



# 2021 Annual Accessibility Report

December 2021



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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 January 17<sup>th</sup>, 2022.

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

## 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.

## 3.0 Ridership Recovery Strategy

The COVID-19 pandemic in 2020 abruptly disrupted life in Mississauga for its residents, its businesses, its visitors, and the city government and the services it provides. MiWay cancelled all planned service growth investments for 2020 and 2021.

Ridership varied as we moved through the various waves, stages of recovery and stay at home orders. As ridership slowly returns, MiWay's service profile has changed and further fluctuations in ridership demand is expected. Transit ridership in Mississauga, and across the Greater Toronto & Hamilton Area is expected to return over the course of years, and not months.

MiWay is committed to monitoring all routes in the transit system network so that service levels are responsive to customers' needs and can change with shifts in demand as travel patterns continue to evolve. MiWay is adjusting service frequencies across the network to ensure that service is available where and when customers need it, and the potential for overcrowding is reduced.

MiWay will continue to deliver quality, customer-first service to existing customers while building future transit capacity through strategic projects and initiatives. At MiWay, with the support of the City of Mississauga, we are committed to **Build Back Better**.

We will do this through new service goals that are aligned with the City's COVID-19 Recovery Framework and the City's Strategic Pillars:

- Responsive service planning and delivery: Plan and deliver on-street service that adapts to meet changing customer demand
- Invest in transit infrastructure: Build and maintain a network that meets the needs of customers and supports a transit-oriented city
- Customer first service: Put the needs of the customer at the forefront of everything we do
- Plan and adapt to the future: Integrate higher-order transit services and interregional connections
- Manage revenue and fares: Balance value (service provided) for money paid (customer)

## Conventional Services – 2021 Service Profile

<b>Types of Services</b>	<p>Conventional fixed route transit service.</p> <p>School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.</p>
<b>Service Area</b>	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
<b>Hours of Operations</b>	<p>Monday to Friday: 24 Hour Service</p> <p>Saturday: 3:52 AM to 2:53 AM</p> <p>Sunday: 5:50 AM to 2:18 AM</p>
<b>Annual Passenger Boardings</b>	30.9 Million
<b>Annual Revenue Ridership</b>	22.6 Million
<b>Annual Revenue Service Hours</b>	1.40 Million
<b>Annual Vehicle Hours</b>	1.48 Million
<b>Annual Revenue Kilometres</b>	30.5 Million
<b>Number of Routes</b>	<p>72 Routes (as of Dec. 2021):</p> <ul style="list-style-type: none"> <li>• 7 Express Routes</li> <li>• 56 Regular Routes</li> <li>• 9 School Routes</li> </ul>
<b>Fleet Composition</b>	479 accessible buses (as of Dec. 2021):



Servicing express routes



Servicing local and school routes

## 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 Introducing the MiWay Customer Charter

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

The Charter developed in response to MiWay's ongoing effort to improve the customer experience and ensure a consistent and safe transit system for all. It was developed in consultation with MiWay customers and stakeholders through focus groups, research, one-on-one interviews, and market research.

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 MiWay is focused on accurate, up-to-date service information available online and with customer service representatives.



## 5.2 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;
- 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.

### 5.3 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. 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 2021, 12 bus stop locations have been improved through Capital Work Projects and 52 bus stop locations were improved through the Works Operations and Maintenance Team. In addition, 6 bus stops locations will become accessible through the sidewalk program in 2021. In total, approximately 70 bus stop locations have been completed with such passenger landing pads installed.

As of the most recent board period, October 25, 2021, there are a total of 3,286 active bus stops in the city. With the improvements noted above, approximately 3% (89 of 3,286) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks. Of these inaccessible stops approximately 74 of 89 (83%) are due to absence of sidewalks. The remaining stops (15) which are considered to be inaccessible will be added to the list of improvements for 2022, 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 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.

