

City of Mississauga

Multi-Year Accessibility Plan

2024 Accessibility Annual Status Update

If you require this information in an alternate format, please contact the Standards, Training and Compliance team at accessibility.info@mississauga.ca.

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Executive Summary

We all benefit when people are included. Identifying, preventing and removing barriers for people with disabilities creates a city that is built for everyone – whether you’re pushing a stroller, using a walker or wheelchair or visiting a website. Access to parks, facilities, and outdoor spaces is essential to our community’s well-being and the City prioritizes making these areas accessible to everyone.

Under the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA), the City of Mississauga is required 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. In 2023, the City launched its third multi-year accessibility plan (MYAP) and builds on what the City has accomplished since introducing our first multi-year plan in 2012.

It builds on past successes and highlights our ongoing dedication to improving accessibility for the estimated 28%, or 201,000 residents who have a disability. Our goal is to make Mississauga a community where people of all abilities can participate in all aspects of life.

The plan is a roadmap to creating a better city for everyone. It builds on past successes and highlights our ongoing dedication to improving accessibility for the estimated 28%, or 201,000 residents who have a disability. Our goal is to make Mississauga a community where people of all abilities can participate in all aspects of life.

This five-year plan is based on best practice research, as well as input from the City’s Accessibility Advisory Committee (AAC), Staff Accessibility Resource Team (StART), people with disabilities, accessibility stakeholders and staff.

This annual status report highlights key areas of progress made in 2024 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.

Mississauga Accessibility Advisory Committee

Making Mississauga more accessible takes time and collaboration between many partners. A key partner is the Mississauga Accessibility Advisory Committee (AAC), which 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 Standards, Training and Compliance team and the Clerk's Department.

The AAC's term coincides with Council's term and 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](#).

In 2024, the AAC and its subcommittees received several presentations and provided feedback on the following key initiatives:

- Multi-Year Accessibility Plan 2023-2028
- 2023 annual status update to the City's Multi-Year Accessibility Plan
- 2023 MiWay Annual Accessibility Report
- 2023 Accessibility Compliance Update
- The Sunflower Initiative: Hidden Disabilities Sunflower Program
- Zoning Initiatives Update: Bill 185 Elimination of Parking Requirements within Major Transit Station Areas - Implications for Accessible Parking

Additionally, the AAC's Facility Accessibility Design Subcommittee (FADS) met seven times to review capital projects with an emphasis on the built environment. The subcommittee provides feedback to ensure facilities and public spaces are accessible and inclusive. The FADS reviewed the following initiatives in 2024:

- Paramount Fine Foods Centre R905 New Gym Accessibility

- Redevelopment of South Common Community Centre and Library: Millwork
- Malton Community Centre – Facility Renewal
- 135 Lakefront Promenade review of Automatic Door Operators
- Fire Stations 103 & 111 Additions
- Consulting Services for Archaeological Master Plan

Accessibility Governance

The Standards, Training & Compliance (STC) team provides policy and strategic advice to City Departments and ensures 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 its requirements, STC continues to stay informed about legislation and participates in accessibility networks such as Ontario Network of Accessibility Professionals (ONAP) and the Peel Region accessibility networking group (made up of the region and three local municipalities). Membership in these groups ensures the City is abreast of current developments and other municipal initiatives.

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

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 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 annual accessibility status update

Governance and reporting

Key outcomes:

- Clear roles and accountability at all levels of the organization

- Employees are supported to build capacity to deliver on accessibility commitments
- An organization which fosters a culture where everyone feels like they belong, that values and includes employees, residents and visitors with disabilities
- City employees, residents and visitors are aware of available resources and accommodations when accessing City goods, services and facilities

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.

