



2023 Annual **Accessibility Report**



December 2023

Table of Contents

1.0	MiWay's Service Profile	4
2.0	MiWay's 2040 Strategic Plan.....	4
3.0	MiWay's Customer Charter	5
4.0	Mission, Vision, Values and the Basics Program.....	6
	Conventional Services – 2023 Service Profile	7
5.0	Integrated Accessibility Standards Regulation (IASR).....	8
6.0	Ongoing Improvements	8
6.1	Transit Infrastructure Improvements	8
6.2	Sidewalk Program	9
6.3	Red Plastic Treatment Program	10
6.4	Hurontario LRT Temporary Transit Infrastructure.....	11
6.5	Transit and Active Transportation Infrastructure: Tactile Plates	12
6.7	Enhanced Shelter Program	15
6.8	Digital Screens for Enhanced Shelters	16
7.0	Information & Communication	18
8.0	Fleet Improvements	20
9.0	Training.....	21
9.1	Operator Training and Communication Improvements	21
9.2	Customer Service Staff Training and Accessible Service	23
10.0	Consultation of the Report	25
11.0	Plan Approval & Communication Strategy.....	25
12.0	Conclusion & Next Steps	25
13.0	For more Information.....	26

Executive Summary

The City of Mississauga is committed to improving accessibility for people with disabilities. As part of this commitment, MiWay's Annual Accessibility Report documents the planning and implementation of activities undertaken by MiWay to make all its services and facilities accessible.

The Annual Report fulfills MiWay's obligations under the Accessibility for Ontarians with Disabilities Act (AODA), to publish an annual status report.

In 2005, the Accessibility for Ontarians with Disabilities Act (AODA) was passed with the purpose of:

"...developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises on or before January 1, 2025."

MiWay continues to provide a transportation system that ensures its services and operations are accessible to everyone. MiWay's plans will result in all services and facilities being accessible before the accessibility deadline of 2025, as established by the AODA.

MiWay is committed to:

- The continuous improvement of accessible transit services;
- Working toward ensuring its facilities and premises are barrier free;
- Ensuring employment opportunities are barrier free; and
- Implementing communication services that respect the abilities of all customers, employees and the public at large.

Consistent with the requirements under the Integrated Accessibility Standards Regulation (IASR), MiWay's Annual Accessibility Report will be provided to the public for review during the City of Mississauga's Accessibility Advisory Committee (AAC) meeting on April 15th, 2024.

A final copy of MiWay's Annual Accessibility Report will be posted on MiWay's website (www.miway.ca/accessibility) and will be available in alternate accessible formats, upon request.

1.0 MiWay's Service Profile

MiWay operates conventional, fixed route transit service within the boundaries of the City of Mississauga. Accessible service is provided along all regularly scheduled routes.

As part of the Greater Toronto Area, MiWay connects to commuter rail and regional bus service provided by GO Transit, and integrates service with neighbouring municipalities. The system connects with Brampton Transit and Milton Transit to the north, Oakville Transit to the west, and the Toronto Transit Commission (TTC) to the east, with direct connections to the Islington and Kipling Subway Stations.

2.0 MiWay's 2040 Strategic Plan

MiWay plays a key role in the future success of the City of Mississauga and its desire to become a global city that connects both the communities within the city and with the neighbouring communities of the Greater Toronto & Hamilton Area (GTHA).

The MiWay 2040 Strategic Plan is an organizational strategy and vision document, a roadmap for MiWay's key goals over the short and long term. Embedded in the Strategic Plan are MiWay's Mission, Vision, Values and the MiWay Basics (MVV+B). The Strategic Plan is also aligned with the City and Metrolinx's strategic visions.

The Strategic Plan consists of five pillars: **Focus on the Customer, Move People, Support Employee Success, Harness Technology & Innovation, and Build Business and Environmental Sustainability.**

For each of these pillars, long-term goals provide guidance to the organization's development over the next 15-20 years. Short-term goals that could be accomplished within the next 3 to 4 years also provide direction on the delivery of our long-range goals.

MiWay Strategic Pillars



Focus on the Customer



Support Employee Success



Move People



Harness Technology & Innovation



Build Business & Environmental Sustainability

3.0 MiWay's Customer Charter

Launched in 2021, MiWay's Customer Charter is a public commitment on what transit customers can expect from MiWay.

