



# 2020 Annual Accessibility Report

December 2020



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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 Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay to make all its services and facilities accessible.

The 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 Annual Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 8<sup>th</sup>, 2021.

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

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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.

## Conventional Services – 2020 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: 24 Hour Service Saturday: 4:15 AM to 2:54 AM Sunday: 6:19 AM to 2:09 AM
<b>Annual Passenger Boardings</b>	31.4 Million
<b>Annual Revenue Ridership</b>	21.9 Million
<b>Annual Revenue Service Hours</b>	1.51 Million
<b>Annual Vehicle Hours</b>	1.60 Million
<b>Annual Revenue Kilometres</b>	32.6 Million
<b>Number of Routes</b>	76 Routes (as of Dec. 2020):  8 Express Routes; 58 Regular Routes;  10 School Routes
<b>Fleet Composition</b>	509 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.

## **4.0 Ongoing Improvements**

### **4.1 Introducing MiWay's Mission, Vision, Values and Basics Program**

A number of significant improvements took place with MiWay's Mission, Vision and Values & Basics (MVV+B) program. These improvements contributed to the advancement of improving accessibility at MiWay.

The MVV+B initiative was created to ensure that all employees have the same understanding of the organization's Vision and that all goals and metrics support the organization's Vision statement for 2027.

Our Mission contains three main statements:

- We help to connect people to their destinations with ease.
- We are people who care about people number
- Helping make life in our city better.

Our Vision states that by 2027, MiWay will provide a trusted customer experience for 50 million annual revenue rides as part of the City's integrated urban mobility network by:

- listening to our customers, staff, partners and stakeholders;
- working together as a team; and
- Leveraging data and technology.

Also, the MVV+B acts as the "change agent" to help change employee behaviours and to drive and implement a new culture. This culture change is needed to promote and align with our external customer experience and with the launch of our MiWay Customer Charter in 2021.

### **4.2 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.

A bus stop is considered to be accessible only if there is a hard surface bus pad (passenger landing 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 2020, 73 of these stop locations were completed with such passenger landing pads installed.

Currently only about 3% (approximately 109 of 3341) of stops serviced by MiWay are inaccessible mainly due to the absence of sidewalks (approximately 89% of all inaccessible stops). The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2021, where feasible.

To improve accessibility for our customers, MiWay reviews all roadway construction projects and coordinates with the contractors to ensure minimal impacts to the transit stops or provide temporary stop pad installations (using asphalt or rubber mats) to provide accessible conditions during the construction projects.



## Hurontario LRT Temporary Transit Infrastructure

With construction commencing for the Hurontario LRT project, several segments of the corridor have been impacted due to construction within boulevards and roads, which include lane reductions/shifting, etc. To minimize the impact of this construction on transit service/infrastructure and customers, MiWay sought out and achieved the implementation of temporary transit infrastructure to ensure access to transit service is maintained.

Where existing accessible transit stops were disrupted due to construction along boulevard areas, temporary pads/connections were required and installed to accommodate accessibility. This solution has been particularly beneficial in high volume intersections such as Hurontario Street and Eglinton Avenue.