2023-2028 Goals

- ✓ Continue to implement a corporate accessibility governance structure and accountability framework to oversee the implementation of the MYAP
- ✓ Provide annual status updates on the City's MYAP to both the City's AAC and Council and post on the City's website
- ✓ Promote accessibility awareness within the organization
- ✓ Adopt and implement the Dynamic Symbol of Access at City facilities, where feasible
- ✓ Develop, maintain and monitor accessibility guidelines and tools to support implementation and legislative compliance
- ✓ Ensure City purchases include accessibility design, features and criteria
- Renew and enhance mandatory accessibility training
- Review and update the City's Accessibility Policy in 2025 to be more inclusive and promote the delivery of accessible customer service

2024 Key Actions

- Conducted nine New Transit Operator Training Program classes for new recruitments and twelve Refresher Training Program classes for existing Transit Operators at the MiWay Learning Centre. Accessible customer service continues to be an important module covered in both programs and topics include:
 - Overview of MiWay's accessibility policies and procedures

- Transit Operator role in providing accessible customer service
- Significance of visible and non-visible disabilities
- Roleplaying and simulations including the technical functionalities of kneeling the bus and deploying the accessibility ramp
- Completion of the City of Mississauga's mandatory eLearning module "Accessibility for Ontarians with Disabilities"
- Participation in discussions about potential barriers in transit, tips for communication with passengers with various disabilities and how best to provide service and experience to all passengers
- Hosted AAC's 20th Anniversary Celebration
- Continued to implement the City's Multi-Year Accessibility Plan 2023-2028
- 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
- Promoted accessibility awareness through social media for multiple events including International Day of Persons with Disabilities and National AccessAbility Week (NAAW)
- Conducted accessible virtual meetings for Council and Committees

Equitable Customer Service

Key outcome:

- People of all abilities receive seamless, dignified, and equitable access to services in a timely manner and City staff have access to resources to support accessible customer service

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.

2023-2028 Goals

- ✓ Train staff, Council, volunteers and those who provide goods, services or facilities on the City's behalf on an ongoing basis, as required
- ✓ Explore and implement assistive technologies that provide enhanced accessibility to City programs, services and facilities
- ✓ Expand therapeutic programs across City community centres

- ✓ Evaluate City programs and services to ensure inclusion and equitable participation of employees, residents and visitors with disabilities in City programs
- ✓ Provide notice of service disruptions
- ✓ Develop and implement strategies to support front-line employees in providing accessible customer service
- ✓ Develop resources for employees on accessible public engagement and consultations
- Develop and consult AAC on 2026 Election Accessibility Plan including auditing potential voting locations, ensuring forms and signage are accessible and providing accessible customer service training
- Create an Accessibility Report, highlighting the accessibility achievements of the 2026 election and demonstrating the City's commitment to ongoing improvements in the future
- Renew and enhance mandatory accessible customer service training

2024 Key Actions

- Introduced new topics to the City's 2024 training curriculum including:
 - Customer Centricity in Action training using the Care, Own, Do model to deliver enviable customer experiences. Staff are trained to look beyond the customer's obvious needs, own their impact and take action to contribute to the customer experience
 - Supporting the Hidden Disabilities Sunflower Program and offering customers support
- Updated grant guideline templates to include accessibility features
- Provided bilingual signage for community and cultural events
- Provided chairs and seated modifications for attendees during the weekly Fresh Air Fitness series
- Included show advisories on eVenue site for patrons to view before purchasing (includes haze, dry ice, LED/strobe lighting, sudden noises, age recommendations etc.)
- Offered baby tickets in advance of events at Living Arts Centre and waived baby ticket fees to make events more accessible for parents and families
- Offered customers the ability to purchase accessible seats online rather than calling the box office for programs at the Living Arts Centre

- Provided informational pamphlets in different languages to vendors outlining what products are put in garbage vs recycling
- Included accessibility requirements for new public art installations
- Offered Canadian Hearing Services Basic ASL (101) Course to staff to increase communication skills
- Provided training for staff on inclusive physical literacy, which explored the benefit of universally accessible programs and how to develop them
- 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

Digitally-inclusive communications

Key outcomes:

- Residents, visitors and employees of all abilities are provided with equitable access to City information
- City staff have the expertise to develop and provide information in accessible formats

The global pandemic and the need to provide an increased number of services remotely required the City to move more services online. This increased the importance of maintaining the City's accessible website and ensuring the City increases the availability of accessible information for residents, visitors and employees. The City maintains an accessible public facing website – Mississauga.ca – in addition to an accessible internal website platform for employees – Inside Mississauga.

