

APPENDIX A

MISSISSAUGA ACCESSIBILITY ADVISORY COMMITTEE

TERMS OF REFERENCE

1.0 **BACKGROUND:**

The Province of Ontario proclaimed the Ontarians with Disabilities Act, 2001 (ODA) on September 30, 2002. Under the Act, each municipality is to establish an Accessibility Advisory Committee (AAC). A majority of the AAC must be persons with disabilities.

The purpose of the ODA is to “improve opportunities for people with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the province.” (s.1)

The new legislation imposes certain requirements that municipalities must follow to ensure that existing barriers for people with disabilities are removed over time and that no new barriers are created.

Under the ODA, all municipalities must prepare and make public an Accessibility Plan. The Accessibility Plan is to address the “identification, removal and prevention of barriers to persons with disabilities” in Mississauga’s by-laws, policies, programs, practices and services”. (s.11(2))

2.0 **DEFINITIONS:**

Within this Terms of Reference, the term:

“disability” means:

- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination,

blindness or visual impediment, deafness or hearing impediment, speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

- (b) a condition of mental impairment;
- (c) condition of a developmental disability;
- (d) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- (e) a mental disorder; or,
- (f) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*; (“handicap”).

?barrier ? means:

- anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including:
- physical barriers, for example a step at the entrance to a store;
- architectural barriers, for example no elevators in a building of more than one floor;
- information or communication barriers, for example a publication that is not available in large print;

- attitudinal barriers, for example assuming people with a disability can't perform a certain task when in fact they can;
- technological barriers such as traffic lights that change too quickly before a person with a disability has time to get through the intersection; and
- barriers created by policies or practices, for instance not offering different ways to complete a test as part of job hiring.

3.0 MANDATE:

The AAC shall act in an advisory capacity to Council through reports to General Committee.

The AAC shall advise, recommend and assist the City of Mississauga in promoting and facilitating a barrier-free Mississauga for citizens of all abilities (universal accessibility), including persons with disabilities. This aim shall be achieved through the review of municipal policies, programs and services and the identification, removal and prevention of barriers faced by persons with disabilities.

4.0 MEMBERSHIP:

- 1) The AAC shall be comprised of 9 - 12 voting members consisting of:
 - a) Citizen members: a majority of the members shall be persons with disabilities. A variety of types of disabilities may be represented such as persons with a physical disability (visual, speech, hearing, use of wheelchair or assistive device), cognitive disability (intellectual impairments), perceptual (learning disability) and mental

health issues.

- b) 2 representatives who are professionals from the stakeholder community (eg. Agencies representing persons with disabilities)
 - c) 2 members of Council
- 2) The length of term for AAC members shall run concurrent with the term of Council.
 - 3) For the purpose of 1) a) above, Citizen Members must reside in Mississauga. Employees of the City of Mississauga or the Regional Municipality of Peel are not eligible to be members of the AAC.
 - 4) The AAC may form sub-committees to address specific issues and report to the AAC. At least one member of the AAC must be represented in a subcommittee. Other members of the subcommittee may include other persons from the disabled community.
 - 5) A Chairperson shall be elected by a majority of the members of the AAC at its first meeting of the term. He or she shall chair all AAC meetings.
 - 6) A Vice-Chairperson shall be elected by a majority of the members of the AAC at its first meeting of the term. In the absence of the Chairperson, the Vice-Chairperson shall chair AAC meetings.

- 7) In the event of a tie in voting, the Chair will break the tie.

Staff Support Group: (non-voting)

Staff representatives from the following Departments/Divisions shall provide input at AAC meetings:

Community Services:

- Facilities and Property Management
- Library
- Planning and Admin
- Recreation and Parks

Corporate Services:

- City Clerk
- Communications
- Enforcement
- Human Resources
- Legal Services
- Materiel Management

Planning and Building:

- Building
- Development and Design

Transportation and Works:

- Mississauga Transit
- Transportation and Engineering Planning

5.0 MEMBERSHIP RESPONSIBILITIES:

- 1) Members of the AAC are expected to be familiar with the ODA, its Regulations and the Terms of Reference for the committee. Members are expected to contribute their expertise actively during meetings of the AAC.
- 2) Perform all functions as mandated by the ODA and its Regulations including:
 - a) Members of the AAC will advise Council on the preparation, implementation, and effectiveness of the City's annual Accessibility Plan to ensure that it addresses the identification, removal and prevention of barriers to persons with disabilities in the City's by-laws, policies, programs, practices and services;
 - b) Members of the AAC will advise Council on issues of accessibility in Council's decision to purchase goods and services through the procurement process for the use of itself, its employees or the public, when requested by Council.
 - c) Members of the AAC will review selected site plans and advise on accessibility issues relating to identified buildings within the municipality.

6.0 RECRUITMENT PROCESS:

Follow Corporate Policy and Procedure for recruitment of citizen members for Committees of Council. Awareness and implementation of alternate formats for recruitment can also be considered.

7.0 FREQUENCY OF MEETINGS:

One meeting per month, or as determined by the Committee at the call of the Chair.

8.0 EXPENSES:

Members of the AAC shall be eligible for reimbursement of expenses incurred which are deemed necessary for full participation in the Committee (i.e. sign language interpretation services, etc).

9.0 QUORUM:

A Quorum shall be a majority of members. At least one Councillor must be present to establish quorum.

**ACCESSIBILITY ADVISORY COMMITTEE
(September, 2002)**

Council Members:

Katie Mahoney
Pat Saito

Citizen/Stakeholder Members:

Hans Bueschleb, Citizen
Corey Foster, Citizen
Nancy Kelso, Citizen/MS Society
Carol MacEachern (Vice- Chair), Citizen
Shirlee Smith, The Canadian Hearing Society
France Tolhurst (Chair). Citizen/Coalition for Persons
with Disabilities
Cathy Tufts, CNIB Halton/Peel

CITY OF MISSISSAUGA ACCESSIBILITY PLAN

STAFF WORKING GROUP

Department and Divisions	Area of concern	Division Initially Represented with AAC	Current Staff Representative
COMMUNITY SERVICES			
Facilities and Property Management	access to facilities	?	Ken Owen, Director
Library	access to services/programs		Betty Mansfield, Area Manager
Planning and Admin	sports facilities, pathways, play areas, signage, benches		Paul Taylor, Manager, Development
Rec and Parks	access to services/programs	?	Cindy Maksymetz, Recreation Analyst, Seniors
CORPORATE SERVICES			
City Clerk	-access to Council and committee mtgs/agendas/minutes -committee administration	?	Denise Peternell, Committee Coordinator
Communications	e-city, events, public notices, news releases		Sonja Banic, Manager, Public Affairs
Enforcement	by laws/licenses	?	Elaine Buckstein, Director
Human Resources	employee accommodation, recruitment, training		Pamela Hooke, H.R.Consultant Michelle Glogowski, Acting H.R. Consultant

Legal Services	issues relating to ODA and compliance	?	Wendy Kwok, Legal Counsel
Materiel Management	-accessibility of equipment, supplies or services -procurement process		Glynn Hancott, Senior Buyer
PLANNING AND BUILDING			
Development and Design	site plans, ramps, curb cuts, parking, entrances...	?	Wayne Nishihama, Mgr. Design Team
Building	by laws, OBC, building inspections...		Frank Spagnolo, Mgr. Bldg, Engineering and Inspections
TRANSPORTATION AND WORKS			
Mississauga Transit	low floor buses, driver training, Transit Access. Plan	?	Gord Wright, Mgr Service Delivery
Transportation and Engineering Planning	traffic signals, sidewalks, curb cuts		Richard Tupholme, Mgr. Infrastructure and Environmental Planning
CITY MANAGER'S OFFICE			
Management Consulting	policies		Rosemary Goslin, Corporate Policies Analyst

Appendix C

A vision for Mississauga's future

MISSISSAUGA, CANADA



STRATEGIC
PLAN

FOR THE NEW MILLENNIUM





A new vision for the new millennium



The City of Mississauga is ready for the next millennium with a new strategic direction.

To respond to the challenges and growth that lie ahead, the City developed the *Strategic Plan for the New Millennium*. It will serve as the framework that sets the direction for long-term growth and development, and provides the link for all City plans and strategies.

This process has been in effect for the past 10 years in Mississauga and has provided the organization with a focus and direction. Most importantly, the Strategic Plan is the document that has provided citizens with an understanding of the City's direction and vision for the future.

