



# ACCESSIBILITY PLAN

2011 ANNUAL REPORT, 2012-2017 PLAN

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## Executive Summary

This report provides an update on activities MiWay has undertaken between January 2011 and December 2011, to meet the goal of improving accessibility in all its services and facilities. MiWay's Accessibility Plan - 2011 is in conformance with the requirements of the *Ontarians with Disabilities Act (ODA) 2001* and the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*, and serves as a report on the progress made to date with respect to the MiWay's Accessibility Plan direction.

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.

The development of this Accessibility Plan documents the extensive planning and implementation activities undertaken by MiWay in 2011, that reflect the continued progress made in improving accessibility in all its services and facilities.

## 1.0 Introduction

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 an Accessibility Plan and consult with people with disabilities and others in preparing the plan.

MiWay’s Accessibility Plan provides an update on activities MiWay has undertaken to improve accessibility in all its services and operations. This Plan summarizes the results, to date, of the extensive planning and implementation activities MiWay has undertaken 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.

MiWay has committed to producing and updating the Accessibility Plan every 5 years, and produce a condensed annual status report on an ongoing basis, as required under the AODA Integrated Accessibility Standards Regulation.

## 2.0 Legislative Framework

The Ontarians with Disabilities Act sets out the following requirements for public transportation organizations:

Section 14 of the Act requires public transportation organizations to:

- *prepare an Accessibility Plan; and*
- *consult people with disabilities and others when it prepares its Plan.*  
- *Ontarians with Disabilities Act, 2001*

In addition, the AODA Integrated Accessibility Standards Regulation (IASR) requires public transportation providers to:

- *establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation;*
- *post the accessibility plan on their website, if any, and provide the plan in an accessible format upon request; and*
- *review and update the accessibility plan at least once every five years.*  
- *AODA Integrated Accessibility Standards Regulation (O.Reg.191/11)*

The IASR requires the development of Accessibility Plans to be established, reviewed, and updated in consultation with persons with disabilities. An annual status report on the progress of measures taken to improve accessibility is to be produced and posted online and made available in accessible formats.

## 3.0 Background

The Ontarians with Disabilities Act, 2001 (ODA) outlines accessibility planning requirements for governments, municipalities and the broader public sector. In June 2005, the Province of Ontario's Accessibility for Ontarians with Disabilities Act, 2005 (AODA), came into effect. The legislation provides for the development of accessibility standards that will lead to accessible services and facilities being in place by 2025.

The Accessibility Standards for Customer Service was the first standard to become law as a regulation.

The next three standards - Information and Communications, Employment, and Transportation - have been combined under one regulation - The Integrated Accessibility Standards Regulation. This is now law with requirements being phased in between 2011 and 2025. An accessibility standard for the Built Environment (buildings and outdoor spaces) is in development and is not yet law.

### 3.1 Customer Service Regulation:

Accessibility Standards for Customer Service (ASCS), Ontario's first accessibility standard, came into effect as Regulation on July 27, 2007. In response to the Standard, the City of Mississauga developed the '*May I help you? Understanding Accessible Customer Service*' training course to ensure all staff are aware of the key requirements in delivering services to customers with disabilities. Every person who provides goods and services to members of the public on behalf of the City must undergo this training.

All staff, contractors, volunteers, third party agents, and others who provide service on behalf of the City of Mississauga must meet the requirements of Ontario Regulation 429/07, by completing the customer service training.

### 3.2 Integrated Accessibility Standards Regulation:

In June 2011, the Integrated Accessibility Standards Regulation (IASR, O. Reg. 191/11) was made under the Accessibility for Ontarians with Disabilities Act, 2005, and builds on the first standard for accessible customer service. The regulation includes accessibility requirements relating to employment, transportation, and information and communications, and applies to both private and public sector organizations in Ontario. Most of the requirements have a compliance period of January 1, 2012 to January 1, 2014.

#### 3.2.1 Information and Communications Standards

The Information and Communications Standard outlines how organizations will be required to create, provide and receive information and communications in ways that are accessible for people with disabilities.

#### 3.2.2 Employment Standards

The Employment Regulation aims to prevent, identify and remove barriers across all cycles of the employment lifecycle for people with disabilities. The Standard will set out

specific requirements for the recruitment, retention and accommodation of people with disabilities, and will apply to all organizations in Ontario.

### 3.2.3 Transportation Standards

The proposed Transportation Standard is the only industry-specific standard to be developed under the AODA. It applies to all public transportation systems including subways, buses, trains and taxis.

## 3.3 What is a Disability?

The ODA and AODA cover the same broad range of disabilities as the Ontario Human Rights Code. These include physical, sensory, cognitive, developmental and mental disabilities, and brain injury.