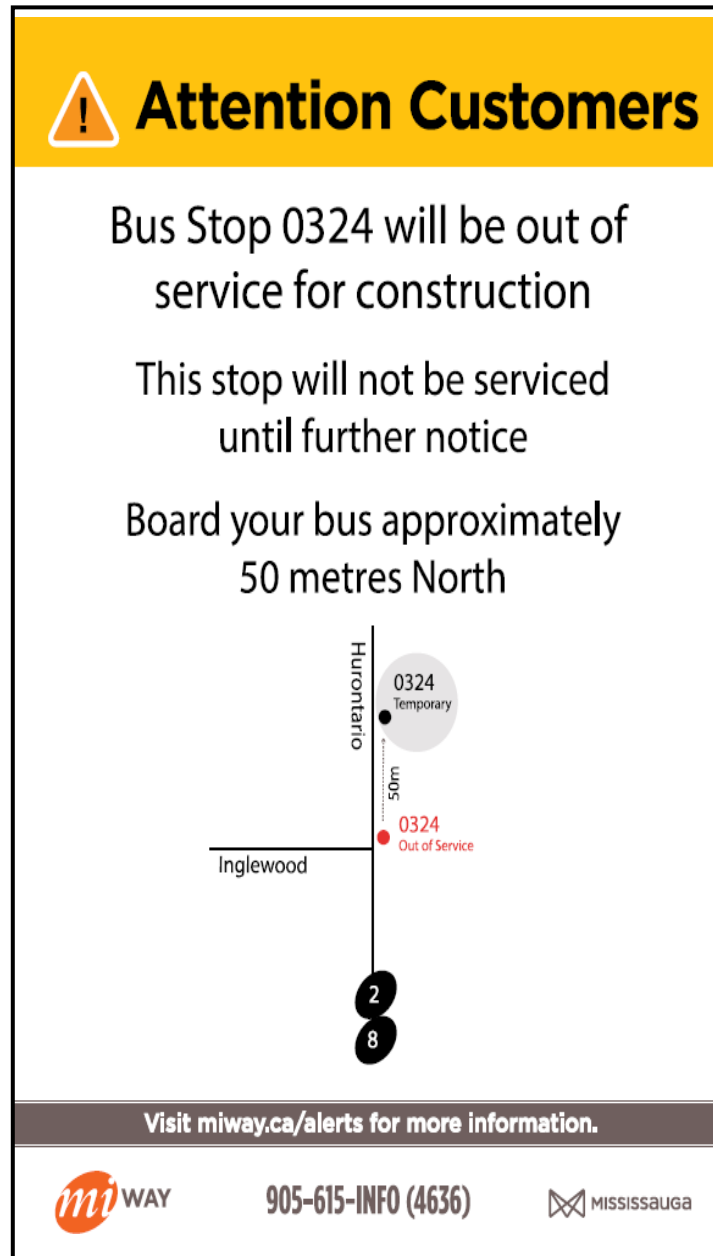
Where construction impacts have included lane reductions and/or lane shifting, preventing transit vehicles from servicing transit stops along the boulevard, temporary pedestrian landing pad platforms and connections have been implemented during the HuLRT heavy civil construction.

The result of successful internal design collaboration, these plans accommodate pedestrians between existing and temporary stops using a series of protected walkways and ramps at transition points such as curbs. These walkways/ramps connect to temporary transit platforms that have been safely positioned so that transit vehicles can service an accessible hard surface and allow for the safe boarding/alighting customers. This concept will be in use along the entire Hurontario Street corridor within the City of Mississauga from Park Street East to Top Flight Drive/Derrycrest Drive.



## Enhanced Customer Service Posters

MiWay prepares and installs customer service posters at stops which are impacted by construction and road closures throughout the City. These posters have been inherently text based, informing customers of only the stop in question that is disrupted.



In an attempt to improve customer communication and provide more meaningful wayfinding information to assist customers, these customer service posters were redesigned and improved to include maps showing impacted and neighbouring stops, distance between existing and temporary stop locations, and information on alternate accessible locations for wayfinding purposes.

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## 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. 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 2020, approximately 3,745 metres of new sidewalks were constructed within the City of Mississauga. Of this total, approximately 590 metres of the new sidewalks provided connections to existing MiWay bus stops.

