

2016 ANNUAL

# ACCESSIBILITY REPORT



DECEMBER 2016

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## Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2016 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2016 to make all its services and facilities accessible.

The 2016 Annual Report, in conjunction with the 2012-2017 Accessibility Plan, fulfills MiWay's obligations for 2016 under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report on its multi-year plan.

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 2016 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 6, 2017.

A final copy of the 2016 Annual Accessibility Report, as well as the 2012-2017 Accessibility Plan, will be posted on MiWay's website 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. 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 – 2016 Service Profile

<b>Types of Services</b>	Conventional fixed route transit service.  School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
<b>Service Area</b>	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, and Oakville)
<b>Hours of Operations</b>	Monday to Friday: 3:55 AM to 3:27 AM Saturday: 4:41 AM to 2:53 AM Sunday: 6:19 AM to 2:01 AM
<b>Annual Revenue Ridership</b>	39 Million
<b>Annual Revenue Service Hours</b>	1.39 Million (Annual Vehicle hrs: 1.48 Million)
<b>Annual Revenue Kilometres</b>	30.8 Million
<b>Number of Routes</b>	<b>81 Routes (as of Dec. 2016):</b> 7 Express Routes; 57 Regular Routes; 17 School Routes;
<b>Fleet Composition</b>	468 accessible buses



### **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) 2011. MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

#### **3.1 IASR Transportation Compliance Initiatives (effective Jan. 1, 2017)**

There are no new transportation compliance initiatives in 2016. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

### **4.0 2016 Initiatives and Achievements**

#### **4.1 Real Time Schedule Information:**

As of November 1st, 2016, MiWay customers now receive up-to-the-minute information about their next bus with the launch of real time on the Plan a Trip tool. Real-time uses data gathered from GPS technology to provide up-to-the-minute information about the next bus. Scheduled times are the planned trip times. When real-time information is not available, scheduled times are shown. The responsive Plan a Trip website allows riders to know the exact time a bus will arrive at their stop. The information is refreshed every 60 seconds for scheduled routes and buses. Customers will also receive up-to-the-minute information about their next bus through: Digital signs at the City Centre Transit Terminal and at Mississauga Transitway Stations.

#### **4.2 Service Disruptions:**

MiWay continues to issue alerts on route detours when they are known in advance. Information on planned detours is made available at [miway.ca](http://miway.ca), as well as at affected terminals and stops.

In 2016, MiWay's website was updated to display the latest transit service advisories in real time with automatic feeds from MiWay's internal applications. These improvements ensure real time alerts are made available to customers advising them on cancellations, detours, and/or delays that are specific to routes. The real time feed provides notifications to MiWay customers of the latest service changes through both "Plan A Trip" and the MiWay website. Customers can either access the notifications directly at [miway.ca/alerts](http://miway.ca/alerts), when they pull up their individual trip plans, or when they check their stop or route schedules.

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### Route 107 (North)

Stop #2018 on Renforth Drive north of Eglinton Ave will be relocated to the northeast corner of Eglinton Avenue at Renforth Drive due to sidewalk closure/construction.

### Route 20 (West)

Stops on Rathburn/Elora w/b out of service due to construction, please use temp. stop east of Elora.

### Route 22 (East)

Stop # 9127 located at Humbercollege and Westmore is out of service. Please use alternate stop east of the driveway.

### Route 24 (North)

Stop #2018 on Renforth Drive north of Eglinton Ave will be relocated to the northeast corner of Eglinton Avenue at Renforth Drive due to sidewalk closure/construction.

### Route 4

Detour routing in effect on Monday October 24, 2016, until January 1, 2017, for bridge repairs on Paisley Blvd. Click [here](#) for details.

### Route 44 (North)

Stop # 1711 located at Thorny-Brae Place is out of service. Please use alternate stop at #1701 at Eglinton Ave.

### Route 51 (South)

bus stop #2185 on Tomken southbound, at Brevik Place, out of service due to construction. No Temporary bus stop available. Passengers to board at Tomken southbound at Mathson.



### Alerts

The latest service advisories

Further notifications are provided to notify customers when a facility is out of service on MiWay's property, meeting compliance requirements with the Accessibility for Ontarians with Disabilities Act (AODA). These facility-related alerts help customers to better plan their trips throughout the day, based on their needs, using timely information.