The ODA and AODA define "disability" as:

- 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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or 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 or a developmental disability.*
- c. *A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.*
- d. *A mental disorder.*
- e. *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").*

- Ontarians with Disabilities Act, 2001

### 4.0 MiWay's Accessibility Policy

MiWay is fully committed to providing a transportation system that ensures its services and operations are accessible to everyone.

Under the ODA, municipalities have a legal obligation to prepare accessibility plans. Hence, the City of Mississauga's first Accessibility Plan was issued in 2003. The Plan describes the progress that the City has made to improve accessibility, and remove barriers to persons with disabilities. The Accessibility Plan is developed by the Accessibility Staff Working Group in conjunction with the City of Mississauga Accessibility Advisory Committee (AAC). The Accessibility Vision for the City of Mississauga is:

***"Mississauga: A Great Place to live, work, travel and play for everyone!"*** This vision will be realized by:

- *Mississauga being a leader in accessibility (by meeting or exceeding timelines of legislation)*
- *Universal mobility for everyone (snow removal, transit, accessible sidewalks)*
- *Retrofitting for Full Accessibility (address accessibility in older buildings, including parks and trails)*
- *Being Pro-active about Making Accessibility a Design Priority*
- *State-of-the-Art Accessible Information and Tools (websites, equipment, way finding, voting)*
- *A Fully Aware and Educated Community (courtesy, better attitudes and understanding)*
- *Well supported by all levels of government (funding)*
- *Persons with Disabilities well Represented in All Aspects of Society (for example, represented on various committees)*

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,
- that policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

## 5.0 Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga, with service integration into neighbouring municipalities, like the City of Brampton, the Town of Oakville, and the City of Toronto.

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 approximately 87% of all its regular routes. As of the end of 2011, MiWay’s entire fleet now consists of fully 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. MiWay’s future plans, as outlined in this document, will result in all services and facilities being accessible before the accessibility goal of 2025, as established by the AODA. An accessible transit system, including vehicle fleet and infrastructure, is forecasted to be in effect by the end of 2012.

### Conventional Services – 2011 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>	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)										
<b>Hours of Service</b>	<table border="0"> <tr> <td style="text-align: left;"><b>Day:</b></td> <td style="text-align: left;"><b>Time:</b></td> </tr> <tr> <td>Monday to Friday:</td> <td>3:53 AM to 3:19 AM</td> </tr> <tr> <td>Saturday:</td> <td>4:42 AM to 2:49 AM</td> </tr> <tr> <td>Sunday:</td> <td>6:52 AM to 2:05 AM</td> </tr> <tr> <td>Statutory Holidays:</td> <td>6:52 AM to 2:05 AM</td> </tr> </table>	<b>Day:</b>	<b>Time:</b>	Monday to Friday:	3:53 AM to 3:19 AM	Saturday:	4:42 AM to 2:49 AM	Sunday:	6:52 AM to 2:05 AM	Statutory Holidays:	6:52 AM to 2:05 AM
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Statutory Holidays:	6:52 AM to 2:05 AM										
<b>Annual Revenue Ridership</b>	32.9 Million										
<b>Annual Service Hours</b>	1.2 Million										
<b>Annual Revenue Kilometres</b>	26.5 Million										
<b>Number of Routes</b>	86 Routes plus 25 school routes (2011)										
<b>Fleet Composition</b>	100% of fleet is comprised of low floor fully accessible buses (approx. 446)										


## Fare Structure

<b>mIFARES</b>		<b>miWAY</b> The new Mississauga Transit
Fares effective January 30, 2012		
<b>Pre-School Child</b>	(must be accompanied by fare paying passenger)	<b>FREE</b>
<b>Person with Vision Loss</b>	(with C.N.I.B. Card)	<b>FREE</b>
<b>Support Person</b>	(A person whose presence is essential to provide care and assistance to a person with disabilities. One support person per disabled customer will travel at no cost. A support person accompanying a person with vision loss must pay a regular fare)	<b>FREE</b>
<b>CASH FARE (All Passengers)</b>		<b>\$3.25</b>
<b>Child</b> (Grades 1 to 8)	Ten Tickets (Five Tickets - \$8.25)	<b>\$16.50</b>
	PRESTO e-purse (cost per trip)	<b>\$1.65</b>
<b>Student</b> (Grades 9 to 12, including full-time university and community college students. Must show current school ID when using tickets or passes)	Ten Tickets (Five Tickets - \$11.25)	<b>\$22.50</b>
	Weekly Pass	<b>\$24.50</b>
	Monthly Pass	<b>\$101.00</b>
	PRESTO e-purse (cost per trip)	<b>\$2.25</b>
<b>Adult</b>	Ten Tickets (Five Tickets - \$13.00)	<b>\$26.00</b>
	Weekly Pass	<b>\$29.00</b>
	Monthly Pass	<b>\$120.00</b>
	PRESTO e-purse (cost per trip)	<b>\$2.60</b>
<b>Senior</b> (65 years of age or older)	Ten Tickets (Five Tickets - \$8.75) (must show senior ID)	<b>\$17.50</b>
	Monthly Pass (must use with MIWay Photo ID)	<b>\$47.00</b>
	Annual Pass (must use with MIWay Transit Photo ID)	<b>\$474.00</b>
	MIWay Senior Photo ID (new and replacement, includes HST)	<b>\$5.00</b>
	PRESTO e-purse (cost per trip)	<b>\$1.75</b>
<b>Reduced Fare with GO Ticket/Pass</b> (to and from GO rail station)		<b>\$0.70</b>
PRESTO e-purse (cost per trip)		<b>\$0.70</b>
<b>GO Monthly Sticker</b>	(to and from GO rail station; must use with GO monthly pass available from GO stations)	<b>\$26.00</b>
<b>GTA Weekly Pass</b>	(Unlimited travel within the Greater Toronto Area on these transit systems: MIWay, TTC, Brampton Transit and York Region Transit)	<b>\$54.00</b>
<b>Wonderland</b> (Seasonal)	Cash Only - One Way - Single	<b>\$8.50</b>
	Cash Only - One Way - Family of Four (1 adult 3 children or 2 adults 2 children)	<b>\$25.00</b>
<b>Route Map</b>		<b>\$2.00</b>

