



2022 Annual
**Accessibility
Report**



December 2022



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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 6th, 2023.

A final copy of MiWay's Annual Accessibility Report will be posted on MiWay's website (www.miway.ca/accessibility) and will be available in alternate accessible formats, upon request.

1.0 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 and Milton 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.

2.0 MIWAY'S CUSTOMER CHARTER

Launched in 2021, MiWay's Customer Charter is a public commitment on what transit customers can expect from MiWay.

MiWay's Customer Charter consists of four commitments:

- *Safety first:* The safety of customers, employees and all those who come in contact with our transit service is important to MiWay. MiWay is focused on wanting everyone to feel safe and secure while riding the bus and sharing the road with other vehicles.
- *Reliable and on time:* MiWay is focused on providing a dependable transit service by being on time, minimizing delays and acting quickly when service disruptions or delays occur.
- *Excellent customer service:* MiWay is focused on making every experience a positive one. The team is committed to providing excellent customer service, treating everyone with courtesy and respect.
- *Keeping customers informed:* Whether it's communicating delays or providing customers with information to help them plan their journeys better. MiWay is focused on ensuring accurate, up-to-date service information is available online and with customer service representatives.



3.0 MIWAY'S MISSION, VISION, VALUES AND THE BASICS PROGRAM

A number of significant improvements took place with MiWay's Mission, Vision, Values and 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 direction, and to bring an inspiring vision for the future.

Our Mission contains three main statements:

- We help connect people to their destinations with ease;
- We are people who care about people; and,
- We help make life in our City better.

Our Vision also defines MiWay's purpose, focusing on its goals and aspirations:

MiWay will provide a safe, reliable, and efficient travel choice that delivers an excellent customer experience.

Our Values help MiWay employees guide their decisions and actions. MiWay employees live by our corporate values of Trust, Quality and Excellence, and employees are also guided by two additional values that help MiWay deliver quality service to our customers:

- Teamwork - The sense of purpose employees have at MiWay, working and sharing across all groups to deliver an excellent experience to our customers.
- Commitment - MiWay is committed to working with passion in our individual contributions and with dedication to our team effort.

Our Basics are our guideposts and support tool for everyday decision-making. They are:

1. *We are Safe* - we practice safe behaviour and understand that safety always comes first
2. *We are compassionate* - we serve with compassion for others, including customers and coworkers
3. *We are efficient* - we perform work efficiently
4. *We are environmental* - we are mindful of the internal and external environments

CONVENTIONAL SERVICES – 2021 SERVICE PROFILE

| | |
|-------------------------------------|---|
| Types of Services | Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service. |
| Service Area | Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville) |
| Hours of Operations | Monday to Friday: 24 Hour Service Saturday: 3:52 AM to 2:53 AM Sunday: 5:50 AM to 2:18 AM |
| Annual Passenger Boardings | 48 Million |
| Annual Revenue Ridership | 35.7 Million |
| Annual Revenue Service Hours | 1.34 Million |
| Annual Vehicle Hours | 1.43 Million |
| Annual Revenue Kilometres | 30.0 Million |
| Number of Routes | 72 Routes (as of Dec. 2022): <ul style="list-style-type: none">• 7 Express Routes• 57 Regular Routes• 8 School Routes |
| Fleet Composition | 471 accessible buses (as of Dec. 2022) |



4.0 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.

5.0 ONGOING IMPROVEMENTS

5.1 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 2022, 35 bus stop locations have been improved through Capital Work Projects and 38 bus stop locations were improved through the Works Operations and Maintenance Team. In addition, 1 bus stop location was further improved by providing a hard surface connection (i.e. sidewalk link) to the existing sidewalk network as part of the 2022 sidewalk program.

To ensure that throwaway costs are minimized and to capitalize on other planned projects within the City, MiWay also implements on-street stop improvements (e.g., stop relocation, stop consolidation, addition of stop infrastructure) through on-going Active Transportation and Regional Road Projects. As such, 6 stops were improved as part of the 2022 Active Transportation Project and 5 stops are currently being constructed as part of regional intersection improvement contract. In total, approximately 85 bus stop locations have been completed with such passenger landing pads installed as part of the Annual MiWay Bus Pad Program.