Additionally, the newest technology allows for integration of hyperlinks within the messages ensuring that useful information, such as detour maps, can be provided to our customers with minimum effort.

MiWay has also been working towards improving the communication of alerts to customers via social media. MiWay Customer Service launched a new Twitter account @MiWayHelps through which some communication updates are posted. For example, during inclement weather, customers are advised to be prepared for potential delays and to plan their trips accordingly. In February 2016, @MiWayHelps will begin re-tweeting other important alert information issued by Mississauga Snow, Peel Regional Police and Hanlan Water Project to inform customers about potential delays.

### 4.3 Transit Infrastructure:

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.

In 2016 alone, MiWay installed approximately 365 new bus pads throughout the City to make access to transit more convenient and accessible. In order for a route to be considered accessible, in addition to buses, all transit infrastructure along the route must also be accessible, which means for bus stop pads to be installed at every stop (if feasible) and connect with the existing sidewalk network where possible. Currently only about 4.9% (approximately 171 of 3,458) of stops within the City of Mississauga are inaccessible mainly due to the absence of sidewalks.

### **Rear Concrete Pad Installation Program:**

To further improve access to MiWay's accessible conventional services, additions to existing concrete bus stop pads will be the main focus going forward. The extension or addition of a "tail" to the existing pads will allow for passengers to safely exit from the back door of the buses without stepping down into mud or grass. Of the 365 pads installed in 2016, approximately 215 were dedicated to rear door concrete pad extensions.

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. 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.

### **Sidewalk Program:**

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 in support of transit accessibility. 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.

In 2016, approximately 2 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. In 2017, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Funding through the Public Transit Infrastructure Fund will allow for additional sidewalk installations. 4.25 kilometres of new sidewalk construction is being programmed for 2017. Since 2010, approximately 40 kilometres of sidewalk have been added throughout the City of Mississauga to improve accessibility.

### **Installation of Tactile Plates:**

To make transit more accessible, the City of Mississauga will be installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates will

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be installed at 150 -200 intersections along Dundas Street, Burnhamthorpe Road, Bloor Street, Eglinton Avenue and Mavis Road. In addition, tactile plates will also be installed at major terminals such as South Common Mall Bus Terminal, Westwood Mall Terminal and Meadowvale Town Centre. The tactile plates will be installed in 2017.

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

### 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.

#### Web Content:

 Trip Plans & Schedules	 Service Plan 2016-2020
 Maps	 Fares
 Moving Students	 Mississauga Transitway
 Accessible Services	 Are you Ready To Ride
 About MiWay	 Community Engagement
 Alerts	 Contact Us

In an effort to enhance usability, improvements are continuously made to MiWay's new Accessible Services webpage, which can now be easily accessed through [miway.ca](http://miway.ca). Information pertaining to accessible services, policies and procedures is user friendly and categorized to ensure information is easily accessible for customers. Visually friendly buttons and updated images have been used to clearly illustrate step-by-step instructions on how to board/exit a MiWay bus. Web accessibility has been improved with the addition of accessible PDF documents available online, as an alternative to such information as the Accessible Bus Services Guide and the Service Changes web page. Web content is now more accessible by creating consistent styles among headers/titles, links and lists to ensure they are visually distinct from paragraph copy.





The number of inaccessible PDF documents was reduced on [miway.ca](http://miway.ca) and many were made into accessible web pages. The font size and styles have been enhanced on these web pages such as those related to Service Changes, MiWay Student Ambassador Program and Mississauga Transitway.

### Print Content:

To improve accessibility in MiWay's print material, all print material produced has been reviewed and revisions made to font type, colour sizes, spacing, line height and contrast.

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 and facilities. The Accessible Bus Services brochure is also made available on MiWay's website as well as in alternate accessible formats upon request.