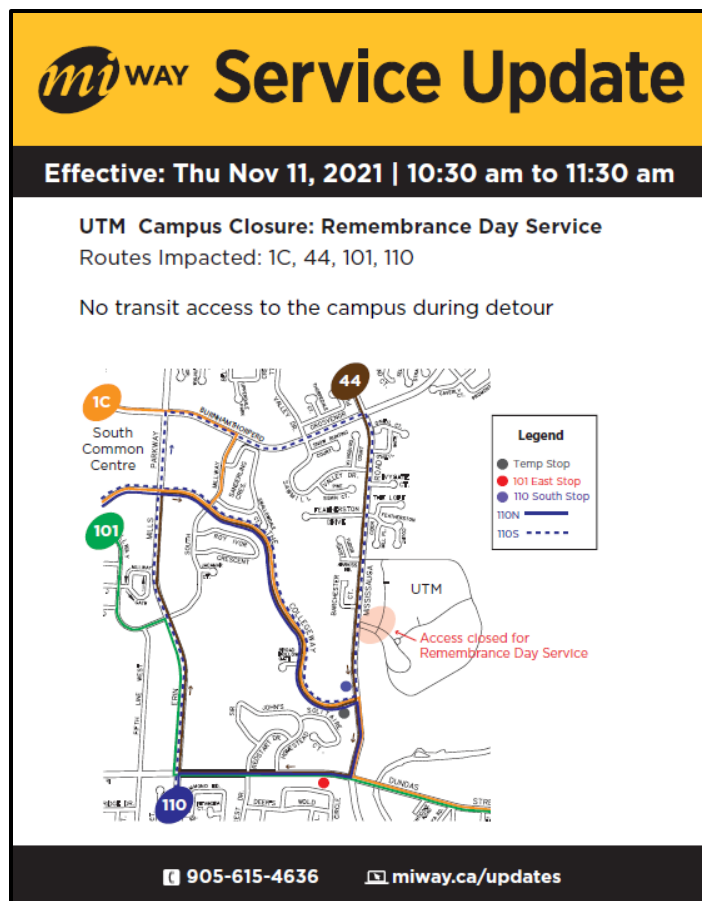


Over the past few months, Hurontario LRT construction has significantly impacted transit operations at the City Centre Transit Terminal. These impacts have led to multiple bus bay and terminal closures. During these phases temporary landing pad platforms and walkways/ramps have been installed to ensure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



### Enhanced Service Update 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.



To improve customer communication and provide more meaningful wayfinding information to assist customers, these on-street service update posters were redesigned into a standard format with several improvements:

- Standard header and footer that uses contrasting colours with large, visible font size
- Improved text contrast in the header and footer for easier readability
- Easily recognizable icons for telephone and website in the footer
- A map with a supporting legend can be inserted into the service update template to help visually communicate the changes
- “Service Update” title is consistent with the “Service Updates” menu navigation on miway.ca.

Customers can find more information about a particular service disruption by route at [miway.ca/updates](https://miway.ca/updates).

## 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 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 2021, approximately 2,560 meters of new sidewalks were planned for construction within the City of Mississauga, along Courtneypark Drive, Laird Road, Southdown Road and Tomken Road. Of this total, approximately 2,207 meters of the new sidewalks provide connections to existing MiWay bus stops. To date, sidewalk construction at these locations have commenced, with a total of 6 bus stop locations being made accessible through sidewalk construction.

