



2012 ANNUAL

# ACCESSIBILITY REPORT



DECEMBER 2012



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### Executive Summary

The “*Ontarians with Disabilities Act (ODA), 2001*” and the “*Accessibility for Ontarians with Disabilities Act (AODA), 2005*”, requires that public transportation agencies, such as MiWay, develop a Multi-Year Accessibility Plan as well as an Annual Status Report, and consult with people with disabilities and others in preparing these Plans.

The 2012 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2012 to make all its services and facilities accessible. This Plan acts as an annual status report and as well, strives to reinforce the long term strategy included in the Multi-Year 2012-2017 Accessibility Plan that was released in 2011.

As demonstrated, MiWay is committed to:

- The continuous improvement of accessible transit services;
- Working toward ensuring its facilities and premises are barrier free;
- Ensuring employment and employment opportunities are barrier free; and
- Implementing communication services that respect the abilities of all customers, employees and the public at large.

MiWay is fully committed to providing a transportation system that ensures its services and operations are accessible to everyone. MiWay’s future plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

A final copy of the 2012 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on the MiWay website, under the ‘Accessible Service’ section ([www.miway.ca/accessibleservice](http://www.miway.ca/accessibleservice)), and will be available in alternate accessible formats, upon request.

## 1.0 Introduction

The Integrated Accessibility Standards Regulation (IASR) came into effect in June 2011 and outlines a number of compliance requirements for the City of Mississauga and MiWay. The compliance period ranges from July 1, 2011 to January 1, 2021, with the bulk of the requirements for the City of Mississauga being due between January 1, 2012 and January 1, 2014.

The new legislation includes requirements that cover the following:

- General;
- Information and Communication;
- Employment; and
- Transportation requirements.

Within the General requirements is a reference to Accessibility Plans. Accessibility Plans are to be developed at least once every five years, with a status report prepared once every year documenting the progress made to improve accessibility and implement the strategy referenced in the multi-year Accessibility Plan.

MiWay's 2012 Annual Accessibility Report summarizes the achievements in 2012, of the planning and implementation activities MiWay undertook to make the system more accessible. Fulfillment of MiWay's corporate direction is achieved and sustained through operational policy and regulations, and through staff training and awareness programs implemented throughout the organization.

## 2.0 MiWay's Accessibility Policy

MiWay is committed to achieving an accessible transit system within the City of Mississauga. To meet the principles and goals outlined in the Accessibility for Ontarians with Disabilities Act (AODA), MiWay will ensure that:

- Its services are provided in a way that maintains and respects the dignity and independence of all customers;
- All infrastructure and services related to transit are developed with accessibility in mind; and
- Policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

### 3.0 2012 Initiatives and Achievements

#### 3.1 Integrated Accessibility Standards Regulation (IASR):

With the Integrated Accessibility Standards Regulation (IASR) being passed in 2011, MiWay's main focus for accessibility planning for the next few years will be on the implementation of the requirements of the legislation. MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

In 2011, MiWay developed the 2012-2017 Accessibility Plan as required under the IASR Transportation Standards. MiWay has committed to producing and updating the Accessibility Plan every 5 years, and to produce a condensed annual status report on an ongoing basis, as outlined in the IASR. In developing the Multi-Year Accessibility Plan, MiWay presented the document to the City of Mississauga's Accessibility Advisory Committee (AAC). The Multi-Year Accessibility Plan was further presented and approved by City Council on March 7, 2012. MiWay's Accessibility Plan and Annual Report both provide an update on activities MiWay will be undertaking over the next few years as well as the improvements accomplished each year.

As required under the IASR, in 2012 MiWay also took steps to ensure information on accessibility equipment and features on vehicles, routes, and services were available to the public. MiWay's web and print content was reviewed and redesigned to ensure information on MiWay's accessibility related policies and procedures, as well as emergency procedures are made available in various formats including alternative accessible formats, upon request.

#### 3.2 Accessible Routes:

In 2011, MiWay replaced the last of its high floor fleet with accessible buses. The entire fleet now consists of low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease. These routes also have verbal and visual bus stop announcements. Each bus also has two wheelchair/scooter securement areas located at the front of the bus.