As of the last service change board period, October 24, 2022, there are a total of 3,238 active bus stops in the city. With the improvements noted above, approximately 2.4% (78 of 3,238) of stops serviced by MiWay are inaccessible. It is of note that approximately 60 of the 78 (77%) stops are inaccessible due to the absence of

sidewalks. MiWay will continue to collaborate with Active Transportation to address the missing sidewalk links and upgrade the inaccessible stops 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.



5.2 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. 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 Infrastructure Planning and Engineering 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.

5.3 Red Plastic Treatment Program

As Mississauga continues to develop into a multi-modal city with an emphasis on transit-oriented development, it is important to designate bus only on-street infrastructure in order to mitigate impacts to bus operations. MiWay has an annual Red Plastic Treatment Program where a red surface treatment is applied to bus bays, bus-only lanes and terminal/station egresses to prevent other vehicles from using the infrastructure and impeding bus operations. By designating the bus only infrastructure with the red plastic treatment, these areas are more visible and therefore increases safety for operators and customers. Due to supply chain issues, 2022 locations have been deferred to 2023.



5.4 Hurontario LRT Temporary Transit Infrastructure

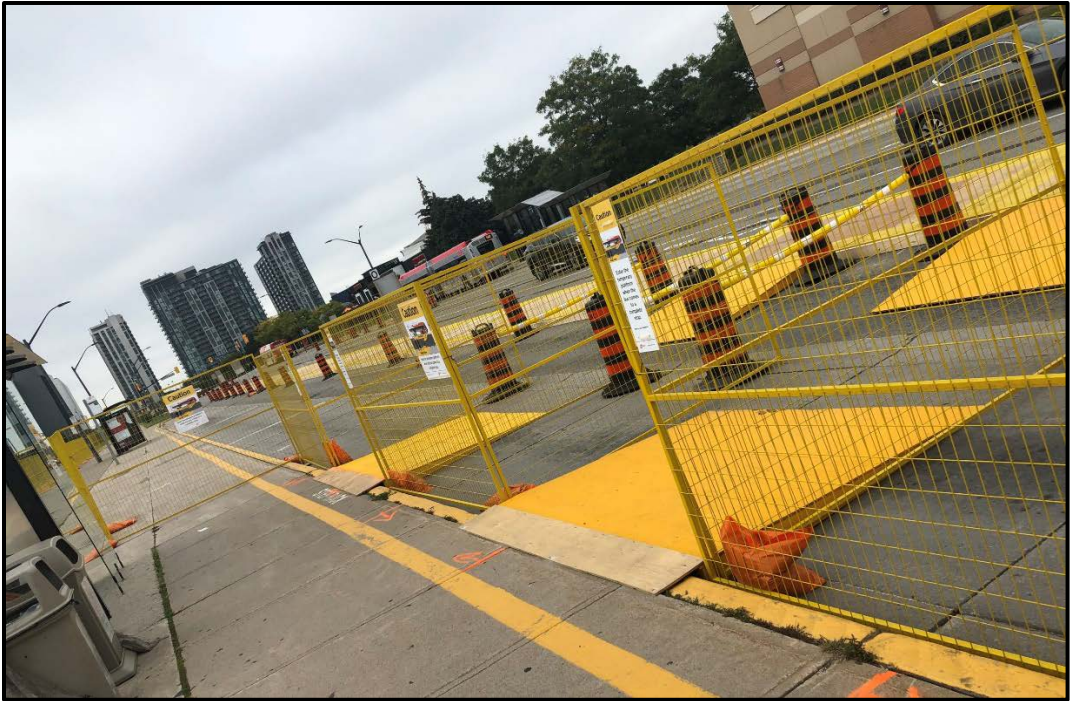
With construction ongoing for the Hurontario LRT project, the majority of the corridor has impacts due to construction within boulevards and roads, which include lane reductions/shifting, etc. To minimize the impact of this construction on transit service/infrastructure and customers, MiWay sought out 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 requested and installed to accommodate accessibility. This solution has been particularly beneficial at major intersections where significant transfers occur. 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.