## 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.



## Lakeshore Bus Bay Improvements

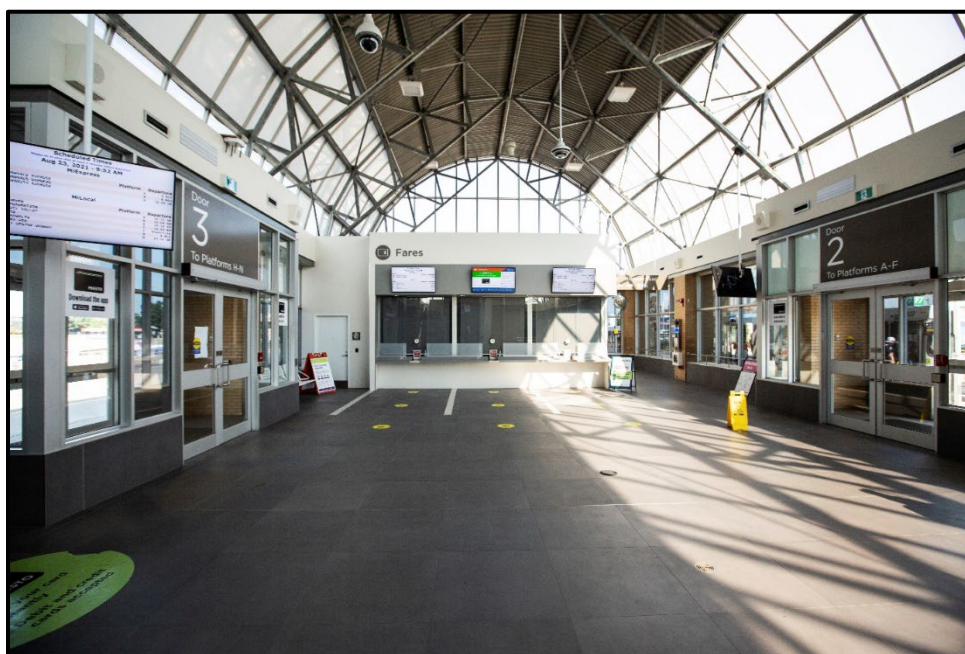
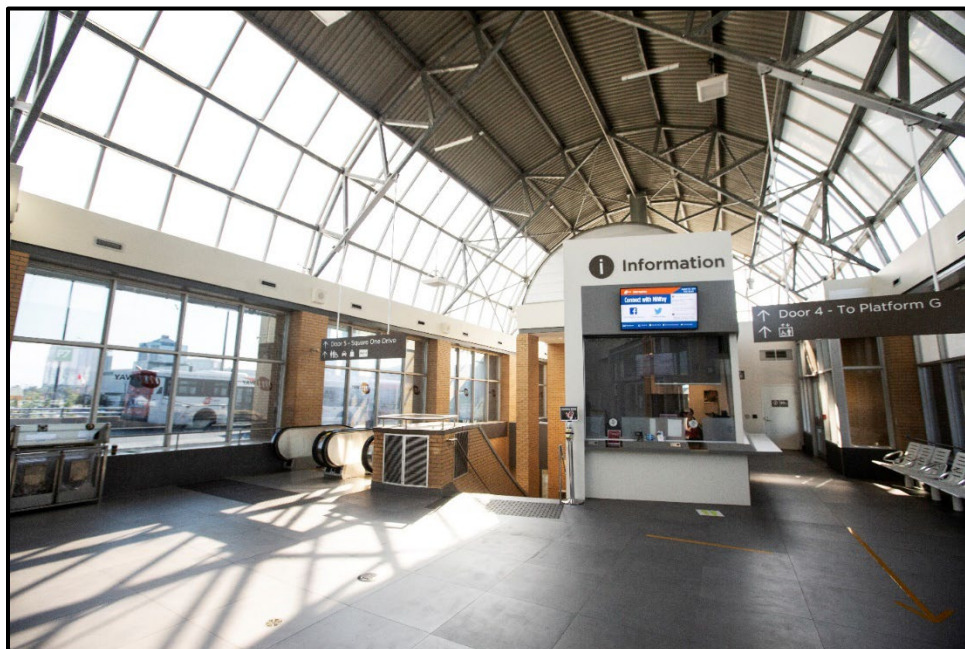
Due to the deteriorating condition of the bus bays located along Lakeshore Road between Dixie Road and Orchard Road, MiWay coordinated with Works, Operations & Maintenance (WOM) to have the concern addressed. Three locations were identified, which included: Lakeshore Road East west of Fergus Avenue, Lakeshore Road East east of Orchard Road, and Lakeshore Road East at Dixie Road. In addition, the storage length of these existing bays could not accommodate MiWay's articulated buses (around 60 feet in length), resulting in the tail end of the bus protruding into the adjacent travel lane and operators were unable to stop parallel to the curb and allow for customers to alight onto the hard surface. In order to address this constraint, MiWay requested the removal of the bus bays and constructed dual sidewalk links between the bus landing pad and the existing multi-use trail (MUT) for enhanced accessibility.