- Exact fare only • Driver cannot give change • Request a transfer when you pay your fare
- HST is not applicable to municipal transit

**PRESTO** PRESTO DETAILS

- When you purchase a new PRESTO card, there is a \$6 issuance fee.
- A \$10 minimum load is required upon purchase and at each reloading.
- There are no exchanges on PRESTO fare media.
- Concession fare eligibility is based on age not school grade.



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## 6.0 Map: Accessible Bus Routes



## 7.0 2011 Initiatives and Achievements

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

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 a bulk of the requirements for the City of Mississauga being due between January 1, 2012 to January 1, 2014.

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 Transportation Standard are currently in effect and compliance has already been achieved.

Upon review of the requirements set out in the IASR, some existing policies and operating procedures did require minor adjustments and/or updating to ensure fulfillment of the requirements. These updates have since been completed and resulted in MiWay being in compliance with the requirements for January 1st, 2012. MiWay supports the intent of the IASR and continues to integrate and improve accessibility within the system.

### 7.2 Fully Accessible Buses:

In 2011, MiWay continued to expand its fleet by 43 new fuel efficient and fully accessible buses. These new MiLocal orange buses replaced the last of the 15-year-old high floor buses resulting in 100% of all MiWay buses now being accessible buses. That is, all MiWay buses are now low floor, kneeling buses that are equipped with ramps allowing passengers to board and exit the bus with ease. Each bus has two wheelchair/scooter securement areas located at the front of the bus.

In addition to the accessible features mentioned above, the new MiLocal orange buses also feature:

- larger windows, with new fabric seating and LED lighting;
- a front entrance ramp accommodates customers with wheelchairs and scooters, allowing easy boarding and access to the designated priority seating;
- single seats, rather than double seats, on the driver's side of the bus to help improve the boarding process by expanding the aisle width in the lower area of the bus;
- automated next stop announcement technology, which is now installed on all MiWay buses, to help passengers of all ages and abilities;
- PRESTO card readers to offer a wider range of service to our customers by allowing them to pay fares using the Greater Toronto Area (GTA) wide electronic fare card; and
- video/audio surveillance systems have also been added to enhance passenger safety and security while protecting rights to privacy.

### 7.3 Designated Accessible Routes:

Every year, MiWay conducts a review of existing service with a view towards adding to our list of designated accessible routes. When evaluating potential routes, consideration is given to

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routes with the largest volume of ridership, greatest number of requests, connections to major destinations/transfer points, and availability of accessible buses. MiWay is committed to ensuring an accessible transit system by 2012. In order for MiWay to designate a route as being fully accessible, two major factors need to be in place:

1. Buses used along the route must be fully accessible, low floor buses; and
2. Transit infrastructure along the route must be fully accessible, i.e. bus stop pads must be installed at every stop (where feasible) and must connect with the existing sidewalk network

The addition of the new fully accessible buses in 2011 resulted in the entire fleet being fully accessible, and allowed MiWay to designate the following routes as accessible:

- Route 6 – Credit Woodlands
- Route 10 – Bristol-Britannia
- Route 32 – Lisgar GO
- Route 38 – Creditview
- Route 38A – Creditview-Argentina
- Route 45 – Winston Churchill
- Route 45A – Winston Churchill-Speakman
- Route 47 – Ridgeway Loop
- Route 51 – Tomken
- Route 51A – Tomken-Meyerside
- Route 53 – Kennedy
- Route 59 – Airport-Infield
- Route 62 – Cooksville GO
- Route 64 – Meadowvale GO
- Route 71 – Sheridan-Subway
- Route 88 – Wonderland
- Route 89 – Meadowvale-Subway
- Route 90 – Terragar-Copenhagen Loop
- Route 103 – Hurontario Express
- Route 201 – Dundas

The addition of these routes has resulted in approximately 92% of MiWay's annual service kilometres being covered by accessible service. With 87% (75 of 86 routes) of all routes being accessible, almost 95% of MiWay's annual ridership is serviced by accessible routes.

