



# 2018 Annual Accessibility Report

December 2018



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### Executive Summary

The City of Mississauga is committed to improving accessibility for people with disabilities. As part of this commitment, MiWay's 2018 Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay in 2018 to make all its services and facilities accessible.

The 2018 Annual Report fulfills MiWay's obligations under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the purpose of:

*"...developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."*

MiWay continues to provide a transportation system that ensures its services and operations are accessible to everyone. MiWay's plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

MiWay is committed to:

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

Consistent with the requirements under the Integrated Accessibility Standards Regulation (IASR), MiWay's 2018 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 25, 2019.

A final copy of the 2018 Annual Accessibility Report will be posted on MiWay's website and will be available in alternate accessible formats, upon request.

## 2018 annual accessibility report

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### 1.0 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;
- Policies, procedures and protocols are implemented that work towards identifying, removing and preventing barriers to people with disabilities.

### 2.0 MiWay's Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. Accessible service is provided along all regularly scheduled routes.

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 providing 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/exit with ease. MiWay buses are equipped with automated stop announcements and visual display.

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### Conventional Services – 2018 Service Profile

<b>Types of Services</b>	Conventional fixed route transit service.  School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
<b>Service Area</b>	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
<b>Hours of Operations</b>	Monday to Friday: 3:56 AM to 3:21 AM Saturday: 4:17 AM to 2:53 AM Sunday: 6:19 AM to 2:09 AM
<b>Annual Passenger Boardings</b>	56.9 Million
<b>Annual Revenue Ridership</b>	40.4 Million
<b>Annual Revenue Service Hours</b>	1.50 Million
<b>Annual Vehicle Hours</b>	1.60 Million
<b>Annual Revenue Kilometres</b>	33.8 Million
<b>Number of Routes</b>	81 Routes (as of Dec. 2018): 9 Express Routes; 55 Regular Routes; 17 School Routes
<b>Fleet Composition</b>	500 accessible buses



Servicing express routes



Servicing local and school routes

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

MiWay's main focus for accessibility planning has been on the implementation of the requirements under the Integrated Accessibility Standards Regulation (IASR). 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.

#### 3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2019)

There are no new transportation compliance initiatives in 2018. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

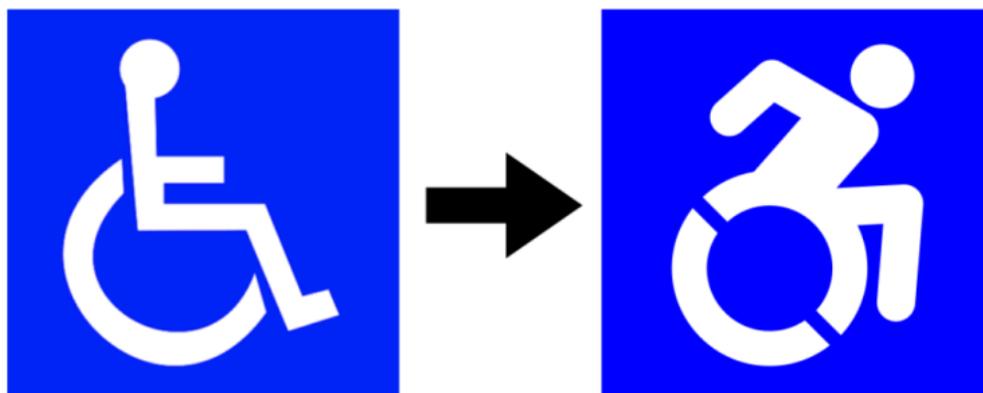
### 4.0 2018 Initiatives and Ongoing Improvements

#### 4.1 Dynamic Symbol of Access:

On February 21, 2018, City Council adopted the use of the Dynamic Symbol of Access at City facilities. To help further disability rights in Ontario, the symbol is being advocated by The Forward Movement group which improves on the International Symbol of Access by showing a person in a wheelchair in a forward motion. It emphasizes movement and aims at changing how society views and interacts with people with disabilities.

The City of Mississauga is committed to creating accessible and inclusive communities for everyone. This initiative is one of many ways the City continues to remove barriers and create awareness around accessibility.