## 5.4 Accessible Transit Facilities/Stations

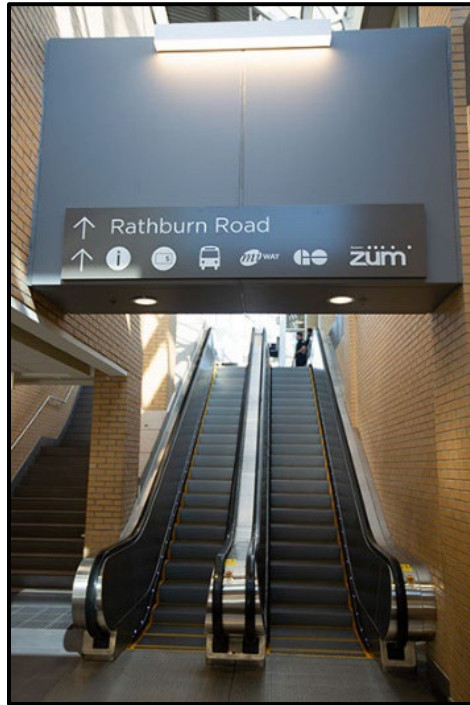
### City Centre Transit Terminal Interior Renovations

In February 2020, the CCTT underwent a complete interior renovation that aimed to transform the terminal into a modernized space with improved accessibility, connectivity and customer service to meet the growing and changing needs of the community.



The renovations were completed in May 2021. The scope of work included a new information booth, a new fares booth, upgraded entrance doors, staff washroom renovations, tile replacements in the public spaces, replacement/modernization of the

escalators, and modernization of the elevator. The up escalator was widened to provide for a higher carrying capacity. Both the north entrance manual doors at platform level and the south entrance manual doors on the Square One level were replaced with automatic sliding doors. Barrier free facilities were installed in the staff washrooms and barrier free counters were installed for customers at the information/fare booths.



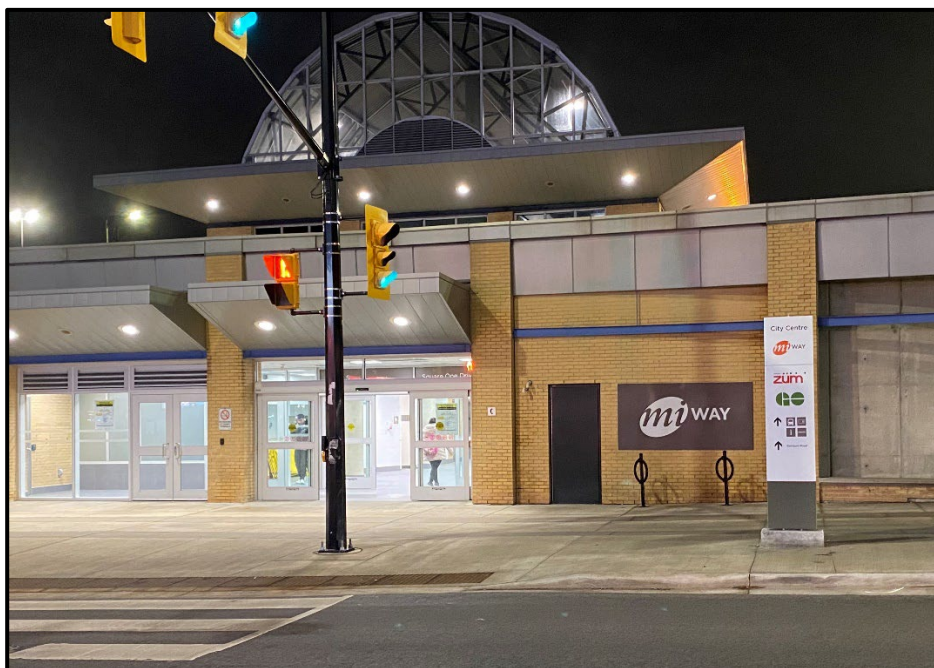
Additional accessibility features that were incorporated into the design included accessible wayfinding, sign faces, surfaces and finishes that conformed to AODA standards. The new terminal design was presented to the Accessibility Advisory Committee's Facility Accessibility Design Subcommittee during the design process for their review and to ensure their feedback was incorporated, where applicable.



### City Centre Transit Terminal (CCTT) Totem

The City Centre Transit Terminal (CCTT) is Mississauga's main transit hub and is part of the Mississauga Transitway. The station is situated on the northwest corner of Square One Shopping Centre and provides connections between MiWay, Brampton Transit and GO Transit. CCTT has two main entrances, one on the platform level along Rathburn Road (the north entrance) and one on the mall level along Square One Drive (the south entrance), across from the Square One Shopping Centre.