With the remaining high floor buses being replaced, in 2012 MiWay has designated all its routes as accessible with:

1. Low floor, accessible buses used along the route; and
2. Accessible transit infrastructure along the route (i.e. bus stop pads installed at every stop, where feasible, that connect with the existing sidewalk network).

#### 3.3 Transit Infrastructure:

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stops, shelters, bus pads and sidewalk connections. In 2012 alone, MiWay installed approximately 280 new bus pads throughout the City to make access to transit more convenient and accessible. As mentioned above, in order for a route to be considered fully accessible, in addition to buses, all transit infrastructure along the route must also be accessible, which means for bus stop pads to be installed at every stop

## 2012 annual accessibility report

(if feasible) and connect with the existing sidewalk network where possible. Currently only 5% (approximately 200 of 3,650) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

The programming of sidewalks is being co-ordinated under the City of Mississauga's Transportation and Works Department, specifically between MiWay's Service Development Team (i.e. Infrastructure Management unit) and the Transportation & Infrastructure Planning division). The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and the City of Mississauga Council approval.

MiWay has set a goal of creating a fully accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal and allows the construction of approximately 6.5 kms of sidewalks per year for the next several years. All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services. As progress is made, and sidewalks are constructed to improve pedestrian linkages, MiWay will continue to install the necessary infrastructure to improve accessibility throughout our system.

### 3.4 Information & Communication:

With the recent improvements to MiWay's Accessible Services, MiWay undertook a complete review of the web content and print material pertaining to accessibility.

In an effort to enhance usability, improvements were made to MiWay's new Accessible Services webpage, which now can be easily accessed through [miway.ca](http://miway.ca). The website was reformatted and redesigned to enhance the user experience and website



#### ACCESSIBLE LINKS/RESOURCES

- [Accessible Bus Services Guide](#)
- [Accessibility Plan - Transit](#)
- [Active Living Alliance](#)
- [CNIB](#)
- [Resources for Disabled Persons](#)
- [Transhelp](#)

accessibility. Information pertaining to accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus.



MiWay's "Accessible Bus Services" brochure, which contains the same information on policies and procedures was also updated and is now available at all City Terminals and Facilities. MiWay's 'Accessible Bus Services' brochure is made available on MiWay's website as well as in alternate accessible formats, upon request.

### 3.5 Signage:

Bus stop markers at all terminals and including along all miExpress stops, have been replaced with the new MiWay branded signage.



MiWay has installed alpha-numeric stop markers at all terminals to make it easier for customers to locate their stops. Terminal stop maps are also available online at [miway.ca/terminalmaps](http://miway.ca/terminalmaps) in a print friendly format.

Currently MiWay is in the process of re-designing stop markers for all miLocal stops throughout the City. The new miLocal stop marker designs include larger font size and improved colour contrast for enhanced readability. MiWay is in the process of finalizing these new stop markers and will begin installation in the very near future.



Terminal Maps

### 3.6 PRESTO System:

The PRESTO System is an initiative to implement an easy to use smart-card based fare collection system in the Greater Toronto Area (GTA). The PRESTO fare card will allow users to travel on and between various transit systems using the same fare card that deducts the respective fare each time the user travels.



As of May 2011, the PRESTO automated fare card system devices were installed on all MiWay buses allowing passengers to travel continuously within the City of Mississauga and to other Transit agencies such as Brampton Transit, Oakville Transit and GO Transit.

With the use of PRESTO, the transfer can conveniently be issued onto the PRESTO card when customers first tap on a bus, eliminating the need for a paper transfer. With the PRESTO card, the transfer expires two hours from when a customer first taps onto a PRESTO card reader located at the front of every MiWay bus.

Since 2011, MiWay has sold over 9,000 PRESTO cards and over 2.4 million trips have been taken by customers who have chosen PRESTO.

In May of 2012, MiWay launched a loyalty program that rewards PRESTO cardholders who frequently travel on MiWay that after 12 full fare trips, the customer will ride for free for the rest of the week.