## 4.3 Accessible Transit Facilities/Stations

### City Centre Transit Terminal Interior Renovations

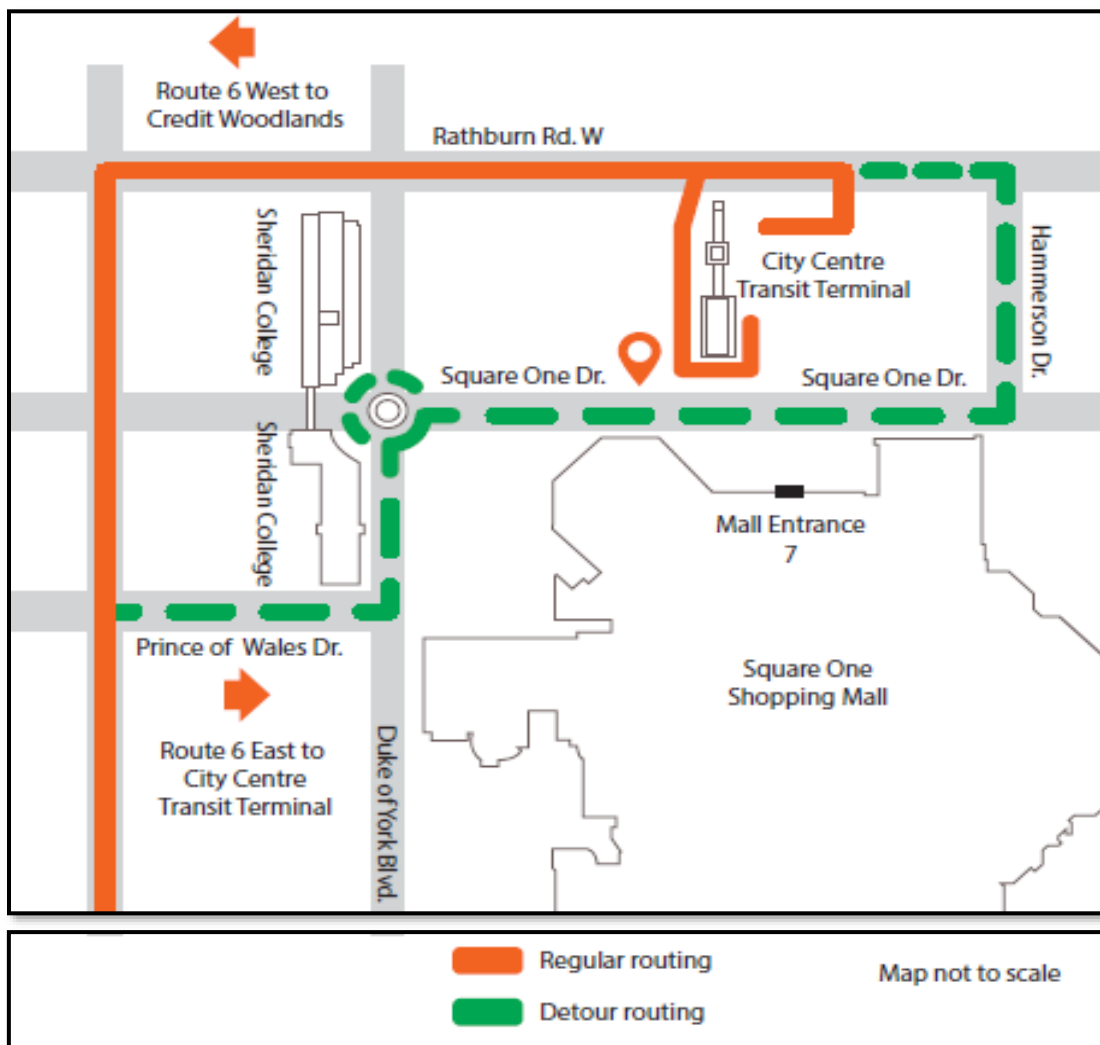
In 2020, the City Centre Transit Terminal starting undergoing a complete interior revitalization that aims transform the terminal into a modernized space with improved accessibility, connectivity and customer service to meet the growing and changing needs of the community. This work is anticipated to be completed by spring 2021.