MiWay's Customer Charter consists of four commitments:

- *Safety first:* The safety of customers, employees and all those who come in contact with our transit service is important to MiWay. MiWay is focused on wanting everyone to feel safe and secure while riding the bus and sharing the road with other vehicles.
- *Reliable and on time:* MiWay is focused on providing a dependable transit service by being on time, minimizing delays and acting quickly when service disruptions or delays occur.
- *Excellent customer service:* MiWay is focused on making every experience a positive one. The team is committed to providing excellent customer service, treating everyone with courtesy and respect.
- *Keeping customers informed:* Whether it's communicating delays or providing customers with information to help them plan their journeys better. MiWay is focused on ensuring accurate, up-to-date service information is available online and with customer service representatives.



4.0 Mission, Vision, Values and the Basics Program

A number of significant improvements took place with **MiWay's Mission, Vision, Values and Basics (MVV+B) Program**. These improvements contributed to the advancement of improving accessibility at MiWay.

The MVV+B initiative was created to ensure that all employees have the same understanding of the organization's direction, and to bring an inspiring vision for the future.

Our Mission

MiWay provides Mississauga with a shared travel choice that is friendly, reliable, and respects the environment.

We help to connect people to their destination with ease.

We are people who care about people.

We strive to listen to customers as we continuously evolve to meet the changing needs of the community.

Our Vision

MiWay will provide a safe, reliable, and efficient travel choice that delivers an excellent customer experience.

Our Values

As a leading organization it is important we continue to live by our corporate values of **Trust, Quality and Excellence**. They guide our decisions and actions and form the basis of how we act. At MiWay, we live by two additional values that help MiWay deliver quality service to our customers.

Teamwork - The sense of purpose employees have at MiWay, working and sharing across all groups to deliver an excellent experience to our customers.

Commitment - MiWay is committed to working with passion in our individual contributions and with dedication to our team effort.

Our Basics

We are safe. We are compassionate. We are efficient. We are environmental.

Conventional Services – 2023 Service Profile

Types of Services	Conventional fixed route transit service. School Routes - Trips to and from local secondary schools within Mississauga to supplement conventional transit service.
Service Area	Primarily within the City of Mississauga boundaries, with service integration into neighbouring municipalities (Brampton, Toronto, Oakville, Milton)
Hours of Operations	Monday to Friday: 24 Hour Service Saturday: 3:44 AM to 3:19 AM Sunday: 4:45 AM to 2:23 AM
Annual Passenger Boardings	59.6 Million
Annual Revenue Ridership	45.1 Million
Annual Revenue Service Hours	1.39 Million
Annual Vehicle Hours	1.47 Million
Annual Revenue Kilometres	29.6 Million
Number of Routes	65 Routes (as of Dec. 2023): <ul style="list-style-type: none">• 6 Express Routes• 51 Regular Routes• 8 School Routes
Fleet Composition	484 accessible buses (as of Dec. 2023)



5.0 Integrated Accessibility Standards Regulation (IASR)

MiWay's main focus for accessibility planning has been on the implementation of the requirements under the Integrated Accessibility Standards Regulation (IASR). MiWay has been proactive and has accomplished much in relation to accessibility improvements within our facilities, policies, and services. A significant portion of the requirements set out within the IASR's Transportation Standard are currently in effect and compliance has already been achieved.

6.0 Ongoing Improvements

6.1 Transit Infrastructure Improvements

A fundamental aspect of the expansion of accessible conventional services within Mississauga's existing transit system is the ongoing upgrade of stop locations and infrastructure such as shelters, bus pads and sidewalk connections. A bus stop is considered to be accessible only if there is a flat hard surface for passengers to board and alight (passenger landing pad) at the stop which connects to the existing sidewalk network. To further improve access to transit services and meet MiWay's updated standards, concrete landing pad extensions have been installed as well. Extending the concrete pad ensures passengers can safely exit from the rear door of the buses without stepping down into mud or grass.

Beginning in 2023, MiWay is reviewing existing transit infrastructure to determine if and where additional improvements can be introduced within the network to enhance accessibility and improve the overall customer experience. One key area of focus has been on the review of all existing transit stop infrastructure (concrete landing pads) to ensure that the existing slope of the concrete pad meets the standards outlined in the City of Mississauga's Facility Accessibility Design Standards. Where adjustments are required, MiWay identifies those locations for improvement.

To ensure that throwaway costs are minimized and to capitalize on other planned projects within the City, MiWay continues to implement on-street stop improvements (e.g., stop relocation, stop consolidation, addition of stop infrastructure) through on-going City and Regional Road Projects, as well as Development Applications and other construction projects.