### 7.4 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. As of the end of 2011, all but one shelter (Dixie Outlet Mall Terminal – due to space/property restrictions) within the City has been replaced with accessible bus shelters. These shelters have a much larger entrance opening and platform area ensuring sufficient room to manoeuvre wheelchairs and scooters. The design of these shelters complies with the City of Mississauga's Accessibility Design Handbook. This handbook was developed by staff representatives from all departments in conjunction with the City of Mississauga's Accessibility Advisory Committee (AAC).

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This year alone, MiWay has installed approximately 338 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, i.e. bus stop pads installed at every stop (if feasible) and must connect with the existing sidewalk network where possible. The programming of sidewalks is being co-ordinated between the Transit Infrastructure Management unit of MiWay's Service Development Division and the Transportation & Infrastructure Planning Division of Transportation and Works in support of transit accessibility. The timing for these works is undetermined and is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and Council approval. As such, a limited number of stops along accessible routes may not be deemed as accessible due to the absence of sidewalks and sufficient road right-of-way.

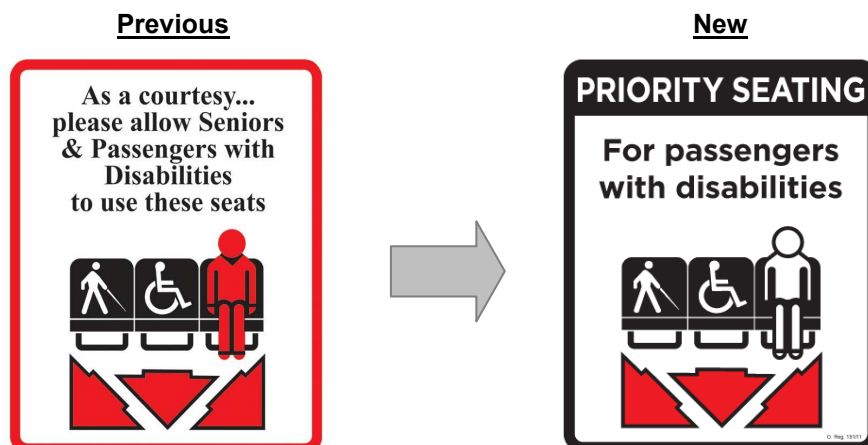
MiWay has set a goal of creating a fully accessible system by which all routes and stops within the boundary of the City of Mississauga (to the extent possible) will be accessible. The City's Sidewalk Program budget was increased to assist in achieving this goal and allows the construction of approximately 7kms 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.

### 7.5 Priority Seating:

The newly released Integrated Accessibility Standards Regulation (IASR, O. Reg. 191/11), made under the Accessibility for Ontarians with Disabilities Act, 2005, requires seats at the front of the bus to be reserved for people with disabilities only.

Previously, the front seats on all MiWay buses were reserved for passengers with disabilities, and seniors. To achieve compliance with the Integrated Accessibility Standards Regulation, MiWay has revised its existing Priority Seating Policy in consultation with staff and the City of Mississauga's Accessibility Advisory Committee.

In December 2011, MiWay's new Priority Seating policy states that the front seats on all buses are reserved for passengers with disabilities. New decals have been installed above all priority seats (on both sides of each vehicle) on all buses within the fleet. The new signs have been designed with fewer words, larger text and continue to use Universal Symbols.



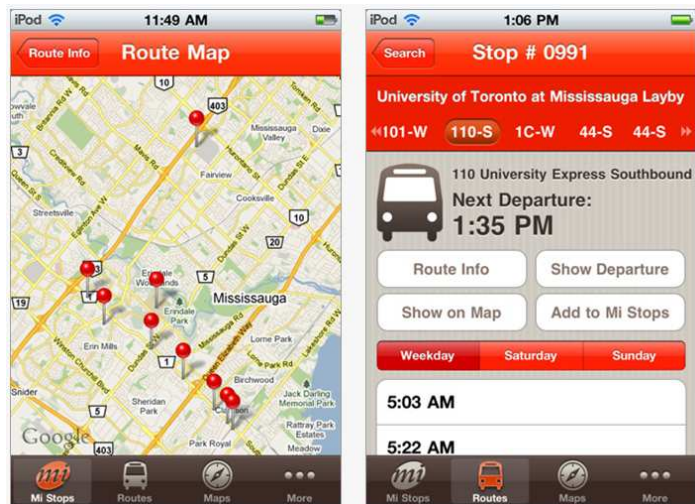
This new policy ensures that priority seats on all buses are there for people who need it. People of all ages with mobility and other disability issues will be assured of easily accessible places to sit. All MiWay operators have been instructed to request that able-bodied passengers vacate priority seats to accommodate passengers who have a disability, if needed.