In 1989, City Council endorsed the concept of strategic management to manage the rapidly growing city. The City's initial Strategic Plan was approved by Council in December 1992 as a series of nine vision statements. It established the framework for corporate decision-making by setting goals, objectives and strategic actions to manage corporate resources. In 1994, as a result of Provincial changes to the *Development Charges Act*, downloading and

GO Transit, the City's Senior Management Team reviewed the *Strategic Plan* and submitted a revised Plan that was adopted by City Council.

The 1999 revised Strategic Plan reflects the changes occurring throughout the GTA, the effects of downloading and the continued rapid growth within Mississauga. This new Plan, approved by Council in June, was distributed in July to more than 100 stakeholder groups including ratepayer and neighbourhood associations, community interest groups, utilities and various agencies.

Revisions to the final Strategic Plan were made based on input received from these groups. Of note was the addition of the 10th vision statement as recommended by the Mississauga Arts Council. Each of the vision statements has specific objectives and strategic actions that outline some of the steps needed to reach the vision.

With the *Strategic Plan 2000 for the New Millennium* in place, we will be able to ensure that Mississauga will continue to be the community that people want to call home in the 21st century.



10 vision statements of the Strategic Plan

The City of Mississauga has 10 vision statements that comprise the *Strategic Plan for the New Millennium*. These statements will serve as the guiding principles for the City's corporate decision making process.

- 1** Mississauga will be a distinct major Canadian city.
- 2** The City Centre will be downtown Mississauga.
- 3** Mississauga will have distinct and recognizable communities.
- 4** Mississauga will have a dynamic and diverse economic base.
- 5** Mississauga will have a transportation system which allows for safe and efficient movement within and beyond the city.
- 6** Mississauga will provide the right services, delivered in a superior way, at a reasonable cost.
- 7** Mississauga will be an environmentally responsible community.
- 8** Mississauga will be governed in an open and responsive manner.
- 9** Mississauga will achieve excellence in public administration.
- 10** Mississauga will offer a diversity of cultural opportunities.



Mississauga will be a distinct major Canadian city

Objectives

- 1.1 To create a safe, well-designed City with an ultimate population of 780,000 with interesting architecture and a strong downtown core, complemented by communities which retain their own identity, yet contribute to an overall strong City identity.
- 1.2 To develop a regional employment centre in excess of 500,000 jobs.
- 1.3 To provide a variety of opportunities in housing, employment, recreation, culture and social amenities.
- 1.4 To promote a positive and progressive identity for Mississauga that is recognizable from other major Canadian cities.

Strategic Action

- Review all District Plans, incorporate them into City Plan and ensure the District Policies continue to support the *Strategic Plan* vision.
- Develop marketing materials to promote the City's image.
- Identify and pursue athletic, business, artistic, cultural and educational opportunities that will achieve national recognition for the City.





The City Centre will be downtown Mississauga

Objectives

- 2.1 To develop a vibrant City Centre that will be the major focal point for commercial activity, employment opportunities, cultural, civic, recreational facilities and residential development.
- 2.2 To create a City Centre that is visually attractive and has a strong identity.
- 2.3 To develop a safe, functional and people-oriented City Centre that has an integrated system of parks, open spaces, pedestrian/bicycle networks and transportation facilities.

Strategic Action

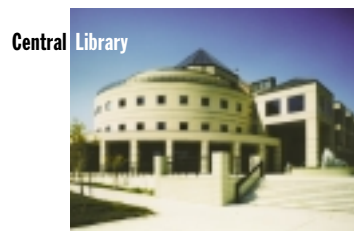
- Formalize a policy on public art in the City Centre.
- Promote the use of the City Centre for entertainment, commercial, tourism and cultural activities.
- Continue to promote the City Centre through partnerships between the City and the landowners within the City Centre.
- Review the City Centre District Plan.
- Develop a pedestrian friendly environment emphasizing the integration of unique buildings with pleasant open spaces and walkways.
- Review the Urban Design Vision– Mississauga City Centre as part of the review of the City Centre District Plan.



Square One



Canada Day



Central Library

The Living Arts Centre in Mississauga

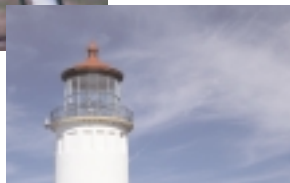




Mississauga will have distinct and recognizable communities

Objectives

- 3.1 To preserve and enhance existing communities, and ensure that new development is compatible.
- 3.2 To ensure that communities have appropriate services and facilities.
- 3.3 To preserve buildings, sites and landscapes of historical, architectural or contextual significance.



Strategic Action

- Continue the rating evaluation and designation as appropriate, of all properties identified on the Heritage Inventory.
- Identify those distinctive features of communities that are to be protected in the future.
- Determine appropriate community services and facility standards for the City.
- Ensure continuous improvement in the quality of life through proper design and effective use of the built environment to reduce the fear and incidence of crime (Crime Prevention Through Environmental Design).
- Support innovative and responsible heritage practices.





Mississauga will have a dynamic and diverse economic base

Objectives

- 4.1 To encourage the retention of existing businesses.
- 4.2 To assist local businesses to grow and prosper.
- 4.3 To attract new businesses that offer good growth prospects and provide high-quality jobs.
- 4.4 To establish a competitive advantage for Mississauga's businesses.
- 4.5 To commit to fostering business and education partnerships.

Strategic Action

- Regularly monitor business trends and adjust the implementation of the Economic Development Strategy appropriately.
- Aggressively market Mississauga to key target sectors.
- Facilitate, consult and share information with new and existing businesses on problems and opportunities.
- Encourage the expansion and vitality of Business Improvement Areas.
- Foster business and education partnerships.
- Ensure a high quality customer service attitude in the delivery of services to the business community.
- Develop strategic linkages with major employers in the City.
- Support the development of state-of-the-art telecommunications infrastructure.
- Continue to play a leadership role in the Greater Toronto Marketing Alliance.
- Engage the citizens of the City to promote the cultural diversity, quality workforce and economic development of the City.
- Engage industry, education and government in the development of the City to drive the establishment of an innovative, progressive and prosperous economy.





Mississauga will have a transportation system which allows for safe and efficient movement within and beyond the City

Objectives

- 5.1 To improve road network efficiency using a variety of measures.
- 5.2 To promote road safety.
- 5.3 To improve the cost-effectiveness of transportation services while seeking to increase funding levels from traditional and new sources.
- 5.4 To design the road network with regard for the importance of urban design, land use considerations and the needs of all road users, including pedestrians, cyclists, buses, trucks, and automobiles.
- 5.5 To encourage co-ordinated planning with other transportation agencies as a means of providing an integrated transportation system that meets the diverse needs of the community.
- 5.6 To support efforts to co-ordinate transit services across the Greater Toronto Area.



Strategic Action

- Encourage transit use through optimized route and system design and by pursuing a seamless transit system through improved service co-ordination and fare integration with GO Transit and the transit systems of neighbouring jurisdictions.
- Utilize an integrated road corridor planning approach in the development of the transportation system having regard for the diverse needs of users and the community.
- Implement road safety programs and pursue enhanced enforcement activities.
- Pursue opportunities for improvements in service co-ordination with other transit operators or service providers.
- Promote improved access to Lester B. Pearson International Airport for Mississauga's residents, businesses and visitors.
- Promote improvements to the provincial highway system and the GO Transit system as integral components of the transportation network serving Mississauga.





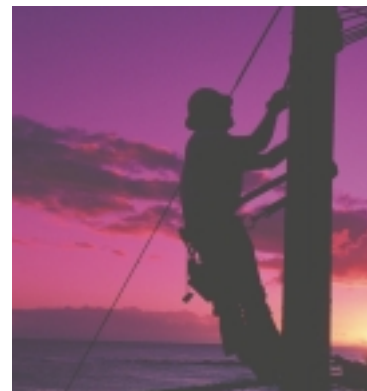
Mississauga will provide the right services, delivered in a superior way, at a reasonable cost

Objectives

- 6.1 To provide facilities, services and programs at the City, community or neighbourhood level, according to need, approved service levels, population, demographics and cost.
- 6.2 To ensure that City facilities are operated, and City services and programs are delivered, in a cost effective and efficient manner.
- 6.3 To support the user-pay approach to the provision and use of City services.
- 6.4 To ensure the capital costs of infrastructure required by new development is generally borne by that development.
- 6.5 To promote a positive “customer service” focus in service delivery.
- 6.6 To clarify the respective roles, mandates and responsibilities between the City and other governments/agencies.