In 2023, 40 bus stop locations were improved through Works Operations and Maintenance Team (WOM) as part of MiWay's annual landing pad program. In addition, 76 stops were improved as part of other programs; 13 stops were improved as part of the 2023 sidewalk program, 6 stops as part of 2023 Multi-Use Trail (MUT) program, 19 stops as part of the cycle track program, and 38 stops as part of the City Integrated Road projects.

To improve accessibility for our customers during construction, MiWay reviews construction management plans and coordinates with the contractors to ensure minimal impacts to the transit stops and provides temporary stop pad installations (using asphalt or rubber mats) to

provide accessible conditions during the construction projects where feasible. MiWay has also been coordinating with other transit agencies to improve stops within other jurisdictions which includes stop consolidations and/or new infrastructure.

To further improve accessibility at transit stops, in 2023, as part of MiWay's bus stop inventory data collection program, staff collected slope measurements for pedestrian landing pads to ensure stops meet accessibility requirements with respect to running and cross slopes.

As of the October 2023 service change period, there are a total of 3,230 active bus stops in the city. With the improvements noted above, approximately 14% (457 of 3,230) of stops serviced by MiWay are currently being reviewed for slope improvements. It is of note that approximately 1.5% of stops (49 of the 3,230) are inaccessible due to the absence of sidewalks or sidewalk connections. MiWay will continue to collaborate with Active Transportation, Capital Works and WOM to address and upgrade the inaccessible stops where feasible.



6.2 Sidewalk Program

MiWay has set a goal of creating an accessible system by which all stops within the boundary of the City of Mississauga, to the extent possible, will be accessible. All current sidewalk improvements and installations have been prioritized to provide connections to MiWay stops and services.

The programming of sidewalks is led by the City of Mississauga's Active Transportation Office in the Transportation & Infrastructure Planning Division, with input from MiWay's Service Development team. The timing of this work is subject to the priority schedules set by the Infrastructure Planning and Engineering division, budget availability and City of Mississauga Council approval. As progress is made, and sidewalks are constructed to improve pedestrian

linkages, MiWay will continue to install the necessary infrastructure to improve accessibility throughout our system. As noted above, approximately 1.5% of stops (49 of the 3,230) are inaccessible due to the absence of sidewalks or sidewalk connections. MiWay will continue to collaborate with Active Transportation to include transit improvements in the City's annual sidewalk program where possible and address other locations through MiWay's annual landing pad program.

6.3 Red Plastic Treatment Program

As Mississauga continues to develop into a multi-modal city with an emphasis on transit-oriented development, it is important to designate bus only on-street infrastructure in order to mitigate impacts to bus operations. MiWay has an annual Red Plastic Treatment Program where a red surface treatment is applied to bus bays, bus-only lanes and terminal/station egresses to prevent other vehicles from using the infrastructure and impeding bus operations. By designating the bus only infrastructure with the red plastic treatment, these areas are more visible and therefore increases safety for operators and customers. Due to supply chain issues, only one location was completed in 2023; all remaining 2023 locations have been deferred to 2023.



6.4 Hurontario LRT Temporary Transit Infrastructure

With construction ongoing for the Hurontario LRT project, the entire corridor has impacts due to construction within boulevards and roads, which include lane reductions/shifting, etc. To minimize the impact of this construction on transit service/infrastructure and customers, MiWay sought out and achieved the implementation of temporary transit infrastructure to ensure access to transit service is maintained.

Where existing accessible transit stops were disrupted due to construction along boulevard areas, temporary pads/connections were requested and installed to accommodate accessibility. This solution has been particularly beneficial at major intersections where significant transfers occur. Where construction impacts have included lane reductions and/or lane shifting, preventing transit vehicles from servicing transit stops along the boulevard, temporary pedestrian landing pad platforms and connections have been implemented during the HuLRT heavy civil construction.

The result of successful internal design collaboration, these plans accommodate pedestrians between existing and temporary stops using a series of protected walkways and ramps at transition points such as curbs. These walkways/ramps connect to temporary transit platforms that have been safely positioned so that transit vehicles can service an accessible hard surface and allow for the safe boarding/alighting customers. This concept has been in use along the entire Hurontario Street corridor within the City of Mississauga from Park Street East to Top Flight Drive/Derrycrest Drive.



In 2023, Hurontario LRT construction significantly impacted transit operations at the City Centre Transit Terminal. These impacts have led to multiple bus bay and terminal closures. During these phases temporary landing pad platforms and walkways/ramps have been installed to ensure accessible transit service is maintained.