In December 2011, a communication campaign was launched to advise customers of the new policy change and re-acquaint MiWay customers with how priority seating works. In addition to new decals being mounted above all priority seats, information on the new policy was posted online (under [www.miway.ca/accessibleservice](http://www.miway.ca/accessibleservice)), on the December eNewsletter, and on the newly updated Accessible Bus Services Guide. Information was included in the December Edition of the miTransit Brochure, which was available online, at all City Facilities, and on all buses. As well, the City of Mississauga released information on priority seating through media releases and at the Transit Accessibility Event that took place on December 1st, 2011 at the City Centre Transit Terminal.

## 7.6 Mobile Devices:

In 2011, MiWay developed and released its first smart phone app to help transit riders navigate the system and view route maps and bus schedules from any apple product such as an iPhone, iPad, or iPod. Using the one-finger swipe, users can view scheduled departure times, display individual route maps in Google Maps, locate the nearest bus stop using a GPS function, and search through all routes and stops.

MiWay has also developed a mobile site ([m.miway.ca](http://m.miway.ca)) for those customers using Blackberry and Android devices.



## 7.7 PRESTO System:

The PRESTO System is an initiative to implement an easy to use smart-card based fare system in the Greater Toronto Area (GTA). This 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 you travel.

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 as well as other Transit agencies including Brampton Transit, Oakville Transit and GO Transit. With PRESTO, the transfer can conveniently be issued onto the PRESTO card when customers first tap on a bus – therefore eliminating the need for paper transfers.



Transfers using the PRESTO card can benefit customers since the transfer expires two hours from when it is first tapped on a bus, whereas a paper transfer expires two hours from the start time of the route.

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

Some of PRESTO's accessibility features include:

- *A contact-less card that does not need to be taken out of a wallet, purse, or bag to be read by devices;*
- *Three different message channels when interacting with a system device – screen messaging, lights, and clearly audible sounds;*
- *The ability to load a card or check a card balance in four different ways – auto load, PRESTO website, call centre, and in-person with customer service agents;*
- *American-Sign Language videos with audio commentary on the website to assist customers in using their PRESTO card.*

*- Source: PRESTO System – Accessibility Features*

To ensure the PRESTO System is accessible to persons with disabilities, the PRESTO Project Office established an Accessibility Advisory Committee (AAC) consisting of representatives from Municipal/Regional Transit Agencies who are directly involved in accessibility issues as well as individuals representing various accessibility organizations. Through its review, the AAC has provided valuable input and commented on various aspects of the PRESTO System (i.e. devices, graphic representation, functional application, device visual and sound development, etc.)

## 8.0 Ongoing Initiatives/Practices

### 8.1 Integrated Accessibility Standards Regulation (IASR) – 2012 to 2017:

With the release of the Integrated Accessibility Standards Regulation (IASR) in 2011, one of MiWay's main priorities will be the implementation of the requirements included in the legislation. Over the next five years, MiWay will be reviewing and establishing several accessibility related improvements to create a universally accessible transit system. Some of the initiatives include:

- working with the City of Mississauga to develop, deliver, and coordinate mandatory accessibility training (i.e. face to face, e-learning, etc.) on the Integrated Accessibility Standards Regulation, which will be applicable to all staff;
- upgrading and implementing more accessible features to MiWay websites and online applications such as Click n' Ride, to ensure content is user friendly;
- reviewing all existing policies and procedures to ensure full compliance with the IASR;
- providing or arranging for the provision of accessible formats and communication supports for persons with disabilities; and
- updating the Transit Accessibility Plan every five years and preparing an annual Status Report on improvements made within the system.

### 8.2 Signage:

Existing MiWay bus stop markers continue to be replaced with the new re-branded signage that list all routes that service the specific stop in large text. To date, all bus stop markers within Terminals and along all Express routes have been replaced. Installation of the new stop markers will continue with priority first going to stops along the major corridors within the City of Mississauga.

### 8.3 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.

### 8.4 Customer Service/Sensitivity & Awareness 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.

### 8.5 Support Persons:

Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge. Disabilities include visible and invisible disabilities such as physical, intellectual/developmental, learning or cognitive, mental health, speech/language and visual disabilities. One personal care attendant per customer with a disability will travel at no charge.

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 or other travel assistance such as following directions. This process has been in effect since February 7<sup>th</sup>, 2007 and is consistent with the requirements of the Ontario Human Rights Code.