In 2022, Hurontario LRT construction significantly impacted transit operations at the City Centre Transit Terminal. These impacts have led to multiple bus bay and terminal closures. During these phases temporary landing pad platforms and walkways/ramps have been installed to ensure accessible transit service is maintained.

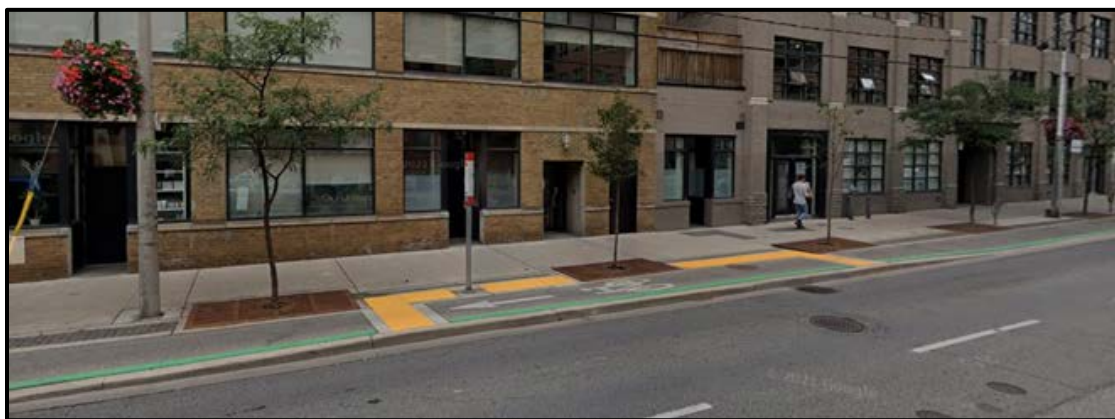


5.5 Transit and Active Transportation Integrated Infrastructure: Tactile Plates

MiWay updated the transit standard drawings for various stop configurations as part of the MiWay Infrastructure Growth Plan. The update included the development of standards that integrated active transportation infrastructure (e.g., bike lanes, cycle tracks and multi-use trails) with stop infrastructure (e.g., pedestrian landing pads and shelters).

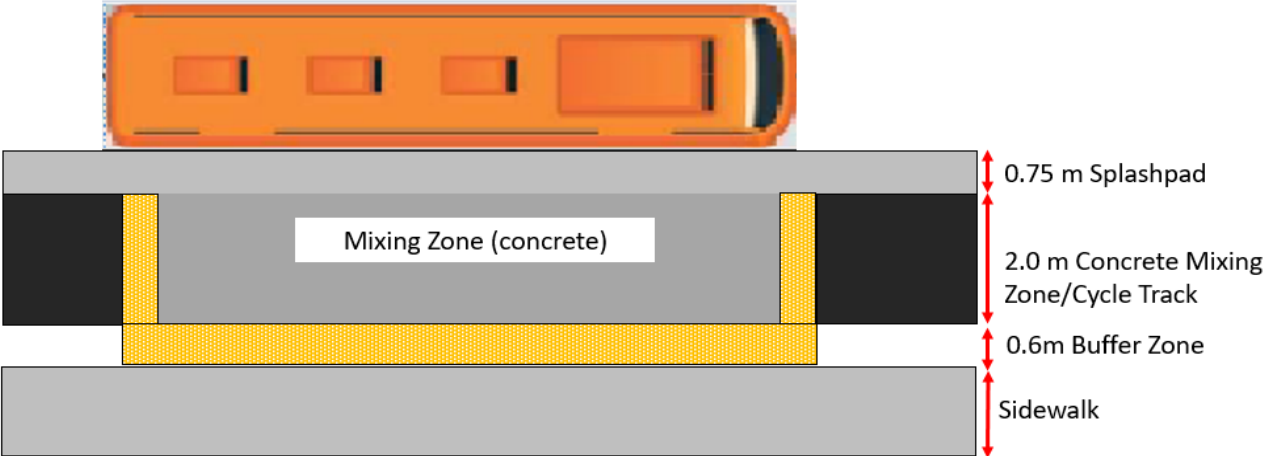
Two configurations were developed for each integrated standard, a preferred and a constrained version, whereby the applicable standard would be dependent on the available right-of-way. For the constrained version of the standard drawing for integration with cycle tracks, the 15m by 2m concrete pedestrian landing pad is incorporated into the cycle track and is delineated by a painted yellow line and is referred to as the mixing zone as it will be used by both transit riders and cyclists.