With the City of Mississauga implementing the use of the Dynamic Symbol of Access on a go-forward basis at all new City facilities (where signage is not legislated), MiWay has also taken steps to introduce the new symbol on our website ([miway.ca](http://miway.ca)), print material, as well as on MiWay's newly redesigned bus stop markers.



### 4.2 MiWay's New Bus Stop Marker Design

In 2018, MiWay redesigned its bus stop markers and included the new Dynamic Symbol of Access. The new bus stop markers include the MiWay logo, contact information (website and phone number), as well as stop identification number.

Detailed description of new MiWay bus stop marker:

- Dimensions of the MiWay bus stop sign are 5.81 inches wide by 28 inches high.
- At the top of the sign the MiWay logo and the icon of a bus are in white on an orange background. This portion takes up approximately one third of the entire sign.
- Below this there is a white background without any text or images that takes up another third of the sign.
- For the final portion of the sign, there is black text on white background that states "For departure times:" (this text is 37 points) "905-615-4287" (this text is 55 points) "miway.ca" (this text is 50 points). Underneath the text, there is a blue coloured horizontal bar with the Dynamic Access Symbol in the center in white.
- At the very bottom is the four digit stop number in black text at sized at 135 points on a white background.

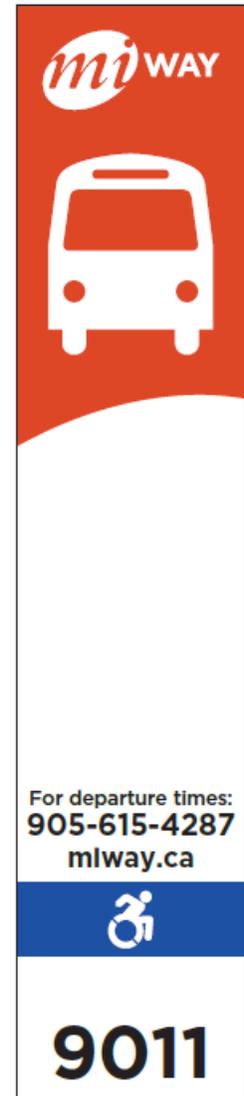
MiWay's new stop marker designs were reviewed and supported by the City of Mississauga's Accessibility Advisory Committee (AAC).

The new signs complement MiWay's bus stop signage at terminals/transitway stations, and the express bus stop locations throughout the City. Installation of the new signage will occur along major roads first, as well as at new/damaged locations. Overall installation of these signs will take approximately 2-3 years (dependent on resources). Once completed, all 3,500 bus stops within the City of Mississauga will be updated with the new design.

In 2018, 115 pairs of stops were upgraded to these new bus stop markers (i.e., a total of 230 stops) with the installations continuing into 2019.

### 4.3 Transit Infrastructure Improvements

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.



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Dedicated bus lanes – ‘Red Carpet Treatment’ – As part of an initiative to enhance the visibility of bus-only lanes and address safety concerns raised by motorists incorrectly utilizing these bus-only lanes, MiWay has introduced the application of a red material to these bus only lanes. Since 2017, this red material was applied at 10 different key locations across the City to increase safety and awareness for these transit only lanes.



Passenger Landing Pads – A bus stop is considered to be accessible only if there is a hard surface bus pad at the stop which connects, via a hard surface, to the existing sidewalk network.

To further improve access to MiWay’s accessible conventional services, additions to existing concrete bus stop pads have been installed as well. Extending the concrete pad or the addition of a "tail" to the existing pad ensures passengers can safely exit from the back door of the buses without stepping down into mud or grass.

In 2018, 126 of these stop locations were completed with such passenger landing pads installed.

Currently only about 4% (approximately 142 of 3,428) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks. The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2019, where feasible. It is also noted that some of these 142 stops are located outside of the City and cannot be addressed by the City of Mississauga.

Installation of New Transit Shelters - As part of the Public Transit Infrastructure Fund (PTIF), MiWay identified a list of 100 transit stops as candidates for potential new shelter installation, in addition to MiWay’s existing annual shelter program (15 new shelters per year). These stops were identified based on factors such as ridership demand, customer request for shelters, and specific target areas for transit amenity improvement to add convenience to our existing customer and to promote transit usage.

In 2018, all 100 new shelters were installed across the City to provide improved amenities for our customers.

### 4.4 Sidewalk Program

MiWay has set a goal of creating an 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.

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All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services.

