



2022 Annual Accessibility Plan

On-Street Transit Infrastructure Improvements ^{6.1}

Concrete Bus Stop Pads:

- ❑ 2.4% (78 of 3,238) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (60 of 78 are due to absence of sidewalks).
- ❑ Approximately 85 bus stop locations have been completed with passenger landing pads.

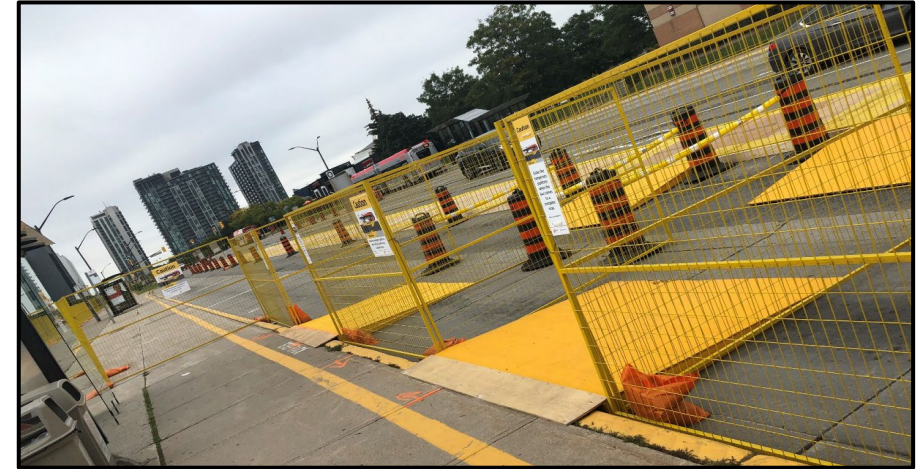


Construction Impacts on Transit Infrastructure

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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.



Enhanced Transit Shelters

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- ❑ MiWay's new enhanced shelters will be larger than the existing on-street standard shelters (length of the shelters ranging between 8m, 12m and 16m)
- ❑ Will incorporate enclosed heated areas, digital schedule information and wave sensors for enclosed areas and heaters.
- ❑ Enhanced shelters were designed to be in compliance with AODA requirements and the City's accessibility guidelines for clear space, reach requirements and viewing heights.



New MiWay Website

6.1

MiWay's goal is to be fully compliant with the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines version 2.0 level AA.

On-going activities to ensure compliance include:

- Adherence to the City's new design principles which integrates accessibility.
- Adherence to the City's consistent design language in order to make our design language and code more inclusive to users of all abilities.
- All web content is written 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 are in use that adhere to WCAG 2.0 AA standards.

Fleet Improvements

- ❑ MiWay's new bus deliveries will include an electric accessibility ramp.
- ❑ The new ramp enables buses to kneel at variable heights, minimizing the slope difference between a low floor ramp and the bus floor.
- ❑ This improvement provides increased stability, and eliminates the varying slopes that are created when ramps are deployed along uneven road surfaces.



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