### 8.6 Unanticipated Service Disruptions:

MiWay is continually making improvements to its process of notifying passengers of unanticipated service disruptions (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, which can be accessed from the homepage.

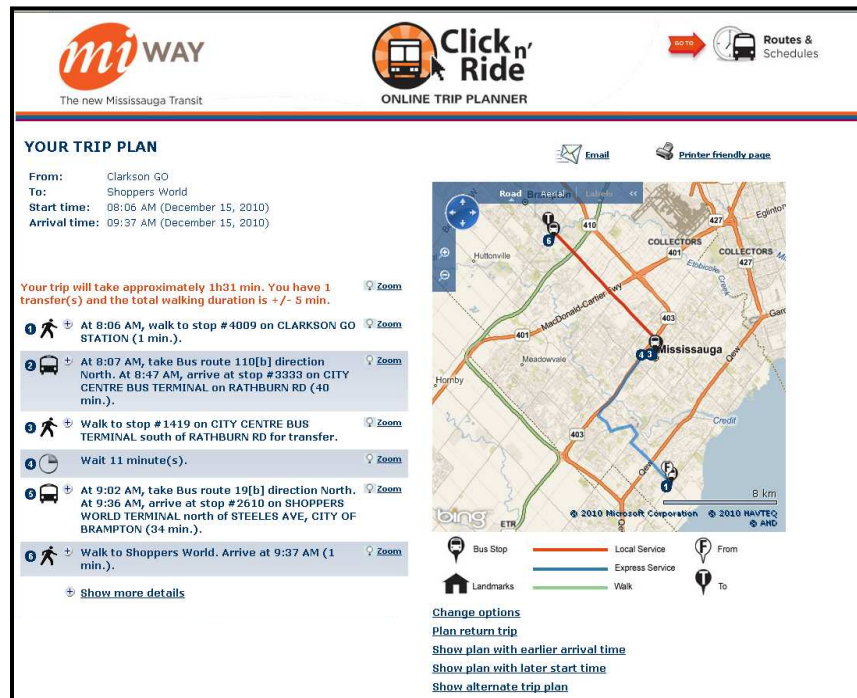
MiWay has created consistent 'Service Disruption' templates that all notices must follow in order to ensure all necessary information pertaining to: the date of disruption, the type of change, duration, and alternatives, are provided for our transit users.

### 8.7 Accessible Equipment Failures:

In the event that accessibility equipment (ramp, automated next stop announcements, etc.) onboard 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.

## 8.8 Information & Communication:

To assist customers with travel planning, MiWay has developed an online trip planner called “**Click n’ Ride**”. Available through MiWay’s website (www.miway.ca), this tool continues to make conventional transit more user-friendly for all customers. The trip planner allows customers to limit search results to accessible routes only, so that passengers can be assured that their entire trip plan will include all accessible routes and stops. Click n’ Ride features a new interactive map that allows passengers to view all bus stop locations within the system including their corresponding stop numbers. Trip plans are generated based on the customer’s input and routes are differentiated based on MiLocal (orange) and MiExpress (blue) services.



**miWAY**  
The new Mississauga Transit

**Click n' Ride**  
ONLINE TRIP PLANNER

**YOUR TRIP PLAN**

From: Clarkson GO  
To: Shoppers World  
Start time: 08:06 AM (December 15, 2010)  
Arrival time: 09:37 AM (December 15, 2010)

Your trip will take approximately 1h31 min. You have 1 transfer(s) and the total walking duration is +/- 5 min.

- At 8:06 AM, walk to stop # 4009 on CLARKSON GO STATION (1 min.).
- At 8:07 AM, take Bus route 110[b] direction North. At 8:47 AM, arrive at stop # 3333 on CITY CENTRE BUS TERMINAL on RATHBURN RD (40 min.).
- Walk to stop # 1419 on CITY CENTRE BUS TERMINAL south of RATHBURN RD for transfer.
- Wait 11 minute(s).
- At 9:02 AM, take Bus route 19[b] direction North. At 9:36 AM, arrive at stop # 2610 on SHOPPERS WORLD TERMINAL north of STEELES AVE, CITY OF BRAMPTON (34 min.).
- Walk to Shoppers World. Arrive at 9:37 AM (1 min.).