In an effort to increase awareness between the various users of the mixing zone, MiWay proposed the installation of a detectable warning surface (i.e., tactile plates) to delineate the mixing zone. The tactile plates would provide warning to transit riders that they are entering an area of potential cyclist presence and vice versa for cyclists who would be entering a passenger boarding and alighting area. The preferred layout of the tactile plates with respect to the mixing zone is shown in the figure (Mixing Zone-Preferred) below.

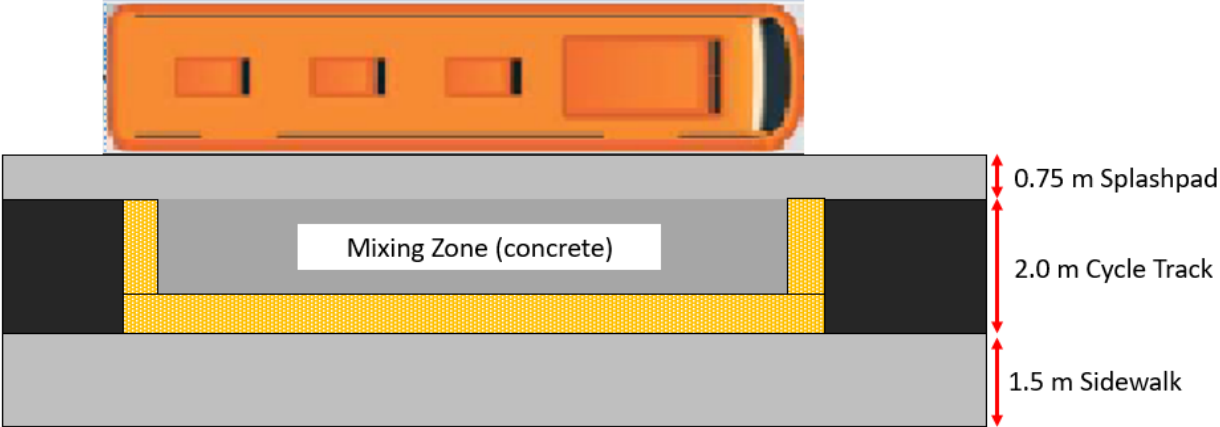


In situations whereby there are limitations with the available right-of-way and the preferred layout for the tactile plates cannot be accommodated, a constrained version was also developed as shown in figure (Mixing Zone-Constrained). The constrained version was developed in consultation with the Accessibility Group with the understanding that the tactile plates could be placed on the mixing zone within the 15m by 2m concrete area. The standard drawings will need to be updated to reflect the addition of the tactile plates; however, MiWay has been working with Active Transportation to ensure this surface treatment is included in all forthcoming projects.