The programming of sidewalks is led by the City of Mississauga's Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development Team. The timing of this work is subject to the priority schedules set by the Transportation & Infrastructure Planning division, budget availability and City of Mississauga Council approval. 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.

In 2018, approximately 800 metres of new sidewalks were constructed along Tomken Road, which provides connections to the Mississauga Transitway. In 2019, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Approximately 2.5 kilometres of new sidewalk construction is being programmed for 2019. Since 2010, approximately 45 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

### 4.5 Installation of Tactile Plates

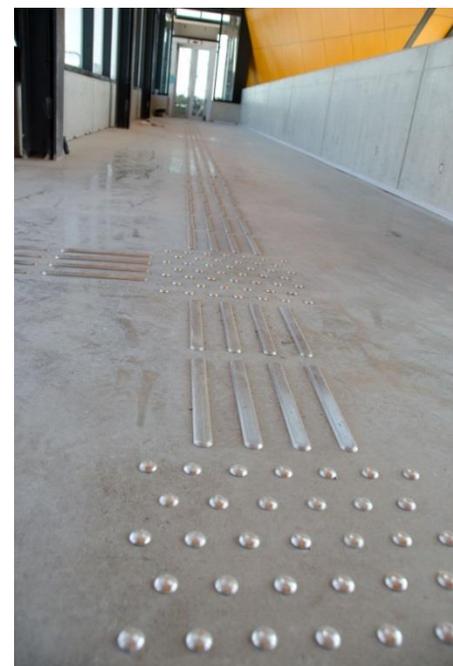
To make transit more accessible, the City of Mississauga has installed tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road. Additional tactile plates have been installed through 2018, at a total of 327 intersections.

This \$4 million project was funded by the city and the federal government, through the Public Transit Infrastructure Fund.

### 4.6 Accessible Transit Facilities/Stations

Aligned with the City's commitment to meet the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements, all Transitway stations are equipped with elevators (where required). Featuring accessible elements, they enable greater navigation within the station and a more convenient and comfortable experience.

Where required, stations feature safe crossing between platforms via ramps, designed with accessible features. Tactile way-finding strips have been incorporated at all Transitway stations for easier navigation inside the stations, between all entrances and elevators.



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### 4.7 Information & Communication

With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

Web Content - In an effort to enhance usability, improvements are continuously made to MiWay's Accessible Services webpage, which can be easily accessed through [miway.ca](http://miway.ca). Information pertaining to accessible services, policies and procedures is categorized and distributed in multiple formats to ensure information is easily accessible for all customers.

In addition, the accessible services icon has been updated to reflect the new Dynamic Symbol of Access. Providing education content, MiWay ensures easy step-by-step instructions on how to board/exit a MiWay bus for new riders.

 Schedules & Trip Planner	 Service Changes MiWay Five
 Maps	 Students
 Fares	 Mississauga Transitway
 Accessible Services	 Are you Ready To Ride
 About MiWay	 Business
 Alerts	 Contact Us

Web accessibility has been improved in 2018 with:

- Greater focus on accessible colour contrasts on graphics.
- Greater focus on limiting text on images on the website and email newsletter
- On the website, we avoid image headers to support accessible technologies
  - Examples of these improvements include refreshes of [miway.ca/presto](http://miway.ca/presto), [miway.ca/transitway](http://miway.ca/transitway), [miway.ca/airport](http://miway.ca/airport), [miway.ca/servicechanges](http://miway.ca/servicechanges), [miway.ca/miwayfive](http://miway.ca/miwayfive)

Web content is more accessible for visual aids and computer screen readers by creating consistent styles among headers/titles, links and lists to ensure they are distinct from paragraph copy. In addition to this, MiWay continues to provide web descriptions for screen readers such as image ALT tags and web link title attributions.

MiWay continues to ensure new website content is made accessible by testing webpages for accessibility, including MiWay's two new microsites, [student.s.miway.ca](http://student.s.miway.ca) and [transitway.miway.ca](http://transitway.miway.ca).

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Print Content - To improve accessibility in MiWay's print material, all print material produced continues to be reviewed to ensure font type, colour sizes, spacing, line height and contrast are accessible.

MiWay's Accessible Bus Services brochure, which contains the same information on policies and procedures as those available online, is frequently updated and is available at all City terminals. The Accessible Bus Services brochure is also made available on MiWay's website as well as in alternate accessible formats upon request.