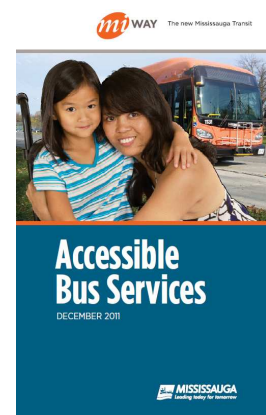
[Show more details](#)

[Change options](#)  
[Plan return trip](#)  
[Show plan with earlier arrival time](#)  
[Show plan with later start time](#)  
[Show alternate trip plan](#)

For additional trip planning assistance, Customer Information Representatives (905-615-INFO) are available seven days a week to relay information on our services. A TTY (TeleTypewriter) Phone (905-615-3886) is available for patrons who are deaf or hard of hearing. CityLink, MiWay's Automated Information System, is accessible through TDD (Telecommunication Devices for the Deaf). The system will be available 24 hours a day, 7 days a week. Customers will have access to the schedule information and stop lookup feature through their TTY.

MiWay produces an “**Accessible Transit Rider’s Guide**” that outlines step by step information on MiWay’s policies and procedures for boarding the bus as well as information on safety and the Law. This Guide is updated and improved on an annual basis with the updated version available on our website and in print form.

**Transit eNews** is another fast and easy way to learn about service changes as well as other important information related to service alerts, disruptions, and much more.



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

MiWay utilizes a Customer Contact System (CCS) that allows customers to provide feedback with regards to our system. Customers can either call our call centre, visit the information booth at the City Centre Transit Terminal, or email our customer service section directly to forward their comments and/or questions.

Our Customer Service Representatives are adept to assisting customers develop routing plans that meet their individual needs. In addition, Customer Service staff answer any general inquiries customers may have about our 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 our accessible services are forwarded to our Service Development Department for action. Customer requests related to a particular route being designated fully accessible are recorded and used to determine our accessible route priority list for the following year.

## 9.0 Mississauga’s Bus Rapid Transit (BRT) System

### 9.1 Project Overview:

The City of Mississauga in partnership with the Federal Government, the Province of Ontario, and GO Transit is constructing a segment of the Bus Rapid Transit (BRT) System through Mississauga. The BRT System is a high efficiency east-west transit corridor (a two lane, bus-only roadway) and service. Within Mississauga, it will cover 18 kilometres of the 100 kilometre BRT corridor running from Oakville to Pickering. Mississauga’s segment will run from Winston Churchill Boulevard to Renforth Drive, along Highway 403, Eastgate Parkway and Eglinton Avenue corridors via the dedicated bus bypass shoulders along on Highway 403 between Erin Mills Parkway and Mavis Road.

The BRT system will consist of a dedicated right-of-way for buses using dedicated roads and buses, making it faster and easier to travel through Mississauga and the Greater Toronto Area (GTA).

Designated stations (12 stations in Mississauga) will act as key transfer/connection points with several stations having passenger pick up and drop off and/or park-and-ride facilities. 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.

The following map illustrates the BRT system in Mississauga and 12 stations proposed between Winston Churchill Boulevard and Renforth Drive. The BRT will connect and complement local transit service as well as inter-regional transit and subway systems.



- Source: 'Mississauga Bus Rapid Transit Project – PIC Display Panels, May 19 2010

### Bus Rapid Transit (BRT): Transit way in Mississauga



- Source: 'Mississauga Bus Rapid Transit Project – PIC Display Panels, May 19 2010

### 9.2 Design/Construction Status:

The Bus Rapid Transit System in Mississauga will consist of four main components:

1. BRT West: Between Winston Churchill Boulevard and Erin Mills Parkway (on the north side of Highway 403). This segment of the BRT is being constructed by GO Transit.
2. Highway 403 Bus Bypass Shoulders (BBS) which are currently in operation.
3. City Centre area between Mavis Road and just east of Hurontario Street along Rathburn Road. Buses travelling along this segment of the BRT will operate in mixed traffic lanes.
4. BRT East: Between Hurontario Street (Mississauga City Centre) and Renforth Drive (along Eastgate Parkway and Eglinton Avenue).

At the beginning of 2009, the BRT Project entered the detailed design phase which was the final phase before the start of construction. The detailed design for BRT West began in 2011 with construction starting soon thereafter. Completion of the overall project is expected in 2013/2014 and will include the Erin Mills BRT, Winston Churchill BRT and Dixie BRT Stations.

Construction has commenced between Rathburn Road (east of Hurontario Street) to Fieldgate Drive, (along the Highway 403/Eastgate Parkway corridor). Construction for this phase began in November 2010 and is expected to be complete by late 2012.

Improvements along Rathburn Road began in October 2010 with modifications to the existing City Centre Transit Terminal. The existing off-ramp from Hurontario Street to Rathburn Road is complete and now acts as a bus-only ramp with a secondary off ramp providing connections to City View Drive.

## 10.0 Consultation of the Plan:

In the preparation of this plan, MiWay as 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 February 6<sup>th</sup>, 2012)
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

## 11.0 Plan Approval & Communication Strategy

Transit Management Team approved the Accessibility Plan at its January 25<sup>th</sup>, 2012 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))
- notification of the availability of the approved report in the "miTransit" Brochure, miGuide Route maps, and MiWay's "eNews" newsletter.
- notification of the availability of the approved report in the 'Accessible Bus Services Guide' Brochure

## 12.0 Conclusion & Next Steps . . .

MiWay has made great strides in achieving its goal of 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.