Strategic Action

- Develop partnerships with various sections in the community and/or service providers to ensure service needs are met in the most cost effective and efficient manner practicable.
- Monitor the public’s expectations for municipal services and obtain feedback on the services being delivered.
- Establish service levels for major corporate activities and benchmark costs and service levels.
- Annually review user-pay fees to ensure their adequacy and appropriateness.
- Achieve the appropriate roles and responsibilities for the City of Mississauga through continued negotiations with the various levels of government, boards and agencies.
- Review development levies to ensure adequacy and appropriateness.
- Maintain existing infrastructure.





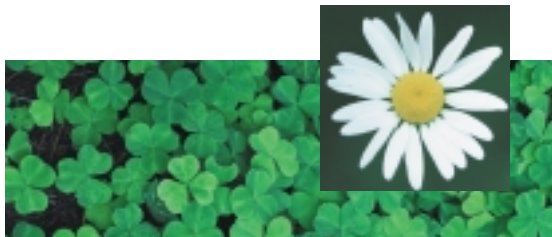
Mississauga will be an environmentally responsible community

Objectives

- 7.1 To take a leading role in planning and promoting an environmentally responsible community.
- 7.2 To conserve significant environmentally or ecologically sensitive areas.
- 7.3 To foster community stewardship of the natural environment.

Strategic Action

- Monitor and update, as required, the Natural Areas Survey.
- Establish policies and guidelines to ensure that adequate consideration is given to the environmental implications of development.
- Establish appropriate policies for the use or preservation of environmentally and ecologically sensitive areas identified in the City's planning documents.
- Support innovative and responsible environmental practices.
- Promote community environmental awareness forums, celebrate environmentally friendly innovations and support environmental education.



Mississauga's web site addresses environmental concerns... www.city.mississauga.on.ca/environment



Port Credit at the mouth of Mississauga's Credit River



Mississauga will be governed in an open and responsive manner

Objectives

- 8.1 To conduct the business of the City through open accessible meetings of City Council and its committees.
- 8.2 To encourage information sharing with, and input from, the public.
- 8.3 To interact effectively with other levels of government and public agencies.

Strategic Action

- Identify external contacts critical to the City's success and allocate the resources necessary to represent effectively the City's interest.
- Regularly review public participation processes to ensure that maximum opportunities for public input are being provided.
- Enhance information sharing with the public through the media and the development of streamlined information access system(s) at Civic Centre and other City facilities.



Council Chamber in the Civic Centre





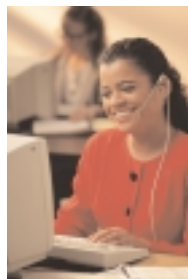
Mississauga will achieve excellence in public administration

Objectives

- 9.1 To create a corporate culture that emphasizes customer service, innovation, creativity, integrity and accountability.
- 9.2 To attract, develop and recognize employees and volunteers with the skills to meet current and future challenges.
- 9.3 To develop an administration which anticipates, initiates and manages change effectively.
- 9.4 To ensure corporate financial stability through sound long-term financial planning and management.

Strategic Action

- Finalize the Human Resources Plan focusing on staffing, training, career development, succession planning, compensation practices and reward/recognition programs.
- Update the Management Strategy clearly explaining the City's goals, corporate culture, values, philosophy and priorities.
- Continue economic, demographic and environmental scanning activities.
- Monitor and evaluate all corporate plans to ensure their continued relevance in anticipating, initiating and managing change effectively.
- Enhance service delivery through the use of Information Technology and other means.
- Improve public access to information and response to customer service issues.





Mississauga will offer a diversity of cultural opportunities

Objectives

- 10.1 To encourage cultures – their goals, beliefs, ethnicity, traditions, customs and interests – to act as catalysts energizing Mississauga’s culture.
- 10.2 To promote and encourage the preservation of Mississauga’s cultural diversity.
- 10.3 To foster the development of a partnership amongst City government, corporations and the cultural community.
- 10.4 To encourage respect for, support of, and active participation in Mississauga’s culture.

Strategic Action

- Support cultural activities in Mississauga.
- Demonstrate that culture is a vital component of a healthy, diverse city.
- Recognise the accomplishments of citizens who create and enrich the cultural fabric of Mississauga.
- Demonstrate, by public events, an awareness that all residents share in the character of Mississauga.





Our commitment to all those who live and work in Mississauga



The Strategic Plan for the New Millennium is our commitment to all those who live and work in Mississauga to create a vibrant, prosperous city.

Strategic management is an ongoing process. It involves the coordination and integration of existing procedures and practices such as the budget process and demographic and development forecasts into a common corporate strategy. We will continue to incorporate the 10 vision statements of the *Strategic Plan* into the design and delivery of City programs and services.

To keep everyone informed, we will monitor and communicate the progress of our *Strategic Plan* to City Council, stakeholders, staff and residents of Mississauga. By working together to bring creative and innovative solutions to the challenges that lie ahead, Mississauga will continue to be one of the leading-edge cities in Canada. 🎯





MISSISSAUGA, CANADA
**STRATEGIC
PLAN**
FOR THE NEW MILLENNIUM

**For more information on the
Strategic Plan for the New Millennium :**

Communications Division
City of Mississauga
300 City Centre Drive, 3rd floor
Mississauga, ON L5B 3C1

Tel.: 905-896-5056
Fax: 905-615-3078

www.city.mississauga.on.ca

Fully Accessible Public Services	Accessible Transportation and Parking	Universal Design	Full Integration	New Improved Attitudes
<p>City leader in accessibility (parks, buildings, programs)</p> <p>Facilities fully accessible (public and staff)</p> <p>Removal of physical barriers</p> <p>Active streetscape</p> <p>“Touch of a Button” large elevators</p> <p>Equal washroom access</p> <p>Easy in and easy out of all buildings</p> <p>Accessible outdoor facilities (sidewalks, walkways, parks, playgrounds)</p> <p>Integrated services review (e.g. Recreation programs)</p> <p>New technology as a tool (Info. Tech.)</p> <p>Communication – Web sites more accessible (e-city)</p>	<p>Transportation (buses – promotion, education)</p> <p>More accessible public transportation</p> <p>Air conditioned accessible buses</p> <p>Door-to-door transit</p> <p>Parking – enforced, signage, location, quality, quantity, better design</p> <p>Accessibility replacement program – curbs, traffic signals, buses</p> <p>Safer pedestrian access – texture of pavement and crossings, maintenance, curb cuts, auditory signals, “count down” signals</p>	<p>Building code changes – deadline</p> <p>Going beyond minimum standards</p> <p>Designers who are disabled</p> <p>Accessible developments</p> <p>Proper way finding signage</p> <p>Uniformity</p> <p>Visual and auditory signals/signs</p>	<p>Independent disabled people</p> <p>Greater employment opportunities</p> <p>Work opportunities</p> <p>Greater integration in schools/workplace</p> <p>Representative workforce</p> <p>Designers who are disabled</p>	<p>Attitude – accessibility – “a way of life” (live, work and play)</p> <p>Education</p> <p>New/improved attitudes-awareness program, accessibility campaign</p> <p>All staff sensitivity trained</p>

To create a fully accessible community utilizing universal design principles resulting in improved attitudes and full integration.

Appendix E

Past Initiatives with Accessibility within the City of Mississauga:

Community Services Department:

1. Special Needs Policy adopted (Rec. and Parks, 1991), which encourages integration. If a participant requires support to participate, that support person will be admitted at no charge.
2. Special program fees for recreation programs.
3. Volunteer Program available for snow removal assistance.
4. Greater staff awareness of Barrier Free Design.
5. Inclusive recreation programs.
6. Internal policy created to allow persons using wheelchairs on the ice for public skating.
7. Leisure/special needs consulting with Children and Youth Worker.
8. Partnerships with 24 agencies and associations in offering recreational services and opportunities.
9. Added a new site for 'Sauga Stroke Breakers recreation program (for people who have had a stroke), 1998.
10. Shower chairs available at Erin Meadows C.C. and Meadowvale C.C. and Terry Fox Pool.
11. Water wheelchairs available at River Grove CC, South Common CC and Frank Mckechnie C.C., Erin Meadows C.C.
12. Splash pads added to facilities in various locations eg. Meadowvale, South Common
13. Implementation of the Next Step to Active Living Program to assist with the integration of adults with physical disabilities into our community (1998).