### 4.8 Priority Seating Pilot Program

In early 2018, MiWay implemented a new Priority Seating Pilot Program on its newest Nova buses to remind customers that the Priority Seating area at the front of each bus is reserved for persons with disabilities.

The pilot program includes new interior window decals seen in the picture above, which will be installed and located above the Priority Seating area:

- A "Show You Care" decal on the top window (that opens)
- Bright new "Priority Seating" window decals above each seat

The new signage is compliant with the Integrated Accessibility Standards Regulation (IASR) and the decals were created in partnership with Ontario Public Transportation Association (OPTA).

At the end of 2018, as the Priority Seating Pilot Program comes to an end, MiWay launched a survey to gather feedback from customers regarding the success of this campaign and whether this program should be extended to the rest of the fleet or discontinued completely. The MiVoice survey was launched on December 3rd and will run for a month. The feedback received will be compiled and used to determine MiWay's final recommendation.



### 4.9 Real Time Bus Updates

Since 2016, MiWay customers have been receiving up-to-the-minute information about their next bus with real time schedule information on the Plan a Trip tool. Real-time uses data gathered from GPS technology to provide up-to-the-minute information about the next bus.

The new real-time feature available under the “Next Trip” section of Plan a Trip allows customers to see where their bus is on a map. Like the real-time bus arrival estimates, the position of the bus on the map is updated every 60 seconds. Real time bus updates is available on the any device including desktop, tablet, or mobile (responsive website).

This information is also available on digital signs at the City Centre Transit Terminal and at Mississauga Transitway stations. The digital signs at the Mississauga Transitway stations display up-to-the-minute next trip information.



Customers see:

The time the bus is scheduled to arrive



Within 10 minutes of the bus arrival a real-time countdown will appear



Lastly, when the bus is arriving in real-time



### 4.10 Operator Training Improvements

The Accessible Customer Service Training course has been delivered to new transit operators training program since 2009. This course consists of in-class lesson and a role play on-the-bus simulation. Since 2017, the MiWay Training Department has set out a project mandate to review course curriculums to determine if and where improvements are required.

Based on a comprehensive needs analysis, a redesign of the learning approach to new operators was implemented aimed at improving their learning and retention of content, as well as to create an appreciation towards those with accessibility needs.

This led to a new course called Accessibility Customer Services Part 2. The goal of the training course was to reinforce the eLearning “May I Help You” and enhance the in-

class learning experience by connecting their learners to MiWay specific conversations, as well as, enhance the hands on-the-bus simulation role play with more time and activities.

The new course outline consists of:

- Mandatory Homework by the New Operators who shall complete the eLearning “May I Help You” Accessible Customer Service Module independently and complete 10 exercise questions that connect the eLearning module to the role of a Transit Operator
- In-Class session has the following topics: What is Accessible Customer Service at MiWay, What can I do as a Transit Operator, 5 Transit Specific Case studies Frequently Asked Questions, and What If stories.
- In-class emphasizes more on what a transit operator can do to help be more accessible customer service focused.
- The hands on-the-bus simulation consists of 1 hour role play where operators demonstrate and preform being a passenger in a wheel chair, a passenger with a Service Animal, a passenger with arthritis, a passenger who is blind and uses a cane.

Since the introduction of the Accessibility Customer Services Part 2 Operator Training Program, MiWay’s Training Department has continued to make improvements to this course. Further enhancements have been introduced such as:

- Dedicating an additional hour in the schedule to this course. The time allotted has increased from 3 hours to 4 hours.
- Including more detailed information concerning the role of Support Persons/Personal Care Attendants.
- Incorporating additional documentation on Service Animals showcasing their purposes, key tasks and types of disabilities they support while continuing to emphasize the MiWay related policies.
- Including information on Assistive Devices, highlighting varying types of devices used by people with different types of disabilities.

In addition to enhancements to the Accessible Customer Service lesson, MiWay’s Training Department have also introduced 3 new related courses:

- HEAT showcasing the customer service model Hear them, Empathize, Apologize, Take responsibility for action
- Dealing with Difficult Situations
- Resiliency

With a focus on continuously improving MiWay’s Training Curriculum, training staff also provided an overview of the existing training course to the City’s Accessibility Advisory Committee. Feedback from the AAC was requested so that further enhancements may be introduced to encourage our Transit Operators to show compassion and responsiveness towards all our passengers.

