projects causing slight decline in rig count in 2020.

Demand – Low

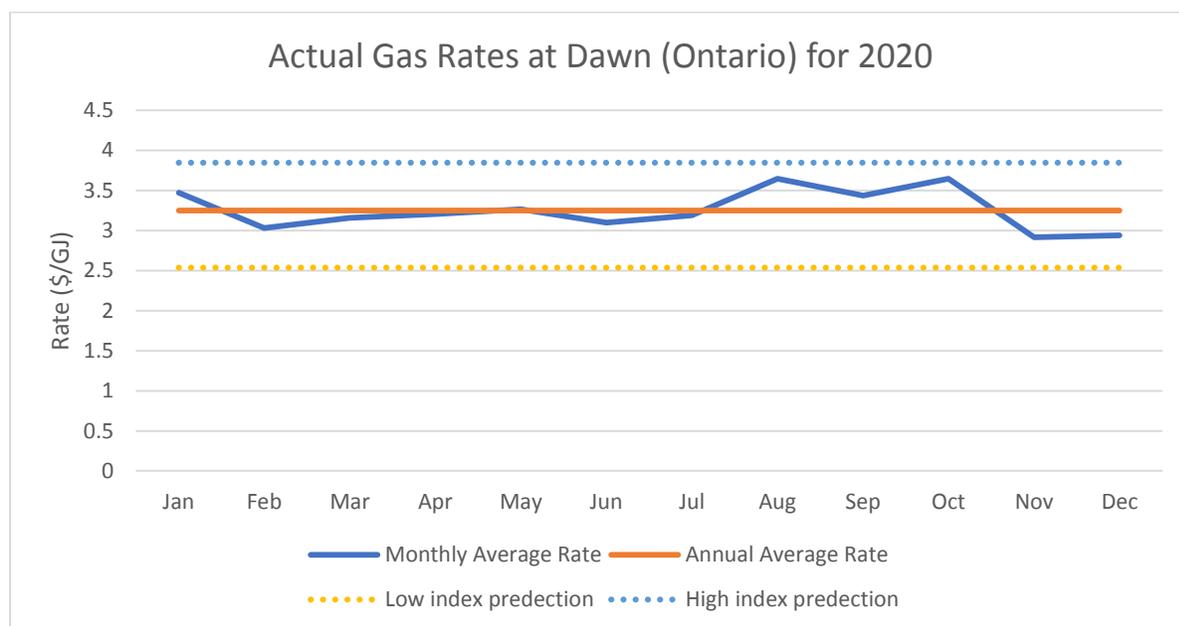
- Gas exports and non-residential domestic demand dropped significantly in 2020 as a result of the pandemic.

Weather

- Relatively mild summer and a mild beginning to the heating season helped reduce the demand for gas in 2020.

Actual Results

- The average annual rate that the City paid for gas delivered to Dawn (transportation included) was \$3.251
- The average monthly rates had very low volatility varying on average around 6% from the mean (the monthly rates ranged between \$2.92/GJ and \$3.65/GJ).
- The graph below shows that the monthly rates had low volatility and were within the prediction limits identified in 2019.



As can be seen from the above, the balanced impact of the pandemic on supply and demand factors did not cause any unusual volatility and the rates remained within predictions. The 2020 purchase strategy was successful in quantifying the risk of volatility and selecting the lowest price for the City.

2021 Strategy

For the period from November 2020 to October 2021, which covers the majority of 2021 fiscal period, no hedging was recommended due the following factors:

Storage – Normal to High

- Storage levels are projected to remain above average into 2021.

Production Levels – Low to Normal

- Production levels are projected for slow recovery during 2021 following the end of pandemic restriction measures.

Demand – Low to Normal

- Export and domestic use are projected to be below average during the pandemic with slow recovery afterwards.

Weather

- Mild beginning for the heating season is projected to reduce the demand for gas.

Given the above factors and the large premiums that are currently in effect for fixed price hedges, no feasible hedging options are recommended as the factors seem to suggest normal market rates for 2021 with normal volatility. This decision will be re-visited if the market conditions change and feasible hedging options become available.