Along with a new building sign and MiWay logo, a wayfinding totem was installed at the south entrance to help pedestrians navigate the site and find their desired MiWay bus route as well as connections to Brampton Transit and GO Transit.



### Dixie Transitway Station Pedestrian Crossover

At the Dixie Transitway Station, customers access their desired platform from street level by using the elevators/stairs at the respective station building. Due to a collision at the Dixie Transitway Station in June 2021 the elevator in the EB building was put out of commission.

With repairs for the elevator and station building scheduled for completion in the summer of 2022, a short term solution was needed to provide customers who require the use of the elevator with an accessible option to access the EB platform.

A pedestrian crossover (PXO) at the guideway level was identified as the best solution and was implemented in October 2021. The PXO provides a safe, designated crossing along the guideway for customers with accessibility needs.

The PXO installation is complete with signs, pavement markings, flashing beacons, and tactile plates. Furthermore, the posted speed in and approaching Dixie Station has been changed to 30km/h to ensure all vehicles are aware of pedestrians.



## Westwood Square Transit Terminal Bus Bay Modifications and Pedestrian Crossovers

Terminal construction was carried out at Westwood Square Transit Terminal to accommodate 60' articulated buses within the terminal and to improve customer safety at crosswalks. The existing configuration of the bus platforms were not conducive to pedestrian crossings as buses would inadvertently have their tail end hanging over the crosswalk due to constrained spacing at the bus platforms. To remedy this and to ensure pedestrians had an accessible location to cross between platforms, the pedestrian crosswalks were realigned to provide more buffer between the crosswalks and the stopped buses and supplemented with curb depressions. Tactile plates were also installed at all curb depressions per accessibility requirements.