2023-2028 Goals

- ✓ Monitor and improve website content for accessibility
- ✓ Provide training to staff on creating accessible documents, as required
- ✓ 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

- ✓ Review documents and templates to ensure they are accessible
- ✓ Expand digital content offered by City of Mississauga Libraries
- ✓ Expand accessibility website publishing training and resources, as required
- Implement a digital strategy to meet WCAG 2.0 Level AA requirements
- Expand website information governance and publishing standards
- Create and implement the Accessibility Literacy Strategy to build digital accessibility expertise
- Research and develop a streamlined process for City employees to access American Sign Language (ASL), Communication Access Real-Time Translation (CART) and other accessibility services and supports to provide equitable access to City employees, residents and visitors with disabilities

2024 Key Actions

- Included ASL interpreters for press conferences (e.g., Mayor's Housing Taskforce)
- Uploaded press conferences to YouTube with closed captioning
- Utilized translation apps on staff phones to assist with communication at events
- Provided communication supports at events in Celebration Square:
 - Displayed closed captioning on movie nights and sporting events
 - Displayed ASL interpreters on screens during official ceremonies and large events
 - Provided assistive listening devices upon request
- Included closed captioning for all library videos uploaded to YouTube
- Marked images appropriately that serve purely decorative functions
- Incorporated and improved text descriptions for images:
 - Used in articles on the City's News webpages
 - Used in social media
 - Utilizing longer descriptions for complex images
- Converted Camp Staff Manual to accessible format and made available online to staff
- Continued to use Siteimprove, a website scanning tool that can monitor websites for search engine optimization and accessibility issues

- Monitored website content weekly and provided training to staff on website content issues
- Continued to enhance website navigation with improved descriptive alternative text for logos and identifiers to meet website best practices and improved keyboard-only content access and compatibility with assistive technologies
- Continued to ensure that web content and print material on MiWay's website are accessible. Activities included:
 - Adherence to the City's new design principles integrating accessibility
 - Adaptation of the POUR accessibility principles (perceivable, operable, understandable and robust) to ensure language and code are more inclusive to all users
 - Application of a customer lens (focus) on all web content to implement the use of plain language and to optimize for accessibility making it easier for assistive technology users
 - Updated brand guidelines with digital design colours and fonts that adhere to WCAG 2.0 AA standards
 - Conducted MiWay photoshoot with members of the Accessibility Advisory Committee (AAC) to ensure MiWay print and web content is reflective of all customers
- Ensured Open Data Hub continued to meet accessibility requirements
- Continued to improve online forms and surveys to meet accessibility guidelines
- Updated templates and trained staff to ensure public notices are accessible
- Continued to offer courses on the creating accessible Microsoft Word documents, PowerPoint presentations and converting and remediating PDFs to meet accessibility guidelines
- Created accessible Microsoft Word templates for the creation of the 2024-2028 Business Plan and 2024 Budget
- Implemented digital baby vouchers that can be emailed, eliminating the need to visit the box office
- Added the ability to print LAC Playbills and event tickets at Box Office
- Converted fonts on event confirmation emails to an accessible font
- Revised templates for public art expressions of interests or proposals