### 4.5 Customer Feedback:

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

Launched in August 2016, MiWay Customer Service Ambassadors are available where customers are. They are roaming the MiWay transit network, riding busses and visiting

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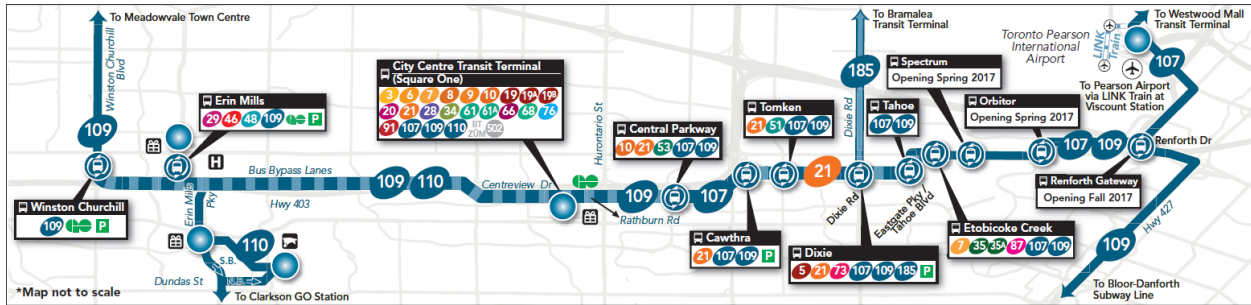
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terminals and various bus stops to assist customers. Customers can ask a question, provide feedback or just say hello to one of our friendly staff.

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

MiWay has extended its customer services on Twitter available through @MiWayHelps. Customers can participate in more conversations with MiWay about transit services. Like other conventional methods, customers can ask questions or provide feedback @MiWayHelps. Customer Service Representatives aim to answer questions and address customer feedback on a first contact resolution basis. Assistance is available 7 days a week, weekdays, 7 am to 5 pm, weekend/holiday, 8 am to 6 pm.

## 5.0 Mississauga's Transitway



The Mississauga Transitway is a dedicated bus only transit corridor that will provide east-west travel across Mississauga. When completed, the 18-kilometre transitway will have twelve stations beginning at Winston Churchill Boulevard in the west and ending at Renforth Drive in the east.

The City of Mississauga is responsible for the construction of the Transitway east segment and includes eight stations: Central Parkway, Cawthra, Tomken, Dixie, Tahoe, Etobicoke Creek, Spectrum, and Orbitor. GO Transit (a division of Metrolinx) is responsible for the construction of one station in the east at Renforth Gateway and two stations in the west at Winston Churchill and Erin Mills.



Design and construction of the Mississauga Transitway stations and facilities have incorporated the Universal Design Principles and the guidelines and objectives set out within the City of Mississauga's Accessibility Plan and the City of Mississauga Accessibility Design Handbook and 2015 Facility Accessibility Design Standards.



### Accessible Transitway Stations:



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

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

### 5.1 Project Status:

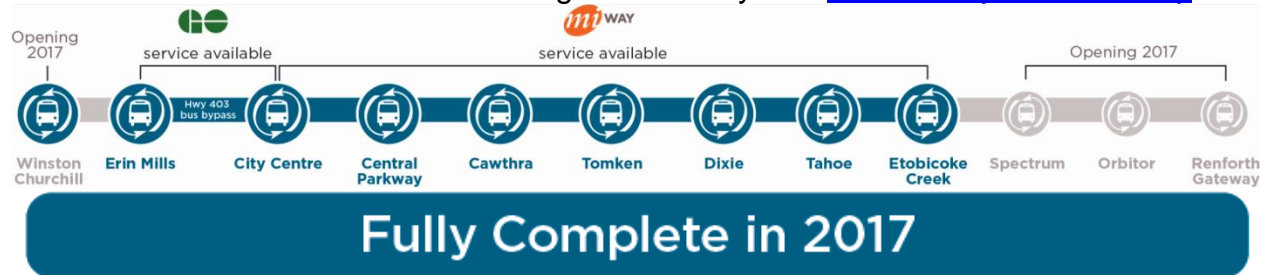
The final Transitway stations at Spectrum, Orbitor and Renforth Gateway will open in 2017. Once fully operational both MiWay and GO Transit will utilize the bus-only corridor and will support extensive express bus service for thousands of riders per day, making it faster and easier to travel to, from and through Mississauga and the GTA.