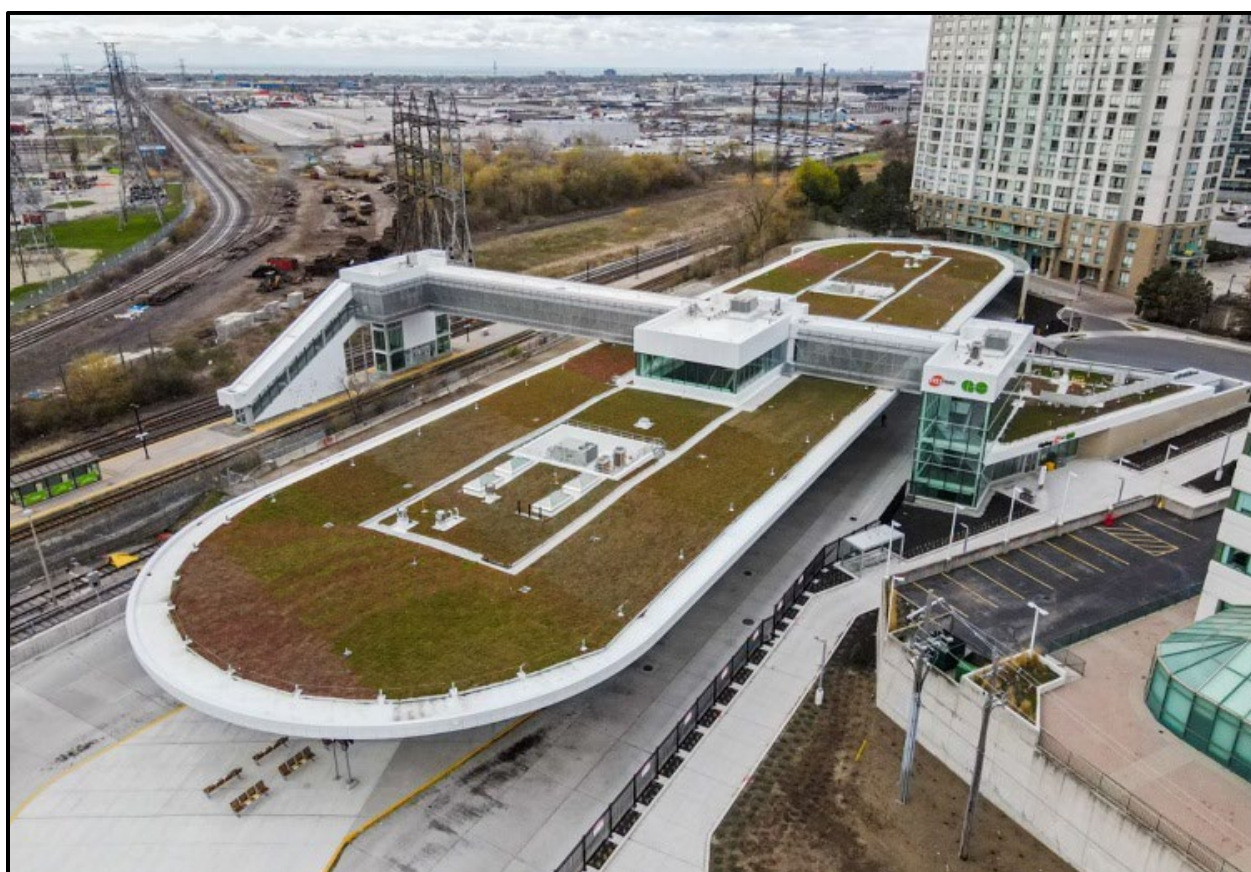


## Kipling Bus Terminal

The Kipling Bus Terminal is an interregional hub that provides a seamless customer experience for MiWay, Metrolinx and TTC customers. Prior to the construction of the Kipling Bus Terminal, MiWay serviced TTC's Islington Bus Terminal which was not accessible for customers with mobility challenges.

This new hub provides accessible connections via elevators, pedestrian bridges and pedestrian tunnels to connect to the bus, train and subway. An extensive wayfinding package was prepared for the site to ensure clear directions were provided for customers using the terminal which includes outdoor totems and signage along with interior overhead signage throughout the building.

The Kipling Bus Terminal site was designed to Metrolinx Design Standards, while considering the City of Mississauga 2015 Facility Accessibility Design Standards and TTC Standards, to meet AODA requirements.

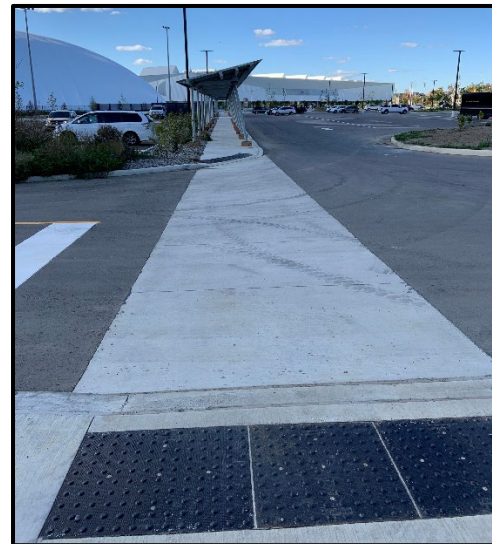


Source: Metrolinx

## Churchill Meadows Community Centre

The Churchill Meadows Community Centre opened to the public in October 2021. It housed a park that included tournament-level sports fields, a playground, spray pad and outdoor fitness equipment and indoor facilities that included a 25-metre, six-lane pool and triple gymnasium along with meeting rooms.

This site was developed with transit in mind as it incorporated a MiWay bus loop and terminal. Customers arriving by transit to the Churchill Meadows Community Centre are provided with an interconnected sidewalk network that leads to the building, the sports fields or the hiking trails located on the periphery of the site. Buses are able to park at a two-bus length bus bay and customers disembark onto a hard surface that connects to the adjacent sidewalk network. Curb depressions are placed at locations where customers needed to cross the travelled roadway. Exterior facing washrooms available to both the public and operators are designed to meet AODA standards and controlled by an automatic door operator (ADO).