### 4.11 Customer Feedback

MiWay welcomes customer feedback. Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form, reach out to us through Twitter or see one of our Customer Service Ambassadors roaming our MiWay transit network.

### MiWay Customer Service Ambassadors



MiWay Customer Service Ambassadors are available where customers are. They are roaming the MiWay transit network, riding busses and visiting terminals and various bus stops to assist customers. MiWay Customer Service Ambassadors can be easily identified from their bright orange t-shirts in the summer months, but as the temperature drops riders just need to spot the blue jackets for assistance.

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

MiWay has extended its customer services on our social media channel @MiWayHelp on Twitter. Here customers can participate in more conversations with MiWay about transit services, ask questions and provide feedback, with the aim of ensuring customers receive first contact resolution. Assistance is available 7 days a week, weekdays, 7 am to 7 pm, weekend/holiday, 8 am to 6 pm.

### 4.12 MiVoice

MiVoice is MiWay's online feedback forum. The purpose of this online forum is to provide an opportunity and a means for MiWay to hear our customers' thoughts on taking transit in Mississauga. Whether customers are daily or occasional riders, or have never taken MiWay before, their feedback will help inform how we shape and improve service for all our customers.

By joining MiWay's online panel, customers will have their voices heard as we continue to evolve and shape MiWay service offerings. Through MiVoice, MiWay will be hosting surveys on various topics and will invite registered users to participate. Based on customers' registration profiles they will be selected to participate in surveys that matter to them. As with all MiWay surveys, all responses are confidential – we will not share any information without your consent.

### 5.0 Kipling Bus Terminal

The Kipling Bus Terminal is a new inter-regional bus terminal that is currently being constructed by Metrolinx adjacent to the existing Kipling Subway station. The terminal will combine GO Transit and MiWay bus services into one location with direct connections to both GO rail service on the Milton GO corridor and the TTC.

At the proposed time of completion in Fall 2019, it is expected that MiWay routes that currently service Islington Subway station will be relocated to the Kipling Bus Terminal.



The terminal was designed in accordance with Metrolinx' Design Requirements Manual (DRM) which dictates the infrastructure that needs to be provided by GO bus and rail accessible services.

Accessible infrastructure included barrier-free parking, raised platform area for passengers to board the train (i.e., mini platform), accessible parking spaces, mountable curbs, accessible routes between all facilities at the terminal, accessible wayfinding, redundant elevators, etc. Sign faces, surfaces and finishes conformed to AODA and the City of Toronto's accessible materials standards.

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### 6.0 Hurontario Light Rail Transit (LRT)

The Hurontario Light Rail Transit Project is a provincially-planned light rail system, developed by the cities of Mississauga and Brampton with Metrolinx. The Hurontario LRT (HuLRT) is located on Hurontario Street from Port Credit GO Station in the City of Mississauga to the Gateway Terminal in the City of Brampton. This Light Rail Transit (LRT) project will bring 20 kilometres of fast, reliable, rapid transit to the cities of Mississauga and Brampton along the Hurontario corridor.

New, modern light rail vehicles will travel in a dedicated right-of-way and serve 22 stops serving 2 urban growth centres, 4 mobility hubs, and connections to GO Transit's Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway.

The LRT will provide up to 5 minute service frequencies both ways during peak periods. Light Rail Vehicles will operate in a segregated guideway ensuring reliable and convenient service to passengers. LRV's will be fully accessible, with easy entry and room for wheelchairs, strollers and/or bikes.

Urban design for the Hurontario Light Rapid Transit (LRT) will incorporate universal design principles through the provision of:

- Pedestrian signals
- Step free access
- Wayfinding systems for people with visual disabilities
- Easy access for strollers and mobility devices
- Level boarding meeting accessibility standards
- Wide sidewalks with curb ramps at all intersections

The Hurontario LRT will be a significant benefit to the communities of Mississauga and Brampton, and be an integral component of the GTHA's broader transportation network.

Construction is scheduled to begin in 2019, with an anticipated completion in 2022. The project is funded through a \$1.4 billion commitment from the Province of Ontario.