14. Guidelines created for incorporating the use of a Hoyer Lift (for an individual to use the pool) at River Grove C.C.
15. Cardiac Rehabilitation program offered at Cawthra C.C.
16. Swimming pool accessibility chart created for indoor pools. Includes accessibility features and which pools are “warm” pools.
17. Youth Services offers Special Needs Training.
18. The Library and Civic Centre hires disabled individuals on work experience. Arenas and Community Centres have also hired volunteers who are disabled. Some of these individuals have eventually been hired for employment.
19. Offered Sensitivity/Disability Training to staff and volunteers.
20. Accessibility Guide for Peel and Halton Region - for places to visit (in partnership with Coalition for Persons with Disabilities (1996).
21. TTR and Connect2Rec offered as alternatives to registering for recreation programs.
22. Library - talking books, Braille books, walkers available.
23. Special Needs pages included in the “Inside & Out Guide”.
24. Consultation/assistance with Charter-Ability - an accessible boating service.
25. Libraries have walkers available for public use.
26. Corporate Accessibility Audit (2001).
27. Zonta Accessible Playground.
28. Incorporated feedback from agencies representing persons with disabilities into the building design of Frank McKechnie C.C. and Library.

29. Redevelopment Project - upgrades to: Burnhamthorpe C.C., Huron Park C.C, Malton C.C., Meadowvale Four Rinks, Mississauga Valley Community Centre and Library. Received input from AAC.
30. Courtnepark Library received input from AAC.
31. Paved Trails.
32. Harbour Redevelopment.
33. Improved access to some buildings:
 - installed power-assisted door operators for entrances at various facilities (e.g. libraries, Meadowvale C.C., Mississauga Seniors' Centre)
 - Clarke Hall and Streetsville Library had elevators installed
 - accessible comfort station at Brickyard Park
34. Improved signage in stairwells at Civic Centre for underground parking.
35. Improved lighting in parking at Civic Centre.
36. Ice level access for sledge hockey league at Iceland.
37. Increased number of disabled parking stalls at Mississauga Valley C.C.
38. Increased width of parking spaces at Mississauga Seniors' Centre.
39. Adopted CSA standards for barrier-free design.

Corporate Services Department:

40. A new definition of "service animal" was included in relevant City by-laws.
41. Disabled Persons Parking By-law increased fine to \$350.

42. Snow removal subsidy.
43. Tax refund for seniors and persons with disabilities.
44. Employee rehabilitation policy - modified work.
45. Equal opportunity employer.
46. Smoke free by-law.
47. Pilot project commenced in Nov/Dec 2000 whereby 2 Parking Control Officers dedicated solely to the enforcement of Disabled Parking and Fire Route Offences. Effective Feb. 27, 2002, Council approved these positions as permanent.
48. Sensitivity Training was incorporated into the training of all new taxicab driver applicants (1994). In 1997, mandated that all drivers (Airport Municipal Transportation Vehicle, Airport Public Transportation vehicle, taxicab and limousine drivers) must take Sensitivity Course.
49. 6 Special Accessible Taxicab (SAT) vehicles in operation in 1989. As of 1994, there were 11 SATs, with one more added in 1999 for a total of 12 SATs available for public use.
50. Voting - vote machine for visually impaired (2003 Election).
51. Staff developed with Animal Services an accessibility plan that not only dealt with the physical layout but a programmatic approach for dealing with all patrons.
52. Sign Language Interpreter included in Staff Directory.

Planning and Building:

53. Curb cut policy.

54. Developed a **Design Reference Note: Barrier-Free Parking Standards and Building Access**. They also developed a process to enforce the design reference note.
55. Have “cashed in” letter of credit to ensure the implementation of accessibility standards.

Transportation and Works:

56. Seniors transit passes available.
57. No cost for visually impaired persons on transit who have a valid CNIB card.
58. For transit, an attendant accompanying any person with a disability will ride free.
59. Mississauga Transit Accessibility Plan Developed (May 2001).
60. Increased transit operator sensitivity due to Accessibility Training Program.
61. Marketing plan developed for “Accessible Transit Rider’s Guide”.
62. Standard guidelines used on private property transit terminals.
63. Created transfer policy with “Transhelp”.
64. Standard drawings developed for curb cuts and ramping at intersections and bus stops.
65. Pilot project for countdown on the pedestrian crossing signal.
66. Catch basin grates/drainage have been modified.
67. Pilot project implemented for audible pedestrian signals.
68. Improved access to Central Parkway Transit main entrance from East parking lot.

69. Snow priority clearing.
70. Smog Forum held, Air Quality Advisory Committee in place, City response plan developed for smog alerts, Anti-idling campaign implemented.

Poor Awareness, Education & Understanding blocks Acceptance and Action	Existing Physical Design blocks Full Accessibility	Budget Constraints block Progress	Lack of Legislation blocks Universal Design	Limited Expertise blocks Solutions	Competing/Multiple Priorities blocks Focus on Accessibility Issue	Operational Issues block Full Integration
<p>Limited knowledge of different disabilities</p> <p>Overlaying diversity of needs -cultural, physical, age, disability</p> <p>Awareness -Education</p> <p>Awareness of issues</p> <p>Limited public awareness</p> <p>Poor attitude (private sector)</p> <p>Universal acceptance -public (gov't) -private (business) -citizens</p> <p>Ability to influence change</p> <p>Narrow focus</p>	<p>Communities already built -re-development</p> <p>Structural limitations re: existing facilities</p> <p>Existing physical limitations</p> <p>Limited accessible subdivision design</p> <p>Heritage structures (limitations)</p> <p>Coordination of all physical services (lack of)</p>	<p>Budget constraints</p> <p>Competition for resources</p> <p>Achieving successful partnerships</p> <p>Cost effectiveness -budgets, profit</p> <p>Not enough enforcement/ inspections (resources?)</p>	<p>Toothless legislation -municipal, provincial, federal</p> <p>Desire to comply to legislation in a minimal manner</p> <p>Absence of incentives for businesses to change</p> <p>Ontario Building Code (raise minimum standards)</p> <p>Universal design – difficulty being accessible to all</p>	<p>Hiring practices (disabilities and knowledge)</p> <p>The ability to identify the obstacles</p> <p>Limited # of experts to find solutions</p> <p>Ability to resolve issues in a timely manner</p>	<p>Commitment/ reorganization of priorities by City</p> <p>Not yet a priority</p> <p>Being an after thought</p> <p>Not making accessible Community a priority</p>	<p>Limited accessible transportation</p> <p>Impact on operations i.e. Transit</p> <p>Canadian weather burr...! (snow)</p>

City of Mississauga Accessibility Plan:

Strategic Directions: Moving Towards an Accessible City

Leading by Example	Prioritizing Allocation of Funds	Developing a Communication Strategy	Providing Training	Hiring Disability Resource Experts/Coordinators	Making Use of Skills in the Disabled Community
<p>Lead by example (Legislation): -do things that don't need legislation -pass by-laws</p> <p>Create incentives for Developers/Owners to Retro-Fit</p> <p>Incorporate accessibility into City Strategic Plan Objectives</p> <p>Strengthen language in City Official Plan and Strategic Plan</p> <p>Advocate to improve daily door to door transit</p> <p>Accessibility must be an integral part of all city's activities (i.e. programs, services, by-laws)</p> <p>Lobby/Educate Council, Province, Feds</p> <p>Accessibility by plan (Operations, Programs, Services)</p> <p>Recommend changes to OBC</p>	<p>Identify Needs: -prioritize -allocate funding over so many years -identify no/low cost items</p> <p>Coordinator/Database to match corporate partners with city</p> <p>Form Bus. Alliances with: issue-related companies, developers, business owners</p> <p>Set short and long term goals – grant opportunities</p> <p>Create dedicated tax to fund accessibility initiatives (“Stair tax”)</p> <p>Budget – include in all department proposals – not separate line</p> <p>Create Accessibility Line in City Budget</p> <p>Sustain the AAC (staffing?)</p>	<p>Positive reinforcement campaign –“five stars”</p> <p>Comprehensive Communication Strategy – internal/external</p> <p>Document good and bad examples</p> <p>Media launch -kick-off with accessibility plan</p> <p>Recruit strong well-known spokesperson</p> <p>Public Education campaign – all ages (like Litter-not)</p> <p>Public and staff suggestion box to identify accessibility issues in facilities</p>	<p>Mandatory Sensitivity Training</p> <p>City-wide staff training</p> <p>Document Good and Bad examples (physical)</p> <p>Accessibility Certification for builders, designers</p> <p>Comprehensive Training Program</p> <p>Educational all-inclusive forum in Mississauga</p>	<p>Hire expert on design/accessibility</p> <p>Hire Disability Coordinator(s)</p> <ol style="list-style-type: none"> 1. Design Resource 2. Program Development <p>Create and train an Audit/Review Team -to review processes (physical and other), routes, etc... as requested</p>	<p>Make use of skills in the Disabled Community</p> <p>Hiring persons with disabilities</p>

Note: The actions listed above were brainstormed by the Staff Working Group and AAC.