Mixing Zone- Preferred



Mixing Zone- Constrained



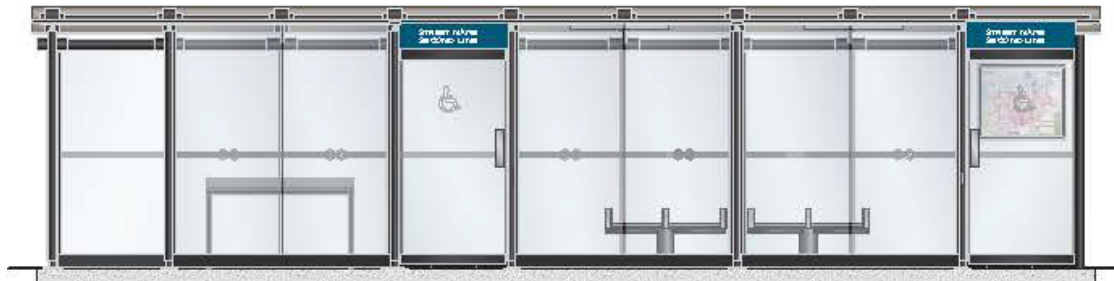
5.7 Enhanced Shelter Program

As part of the Investing in Canada Infrastructure Program (ICIP), MiWay received funding for the implementation of enhanced shelters along major corridors with existing or future express routing. These enhanced shelters would be larger than the existing on-street standard shelters and incorporate enclosed heated areas and the provision of digital schedule information. The size of the on-street enhanced shelters would be dependent on available property with the length of the shelters ranging between 8m, 12m and 16m. To ensure the provision of barrier free amenities at MiWay's on-street stops, the enhanced shelters were designed to be in compliance with AODA requirements and the City's accessibility guidelines for clear space, reach requirements and viewing heights. Furthermore, the enclosed areas are provided with wave sensors as well as for the heaters. Design concepts of the three different sizes of enhanced shelters are provided below:

8m by 2m Enhanced Shelter



12m by 2m Enhanced Shelter

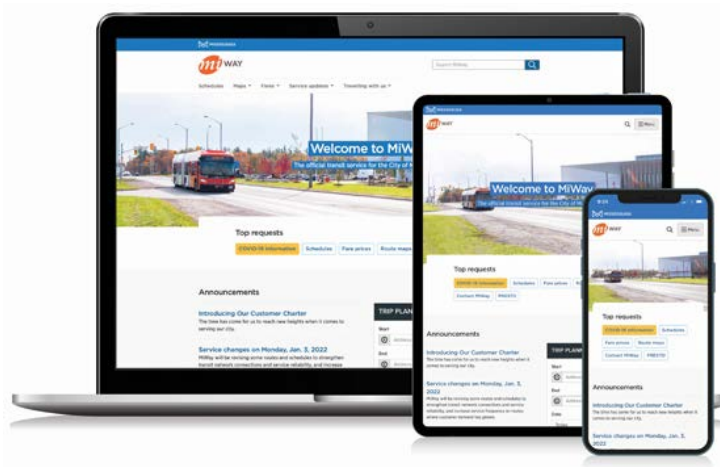


16m by 2m Enhanced Shelter



6.0 INFORMATION & COMMUNICATION

With the recent improvements to MiWay's Accessible Services, MiWay continues to ensure its web content and print material are accessible to customers.



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

On-going activities 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.
- All web content is written with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.
- Updated brand guidelines with digital design colours and fonts are in use 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 at miway.ca/accessibility. Information pertaining to accessible services, policies and procedures is available online for all customers.
- Customers can use the Google Translate feature on MiWay's webpage to view the information in multiple languages.

- Provide web descriptions for screen readers such as image ALT tags and web link title attributions.
- New website content is developed to ensure that it is accessible to web users. Regular site improve website reports are also reviewed to identify and resolve any potential issues (e.g. ALT tags, heading structure, etc.).
- ALT tags are now added to images on MiWay's social media channels (Twitter and Facebook).

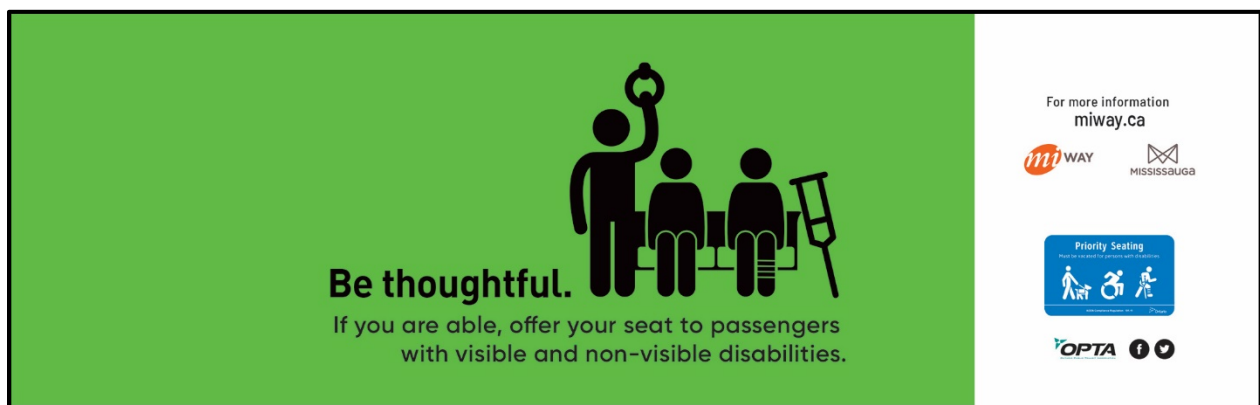
Print Content - To improve accessibility in MiWay's print material, all print material produced continues to be reviewed to ensure font type, colour sizes, spacing, line height and contrast are accessible.