6.5 Transit and Active Transportation Infrastructure: Tactile Plates

MiWay updated the transit standard drawings for various stop configurations as part of the MiWay Infrastructure Growth Plan. The update included the development of standards that integrated active transportation infrastructure (e.g., bike lanes, cycle tracks and multi-use trails) with stop infrastructure (e.g., pedestrian landing pads and shelters).

Two configurations were developed for each integrated standard, a preferred and a constrained version, whereby the applicable standard would be dependent on the available

right-of-way. For the constrained version of the standard drawing for integration with cycle tracks, the 15m by 2m concrete pedestrian landing pad is incorporated into the cycle track and is delineated by a painted yellow line and is referred to as the mixing zone as it will be used by both transit riders and cyclists.

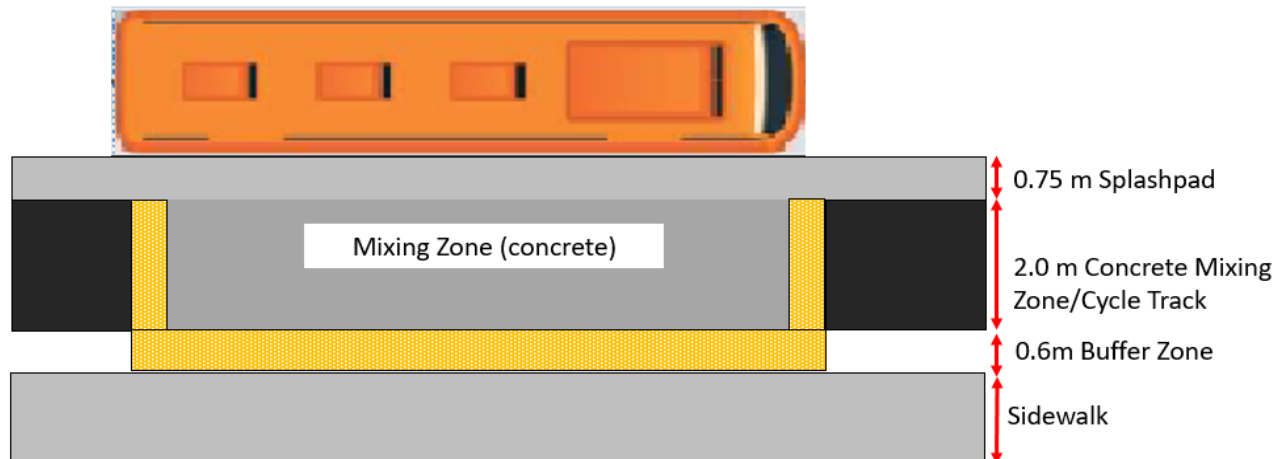


In an effort to increase awareness between the various users of the mixing zone, MiWay proposed the installation of a detectable warning surface (i.e., tactile plates) to delineate the mixing zone. The tactile plates would provide warning to transit riders that they are entering an area of potential cyclist presence and vice versa for cyclists who would be entering a passenger boarding and alighting area. The preferred layout of the tactile plates with respect to the mixing zone is shown in the figure (Mixing Zone-Preferred) below.

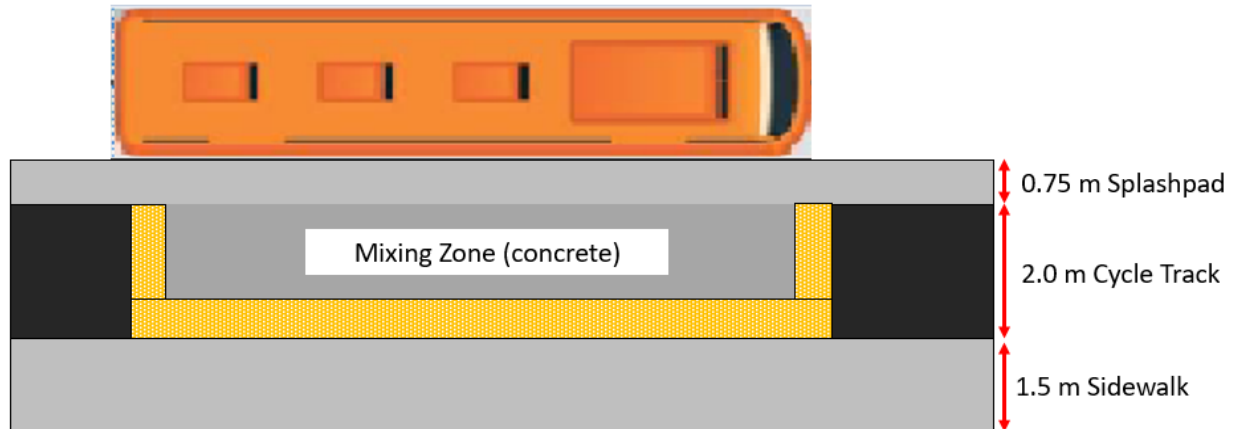
In situations whereby there are limitations with the available right-of-way and the preferred layout for the tactile plates cannot be accommodated, a constrained version was also developed as shown in figure (Mixing Zone-Constrained). The constrained version was developed in consultation with the Accessibility Group with the understanding that the tactile plates could be placed on the mixing zone within the 15m by 2m concrete area. The standard drawings will need to be updated to reflect the addition of the tactile plates; however, MiWay has been working with Active Transportation to ensure this surface treatment is included in all forthcoming projects.