City of Mississauga Accessibility Plan:

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Note: The actions listed above were brainstormed by the Staff Working Group and AAC.

City of Mississauga: Accessibility Plan

DRAFT WORK PLAN

Action Planning	2003	2003	2004	2004	2004	2004	2005	2006-2010	Measurable Accomplishment	Who? Cost?
STRATEGIES:	Q3	Q4	Q1	Q2	Q3	Q4				
Leading by Example			Every Corporate Policy that is 5 yrs old or more reviewed for barriers to accessibility				Every Corporate Policy that is 5 yrs old or more reviewed for barriers to accessibility (Q1)	Every Corporate Policy that is 5 yrs old or more reviewed for barriers to accessibility (Annually, Q1) Develop Accessibility Certification for builders, designers	Corporate Policies support full accessibility (within 6 yrs)	Corporate Policy Analyst, (R.G.) \$0 additional cost
Prioritizing Allocation of Funds					Incorporate Accessibility Budget Planning into existing budget planning		Incorporate Accessibility Budget Planning into existing budget planning	Incorporate Accessibility Budget Planning into existing budget planning annually (Q3)	Accessibility given consideration in budget development	All Departments/Divisions/sections
Developing a Communication Strategy	Approp. and Inapprop. examples listed (KO, GW)	-Comm Strat written (SB) -Internal Comm. Strat. Implemented (SB, KO, GW) -Spokesperson(s) recruited (HB) -Strategy circulated to key stakeholders (SB) -Comm. Plan launched with media – tied in to Access. Plan (SB)	Communication plan approved and funded		Budget developed for '05 Comm. Plan implemented		Communication Plan Funded	Communications sustained Budget for communication plan annually in Q3 Positive reinforcement campaign implemented – “five stars” Public and staff suggestion box to identify accessibility issues in facilities Implemented	Communication Plan approved and funded, 2004, Q1 -internal first, then external	Mgr, Public Affairs, (SB) 2004/2005 Costs to be absorbed into existing Communications Division Budget - Public Issues Account

Action Planning	2003	2003	2004	2004	2004	2004	2005	2006-2010	Measurable Accomplishment	Who? Cost?
STRATEGIES:	Q3	Q4	Q1	Q2	Q3	Q4				
Providing Training		Establish Training Team Leader	-Create Training Team -Research training packages available from existing sources -Determine preferred format & content of training session and audience	-Develop training rollout schedule (dates, times, locations, attendance tracking) -Determine costs associated (staff time, rms, materials) -Training package testing (pilot) - feedback	Training rollout (program conducted)	Training rollout (program conducted)	Training rollout (program conducted)	-Report to AAC, annually - Provision for on-going training -Evaluation -Training team summary report Education all-inclusive forum in Mississauga	City-wide staff training provided (2005, Q1)	Training Team Leader and selected trainers (Human Resources) Cost t.b.d.
Hiring Disability Resource Experts/Coordinators								Create and train an Audit/Review Team -to review processes (physical and other), routes, etc... as requested		
Making Use of Skills in the Disabled Community			Raise awareness of : disabled skills, accommodation, successes among hiring Managers	Identify organizations we can partner with to promote employment opportunities @ the City -Approach organizations and establish relationship	Create and implement recruiting process (i.e. advertize thru' orgs		Evaluate annually and measure success	Evaluate annually and measure success	The City is regarded as an equal opportunity employer within the disabled community & among City staff	Human Resources

DRAFT SUGGESTED ACTION PLAN

(notes from small group work - June 2, 2003)

Strategic Direction: Leading by Example

Possible Accomplishments: (List the possible accomplishments related to each action item identified under the Strategic Direction)

1. Design Guidelines - Terms of Reference/checklist for all redevelopment/development of buildings.
2. Review language in documents*.
3. Review documents in terms of barriers to accessibility.
-documents to be available in large print/audio version
4. Fully accessible web site.
5. In creation of new City facility, accessibility issues are given priority - “creating an example”.
6. Make City Hall fully accessible.
7. Forms?

Measurable Accomplishment: (Choose the best accomplishment from the list above)

“Corporate policies support full accessibility.” (within 6 yrs)

Specific Actions:

1. A paragraph/sentence to be included in annual request to each department to review policies in terms of barriers to accessibility.
2. Every Corporate Policy that is 5 yrs old or more to be reviewed for barriers to accessibility.
(Annually, Q1) - Rosemary Goslin - \$

*Documents refers to: Corporate policies, Strategic Plan, Official Plan

DRAFT SUGGESTED ACTION PLAN

(notes from small group work - June 2, 2003)

Strategic Direction: Developing a Communication Strategy

Strengths, Weaknesses Benefits and Dangers of implementing this strategy:

Strengths:

- staff/resources - expertise in house
- positive impact on all other strategies: sets the tone for the plan
- gain commitment for Action Plan
- start low budget

Weaknesses:

- funding - advertising campaign is costly

Benefits:

- sets examples for other Corporations within community

Dangers:

- generate backlash - promote plan; no action follows (i.e. no funds) -negative press
- no Council buy-in (competing priorities) - 10% vs. 100%

Possible Accomplishments: (List the possible accomplishments related to each action item identified under the Strategic Direction)

1. Develop comprehensive strategy (internal/external) by 2003, early Q4.
2. Includes appropriate and inappropriate City examples
3. Includes media launch
4. Strong well-known spokesperson recruited.
5. Includes strong Public Education Campaign with feedback.
6. Includes lobby component - success by education - Council (approve 100% plan), Province, Feds

Measurable Accomplishment: (Choose the best accomplishment from the list above)

“100% Approval and Buy-in for Communication Strategy and overall Action Plan” (2004, Q3)

Specific Actions:

1. Appropriate and inappropriate City examples - list from **Ken** (F&PM) and **Gord** (Transit) - in-house City audit. - **2003, Q3** - end of summer.
2. Begin recruiting spokesperson - disabled person?, City person - Councillors, City Manager,

Mayor?, Accessibility Advisory Ctte - **Hans - 2003, Q4**

List needs to be developed for recruitment (by AAC). Could be tied to future AAC Committee. - Clerks?

3. Writing Strategy - **Sonja - 2003, Q4**
4. Circulating Strategy to key stakeholders - **Sonja - 2003, Q4**
5. Develop Budget for Strategy itself - include all high end items (bus tails, bus shelters, ad space)
- Key to adjusting attitudes - **Sonja - 2003, Q4**
6. Do Media Event with launch of plan - **Sonja - 2003, Q4**
-news conference, timing pending overall plan launch?
7. Implement Communication Strategy
8. Internal Communication Strategy - launch first with staff - *immediately* - get ball rolling -
'Leading By Example' - **2003, Q3/4**
-Sensitivity training
-circulate Accessibility Plan
-focus groups
9. External Communication Strategy - need to ensure Accessibility Plan is complete
10. Sustainability - keep momentum on-going
- phased-in throughout process

DRAFT SUGGESTED ACTION PLAN

(notes from small group work - June 2, 2003)

Strategic Direction: Providing Training

Strengths, Weaknesses Benefits and Dangers of implementing this strategy:

Strengths:

- increased staff awareness, understanding and knowledge of issues
- translates into action

Weaknesses:

- outcomes may not be measurable (i.e. people's attitudes)
- can't control outcomes

Benefits:

- change in attitude transfers into action
- becomes a "way of life"

Dangers:

- no real dangers
- over sensitivity possible - overreacting
- more segregation created rather than integration
- could create more "special treatment" rather than integration

Possible Accomplishments: (List the possible accomplishments related to each action item identified under the Strategic Direction)

1. Mandatory training - Full Time/ Full Time Contract
2. Develop condensed information package for part of orientation (including Part Time/temp)
3. Use appropriate and inappropriate examples of physical design and inclusion examples as part of training.