The PRESTO program has been designed to allow all customers with disabilities to be self-reliant and be able to use the PRESTO system at their own convenience with independence and dignity.

## 4.0 Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. As part of the Greater Toronto Area, MiWay connects to commuter rail and regional bus service provided by GO Transit, and integrates service with neighbouring municipalities. The system connects with Brampton Transit to the north, Oakville Transit to the west, and the Toronto Transit Commission (TTC) to the east, with direct connections to the Islington and Kipling Subway Stations.

MiWay has made substantial progress in achieving its goal of fully-accessible service. Currently all MiWay terminals/transit hubs within the City of Mississauga are accessible, along with all of its routes. MiWay’s entire fleet now consists of accessible buses – that is, all MiWay buses are low floor, kneeling buses equipped with ramps that allow passengers to board and exit the bus with ease.

### Conventional Services – 2012 Service Profile

| <b>Types of Services</b>         | <p>Conventional fixed route transit service.</p> <p>School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.</p>  |             |              |                   |                    |           |                    |         |                    |                     |                    |
|----------------------------------|---|-------------|--------------|-------------------|--------------------|-----------|--------------------|---------|--------------------|---------------------|--------------------|
| <b>Service Area</b>              | <p>Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)</p>   |             |              |                   |                    |           |                    |         |                    |                     |                    |
| <b>Hours of Operations</b>       | <table border="0"> <thead> <tr> <th style="text-align: left;"><u>Day:</u></th> <th style="text-align: left;"><u>Time:</u></th> </tr> </thead> <tbody> <tr> <td>Monday to Friday:</td> <td>3:53 AM to 3:24 AM</td> </tr> <tr> <td>Saturday:</td> <td>4:41 AM to 2:53 AM</td> </tr> <tr> <td>Sunday:</td> <td>6:52 AM to 2:09 AM</td> </tr> <tr> <td>Statutory Holidays:</td> <td>6:52 AM to 2:09 AM</td> </tr> </tbody> </table> | <u>Day:</u> | <u>Time:</u> | Monday to Friday: | 3:53 AM to 3:24 AM | Saturday: | 4:41 AM to 2:53 AM | Sunday: | 6:52 AM to 2:09 AM | Statutory Holidays: | 6:52 AM to 2:09 AM |
| <u>Day:</u>                      | <u>Time:</u>  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| Monday to Friday:                | 3:53 AM to 3:24 AM  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| Saturday:                        | 4:41 AM to 2:53 AM  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| Sunday:                          | 6:52 AM to 2:09 AM  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| Statutory Holidays:              | 6:52 AM to 2:09 AM  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| <b>Annual Revenue Ridership</b>  | 34.7 Million  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| <b>Annual Service Hours</b>      | 1.2 Million   |             |              |                   |                    |           |                    |         |                    |                     |                    |
| <b>Annual Revenue Kilometres</b> | 26.9 Million  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| <b>Number of Routes</b>          | <p><b>95 Routes (as of Dec. 2012):</b><br/>                     5 Express Routes; 63 Regular Routes;<br/>                     26 School Routes; &amp; 1 Seasonal Route</p>  |             |              |                   |                    |           |                    |         |                    |                     |                    |
| <b>Fleet Composition</b>         | <p>100% of fleet is comprised of low floor accessible buses (approximately 458 buses)</p>   |             |              |                   |                    |           |                    |         |                    |                     |                    |

### 5.0 Ongoing Initiatives/Practices

#### 5.1 Priority Seating:

Seats at the front of all MiWay buses are reserved for passengers with disabilities. The Integrated Accessibility Standards Regulation (IASR, 191-11), requires all Ontario public transit authorities to provide designated Priority Seating at the front of the bus for people with disabilities. This ensures that priority seating on buses is there for people who need it. People of all ages with mobility and other disabilities will be assured of easily accessible places to sit.



Customers are expected to respect and obey the purpose of the designated seating area, which means those sitting in one of the designated seats, must vacate the seat for a passenger with a disability.