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Since Central Parkway, Cawthra, Tomken and Dixie stations opened in November 2014, there has been steady growth on MiExpress routes 107, 109, 185 and MiLocal route 21. In September 2015, GO Transit opened the Erin Mills Station and five GO bus routes serve the station. MiWay provided service to Erin Mills Transitway Station mid-2016. Winston Churchill Station opened in January 2017 with MiWay extending its express services to service the new station. Tahoe and Etobicoke Creek stations, just east of Dixie Station, opened in early 2016. The final stations: Spectrum, Orbitor and Renforth Gateway are scheduled to be completed by 2017.

When the Mississauga Transitway is fully operational it will support extensive bus service for thousands of riders per day, making it faster and easier for commuters to travel to, from, and through Mississauga and the GTA.

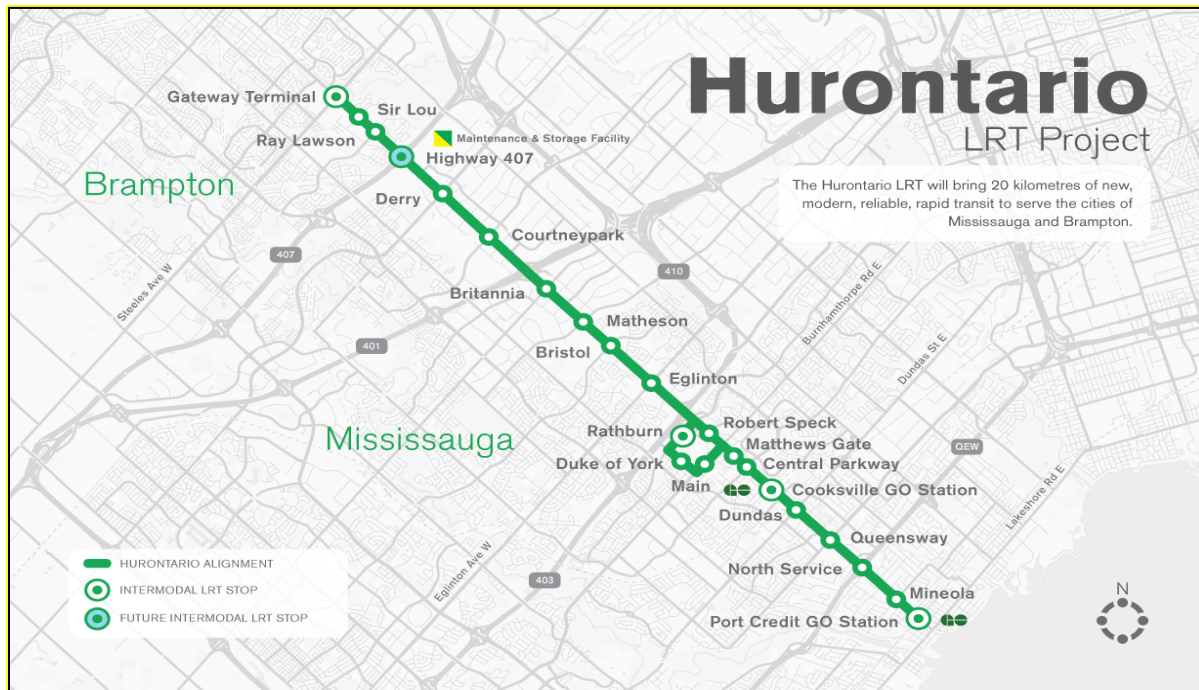
For more information on the Mississauga Transitway visit [www.miway.ca/transitway](http://www.miway.ca/transitway).



## 6.0 Hurontario Light Rail Transit (LRT)

The Hurontario LRT (HuLRT) project is located on Hurontario Street from Port Credit GO Station in the City of Mississauga to the Gateway Terminal in the City of Brampton. This Light Rail Transit (LRT) project will bring 20 kilometres of fast, reliable, rapid transit to the cities of Mississauga and Brampton along the Hurontario corridor.





New, modern light rail vehicles will travel in a dedicated right-of-way and serve 22 stops with connections to GO Transit’s Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway.

Funded through a \$1.4 billion commitment from the Province of Ontario, the Hurontario LRT is a signature project of the Moving Ontario Forward plan.