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### 7.0 Consultation of the Report

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 February 25<sup>th</sup>, 2019); and

### 8.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2018 Accessibility Report at its January 22<sup>nd</sup>, 2018 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 2018 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

### 9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2018 Annual Accessibility Report provides an update on activities undertaken to improve accessibility on all services and facilities.

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.

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### 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 7:00 pm
Weekends/Holidays:	8:00 am to 7:00 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:	7:00 am to 7:00 pm
Weekends/Holidays:	8:00 am to 6:00 pm
Online Form:	<a href="#">Online Feedback Form</a>

TTY Phone: 905-615-3886  
(Tele-typewriter phone for persons who are Deaf, deafened, or hard-of-hearing)

Weekdays:	7:00 am to 7:00 pm
Weekends/Holidays:	8:00 am to 6:00 pm

**MiWay – Website:** [MiWay Website](#)

**MiWay – Mailing Address:** 3484 Semenyk Court  
Mississauga, Ontario L5C 4R1

Follow us on Twitter: @MiWayHelps

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

Appendix 1.0

**Integrated Accessibility Standards Regulation  
Requirements for MiWay (Mississauga Transit)  
Transportation Standard**

Sec.	IASR Requirements	Compliance Deadline	Status
34	<p><b>Availability of information on accessibility equipment, etc.</b> All conventional transportation service providers shall make available to the public current information on accessibility equipment and features of their vehicles, routes and services.</p> <p>Conventional transportation service providers shall, upon request, provide the information in an accessible format.</p>	January 1, 2012	<p><b>Completed</b> MiWay's Accessible Services Guide contains information on its accessible services, policies, and procedures. This brochure is available in print as well as online at miway.ca</p> <p>Information on accessibility services is available in an accessible format, upon request.</p>
35	<p><b>Non-functioning accessibility equipment</b> If the accessibility equipment on a vehicle is not functioning and equivalent service cannot be provided, conventional transportation service providers shall take reasonable steps to accommodate persons with disabilities and the transportation service provider shall repair the equipment as soon as is practicable.</p>	July 1, 2011	<p><b>Completed</b> MiWay's existing policy and training requires Operators to notify Transit Control on any accessibility equipment that may require repair or replacement as soon as practicable.</p> <p>Operator Training includes instructions on what to do in an emergency situation and helps Operators take reasonable steps to ensure the safety of all passengers, especially passengers with disabilities.</p>
36	<p><b>Accessibility training</b> Conventional transportation service providers shall conduct employee and volunteer accessibility training.</p> <p>The accessibility training shall include training on: (a) the safe use of accessibility equipment and features; (b) acceptable modifications to procedures in situations where temporary barriers exist or accessibility equipment on a vehicle fails; and (c) emergency preparedness and response procedures that provide for the safety of persons with disabilities.</p>	January 1, 2014	<p><b>Completed / Ongoing</b> The City of Mississauga's Human Resources division have developed a training design that outlines the learning objectives, and training content for the staff e-learning and in-class workshops. The IASR training was launched for all employees in June 2013.</p> <p>MiWay's Training Department completed a needs analysis which led to the redesign to the learning approach for new Transit Operators and improve their learning and retention of the content and create an appreciation toward those with accessibility needs.</p>

<p>37</p>	<p><b>Emergency preparedness &amp; response policies</b>                  Conventional transportation service providers,                  (a) shall establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons with disabilities; and                  (b) shall make those policies available to the public.                  Conventional transportation service providers shall, upon request, provide the policies in an accessible format.</p>	<p>January 1, 2012</p>	<p><b>Completed</b>                  The emergency preparedness and response policy document has been prepared and posted on miway.ca.                  Information is also available in an accessible format, upon request.</p>
<p>38</p>	<p><b>Fares, support persons</b>                  No conventional transportation service provider shall charge a fare to a support person who is accompanying a person with a disability.                  It is the responsibility of a person with a disability to demonstrate their need for a support person to accompany them on the conventional service and to ensure that the appropriate designation for a support person is in place.</p>	<p>January 1, 2014</p>	<p><b>Completed</b>                  MiWay's Support Person Policy allows customers who need assistance to board, pay their fare, access the seating area or exit, to be accompanied by a Support Person.                  MiWay defines a Support Person as a person whose presence is essential to provide care and assistance to a passenger with a disability, regardless of the nature of their disability.                  Only a single fare is required when a passenger with a disability travels with a Support Person (this includes CNIB card holders).</p>
<p>41, 43</p>	<p><b>Accessibility plans, conventional transportation services</b>                  Conventional transportation service providers shall identify the process for managing, evaluating and taking action on customer feedback.                  Every conventional transportation service provider shall annually hold at least one public meeting involving persons with disabilities to ensure that they have an opportunity to participate in a review of the accessibility plan and are given the opportunity to provide feedback.</p>	<p>January 1, 2013</p>	<p><b>Completed</b>                  MiWay has produced a multi-year Accessibility Plan, and continues to produce an Annual Status Report on progress made within MiWay to make services more accessible.                  The Accessibility Plans are presented and supported by City Council as well as the City of Mississauga's Accessibility Advisory Committee at its first yearly meeting, which is open to the public.</p>



