



# 2019 Annual Accessibility Report

December 2019



## 2019 annual accessibility report

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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 2019 Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay in 2019 to make all its services and facilities accessible.

The 2019 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 2019 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on March 23<sup>rd</sup>, 2020.

A final copy of the 2019 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.

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### Conventional Services – 2019 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: 4:17 AM to 2:53 AM Sunday: 6:19 AM to 2:09 AM
<b>Annual Passenger Boardings</b>	57.8 Million
<b>Annual Revenue Ridership</b>	41.2 Million
<b>Annual Revenue Service Hours</b>	1.58 Million
<b>Annual Vehicle Hours</b>	1.69 Million
<b>Annual Revenue Kilometres</b>	34.7 Million
<b>Number of Routes</b>	80 Routes (as of Dec. 2019): 9 Express Routes; 55 Regular Routes; 16 School Routes
<b>Fleet Composition</b>	497 accessible buses



Servicing express routes



Servicing local and school routes

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### 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 2019 Initiatives and Ongoing Improvements

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

A number of significant improvements took place in 2019 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 2020.

#### 'Mildea' Platform

The new Mission and Vision, together with our newly created values of Teamwork and Commitment allowed MiWay to build the 'Mildea' platform, an internal ideation site built for MiWay employees.



The objective of this site is to invite MiWay employees to submit suggestions/ideas for improvement, questions, etc. Submissions are grouped around our 4 Basics: Safety, Compassion, Efficiency and Environment. Additionally, this platform is intended to improve our services and accessibility concerns.

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In 2019, the organization received several idea submissions to remove unsafe bus stops, relocate bus stops to better serve the overall population. We also received many idea submissions to improve MiWay's onboard bus announcements. Operators and staff all recognize the need for more efficient and accurate electronic bus announcements and in 2019, MiWay delivered enhancements in order to ensure that accurate electronic systems were in place to support our visually challenged and linguistically-challenged demographic.

### 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.

**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 2019, 45 of these stop locations were completed with such passenger landing pads installed.

Currently only about 4% (approximately 134 of 3402) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (approximately 83% of all inaccessible stops). The remaining stops which are considered to be inaccessible will be added to the list for improvement in 2020, where feasible.

### 4.3 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 2019, approximately 2,258 metres of new sidewalks were constructed within the City of Mississauga. Of this total, approximately 2,000 metres of the new sidewalks provided connections to existing MiWay bus stops.

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### 4.4 Accessible Transit Facilities/Stations

#### City Centre Transit Terminal Interior Renovations

In 2020, the City Centre Transit Terminal will undergo a complete interior revitalization that will transform the terminal into a modernized space with improved accessibility, connectivity and customer service to meet the growing and changing needs of the community.



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The terminal was designed to include improved accessible infrastructure. These improvements included 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.

### Westwood Square Transit Terminal Improvements

The Westwood Square Transit Terminal Improvements were completed in 2019. This terminal is located in Malton adjacent to the Westwood Square Shopping Centre. These improvements included an accessible washroom and a large heated shelter both placed on the center platform.

The accessible washroom contains a single toilet and a change table. It was designed to meet current AODA requirements and is fully automated. Features of this washroom include: an automatic sliding door, a fully accessible change table, automated flush toilet, accessible signage, automated hand wash/sink area and voice automated announcements. Additional features include heating/cooling and an automatic cleaning program that initiates after a pre-defined number of uses.



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A large heated shelter was also installed on the center platform. Both doors to the heated section of the shelter were designed to AODA standards and have the automated push button.



To facilitate pedestrian access to the bus platforms, pedestrian crosswalks were centralized to the west side of the terminal and clearly delineated with line markings on the travelled roadway. Tactile plates were also placed onto the centre platform at the pedestrian crosswalks.

