



2017 Annual  
**Accessibility  
Report**

December 2017

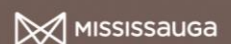


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## Executive Summary

The City of Mississauga is committed to improving transit accessibility for people with disabilities. The 2017 Annual Accessibility Report documents the planning and implementation activities undertaken by MiWay in 2017 to make all its services and facilities accessible.

The 2017 Annual Report fulfills MiWay's obligations under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report.

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 2017 Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on February 5, 2018.

A final copy of the 2017 Annual Accessibility Report 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 – 2017 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: 3:56 AM to 3:21 AM Saturday: 4:17 AM to 2:53 AM Sunday: 6:19 AM to 2:09 AM
<b>Annual Revenue Ridership</b>	39.4 Million
<b>Annual Revenue Service Hours</b>	1.44 Million (Annual Vehicle hrs: 1.54 Million)
<b>Annual Revenue Kilometres</b>	31.6 Million
<b>Number of Routes</b>	<b>79 Routes (as of Dec. 2017):</b> 7 Express Routes; 55 Regular Routes; 17 School Routes
<b>Fleet Composition</b>	472 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 2017. For further details related to IASR 191/11 compliance initiatives and subsequent work plan, please refer to Appendix 1.0.

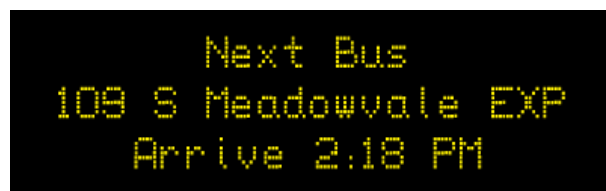
### 4.0 2017 Initiatives and Achievements

#### 4.1 Real Time Bus Updates:

Since 2016, MiWay customers have been receiving up-to-the-minute information about their next bus with real time schedule information 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.

As of March 1, 2017 a new real-time feature is now available under the "Next Trip" section of Plan a Trip that allows customers to see where their bus is on a map. Like the real-time bus arrival estimates, the position of the bus on the map is updated every 60 seconds. Real time bus updates is available on the any device including desktop, tablet, or mobile (responsive website).

This information is also available on digital signs at the City Centre Transit Terminal and at Mississauga Transitway stations. The digital signs at the Mississauga Transitway stations display up-to-the-minute next trip information.



Customers will see:



The time the bus is scheduled to arrive

Within 10 minutes of the bus arrival a real-time countdown will appear



Lastly, when the bus is arriving in real-time



### 4.2 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.

On September 29, 2017 MiWay, with funding through the Public Transit Infrastructure Fund (PTIF), has started work on three infrastructure projects to enhance public transit safety in Mississauga.

Dedicated bus lanes (left and right turn improvements) – MiWay is improving intersections across the city to enhance visibility to bus-only turn lanes and address the safety concern of motorists using these bus only lanes as a way of making both right and left turns. Adding high visibility red paint will eliminate car traffic in these lanes and ensure the safety of both pedestrians and other vehicle traffic using the intersection.

Bus stop/queue jump lanes – As the City upgrades transit signals in preparation for the introduction of signal prioritization, bus queue jump lanes (identified with red paint) have been added at key bus stop locations to assist with bus travel flow along Burnhamthorpe Road, between Dixie and Hurontario. MiWay will continue to work and identify other key intersections across the city where adding bus queue jump lanes will improve both bus and vehicle traffic flow.

Bus landing pads – Excavation and concrete installation of the outer lanes near high activity bus stops is underway to strengthen the bus stopping zone. The work will replace damaged road surfaces to improve safety, comfort and reduce/eliminate operational issues such as excessive wear and tear on buses. 120 locations have been identified for improvement.

In 2017 alone, MiWay installed approximately 367 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 168 of 3,433) 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 367 pads

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installed in 2017, 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 2017, approximately 4 kilometres of new sidewalks were constructed, with the majority of locations being those that provide connections to MiWay stops and services. Funding through the Public Transit Infrastructure Fund allowed for additional sidewalk installations and will continue in 2018. In 2018, the focus of the annual sidewalk program will continue to be transit accessibility improvements. Approximately 5 kilometres of new sidewalk construction is being programmed for 2018. Since 2010, approximately 44 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 is installing tactile plates along MiWay's most popular transit routes and major transit terminals. Tactile plates have been installed at over 100 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. Additional tactile plates will be installed through 2018, up to as many as 400 intersections.