- Ensured accessibility considerations were included in the guidelines for requests for proposals for new public art at Burnhamthorpe Community Centre
- Implemented speech-to-text tool on iPads to communicate with people wearing masks and with people with hearing disabilities
- Continued to digitize history books and local history microform documents allowing users to magnify content and search documents from home
- Expanded accessible technology and equipment including DAISY players and increased the number of library locations with accessible computer stations
- Reviewed Homebound Service and developed plan to expand eligibility and improve mail delivery and pick-up service
- Continued courier deliveries of library material to long-term care homes
- Continued to connect customers with the Centre for Equitable Access (CELA)
- Conducted Sensory Story Time activities at library facilities several times throughout the year
- Provided Sensory Friendly training for City staff at library facility locations

Inclusive Employment

Key outcomes:

- Candidates and City staff with disabilities have the support to join, work effectively, experience career growth, and have opportunities for learning, development, and progression
- Ensure equitable, clear and consistent employment and accommodation policies and procedures that seek to remove systemic barriers

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 currently in the process of implementing 10 recommendations from a third-party review as

part of our Workforce Diversity and Inclusion Strategy. Implementing these recommendations will help the City address systemic employment barriers in the recruitment and succession planning.

2023-2028 Goals

- ✓ Implement a targeted outreach strategy for recruiting people with disabilities by continuing partnerships with Discover Ability and Ready, Willing and Able that support the employment of people with disabilities
- ✓ Implement a hiring manager recruitment course to help reduce bias in the hiring process
- ✓ Develop and implement Job Posting Inclusivity Tool, the Candidate Interview Essentials Checklist and Hiring Manager Interview Guide to ensure recruitment is done through an inclusive lens
- ✓ Prepare individualized accommodation and emergency response plans for City employees with disabilities
- ✓ Notify applicants about the availability of accessibility accommodations in the recruitment process
- ✓ Advise successful applicants about the availability of accommodations for employees with disabilities
- ✓ Provide accessible formats and/or communication supports to employees with disabilities who require it
- ✓ Offer a return-to-work process for employees with disabilities
- ✓ Regularly review corporate policies and practices to ensure applicants and employees with disabilities receive the proper support
- ✓ Expand mental health resources and services, including for staff with disabilities
- ✓ Foster a culture of employee engagement and inclusion through analysis of the Employee Engagement Survey and the development of action plans
- Streamline and integrate employment accommodations
- Develop and implement strategies to help with promotion and career development of people with disabilities

2024 Key Actions

- Continued partnerships with both the Ready, Willing and Able organization and the Discover Ability Network. Both organizations connect employers and people with disabilities seeking employment while providing support and resources throughout the process
- Strengthened partnership with CNIB to enhance accessibility within recruitment processes by leveraging their expertise and expanding initiatives to ensure a more inclusive candidate experience, including exploring alternative assessment methods beyond standardized interviews
- Continued to incorporate the Inclusive Job Posting tool for hiring managers to ensure job postings are inclusive and free from systemic barriers
- Continued to collaborate with the Able Employee Resource Group, currently consisting of 12 staff members. The group provided feedback on a mental health-related presentation/vlog and compiled a list of City accessibility and accommodation-related resources and links
- Continued to incorporate the Candidate Interview Essential Checklist into the recruitment process. The checklist is intended to prepare candidates for interviews to support their psychological safety
- Continued to apply and build upon the Hiring Manager Interview Guide to conduct inclusive interviews
- Continued to offer the Hiring Manager Recruitment Module which details the phases of recruitment with a focus on ways to reduce biases in the hiring process. All Hiring Managers and City Leaders have completed this module
- Continued to offer the Workplace Psychological Health and Safety Strategy
- Continued to offer the Diversity and Inclusion Fundamentals and Diversity and Inclusion Unconscious Bias courses to all staff

Accessible movement

Key outcomes:

- Improved access to a range of accessible transportation and related services in the City that are accessible, affordable, convenient and safe for people with disabilities
- Increased awareness and integration of accessibility in the City's transportation-related strategies, planning and policies

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.