With the entire fleet now being fully accessible, current plans call for all routes being designated by 2012. Where feasible, MiWay is incorporating Universal Design Principles into the design of our system and the supporting infrastructure. By adopting these Principles we are confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population as well.

### 13.0 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
Email:	<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
Email:	<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 – The new MiWay's Website:** [www.miway.ca](http://www.miway.ca)

**MiWay – The new MiWay's Mailing Address:**

MiWay  
3484 Semenyk Court  
Mississauga, Ontario L5C 4R1

If you require this document in a different format, please contact  
MiWay at [miway.info@mississauga.ca](mailto:miway.info@mississauga.ca)  
or call (905) 615-4636 (INFO)

## Appendix 1

Summary of MiWay's Advancements in Accessibility		Status
<b>Routes:</b>	By the end of 2011, 87% of all MiWay routes will be fully accessible.	Completion 2012
<b>Fleet:</b>	As of December 2011, 100% of the entire bus fleet consists of low floor accessible buses.	Completed
<b>Transit Infrastructure:</b>	<b>Terminals</b> - All MiWay terminals within the City of Mississauga are fully accessible. <b>Shelters</b> - Almost all shelters within the City have been replaced with accessible shelters. <b>Concrete Bus Pads</b> - During 2011, MiWay installed more than 400 new bus pads throughout the City to make access to transit more convenient and accessible.	Ongoing
<b>Audio &amp; Visual Annunciation Systems:</b>	MiWay has implemented Audio and Visual Annunciation Systems on all our vehicles, which provides automated aural and visual next stop announcement to passengers.	Completed
<b>PRESTO System:</b>	The PRESTO System, easy to use smart-card based fare system in the Greater Toronto Area (GTA), has been installed on all MiWay vehicles, with more improvements being made to the System in the Spring of 2012.	Ongoing
<b>AODA Customer Service Training:</b>	In response to the AODA Customer Service Standard, the City developed the ' <b>May I help you? Understanding Accessible Customer Service</b> ' training course to ensure all staff are aware of the key requirements in delivering services to customers with disabilities.	Ongoing
<b>Priority Seating Policy:</b>	MiWay recently revised its Priority Seating policy to compliance with the Integrated Accessibility Standards Regulation. The new policy states that the front seats on all MiWay buses are reserved for persons with disabilities only. The previous policy reserved the front seats for seniors and persons with disabilities. A communication plan was implemented advising the public of the new policy and new decals installed on all buses.	Implemented
<b>Support Persons Policy:</b>	Support Persons accompanying passengers with disabilities, regardless of the nature of their disabilities, are permitted to travel at no charge.	Implemented in 2007
<b>Service Animals:</b>	Customers with disabilities are permitted to bring their service animals aboard a MiWay bus. A service animal is any guide dog, or animal, trained to perform tasks for an individual with a disability.	Implemented
<b>CNIB Fares:</b>	Persons with visions loss, with a CNIB card ride for free on all MiWay routes.	Implemented
<b>Service Disruptions:</b>	In the event of a service disruption to scheduled service, MiWay notifies passengers of service disruptions via an announcement on CityLink, a notice on the City of Mississauga's Website and a notice posted at the out-of-service stop and/or affected transit terminal.	Implemented in 2009
<b>Click n' Ride:</b>	To assist customers with travel planning, MiWay has developed an online trip planner called " <b>Click n' Ride</b> " that allows customers to limit search results to accessible routes only.	Implemented in 2006
<b>Communication:</b>	For additional trip planning assistance, <b>Customer Information Representatives</b> are available seven days a week to relay information. A <b>TTY (TeleTypewriter) Phone</b> is available for patrons who are deaf or hard of hearing. <b>Transit eNews</b> is another way to learn about service changes as well as service alerts, disruptions, and much more.	Implemented
<b>MiWay Signage:</b>	<b>Transit infrastructure</b> - Bus stop markers have a new look with larger text clearly marked international wheelchair symbols. The new stop signage has been designed to conform to AODA Standard requirements.	Ongoing
<b>Feedback:</b>	Mississauga Transit utilizes a <b>Customer Contact System (CCS)</b> that allows customers to provide feedback with regards to our system. Customers can either call our call centre, visit the information booth at the City Centre Transit Terminal or email our customer service section directly to forward their comments and/or questions.	Implemented
<b>Accessibility Awareness:</b>	MiWay organized an Accessibility Event to celebrate our entire fleet now being fully accessible. Members of the City of Mississauga's Accessibility Advisory Committee were present, including Rabia Khedr, Chair of the Accessibility Advisory Committee, who was a guest speaker.	