#### 5.2 Support Persons:

Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge. One personal care attendant per customer with a disability will travel at no charge. In the event that a support person accompanies a person with vision loss (Canadian National Institute for the Blind (CNIB) card holders ride for free), they must pay a regular fare.

If able, the customer with a disability will inform the Transit Operator upon boarding that they have a disability and request that their accompanying support person ride at no charge. A support person can be a paid professional, a family member, a friend, or a volunteer. A support person can assist with communication, mobility (such as getting on and off the bus), personal care (such as eating), medical needs and/or other travel assistance such as following directions.

#### 5.3 Service Animals:

Customers with disabilities are permitted to bring their service animals aboard a MiWay bus. A service animal is any guide dog, or other animal, trained to perform tasks for an individual with a disability. Service animals are not pets. They are working animals that are specially trained to provide assistance.

#### 5.4 Announcing of Bus Stops:

All MiWay buses are equipped with Audio and Visual Annunciation Systems. This system complies with the IASR Transportation requirements to provide automated audible and visual next stop announcements to passengers. The Voice and Visual Annunciation Systems announce and display pre-recorded route and stop information, just prior to arriving at a stop.

In addition to the automated announcement of stops, information is displayed visually over on-board display signs allowing passengers to see the stop information scroll as it is announced.

In the event that this system should malfunction, MiWay operators are trained and required to manually announce bus stop locations prior to arriving at the stop.

### 5.5 Unanticipated Service Disruptions:

MiWay is continually making improvements to its process of notifying passengers of unanticipated service disruptions with the use of detours, bus stop relocations, etc.



An *Unanticipated Disruption* is any disruption that is known less than 2 business days before its occurrence. In the event of a service disruption to scheduled service (changes to routing, stop locations, and service frequency), MiWay notifies the public via an announcement on CityLink (MiWay's Automated Information System), and/or a notice posted at the out-of-service stops or affected transit terminals. Information on the service disruption is also included on MiWay's official website under the 'Alerts' section ([www.miway.ca/alerts](http://www.miway.ca/alerts)), which can be accessed from the homepage.

### 5.6 Accessible Equipment Failures:

In the event that accessibility equipment (e.g. ramp, automated next stop announcements, etc.) on-board a vehicle fails, all MiWay operators are instructed to notify Transit Control as soon as possible. Upon notification, reasonable measures will be taken to repair or replace the vehicle as soon as practicable so that complete accessible service is reinstated.

### 5.7 Training:

MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 429-07, to all transit operators, route & operations supervisors, and other front-line staff. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with disabilities; how to correctly operate the equipment when boarding or de-boarding customers with disabilities, particularly those who use assistive devices such as wheelchairs or scooters; and, sensitivity training on the provision of service to persons with disabilities.

In addition, MiWay continually reviews the content, format, and delivery methods of its sensitivity, disability, and diversity training programs with a view towards improving their impact and effectiveness, and integrating improvements into its new and existing employee training programs.

The Integrated Accessible Standards Regulation (IASR) requires that the City of Mississauga and MiWay, develop, deliver and coordinate mandatory accessibility training to all employees (i.e. face-to-face, e-learning, job-aids) on the requirements of the IASR. The City of Mississauga has conducted a training needs assessment which identified employee target audiences and the applicable training delivery methods. The City of Mississauga's Human Resources department is currently in the process of developing a training design plan that will outline the learning objectives, and training content for the staff e-learning and in-class workshops. The target launch date for the employee training is May 2013.

### **5.8 Customer Feedback - Customer Contact System (CCS):**

MiWay utilizes a Customer Contact System (CCS) database that allows customers to provide feedback with regards to our service. Customers can call the MiWay call centre (refer to Section 10 for information), visit the information booth at the City Centre Transit Terminal, or electronically send an e-mail to MiWay's directly to forward their comments and/or questions.

Our Customer Service Representatives are adept at assisting customers in the development of individual travel plans that meet their individual needs. In addition, the staff working in the Customer Service group will answer any general inquiries about all MiWay services. Inquiries about specific requests or complaints are logged and forwarded to the appropriate department for comment and follow up. Issues related to accessibility or accessible services are forwarded to the Transit Service Development Department for action.