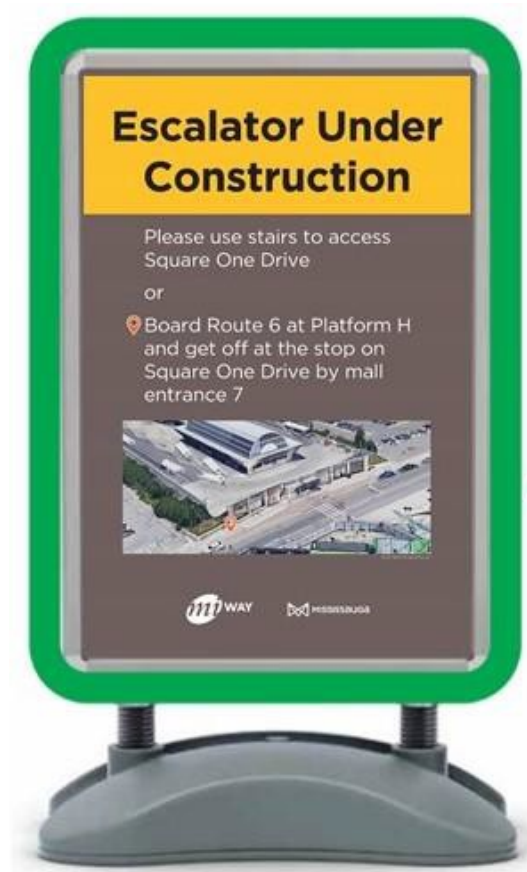
The terminal renovation was designed to include improved accessible infrastructure including accessible counters for customers at the Fares and Information Booths, accessible wayfinding, upgraded elevator features, a wider up escalator, and sliding doors at both the north platform level and Square One Drive street level. Sign faces, surfaces and finishes were also designed to conform to AODA standards. The new terminal design was presented to the Accessibility Advisory Committee's Facility Accessibility Design Subcommittee for their review and feedback.

## Temporary Terminal Disruptions

As part of the renovation, improvements to the existing elevator and escalators resulted in significant disruption for several months. The absence of elevators and escalators meant customers no longer had an accessible alternative to travel from the lower level of the City Centre Transit Terminal along Square One Drive to the upper level along Rathburn Road. In order to provide an accessible alternative for customers accessing both levels, MiWay revised the routing on Route 6 – Credit Woodlands and detoured the route along Square One Drive (lower level of Terminal) and Rathburn Road (upper level of terminal). See Route 6 detour routing below:



This service brought customers from with upper Terminal level along Rathburn Road to Square One Drive and vice versa. Accessible temporary stops were introduced to support the detour with signage throughout the terminal advising customers of the available service option while the elevator and escalators were out of service.



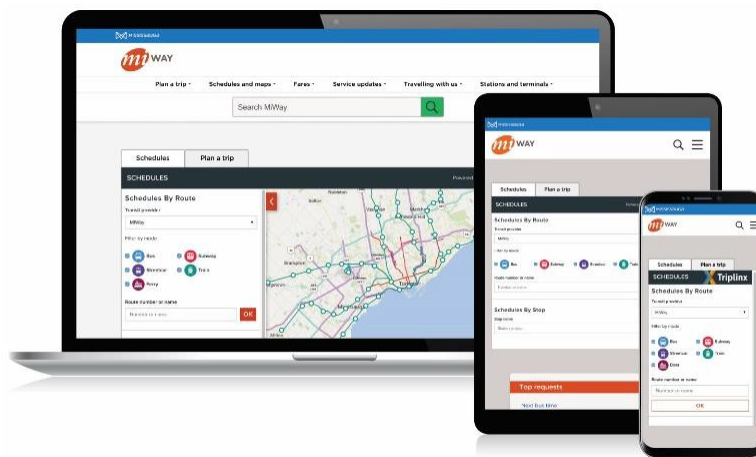
## 4.4 Information & Communication

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

### New MiWay Website:

MiWay worked in collaboration with the City's Digital Strategy and Experience team to launch the new MiWay on March 31, 2020. This new site aims to better serve people of all abilities. The enhancements mean that people with visual, hearing, motor and cognitive difficulties can more effectively use our content and services through assistive technology, such as screen readers, screen magnification software and navigation assistance. The new website also has a newly integrated trip planner, Triplinx which is WCAG 2.0 AA compliant.

Our goal is to be fully compliant with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines version 2.0 level AA.