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

### 4.3 Information & Communication:

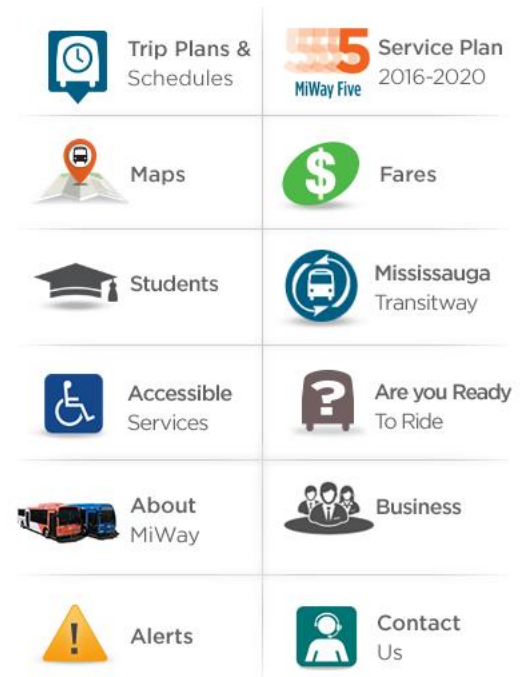
With the recent improvements to MiWay's Accessible Services, MiWay continues to review and update its web content and print material pertaining to accessibility.

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### Web Content:

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. Information pertaining to accessible services, policies and procedures is categorized and distributed in multiple formats to ensure information is easily accessible for all customers. Providing education content, MiWay ensures easy step-by-step instructions on how to board/exit a MiWay bus for new riders.

Web accessibility has been improved with the addition of accessible downloadable PDF documents available online, such as the Accessible Bus Services Guide and the Service Changes web page. Web content is now more accessible for visual aids and computer screen readers by creating consistent styles among headers/titles, links and lists to ensure they are distinct from paragraph copy. In addition to this,



MiWay continues to provide web descriptions for screen readers such as image ALT tags and web link title attributions.

The number of inaccessible PDF documents was reduced on 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 . MiWay continues to ensure new website content is made accessible by testing webpages for accessibility, including MiWay's two new microsites, student s.miway.ca and transitway.miway.ca.

### 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.





### 4.4 Accessibility Customer Service Training Improvement

The Accessible Customer Service Training course has been delivered to new transit operators training program since 2009. This course consists of in-class lesson and a role play on-the-bus simulation. In 2017, the MiWay Training Department set out a project mandate to review their course curriculum to determine if any continuous improvement was required.

Needs Assessment: A comprehensive needs analysis was completed to help determine the benefits and shortcomings of the Transit Operator Training Program.

Learning Objectives and Outcomes: The needs analysis provided an opportunity to redesign the learning approach to new Transit Operators and improve their learning and retention of the content and create an appreciation toward those with accessibility needs.

A new course called Accessibility Customer Services Part 2 was designed. The goal of the training course was to reinforce the eLearning “May I Help You” and enhance the in-class learning experience by connecting their learners to MiWay specific conversations, as well as, enhance the hands on-the-bus simulation role play with more time and activities.

The new course outline consists of:

- Mandatory Homework by the New Operators who shall complete the eLearning “May I Help You” Accessible Customer Service Module independently and complete 10 exercise questions that connect the eLearning module to the role of a Transit Operator
- In-Class session has the following topics: What is Accessible Customer Service at MiWay, What can I do as a Transit Operator, 5 Transit Specific Case studies Frequently Asked Questions, and What If stories.
- The in-class structure first opens with facts and data. The group explains to the Instructor in their own words their answers to the exercise questions
- In-class emphasizes more on what a transit operator can do to help be more accessible customer service focused. The in-class is 2 hours long with 1 hour focused on the learner engagement.
- The hands on-the-bus simulation consists of 1 hour role play where operators demonstrate and preform being a passenger in a wheel chair, a passenger with a Service Animal, a passenger with arthritis, a passenger who is blind and uses a cane.

The new course has been delivered to participants, and feedback received states that the Accessible Customer Service is one of the most helpful modules. Instructors noticed an increase in participation and retention during the new training course.