### 6.0 Mississauga's Bus Rapid Transit (BRT) System

The Bus Rapid Transitway (BRT) is a high-efficiency transit corridor running east-west across the City of Mississauga, providing express bus service through the City and the Greater Toronto Area (GTA).

The City of Mississauga is responsible for the construction of the BRT East from the City Centre Transit Terminal to Renforth Station. BRT stations with Park and Ride lots will be built at Cawthra Road and Dixie Road. Additional BRT stations will be constructed at Tomken Road, Tahoe Boulevard, Etobicoke Creek, Spectrum Way and Orbitor Drive.

Designs of the future BRT structures and facilities have utilized Universal Design Principles and support the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook.

When the BRT is completed in 2015, it will support extensive bus service along this route for thousands of riders per day, making it faster and easier for them to travel to, from, and through Mississauga and the GTA.

BRT construction is well underway with the opening this Fall of 2013 starting at the City Centre Transit Terminal to Dixie Station. The remainder of the stations will be in the spring of 2015 (Winston Churchill Boulevard to Renforth Drive).

Once the first segment of the BRT opens in the Fall of 2013, miExpress and miLocal buses will utilize the exclusive transitway to bypass the adjacent road network. Existing miExpress routes such as Route 107 – Malton Express and 109 – Meadowvale Express will be rerouted to utilize the BRT between City Centre Transit Terminal and Dixie Station. The transitway will provide increased service reliability as well as drastically reduce the travel times. With this new transit corridor, MiWay can significantly move more people and consequently divert thousands of people every day from private automobiles to higher-order transit.

### 7.0 Consultation of the Plan

In the preparation of this plan, MiWay has conducted the following consultation activities:

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held January 21, 2013); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

### 8.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Plan at its January 15, 2013 meeting. The required communication of the plan will include the following:

- Release of the approved report to the City of Mississauga's Accessibility Advisory Committee;
- Inclusion of the approved report in the City of Mississauga's Accessibility Plan;
- Inclusion of the approved report on MiWay's website ([www.miway.ca/accessibleservice](http://www.miway.ca/accessibleservice)); and
- Notification of the availability of the approved report in the 'Accessible Bus Services' brochure.

### 9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being a fully accessible transit for all City of Mississauga residents.

MiWay's Accessibility Plan provides an update on activities MiWay has undertaken to improve accessibility to all of its services and facilities. This Plan summarises the results, to date, of the extensive planning and implementation activities MiWay has undertaken over the years to make the system more accessible.

Where feasible, MiWay is incorporating Universal Design Principles into the design of the system and the supporting infrastructure. By adopting these Principles MiWay is confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population.

### 10.0 For more Information . . .

Questions or comments about MiWay's Accessibility Plan or general inquiries on our Accessible Services are always welcome.

*For Travel Times & Route Planning Assistance, Information Representatives are available:*

|                    |  |
|--------------------|--|
| Weekdays:          | 7:00 am to 6:55 pm   |
| Weekends/Holidays: | 8:00 am to 5:55 pm   |
| E-mail:            | <a href="mailto:miway.info@mississauga.ca">miway.info@mississauga.ca</a> |

*To Provide Customer Feedback, Customer Service Representatives are available:*

|                    |  |
|--------------------|--|
| Weekdays:          | 8:30 am to 4:25 pm   |
| Weekends/Holidays: | Closed   |
| E-mail:            | <a href="mailto:miway.customerservice@mississauga.ca">miway.customerservice@mississauga.ca</a> |

TTY Phone: 905-615-3886

*Teletypewriter phone for persons who are deaf, deafened or hard of hearing.*

|                    |                    |
|--------------------|--------------------|
| Weekdays:          | 7:00 am to 6:55 pm |
| Weekends/Holidays: | 8:00 am to 5:55 pm |

**MiWay – Website:** [www.miway.ca](http://www.miway.ca)

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