New transit accessibility campaign - In 2022, MiWay launched a new campaign to raise awareness of transit accessibility features and encourage customers to consider the needs of others.

This campaign was developed by the Ontario Public Transit Association in partnership with various local transit agencies that also shared it in 2022 to promote compliance with Ontario's accessibility standards.

The campaign uses clear and simple messaging in a friendly and non-judgemental way to educate transit riders about accessibility features, such as priority seating and service animals. It also reminds people that not all disabilities are visible.

MiWay will continue to share the campaign messages on buses and on MiWay's social media channels.



7.0 FLEET IMPROVEMENTS

MiWay continues to make improvements to its fleet to ensure accessible service is provided to all customers.

Staying on top of industry improvements, MiWay's new bus deliveries will include an electric accessibility ramp. The "Smart Rider Lite" is an industry-first in fully accessible boarding. The new ramp enables buses to kneel at variable heights, minimizing the slope difference between a low floor ramp and the bus floor. The ramp automatically deploys and the bus proceeds to kneel keeping the ramp more level as opposed to on an incline (up-hill) into the bus.

This improvement provides increased stability, and eliminates the varying slopes that are created when ramps are deployed along uneven road surfaces.



8.0 TRAINING

8.1 Operator Training and Communication Improvements

After the pandemic slowed down the delivery of some of our training programs, 2022 focussed on relaunching them with higher frequency and larger class sizes once again. The MiWay Learning Centre ran a total of ten *New Transit Operator Training Program* classes for new recruits and five *Refresher Training Program* classes for existing Transit Operators. Accessible customer service continues to be an important module covered in both of these programs.

The new hire program's accessibility module is a four-hour course that includes classroom training on MiWay's accessibility policies and procedures, the expectations of a Transit Operator, the impact of both visible and non-visible disabilities, as well as roleplaying and on-the-bus simulations. The City of Mississauga's eLearning *Accessibility for Ontarians with Disabilities* is a prerequisite for this course, and there are additional follow-up exercises completed ahead of time and reviewed together in the classroom. Discussion focusses on potential barriers in transit, tips for communication with passengers with various disabilities and how best to provide service to passengers with various disabilities. New Transit Operators also practise their role in accessibility and the technical functionalities of the accessibility ramp through the on-the-road component of the training program.

The refresher program's accessibility module reviews MiWay policies and procedures to remind existing Transit Operators of their role in accessible customer service, emphasizes the impact of language choices and discusses the transit experience for passengers with non-visible disabilities in particular.

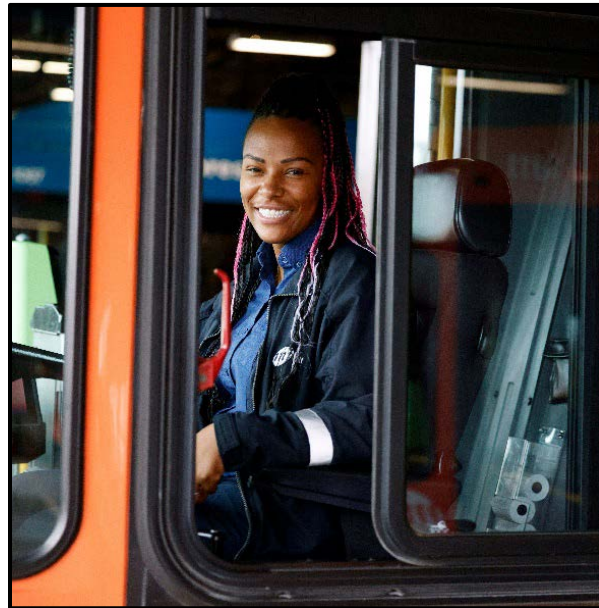
In addition to Transit Operator training programs, MiWay continues to deliver the Route Supervisor Refresher Program. Day 2 of this 5-day program focused on serving with compassion and reviewed the City of Mississauga's *Accessibility for Ontarians with Disabilities* eLearning course.