Mixing Zone- Preferred



Mixing Zone- Constrained



Due to changing standards and best practices, MiWay is currently working with a consultant to update MiWay's integrated standard drawings to include tactile walking indicators for cycle tracks and multi-use trails. MiWay has sought input from Active Transportation and the Accessibility Committee to inform the updates MiWay's standard drawings. The updated standard drawings will be circulated and applied to future projects in Mississauga.

6.7 Enhanced Shelter Program

As part of the Investing in Canada Infrastructure Program (ICIP), MiWay received funding for the implementation of enhanced shelters along major corridors with existing or future express routing. These enhanced shelters would be larger than the existing on-street standard shelters and incorporate enclosed heated areas and the provision of digital schedule information. The size of the on-street enhanced shelters would be dependent on available property with the length of the shelters ranging between 8m, 12m and 16m. To ensure the provision of barrier free amenities at MiWay's on-street stops, the 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. Furthermore, the enclosed areas are provided with wave sensors as well as for the heaters.



6.8 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.

The two digital screens – a 13-inch E-Ink version and a 10-inch reflective LCD version – both display real-time next bus information for customers in an accessible format.

The 13-inch E-Ink model displays information in black and white with high contrast. When you push a button below the screen you can hear an audio announcement of the next bus information. The screen is installed at bus stop #1217 located at Mississauga Valley Boulevard at Voltarie Crescent, which serves Route 3 Bloor.



The 10-inch reflective, solar-powered, LCD model, displays information in colour. When you push a button below the screen the display changes to a high-contrast version with larger text. The screen is installed at bus stop #0661 located at Central Parkway West at Semenyk Court, which serves Routes 6 Credit Woodlands and 38 Creditview.



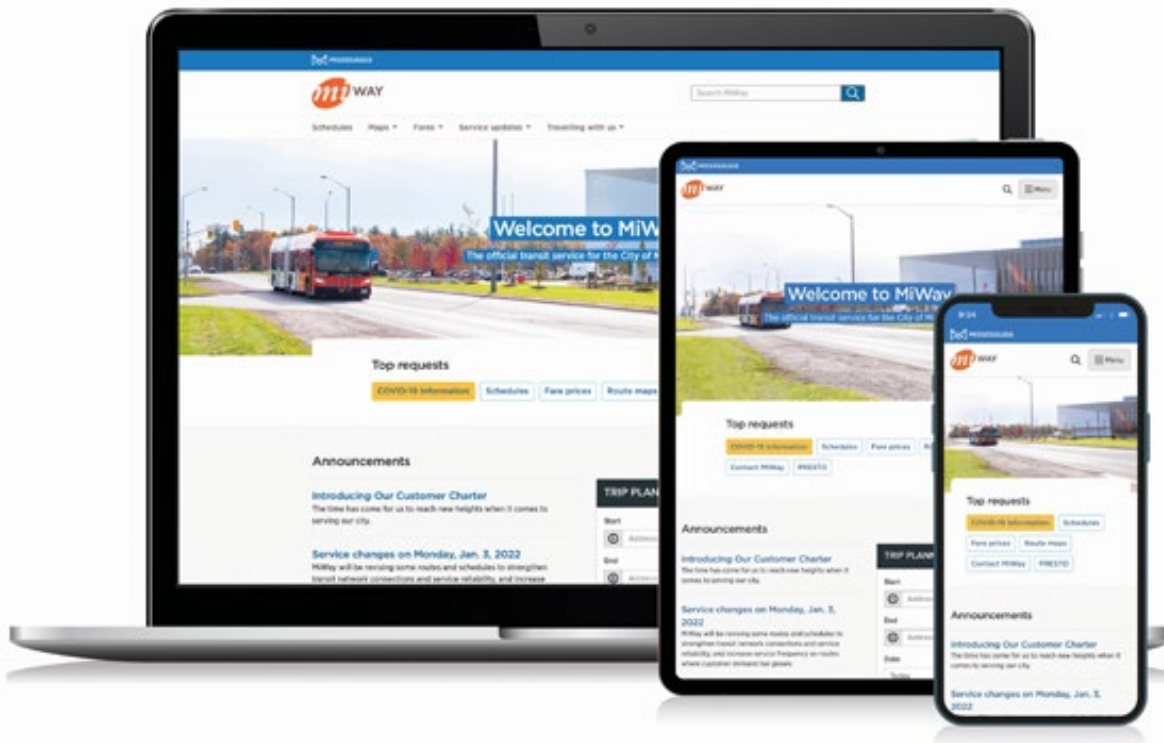
MiWay will be evaluating both the hardware and software related to these screens.