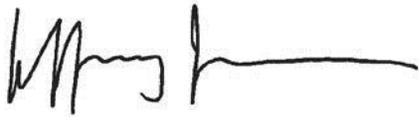
Financial Impact

In 2020, the City achieved the intended utility budget stability without the need for hedging; therefore, there is no financial impact as a result of the 2020 electricity and natural gas procurement strategies.

Conclusion

This report provides an overview of the electricity and natural gas procurement strategy used in 2020 and the results of the strategy. Additionally, it presents the approach to be followed in 2021.

The City proactively monitors electricity and natural gas markets conditions and takes appropriate procurement decisions in order to mitigate the risk of price volatility and optimize the cost of the City's utilities.



Jeff Jackson, Director of Finance and Treasurer on behalf of
Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer

Prepared by: Khaled Abu-Eseifan, Supervisor, Utilities, Facilities & Property Management

City of Mississauga
Corporate Report



<p>Date: February 9, 2021</p> <p>To: Chair and Members of General Committee</p> <p>From: Geoff Wright, P.Eng, MBA, Commissioner of Transportation and Works</p>	<p>Originator's files: MG.23.REP RT.10.ZGEN</p>
	<p>Meeting date: February 24, 2021</p>

Subject

Single Source Designation for the Supply and Delivery of City Standard Traffic Signal Controllers from Tacel Ltd.

Recommendation

1. That Tacel Ltd. be designated as the single source vendor for the supply and delivery of City standard Intelight Traffic Controllers for the seven-year period ending December 31, 2027, as outlined in the report from the Commissioner of Transportation and Works dated February 9, 2021 and entitled "Single Source Designation for the Supply and Delivery of City Standard Intelight Traffic Signal Controllers from Tacel Ltd".
2. That the Purchasing Agent be authorized to execute the appropriate forms of commitment with Tacel Ltd. for the supply and delivery of City standard Intelight Traffic Signal Controllers for the seven-year period ending December 31, 2027, subject to budget funding availability.

Background

As part of the Advanced Transportation Management System (ATMS) project, a multi-staged competitive procurement was conducted to acquire a new traffic control system, to replace traffic signal controllers in the field, to demonstrate Intelligent Transportation Systems (ITS) technologies and to provide long term support services. After an extensive evaluation process, the contract was awarded to Parsons Inc. and a 10-year Master Purchase and Service Agreement was executed effective December 1, 2014.

As part of the contract with Parsons, the evaluation and field testing of various traffic signal controllers was undertaken by staff and the recommended controller unit selected was the Intelight controller. The Intelight controller is supplied by Tacel Ltd. who is the single-sourced equipment distributor for Ontario.

As of the end of July 2018, new Intelight traffic signal controllers have been replaced at all 777 signalized intersections within Mississauga and under the jurisdiction of the Region of Peel, MTO, Region of Halton, and GTAA that are maintained and operated by the City of Mississauga within the municipal boundary. The replacement of all controllers in the field is now substantially complete and the Intelight controller has become the standard that is compatible with the new ATMS.

Moving forward, the City needs to secure the future supply and delivery of Intelight controllers for operational requirements at new signalized intersection installations and to replace damaged and/or end of life controllers to meet the Cities and jurisdictions future requirements.

The purpose of this report is to establish a single source designation for Tacel Ltd. to ensure ongoing equipment supply of the Intelight traffic signal controller for operational requirements.

The proposed single source designation is in accordance with the Purchasing By-law, Schedule A, Section 1 (b) (xi) which states, "*A need exists for compatibility with, or for the maintenance and support of a City Standard and there are no reasonable alternatives, substitutes, or accommodations*".

Comments

Acceptable unit prices for the Intelight traffic signal controllers will be negotiated annually based on estimated quantities required to meet capital and maintenance purposes and available budgets.

Materiel Management staff support the recommendations contained herein from a procurement perspective.