Activities completed to ensure compliance include:

- Adherence to the [City's new design principles](#) which integrates accessibility.
- Adherence to the [City's consistent design language](#) in which they've adapted the POUR accessibility principles in order to make our design language and code more inclusive to users of all abilities.
- A content audit was completed to review all PDF across the site and 60% of content was identified as ROT (redundant, out of date and trivial information).
- All web content has been rewritten with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.
- Outdated icons and image headers will be removed from pages; new icons have been focused into a core set of six wayfinding icons in our navigation which aim to make navigation easy and translate to individuals of all abilities.
- Updated brand guidelines with digital design colours and fonts that adhere to WCAG 2.0 AA standards.

## Accessible Bus Services

MiWay plans to continue these activities to remain compliant:

- Reviewing 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.
- Provide web descriptions for screen readers such as image ALT tags and web link title attributions.
- New website content is made accessible by testing webpages for accessibility, including MiWay campaign microsites.

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.



## 4.5 Fleet Improvements

### New Priority Seating Design

In response to customer feedback regarding the unavailability of seats in the Priority Seating area, MiWay has installed a new seat design as a pilot project on one of its buses.

With the new design, the individual seats fold up when not in use. This feature makes it possible to accommodate both seated customers and customers with a mobility device within the Priority Seating area.

The current 'bench' seat design does not allow for only one priority seat to be down – all three seats must be either up or down at the same time.

A survey was conducted to gather feedback from customers on the seat design. MiWay is in the process of reviewing customer feedback to determine if changes should be made to seats on all buses.



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## 4.6 Operator Training Improvements

The Accessible Customer Service training course is a part of MiWay's New Transit Operator Training Program. It is a 4 hour course that consists of a classroom module that reviews MiWay's policies and procedures that relate to accessibility, the role of the transit operator, the differences between visible and non-visible disabilities, as well as role play on-the-bus simulations. The course also requires the completion of the City of Mississauga's eLearning "May I Help You?"; "Understanding Accessible Customer Service" with follow-up question and answer exercises. Following completion of the course, new transit operators then practice these expectations and the technical functionalities of the accessibility ramp through their on-the-road training requirements. This course continued to be delivered in 2020 to new transit operators and those staff upgrading to a C Class licence.

The Refresher Training Program for existing transit operators includes an Accessibility module that reviews MiWay's policies and procedures that relate to accessibility, the power of language and word choices and the impact of non-visible disabilities in transit. This chapter includes group discussions concerning the transit experience for a passenger with a disability.

In the spirit of continuous improvement, the MiWay Learning Centre team regularly reviews this curriculum to make enhancements to these programs. As a result, accessibility themed training videos were introduced to enhance the training experience. In consultation with and participation by the Accessibility Advisory Committee (ACC) members, two videos were produced. One video focusses on non-visible disabilities and the impact that they have on the transit experience for many of our passengers. The second video has a theme of compassion and highlights the impact of the language MiWay uses and the service that MiWay provides. The strength of these videos is due to the contributions made by Carol-Ann Chafe, Emily Daigle, Naz Husain, Steven Viera and Asim Zaidi – our utmost appreciation goes to all of you and the time you dedicated to this project! These two videos were incorporated into both the New Transit Operator Training Program and the Refresher Training Program.

The MiWay Learning Centre team is looking forward to continuing to identify opportunities where we can work in partnership with the ACC to make enhancements to our training programs.

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## 5.0 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 8<sup>th</sup>, 2021)

## 6.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2020 Accessibility Report at its January 12<sup>th</sup>, 2021 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 2020 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

## 7.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2020 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.

## 8.0 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, Customer Service Representatives are available:*

Weekdays: 7:00 am to 7:00 pm

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

E-mail: [miwayhelps@mississauga.ca](mailto:miwayhelps@mississauga.ca)

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: [Online Feedback Form](#)

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

**MiWay – Mailing Address:** 3484 Semenyk Court

Mississauga, Ontario L5C 4R1

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