The Hurontario LRT will be a significant benefit to the communities of Mississauga and Brampton, and be an integral component of the GTHA’s broader transportation network. Construction is scheduled to begin in 2018, with an anticipated completion in 2022.

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

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

## 7.0 Consultation of the Report

In the preparation of this plan, MiWay has conducted the following consultation activities:

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held February 6, 2017); and
- Consultation with MiWay's operating and support staff to ensure that those responsible for delivery of accessible service provide input.

### 8.0 Plan Approval & Communication Strategy

Transit Management Team approved the 2016 Accessibility Report at its January 2017 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 2016 Annual Report of the Multi-Year Accessibility Plan;
- Inclusion of the approved report on [MiWay's website](#); and
- Notification of the availability of the approved report in the Accessible Bus Services brochure.

### 9.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all City of Mississauga residents.

MiWay's Accessibility Report provides an update on activities undertaken by staff to improve accessibility to all of its services and facilities. This Plan summarises the results, to date, of the extensive planning and implementation activities MiWay has undertaken over the years to make the system more accessible.

Where feasible, MiWay is incorporating Universal Design Principles into the design of the system and the supporting infrastructure. By adopting these Principles MiWay is confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population.

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### 10.0 For more Information

Questions or comments about MiWay's Accessibility Plan or general inquiries on our Accessible Services are always welcome.

*For Travel Times & Route Planning Assistance, Information Representatives are available:*

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

To provide customer feedback, customer service representatives are available:

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

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

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

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

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

Follow us on Twitter: @MiWayHelps

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

## Appendix 1.0

### Integrated Accessibility Standards Regulation Requirements for MiWay (Mississauga Transit)

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

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



<p>44</p>	<p><b>General responsibilities</b>                  Conventional transportation service providers shall,</p> <ul style="list-style-type: none"> <li>(a) deploy lifting devices, ramps or portable bridge plates upon request;</li> <li>(b) ensure that adequate time is provided to persons with disabilities to safely board, be secured and deboard transportation vehicles and that assistance be provided, upon request, for these activities;</li> <li>(c) assist with safe and careful storage of mobility aids or mobility assistive devices used by persons with disabilities; and</li> <li>(d) allow a person with a disability to travel with a medical aid.</li> </ul> <p>Conventional transportation service providers shall, upon request, make information on the matters available in an accessible format.</p>	<p>January 1, 2012</p>	<p><b>Completed</b></p> <p>MiWay provides mandatory training on Accessibility Standards for Customer Service, in accordance with Ontario Regulation 191/11. The training ensures employees are aware of the key components of the Customer Service Standard; the requirements for assisting customers with disabilities; how to correctly operate the equipment when boarding or de-boarding customers with disabilities, particularly those who use assistive devices such as wheelchairs or scooters; and, sensitivity training on the provision of service to persons with disabilities.</p> <p>MiWay continually reviews the content, format, and delivery methods of its sensitivity, disability, and diversity training programs with a view towards improving their impact and effectiveness, and integrating improvements into its new and existing employee training programs.</p>
<p>45</p>	<p><b>Alternative accessible method of transportation</b>                  Except where not practicable to do so, a conventional transportation service provider that does not provide specialized transportation services shall ensure that any person with a disability who, because of his or her disability, is unable to use conventional transportation services is provided with an alternative accessible method of transportation.</p>	<p>January 1, 2013</p>	<p><b>Completed</b></p> <p>Region of Peel’s TransHelp services are available for customers who are unable to use conventional transit and acts as an alternative accessible method of transportation for passengers with disabilities.</p>
<p>46</p>	<p><b>Fares</b>                  No conventional transportation service provider shall charge a higher fare to a person with a disability than the fare that is charged to a person without a disability.</p> <p>Conventional transportation service providers that do not provide specialized transportation services shall make available alternative fare payment options to persons with disabilities.</p>	<p>July 1, 2011</p> <p>January 1, 2013</p>	<p><b>Completed</b></p> <p>MiWay does not charge a higher fare for passengers with disabilities. The various fare media options available can be used by all customers.</p> <p>Presto System is available on all MiWay buses and acts as an easy alternative fare payment option for all passengers (when cash, passes, or tickets is not an option).</p>