2023-2028 Goals

- ✓ Ensure accessibility is considered in the implementation of the City's Micromobility Project
- ✓ Include accessibility considerations in the City's Vision Zero Action Plan
- ✓ Continue to implement accessibility guidelines when building or redesigning parking spaces
- ✓ 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
- ✓ Monitor taxi owners and operators in Mississauga to ensure they are meeting the requirements of the regulation
- ✓ Continue to integrate accessibility considerations in the design and implementation of the City's Pedestrian Master Plan
- ✓ Continue to fulfill requests for Accessible Pedestrian Signals and install with all new traffic signals and replacements of existing traffic crossing signals
- ✓ Install Tactile Walking Surface Indicators at all corners during state of good repair road rehabilitation projects
- ✓ Continue to integrate accessibility in the implementation of Hurontario Light Rail Transit (LRT)

- ✓ Continue to integrate accessibility considerations in the City's cycling network, including the City's Bicycle Parking Program
- ✓ Continue to integrate accessibility considerations in the standard requirements for temporary construction conditions
- ✓ Install new barrier-free enhanced bus shelters at transit stops
- ✓ Continue facility, service and operation improvements to enhance the universal design of the transit system
- ✓ Continue to research and incorporate methods to improve accessibility on the City's streets and sidewalks
- ✓ Continue to redesign existing major collectors as a part of the City's Integrated Road Projects that improve road safety and accessibility
- ✓ Enhance accessible parking spaces with the addition of an alternate accessible parking space design
- Design and begin construction of the Dundas BRT

2024 Key Actions

- In 2024, a total of 78 stops were improved:
 - 25 locations were improved through the Works Operations and Maintenance Team (WOM) and MiWay's contractor as part of MiWay's annual landing pad program.
 - 21 locations were improved as part of MiWay's annual standard shelter program
 - 18 locations as part of the cycle track/bike lanes program
 - 14 locations as part of the City Integrated Road projects
- Increased accessibility of MiWay's fleet by repainting 55% of MiWay's blue fleet to orange. The project is expected to be completed by June 2025
- Continued to implement the Red Plastic Treatment program to enhance safety and visibility of bus-only lanes and terminals/stations, reducing risks for both operators and customers
- Installed 17 enhanced shelters that meet AODA requirements and are equipped with enclosed heated areas, digital schedule information, wave sensors and digital screens
- Improved accessibility with the installation/restoration of passenger landing pads at 25 bus top locations

- Ensured transit stops remained accessible during construction through the review and installation of temporary platforms at transit stops
- Continued to implement new standard of installing detectable warning surfaces (tactile plates) at the mixing zone of active transportation infrastructures (such as bike lanes, cycle tracks and multi-use trails) with transit stops (pedestrian landing pads and shelters)
- Continued awareness campaign of transit accessibility features to encourage customers to be considerate of others. The campaign uses clear and simple messaging in a friendly and non-judgemental way to educate transit riders about accessibility features, such as priority seating and service animals. It also reminds people that not all disabilities are visible
- Continued fleet improvements with “Smart Rider Lite” buses which offer accessible boarding and increased stability through the elimination of varying slopes that are created when ramps are deployed along uneven road surfaces

The AODA identifies extensive requirements for conventional and specialized transit. The MiWay 2024 Annual Accessibility Report outlines the accomplishments and current initiatives to provide accessible transportation to the community.

Universally-designed facilities and public spaces

Key outcome:

- Improved accessibility of facilities and public spaces by incorporating accessibility into the design of new/redeveloped facilities and public spaces so that residents, visitors and employees of all abilities feel welcome

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 the City’s Facility Accessibility Design Standards, while also incorporating it 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.