MiWay's new enhanced bus shelters are larger, provide more seating, and feature a heated and enclosed shelter space for added comfort during colder weather. 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.

This project is helping to advance MiWay's Infrastructure Growth Plan investment strategy.

7.0 Information & Communication

With the recent improvements to MiWay's Accessible Services, MiWay continues to ensure its web content and print material are accessible to customers.



Our 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 which they've adapted the POUR accessibility principles 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.

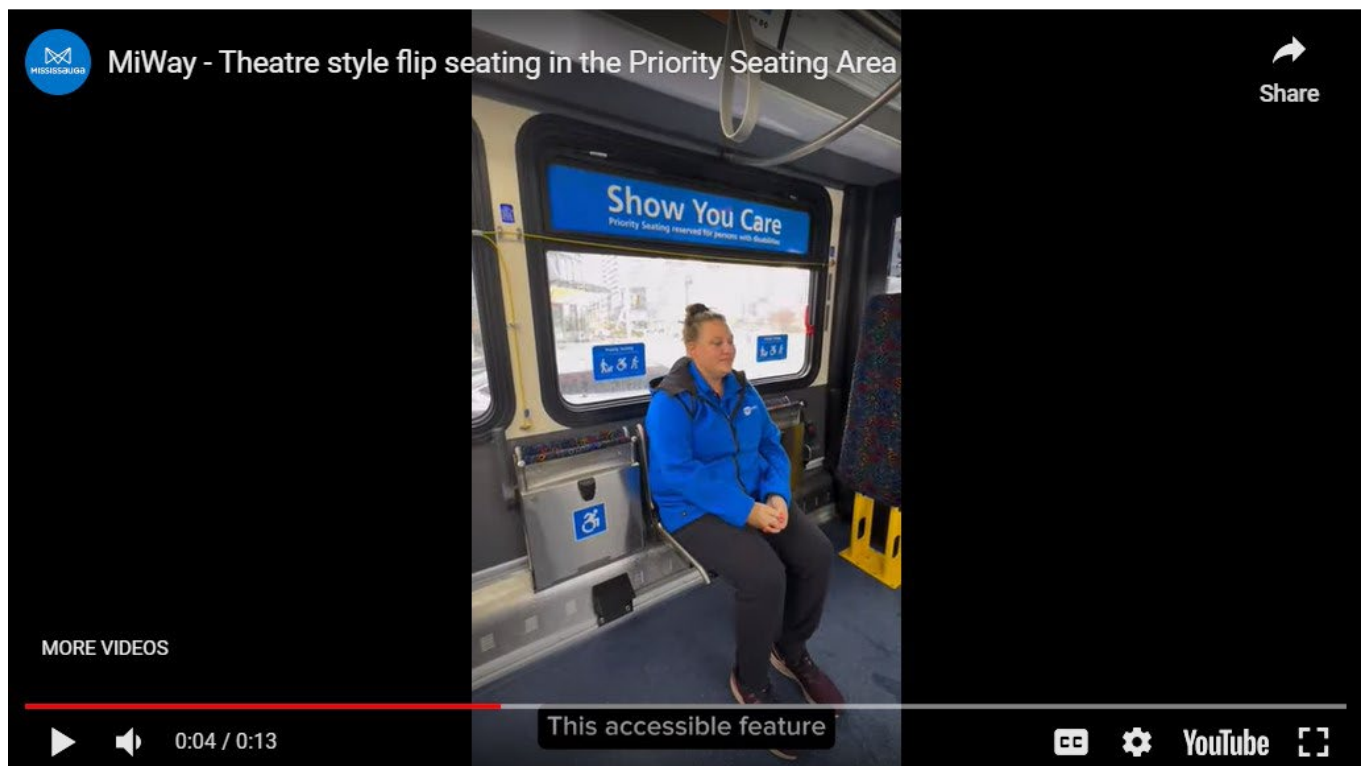
Accessible Bus Services

MiWay plans to continue these activities to remain compliant:

- Reviewing MiWay's Accessible Services webpage at miway.ca/accessibility. Information pertaining to accessible services, policies and procedures is available online for all customers.
- Customers can use the Google Translate feature on MiWay's webpage to view the information in multiple languages.
- Provide web descriptions for screen readers such as image ALT tags and web link title attributions.
- New website content is developed to ensure that it is accessible to web users. Regular site improve website reports are also reviewed to identify and resolve any potential issues (e.g. ALT tags, heading structure, etc.).
- ALT tags are now added to images on MiWay's social media channels (Twitter and Facebook).

Print Content - To improve accessibility in MiWay's print material, all print material produced continues to be reviewed to ensure font type, colour sizes, spacing, line height and contrast are accessible.

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.



8.0 Fleet Improvements

MiWay continues to make improvements to its fleet to ensure accessible service is provided to all customers.

Staying on top of industry improvements, MiWay's new bus deliveries will include an electric accessibility ramp. The "Smart Rider Lite" is an industry-first in fully accessible boarding. The new ramp enables buses to kneel at variable heights, minimizing the slope difference between a low floor ramp and the bus floor. The ramp automatically deploys and the bus proceeds to kneel keeping the ramp more level as opposed to on an incline (up-hill) into the bus.

This improvement provides increased stability, and eliminates the varying slopes that are created when ramps are deployed along uneven road surfaces.



9.0 Training

9.1 Operator Training and Communication Improvements

In 2023, the MiWay Learning Centre ran a total of ten *New Transit Operator Training Program* classes for new recruits and twenty *Refresher Training Program* classes for existing Transit Operators. Accessible customer service remained an important module covered in both of these programs.

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. The City of Mississauga's eLearning *Accessibility for Ontarians with Disabilities* continues to be a prerequisite, and the class is required to complete additional follow-up exercises that facilitate discussion in the classroom regarding potential barriers in transit, tips for communication with passengers with various disabilities and how best to provide service to all passengers. Within the on-the-road component of this program, new hires also practise their role in accessibility and the technical functionalities of kneeling the bus and deploying the accessibility ramp.

The *Refresher Training Program's* accessibility module reminds Transit Operators of MiWay's policies and procedures, and reviews their role in accessible customer service. It also covers the impact of language choices and highlights the transit experience, particularly for those passengers with non-visible disabilities.



In both of these training programs, the most noteworthy element is the videos *Invisible Disabilities* and *Serving with Compassion*, where the MiWay Learning Centre collaborated with several of the Accessibility Advisory Committee (ACC) members. Positive and powerful feedback continues to prove how impactful these videos are for our learners.

The MiWay Learning Centre regularly and proactively communicates with Transit Operators and the wider transit workforce through communication posters. These communication posters are distributed in a variety of methods. They are posted on the communication boards in the Transit Operator lounges, emailed out to all transit staff, shared on the TV monitors in the lounges and training area, and stored on the Learning Centre's internal webpage. In 2023, the MiWay Learning Centre executed a communication campaign series focussing on accessibility themes. There were three topics covered in the campaign. The first topic was invisible disabilities, with reminders on what an invisible disability is and what a Transit Operator can do to help. The second topic was about the accessibility ramp, its importance in accessible transit and safety reminders concerning its functionality. The third topic was the priority seating section of the bus and the Transit Operator's role with assistance. The purpose of this campaign was to remind our workforce about the role and responsibilities transit has for our customers with accessibility needs.

In addition, the Learning Centre completed two recruitments for new Transit Operators in 2023. Both testing and interview questions were updated. A significant aspect of these questions is customer service, which includes accessible customer service, to assess the candidates' experience and attitude towards servicing and helping others.

With continuous improvement at the foundation of our team, the MiWay Learning Centre looks forward to its ongoing development with future accessibility enhancements.



9.2 Customer Service Staff Training and Accessible Service

Accessible customer service is an integral part of the Customer Service Training Program and how we deliver service. The new and refresher training course includes an e-learning component, “Accessibility for Ontarians with Disabilities” and a classroom discussion focused on dignity, respect, and available support for the customer and the employee. We encourage open dialogue to learn from one another and reaffirm our commitment to accessible service for all.