47	<p><b>Transit stops</b></p> <p>Conventional transportation service providers shall ensure that persons with disabilities are able to board or disembark at the closest available safe location, as determined by the operator that is not an official stop, if the stop is not accessible.</p>	January 1, 2012	<p><b>Completed</b></p> <p>MiWay's existing policy allows customers to board or disembark a MiWay bus at the closest safe location if the official stop is inaccessible.</p> <p>Operators are also trained to notify Transit Control of any stop that is inaccessible.</p>
48	<p><b>Storage of mobility aids, etc.</b></p> <p>Every conventional transportation service provider shall, if safe storage is possible, ensure that mobility aids and mobility assistive devices are stored in the passenger compartments of its transportation vehicles.</p>	January 1, 2012	<p><b>Completed</b></p> <p>MiWay's existing policy allows customers to board with mobility aids and mobility assistive devices, as long as the aisles are kept clear at all times for emergency situations.</p>
49	<p><b>Courtesy seating</b></p> <p>Every conventional transportation service provider shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles.</p> <p>The courtesy seating shall be located as close as practicable to the entrance door.</p> <p>The courtesy seating shall be signed to indicate that passengers, other than persons with disabilities, must vacate the courtesy seating if its use is required by a person with a disability.</p> <p>Every conventional transportation service provider shall develop a communications strategy designed to inform the public about the purpose of courtesy seating.</p>	January 1, 2012	<p><b>Completed</b></p> <p>MiWay revised its existing Courtesy Seating Policy to state that the front seats on all MiWay buses were reserved for passengers 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 can be assured of easily accessible places to sit.</p> <p>New 'Priority Seating' decals were produced and installed on all MiWay buses.</p> <p>A Communication Plan was prepared and delivered through website, event, media releases and print.</p>
50	<p><b>Service disruptions</b></p> <p>Where a route or scheduled service is temporarily changed and the change is known in advance of the commencement of the trip, conventional transportation service providers shall make available alternate accessible arrangements to transfer persons with disabilities to their route destination and ensure information on alternate arrangements is communicated taking into account the person's disability.</p>	July 1, 2013	<p><b>Completed / Ongoing</b></p> <p>MiWay issues alerts on route detours when they are known in advance. Information is made available at miway.ca, as well at affected terminals and stops.</p> <p>MiWay has made improvements to its alert system by issuing real time alerts to customers advising them on cancellations, detours, and/or delays that are specific to routes.</p> <p>MiWay staff have launched a new Twitter account @MiWayHelps through which some communication updates are posted.</p>



**Integrated Accessibility Standards Regulation  
Requirements for MiWay (Mississauga Transit)  
Information & Communication Standard**

11	<p><b>Feedback</b></p> <p>Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 <sup>st</sup> , 2014	<p><b>Completed / Ongoing</b></p> <p>Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on <a href="http://miway.ca/contactus">miway.ca/contactus</a>, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p><b>Accessible formats and communication supports</b></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person’s accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 <sup>st</sup> , 2016	<p><b>Completed / Ongoing</b></p> <p>Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible PDF documents being added to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well-structured PDF documents which can be read by screen readers.</p> <p>Accessible Document Training will continue to be provided to staff in 2019, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>

<p>14</p>	<p><b>Accessible websites and web content</b>                  Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p><b>Completed / Ongoing</b></p> <p>New web content management system acquired, implementation goal is for WCAG 2.0, Level AA starting in 2016 as new content/features are implemented.</p> <p>The City has renewed with Site Improve for 2017 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>
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