

City of Mississauga

Corporate Report



<p>Date: May 13, 2020</p> <p>To: Mayor and Members of Council</p> <p>From: Gary Kent, CPA, CGA, ICD.D, Commissioner of Corporate Services and Chief Financial Officer</p>	<p>Originator's files:</p> <hr/> <p>Meeting date: June 3, 2020</p>
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Subject

Multi-Year Accessibility Plan – 2019 Accessibility Annual Status Update

Recommendation

That the report dated May 13, 2020 from the Commissioner of Corporate Services and Chief Financial Officer entitled, "Multi-Year Accessibility Plan - 2019 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, included as Appendix 1, describes the actions the City will take to meet AODA requirements
- The Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update, included as Appendix 2, highlights the City's 2019 initiatives that have been completed which have helped identify and remove barriers to people of all abilities
- MiWay has prepared the 2019 MiWay Annual Accessibility Report which is included as Appendix 3, and highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone
- The City filed a fully compliant 2019 Accessibility Compliance Report with the province in December, 2019, included as Appendix 4, indicating the City is meeting all AODA requirements to-date

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

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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.

Present Status

Every year the Facilities & Property Management Accessibility Planning & Compliance team provides an update and annual report on the achievements from the previous reporting year. The Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update (Appendix 2) highlights the City's 2019 initiatives that have been completed which have helped identify and remove barriers to people of all abilities.

In addition to updating the status of the City's Multi-Year Accessibility Plan, this report highlights three key achievements by the organization in 2019: raising awareness through hosting and participating in accessibility-themed events, accessibility improvements through the City Hall Modernization Project and the City filing its fourth fully compliant accessibility compliance report with the Government of Ontario.

MiWay has also prepared the 2019 MiWay Annual Accessibility Report which is included as Appendix 3 and highlights the improvements made to the City's transportation system to ensure its services and operations are accessible to everyone.

Raising awareness in 2019

Accessibility innovation at the City of Mississauga goes above and beyond the requirements under the AODA's Standards. Across City Departments, accessibility leads are passionate champions who seek opportunities to showcase and improve accessibility across the community. For example, City staff partnered with the Accessibility Advisory Committee (AAC)

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to deliver the City's first week long series of free, accessibility-focused events to recognize National AccessAbility Week.

The events took place during the first week of June and showcased the accessible programs and services the City offers to make the community more inclusive. The events ranged from interactive demonstrations such as the MiWay bus tour and accessible pedestrian signal walkthrough, physical activities such as accessible tree planting and fresh air fitness, and informational sessions such as assistive technology demonstrations, the Older Adult Expo and the Accessibility Showcase. National AccessAbility Week was capped off by a free movie night at Celebration Square and the Clock Tower at the City's Civic Centre lit up blue.

In addition to National AccessAbility Week, the City raised accessibility awareness through hosting and attending multiple fairs and events. Staff and the AAC participated in the Connections Fair, Inclusion by Design Conference, Smart City Idea Jam, Councillor Saito's Annual Seniors Fair, International Day for Persons with Disabilities events and the City's Leadership Conference.

These events reached residents, visitors, and organizations across the City and built awareness and capacity to deliver more inclusive public services and programs in the community.

City Hall Ground Floor Modernization Project

One of the City's goals is to improve accessibility in and around City facilities, making them inclusive for everyone. Part of that commitment includes actively reviewing City spaces and removing barriers. The City Hall ground floor modernization project is being implemented to support the City of Mississauga's plan for a dynamic, urban and accessible downtown. These changes will keep City Hall in good repair and improve accessibility and customer service. The first phase of renovation was to raise the Great Hall floor, which originally required steps to enter. These changes have improved accessibility and allow residents and visitors of all abilities better access to a more welcoming multi-use public space. Improvements to the Great Hall include:

- Raised floor allowing more programs and activities to be offered in the space
- Upgraded lighting throughout the ground floor to meet current City standards
- Added visual cues to north door to assist people with low vision
- Installed sliding exterior doors and built new accessible ramp and steps from curb to front door, making it easier for a person with a disability to use the doors independently

The renovated ground floor of City Hall will be a modern, efficient and environmentally responsible facility that will be more accessible and accommodate employees, residents and visitors of all abilities. The key improvements for the modernization project were completed in 2019 and early 2020.

Compliance report

In 2019, the City filed a successful accessibility compliance report with the Government of Ontario (Appendix 4 - 2019 Provincial Accessibility Compliance Report). The report indicates that the City is compliant with all AODA legislated requirements to-date. 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 compliance report will be filed with the province in 2021.

Conclusion

This report provides a status update on the 2019 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 addition to the requirements under the AODA, this status update highlights a number of City initiatives completed, to support the City's commitment to providing accessible programs, services and facilities in the communities.

Attachments

Appendix 1: Multi-Year Accessibility Plan 2018-2022

Appendix 2: Multi-Year Accessibility Plan - 2019 Accessibility Annual Status Update

Appendix 3: 2019 MiWay Annual Accessibility Report

Appendix 4: 2019 Provincial Accessibility Compliance Report



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