



2023 Annual Accessibility Plan

On-Street Transit Infrastructure Improvements ^{6.2}

Concrete Bus Stop Pads:

- ❑ 1.5% (49 of 3,230) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks or sidewalk connections
- ❑ To further enhance accessibility, slope measurements are now reviewed to ensure stops meet accessibility requirements. Approximately 14% (457 of 3230) of stops are being reviewed for slope improvements.



Construction Impacts on Transit Infrastructure

6.2

Stops Impacted by Hurontario LRT Construction:

- ❑ Temporary hard surface bus pads are installed where existing stops were disrupted due to 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 has 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

- ❑ MiWay's new enhanced shelters are 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 are designed to be in compliance with AODA requirements and the City's accessibility guidelines for clear space, reach requirements and viewing heights.



Enhanced Transit Shelters

- ❑ Currently, approximately 25 enhanced shelters are located across the City
- ❑ MiWay is working towards installing approximately 28 enhanced shelters this year, with approximately 30 in 2025 and another 10 in 2026. These timelines are approximate and are subject to change based on construction factors or integration with other projects.



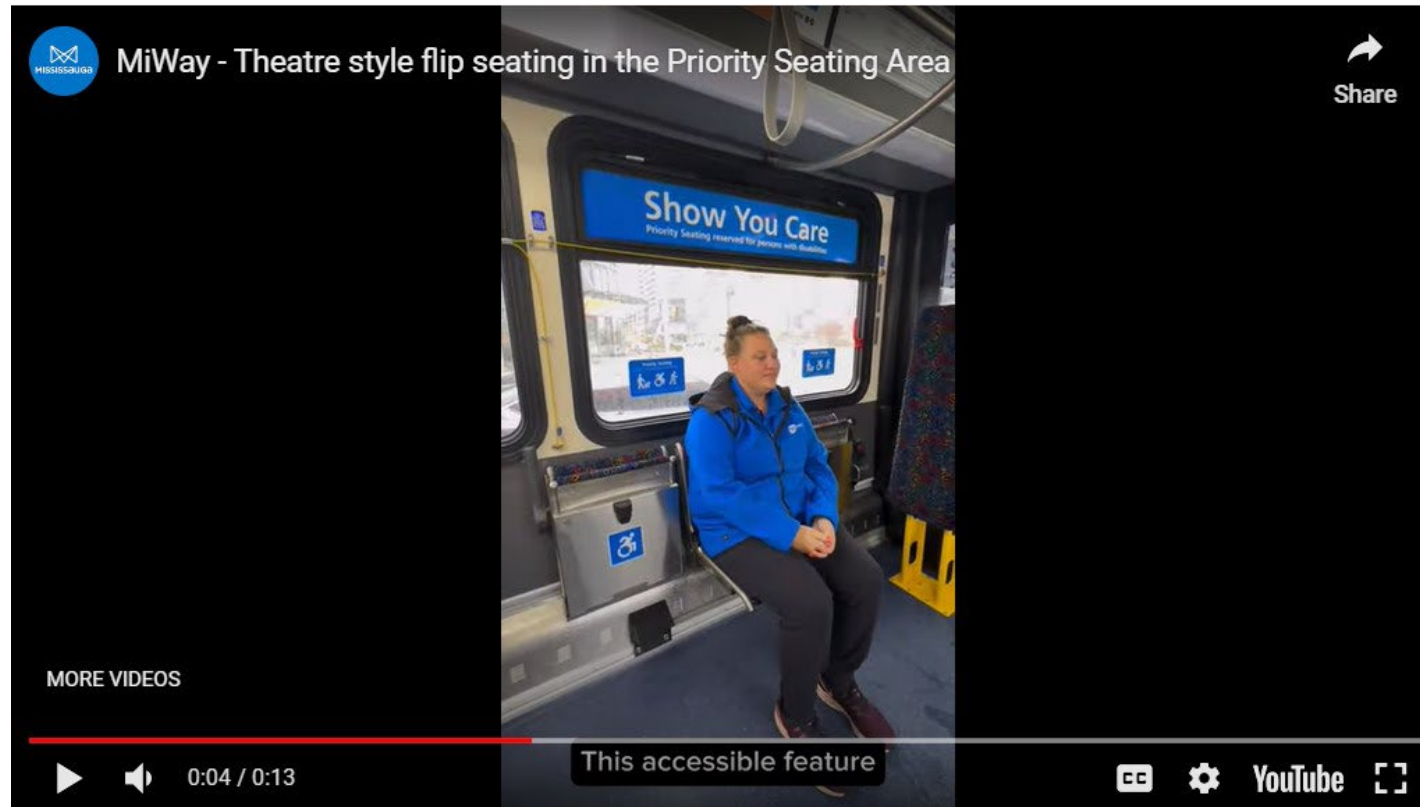
Digital Screens for Enhanced Shelters

- ❑ MiWay is testing two types of digital screens over the next several months in some bus shelters to decide which model to install next year in new enhanced bus shelters.
- ❑ Both display options include real-time next bus information for customers in an accessible format
- ❑ At the push of a button, customers can hear an audio announcement of the next bus information.
- ❑ MiWay will be evaluating both the hardware and software related to these screens.
- ❑ New digital screens will complement these added amenities and improve the customer experience as more enhanced bus shelters are installed throughout Mississauga from 2024 to 2027.



Fleet Improvements

- ❑ In 2023, MiWay launched a new campaign to increase the awareness of the Priority Seating Area. This included posts on social media, updates to the website as well as an instructional video.



Accessible Training

- ❑ In 2023, MiWay ran a total of 10 **New Transit Operator Training Program classes** for new recruits and 20 **Refresher Training Program classes** for existing Transit Operators.
- ❑ In both training programs, videos on Invisible Disabilities and Serving with Compassion are included which were created with several of the ACC.
- ❑ The New Transit Operator Training Program's accessibility module is a four-hour course made up of classroom training on MiWay's accessibility policies and procedures, the role of the Transit Operator in accessible customer service, the significance of visible and non-visible disabilities, as well as roleplaying and on-street simulations.





Thank You