



2021 Annual Accessibility Plan

On-Street Transit Infrastructure Improvements^{5.3}

Concrete Bus Stop Pads:

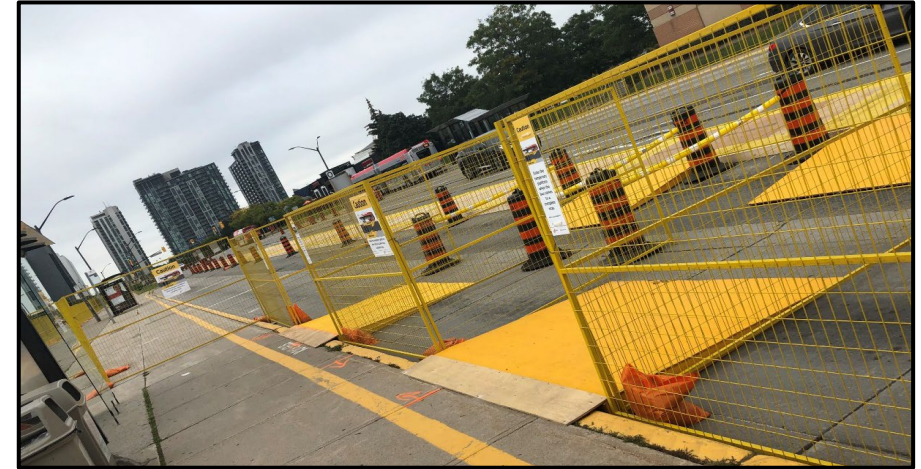
- ❑ 3% (89 of 3,286) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (74 of 89 are due to absence of sidewalks).
- ❑ Remaining stops (15) will be added to the 2022 list of improvements
- ❑ 70 rear pads were introduced (extension of the concrete pad to cover the rear doors of a bus).
- ❑ MiWay now reviews roadway construction projects and coordinates with contractors to ensure minimal impacts to transit stops and the installation of temporary stop pads (using asphalt or rubber mats)



Construction Impacts on Transit Infrastructure^{5.3}

Transit Stops Impacted by Hurontario LRT Construction:

- ❑ Temporary hard surface bus pads are installed where existing transit stops were disrupted due to Hurontario LRT construction
- ❑ Where construction has resulted in lane reductions or lane shifting, preventing transit vehicles from servicing transit stops, temporary platforms have been introduced with accessible ramps
- ❑ When construction disrupted bus bays and resulted in terminal closures, temporary landing pad platforms and walkways/ramps were installed to ensure accessible transit service is maintained.



City Centre Transit Terminal Interior Renovations:

- ❑ In partnership with Facilities & Property Management, the scope of work included new information/fares booths with barrier free counters, upgraded entrance doors, barrier free facilities at staff washrooms, replacement/modernization of escalators, and modernization of elevators.

Westwood Square Transit Terminal Pedestrian Crossovers:

- ❑ To ensure pedestrians have accessible pathways to cross between platforms, pedestrian crosswalks were realigned to provide more buffer between crosswalks and stopped buses. This was supplemented with curb depressions and tactile plates.

Dixie Transitway Station Pedestrian Crossover:

- ❑ Due to collision at Dixie Transitway Station, elevators in eastbound building were put out of commission.
- ❑ A pedestrian crossover (PXO) at the guideway level was introduced to provide a safe, designated crossing along the guideway for customers with accessibility needs and includes signs, pavement markings, flashing beacons, and tactile plates.

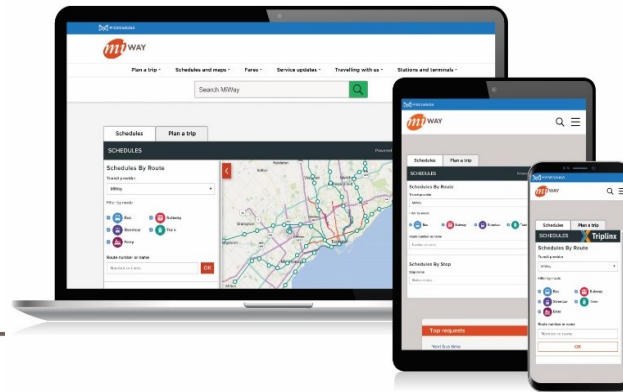
New MiWay Website

5.3

In collaboration with the City's Digital Strategy and Experience Team, MiWay launched enhancements to miway.ca on July 27th, 2021.

Highlights: New Announcements, Students and Projects/Plans sections, Top Requests

- New home page includes a lite version of Triplinx (GTHA trip planner), which is WCAG 2.0 AA compliant.
- Customers can more effectively use our content and services when using assistive technology (such as screen readers, screen magnification software and navigation assistance).
- Web content is written with a customer focus, plain language and optimized for accessibility to make it easier when using assistive technology (i.e. screen readers).



Fleet Improvements

New Priority Seat Design:

- ❑ New design includes individual seats to fold up when not in use. This feature accommodates 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.



Accessible Training

- ❑ Accessible customer service continues to be an important module covered in MiWay's New Transit Operator Training Program and Refresher Training Program.
- ❑ New follow-up question and answer exercises were launched, focusing more on potential barriers in transit, tips for communication with passengers with visible and non-visible disabilities and how to best provide service to all passengers.
- ❑ 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.



Thank You