Financial Impact

Funding for the Intelight controllers for maintenance and capital purposes are accounted in annual operating and capital budgets for the Transportation and Works Department. Equipment acquired will be placed in the Traffic Signals Inventory Account 125215 and charged to the various capital and operating budgets as required, including necessary chargebacks to various jurisdictions as outlined in the Traffic Signal Operations and Maintenance Service Agreements with these jurisdictions.

Conclusion

The Intelight traffic signal controllers, as supplied by Tacel Ltd., are City standards and will continue to be required to meet future operating and maintenance needs. Single source designation is required for Tacel Ltd. to ensure supply and delivery of the required equipment, on an as needed basis, for the seven-year period ending December 31, 2027.



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

Prepared by: Javed Khan, Manager, Traffic Signals and Systems

REPORT 1 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The General Committee presents its first report for 2021 and recommends:

EAC-0001-2021

That the deputation and associated presentation by Ron Scheckenberger, Project Manager, Wood, Samantha Stokke, Environmental Planner, Wood and Muneef Ahmad, Manager, Stormwater Projects, City of Mississauga regarding "Build Beautiful" Stormwater Master Plan be received.

(EAC-0001-2021)

EAC-0002-2021

That the Environmental Action Committee support in principal Phasing-Out Ontario's Gas-Fired Electricity Power Generation and recommends that Jack Gibbons, Chair, Ontario Clean Air Alliance present this initiative for further discussion at an upcoming General Committee meeting.

(EAC-0002-2021)

EAC-0003-2021

That the Environmental Action Committee Work Plan be approved as discussed at the February 2, 2021 EAC meeting.

(EAC-0003-2021)

REPORT 1 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Accessibility Advisory Committee presents its first report for 2021 and recommends:

AAC-0001-2021

That the deputation and associated presentation by Dan Sadler, Accessibility Supervisor regarding the Multi-Year Accessibility Plan 2020 Annual Status Update be received.
(AAC-0001-2021)

AAC-0002-2021

That the deputation by Alana Tylers, Manager, Service Development to present on the 2020 MiWay Annual Accessibility Plan (Related to Item 8.4) be received.
(AAC-0002-2021)

AAC-0003-2021

That the verbal update provided by Dan Sadler, Accessibility Supervisor with respect to the *Accessibility for Ontarians with Disabilities Act (AODA)* be received.
(AAC-0003-2021)

AAC-0004-2021

That the verbal update regarding the Region of Peel's Accessibility Advisory Committee provided by Naz Husain and Councillor Mahoney, AAC Members and Members of the ROP AAC be received.
(AAC-0004-2021)

AAC-0005-2021

That the draft Multi-Year Accessibility Plan: 2020 Annual Accessibility Status Update be approved.
(AAC-0005-2021)

AAC-0006-2021

That the 2020 MiWay Annual Accessibility Report be approved.
(AAC-0006-2021)

AAC-0007-2021

That the Accessibility Advisory Committee Work Plan be approved as discussed at the February 8, 2021 Accessibility Advisory Committee meeting.
(AAC-0007-2021)

AAC-0008-2021

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.

(AAC-0008-2021)

AAC-0009-2021

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.

(AAC-0009-2021)

AAC-0010-2021

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.

(AAC-0010-2021)

REPORT 2- 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Heritage Advisory Committee presents its second report for 2021 and recommends:

HAC-0010-2021

That the Corporate Report dated January 21, 2020 from the Commissioner of Community Services, entitled "Heritage Planning 2020 Year in Review," be received for information.
(HAC-0010-2021)

HAC-0011-2021

That the request to alter the heritage designated property at 24 John Street South as per the Corporate Report from the Commissioner of Community Services dated January 21, 2021, be approved.
(HAC-0011-2021)
(Ward 1)

HAC-0012-2021

That the property at 5768 Ninth Line, which is listed on the City's Heritage Register, is not worthy of heritage designation, and consequently, that the owner's request to demolish proceed through the applicable process, as per the Corporate Report from the Commissioner of Community Services dated January 21, 2021.
(HAC-0012-2021)
(Ward 10)