Our Customer Service staff provide additional support for customers who may have accessible needs. They are trained to use tools to improve and enhance communication using simple tactics such as speaking in plain language, writing instructions and key words on paper, and provide a simple diagram to help direct customers in their travels. In addition, Customer Service staff work with other MiWay staff such as Route Supervisors and Transit Enforcement Officers to get the customer on board the right bus. When requested, they may also escort customers to their bus stop should they need assistance with wayfinding.

In 2019, the BRAVO customer service model was introduced. It is the City of Mississauga’s new customer interaction model for staff. The program was established to create greater consistency in customer service interactions across the City. Since launch, Customer Service staff follow this new model and receive refresher training annually.



The City of Mississauga has a long history of providing responsive services to its citizens. In 2017, the City launched a Workforce Diversity and Inclusion Strategy. It recognizes the importance of the uniqueness of individuals and creating an environment that values and respects them for their talents, skills and abilities. To promote diversity and inclusion, the City has launched a number of programs aimed to further employee understanding and knowledge. The goal is to remove barriers for employees in order for them thrive in the

workplace and serve its citizens. The Customer Service team continues to learn and find new ways to adapt to its customers' needs with each interaction. The team constantly looks at ways to remove barriers in the workplace to provide excellent service for all.

MiWay is looking to improve the way we deliver customer service. In 2023, MiWay completed an independent review of our Customer Service Program. This review included a full current state review using research and benchmarking best practices, customer surveys and focus group sessions to gain a better understanding of all our customers' user experience including those with accessible needs. The recommendations include development of a customer service strategy, changes to the customer service governance and operating model, investment in technology to support customer service activities such as workforce management system, development of a voice-of-the-customer program, improvements to knowledge base and information sharing, employee development and cross-functional service level agreements. The MiWay Customer Service team is committed to making improvements in how we deliver service to all our customers and support staff to be successful in their roles.

10.0 Consultation of the Report

In the preparation of this plan, MiWay has conducted the following consultation activities:

- Consultation with the City of Mississauga's Accessibility Advisory Committee (AAC) to ensure input is received from all members;
- Consultation with the residents of the City of Mississauga to ensure input is received from the general community (public meeting/AAC meeting held on April 15th, 2024).

11.0 Plan Approval & Communication Strategy

With MiWay's Transit Management Team reviewing and approving the 2023 Accessibility Report, the required communication of the plan will include:

- Release of the approved report to the City of Mississauga's Accessibility Advisory Committee;
- Inclusion of the approved report in the City of Mississauga's 2023 Annual Report of the Multi-Year Accessibility Plan; and
- Inclusion of the approved report on [MiWay's website](#).

12.0 Conclusion & Next Steps

MiWay has made great strides in achieving its goal of being an accessible transit service for all our customers. The 2023 Annual Accessibility Report provides an update on activities undertaken to improve accessibility on all services and facilities.

Where feasible, MiWay is incorporating Universal Design Principles into the design of the system and the supporting infrastructure. By adopting these principles MiWay is confident that - in time - the services offered by MiWay will accommodate the needs of not just the disability community but the greater population.

13.0 For more Information

Questions or comments about MiWay's Accessibility Plan or general inquiries on our accessible services are always welcome.

For MiWay assistance or to provide feedback, Customer Service Representatives are available at 905-615-4636:

Weekdays:	7:00 am to 7:00 pm
Weekends:	9:30 am to 5:00 pm
Holidays:	9:30 am to 5:00 pm
E-mail:	miwayhelps@mississauga.ca
Online Form:	Online Feedback Form

In person service is available at the information booth at the City Centre Transit Terminal, located at 200 Rathburn Road West:

Weekdays:	8:00 am to 7:00 pm
Weekends and Boxing Day:	9:30 am to 5:00 pm
Holidays:	Closed

MiWay Roaming Ambassadors are available to assist customers at City Centre Transit Terminal and deployed to assist with service changes and disruptions on buses and routes on weekdays and Saturdays, as staffing allows as we grow the program.

MiWay – Website: [MiWay Website](#)

MiWay – Mailing Address: 3484 Semenyk Court
Mississauga, Ontario L5C 4R1

Follow us on Twitter: @MiWayHelps

Follow us on Facebook: miwaymississauga

If you require this document in an alternate format, please contact MiWay at miwayhelps@mississauga.ca or call (905) 615-4636 (INFO).