MiWay’s Training Department will continue to make improvements to this course as we strive to teach and encourage our new Transit Operators to show compassion and responsiveness towards all our passengers.

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### 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 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. MiWay Customer Service Ambassadors can be easily identified from their bright orange t-shirts in the summer months, but as the temperature drops riders just need to spot the blue jackets for assistance.

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 concerns 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 our social media channel @MiWayHelp on Twitter. Here customers can participate in more conversations with MiWay about transit services, ask questions and provide feedback, with the aim of ensuring customers receive first contact resolution. Assistance is available 7 days a week, weekdays, 7 am to 7 pm, weekend/holiday, 8 am to 6 pm.

## MiWay Customer Service Ambassadors



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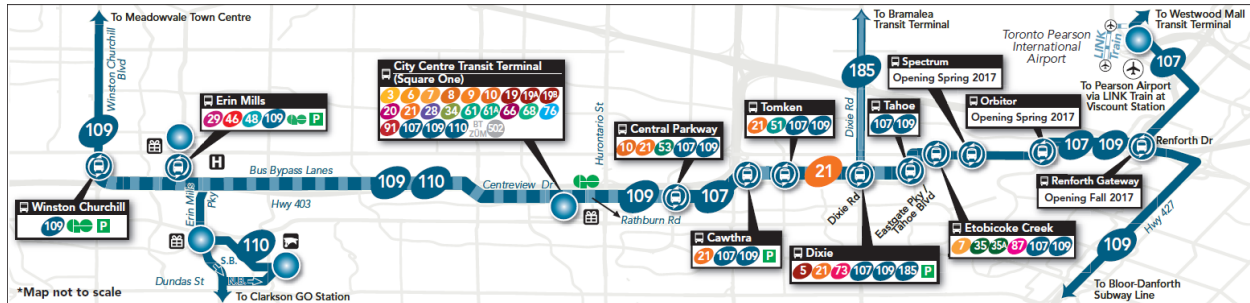
### 4.6 MiVoice

On October 25th, 2017 MiWay introduced a new online feedback forum called MiVoice. The purpose of this online forum is to provide an opportunity and a means for MiWay to hear our customers' thoughts on taking transit in Mississauga. Whether customers are daily or occasional riders, or have never taken MiWay before, their feedback will help inform how we shape and improve service for all our customers.

By joining MiWay's new online panel, customers will have their voices heard as we continue to evolve and shape MiWay service offerings. Through MiVoice, MiWay will be hosting surveys on various topics and will invite registered users to participate. Based on customers' registration profiles they will be selected to participate in surveys that matter to them. As with all MiWay surveys, all responses are confidential – we will not share any information without your consent.



## 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 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 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.



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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:

MiWay's two newest stations, Spectrum and Orbitor in the Airport Corporate Centre opened on May 9th, 2017. In December 2017, the final station on the Mississauga Transitway opened for service. The final station at Renforth brings together three bus services – MiWay, GO Transit and the Toronto Transit Commission (TTC) – in one transit facility and is the first of its kind in Mississauga. Renforth Station provides transit riders with more travel options to connect to and from Toronto, Pearson Airport and across the region.