Measurable Accomplishment: (Choose the best accomplishment from the list above)

"City-wide staff training provided." (2005, Q1)

Specific Actions:

1. Establish training team leader - hire? - who will be responsible?
2. Create a Training Team - Train the Trainer

3. Research training packages available from existing sources (eg. partnering agencies).
4. Determine preferred format (length, style, content etc...) of training session, from research. Include experiential training methods.
5. Determine \$ associated - staff time (preparation, course), room bookings, materials
6. Develop critical path - Training Leader and Team develops a critical path.

DRAFT SUGGESTED ACTION PLAN

(notes from small group work - June 2, 2003)

Strategic Direction: Making use of skills in the Disabled Community

Strengths, Weaknesses Benefits and Dangers of implementing this strategy:

Strengths:

- utilize the untapped expertise in the disabled community
- leading by example
- educating staff (training)
- involving disabled people in the community
- increases positive perception
- increased interest in City employment opportunities by people with disabilities
- communicate success stories
- employer choice to include persons with disabilities

Weaknesses:

- perception
- accommodation - flexible work equipment. Process in which we accommodate.

Benefits:

- see “strengths” above

Dangers:

- make sure hiring is done on equal opportunity basis - perception
- not properly responding to accommodation needs
- communication - not enough

Possible Accomplishments: (List the possible accomplishments related to each action item identified under the Strategic Direction)

1. Expand the operating philosophy of being an employer of choice to address persons with disabilities.
2. Greater representation of disabled community in City staff population.
3. Disabled employees of the City form Accommodation Committee.

Measurable Accomplishment: (Choose the best accomplishment from the list above)

“The City is regarded as an equal opportunity employer within the Disabled Community and among City staff.” **2005**

Specific Actions:

1. Identify organizations we can partner with.
2. Approach the organizations.
3. Develop a relationship with the organizations. Establish recruiting partnerships with 5 disability organizations.
4. Implement.
5. Raise awareness in HR and Hiring Managers
 - skills in the disabled community and the benefits to the City
 - accommodation
 - success stories (employees in place)
6. Evaluate on annual basis to measure success.

Appendix J

MG.23.REP

DATE: May 1, 2001

TO: Chairman and Members of General Committee

FROM: A. E. McDonald, P. Eng.
Commissioner of Transportation and Works

SUBJECT: **Mississauga Transit - Accessibility Plan**

ORIGIN: Transportation and Works Department

BACKGROUND: Transportation is fundamental to the capacity of most persons to function in society. Transit services facilitate integration into public and social life in our communities, as well as allow people to access work and basic goods, services and facilities. While the issue of transit accessibility is most often discussed in the context of persons with disabilities, it also impacts on others such as older persons, families with young children, and more broadly, anyone with a temporary illness or disability which affects their personal mobility.

Access to public transportation is emerging as a significant human rights issue. The Human Rights Code protects Canadians' right to equal treatment with respect to services, which includes public transit. Providers of public transit have a duty to design and develop transit systems in such a way as to maximize accessibility and to reduce barriers to accessibility where they exist. This includes both modifications to conventional systems, to ensure maximum accessibility for all persons, and the creation and maintenance of para-transit systems.

In the case of the City of Mississauga, this would mean modifying the conventional system, as provided by Mississauga Transit, to reduce the barriers to conventional transit services which currently exist for many persons with disabilities.

In addition to the “duty to accommodate” under the Human Rights Code, an “Ontarians with Disabilities” Act (ODA) is being drafted by the Ministry of Citizenship and Culture. It is likely that this Act will be passed into legislation later this year. Input into this proposed legislation is being provided by the Ontario Community Transportation Association (OCTA) of which Mississauga Transit is a member. Feedback from OCTA staff indicates that the provision of accessible transit services by municipalities may be mandated by the ODA. However, if mandated, it is suggested by OCTA that the ODA establish a timetable to allow the introduction of accessible services to be phased in over a period of time.

Therefore, in the context of the Human Rights Code and the ODA, this report has been prepared to outline an Accessibility Plan which, for the first time, will allow persons with disabilities access to conventional services. A “phased-in” approach to the provision of accessible transit is proposed, with more service being added at a later date based on service demand, availability of accessible buses and appropriate funding. The Plan is geared to those people who are sufficiently able to get to and from a bus stop. This will allow a migration of some transit trips from the para-transit service operated by Peel Transhelp to the conventional service operated by Mississauga Transit. In this way, Peel Transhelp will be able to offer more trips to those persons who are more severely disabled and require door-to-door service.

COMMENTS:**Survey of Potential Users**

Before any accessibility plan could be developed, it was important to understand the demand from the disabled community for access to conventional transit services and to identify their travel needs. With the assistance of staff from Peel Transhelp and their Advisory Committee, a customer survey was developed and mailed out to approximately 1,200 recipients. A copy of this survey is attached as Appendix 1. The contact list for the survey was prepared from the Peel Transhelp customer data base and from a customer contact list prepared by Mississauga Transit from those people requesting access to conventional transit services. Five hundred and twenty-seven (44%) recipients responded to the survey. Of these, 172 respondents indicated that they were “very likely” or “extremely likely” to use conventional transit service. These same respondents also indicated they would be willing to participate in a focus group.

Due to the difficulty in scheduling a convenient time and location for the focus group to meet, telephone interviews were conducted with a representative sample of respondents. This sample group was fairly represented across demographic categories regarding gender, age, employment, degree of disability, travel habits, and the frequency of Peel Transhelp service usage.

The interview was designed to collect the following information:

- trip origin/destination
- trip purpose
- time of day most trips are expected to occur
- type of mobility device used by the customer
- capability of customer to board vehicle
- to identify any barriers they may perceive to using the service

The majority of the respondents indicated that their home was the origin of their trip, with the most common destinations being shopping malls and medical facilities. The “trip purpose” data also supported these destinations, with most respondents reporting “shopping” or “attending medical appointments” as their trip purpose. The most popular travel time, according to the survey results, was between 9:30 a.m. and 3:30 p.m.

Most respondents indicated their mobility device as a wheelchair or scooter. Fifty-seven per cent of respondents prefer to travel with a companion, especially if the wheelchair is not motorized, and approximately 43% said they would be travelling alone.

Many respondents also indicated that sensitivity training for transit operators would be an essential ingredient for the success of the accessibility plan. Their issues revolved around the fact that accessibility meant different things to different people using various mobility devices. Based on the type of service a conventional transit system can offer, it remains imperative that potential accessible riders are able to get to and from bus stops and board and exit, either on their own or with the help of a travelling companion.

This survey data, therefore, established the basis on which an Accessibility Plan for Mississauga Transit could be developed.

Accessibility Plan

Accessible Buses

Mississauga Transit currently has a fleet of 303 buses of which 89 are low-floor, wheelchair accessible. Twenty-four new low-floor buses are scheduled for delivery later this year. By late 2001 the total fleet size will grow to 327 buses and the wheelchair accessible, low-floor fleet of 113 buses will be made up as follows:

·	Orion II	26 foot bus	12
·	Orion VI	40 foot bus	42
·	Orion VII	40 foot bus	14
·	New Flyer	60 foot articulated bus	<u>45</u>
·	Total		<u>113</u>

The disabled customer will access the bus by means of a ramp which, when deployed by the transit operator, lowers to the curb to allow boarding and de-boarding.

Currently, two wheelchair locations are available on board all accessible buses. The wheelchair area is opened up and made available by flip-up seats along the side of the bus wall. To each wheelchair location, a rear-facing padded back and head support panel have been added, with a lap belt for additional security. The rear-facing wheelchair locations are commonly used in Europe and by the majority of Canadian transit systems who provide fully accessible services. The rear-facing concept allows the wheelchair customer to board and exit the bus with much more independence than would otherwise be the case for forward-facing wheelchairs, which require a complex set of floor mounted wheel restraints as well as a safety belt system. The wheelchair area and restraint system on board all Mississauga Transit accessible buses conforms to the current provincial regulations.

Accessible Routes and Fares

As indicated above, by the end of 2001 approximately one-third of the bus fleet will be wheelchair accessible. Therefore, for now, a limited number of accessible routes will be provided based on need and priority as identified by the survey data.