In all three of these programs, what continues to stand out most are the videos created in partnership with Accessibility Advisory Committee (ACC) members. Feedback from Training Officers, Transit Operators, and Route Supervisors validate how impactful these videos are for our learners. Additionally, the City's *Words with Dignity – People First Terminology* resource also continues to be a highlight of our programs. Discussion on the power of words is a key lesson for many of our participants.

Furthermore, the Learning Centre executed the recruitment process for new Transit Operators in 2022. With this recruitment, testing questions and interview questions

were both revised. An integral component of these questions is customer service, including accessible customer service, to ensure we are recruiting individuals with a strong background in service and a positive attitude towards helping people.

In the spirit of continuous improvement, the MiWay Learning Centre team looks forward to its ongoing development of its recruitment and training programs with future accessibility enhancements.



8.2 Customer Service Staff Training and Accessible Service

Accessible customer service is an integral part of the Customer Service Training Program and how we deliver service. The new and refresher training course includes an e-learning component, “Accessibility for Ontarians with Disabilities” and a classroom discussion focused on dignity, respect, and available support for the customer and the employee. We encourage open dialogue to learn from one another and reaffirm our commitment to accessible service for all.

Our Customer Service staff provide additional support for customers who may have accessible needs. They are trained to use tools to improve and enhance communication using simple tactics such as speaking in plain language, writing instructions and key words on paper, and provide a simple diagram to help direct customers in their travels. In addition, Customer Service staff work with other MiWay staff such as Route Supervisors and Transit Enforcement Officers to get the customer on board the right bus. When requested, they may also escort customers to their bus stop should they need assistance with wayfinding.

In 2019, the BRAVO customer service model was introduced. It is the City of Mississauga's new customer interaction model for staff. The program was established to create greater consistency in customer service interactions across the City. Since launch, Customer Service staff follow this new model and receive refresher training annually.

The City of Mississauga has a long history of providing responsive services to its citizens. In 2017, the City launched a Workforce Diversity and Inclusion Strategy. It recognizes the importance of the uniqueness of individuals and creating an environment that values and respects them for their talents, skills and abilities. To promote diversity and inclusion, the City has launched a number of programs aimed to further employee understanding and knowledge. The goal is to remove barriers for employees in order for them thrive in the workplace and serve its citizens. The Customer Service team continues to learn and find new ways to adapt to its customers' needs with each interaction. The team constantly looks at ways to remove barriers in the workplace to provide excellent service for all.



MiWay is looking to improve the way we deliver customer service. In 2022, MiWay started working with an independent consulting company to review our Customer Service Program. This review will include a full current state review using research and benchmarking best practices. We will be conducting customer surveys and focus group sessions to gain a better understanding of all our customers' user experience including those with accessible needs. This project will provide long-term customer service improvements and recommendations. As a way forward, the MiWay Customer Service team will continue to focus on making improvements in how we deliver service to all our customers.

9.0 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 6th, 2023).

10.0 PLAN APPROVAL & COMMUNICATION STRATEGY

Transit Management Team approved the 2022 Accessibility Report at its January 17th, 2023 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 2022 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

11.0 CONCLUSION & NEXT STEPS

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2022 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.

12.0 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: | 9:30 am to 5:00 pm |
| Holidays: | 9:30 am to 5:00 pm |
| E-mail: | miwayhelps@mississauga.ca |

To provide customer feedback, customer service representatives are available:

| | |
|-------------------|--------------------------------------|
| Weekdays: | 7:00 am to 7:00 pm |
| Saturdays: | 9:30 am to 5:00 pm |
| Sundays/Holidays: | Closed |
| Online Form: | Online Feedback Form |

MiWay – Website: [MiWay Website](#)

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

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