



2020 Annual Accessibility Plan

Transit Infrastructure Improvements

Concrete Bus Stop Pads:

- ❑ 3% (approximately 109 of 3341) of stops serviced by MiWay are inaccessible - mainly due to the absence of sidewalks (approximately 89% of all inaccessible stops).
- ❑ In 2020, MiWay implemented 73 rear pads, that is the extension of the concrete pad to cover the rear doors of a bus.



Accessible Transit Infrastructure

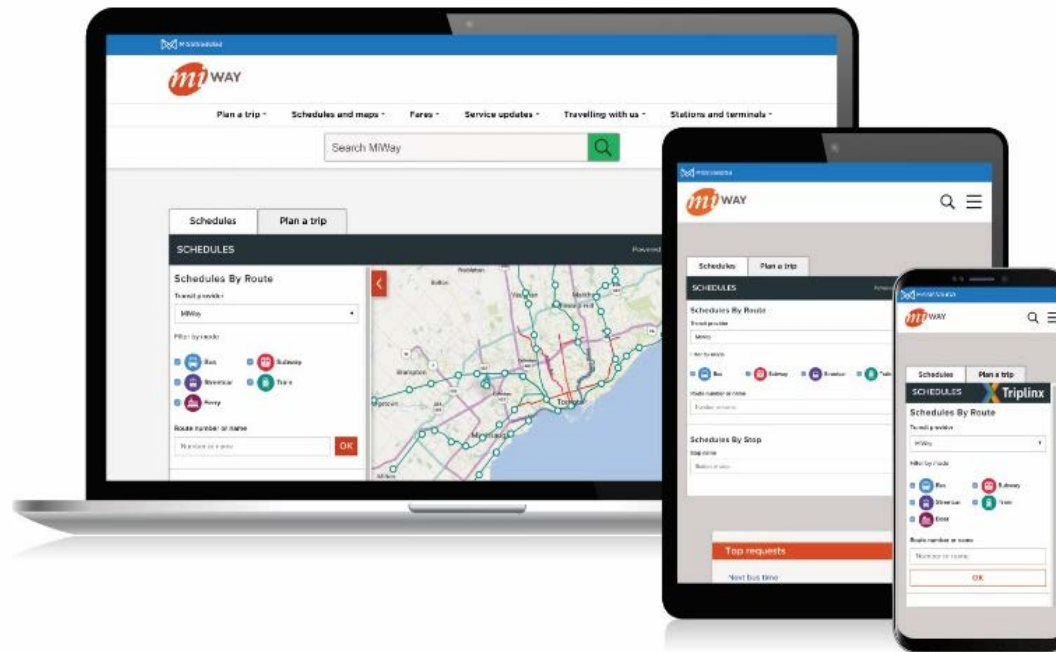
Transit Stops Impacted by Construction:

- ❑ Temporary hard surface bus pads installed where existing transit 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.



New MiWay Website

- ❑ MiWay's new website launched on March 31, 2020.
- ❑ Includes a newly integrated trip planner, Triplinx which is WCAG 2.0 AA compliant.
- ❑ Content audit was completed to review all PDFs across the site.
- ❑ All web content has been rewritten with a customer focus, plain language and optimized for accessibility to make it easier for screen readers.



Fleet Improvements

- ❑ New priority seat design installed as a pilot project on one bus.
- ❑ With the new design, individual seats fold up when not in use. This feature makes it possible to accommodate both 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.
- ❑ Survey was conducted to gather feedback from customers on the seat design.



Accessible Training

- ❑ Accessibility themed training videos introduced in consultation with and participation by the Accessibility Advisory Committee (ACC) members.
- ❑ Produced two videos:
 - ❑ One video focusses on non-visible disabilities and the impact they have on the transit experience for many of our passengers.
 - ❑ Second video has a theme of compassion and highlights the impact of the language MiWay uses and the service that MiWay provides.
- ❑ These two videos were incorporated into both the New Transit Operator Training Program and the Refresher Training Program.



Thank You