Using the survey data described above and by plotting the survey respondents' home addresses on a transit system map, a clear picture of the priority accessible routes began to emerge. Based on the number of accessible buses available and the trip origin/destination/purpose, it is recommended that the following routes be designated as fully accessible:

- *Route 19-Hurontario*: this route is recommended because many respondents live on the Highway 10 corridor and accessible service on this route will provide access to the Trillium Health Centre (Mississauga Hospital), Port Credit GO Station, Square One Shopping Centre, and Shoppers World in Brampton
- *Route 3-Bloor*: this route is recommended because of the high number of respondents living on the Bloor corridor and it provides east/west access from Square One east to Islington Subway Station - this route connects to Route 19 and Route 34 services at the City Centre Transit Terminal
- *Route 34-Eglinton*: this route provides east/west access westward across the Eglinton corridor from Square One, servicing Credit Valley Hospital, Erin Mills Town Centre and Meadowvale Town Centre
- *Routes 13 & 48-Erin Mills*: these routes will provide an accessible north/south link connecting the Clarkson community, including Clarkson GO Station, Sheridan Centre, Sheridan Homelands, South Common Mall, Erin Mills Town Centre, Credit Valley Hospital (Route 48 only) and Meadowvale Town Centre

The locations of the routes are shown on Appendices 2 and 3.

No changes to the level or frequency of service are required for these routes as a result of their designation as "accessible routes". The experience of other transit systems which have implemented accessible services indicates that there should be no adverse affect on route timing to allow for a disabled patron to board and disembark a bus. Therefore, the implementation of these accessible routes will have no impact on the 2001 operating budget for Mississauga Transit.

The fare for accessible services would be the same as those charged to conventional transit customers. The various fare categories and options are posted on each bus.

To encourage travel between transit systems, and to provide better integration of services, Mississauga Transit currently has a mutual free-transfer option with Oakville Transit and Brampton Transit. It is recommended that this free-transfer between systems be allowed for customers transferring between Mississauga Transit and Peel Transhelp.

The five routes designated above should be seen as the first phase of fully accessible transit services in Mississauga. On an annual basis, the performance of all routes are carefully analyzed to ensure the optimum efficiency of route design. These newly accessible routes will also be subject to this evaluation and changes will be made to improve efficiencies, if warranted. In addition, contact will be maintained with the members of the focus group, the Peel Transhelp Advisory Group, and Peel Transhelp staff to ensure that, as much as possible, the needs of the disabled community are being met on an ongoing basis.

Based on the Ten-Year Capital Budget and forecast for transit, the opportunity to purchase additional accessible buses in substantial numbers does not occur until 2003 and 2004. Therefore, over the next three years a full evaluation of the operation of the first five accessible routes will be carried out. In addition, consultation with various stakeholders will be maintained to determine the demand and feasibility of adding more accessible routes to the system. If warranted by demand, over the next several years more fully accessible buses will be recommended for purchase and more fully accessible routes will be recommended for implementation.

Access to Stops and Shelters

Mississauga Transit is in the process of replacing every shelter within the City with a newly designed, wheelchair accessible shelter supplied by Mediacom, as part of the bus shelter advertising contract. It will take approximately three years to replace all of the existing shelters. These shelters, with a much larger entrance opening, will accommodate wheelchairs and scooters. The concrete shelter platforms are also larger to ensure that there is sufficient room to manoeuvre a wheelchair or scooter.

Each bus stop along a designated accessible route will be evaluated to ensure that the necessary adjustments, such as curb cuts, are made. Many of the survey respondents expressed concern over the potential hazards

of winter weather and the snow removal from the shelter locations. Mississauga Transit will include these issues as part of the implementation process. Mississauga Transit will also implement a long-term strategy to make the conventional system fully accessible. Each bus stop along a designated accessible route will be identified with a special decal to indicate that the route and stop are part of the accessible network within the City.

With regard to the routes which will be designated as accessible in the first phase of the implementation, an inspection of each shelter and bus stop has been made to determine its level of accessibility to disabled patrons. An inventory has been taken of those locations which are not accessible and of the work required to bring them up to accessible standards. This work will be carried out by the Transportation and Works Department but will take some time to complete. In the meantime, Transit access to these locations will be provided by deploying the wheelchair ramp on a driveway closest to the designated bus stop. This may cause some inconvenience to local residents; however, it is the only way in which access can be provided prior to the necessary work being completed at the bus stop or shelter location. Ongoing maintenance of transit stops and shelters will be coordinated by Transportation and Works staff to ensure that they remain accessible, especially during the winter season.

Integration with Peel Transhelp

Parallel accessible transit service is provided by Peel Transhelp. Even as Mississauga Transit becomes fully accessible, Peel Transhelp will continue to provide door-to-door service to those customers who are unable to use conventional public transit. Transhelp resources are under considerable pressure from demographic change, population growth, health care reform and the quality of life expectations of its passengers. The provision of conventional transit service to the disabled community will allow some existing Peel Transhelp trips to migrate from that system to Mississauga Transit.

In addition, opportunities exist for integration of services between the systems. For example, a trip may begin with the customer boarding a Peel Transhelp vehicle to travel to the City Centre Transit Terminal and from there transferring to Mississauga Transit accessible services to complete their trip. In this example, on the return trip the customer would board Mississauga Transit for the first part of their journey and then transfer to a pre-booked Peel Transhelp trip to return home. As mentioned earlier, it is recommended that this transfer between systems be allowed free of charge to the customer.

Further discussions are required with Peel Transhelp staff to work out the details of this arrangement; however, it does make sense from a customer service point of view, and it opens up a range of new travel options to existing Peel Transhelp customers. With coordination and improved integration of the two systems, not only will customers benefit, but more trips on both systems will be able to be offered without increasing costs.

Employee Training Programs

An effective employee training program is essential to the success of the Accessibility Plan. An accessibility training program will be developed for Transit Operators, Supervisors, and other support staff to enhance the knowledge and understanding of these employees as to the importance of customer service and sensitivity to the special needs of disabled customers. Peel Transhelp has offered the assistance of their training staff to support Mississauga Transit trainers in the design and implementation of an Accessibility Training Program.

The Accessibility Training Program will include the following elements:

- *Customer Service:* how to recognize the special need passenger and how to understand, recognize and deliver the special need required by the customer
- *Operators Role:* what is required by the Operator in regard to the special need passenger and the legal aspects concerning the special need rider
- *Ramp Deployment:* recognizing the need to use the ramp (where and when) - how to operate the system (open and close), automated and manual operation of the ramp - positioning of the bus to avoid obstacles
- *Managing Priority Seating:* special need rider requirement for priority seating - safety considerations in regard to priority seating
- *Accessibility:* wheelchairs and motorized scooters accessing buses - positioning of wheelchairs and scooters in designated locations on board the bus - securing of priority seats for wheelchair and scooter security - location and operation of safety restraints - legal requirements in regard to securing underage special need customers
- *Emergency Procedures:* assisting the special need

customer in regard to evacuations - securing seating and utilizing rear door emergency exit on Orion II buses

Marketing Plan

Once accessible routes have been established, survey respondents will be sent an information package that will consist of a "Rider's Guide to Accessible Transit." The guide will introduce customers to the new service and explain its usage. The guide will include an accessible route map and schedule, detailed information on how to board and exit the ramps, fare information and accessible ticket agent locations.

Distribution of the guide will include the Region of Peel's Transhelp offices in Mississauga, seniors' centres and residences, local hospitals and medical centres. The guide will also be available from the Mississauga Transit Customer Service Information section in order to respond to customer enquiries and will be distributed to the City Centre Terminal, Civic Centre, and other City facilities such as libraries and community centres. Local newspaper advertisements and public service announcements will supplement the communication program.

Customer and public awareness initiatives will include displays and demonstrations at local shopping malls and seniors' centres to introduce the new service to potential customers and the general public. These demonstrations will allow the testing of various types of wheelchairs and motorized scooters on board accessible buses to ensure they can be safely accommodated. The Peel Transhelp Advisory Group will also provide assistance and feedback throughout this testing phase.

The production costs of the "Rider's Guide to Accessible Transit" and the additional expenses of the marketing plan are included in the 2001 Current Budget for Transportation and Works.

Plan Implementation

To allow time for employee training and the implementation of the various marketing and customer awareness activities, it is recommended that accessible services on the five designated transit routes be implemented on September 10, 2001.