2023-2028 Goals

- ✓ Increase the number of accessibility audits for City facilities
- ✓ Continue to renovate and redesign facilities to enhance accessibility features to support access for all
- ✓ 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
- ✓ Continue to install mobility device charging stations in new and redeveloped public spaces
- ✓ Continue to enhance the accessibility of new and redeveloped playgrounds
- ✓ 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
- ✓ Increase the number of accessible picnic tables at parks
- ✓ Continue to expand and improve multi-use trails
- Update the Facility Accessibility Design Standards to align with best practices and universal design principles
- Develop Classification System based on accessibility audits to help prioritize and remove existing barriers throughout the city
- Develop training courses to build expertise around universal design for indoor and outdoor spaces

2024 Key Actions

- Performed accessibility audits on City facilities as part of the City's Capital Budget validation process

- Improved accessibility at several City facilities through targeted renovations:
 - Burnhamthorpe Community Centre
 - Renovated existing building and added a new addition to improve the quality of recreational services provided to residents while implementing higher accessibility standards
 - Commissioned accessible public art as part of the redevelopment. The artwork will be the first in the City's permanent collection to integrate accessibility as a core value and essential component of the visitor's experience
 - Iceland Arena
 - Renewal incorporated accessibility improvements including modifying Rink 2 dashboards to accommodate sledge hockey, making accessible change rooms and team bench areas
 - Paul Coffey Arena
 - Constructed accessible change room, upgraded multiple change rooms, added an accessibility lift and replaced refrigeration and mechanical equipment
- Provided new all-season accessible washroom building at Richard Memorial Park. Washroom includes male and female multi-stall washrooms and a new universal washroom. Additional upgrades include creating a barrier-free path of travel to the washroom
- Constructed a new comfort station at Hancock Woodlands Park with two accessible washrooms. A new open-air pavilion was also constructed to provide an accessible shade structure. The pathway from the parking area to the two structures has been re-constructed to provide an accessible path
- Enhanced surfacing to meet trail standards of over 23 park trails totalling over 7.5 km as part of the annual park trail resurfacing program
- Improved accessibility at eight community playgrounds including compliance with the most current CAN/CSA-Z614 standard, accessible swings, transfer platforms, spring toy with a backrest, ground-level tactile / sensory elements, playground mulch safety surfacing, paved access route and accessible ramp, park benches with armrests and on concrete pads with space for a person using a wheelchair

- Improved accessibility at two community playgrounds through targeted improvements including accessible swing seats, transfer platforms, engineered wood fibre safety surfacing, paved access route and park benches with armrests on concrete pads
- Installed outdoor fitness equipment at six park locations, including instructional signage, engineered wood mulch safety surfacing, paved trail connections, and ramps
- Increased accessibility at Marina Park including parking lot improvements, paved trail improvements, detectable warning plates, handrails, benches, lighting and shade structure
- Improved accessibility during Erin Meadow Plaza Redevelopment including seating, pavements, lighting, tables, study areas, raised accessible sensory garden planters, and artificial turf gathering area.
- Installed Mississauga Valleys Dog Leash Free Zone, providing a separate, small accessible large and small dog area with access gates, sod and mulch
- Added an accessible boardwalk and paved trail connection at Riverwood Conservancy & McEwan Pond boardwalk and lookout
- Added accessibility features at South Common Park including paved trail connections, shade structure, seating and picnic tables
- Replaced pedestrian bridges at five park locations, including accessible path and paved connections to existing park trails
- Redeveloped Searson Park and improved accessibility through sport court relocation, paved trail connections, seating, safety surfacing improvements at playground, and installation of spray pad
- Improved accessibility at Dellwood park including seating, sport lighting, and paved trail connections
- Improved accessibility at Credit Pointe Village Park including playground replacement and addition with accessible enhancements, outdoor fitness stations, seating, shade structure and paved trails
- Added five accessible umbrella tables to outdoor space at Paramount Fine Foods Centre
- Installed shade structure and picnic table seating at Bethesda Common in addition to playground replacement and expansion
- Installed two artificial ice rinks at Streetsville Memorial Park and Port Credit Memorial Park

Continuing Progress

As the City of Mississauga continues to identify, prevent and remove accessibility barriers, monitoring and reporting on the progress and results in meeting the plan's commitments are important. Council and the public can track the City's progress through annual status updates and compliance reports to the province every two years. These reports are available on the City's website.

We know that more progress is needed 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.