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

51	<p><b>Pre-boarding announcements</b> Every conventional transportation service provider shall ensure that there are, on request, pre-boarding verbal announcements of the route, direction, destination or next major stop.</p> <p>Every conventional transportation service provider shall ensure that there are electronic pre-boarding announcements of the route, direction, destination or next major stop on its transportation vehicles.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p style="text-align: center;"><b>Completed</b></p> <p>Beginning in January 2014, MiWay implemented external announcements on all buses. The announcements include the route name, number and direction. This is the same service information that is displayed on the destination sign.</p>
52	<p><b>On-board announcements</b> Every conventional transportation service provider shall ensure that there are audible verbal announcements of all destination points or available route stops on its transportation vehicles.</p> <p>Every conventional transportation service provider shall ensure that all destination points or available route stops, are announced through electronic means; and are legibly and visually displayed through electronic means.</p>	<p>July 1, 2011</p> <p>January 1, 2017</p>	<p style="text-align: center;"><b>Completed</b></p> <p>MiWay currently has Voice and Visual Stop Announcement Systems to announce and display pre-recorded stop information, prior to arriving at a stop. In addition to the automated announcement of stops, information is displayed visually over on-board display signs, allowing passengers to see the stop information as it is announced.</p>
78	<p><b>Duties of municipalities, general</b> Any municipality that provides conventional transportation services shall consult with its municipal accessibility advisory committee, the public and persons with disabilities in the development of accessible design criteria to be considered in the construction, renovation or replacement of bus stops and shelters.</p> <p>Every municipality shall identify planning for accessible bus stops and shelters in its accessibility plan.</p>	<p>January 1, 2013</p>	<p style="text-align: center;"><b>Completed</b></p> <p>The City of Mississauga's Accessibility Design Handbook was revised in 2015 to match the new Ontario Building Code and IASR, Design of Public Spaces requirements. The document is now referred to as the City of Mississauga 2015 Facility Accessibility Design Standards. This document has been prepared with the support of the Accessibility Advisory Committee. Details from this document are used in the design of MiWay Shelters.</p>

## Information and Communication Standards

11	<p><b>Feedback</b> Every obligated organization that has processes for receiving and responding to feedback shall ensure that the processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p> <p>Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 <sup>st</sup> , 2014	<p><b>Completed / Ongoing</b> Customers can contact the MiWay contact centre, visit the information booth at the City Centre Transit Terminal, complete the online feedback form available on <a href="http://miway.ca/contactus">miway.ca/contactus</a>, reach out to us through Twitter or speak to one of our Customer Service Ambassadors roaming the MiWay transit network.</p>
12	<p><b>Accessible formats and communication supports</b> Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs due to disability; and at a cost that is no more than the regular cost charged to other persons.</p> <p>The obligated organization shall consult with the person making the request in determining the suitability of an accessible format or communication support. Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	January 1 <sup>st</sup> , 2016	<p><b>Completed / Ongoing</b> Currently all MiWay print material is available in an accessible format, upon request. Web accessibility has also been improved with accessible PDF documents being added to the service changes web page. The number of PDF documents were reduced on MiWay.ca and all made into accessible web pages or well-structured PDF documents which can be read by screen readers.</p> <p>Accessible Document Training will continue to be provided to staff in 2017, this includes how to create accessible PDFs. Initial training sessions began in February 2013. An Accessible Documents Reference Guide was compiled to accompany the in-class training.</p>
14	<p><b>Accessible websites and web content</b> Designated public sector organizations and large organizations for their internet websites shall meet the requirements of this section in accordance with the following schedule:</p> <p>By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.</p> <p>By January 1, 2021, all internet websites and web content must conform with WCAG 2.0 Level AA</p>	<p>January 1, 2014, new internet websites and web content</p> <p>January 1, 2021, all internet websites and web content</p>	<p><b>Completed / Ongoing</b> New web content management system acquired, implementation goal is for WCAG 2.0, Level AA starting in 2016 as new content/features are implemented.</p> <p>The City has renewed with Site Improve for 2017 to run accessibility checks on our websites</p> <p>Website accessibility improvements will coincide with the new web content management system.</p>