

## City of Mississauga Accessibility Plan

The long-range plan is that all buses be accessible; it will take many years to implement this. In the meantime, continued evaluation and assessment of the most appropriate routes is recommended.

- *Disabled community more independent – come and go as they please versus advanced booking – normalization versus segregation*

Continually ensuring that bus stops/bus shelters and sidewalks including curb cuts are accessible will improve the independence of individuals using transit services.

- *More streamlined/appropriate use of Peel TransHelp*

With continued improvements in Mississauga Accessible Transit and marketing and education of its use, more people will use it; thereby reducing dependence on TransHelp. Improvements with Mississauga Accessible Transit will allow people who truly require this level of service the opportunity to access it.

## **7. Administration of the Plan**

### ***7.1 Role of the Accessibility Advisory Committee (AAC)***

The main role of the AAC is to advise Council on issues affecting persons with disabilities within the community. Through its involvement in the development of the Accessibility Plan the AAC has, in fact, provided advice in the form of recommendations on strategic directions and specific initiatives designed to remove barriers to full participation.

The AAC will continue to advise Council about progress being made on plan initiatives and whether the plan is in fact achieving its goals. The AAC will monitor the implementation and effectiveness of the initiatives, and through regular contact with the Accessibility Coordinator and Staff Working Group will obtain status reports that will permit it to properly advise Council.

## **7.2 Role of the Accessibility Coordinator**

The achievement of the Plan's objectives will require the involvement of all Departments of the City. In some instances the Departments will be acting alone within the scope of their own programs, and in other instances a coordinated effort of all Departments towards a common objective will be required.

In either case, the specialized resources, advice and knowledge of an Accessibility Coordinator will be essential in maintaining a focus and consistency in the City's approach to accessibility issues. In addition, the AAC as a volunteer committee of Council will require support and assistance in its dealings with the many parts of the City's organization, which will be involved in Plan implementation. To this end, the Accessibility Coordinator position is to be retained. This position is currently defined as a temporary "Career Development Position" (until the end of November, 2003). The following responsibilities will be part of this position: (See Appendix L for a more detailed job description):

- Assistance to and monitoring of Departmental initiatives to ensure progress towards commitments within the Accessibility Plan
- Coordination of updates and annual review of Accessibility Plan
- Research and information dissemination to Departments with respect to issues, trends and other technical matters related to the removal of barriers for persons with disabilities
- Support to the AAC with respect to research, report writing, correspondence and other procedural matters

## **7.3 Role of the Staff Working Group**

The Staff Working Group consists of representatives of each Department within the City (See Appendix B for Members and Departmental affiliation). This Group has contributed to the development of the Plan and the establishment of initiatives needed to achieve the Plan objectives. As implementation of the Plan proceeds, the Group will remain in place to act as a point of contact for the Accessibility Coordinator and AAC in their

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dealings with the Departments and to serve as internal sources of information with respect to the Plan and its objectives.

To carry out this function, Group members will attend AAC meetings as required, will respond to requests for information from the AAC or Accessibility Coordinator, and will disseminate relevant information within their respective Departments.

The chart below covers the proposed task groups/leaders to implement the recommended initiatives:

<b>INITIATIVE</b>	<b>PROPOSED TASK GROUP/LEADER</b>	<b>COST</b>
1. Retain Accessibility Coordinator	Ken Owen, Director F and PM.	Salary range is \$55,527 - \$74,037 (Grade F)
2. Development of a Communications Strategy	Sonja Banic, Mgr. Public Affairs	2004/2005 Costs to be absorbed into existing Communications Division Budget - Public Issues Account
3. Development of Accessibility Design Guidelines	Ken Owen, Director F and PM, Charles Yang, Mgr. Facilities Design and Engineering (F and PM), Paul Taylor, Mgr. Development (Planning and Admin) Richard Tupholme, Mgr. Infrastructure and Environmental Planning (T and W), Wayne Nishihama, Mgr. Design Team ( P and B ) Frank Spagnolo, Mgr. Bldg, Engineering and Inspections (P and B)	Incorporated into existing staff positions with the assistance of the Accessibility Project Coordinator: -Internal staffing costs includes time for research -Printing costs

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<b>INITIATIVE</b>	<b>PROPOSED TASK GROUP/LEADER</b>	<b>COST</b>
4. Development of a Disability Awareness/ Sensitivity Training Program	Corporate Training and Development, Human Resources	Costs to be determined based on utilizing internal trainers (perhaps a Train the Trainer model) or utilizing the services of and outside Trainer
5. Review of Departmental Plans and Corporate Policies in Relation to Accessibility	All Departments responsible for review of plans Rosemary Goslin, Corporate Policy Analyst re: policy review	-Incorporated into regular review process, no additional cost forecasted at this point  -Link with City Services Review Project
6. Examination of Accessibility Issues in Future Directions – Master Plan for Recreation & Parks and Library	Work with Project Leaders: Karyn Stock MacDonald, Business Analyst, and Gil Penalosa, Business Analyst who are the primary contacts for the Prime Consultant for Future Directions	Within Consultants' costs - mandatory addendum re: accessibility issues has been provided in Request For Tender
7. Continue Implementation and Evaluation of Mississauga Transit's Accessibility Plan	Mississauga Transit Committee: -Gord Wright, Mgr Service Delivery (Chair) -Ettore Iannacito, Planning/Scheduling Supervisor -Patrick Phaneuf, Training Coordinator -Basil Penny, Route Supervisor -Mike Keating, Maintenance Sup.	Accessibility transit planning has been incorporated into existing transit planning. All buses are being replaced with accessible buses. The implementation of additional routes will be based on demand for service, the availability of accessible buses and appropriate

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INITIATIVE	PROPOSED TASK GROUP/LEADER	COST
	-Steve McLellan, Operations Sup. Glenn Barnes, Transhelp Advisory Committee	funding.

Other staff experts may be brought in to work on certain tasks as projects roll out and specific skills and expertise are required. For example, a staff person from Information Technology, and the Tourism Manager may be invited to provide their expertise.

**8. Conclusion**

Given the current demographics, an organization that fails to address the needs of people with disabilities runs the risk of abandoning or alienating as much as 20% of its constituency. It may also be perceived as unprogressive and at odds with human rights legislation. Organizations that serve the needs of people with disabilities can be at a competitive advantage. Not only do they maximize their customer base; they demonstrate in a visible way their capacity to serve an increasing diverse society on an equal basis<sup>5</sup>.

**9. References**

Accessibility Ontario. <http://www.gov.on.ca/citizenship/accessibility>

Canadian Parks/Recreation Association and Health Canada. *Opening Doors: Keys to Inclusive Recreation Policy for Persons with a Disability*. 1996.

Canadian Standards Association. *CSA Standard B480-02, Customer Service Standard for People with Disabilities*. June 2002

City of Mississauga. *Strategic Plan for the new Millennium*. 2000

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<sup>5</sup> CSA, Customer Service Standard for People with Disabilities, 2002