HAC-0013-2021

That the request to alter the heritage designated property at 6970 Second Line West as per the Corporate Report from the Commissioner of Community Services dated January 21, 2021, be approved.
(HAC-0013-2021)
(Ward 11)

HAC-0014-2021

1. That the request to alter the heritage designated property in the Right-of-Way along Mississauga Road South, south of Lakeshore Road West, in the report dated January 25, 2021 from the Commissioner of Community Services be approved.
2. That the proposed poles be wooden, as to match with the existing poles within the Port Credit Heritage Conservation District.
3. That a third-party Arborist be retained by Brightwater Developments and agreed to by the Port Credit Heritage Conservation District Subcommittee.

(HAC-0014-2021)
(Ward 1)

HAC-0015-2021

That Recommendations PCHCD-0003-2021 to PCHCD-0004-2021 inclusive contained in the Port Credit Heritage Conservation District Advisory Subcommittee Report 2 - 2021 dated February 1, 2021, be approved.

(HAC-0015-2021)

(Ward 1)

HAC-0016-2021

That Recommendation MVHCD-0002-2021 contained in the Meadowvale Village Heritage Conservation District Advisory Subcommittee Report 2 - 2021 dated February 2, 2021, be approved.

(HAC-0016-2021)

(Ward 11)

HAC-0017-2021

That the Letter dated January 7, 2021 from James Holmes, Citizen Member on behalf of Meadowvale Village Heritage Conservation District Subcommittee regarding 6970 Second Line West be received for information.

(HAC-0017-2021)

(Ward 11)

REPORT 2 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Mississauga Cycling Advisory Committee presents its second report for 2021 and recommends:

MCAC-0005-2021

That the deputation and associated presentation from Colin Patterson, Supervisor Road Safety regrading the Quiet Streets Program be received.

(MCAC-0005-2021)

MCAC-0006-2021

That Kris Hammel be appointed as Chair of the Network and Technical Subcommittee for a term ending on November 14, 2022 or until a successor is appointed.

(MCAC-0006-2021)

MCAC-0007-2021

That the Network and Technical Subcommittee Update from Kris Hammel, Citizen Member be received.

(MCAC-0007-2021)

MCAC-0008-2021

That the Communications and Promotions Subcommittee Update from Paulina Pedziqiatr, Citizen Member be received.

(MCAC-0008-2021)

MCAC-0009-2021

That the update on closing the gap on Derry Road from Neal Smith, Project Manager, Region of Peel be received.

(MCAC-0009-2021)

MCAC-0010-2021

That the Memorandum dated February 4, 2021 from Fred Sandoval, Active Transportation Coordinator, Active Transportation and Amy Parker, Active Transportation Technologist, Active Transportation entitled "2021 Quarterly Cycling Program Update" be received.

(MCAC-0010-2021)

MCAC-0011-2021

That the Mississauga Cycling Advisory Committee 2021 Action List be approved.

(MCAC-0011-2021)

MCAC-0012-2021

That the 2021 Mississauga Cycling Advisory Committee Work Plan be deferred to the next Mississauga Cycling Advisory meeting.
(MCAC-0012-2021)

REPORT 1 - 2021

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Diversity and Inclusion Advisory Committee presents its first report for 2021 and recommends:

DIAC-0001-2021

That the deputation and associated presentation from Lindsay Francini, Supervisor, Employee Communications and Events regarding a Community Recognition Policy Review be received for information.

(DIAC-0001-2021)

DIAC-0002-2021

1. That the email dated February 5, 2021, from Jo-Anne Beggs, Citizen Member with respect to her resignation from the Diversity and Inclusion Advisory Committee received.
2. That due to the resignation of Jo-Anne Beggs, a vacancy exists on the Diversity and Inclusion Advisory Committee, and that the City Clerk be directed to fill the vacancy in accordance with the Corporate Policy #02-01-01 on Citizen Appointments to Committees, Boards and Authorities.

(DIAC-0002-2021)