



The new Mississauga Transit

Accessible Services – Emergency Preparedness & Response Policies

MiWay is committed to the safety and security of all our passengers. MiWay staff are always ready to help you.

Emergency Preparedness:

All MiWay Bus Operators have been specially trained to provide accessible transit services. Training includes the safe operation of the ramp, assisting in the securement of wheelchairs/vacant scooters and understanding of customer needs. Do not hesitate to ask your bus operator any questions.

All MiWay Operators are trained to give you detailed instructions on what to do in an emergency. MiWay operators and Supervisory staff will work together to ensure the safety of all passengers in an emergency situation.

Emergency Response:

- The City of Mississauga's Fire and Emergency Services has been designated by the City to provide assistance in the case of an emergency.
- In the event of an emergency, MiWay Operators will contact Transit Control, who in turn will contact Fire and Emergency Services to ensure that aid is provided as soon as possible.
- MiWay Operators will provide assistance to passengers, including those with disabilities, or if unable to safely do so, will advise the Emergency Services of any passengers who need help.
- Each situation is different, and MiWay Operators are trained to respond accordingly. For example, in the event of a bus collision, your Bus Operator will attempt to identify passengers who may be injured, and provide assistance where it is possible to do so safely.
- MiWay also welcomes input from its passengers: if you are injured or see someone who may be injured, notify the Operator as soon as possible.