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### 4.5 Information & Communication

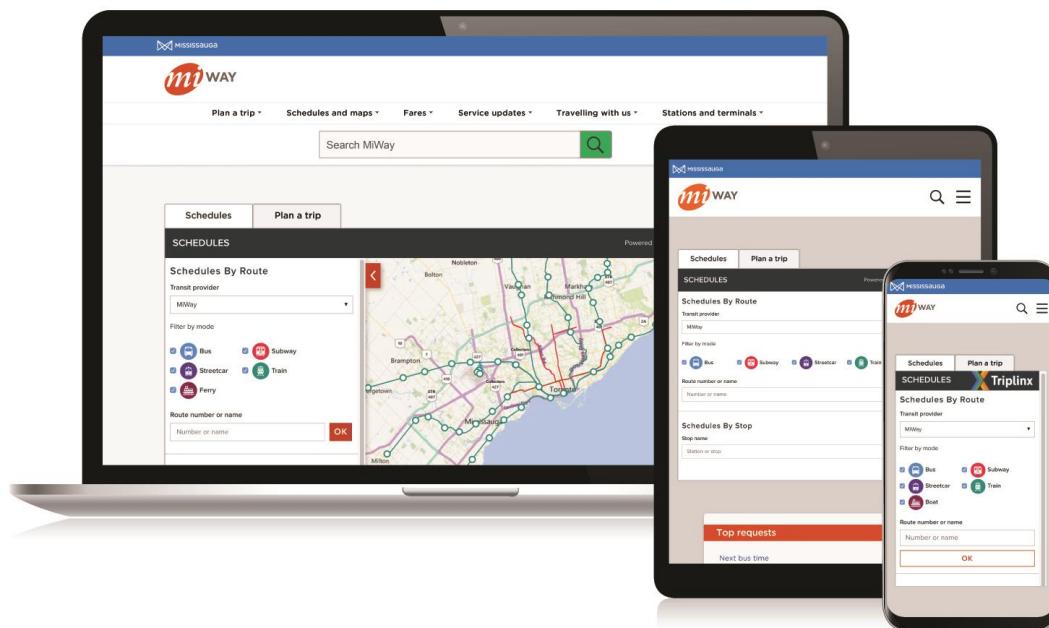
With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

MiWay is working in collaboration with the City's Digital Strategy and Experience team to launch a new website by March 2020. This new site aims to better serve people of all abilities. The planned 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.

Our goal is to be fully compliant with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines version 2.0 level AA. It will also have a newly integrated trip planner, Triplinx which is WCAG 2.0 AA compliant.

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.



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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.



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### 4.6 Operator Training Improvements

The Accessible Customer Service training course has been delivered to new transit operators in 2019. The four hour course consists of in-class training 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 a follow-up question and answer exercises.

Our MiWay Learning Centre team regularly reviews this curriculum and collects feedback in the spirit of continuous improvement. Based on this feedback the Accessible Customer Service training course has been updated in 2019 to include content concerning non-visible disabilities. The enhanced course includes information about the difference between a visible and non-visible disability and promotes awareness that MiWay customers may be facing challenges during their transit experience that an Operator is unable to recognize. There are scenario-based questions related to non-visible disabilities that encourage a better understanding of how to responsibly respond to our valued customers. The team also incorporated the new Dynamic Accessibility Symbol to promote awareness of this identifier.

Also in 2019, the MiWay Learning Centre introduced accessibility themed training videos, to enhance the training experience. The team has worked on producing two videos: one is focussed on non-visible disabilities and the other is focussed on compassion through the language MiWay uses and the service that MiWay provides. These videos were produced with the cooperation and participation of various Accessibility Advisory Committee (ACC) members who volunteered their time to be featured in the video footage. A special thanks to Carol-Ann Chafe, Emily Daigle, Naz Husain, Steven Viera and Asim Zaidi for their contributions. These videos will certainly enrich the learning experience for MiWay Transit Operators and other staff. The non-visible disabilities video were launched as a part of a new Transit Operator Refresher Training Program.

The Accessibility chapter in the Refresher Training Program includes reminders of various MiWay policies related to accessibility, recognizing the power behind the language that is used and ensuring MiWay refers to passengers with disabilities as "people" first before the disability, and the significance of invisible disabilities for MiWay passengers. The compassion video is in the final stages of production and will launch in both the New Transit Operator Training Program and the Transit Operator Refresher Training Program in 2020.

Our MiWay Learning Centre is excited to incorporate these videos into our training programs in 2020 and continue to look for further opportunities to improve.

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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 March 23<sup>rd</sup>, 2020)

### 6.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2019 Accessibility Report at its February 20<sup>th</sup>, 2020 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 2019 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 2019 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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### 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, Information Representatives are available:*

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

**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 [miwayhelps@mississauga.ca](mailto:miwayhelps@mississauga.ca) or call (905) 615-4636 (INFO).