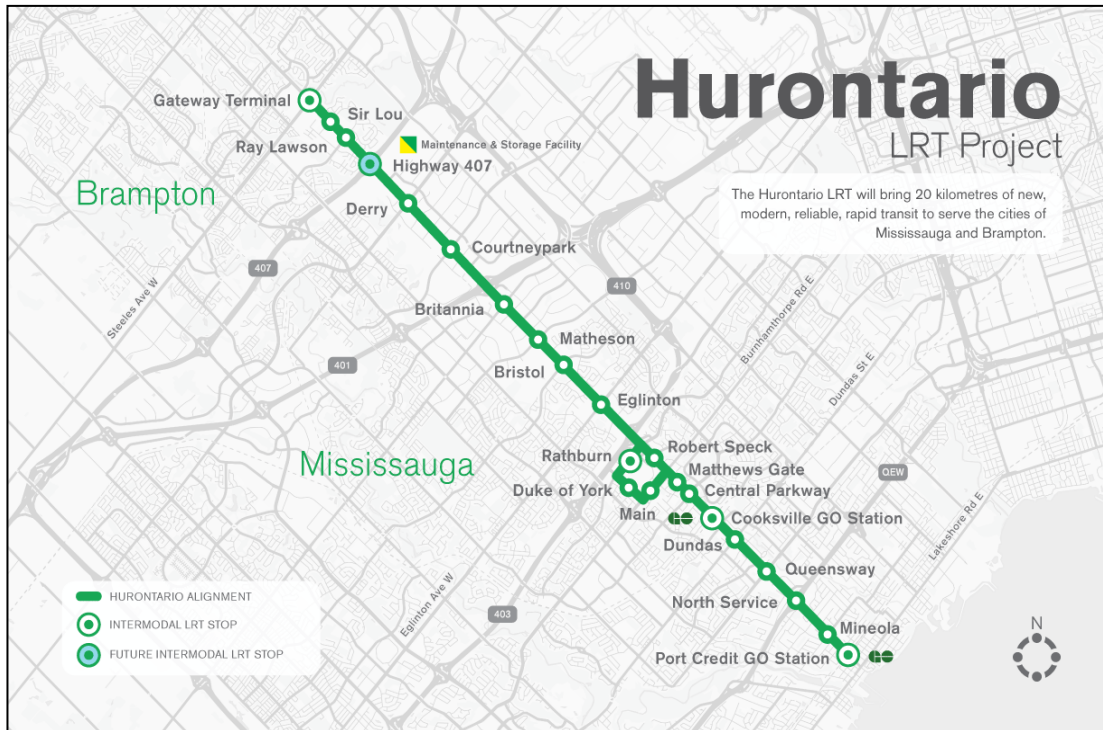
With the entire Transitway now complete, it provides extensive bus service for thousands of riders per day, making it faster and easier to travel to, from and through Mississauga and the GTA.

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 serving 2 urban growth centres, 4 mobility hubs, and connections to GO Transit’s Milton and Lakeshore West rail lines, MiWay, Brampton Transit, and the Mississauga Transitway. The LRT will provide up to 5 minute service frequencies both ways during peak periods. Light Rail Vehicles will operate in a segregated guideway ensuring reliable and convenient service to passengers.

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

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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. 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.



### 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 5<sup>th</sup>, 2018); 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 2017 Accessibility Report at its January 9<sup>th</sup>, 2018 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 2017 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></p> <p>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></p> <p>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></p> <p>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></p> <p>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></p> <p>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></p> <p>The City of Mississauga's 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. The IASR training was launched for all employees in June 2013.</p> <p>In 2017, MiWay's Training Department completed a needs analysis which led to the redesign to the learning approach for new Transit Operators and improve their learning and retention of the content and create an appreciation toward those with accessibility needs.</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>



47	<p><b>Transit stops</b></p> <p>Conventional transportation service providers shall ensure that persons with disabilities are able to board or disembark 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></p> <p>MiWay's existing policy allows customers to board or disembark a MiWay bus at the closest safe location if the official stop is inaccessible.</p> <p>Operators are also trained to notify Transit Control of any stop that is inaccessible.</p>
48	<p><b>Storage of mobility aids, etc.</b></p> <p>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></p> <p>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></p> <p>Every conventional transportation service provider shall ensure that there is clearly marked courtesy seating for persons with disabilities on its transportation vehicles.</p> <p>The courtesy seating shall be located as close as practicable to the entrance door.</p> <p>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.</p> <p>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></p> <p>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.</p> <p>New 'Priority Seating' decals were produced and installed on all MiWay buses.</p> <p>A Communication Plan was prepared and delivered through website, event, media releases and print.</p>
50	<p><b>Service disruptions</b></p> <p>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></p> <p>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.</p> <p>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.</p> <p>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><b>Completed</b> 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><b>Completed</b> 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><b>Completed</b> 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

<p>11</p>	<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.                   Every obligated organization shall notify the public about the availability of accessible formats and communication supports.</p>	<p>January 1<sup>st</sup>, 2014</p>	<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>
<p>12</p>	<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.                   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>	<p>January 1<sup>st</sup>, 2016</p>	<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.                   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>
<p>14</p>	<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:                   By January 1, 2014, new internet websites and web content on those sites must conform with WCAG 2.0 Level A.                   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                   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.                   The City has renewed with Site Improve for 2017 to run accessibility checks on our websites                   Website accessibility improvements will coincide with the new web content management system.</p>