CONCLUSION:

By late 2001, Mississauga Transit will have a fleet of 113 fully accessible buses. The Human Rights Code and the proposed Ontarians with Disabilities Act strongly support the provision of accessible transit services by municipalities. The Accessibility Plan for Mississauga Transit, as outlined in this report, will designate five transit routes as fully accessible. These routes should be seen as the first phase of the program, with more accessible routes being added over time, based on demand for such services from the disabled community.

RECOMMENDATION:

1. That the Accessibility Plan for Mississauga Transit, as outlined in the report to General Committee dated May 1, 2001, from the Commissioner of Transportation and Works, be approved.
2. That a copy of this report be sent to the Region of Peel and that they be requested to approve the following: "That customers transferring from Mississauga Transit services to Peel Transhelp services be allowed to do so, free of any additional fare."
3. That, after three years of operation of the first five designated accessible routes, a further report be brought forward regarding the implementation of additional accessible routes based on the demand for such services, the availability of accessible buses and appropriate funding.

A. E. McDonald, P. Eng.
Commissioner of Transportation and Works

What is Universal Design?

Principles of Universal Design | [History](#) | [Resources](#) | [Publications](#)

THE PRINCIPLES

The authors, a working group of architects, product designers, engineers and environmental design researchers, collaborated to establish the following Principles of Universal Design to guide a wide range of design disciplines including environments, products, and communications. These seven principles may be applied to evaluate existing designs, guide the design process and educate both designers and consumers about the characteristics of more usable products and environments.

If you are seeking permission to use the Principles of Universal Design, please review the following guidelines [click here to view or download](#) in PDF format.

If you would like a copy of The Principles, a [text version](#) is available for quick printing and a color poster with images can be [ordered](#) or [downloaded](#).

How The Principles are formatted:

1. **Name of the principle** (a concise statement of the key concept embodied in the principle)
2. **Definition of the principle** (brief description of the principle's primary directive for design)
3. **Guidelines** (list of the key elements that should be present in a design which adheres to the principle)
4. **Images** (photographic samples of the principles applied)

UNIVERSAL DESIGN:

The design of products and environments to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design.

1

PRINCIPLE ONE: EQUITABLE USE

The design is useful and marketable to people with diverse abilities.

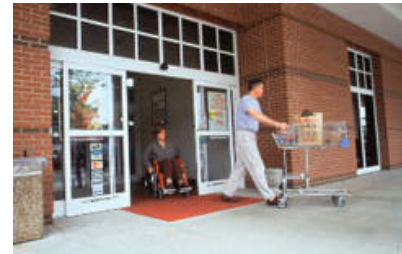
GUIDELINES

Provide the same means of use for all users: identical whenever possible; equivalent when not.

Avoid segregating or stigmatizing any users.

Provisions for privacy, security, and safety should be equally available to all users.

Make the design appealing to all users.



2

PRINCIPLE TWO: FLEXIBILITY IN USE

The design accommodates a wide range of individual preferences and abilities.

GUIDELINES

Provide choice in methods of use.

Accommodate right- or left-handed access and use.

Facilitate the user's accuracy and precision.

Provide adaptability to the user's pace.



3

PRINCIPLE THREE: SIMPLE AND INTUITIVE

Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

GUIDELINES

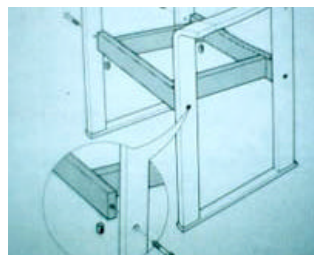
Eliminate unnecessary complexity.

Be consistent with user expectations and intuition.

Accommodate a wide range of literacy and language skills.

Arrange information consistent with its importance.

Provide effective prompting and feedback during and after task completion.



4

PRINCIPLE FOUR: PERCEPTIBLE INFORMATION

The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.

GUIDELINES

Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information.

Provide adequate contrast between essential information and its surroundings.

Maximize "legibility" of essential information.

Differentiate elements in ways that can be



described (i.e., make it easy to give instructions or directions).

Provide compatibility with a variety of techniques or devices used by people with sensory limitations.

5 PRINCIPLE FIVE: TOLERANCE FOR ERROR

The design minimizes hazards and the adverse consequences of accidental or unintended actions.

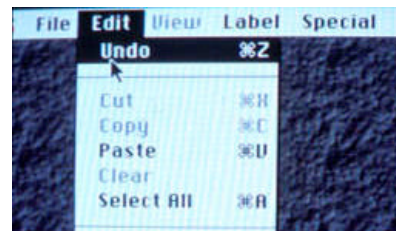
GUIDELINES

Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.

Provide warnings of hazards and errors.

Provide fail safe features.

Discourage unconscious action in tasks that require vigilance.



6 PRINCIPLE SIX: LOW PHYSICAL EFFORT

The design can be used efficiently and comfortably and with a minimum of fatigue.

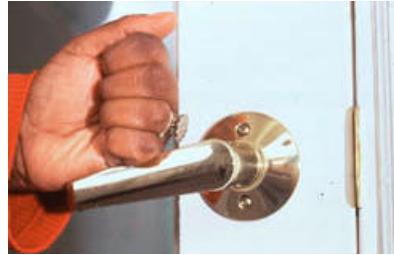
GUIDELINES

Allow user to maintain a neutral body position.

Use reasonable operating forces.

Minimize repetitive actions.

Minimize sustained physical effort



7

PRINCIPLE SEVEN: SIZE AND SPACE FOR APPROACH AND USE

Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.

GUIDELINES

Provide a clear line of sight to important elements for any seated or standing user.

Make reach to all components comfortable for any seated or standing user.

Accommodate variations in hand and grip size.

Provide adequate space for the use of assistive devices or personal assistance.



There are also the [Universal Design, Principles & Guidelines](#) available through [Trace Research and Development Center](#). On their web site you will find additional references and information about Universal Design.

Please note:

These Principles of Universal Design

address only universally usable design, while the practice of design

involves more than consideration for usability. Designers must also incorporate other considerations such as economic, engineering, cultural, gender, and environmental concerns in their design processes.

offer designers guidance to better integrate features that meet the needs of as many users as possible.

All Guidelines may not be relevant to all designs.

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Compiled by advocates of universal design, listed in alphabetical order: Bettye Rose Connell, Mike Jones, Ron Mace, Jim Mueller, Abir Mullick, Elaine Ostroff, Jon Sanford, Ed Steinfeld, Molly Story, & Gregg Vanderheiden

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City of Mississauga

DRAFT

POSITION DESCRIPTION

POSITION TITLE: Accessibility Co-ordinator **DATE:**

DEPARTMENT: Community Services - Facilities and Property Management

REPORTS TO: Director, Facilities and Property Management

Q

QUALIFICATIONS:

Graduate from a recognized college or university in a related field with 3-5 years experience working in the municipality. Demonstrated leadership skills and policy development abilities; familiarity with committee structure and function; the ability to work with the public, a diverse staff, and co-ordinate the efforts of multi disciplined departments are essential. Knowledge of the Ontarians with Disabilities Act (ODA) an asset. Programming experience; knowledge of other municipalities, legislation, appropriate building code and other design guidelines. Excellent oral and written communication skills, including facilitation and project management skills and the ability to work independently. Proficient computer skills including Lotus, WordPerfect, R/3, Power Point, Excel and Word.

DUTIES:

1. Facilitate and coordinate the development of an annual Accessibility Plan for the City.
2. Coordinate updates and annual review of Accessibility Plan.
3. Provide assistance to and monitoring of Departmental initiatives to ensure progress towards commitments within the Accessibility Plan.

4. Research and disseminate information to City Departments with respect to issues, trends and other technical matters related to the removal of barriers for persons with disabilities.
5. Provide support to the Accessibility Advisory Committee (AAC) of Council with respect to research, report writing, correspondence and other procedural matters.
6. Act as a consultant and liaison to all City Departments to provide leadership on issues concerning persons with disabilities in the areas such as accessibility, transportation, education, and recreation.
7. Maintain an awareness of new and innovative services, policies and Barrier Free strategies for persons with disabilities and recommend where appropriate, methods for their implementation.
8. Liase and work co-operatively with community groups, regional, provincial, national agencies, and persons with disabilities to provide better services and programs.
9. Review, advise and develop proposals for alternative funding sources and grants for specific programs and services related to improved accessibility.
10. Expand public awareness through the development and implementation of education programs in the community and maintain contact with groups, agencies, services, governments and institutions.
11. Attend Department/Division and other staff meetings as required.
12. Respond to requests and inquiries as required.
13. Other duties as assigned.