## 5.5 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.

### New MiWay Website:

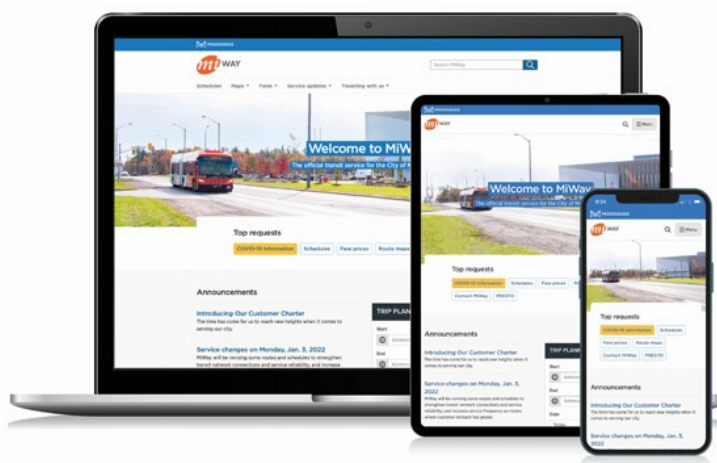
On July 27, 2021, MiWay launched new enhancements to its website – [www.miway.ca](http://www.miway.ca). MiWay first launched its responsive website, as part of the City's Digital Modernization Project, on March 31, 2020.

Highlights of the website enhancements include:

1. Announcements section: Highlights MiWay news such as service updates, program updates and other information for customers.
2. Top requests: Top requests from our customers are located at the top of the page for easy access.
3. Plan a trip: A lite version of the Triplinx.ca trip planner (the official transit trip planner for the Greater Toronto and Hamilton Area) on the home page to help reduce the page load times.
4. Students section: This section features information for high school and post-secondary students including service, fares and program updates.
5. Projects and plans: Customers can learn all about transit specific projects and plans at the City, including MiWay's Infrastructure Growth Plan.

This update was a collaborative effort between MiWay and the City's Digital Strategy and Experience Team.

MiWay's new website 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 website's integrated trip planner, Triplinx, 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.
- All web content is rewritten 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 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](http://miway.ca/accessibility). 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.

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.



## 5.6 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. MiWay will be implementing this new seat design on new bus purchases.



## 5.7 Operator Training and Communication Improvements

Accessible customer service continues to be an important module covered in MiWay's *New Transit Operator Training Program* and *Refresher Training Program*. Both of these programs were delivered in 2021 to new and existing Transit Operators.

The new hire program includes a four hour course made up of classroom training on MiWay's policies and procedures that relate to accessibility, the role the Transit Operator plays, visible and non-visible disabilities, as well as roleplaying and on-the-bus simulations. New Transit Operators also practise these expectations and the technical functionalities of the accessibility ramp through their on-the-road training requirements.

This course was updated this year to align with the City of Mississauga's new accessibility eLearning program. The "May I Help You? Understanding Accessible Customer Service" eLearning was replaced with "Accessibility for Ontarians with Disabilities" in early 2021. In response to the content changes of the eLearning, MiWay's course was updated to be reflective of the new information. New follow-up question and answer exercises were launched, focusing more on potential barriers in transit, tips for communication with passengers with various disabilities and how to best provide service to passengers with various disabilities.

The refresher program includes an accessibility module that reviews MiWay's related policies and procedures, the impact of language choices and the transit experience for passengers with non-visible disabilities. Group discussions and videos are used to augment the lesson.

Both the new hire and refresher programs were updated in 2021 with additional new content. As a proponent of continuous improvement, the MiWay Learning Centre team commonly reviews its programs for enhancements. As a result, these programs were updated to include discussion on sound sensitivity as a type of non-visible disability. Non-visible case studies were updated using a sound sensitivity example for group discussion. In addition, both of these programs were updated with the City's "Words with Dignity - People First Terminology" resource. The examples are discussed and the associated training manuals now include this document for reference.

Internally, an increased focus on digital and in-person operator communication was realized. An updated email process and updated documents was developed to provide transit operators with a consistent and professional communication approach. In-person town hall meetings were replaced with digital town hall sessions and recordings were made available online for a transit operator to view at a later time. New tools will continue to be developed and leveraged as we look to meet our employees where they are - online - while considering the importance of continued face to face communications.

The MiWay Learning Centre team is looking forward to continuing its ongoing development of its training programs for future improvements.

## 6.0 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 January 17<sup>th</sup>, 2022).

## 7.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2021 Accessibility Report at its January 11<sup>th</sup>, 2022 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 2021 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

## 8.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2021 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.

## 9.0 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:	8:00 am to 6:00 pm
Holidays:	9:30 am to 5:00 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:	8:00 am to 6:00 pm
Holidays:	9:30 am to 5:00 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  
**Follow us on Facebook:** miwaymississauga

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).